

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 6/26/26 (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: 6/26/2026
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/2025waterquality/>
 - ☐ 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/2025waterquality/>
- ☒ 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/2025waterquality/>
- ☐ 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.

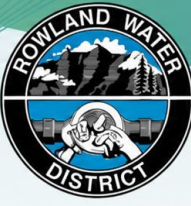
Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

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.
RWD also sent billing inserts and additional information through customers' invoices.

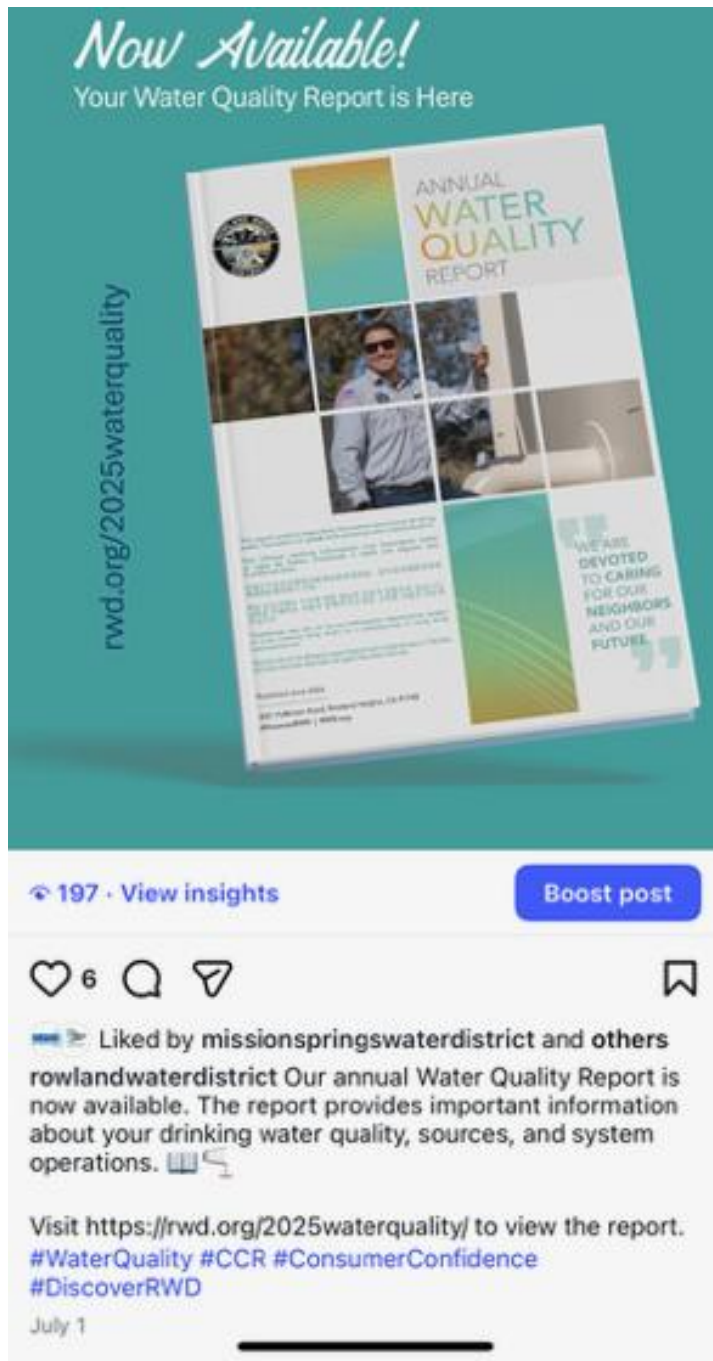
*This form is provided as a convenience and may be used to meet the certification
requirement of
section 64483(c) of the California Code of Regulations.*

2025 Water Quality Report Certification

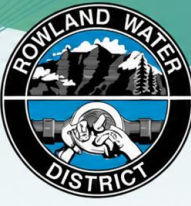


2025 Water Quality Report Outreach

Instagram/X/Facebook/LinkedIn/NextDoor (July 1, 2026)



2025 Water Quality Report Certification



Constant Contact: Sent out to 16,659 subscribers on July 20, 2026.



Dear RWD Customer,

Rowland Water District's 2025 Annual Water Quality Report is now available!

Please visit <https://rwd.org/2025WATERQUALITY/> to view your 2025 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,

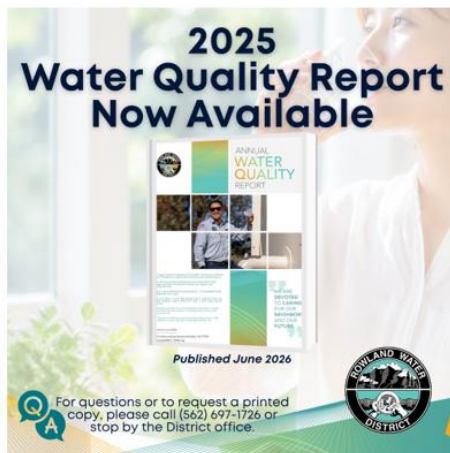
El Reporte Anual sobre la Calidad de Agua 2025 de Rowland Water District ya está disponible!

Por favor visite <https://rwd.org/2025WATERQUALITY/> para ver El Reporte Anual de Calidad de agua de 2025 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



[Click here to view the 2025 Water Quality Report](#)

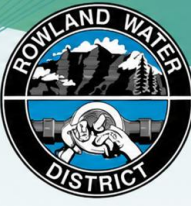


Rowland Water District | 3021 Fullerton Road | Rowland Heights, CA 91748 US

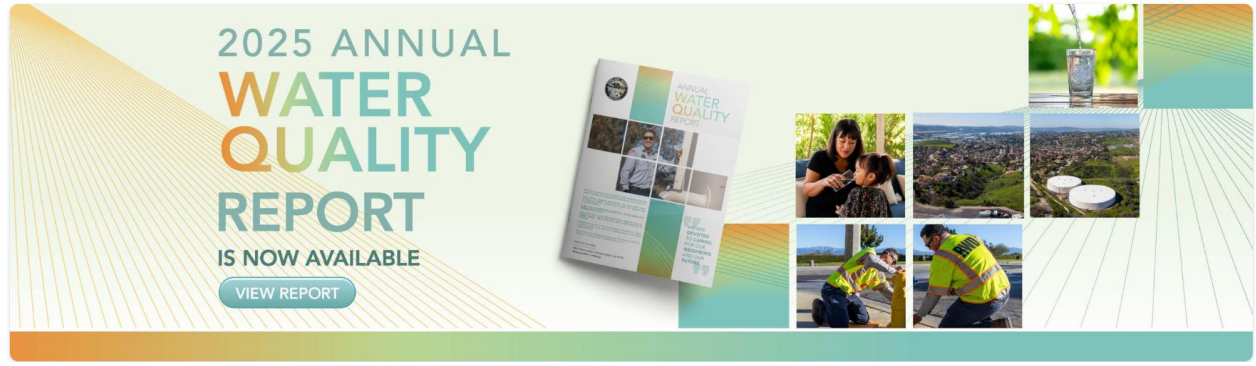
[Unsubscribe](#) | [Update Profile](#) | [Constant Contact Data Notice](#)

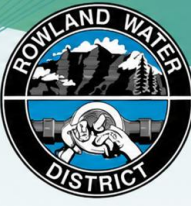


2025 Water Quality Report Certification



Website Slider:





2025 Water Quality Report Certification

Bill Insert:

Front:

**2025 ANNUAL
WATER QUALITY
REPORT**

BEGINNING JULY 1, 2026
Rowland Water District's 2025
Annual Water Quality Report
will be available online at
RWD.ORG/2025WATERQUALITY

To request a copy of the report by mail, please call 562-697-1726

#DiscoverRWD | RWD.ORG

Back:

To reduce costs to ratepayers and allow for convenient online viewing, Rowland Water District's Annual Water Quality Report will be available at www.rwd.org/2025WATERQUALITY starting July 1, 2026. If you have any further questions or would like a printed copy, please call (562) 697-1726 or stop by the District office.

Para reducir costos a los contribuyentes y proveer la manera más conveniente vía internet, El Informe Anual de la Calidad del Agua de Rowland Water District estará disponible en www.rwd.org/2025WATERQUALITY a partir del 1 de julio de 2026. Si usted tiene alguna pregunta o desea una copia impresa, por favor llame al (562) 697-1726 o visite la oficina de distrito.

为了降低成本节省开支和更加方便用户，从2026年7月1日起 Rowland Water District's 的年度水质报告将在 www.rwd.org/2025WATERQUALITY 上可以浏览，如果您有任何疑问或想得到报告的印刷本，请致电 (562) 697-1726 或亲自来 District 办公室来取。

지불자들의 비용을 줄이고 온라인상으로보는것을편리하게하기위해 Rowland Water 지구 연례 수질 조사를 2026 년 7 월 1 일부터 www.rwd.org/2025WATERQUALITY 에서 찾으실 수 있습니다. 문의사항이 있거나 문서 사본을 원하실 경우 (562) 697-1726 으로 전화 통화 혹은 행정지구 사무실에 방문하여 주십시오.

Nhằm giảm bớt chi phí cho người nộp thuế và để thuận tiện cho việc tra cứu trực tuyến, Báo Cáo Chất Lượng Nước Hàng Năm của Quận Rowland Water được đăng tải tại www.rwd.org/2025WATERQUALITY bắt đầu từ ngày 01 tháng Bảy, 2026. Nếu quý vị có bất kỳ câu hỏi nào hoặc muốn có một bản in, xin vui lòng gọi số (562) 697-1726 hoặc đến trực tiếp văn phòng của quận.

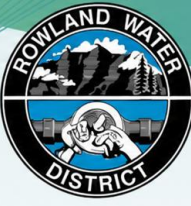
為了降低成本節省開支和更加方便用戶，從2026年7月1日起 Rowland Water District's 的年度水質報告將在 www.rwd.org/2025WATERQUALITY 上可以瀏覽，如果您有任何疑问或想得到報告的印刷本，請致電 (562) 697-1726或親自來 District 辦公室來取。

Upang mabawasan ang mga gastos ng mga nagbabayad ng rate at hayaang madaling makita online, ang Taunang Ulat sa Kalidad ng Tubig (Annual Water Quality Report) ng Rowland Water District ay makikita sa www.rwd.org/2025WATERQUALITY simula sa July 1, 2026. Kung mayroon ka pang mga tanong o nais mo ng naka-print na kopya, mangyaring tumawag sa (562) 697-1726 o pumunta sa opisina ng distrito.



Stay tuned for our special
video series:
Safe and Sound
Caring for Customers
Caring for Our Neighbors
RWD.org

2025 Water Quality Report Certification



Additional Outreach Graphics for Social Media throughout July:

**2025
Water Quality Report
Now Available**

**ANNUAL
WATER
QUALITY
REPORT**

**WE ARE
DEVOTED
TO CARING
FOR OUR
NEIGHBORHOOD
AND OUR
FUTURE**

Published June 2026

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

264 · View insights **Boost post**

Liked by **missionspringswaterdistrict** and others

rowlandwaterdistrict Your 2025 Annual Water Quality Report is Now Available! 💧

At Rowland Water District, we're committed to providing safe, high-quality drinking water to our community. Learn more about your water, including where it comes from, how it's tested, and the quality standards it meets by viewing our 2025 Annual Water Quality Report here <https://rwd.org/2025WATERQUALITY/>

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**

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

ACCOUNT NUMBER:	448-72
CUSTOMER NAME:	
SERVICE LOCATION:	
BILLING DATE:	07/22/2026

Meter No. 192849	Meter Size 5/8	Previous Read Date 06/15/2026	Current Read Date 07/13/2026	No. of Days 29	Previous Read 1,790	Current Read 1,805	Consumption HCF (748 Gallons) 15
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To view your **2025 Water Quality Report** and to learn more about your drinking water, please visit <https://rwd.org/2025WATERQUALITY/>.

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



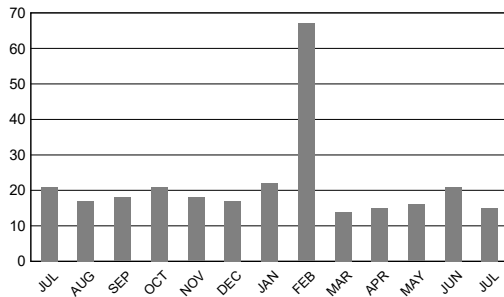
BY MAIL: P.O. Box 513225
Los Angeles, CA 90051-3225



IN PERSON: Stop by the Rowland Water District office.

WATER USE COMPARISON

1 HCF=748 Gallons



LAST YEAR

CURRENT YEAR

Account Summary

You used **11,220** gallons of water this billing cycle.

You paid **\$0.0067** per gallon

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

Previous Balance	\$154.78
Total Payments Received	\$-154.78
BALANCE FORWARD	\$0.00
Zone 1 - Basic Charges: 15 (hcf)	
7 x 4.59 = 32.13	
8 x 5.33 = 42.64	
Usage Calculation Total:	\$74.77
Service Charges	\$48.03
CURRENT CHARGES	\$122.80
TOTAL AMOUNT DUE AND PAYABLE	\$122.80

**Rowland Water District**

3021 Fullerton Rd.
Rowland Heights, CA 91748

ACCOUNT NUMBER:	448-72
CUSTOMER NAME:	
PAST DUE:	\$0.00
CURRENT CHARGES:	\$122.80
TOTAL AMOUNT DUE:	\$122.80
AMOUNT ENCLOSED:	

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

NAME:

ROJ0722A
9000000269 00.0000.0269 269/1



RWD
3021 FULLERTON RD
ROWLAND HEIGHTS CA 91748

Billing Questions? Call (562) 697-1726

MAKE CHECK PAYABLE AND REMIT TO:

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

00733593940000012280080420266

ROWLAND WATER DISTRICT
3021 FULLERTON RD - ROWLAND HEIGHTS, CA 91748
(562) 697-1726

OFFICE HOURS: 7:15 A.M. TO 4:30 P.M. (Monday - Thursday)
The District office is Open on Alternating Fridays until 3:30 p.m.
WEBSITE: www.rwd.org
PAY YOUR BILL (877) 810-0273

EXPLANATION OF BILLING TERMS

Your water bill is separated into two components, a water charge and a service charge.

The WATER CHARGE is calculated by multiplying the water rate by the total number of units of water registered on your water meter.

The SERVICE CHARGE is a fixed administrative fee, based on the size of your water meter, charged to each account regardless of the amount of water used.

A LATE PAYMENT charge (greater of \$10.00 or 1-1/2% of the delinquent balance) is added to each account if payment is received in the District office, by mail, in person, or online after billing date. If payment for bill is not made before the forty-fifth (45th) day following the billing date, a termination notice fee of \$18.00 will be applied to the account. Please note that commercial accounts are subject to a \$77.00 termination fee.

A RETURNED CHECK FEE (\$25.00 and a cash deposit) will be charged for all unpaid checks returned to the District. All repayments must be made by cash or money order to maintain service.

Customers are prohibited from operating the water meter servicing your property. All unauthorized opening and closing of your water meter valve will result in a minimum of \$200.00 TAMPERING penalty.

If your service is terminated by the District due to non-payment of your bill, you will be charged a \$50.00 reconnection fee to re-establish your water service. If you request reconnection after 3:30 P.M. the reconnection fee is \$150.00. The balance of your unpaid delinquent bill, the reconnection fee and a CASH DEPOSIT is required to be paid prior to the turn-on of the water service. No reconnections will be made after 4:30 P.M. on business days.

Unpaid closing bills may be given to a Credit Reporting Agency.

If you have any other questions regarding this bill or a dispute with respect to the amount charged, you must submit your complaint or request for investigation to the District office within five (5) days of the receipt of this bill. If the District appeals officer determines an investigation is warranted, your service will not be terminated until an investigation has been completed and you have been notified of the District's decision. You will then be given an opportunity to pay the bill to avoid service termination. Note: While your complaint is being investigated, you are responsible for paying any new Rowland Water District bills that become due.

All fees, charges and penalties disclosed above are subject to change.

IF ANY OF THE FOLLOWING HAS CHANGED, PLEASE INDICATE...

Your Name _____

Address _____ City _____ State _____ Zip _____

Home Phone _____ Business Phone _____

Other _____
