

## 2021 Consumer Confidence Report Certification Form

Water System Name:	Suburban Water Systems – Covina Knolls
Water System Number:	CA1910200

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 1, 2022 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: Jocelyn Padilla	Title: VP, Service Operations
Signature: <i>Jocelyn Padilla</i> <small>53A17C93232E12341DD006ECAB395D5E contractworks</small>	Date: 09/19/2022
Phone number: 626-543-2533	

*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). **Upon request for hardcopy report or report to be emailed.**
- ☒ 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.swwc.com/a/ca/ccr-covinaknolls-2021.pdf](http://www.swwc.com/a/ca/ccr-covinaknolls-2021.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)

- ☐ 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: www.swwc.com/a/ca/ccr-covinaknolls-2021.pdf
- ☐ 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: www.\_\_\_\_\_
- ☐ 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.*



## Suburban Water Systems 2021 Annual Water Quality Report Available Online

Every year Suburban Water Systems provides a water quality report, called a Consumer Confidence Report, to its customers. This report outlines in detail how the water delivered to your home or business compares to federal and state drinking water standards. We are proud to report that again Suburban's water meets or exceeds all standards. The report will be available for viewing and download at the following internet web pages depending on the city you live in. **Viewing the report is completely optional and at the customers discretion.**

System 1  
Covina

System 2  
Glendora

System 3  
West Covina  
Walnut  
Industry  
La Puente  
Hacienda Heights

System 4  
Whittier  
La Habra

System 5  
La Mirada  
Fullerton  
Buena Park

All reports can be found on [www.swwc.com/suburban/water-quality/](http://www.swwc.com/suburban/water-quality/) and the specific links below:

System 1:  
[www.swwc.com/a/ca/ccr/ccr-covinaknolls-2021.pdf](http://www.swwc.com/a/ca/ccr/ccr-covinaknolls-2021.pdf)

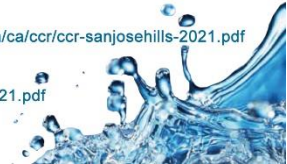
System 2:  
[www.swwc.com/a/ca/ccr/ccr-glendora-2021.pdf](http://www.swwc.com/a/ca/ccr/ccr-glendora-2021.pdf)

System 3:  
[www.swwc.com/a/ca/ccr/ccr-sanjosehills-2021.pdf](http://www.swwc.com/a/ca/ccr/ccr-sanjosehills-2021.pdf)

System 4:  
[www.swwc.com/a/ca/ccr/ccr-whittier-2021.pdf](http://www.swwc.com/a/ca/ccr/ccr-whittier-2021.pdf)

System 5:  
[www.swwc.com/a/ca/ccr/ccr-lamirada-2021.pdf](http://www.swwc.com/a/ca/ccr/ccr-lamirada-2021.pdf)

*Thank you for being a customer of Suburban Water Systems!*



If you are unable to access the Internet or if you would like a paper copy of the report sent to you, please fill out the information below and mail it to your Suburban District Office. You can also call our Quality Assurance Department at 626.543.2530 to request a copy. **Reminder- Viewing the report is completely optional and at the customers discretion. You are NOT required to request a copy.**

Please place an X in the appropriate box:

☐ System 1  
Covina

☐ System 2  
Glendora

☐ System 3  
West Covina  
Walnut  
Industry  
La Puente  
Hacienda Heights

☐ System 4  
Whittier  
La Habra

☐ System 5  
La Mirada  
Fullerton  
Buena Park

Name \_\_\_\_\_ Acct. No. \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Telephone \_\_\_\_\_ Email \_\_\_\_\_

**The following is Q and A to assist Suburban Customer Care representatives when speaking with customers who inquire about the CCR.**

## Consumer Confidence Reports Questions and Answers

### Basic Information

California requires water systems to deliver a Consumer Confidence Report (CCR), also known as an annual drinking water quality report, to their customers. These reports provide customers information about their local drinking water sources and quality. CCRs are posted on Suburban's website for each of its five systems.

### Where can I find a copy of the most recent Suburban reports?

The reports are organized by systems. The reports are posted to Suburban's website by July 1 of each year covering water quality results of the previous year.

### **How do I get a hardcopy?**

Suburban will mail a hardcopy of the report to customers who request it by phone or email, or submit a completed request form that will be sent with the June statements.

Miriam Lopez will collect the info and will mail the reports per the customer's request.

### **What type of information is in the report?**

- Sources of the drinking water;
- A brief summary of the risk of contamination of the local drinking water sources;
- Constituents found in local drinking water and how they compare to California maximum allowable concentrations;
- An educational statement for vulnerable populations about avoiding *Cryptosporidium*;
- Educational information on nitrate, arsenic, or lead in areas where these contaminants may be a concern;
- Phone numbers of additional sources of information, including the water system;
- EPA's Safe Drinking Water Hotline number 1-800-426-4791

### **How do I respond to questions about the information presented on the CCR?**

- Forward customer calls regarding the CCR to Ken Reich **Office 626.543.2575 | Cell 626.590.2507**