

# APPENDIX G: CCR Certification Form (Suggested Format)

## Consumer Confidence Report Certification Form (to be submitted with a copy of the CCR)

(To certify electronic delivery of the CCR, use the certification form on the State Board's website at [http://www.swrcb.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml))

Water System Name: Cal-Am Water Company – Duarte

Water System Number: CA1910186

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 5, 2020 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water.

Certified by: Name: Mike C. Phillips  
Signature:   
Title: Manager, Water Quality & Environmental Compliance  
Phone Number: (812) 565-8080 Date: June 30, 2020

*To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:*

- CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: \_\_\_\_\_
- "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
- Posting the CCR on the Internet at [www.amwater.com/ccr/duarte.pdf](http://www.amwater.com/ccr/duarte.pdf)
  - Mailing the CCR to postal patrons within the service area (attach zip codes used)
  - Advertising the availability of the CCR in news media (attach copy of press release)
  - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
  - Posted the CCR in public places (attach a list of locations)
  - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
  - Delivery to community organizations (attach a list of organizations)
  - Other (attach a list of other methods used)
- For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: www.\_\_\_\_\_
- For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission

*This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).*



## Messages from California American Water

- **\*\*\*IMPORTANT WATER QUALITY MESSAGE:** Your annual Water Quality Report can be viewed electronically at [www.amwater.com/ccr/duarte.pdf](http://www.amwater.com/ccr/duarte.pdf). If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 888-237-1333.
- Su informe anual de la calidad de agua puede consultarse electrónicamente en [www.amwater.com/ccr/duarte.pdf](http://www.amwater.com/ccr/duarte.pdf). Si prefiere una copia, por favor póngase en contacto al cliente con nuestro centro de servicio en 888-237-1333.
- Please update your contact information at [www.amwater.com/myaccount](http://www.amwater.com/myaccount) in order to ensure you receive notifications of water-related emergencies, service outages and more. You can enter up to three phone numbers and three email addresses.



## LOW-INCOME ASSISTANCE PROGRAM

We understand that some customers may need financial assistance to keep the water flowing, especially during these trying times. That's why we offer our Assistance for Low-Income Customers Program.

CALIFORNIA AMERICAN WATER  
WE KEEP LIFE FLOWING™



### CUSTOMER SERVICE 1-888-237-1333

HOURS: M–F, 7a.m.–7p.m. • Emergencies: 24/7

TTY/TDD FOR THE HEARING IMPAIRED:  
711 (and then reference Customer Service number listed above)

## SERVICES



**Go Paperless:** Save time. Save money. Sign up for **Paperless Billing** and **Auto Pay** on My Account at [amwater.com/myaccount](http://amwater.com/myaccount). Not registered? Log in and be sure to have your account number handy.



**Water Quality:** We take water quality seriously. When it comes to complying with federal drinking water standards, we consistently score better than the industry average. For a copy of the annual water quality report for your area, visit [californiaamwater.com](http://californiaamwater.com). Under Water Quality, select Water Quality Reports.



**H2O Help To Others:** This program helps low-income customers who qualify with their water bills. For more information, visit [californiaamwater.com](http://californiaamwater.com). Under Customer Service & Billing, select Low Income Program.

## EXPLANATION OF DISPUTES



**Disputes:** Should you question this bill, please request an explanation from the company within five (5) days of the receipt of this bill. This bill is due and payable upon date of presentation. It will become past due if not paid within nineteen (19) days from the date of the mailing. If you believe there is an error on your

bill or have a question about your service, please call California American Water Company customer support at 1-888-237-1333. If you are not satisfied with California American Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting [www.cpuc.ca.gov/](http://www.cpuc.ca.gov/) complaints. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

**TTY:** 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)

**Mail:** California Public Utilities Commission, Consumer Affairs Branch  
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

TYPE OF CALL	LANGUAGE	TOLL-FREE 800 NUMBER
TTY/VCO/HCO to Voice	English	1-800-735-2929
	Spanish	1-800-855-3000
Voice to TTY/VCO/HCO	English	1-800-735-2922
	Spanish	1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

## Address Change(s)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

( ) \_\_\_\_\_  Mobile Number

Phone Number \_\_\_\_\_

E-mail Address \_\_\_\_\_

## Other ways to pay your bill



**Auto Pay**



**Online**



**In Person**

Save time and money. Enroll in Auto Pay, and your bill will be paid on time, every time, directly from your bank account on the due date. No stamps required!

With My Account, you can pay your bill free anytime, anywhere. Registration is fast and easy. Visit [www.amwater.com/MyAccount](http://www.amwater.com/MyAccount) or pay without registration at [www.amwater.com/billpay](http://www.amwater.com/billpay).

We have agreements with several authorized payment locations in our service areas. Visit our website to find one near you.



## Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
XXXXXXX	100 CF	5/8"	04/08/2020	05/07/2020	820 (A)	826 (A)	6	44.88	4,488

A = Actual E = Estimate

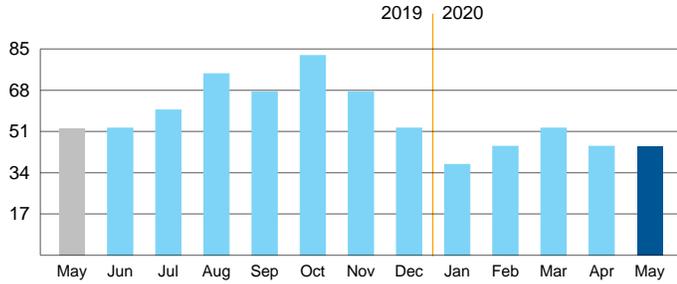
1 CF = 7.48 gallons

1 Billing Unit = 100 gallons

Total Gallons: 4,488

### Billed Usage History (graph shown in 100 gallons)

- 4,488 gallons = usage for this period
- 5,236 gallons = usage for same period last year



**Next Scheduled Read Date:** on or about June 05, 2020  
**Account Type:** Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 22,440 gallons

### Account Detail

Account No. XXXXXXXXXXXXXXXX

Service To: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

**Prior Billing** 81.97  
**Payments** 0.00

**Balance Forward** 81.97

#### Service Related Charges - 04/08/20 to 05/07/20

<b>Water Service</b>		<b>27.78</b>
Water Service Charge		10.53
Water Usage Charge	(44.88 x \$0.3843)	17.25
<b>Other Charges</b>		<b>9.49</b>
WRAM/MCBA Surcharge	(44.88 x \$0.0844)	3.79
Conservation Surcharge	(44.88 x \$0.0094)	0.42
TCJA ADIT Surcredit		-1.15
Payment Assistance Surcharge Water		1.81
Consolidated Expense Balancing Account	(44.88 x \$0.0152)	0.68
Purchased Water Surcharge		4.16
TCJA ADIT - Plant Surcredit		-0.22
<b>Total Service Related Charges</b>		<b>37.27</b>
<b>Taxes</b>		<b>1.19</b>
County Franchise Taxes		0.74
Commission Surcharge		0.45
<b>Total Current Period Charges</b>		<b>38.46</b>

**Total Amount Due**  **\$120.43**

### Understanding Your Bill

The information below defines some of the new terms you may find on your bill:

- Service Related Charges:** This section includes charges for services related to water (or wastewater) service. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments:** This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Surcharges:** Surcharges are used to recover changes to costs that occur between ratemaking cycles. Common surcharges include Purchased Water, Consolidated Expenses, Conservation, Intervenor Compensation and Payment Assistance.
- Billing Units:** One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use:** The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions?** We are here to help. Our customer service representatives are available M-F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

For more information about your charges and rates, please visit: <https://amwater.com/caaw/rates>

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## **CONSUMER CONFIDENCE REPORTS SHOW EXCELLENT WATER QUALITY IN CALIFORNIA**

California American Water Surpasses State and Federal Standards

SAN DIEGO (June 5, 2020) – California American Water published the 2019 Consumer Confidence Reports, which show high quality water service throughout its state districts. The annual reports compare California American Water’s water quality with standards established by the U.S. Environmental Protection Agency and the California State Water Resources Control Board, Division of Drinking Water.

The reports also cover drinking water sources, public health information, substances detected in the water and the levels of those substances. Commonly asked questions and answers concerning drinking water are also included.

The reports feature illustrated sections on common containments and simple-to-read explanations of the various technical terms.

“We are pleased to announce that our 2019 reports demonstrate excellent water quality that meet and exceed all regulatory standards,” said Rich Svindland, President of California American Water. “We hope that customers will find these reports as educational and helpful in answering the questions they may have about the state of their water.”

Customers can look up their water quality reports by zip code by visiting:

[www.californiaamwater.com/water-quality](http://www.californiaamwater.com/water-quality).

**About California American Water:** California American Water, a subsidiary of American Water (NYSE: AWK), provides high-quality and reliable water and/or wastewater services to more than 690,000 California residents. Information regarding California American Water's service areas can be found on the company's website [www.californiaamwater.com](http://www.californiaamwater.com).

**About American Water:** With a history dating back to 1886, American Water is the largest and most geographically diverse U.S. publicly traded water and wastewater utility company. The company employs more than 6,800 dedicated professionals who provide regulated and market-based drinking water, wastewater and other related services to more than 15 million people in 46 states. American Water provides safe, clean, affordable and reliable water services to our customers to make sure we keep their lives flowing. For more information, visit [amwater.com](http://amwater.com) and follow American Water on Twitter, Facebook and LinkedIn.

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**Subject:** CalAm-2019-CCRs  
**Date:** Friday, June 26, 2020 12:06:00 PM  
**Attachments:** [1910139-CalAmSM-2019-CCR.pdf](#)  
[1910052-CalAmBH-2019-CCR.pdf](#)  
[1910186-CalAmDuarte-2019-CCR.pdf](#)

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Attached are the 2019 CCRs for the following California American Water Distribution Systems:

1910139-CalAmSM-2019-CCR.pdf  
1910052-CalAmBH-2019-CCR.pdf  
1910186-CalAmDuarte-2019-CCR.pdf

If you have a problem opening the attachment or questions about the report, please contact Mike Phillips at 812.565.8080, or reply to this e-mail.

Thank you,

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