

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

### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Acton – District 37

Water System Number: 1910248

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May and June 2020 (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: Bing Hua

Signature: Bing Hua

Title: Associate Civil Engineer

Phone Number: ( 626 ) 300-3337 Date: 6/2/2020

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: [www.dpw.lacounty.gov/go/ccr](http://www.dpw.lacounty.gov/go/ccr)
  - 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.dpw.lacounty.gov/go/ccr](http://www.dpw.lacounty.gov/go/ccr)
- For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission





**LOS ANGELES COUNTY  
PUBLIC WORKS  
WATERWORKS DISTRICTS**

1-877-637-3661

[www.lacwaterworks.org](http://www.lacwaterworks.org)

Additional contact information on Page 2 of bill

Bill Date: 6/5/2020

Bill #	[REDACTED]
Due Date	6/30/2020
Total Due	\$118.83

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

**IMPORTANT WATER QUALITY NOTICE**

Visit [HTTP://DPW.LACOUNTY.GOV/GO/CCR](http://DPW.LACOUNTY.GOV/GO/CCR) after July 1, 2020 to view your 2019 Consumer Confidence Report and learn more about your drinking water. For a copy, please call (626) 300-3337.

Este reporte contiene información sobre la calidad de su agua potable durante el año civil 2019. Si usted no comprende esta información, por favor pida a alguien que se la traduzca o comuníquese con Lisset Cardenas al teléfono (626) 300-3384.

Account # [REDACTED]	Customer # [REDACTED]
[REDACTED]	

**Water WA2**

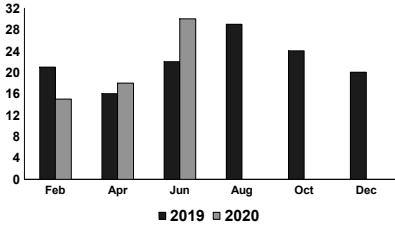
Meter #	Meter Size	B.U.	Service Period			Meter Reading		Usage (HCF)
			From	To	Days	Previous	Current	
[REDACTED]	1"	2	4/6/20	6/3/20	58	476	506	30

**YOUR ACCOUNT SUMMARY**

Prior Bill Amount	\$103.33
Payment - Thank You	\$103.33CR
<b>*PAST DUE BALANCE (subtotal)</b>	\$0.00
<b>NEW CHARGES</b>	
Normal Rate Period (04/06/2020 - 06/03/2020)	
Service Charge	\$101.42
Service Charge Allowance	20.00000 UNITS @ \$0.0000 \$0.00
Consumption - Tier 1	10.00000 UNITS @ \$1.4230 \$14.23
Quantity Facilities Construction Surcharge	30.00000 UNITS @ \$0.1060 \$3.18
<b>CURRENT CHARGES (subtotal)</b>	\$118.83
<b>TOTAL AMOUNT DUE</b>	\$118.83

**Compare Your Usage**

Period	Days	Units (HCF)	Daily Use (HCF)
Current	58	30	0.52
Last Year	61	22	0.36



**\*Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.**

Detach Here



**LOS ANGELES COUNTY  
PUBLIC WORKS  
WATERWORKS DISTRICTS**

Pay online at [www.lacwaterworks.org](http://www.lacwaterworks.org)

\*040525300170662\*

Bill # [REDACTED]	Due Date 6/30/2020	Total Due \$118.83
Account # [REDACTED]		Customer # [REDACTED]
[REDACTED]		

Make Checks Payable to: "LA County Waterworks"



LOS ANGELES COUNTY  
WATERWORKS DISTRICTS  
PO BOX 512150  
LOS ANGELES, CA 90051-0150

**CUSTOMER SERVICE CONTACT INFORMATION**

Customer Service

**1-877-637-3661**

Pay by phone 24-Hour Service (English/Español)

**1-877-637-3661**

Visit us online

**[www.lacwaterworks.org](http://www.lacwaterworks.org)**

Emergency Services

**1-800-675-HELP (4357)****OFFICE HOURS AND LOCATIONS**

Lancaster office hours Monday - Friday 8am - 5pm

260 E. Avenue K8, Lancaster, CA 93535

Malibu office hours Monday - Thursday 8am - 5:30pm, Closed Friday

23533 W. Civic Center Way, Malibu, CA 90265

Alhambra Cashier office hours Monday - Thursday 7am - 5:30pm, Closed Friday

900 S. Fremont Avenue, Alhambra, CA 91803

Alhambra Administration office hours Monday - Thursday 7am - 5:30pm, Closed Friday\*

1000 S. Fremont Avenue, Alhambra, CA 91803

\*No Payments Accepted.

**PAYMENT OPTIONS**

You can receive, view, and pay your bill online at [www.lacwaterworks.org](http://www.lacwaterworks.org) or pay by phone at **1-877-637-3661**. You may also pay your bill by mail or in person at one of our offices. A drop box is available at your local office for payments made after regular business hours. A Payment Kiosk is available at our Lancaster location and accepts check or credit card payments. Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted.

If you use **Home banking** to pay your bill, please update your water bill account number to reflect the full 15 digits: Please enter your account number (8 digits) followed by the customer number (7 digits) without spaces. For example, account number 12345678 and customer number 1234567 would be input as: 123456781234567.

**EXPLANATION OF BILL**

Bills are issued every two months. Water is measured in units of 100 cubic feet (1 unit = 100 cu ft = 748 gallons). The Service Charge is determined by the number of billing units which is based on the meter size. This charge includes 500 cubic feet of water per billing unit per month. The billing units are shown on the front of the bill. Water used over the Service Charge usage is billed at the quantity rate. Some Districts have 'Other Charges' which are used for various projects such as upgrading existing water systems, replacement of mains, storage reservoirs, and other appurtenances to improve service. In certain Districts funds are used for emergency facility repairs, tank recoating and well construction.

The current charges on this bill are due upon presentation. We allow a 25 day grace period from the bill date before it becomes delinquent. The delinquent date is shown on the front of the bill. If payment in full is not received by this date a Shut Off Notice or Closing Bill Final Notice will be sent and a \$10 late fee may be assessed to your account.

**NOTICE TO CUSTOMERS WITH PAST DUE PRIOR BALANCE ON WATER BILLS**

Any prior balance shown on this bill is past due. **Accounts with a past due balance are subject to disconnection at any time.**

A Shut Off Notice is sent to provide warning that service will be terminated if payment is not received. Payment must be received and processed prior to the scheduled shut off date to avoid disconnection. Once the account is scheduled for shut off a service termination processing fee must be paid. Payments received the day of the scheduled shut off are not exempt from the fee. The amount of the fee is \$41 if payment is received before 3:00 pm on a regular business day and \$82 if the payment is received after 3:00 pm on a regular business day for same day restoration. Water service personnel are not allowed to accept payments in the field.

**CLOSED ACCOUNT CREDIT REFUND**

Refund of a credit balance on a closed account will be made by the District upon written request from the customer received no later than sixty (60) days after a notice is sent to the customer. Refund requests should be mailed to: Los Angeles County Waterworks Districts, 260 East Avenue K8, Lancaster, CA 93535. Your written request should include account/customer number, mailing address, telephone number, and account holder's signature.

**ELECTRONIC CHECK PROCESSING**

When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or to process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

**DISPUTED BILLS**

If you think your bill is incorrect, call us and speak with a customer service representative. If you are not satisfied you may request to speak with a billing supervisor or submit a Water Bill Appeal form at [www.lacwaterworks.org](http://www.lacwaterworks.org).