

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Suburban Water System-Covina Knolls
Water System Number:	CA1910200

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 1, 2023 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: Paul DiMaggio	Title: Director of Water Operations
Signature: 	Date: August 10, 2023
Phone number: 626-221-4500	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://www.swwc.com/wp-content/uploads/files/ca/ccr/ccr-covinaknolls-2022.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) Facebook, Instagram, Twitter
- ☐ 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.swwc.com/wp-content/uploads/files/ca/ccr/ccr-covinaknolls-2022.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 (SWS) distributed the 2022 CCR insert in the mail included in customers' bill. SWS gave customers the option of requesting a hard copy of their CCR. SWS provided CCR Questions and Answers to its Customer Care

representative so they were prepared to answer any questions customers might have. SWS posted all CCR's on its website.

Copy of Bill insert:



**Suburban
Water Systems**

Suburban Water Systems 2022 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

System 6

Compton
Willowbrook

System 6: www.swwc.com/a/ca/ccr/ccr-Sativa-2022.pdf

All reports can be found on swwc.com/suburban/water-quality/ and the specific links below:

System 1:

www.swwc.com/a/ca/ccr/ccr-covinaknolls-2022.pdf

System 2:

www.swwc.com/a/ca/ccr/ccr-glendora-2022.pdf

System 3:

www.swwc.com/a/ca/ccr/ccr-sanjosehills-2022.pdf

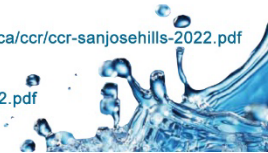
System 4:

www.swwc.com/a/ca/ccr/ccr-whittier-2022.pdf

System 5:

www.swwc.com/a/ca/ccr/ccr-lamirada-2022.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

☐

System 2

☐

System 3

☐

System 4

☐

System 5

Covina

Glendora

West Covina

Whittier

La Mirada

☐

System 6

Walnut

La Habra

Fullerton

Compton

Industry

Buena Park

Willowbrook

La Puente

Hacienda Heights

Name _____ Acct. No. _____

Address _____

City _____ State _____ ZIP _____

Telephone _____ Email _____