



Newhall Water Division

(661) 259-3610 | YOURSCVWATER.COM

P.O. Box 220970, Santa Clarita, CA 91322-0970

July 16, 2020

SENT VIA EMAIL: Karen.wong@waterboards.ca.gov

Karen Wong, P.E., Sanitary Engineer  
California Department of Public Health  
Southern California Branch, Drinking Water Field Operations  
500 North Central Avenue, Suite 500  
Glendale, CA 91203

**Subject: 2020 Consumer Confidence Report reporting 2019 Water Quality Data**

Dear Karen Wong,

Pursuant to Section 64483(c), Title 22, California Code of Regulations which requires a water system to “mail a copy of the ... [CCR] to the Department, followed within 3 months by a certification that the report has been distributed to customers, and that the information is correct and consistent with the compliance monitoring data previously submitted to the Department”, enclosed are Santa Clarita Valley Water Agency-Newhall’s Water Division-Castaic System 2020 CCR and CCR Certification Form.

If you require any additional information, you can contact me at 661-259-1635 or [janderson@scvwa.org](mailto:janderson@scvwa.org).

Sincerely,

Jenny Anderson  
Water Quality Specialist

## APPENDIX B: eCCR Certification Form (Suggested Format)


### Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name: SCV Water – Newhall Water Division – Castaic System

Water System Number: 1910247

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/27, 6/3, 6/10, 6/17 (date) 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: Jenny Anderson  
Signature:   
Title: Water Quality Specialist  
Phone Number: ( 661 ) 259-1635 Date: 7/16/2020

*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://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.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)
  - ☐ 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: <https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

## **Consumer Confidence Report Electronic Delivery Certification**

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*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://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.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). <https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>
- ☐ 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.*

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*We mailed a notification that the CCR is available and provided a direct URL to the SCV Water website. We used electronic delivery methods through our billing system as described in the Guidance for Electronic Delivery of the Consumer Confidence Report. Hard copies made available upon request.*

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*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.*

## Your campaign Notice for 2020 Water Quality Report has been sent


Constant Contact <noreply@constantcontact.com>

Thu 6/4/2020 10:00 AM

To: Lindsey Gibson <lgibson@scvwa.org>

### CAUTION - EXTERNAL SENDER

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 Constant Contact

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Dear Lindsey Gibson,

Your campaign '**Notice for 2020 Water Quality Report**' was sent on 6/4/2020 around 1:00 PM EDT.

Below is a copy of the message your subscribers received. See how your campaign is doing by visiting Reports [in your account](#) to get real-time results and stats.

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**Subject:** Notice for 2020 Water Quality Report

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June 2020

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## Notice for Important Information About Your Drinking Water Quality

### 2020 WATER QUALITY REPORT

<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN  
IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER.  
TRANSLATE IT, OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires SCV Water-Newhall Water Division to provide all of its customers. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

### Cantonese

本報告包含閣下飲用水嘅重要訊息。如需廣東話垂詢，請聯絡 SCV Water, (661) 294-0828。

### Farsi, Persian

گزارش شامل اطلاعات مهمی در مورد آب آشامیدنی شماست. لطفاً برای کسب این اطلاعات به صفحه قسمت (661) 294-0828 و گویش مورد نظر مراجعه فرمایید ، SCV Water.

### Hindi

इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हिंदी में सहायता के लिए, SCV Water को अथवा (661) 294-0828 पर संपर्क करें।

### Japanese

この報告書には上水道に関する重要な情報が記されております。ご質問等ございましたら、SCV Water, (661) 294-0828まで日本語でご連絡下さい。

### Korean

이보고서는당신의식수에관한중요한정보를포함하고있습니다. 한국어로된도움을원하시면SCV Water,(661) 294-0828로문의하시기바랍니다.

### Tagalog

Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa SCV Water o tumawag sa (661) 294-0828 para matulungan sa wikang Tagalog.

### Vietnamese

Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ SCV Water tại (661) 294-0828 để được trợ giúp bằng tiếng Việt.

### Arabic

بـ يـ بـك الخاصة الشرب مياه حول مهمة معلومات على التقرير هذا يحتوي يرج  
Santa و علرقم ٦٦١٢٥٩٢٧٣٧ لفرع Valencia والاتصال علرقم ٦٦١٢٩٤٠٨٢٨ لفرع  
Clarita قير علا غلاب دةعاسمل

To view your 2020 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL:

<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

If you would like to receive a paper copy, please fill out your information below and return to 24631 Ave. Rockefeller, Valencia, CA 91355

Account #: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

**Click here to download Notice as a PDF**

## **INFORME de CALIDAD del AGUA**

**<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>**

**ESTE AVISO CONTIENE INSTRUCCIONES PARA QUE USTED PUEDA OBTENER INFORMACIÓN IMPORTANTE ACERCA DE SU AGUA DE TOMAR. TRADÚZCALO O HABLE CON ALGUIEN QUE SE LO PUEDA EXPLICAR.**

El Reporte de Confianza del Consumidor, o CCR, es un reporte anual de la calidad del agua que el Safe Drinking Water Act (SDWA) le requiere al SCV Water-Newhall Water División para proveérselo a usted. El propósito del CCR es de darle más conocimiento a los clientes de la calidad del agua de tomar, de donde proviene el agua de tomar, lo que se necesita para llevar agua a sus hogares, y la importancia de la protección de las fuentes de agua de tomar.

Para ver su reporte de Confianza del Consumidor del 2020 y para aprender más acerca de su agua de tomar, por favor visite el siguiente enlace URL:

**<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>**

Si usted desea una copia en papel de la CCR del 2020 enviada por correos, por favor llene la siguiente información y devuélvala a la siguiente dirección: 24631 Ave. Rockefeller, Valencia, CA 91355.

# de Cuenta : \_\_\_\_\_ Fecha: \_\_\_\_\_

Nombre: \_\_\_\_\_

Dirección de la propiedad: \_\_\_\_\_

Dirección de envío: \_\_\_\_\_

**Haga Clic Aquí Para Descargar Este Aviso en PDF**

Thank you,

*Newhall Division*  
**SCV Water**

SCV WATER

**27234 Bouquet Canyon Rd  
Santa Clarita, CA 91350  
yourSCVwater.com  
(661) 297-1600**

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SCV Water | 27234 Bouquet Canyon Road, Santa Clarita, CA 91350

[Unsubscribe lgibson@scvwa.org](mailto:lgibson@scvwa.org)

[Update Profile](#) | [About Constant Contact](#)

Sent by ccare\_nwd@scvwa.org



## 2020 WATER QUALITY REPORT

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**Cantonese-** 本報告包含閣下飲用水嘅重要訊息。如需廣東話垂詢，請聯絡 SCV Water, (661) 294-0828。

**Farsi, Persian**

و (661) 294-0828 قسمت ، SCV Water صفحه به اطلاعات این کسب برای لطفا. شماسست آشامیدنی آب مورد در مهمی اطلاعات شامل گزارش فرمایید مراجعه نظر مورد گویش.

**Hindi** - इस रिपोर्ट में आपके पीने के जल से सम्बंधित महत्वपूर्ण जानकारी है। हिंदी में सहायता के लिए, SCV Water को अथवा (661) 294-0828 पर संपर्क करें।

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**Arabic**- الاتصال يرجى. بك الخاصة الشرب مياه حول مهمة معلومات على التقرير هذا يحتوي بـ SCV Water على رقم ٦٦١٢٩٤٠٨٢٨ لفرع Valencia و Newhall و على رقم ٦٦١٢٥٩٢٧٣٧ لفرع Santa Clarita تغيير عطاء تغلابل قدعاسملا.

To view your 2020 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL: <https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf> after June 30, 2020.

If you would like to receive a paper copy of the 2020 CCR mailed to you, please fill out your information below and return to 24631 Ave. Rockefeller, Valencia, CA 91355

Account #: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_



## INFORME de CALIDAD del AGUA

<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

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Si usted desea una copia en papel de la CCR del 2020 enviada por correos, por favor llene la siguiente información y devuélvala a la siguiente dirección: 24631 Ave. Rockefeller, Valencia, CA 91355.

No. de cuenta: \_\_\_\_\_ Fecha: \_\_\_\_\_

Nombre: \_\_\_\_\_

Dirección de envío: \_\_\_\_\_

SHARE:

[Join Our Email List](#)

June 2020



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- Resources for the DIY Landscaper
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## Covid - 19 Update

**We are Here to Help.** As we continue to navigate these challenging times, SCV Water remains deeply committed to the safety of our customers, community and employees.

**Here are a few things you need to know....**

**Customer Care.** To continue **reducing the spread of COVID-19, all Customer Care lobbies are closed through at least June 30.**

For more information on ways to pay, visit [Customer Care](#).

**Gardening Classes** . Our June Gardening Classes are cancelled and we'll keep you updated on July. [Click here for our 2020 Gardening Classes schedule.](#)

**Your water supply is safe.** The COVID-19 coronavirus has no impact on the quality or supply of your tap water. We continue to operate our water system to ensure you receive reliable water service that meets all state and federal drinking water standards.

Through it all, water is essential and we are here for you!

Stay safe and healthy!

[Click here to stay up to date with SCV Water and Covid-19](#)

## Director Tom Campbell Resigns After 23 Years of Service

After serving the Santa Clarita Valley for 23 years as a Board Member for the Newhall County Water District (NCWD), Castaic Lake Water Agency (CLWA) and SCV Water, Tom Campbell resigned his position, effective May 27, 2020. Campbell represented Division 2 on the SCV Water Board of Directors, serving portions of Valencia, Saugus and



Canyon Country. Moving forward, Campbell will focus his time and efforts on his family.

"On behalf of the Board of Directors, I want to thank Tom for his years of exemplary service to our board and to the SCV community."

To read more, click [here](#).

## PFAS Update

### Protecting Precious Resources in Record Time



#### PROTECTING PRECIOUS RESOURCES IN RECORD TIME

*New SCV Water treatment facility will help provide clean drinking water to thousands of families a year*

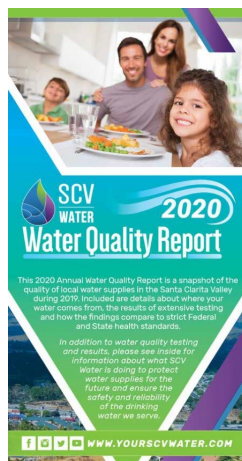
52 American Infrastructure May/June 2020

Nothing of this scope and speed has ever been seen in the water industry. The SCV Water PFAS Strike Team worked seamlessly with one goal in mind – to continue to provide safe, clean drinking water to the customer." - SCV Water Public Information Officer Kathie Martin in the May/June 2020 issue of American Infrastructure Magazine.

To read the full article, visit page 56:  
[American Infrastructure](#)

# SCV Water Supplies Continue to Meet Federal and State Drinking Water Standards

*2020 Water Quality Report Describes the Quality of 2019 SCV Water Supplies*



SCV Water's top priority is ensuring the water we deliver to you, our customers, is safe, reliable and meets all state and federal drinking water health standards. Together with Los Angeles County Water Works District #36, we've recently completed the 2020 Water Quality Report (also known as the Consumer Confidence Report). It is now available on our website, under the Water Quality menu, or by clicking the direct link [here](#).

The Spanish version is also available on our [website](#).

## Community Events



Just a reminder you may attend a Board and Committee Meeting via teleconferencing by clicking [here](#).



Due to the Safer at Home order, all **SCV Water Gardening Classes** have been canceled through June.

## Conservation

## Earn \$20 While Safer at Home Take our Online WaterSMART Workshop

Here's an opportunity to save water and money - all from the safety of your own home! There's no better time to take advantage of our innovative **WaterSMART Workshop**. You could invite your kids to learn alongside you. You'll receive a check for \$20 when you complete it.



Meet Wendy Waters, your virtual workshop instructor (#SocialDistancing!). She will teach you how to:

- Read and analyze your water bill
- Identify and fix leaks
- Save water both indoors and outside
- Become more efficient with your overall water use

Visit [WaterSmartWorkshop.com](https://www.water-smart-workshop.com) to get started!

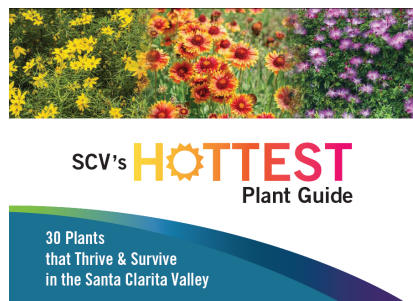
**Customers will receive a \$20 incentive for completing the workshop!** *(Processing time may be delayed while stay-at-home orders are in place.)*

### Conservation Rebate Program Update

In response to the Governor's Safer at Home order, all Conservation Rebate Programs (Residential, Business, and Large Landscape/Homeowners' Association) **are suspended** until further notice.

### Resources for the DIY Landscaper

Finally have some time to start on that landscape project, but not sure where to start? We have the resources for you!



## SCV's Hottest Plant Guide

We'll let you in on a little secret - the 30 hottest plants of the SCV! These plants thrive through the hottest summers and survive the coldest winter nights. They're attractive, available at your local nursery, drought-tolerant once established, an easy to maintain over the long-term. Not to mention, they don't mind our clay soil!



## Steps to Lawn Replacement

Ready to ditch your lawn and replace it with colorful and water-efficient alternatives? We have just the thing for you! A step-by-step guide on how to kill and remove grass, and what to plant instead!

[Click here to visit our website for more landscape inspiration and information.](#)

## National Gardening Week

The first full week of June 1-7 is National Gardening Week! Thinking about changing or updating your garden? Check out [Better Homes and Gardens](#) for some wonderful ideas.

## Gardening Tip

## Time for your Irrigation System Tune Up



June is certainly a busy month in the garden, so don't forget the basics and check your irrigation system for leaks and over spray. SCV Water has developed a video to help you tune up your irrigation system.

To view the video, click [here](#).

## Kid's Corner



As we all do our best to stay “Safer at Home”, we wanted to give a shout out to all of the parents doing their best to keep up with their kid’s school work and keep them entertained. With schools closed, we’ve rolled out a few resources that are not only fun but also educational!

### How much water does it to

#### make a hamburger?

Do you know how much water it takes to make a hamburger? Take a guess and then click [here](#).

#### Start with Heart

SCV Water has commissioned the Razzle Bam Boom team to produce some fun and informative weekly videos for your students at home. Our themes are about being safe, being water-smart, and to always keep learning. You can find those videos by clicking [here](#).

## Follow us at [SCV Water](#)



SCV WATER

27234 Bouquet Canyon Rd  
Santa Clarita, CA 91350



**NEWS RELEASE**  
**DATE: May 21, 2020**  
**FOR IMMEDIATE RELEASE**

**SCV Water Supplies Continue to Meet  
Federal and State Drinking Water Standards**  
*2020 Water Quality Report Describes the Quality of 2019 SCV Water Supplies*

SCV Water's top priority is ensuring the water we deliver to you, our customers, is safe, reliable and meets all state and federal drinking water health standards. Together with Los Angeles County Water Works District #36, we've recently completed the 2020 Water Quality Report (also known as the Consumer Confidence Report). It is now available on our website, under the Water Quality menu, or by clicking the direct link below:

<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

**Annual Water Quality Report**

The State Water Resources Control Board Division of Drinking Water (DDW) requires all public water agencies to provide all customers an annual report on the quality of drinking water and to show how it meets federal and state drinking water standards. This report describes the quality of our local water supplies in the Santa Clarita Valley during 2019. It includes an explanation of the DDW requirements along with SCV Water's test results.

SCV Water has posted the 2020 Water Quality Report on our website (<https://yourscvwater.com/water-quality/#waterqualityreports>) and is mailing or emailing notices of availability to our customers. Paper copies of the report can be obtained by contacting SCV Water at (661) 294-0828.

**Commitment to Transparency**

SCV Water remains committed to clear and timely communication with our customers about all water quality issues within the Santa Clarita Valley. We encourage you to review the report and reach out with any questions you may have.

We appreciate the opportunity to serve you.

####

**About SCV Water:**

The Santa Clarita Valley Water Agency (SCV Water) is a full-service regional water agency located in the Santa Clarita Valley. SCV Water provides water service to approximately 74,000 business and residential customers. It was formed on January 1, 2018 when local water suppliers combined into one integrated, regional water provider. More information can be found at [www.YourSCVwater.com](http://www.YourSCVwater.com)

For more information, please contact:

Kathie Martin  
Public Information Officer

**NOTICE FOR  
IMPORTANT  
INFORMATION  
ABOUT YOUR  
DRINKING WATER  
QUALITY FROM THE  
SANTA CLARITA VALLEY  
WATER AGENCY**

Add a space between Clarita and Valley. Thank you.

The Santa Clarita Valley Water Agency (SCV Water) and Los Angeles County Waterworks District #36 continuously work to ensure you and your neighbors have a reliable supply of high-quality water at a reasonable price. The State Water Resources Control Board Division of Drinking Water requires water agencies to provide all customers an annual report on the quality of your water and to show how it meets federal and state drinking water standards.

This 2020 Annual Water Quality Report (also known as the Consumer Confidence Report) describes in detail the quality of local water supplies in the Santa Clarita Valley during 2019. There is an additional explanation of the requirements and test results in the report. Due to a change in the law and a desire to save our ratepayers money, SCV Water is posting the report on its website and mailing notices of its availability to customers.

To view the 2020 Annual Water Quality Report, please visit our website:

<https://yourscvwater.com/wp-content/uploads/2020/05/2020-SCV-Water-Quality-Report.pdf>

If you would like a paper copy of the 2020 Annual Water Quality Report

mailed to you or would like  
to speak with someone  
about the report, please  
contact SCV Water, or  
your water retail division  
identified in the report.

The Signal 5/22 & 5/23  
2020

**From:** [Lindsey Gibson](#)  
**To:** [Jenny Anderson](#)  
**Cc:** [Ryan Bye](#)  
**Subject:** CCR on Social Media  
**Date:** Wednesday, June 3, 2020 2:23:26 PM

---

Hi Jenny,

FYI, the CCR is posted on social media today:

<https://www.instagram.com/p/CA-pjGell7Z/>

<https://www.facebook.com/photo/?fbid=836110633546494&set=a.304901370000759>

[https://twitter.com/scv\\_water/status/1268211195514957826](https://twitter.com/scv_water/status/1268211195514957826)

**Lindsey Gibson**

Public Affairs Specialist II

Water Resources and Public Outreach

SCVWA Email Logo

