

## APPENDIX B: eCCR Certification Form


### 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 30, 2025 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: September 24, 2025
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-2024.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-2024.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 2024 CCR insert in the mail included in the 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.

## **Attachment A**

### **Electronic announcement of CCR availability via social media outlets**

Suburban Water Systems posted an electronic announcement on Suburban's Instagram and Facebook page. Both social media profiles can be found by searching the handle @SuburbanWater on their respective websites.

**Attachment B**

**Copy of Bill insert**



**Suburban  
Water Systems**

**CCR Links  
Available July 1st**

## **Suburban Water Systems 2024 Annual Water Quality Report Available Online**

Every year Suburban Water Systems provides a water quality report, called a Consumer Confidence Report (CCR), to its customers. This report details 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 according to the city you live in. **This report is for your information only and no action is required from you.**

### **Covina Knolls**

Covina

### **Glendora**

Glendora

### **San Jose Hills**

West Covina  
Walnut  
Industry  
La Puente  
Hacienda Heights  
Valinda

### **Whittier**

Whittier  
La Habra

### **La Mirada**

La Mirada  
Fullerton  
Buena Park

### **Sativa**

Compton  
Willowbrook

Reports can be found on **[www.swwc.com/suburban/water-quality/](http://www.swwc.com/suburban/water-quality/)** and at the specific links below starting on July 1st:

#### **Covina Knolls:**

**[www.swwc.com/a/ca/ccr/ccr-covinaknolls-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-covinaknolls-2024.pdf)**

#### **Whittier:**

**[www.swwc.com/a/ca/ccr/ccr-whittier-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-whittier-2024.pdf)**

#### **Glendora:**

**[www.swwc.com/a/ca/ccr/ccr-glendora-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-glendora-2024.pdf)**

#### **La Mirada:**

**[www.swwc.com/a/ca/ccr/ccr-lamirada-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-lamirada-2024.pdf)**

#### **San Jose Hills:**

**[www.swwc.com/a/ca/ccr/ccr-sanjosehills-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-sanjosehills-2024.pdf)**

#### **Sativa:**

**[www.swwc.com/a/ca/ccr/ccr-Sativa-2024.pdf](http://www.swwc.com/a/ca/ccr/ccr-Sativa-2024.pdf)**

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

**CCR Links Available July 1st**



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 626.543.2648 to request a copy.

**Note: This report is for your information only and no action is required from you.**

Please place an X in the appropriate box:

☐ **Covina Knolls**  
Covina

☐ **Glendora**  
Glendora

☐ **Whittier**  
Whittier  
La Habra

☐ **La Mirada**  
La Mirada  
Fullerton  
Buena Park

☐ **Sativa**  
Compton  
Willowbrook

☐ **San Jose Hills**  
West Covina  
Walnut  
Industry  
La Puente  
Hacienda Heights  
Valinda

**District Office Mailing Addresses:**

**San Jose Hills**  
1325 North Grand Avenue  
Suite 100  
Covina, CA 91724

**Sativa**  
2015 E Hatchway St.  
Compton, CA 90222

**Whittier/ La Mirada**  
15088 Rosecrans Avenue  
La Mirada, CA 90638

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

**Address** \_\_\_\_\_

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

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