

APPENDIX B: eCCR Certification Form (Suggested Format)

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:	CA1910212

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 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: George Zakhari	Title: Water Quality Engineer
Signature: <i>George Zakhari</i>	Date: September 21, 2022
Phone number: (760) 515-8322	

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: <http://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: <http://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.

CPUC Delivery Letter

September 7, 2022

California Public Utilities Commission
ATTN: Terence Shia, P.E.
Director, Water Division
505 Van Ness Avenue
San Francisco, California 94102

To: Terence Shia

Enclosed, please find printed versions of Golden State Water Company's 2022 Consumer Confidence Reports for year 2022 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2022. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at www.gswater.com/annual-water-quality-reports.

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210 (sunil@gswater.com), or Dawn White at (916) 853-3615 (dawn.white@gswater.com).

Sunil Pillai,

Vice President, Environmental Quality

Enclosure

List of Golden State Water Systems

1. Apple Valley North
2. Apple Valley South
3. Arden
4. Artesia
5. Barstow/Lenwood
6. Bay Point
7. Bell/Bell Gardens
8. Calipatria
9. Claremont
10. Clearlake
11. Cordova
12. Cowan Heights
13. Culver City
14. Cypress Ridge
15. Desert View
16. Edna Road
17. Florence-Graham
18. Hollydale
19. Lake Marie
20. Los Osos
21. Lucerne
22. Morongo Del Norte
23. Morongo Del Sur
24. Nipomo (Vista)
25. Norwalk
26. Orcutt
27. Placentia-Yorba Linda
28. Robbins
29. San Dimas
30. Simi Valley
31. Sisquoc
32. South Arcadia
33. South San Gabriel
34. Southwest
35. Tanglewood
36. West Orange
37. Willowbrook
38. Wrightwood

Bill Insert



Consumer Confidence
Reports **Available Now!**

THE CONSUMER CONFIDENCE REPORT

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 2022 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 2022 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 inglés) 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 2022 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**.

Apple Valley North Water System

Apple Valley South Water System

Arden Water System

Artesia Water System

Barstow Water System

Baypoint Water System

Bell-Bell Gardens Water System

Calipatria Water System

Claremont Water System

Clearlake Water System

Cordova Water System

Cowan Heights Water System

Culver City Water System

Cypress Ridge Water System

Desert View Water System

Edna Road Water System

Florence-Graham Water System

Hollydale Water System

Lake Marie Water System

Los Osos Water System

Lucerne Water System

Morongo Del Norte Water System

Morongo Del Sur Water System

Nipomo Water System

Norwalk Water System

Orcutt Water System

Placentia-Yorba Linda Water System

San Dimas Water System

Simi Valley Water System

Sisquoc Water System

South Arcadia Water System

South San Gabriel Water System

Southwest Water System

Tanglewood Water System

West Orange County Water System

Willowbrook Water System

Wrightwood Water System

www.gswater.com/AppleValleyNorthCCR

www.gswater.com/AppleValleySouthCCR

www.gswater.com/ArdenCCR

www.gswater.com/ArtesiaCCR

www.gswater.com/BarstowCCR

www.gswater.com/BaypointCCR

www.gswater.com/BellBellGardensCCR

www.gswater.com/CalipatriaCCR

www.gswater.com/ClaremontCCR

www.gswater.com/ClearlakeCCR

www.gswater.com/CordovaCCR

www.gswater.com/CowanHeightsCCR

www.gswater.com/CulverCityCCR

www.gswater.com/CypressRidgeCCR

www.gswater.com/DesertViewCCR

www.gswater.com/EdnaRoadCCR

www.gswater.com/FlorenceGrahamCCR

www.gswater.com/HollydaleCCR

www.gswater.com/LakeMarieCCR

www.gswater.com/LosOsosCCR

www.gswater.com/LucerneCCR

www.gswater.com/MorongoDelNorteCCR

www.gswater.com/MorongoDelSurCCR

www.gswater.com/NipomoCCR

www.gswater.com/NorwalkCCR

www.gswater.com/OrcuttCCR

www.gswater.com/Placentia-YorbaLindaCCR

www.gswater.com/SanDimasCCR

www.gswater.com/SimiValleyCCR

www.gswater.com/SisquocCCR

www.gswater.com/SouthArcadiaCCR

www.gswater.com/SouthSanGabrielCCR

www.gswater.com/SouthwestCCR

www.gswater.com/TanglewoodCCR

www.gswater.com/WestOrangeCountyCCR

www.gswater.com/WillowbrookCCR

www.gswater.com/WrightwoodCCR

Sample Bill



SERVICE FOR
[REDACTED]
Arcadia CA 91006-5707

ACCOUNT NUMBER
[REDACTED]

DUE DATE
July 27, 2022

Page 1 of 2

BILL DATE
July 06, 2022

AMOUNT DUE
\$233.70

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

Account Summary

Previous Balance		\$273.04
Payments	5-31-22 Thank You	-\$273.04
Current Charges	Due On July 27, 2022	\$233.70
Total Amount Due		\$233.70

Current Activity

Rate Schedule R3-1-R (R31RB)

Service Charge	5/8" meter	
Service Charge		\$33.66
Water Usage		
Tier 1 - Water Usage - 26.00 CCF at \$4.143		\$107.72
Tier 2 - Water Usage - 16.00 CCF at \$4.764		\$76.22
Tier 3 - Water Usage - 3.00 CCF at \$5.479		\$16.44
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 45.00 CCF at \$0.062		\$2.79
WRAM/MCBA Surcredit		-\$6.42
CPUC Fee - 1.43% - of \$230.41		\$3.29
Total New Charges		\$233.70

Drought Stage 2

Usage History (One CCF = 7.48 CGL or 748 gallons)

Bill Period	2020 Usage	Target Usage *	Actual Usage
Prior	38 CCF or 284.24 CGL	32 CCF or 239.36 CGL	52 CCF or 388.96 CGL
Current	58 CCF or 433.84 CGL	47 CCF or 351.56 CGL	45 CCF or 336.60 CGL
Next	54 CCF or 403.92 CGL	43 CCF or 321.64 CGL	

TARGET USAGE (your allocation) for the PRIOR and CURRENT period is based on the number of days of the bill period. The EMERGENCY DROUGHT SURCHARGE may appear higher as it is based on actual usage variance for the number of days in the bill period when the Staged Mandatory Conservation became effective.

Read and Usage Information

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
[REDACTED]	May 03 Jul 05	63	3514	3559	45

Your next scheduled meter read date is approximately September 2, 2022

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

POSTAL

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

ACCOUNT NUMBER: [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



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

Current Charges Due On July 27, 2022

Total Amount Due

\$233.70

**Amount
Enclosed**

[REDACTED]
Arcadia, CA 91006-5707

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

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. FOR INFORMATION ON THE DROUGHT, conservation and local requirements, please visit www.gswater.com/drought. To view your 2021 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/SouthArcadiaCCR. Effective June 26, 2022 all outdoor irrigation is limited to (2) two days-per week and is, banned between the hours of 9 am - 5 pm. Watering Days: EVEN ADDRESSES (0,2,4,6,8): Sunday, Wednesday ODD ADDRESSES (1,3,5,7,9): Tuesday, Saturday.

Effective February 15, 2022, your bill includes an increase in rates to recover costs for completed capital projects in your area, pursuant to Decision No. 19-05-044.

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 www.gswater.com/rates-schedules-and-tariffs.

DROUGHT INFORMATION

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit www.gswater.com/drought.

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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información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2022 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.

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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Newspaper Proof of Publication

SAN GABRIEL VALLEY TRIBUNE
Local. News. Matters.
sgvtribune.com

181 W. Huntington Dr. Suite #209
Monrovia, California 91016
(626) 544-0885
ealmeida@scng.com

Golden State Water Company
630 E Foothill Blvd
San Dimas, California 91773

<i>Account Number:</i>	5227361
<i>Ad Order Number:</i>	0011557656
<i>Customer's Reference/PO Number:</i>	
<i>Publication:</i>	San Gabriel Valley Tribune
<i>Publication Dates:</i>	09/02/2022
<i>Total Amount:</i>	\$87.48
<i>Payment Amount:</i>	\$0.00
<i>Amount Due:</i>	\$87.48
<i>Notice ID:</i>	gzLweL39eqNoMtIXIbEw
<i>Invoice Text:</i>	Public Notice Golden State Water Company's 2022 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2021 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

San Gabriel Valley Tribune

Affiliated with SGV Newspaper Group

181 W. Huntington Dr. Suite #209

Monrovia, California 91016

(626) 544-0885

FILE NO. 0011557656

**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 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:

09/02/2022

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

Executed at Monrovia, California

On this 2nd day of September, 2022.



Signature

Public Notice

Golden State Water Company's 2022 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2021 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.

San Gabriel Valley Tribune

Published: 9/2/22