


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Golden State Water Company – South Arcadia
Water System Number:	1910212

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1 2021 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: Alex Chakmak	Title: Water Quality Engineer
Signature: 	Date: 9/27/2021
Phone number: 310-848-5505	

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:
www.gswater.com/annual-water-quality-reports/
 - ☐ 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.gswater.com/SouthArcadiaCCR
- ☒ 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.gswater.com/SouthArcadiaCCR
- ☐ 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.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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.

Bill Insert

Consumer Confidence Reports Available Now!



Golden State
Water Company
A Subsidiary of American States Water Company

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2021 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email waterquality@gswater.com.

You can view your 2021 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.



El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2021 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al **1-800-999-4033** o por correo electrónico a waterquality@gswater.com.





DIRECT URL LINK

Apple Valley North Water System	www.gswater.com/AppleValleyNorthCCR
Apple Valley South Water System	www.gswater.com/AppleValleySouthCCR
Arden Water System	www.gswater.com/ArdenCCR
Artesia Water System	www.gswater.com/ArtesiaCCR
Barstow Water System	www.gswater.com/BarstowCCR
Baypoint Water System	www.gswater.com/BaypointCCR
Bell-Bell Gardens Water System	www.gswater.com/BellBellGardensCCR
Calipatria Water System	www.gswater.com/CalipatriaCCR
Claremont Water System	www.gswater.com/ClaremontCCR
Clearlake Water System	www.gswater.com/ClearlakeCCR
Cordova Water System	www.gswater.com/CordovaCCR
Cowan Heights Water System	www.gswater.com/CowanHeightsCCR
Culver City Water System	www.gswater.com/CulverCityCCR
Cypress Ridge Water System	www.gswater.com/CypressRidgeCCR
Desert View Water System	www.gswater.com/DesertViewCCR
Edna Road Water System	www.gswater.com/EdnaRoadCCR
Florence-Graham Water System	www.gswater.com/FlorenceGrahamCCR
Hollydale Water System	www.gswater.com/HollydaleCCR
Lake Marie Water System	www.gswater.com/LakeMarieCCR
Los Osos Water System	www.gswater.com/LosOsosCCR
Lucerne Water System	www.gswater.com/LucerneCCR
Morongo Del Norte Water System	www.gswater.com/MorongoDelNorteCCR
Morongo Del Sur Water System	www.gswater.com/MorongoDelSurCCR
Nipomo Water System	www.gswater.com/NipomoCCR
Norwalk Water System	www.gswater.com/NorwalkCCR
Orcutt Water System	www.gswater.com/OrcuttCCR
Placentia-Yorba Linda Water System	www.gswater.com/Placentia-YorbaLindaCCR
San Dimas Water System	www.gswater.com/SanDimasCCR
Simi Valley Water System	www.gswater.com/SimiValleyCCR
Sisquoc Water System	www.gswater.com/SisquocCCR
South Arcadia Water System	www.gswater.com/SouthArcadiaCCR
South San Gabriel Water System	www.gswater.com/SouthSanGabrielCCR
Southwest Water System	www.gswater.com/SouthwestCCR
Tanglewood Water System	www.gswater.com/TanglewoodCCR
West Orange County Water System	www.gswater.com/WestOrangeCountyCCR
Willowbrook Water System	www.gswater.com/WillowbrookCCR
Wrightwood Water System	www.gswater.com/WrightwoodCCR

Sample Bill



SERVICE FOR
[REDACTED]
Arcadia CA 91006-5524

ACCOUNT NUMBER
[REDACTED]

DUE DATE
August 12, 2021

Page 1 of 2

BILL DATE
July 22, 2021

AMOUNT DUE
\$104.77

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
Hearing Impaired TTY: (877) 933-9533
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.
Your local Office: **Is Closed to the Public** at El Monte, CA 91731

To learn about the various Payment Options we offer go to:
www.gswater.com/payment-options

CLOSING BILL

Current Activity

Rate Schedule R3-1-R (R31RB)

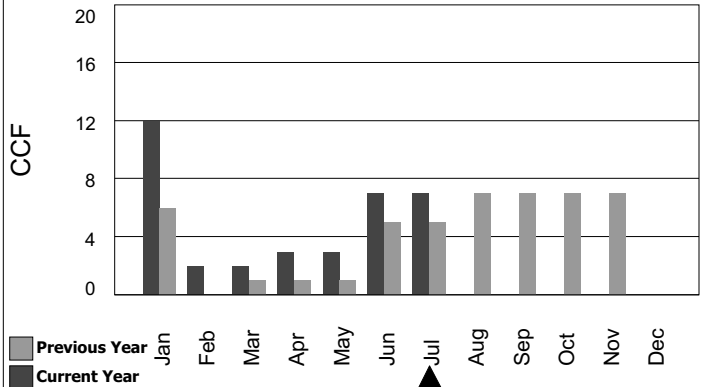
Service Charge	5/8" meter	
Service Charge 15 Days		\$8.24
Water Usage		
Tier 1 - Water Usage - 3.00 CCF at \$4.107		\$12.32
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 3.00 CCF at \$0.062		\$0.19
CPUC Fee - 1.43% - 15 Days of \$20.75		\$0.30
Total New Charges		\$21.05

Account Summary

Previous Balance		\$83.72
Payments		\$0.00
Total Prior Balance	Due Immediately	\$83.72
Current Charges	Due On August 12, 2021	\$21.05
Total Amount Due		\$104.77

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 151 when prompted.

Average Usage History (One CCF = 748 gallons)



The graph displays approximated monthly usage and is not exact for customers billed bi-monthly. The average monthly usage is 4.88 CCF.

Read and Usage Information

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
SC73066087	Jul 07 Jul 22	15	832	835	3

Your next scheduled meter read date is approximately September 7, 2021

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016
SAN DIMAS CA 91773-9016**

POSTAL

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

Total Prior Balance Due Immediately	\$83.72
Current Charges Due On August 12, 2021	\$21.05
Total Amount Due	\$104.77

**Amount
Enclosed**

[REDACTED]
Arcadia, CA 91006-5524

**GOLDEN STATE WATER COMPANY
PO BOX 9016
SAN DIMAS CA 91773-9016**

0014023903319000000104770

To view your 2020 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/SouthArcadiaCCR
Effective July 1, 2021, your bill includes an increase to offset purchase electricity, purchase water and pump tax costs

PAYMENT OPTIONS:

Go to www.gswater.com/payment-options for payment options, authorized locations, and auto pay application form.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

WRAM/MCBA SURCHARGE/SURCREDIT

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit gswater.com/rates-schedules-and-tariffs.

DISPUTING YOUR BILL: If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

Sample Electronic Mail for eBill Customers

[View this email in your browser](#)



Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

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Sincerely,
Golden State Water Company

For the latest updates, visit our website at www.gswater.com
or follow us on Twitter and Facebook @GoldenStateH2O.



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You can [update your preferences](#) or [unsubscribe from this list](#).

Newspaper Proof of Publication

San Gabriel Valley Tribune

Affiliated with SGV Newspaper Group
605 E. Huntington Dr., Suite 100
Monrovia, CA 91016
626-962-8811 ext. 40891

GOLDEN STATE WATER COMPANY
160 VIA VERDE SUITE 100
SAN DIMAS, CA 91773

.....

Account Number: 5227361

Ad Order Number: 0011472255

Customer's Reference
/ PO Number:

Publication: San Gabriel Valley Tribune

Publication Dates: 07/05/2021

<i>Total Amount:</i>	\$73.10	
<i>Payment Amount:</i>	\$73.10	<i>Payment Method:</i> Credit Card
<i>Amount Due:</i>	\$0.00	

Invoice Text: Golden State Water Company's 2021 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2020 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: www.gswater.com/annual-water-quality-reports.
Pub: July 5, 2020 SGVN #11472255

San Gabriel Valley Tribune

Affiliated with SGV Newspaper Group
605 E. Huntington Dr., Suite 100
Monrovia, CA 91016
626-962-8811 ext. 40891

5227361

GOLDEN STATE WATER COMPANY
160 VIA VERDE SUITE 100
SAN DIMAS, CA 91773

PROOF OF PUBLICATION (2015.5 C.C.P.)

STATE OF CALIFORNIA County of Los Angeles

I am a citizen of the United States, and a resident of the county aforesaid. I am over the age of eighteen years and not a party to or interested in the above-entitled matter. I am the principal clerk of the printer of SAN GABRIEL VALLEY TRIBUNE, a newspaper of general circulation for the City of West Covina, by the Superior Court of the County of Los Angeles, State of California, on the date of September 10, 1957, Case Number 684891. The notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

07/05/2021

I declare under the penalty of perjury that the foregoing is true and correct.

Executed at Monrovia, LA Co. California
On this 12th day of July, 2021.



Signature

(Space below for use of County Clerk Only)

Legal No. **0011472255**

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Pub: July 5, 2020 SGVN #11472255

**PROOF OF PUBLICATION
(2015.5 C.C.P.)**

**STATE OF CALIFORNIA
County of Los Angeles**

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the action for which the attached notice was published. I am a principal clerk of the Los Angeles Times, which was adjudged a newspaper of general circulation on May 21, 1952, Cases 598599 for the City of Los Angeles, County of Los Angeles, and State of California. Attached to this Affidavit is a true and complete copy as was printed and published on the following date(s):
July 05, 2021

I certify (or declare) under penalty of perjury
under the laws of the State of California that the foregoing is true and correct.

Dated at El Segundo, California on
this 16th day of July, 2021.



Katherine G. Gundell
[signature]

2300 E. Imperial Hwy.
El Segundo, CA 90245

Sold To:

Golden State Water Company -
CA11081325 401 S. San Dimas
Canyon Rd , San Dimas, CA
91773

Bill To:

Golden State Water Company -
CA11081325 401 S. San Dimas
Canyon Rd , San Dimas, CA
91773

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