

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, 2024 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 25, 2024 |
| Phone number: (909) 592-4271 | |

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

July 5, 2024

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 2024 Consumer Confidence Reports for year 2023 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 2024. 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 me at (714) 514-5210 (sunil@gswater.com), or Dawn White at (916) 853-3615 (dawn.white@gswater.com).

Sunil Pillai,



Digitally signed by Sunil Pillai
DN: cn=Sunil Pillai, o=GSWC,
ou=Vice President,
Environmental Quality,
email=sunil@gswater.com, c=US
Date: 2024.07.05 14:54:08 -07'00'

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. South Shore
35. Southwest
36. Tanglewood
37. West Orange
38. Willowbrook
39. 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 its customers. The CCR introduces customers to the quality of their drinking water, its origin, and the efforts required by Golden State Water Company to deliver quality, reliable water. The State Water Resources Control Board's Division of Drinking Water is comprised of highly trained water quality experts who closely monitor all water testing and have confirmed that Golden State Water's water meets all water quality standards and is safe to drink.

If you would like a paper copy of the 2024 CCR mailed to your address or to speak with someone about the report, please call **1-800-999-4033** or email **waterquality@gswater.com**.



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 le provee.



El CCR presenta a los clientes la calidad de su agua potable, su origen y los esfuerzos requeridos por Golden State Water Company para entregar agua confiable y de calidad.



La División de Agua Potable de la Junta Estatal de Control de Recursos Hídricos está compuesta por expertos altamente capacitados en la calidad del agua que monitorean de cerca todas las pruebas de agua y han confirmado que el agua de Golden State Water cumple con todos los estándares de calidad del agua y es segura para beber.



For more information,
visit **gswater.com**

Si desea una copia en papel del CCR del 2024 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**.



You can view your 2024 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 side of this page.

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

Robbins Water System

www.gswater.com/RobbinsCCR

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

South Shore Water System

www.gswater.com/SouthshoreCCR

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 91006-5707

ACCOUNT NUMBER
[REDACTED]

DUE DATE
July 02, 2024

BILL DATE
June 11, 2024

AMOUNT DUE
\$172.81

Page 1 of 2

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.

Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133. To learn about the various Payment Options we offer go to: www.gswater.com/payment-options or see back of bill

| Account Summary | | |
|-------------------------|--------------------------|-----------------|
| Previous Balance | | \$213.75 |
| Payments | 6-10-24 Thank You | -\$213.75 |
| Current Charges | Due On July 2, 2024 | \$172.81 |
| Total Amount Due | | \$172.81 |

Current Activity

Rate Schedule R3-1-R (R31RM)

| | | |
|--|-------------------|-----------------|
| Service Charge | 5/8" meter | |
| Service Charge | | \$19.94 |
| Water Usage | | |
| Tier 1 - Water Usage - 12.00 CCF at \$5.242 | | \$62.90 |
| Tier 2 - Water Usage - 11.00 CCF at \$6.028 | | \$66.31 |
| Surcharges, Fees, & Credits | | |
| CAP Prog Adm Surcharge - 23.00 CCF at \$0.08 | | \$1.84 |
| WRAM/MCBA Surcharge/credit | | \$12.49 |
| Other Surcharges/credits | | \$8.13 |
| CPUC Fee - 0.7% - of \$171.61 | | \$1.20 |
| Total New Charges | | \$172.81 |

| Drought Stage 1 Usage History (One CCF = 7.48 CGL or 748 gallons) | | | | | | |
|--|-------------------------|-------------------------|-------------------------|------------------|-----------------|-----------|
| Bill Period | 2020 Usage | Target Usage * | Actual Usage | | | |
| Prior | 19 CCF or 142.12 CGL | 15 CCF or 112.20 CGL | 17 CCF or 127.16 CGL | | | |
| Current | 29 CCF or 216.92 CGL | 24 CCF or 179.52 CGL | 23 CCF or 172.04 CGL | | | |
| Next | 29 CCF or 216.92 CGL | 23 CCF or 172.04 CGL | | | | |
| The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period. | | | | | | |
| Read and Usage Information | | | | | | |
| Meter | Service Period | | Days | Previous Reading | Current Reading | CCF Usage |
| MM [REDACTED] | May 08 | Jun 10 | 33 | 3995 | 4018 | 23 |
| Your next scheduled meter read date is approximately July 9, 2024 | | | | | | |

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

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 51133
LOS ANGELES CA 90051-1133

POSTAL

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

ACCOUNT NUMBER: [REDACTED]

Current Charges Due On July 2, 2024

Total Amount Due

\$172.81

Amount
Enclosed

[REDACTED]
Arcadia, CA 91006-5707

GOLDEN STATE WATER COMPANY
PO BOX 51133
LOS ANGELES CA 90051-1133

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 2024 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/SouthArcadiaCCR
Watering Days: EVEN ADDRESSES (0,2,4,6,8): Sunday, Wednesday, Friday ODD ADDRESSES (1,3,5,7,9): Tuesday, Thursday, Saturday.

Effective 5/1/24 due to annual WRAM&MCBA recalibration; 18-month surcharge applies to general meter service & 18-month surcredit to nongeneral meter service & 2022 WRAM&MCBA surcharge/credit expires. For more information, visit gswater.com

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.

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 of 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

Consumer Confidence Reports Are Now Available

Golden State Water Company <noreply@genasys.com>

Sat 6/1/2024 9:12 AM

This Message Is From An External Sender

This message came from outside the company. Do not open any attachments unless you expected this message. Do not click links unless you are sure they are safe.

EXTERNAL EMAIL



Message from Golden State Water Company

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.

If you would like a paper copy of the 2024 CCR mailed to your mailing 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 2024 Consumer Confidence Report and learn more about your drinking water by visiting the following

URL: www.gswater.com/SouthArcadiaCCR

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 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 2024 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

Golden State Water Company.

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

David Schultise
14401 S. Chadron Ave
Hawthorne, CA 90250

| | |
|--|---|
| <i>Account Number:</i> | 5272431 |
| <i>Ad Order Number:</i> | 0011680893 |
| <i>Customer's Reference/PO Number:</i> | |
| <i>Publication:</i> | San Gabriel Valley Tribune |
| <i>Publication Dates:</i> | 07/15/2024 |
| <i>Total Amount:</i> | \$87.39 |
| <i>Payment Amount:</i> | \$0.00 |
| <i>Amount Due:</i> | \$87.39 |
| <i>Notice ID:</i> | Y1kjeMk1GMkWKtxH13J5 |
| <i>Invoice Text:</i> | Public Notice Golden State Water Company's 2024 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2023 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. 0011680893

**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:

07/15/2024

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

Executed at Monrovia, California
On this 15th day of July, 2024.



Signature

Public Notice

Golden State Water Company's 2024 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2023 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: 7/15/24