

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 6/24/25 (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: 6/25/2025
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:
<https://rwd.org/2024-WATER-QUALITY-REPORT/>
 - ☐ 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://rwd.org/2024-WATER-QUALITY-REPORT/>
- ☒ 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://rwd.org/2024-WATER-QUALITY-REPORT/>
- ☐ 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.

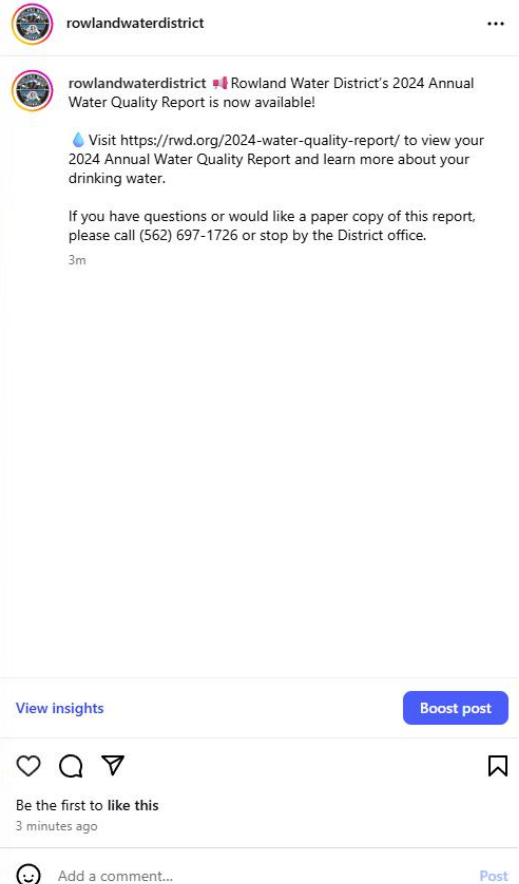
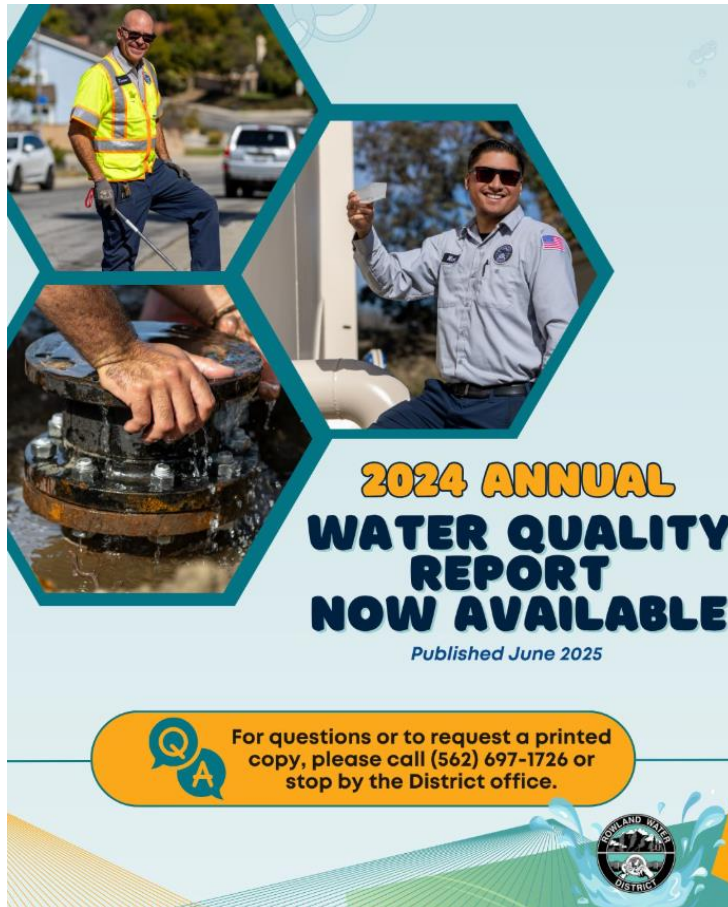
*This form is provided as a convenience and may be used to meet the certification
requirement of
section 64483(c) of the California Code of Regulations.*

2024 Water Quality Report Certification

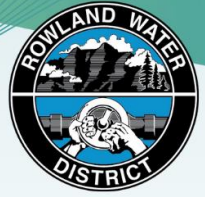


2024 Water Quality Report Outreach

Instagram:



2024 Water Quality Report Certification



X:



Rowland Water District @RowlandWater · 1s

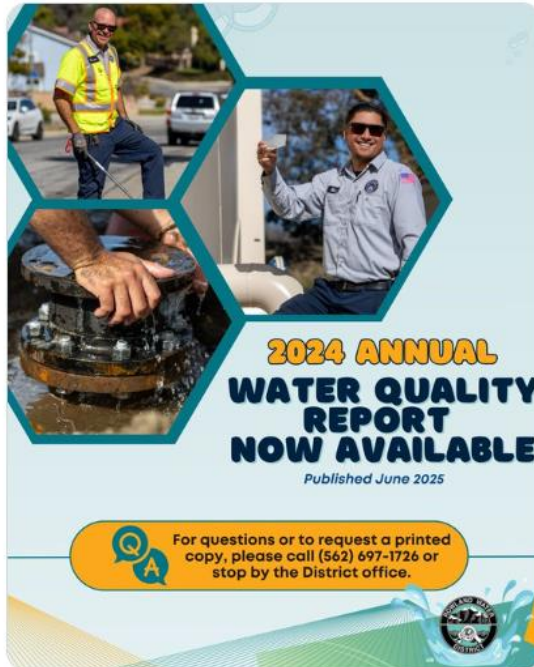


Rowland Water District's 2024 Annual Water Quality Report is now available!

Visit rwd.org/2024-water-quality-report to view your 2024 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.

#DiscoverRWD



2024 Water Quality Report Certification



Facebook:



2024 Water Quality Report Certification



LinkedIn:

A screenshot of a LinkedIn post from the Rowland Water District. The post includes the district's profile picture, name, and follower count. The main text of the post is a blue link to the 2024 Annual Water Quality Report. Below the text is a large graphic with three hexagonal images: a worker in a yellow safety vest, a worker in a blue shirt holding a water sample, and a close-up of a water valve. The graphic also contains the text "2024 ANNUAL WATER QUALITY REPORT NOW AVAILABLE" and "Published June 2025". At the bottom of the graphic is a yellow call-to-action box with a question mark icon and contact information. The Rowland Water District logo is in the bottom right corner of the graphic.

Rowland Water District
256 followers
4m •

Rowland Water District's 2024 Annual Water Quality Report is now available!

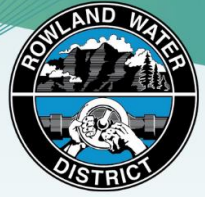
Visit <https://lnkd.in/gnBGQcXh> to view your 2024 Annual Water Quality Report and learn more about your drinking water.

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


**2024 ANNUAL
WATER QUALITY
REPORT
NOW AVAILABLE**
Published June 2025

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

2024 Water Quality Report Certification




NextDoor:


**Rowland Water District** ✓
Rowland Water District · Just now

📢 Rowland Water District's 2024 Annual Water Quality Report is now available!

💧 Visit <https://rwd.org/2024-water-quality-report/> to view your 2024 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.

 2024 Water Quality Report | Rowland Water District - rwd.org







**2024 ANNUAL
WATER QUALITY
REPORT
NOW AVAILABLE**

Published June 2025

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

Posted to Subscribers of Rowland Water District



2024 Water Quality Report Certification



Constant Contact: Sent out to 16,690 subscribers on June 24, 2025.

Dear RWD Customer,

Rowland Water District's 2024 Annual Water Quality Report is now available!

Please go to <https://rwd.org/2024-water-quality-report/> to view your 2024 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 2024 de Rowland Water District ya está disponible!

Por favor visite <https://rwd.org/2024-water-quality-report/> para ver El Reporte Anual de Calidad de agua de 2024 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.

Atentamente,
Rowland Water District

**2024 ANNUAL
WATER QUALITY
REPORT
NOW AVAILABLE**

Published June 2025

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

[Click here to view the 2024 Water Quality Report](#)



2024 Water Quality Report Certification



Website Slider:

**2024 ANNUAL
WATER QUALITY REPORT
NOW AVAILABLE**

Click here to view the
2024 Water Quality Report

The slider features a light blue background with abstract orange and green geometric shapes. On the left, there are three hexagonal photo cutouts: a worker in a yellow safety vest, a man in a white shirt holding a glass of water, and a close-up of a water filter. The main text is in large, bold, blue and orange letters. Below it is an orange button with white text that says "Click here to view the 2024 Water Quality Report".

2024 Water Quality Report Certification



Bill Insert:

Front:

**2024 ANNUAL
WATER QUALITY REPORT
NOW AVAILABLE**

Published June 2025

BEGINNING JULY 1, 2025 Rowland Water District's
2024 Annual Water Quality Report will be available online at:
RWD.org/2024-WATER-QUALITY-REPORT/

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

Back:

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 o 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

2024 Water Quality Report Certification




Additional Outreach Graphics for Social Media throughout July & August:

The 2024 Water Quality Report is now available online!




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

To view the report visit:
<https://rwd.org/2024-water-quality-report/>




The 2024 Water Quality Report is now available online!




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

To view the report visit:
<https://rwd.org/2024-water-quality-report/>




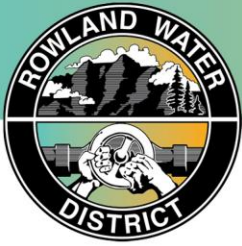
The 2024 Water Quality Report is now available online!



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

To view the report visit:
<https://rwd.org/2024-water-quality-report/>





FIND US ON



For Immediate Release

Contact: Tara Mulally | 510.300.5843

Rowland Water District Shares 2024 Water Quality Report, Reinforcing Commitment to Customers and Community

Rowland Heights, CA – (June 16, 2025) -- Rowland Water District (RWD) proudly announces the release of its 2024 Annual Water Quality Report, highlighting its commitment to providing safe, high-quality drinking water to its more than 55,000 customers. The report is available online at <https://rwd.org/2024-water-quality-report/>, with printed versions available for those who prefer a hard copy at RWD headquarters in Rowland Heights.

“Every year, we look forward to sharing this report with our community because it reflects the care and hard work our team puts into delivering safe, reliable water every single day,” said RWD General Manager Tom Coleman. “We are especially pleased this year to also recognize the creativity of our staff and commitment to our Caring for Our Neighbors initiative.”

As outlined in the report, the Caring for Our Neighbors effort goes hand in hand with delivering clean, safe water. Every district decision, from infrastructure investments to daily operations, is rooted in a shared responsibility to protect public health and support the well-being of the communities we serve. This dedication to excellence goes beyond meeting standards by earning the trust of our customers and ensuring every household has the water it needs to thrive.

“Every test we conduct follows rigorous state and federal protocols to ensure our water meets the highest quality standards,” said RWD Compliance and Safety Manager Elisabeth Mendez. “These results reflect the strength of our operations and the trust our customers place in a system that runs with consistency, accuracy, and care.”

Complementing the extensive water quality data, and overview of water sources and treatment processes, the Water Quality Report also highlights RWD’s significant strides in infrastructure improvements to ensure long-term reliability. RWD is undertaking major capital investments and planning processes including:

Board of Directors

JOHN E. BELLAH
President

VANESSA HSU
Vice President

ROBERT W. LEWIS

ANTHONY J. LIMA

SZU PEI LU-YANG

General Manager: TOM COLEMAN Legal Counsel: JOSEPH P. BYRNE

- Participation in the Six Basins Regional initiative
- Expansion of recycled water programs
- Implementation of groundwater banking
- Adoption of advanced treatment technologies
- Modernization of metering systems
- Securing FEMA funding for critical projects
- Ongoing rehabilitation of reservoirs and pipeline upgrades

These efforts demonstrate RWD's commitment to strengthening system performance and ensuring a sustainable water supply for years to come.

In a testament to RWD's culture of safety and innovation, Facility Maintenance employee Casey Hayes is also featured in the report after being honored with the 2024 H.R. LaBounty Safety Award from ACWA/JPIA, the insurance agency serving water agencies across California. Casey addressed an ergonomic hazard by customizing a sit-to-stand desk, delivering a long-term engineering solution that set a standard for individualized ergonomic practices.

For more information about RWD's water quality, safety initiatives, capital improvements, and customer connections please visit www.rwd.org.

About Rowland Water District

Rowland Water District was formed more than 70 years ago to provide water service to 200 ranchers and farmers in a rural, agricultural community. Over the years, the District has evolved to meet the changing needs of a dynamic and rapidly growing customer base. Rowland Water currently delivers 14 million gallons of safe drinking water to about 55,000 people every day. The District maintains 150 miles of potable water pipeline and 25 miles of recycled water pipeline to serve 13,800 customer connections across 17.2 square miles in southeast Los Angeles County, including portions of Rowland Heights, Hacienda Heights, La Puente, and the cities of Industry and West Covina.

