

## APPENDIX B: eCCR Certification Form (Suggested Format)

### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Rowland Water District
Water System Number:	1910194

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/21/24 (date) 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 (DDW).

Certified by:

Name: Elisabeth Mendez	Title: Compliance & Safety Manager
Signature: <i>Elisabeth Mendez</i>	Date: 6/24/2024
Phone number: (562) 697-1726	blank

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

- ☐ CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- ☒ CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - ☒ Posting the CCR at the following URL: www.RWD.org/2023WaterQuality
  - ☐ 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)
- ☒ Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
- ☒ 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 URL: www.
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

### **Consumer Confidence Report Electronic Delivery Certification**

*Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.*

- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: <https://www.RWD.org/2023WaterQuality>
- ☒ Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: <https://www.RWD.org/2023WaterQuality>
- ☐ Water system emailed the CCR as an electronic file email attachment.
- ☐ Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- ☐ *Requires prior DDW review and approval.* Water system utilized other electronic delivery method that meets the direct delivery requirement.

*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

Rowland Water District (RWD) sent an electronic announcement via X, Facebook,
Instagram, LinkedIn, NextDoor, and our homepage. RWD sent an email blast to

thousands of customers and non-customers on our listserv through Constant Contact
whom have voluntarily signed up to receive news from RWD. (Email Copy Attached)
RWD also sent billing inserts and additional information through customers' invoices.

*This form is provided as a convenience and may be used to meet the certification  
requirement of  
section 64483(c) of the California Code of Regulations.*



# 2023 WATER QUALITY REPORT

JUNE 2024

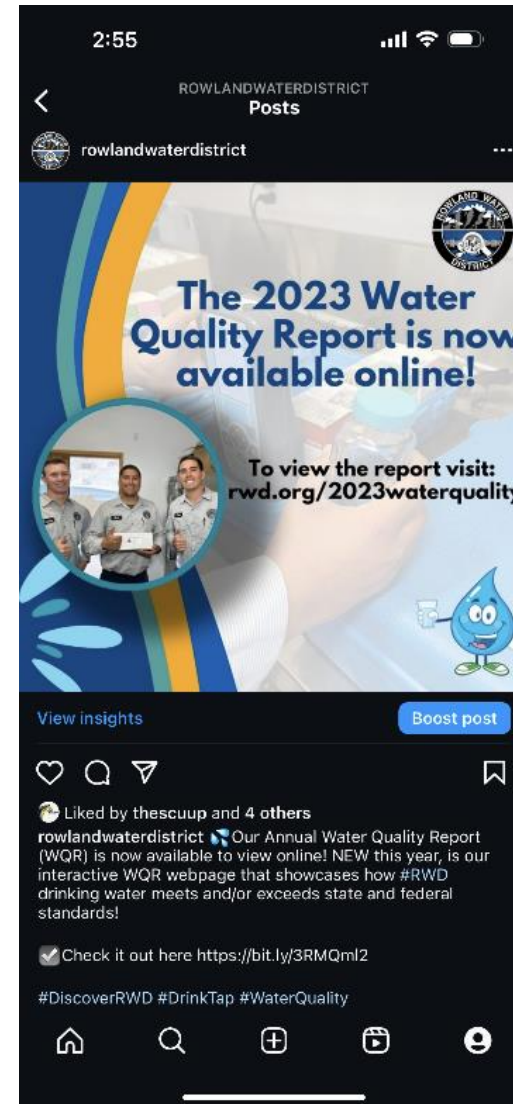
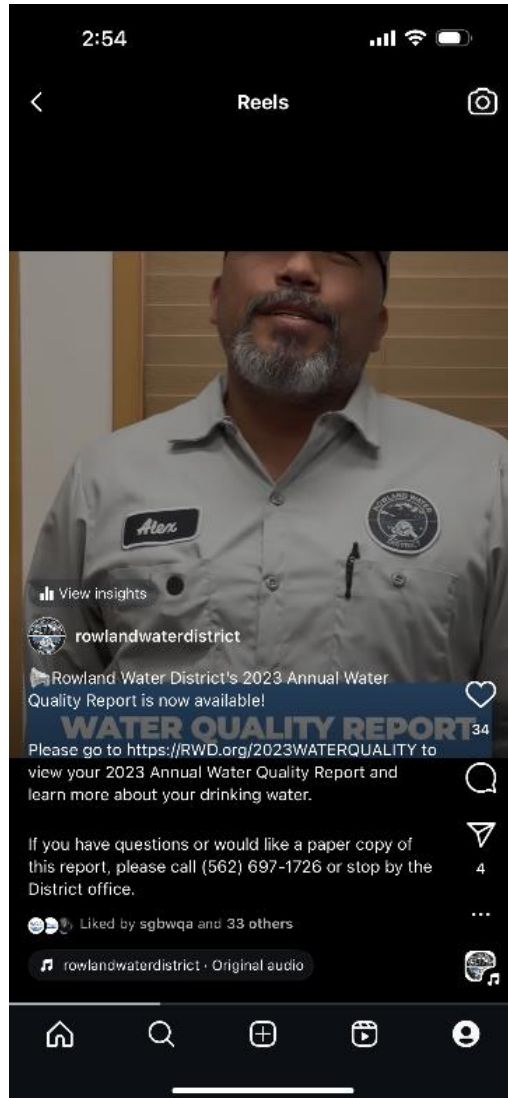
---

COMMUNICATION & OUTREACH

---



**Instagram:**





### Facebook:



Our Annual Water Quality Report (WQR) is now available to view online! NEW this year, is our interactive WQR webpage that showcases how #RWD drinking water meets and/or exceeds state and federal standards!

Check it out here <https://bit.ly/3RMQml2>

#DiscoverRWD #DrinkTap #WaterQuality



### X/Twitter:

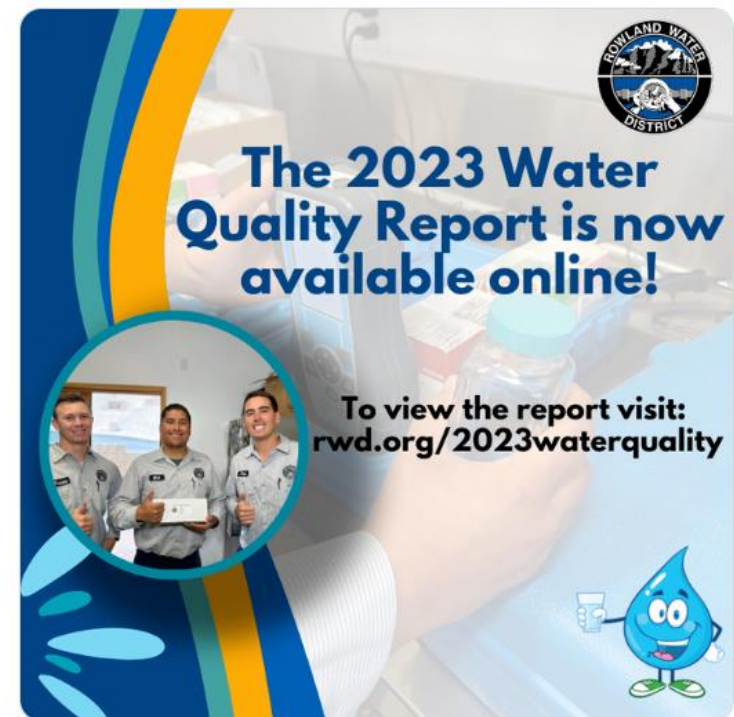


Rowland Water District @RowlandWater · Jul 1

Our Annual Water Quality Report (WQR) is now available to view online! NEW this year, is our interactive WQR webpage that showcases how #RWD drinking water meets and/or exceeds state and federal standards!

Check it out here [bit.ly/3RMQml2](https://bit.ly/3RMQml2)

#DiscoverRWD #DrinkTap







Nextdoor:

LinkedIn:

nextdoor

- Home
- Messages
- Metrics
- Invite Residents
- Events

Agency

- Neighborhoods
- Directory
- Add Staff Members

Help

- Resource Hub
- Settings
- Help Center

Help · Guidelines · Legal · Privacy  
About · Jobs · Press · Blog

© 2024 Nextdoor

Search Nextdoor

Rowland Water District's 2023 Annual Water Quality Report is now available!

Please go to <https://RWD.org/2023WATERQUALITY> to view your 2023 Annual Water Quality Report and learn more about your drinking water.

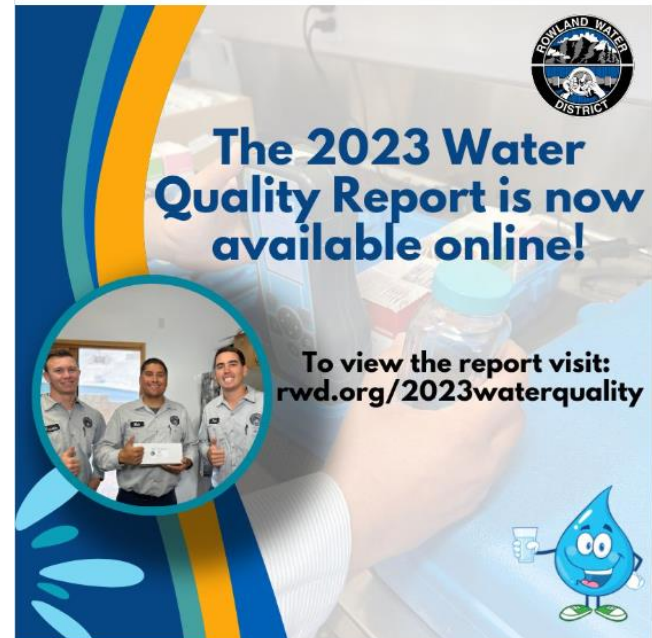
If you have questions or would like a paper copy of this report, please call (562) 697-1726 or stop by the District office.



Rowland Water District

169 followers  
2w ·

Our Annual Water Quality Report (WQR) is now available to view online! NEW this year, is our interactive WQR webpage that showcases how #RWD drinking water meets and/or exceeds state and federal standards! ...more



Elisabeth Mendez, and 2 others



Like

Comment

Repost

Organic impressions: 78 Impressions

Preview results



## Constant Contact:

- Total Active Contacts-16,328
  - June 25, 2024: 2023 Water Quality Report



Dear RWD Customer,

Rowland Water District's 2023 Annual Water Quality Report is now available!

Please go to <https://RWD.org/2023WATERQUALITY> to view your 2023 Annual Water Quality Report and learn more about your drinking water.

This report contains important information about the source and quality of your drinking water. If you have questions or would like a paper copy of this report, please call (562) 697-1726 or stop by the District office.

Sincerely,  
Rowland Water District

Estimado RWD cliente,

El Reporte Anual sobre la Calidad de Agua 2023 de Rowland Water District ya está disponible!

Por favor visite <https://RWD.org/2023WATERQUALITY> para ver El Reporte Anual de Calidad de agua de 2023 y aprenda más información importante acerca de su agua potable.

Este reporte contiene información importante sobre el origen y la calidad de su agua potable. Si tiene preguntas o desea una copia impresa de este reporte, por favor llame al (562) 697-1726 o visite la oficina del Distrito.

**2023 Annual  
Water Quality  
Report**

**Now Available**

For questions or to request a printed copy, please call  
(562) 697-1726 or stop by the District office.

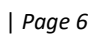
[Twitter](#) [Instagram](#) [Facebook](#) [YouTube](#) **#DiscoverRWD**

SCAN ME

[Click here to view the 2023 Water Quality Report](#)


[Check out this video overview of our user-friendly Water Quality Report!](#)







**Bill Insert:**





# 2023 Annual Water Quality Report


Published June 2024


**BEGINNING JULY 1, 2024** Rowland Water District's  
2023 Annual Water Quality Report will be available online at:  
[RWD.org/2023WATERQUALITY](https://RWD.org/2023WATERQUALITY)

*For questions or to request a printed copy, please call  
(562) 697-1726 or stop by the District office.*

 #DiscoverRWD



 **SCAN ME**



This report contains important information about your drinking water. Translate it or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

此報告中包含有關您的飲用水的重要資訊。  
您可請求翻譯或與能夠讀懂此報告的人交談。

해당 보고서에는 식수에 대한 중요한 정보가 포함되어 있습니다.  
내용을 이해하는 사람이 번역하거나 혹은 그러한 사람과 의논해 주십시오.

Naglalaman ang ulat na ito ng mahalagang impormasyon tungkol sa iyong inuming tubig.  
Isalin ito o makipag-usap sa isang taong nakauunawa rito.

Báo cáo này có các thông tin quan trọng về nước uống của quý vị.  
Hãy biên dịch báo cáo hoặc thảo luận với người hiểu được báo cáo.



**3021 Fullerton Road**  
Rowland Heights, CA 91748

[www.rwd.org](http://www.rwd.org)



**Rowland Water District**

3021 Fullerton Rd.  
Rowland Heights, CA 91748  
www.rwd.org

ACCOUNT NUMBER:	448-72
CUSTOMER NAME:	
SERVICE LOCATION:	
BILLING DATE:	06/26/2024

Meter No.	Meter Size	Previous Read Date	Current Read Date	No. of Days	Previous Read	Current Read	Consumption HCF (748 Gallons)
97808987	5/8	05/06/2024	06/05/2024	31	397	408	11

To view your **2023 Water Quality Report** and to learn more about your drinking water, please visit **RWD.org/2023WATERQUALITY**.

For questions or to request a printed copy please call 562-697-1726.

**BILL PAY OPTIONS**

**AUTOPAY:** Visit www.rwd.org to complete an enrollment form.



**ONLINE:** Visit us at www.rwd.org



**BY PHONE:** Call us at (877) 810-0273



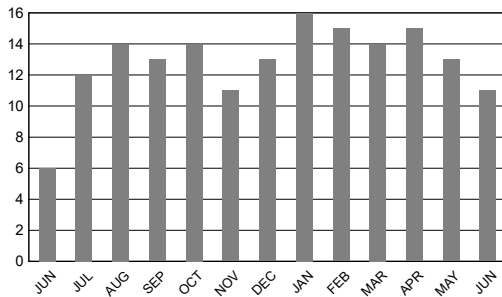
**BY MAIL:** P.O. Box 513225  
Los Angeles, CA 90051-3225



**IN PERSON:** Stop by the Rowland Water District office.

**WATER USE COMPARISON**

1 HCF=748 Gallons



LAST YEAR

CURRENT YEAR

**Account Summary**

You used **8,228** gallons of water this billing cycle.

You paid **\$0.0053** per gallon

The average RWD customer gets about **3** gallons for a penny.

Previous Balance	\$99.27
Total Payments Received	\$-99.27
BALANCE FORWARD	\$0.00
Zone 3 - Basic Charges: 11 (hcf)	
8 x 3.84 = 30.72	
3 x 4.43 = 13.29	
Usage Calculation Total:	\$44.01
Service Charges	\$46.40
CURRENT CHARGES	\$90.41
<b>TOTAL AMOUNT DUE AND PAYABLE</b>	<b>\$90.41</b>

**Rowland Water District**

3021 Fullerton Rd.  
Rowland Heights, CA 91748

ACCOUNT NUMBER:	448-72
CUSTOMER NAME:	
PAST DUE:	\$0.00
CURRENT CHARGES:	\$90.41
TOTAL AMOUNT DUE:	\$90.41
AMOUNT ENCLOSED:	Auto Pay Customer - DO NOT PAY

☐ Please make address/phone corrections on the reverse side.

NAME:

ROJ0626A 1304 1 AV 0.507  
7000001419 00.0005.0395 1304/1



ROWLAND HEIGHTS CA 91748-4956

Billing Questions? Call (562) 697-1726

MAKE CHECK PAYABLE AND REMIT TO:



ROWLAND WATER DISTRICT  
P.O. BOX 513225  
LOS ANGELES CA 90051-3225

00132448720000009041070920243