

APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Mesa Water District

Water System Number: 3010004

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 24, 2019 (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: Kaying Lee
Signature: 
Title: Water Quality & Compliance Supervisor
Phone Number: (949) 207-5491 Date: 08/07/2019

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.MesaWater.org/WaterQualityReport
 - ☐ 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.MesaWater.org/WaterQualityReport
- ☐ 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.MesaWater.org/WaterQualityReport
- ☐ 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._____
- ☐ 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.

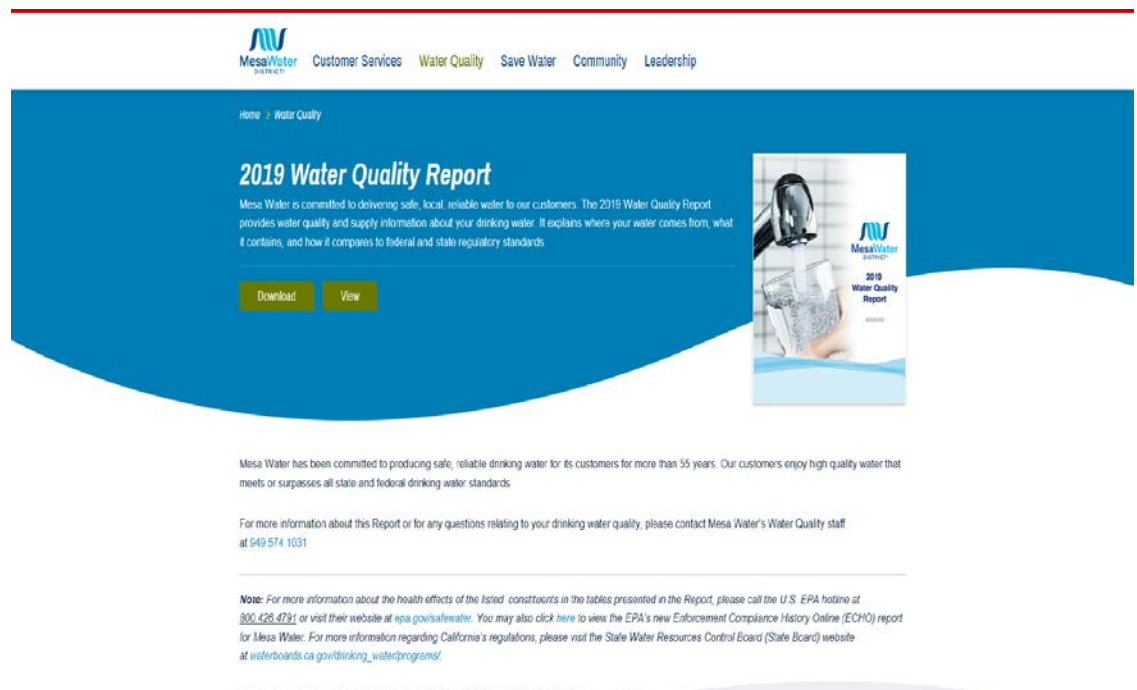
A wide variety of electronic communications were distributed to the community regarding the CCR, including but not limited to social media, electronic newsletter, electronic bill insert, and website. Those who choose not to receive information from Mesa Water District electronically, were also mailed information via hard copy newsletter, hard copy bill insert, shared in local news publications, and postcards which were mailed to more than 54,000 residential and business addresses in Mesa Water's service area via USPS Every Door Direct Mail ("EDDM") service. Please see attachment for samples of electronic delivery methods and the two-page list of zip codes.

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.



*Dedicated to
Satisfying our Community's
Water Needs*

CCR Availability Notification Posted on Mesa Water District's (Mesa Water®) website MesaWater.org/WaterQualityReport, June 24, 2019:



Message on Bill Statement (sent via hard copy or electronically) to Mesa Water customers, July 1, 2019 through August 31, 2019:

Mesa Water's 2019 Water Quality Report is available at our office, 1965 Placentia Ave., Costa Mesa and at our website MesaWater.org/WaterQualityReport. The Report provides information about Mesa Water's supply sources and our water quality. To receive the Report by mail, call 949.631.1201 or email us at info@MesaWater.org.

<p>MesaWater DISTRICT 1965 Placentia Avenue Costa Mesa, CA 92627-3420</p>		<h2>REGULAR BILL</h2>			
<p>MCW0717A 4000000001 1/1</p> <p>LIFESTYLES HOA THE PROPERTY MGMT CO 17315 STUDEBAKER RD SUITE 320 CERRITOS CA 90703-2564</p>		<p>Account Number: 04608700-079229 Date Billed: 07/18/2019 Due Date: Upon Receipt Bill Questions: (949) 631-1200 Pay by Phone: (800) 992-3767 Pay Online: www.MesaWater.org</p>			
<p>BILL MESSAGE: Mesa Water's 2019 Water Quality Report is available at our office, 1965 Placentia Ave., Costa Mesa and at our website MesaWater.org/WaterQualityReport. The Report provides information about Mesa Water's supply sources and our water quality. To receive the report by mail, call 949.631.1201 or email us at info@MesaWater.org</p>					
Account Number	Service Address	Customer Number	Water Service For		
04608700-079229	3100 1/2 PROMENADE (IRR)	079229	68 days		
Meter #	Current Read Date	Current Read	Previous Read Date	Previous Read	Units
60786959	07/16/2019	8652	05/09/2019	8011	641

Postcard mailed June 25, 2019 to 54,966 addresses within Mesa Water's service area (see direct mail list on next two pages):

(Postcard side 1)



**2019
Water Quality Report**
NOW AVAILABLE!

Mesa Water® is committed to delivering safe, local, reliable water to all of our customers. For more than 55 years, we've supplied high-quality drinking water that consistently meets or surpasses all state and federal drinking water standards.

The 2019 Report contains important information about your water supplies. View or download the 2019 Report at MesaWater.org/WaterQualityReport or pick up a copy at our office at 1965 Placentia Avenue, Costa Mesa, California 92627.

(Postcard side 2)

Our Top Priority:

Safe, Reliable, High-Quality Water

Mesa Water District is committed to delivering safe, local, reliable water to all of our customers. To learn more about your water supplies, you may view or download the 2019 Water Quality Report at MesaWater.org/WaterQualityReport.

You may also pick up a copy of the printed report from our office at 1965 Placentia Avenue, Costa Mesa, CA 92627.

If you would prefer to have a printed copy of the full report mailed to you, please email us at info@MesaWater.org or call 949.631.1201. Please be sure to provide us with your complete name and mailing address, and allow up to five business days for mailing.



To
download
the 2019 Report,
visit:
[MesaWater.org/
WaterQualityReport](https://MesaWater.org/WaterQualityReport)

For
Mesa Water®
news and updates,
follow [@MesaWater](https://www.instagram.com/MesaWater)
on
Facebook 
Instagram 
and
Twitter 



MesaWater
DISTRICT®

1965 Placentia Avenue
Costa Mesa, California 92627
Phone: 949.631.1200
MesaWater.org



Dedicated to

Satisfying our Community's

Water Needs

USPS Every Door Direct Mail (EDDM) list of postcard delivery to zip codes 92626, 92627, 92660, 92663, 92704, including 54,966 addresses:

**EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602**

5-Digit ZIP Code	Route Number	# of Mailpieces			
92626	C001	518	92626	C051	877
92626	C004	502	92626	C052	965
92626	C005	376	92626	C053	243
92626	C007	433	92627	C003	818
92626	C008	446	92627	C004	837
92626	C009	796	92627	C005	672
92626	C010	496	92627	C006	984
92626	C011	600	92627	C007	593
92626	C012	424	92627	C008	828
92626	C013	468	92627	C009	766
92626	C014	408	92627	C010	995
92626	C016	455	92627	C011	865
92626	C017	701	92627	C012	608
92626	C018	401	92627	C014	742
92626	C019	621	92627	C015	680
92626	C020	659	92627	C016	659
92626	C021	346	92627	C017	865
92626	C022	628	92627	C018	475
92626	C024	893	92627	C020	631
92626	C025	397	92627	C022	810
92626	C027	690	92627	C023	854
92626	C028	535	92627	C026	608
92626	C031	882	92627	C027	815
92626	C032	347	92627	C028	591
92626	C033	543	92627	C029	953
92626	C034	506	92627	C030	751
92626	C035	449	92627	C031	580
92626	C037	909	92627	C032	996
92626	C038	377	92627	C033	678
92626	C040	423	92627	C035	758
92626	C041	667	92627	C036	611
92626	C042	296	92627	C037	698
92626	C044	580	92627	C038	858
92626	C045	345	92627	C039	989
92626	C046	642	92627	C040	909
92626	C047	481	92627	C041	791
92626	C048	596	92627	C042	611
92626	C049	691	92660	C033	303
92626	C050	953	92660	C036	296

PS Form 3587, January 2014



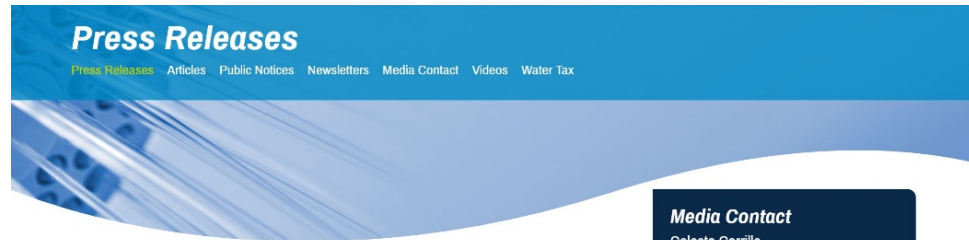
*Dedicated to
Satisfying our Community's
Water Needs*

**EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602**

5-Digit ZIP Code	Route Number	# of Mailpieces
92660	C057	249
92663	C010	327
92663	C014	554
92663	C027	727
92663	C028	919
92663	C041	858
92663	C043	779
92704	C031	530

PS Form 3587, January 2014

**Press Release distributed to local media and posted on MesaWater.org,
July 16, 2019:**



2019 Water Quality Report Shows Water Provided by Mesa Water District Meets or Surpasses All State and Federal Drinking Water Standards

16 July 2019



COSTA MESA, Calif.; July 16, 2019 – Mesa Water District (Mesa Water®) has released its [2019 Water Quality Report](#) (Report), with data showing that Mesa Water's high quality, local groundwater supplies meet all stringent state and federal drinking water regulations.

"Mesa Water's top priority is to provide clean, safe, and reliable water for our customers," says Shawn Dewane, Mesa Water Board President. In support of that goal, Mesa Water conducts over 30,000 water quality tests each year to ensure our water meets rigorous drinking water standards."

The Report provides valuable information about Mesa Water's water supply sources. Mesa Water provides 100% of its water supplies from local groundwater, with some of that water pumped from deep underground and treated at the state-of-the-art [Mesa Water Reliability Facility](#).

The 2019 Report also includes [water-wise tips](#) and instructions for how to [check a water meter](#) to detect a leak. Further water use efficiency information, [rebates](#), and recommended outdoor watering schedules can be found at [MesaWater.org/SaveWater](#).

The 2019 Report is now available at [MesaWater.org/WaterQualityReport](#) where it can be viewed or downloaded. Additionally, it is available at Mesa Water's office, located at 1965 Placentia Avenue, Costa Mesa, and can be requested by emailing info@MesaWater.org or by calling 949.631.1201. The report can also be translated into other languages upon request.

Mesa Water notified customers about the Report via a postcard mailed to residents and businesses that receive water from Mesa Water. For more information about the Report, or for water quality questions, please contact Mesa Water's water quality staff at 949.207.5491.

About Mesa Water

Founded on January 1, 1960, and governed by a publicly-elected, five-member [Board of Directors](#), Mesa Water is an independent special district that provides water service to 110,000 residents in an 18-square-mile service area that includes most of Costa Mesa, a portion of Newport Beach, and John Wayne Airport. Mesa Water provides 100 percent local reliable groundwater to its customers due to the [Mesa Water Reliability Facility](#). Visit [MesaWater.org](#), follow [@MesaWater](#) on Facebook, Twitter, or Instagram, email, or call 949.631.1200 to learn more.

Media Contact

Celeste Carrillo
Public Affairs Coordinator
[Email](#)

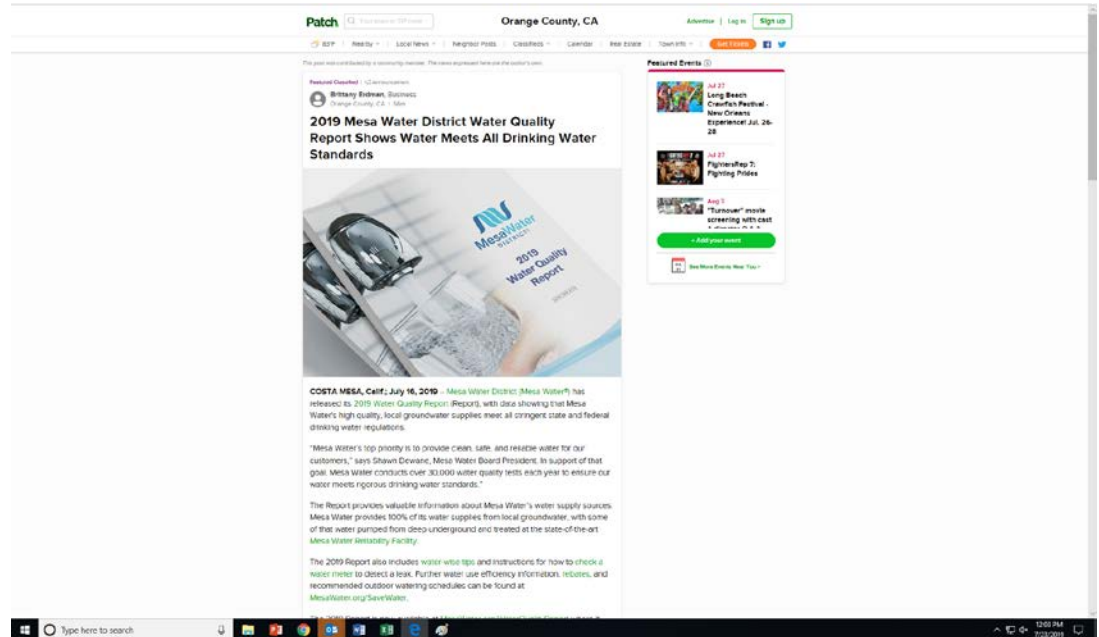
Connect with Mesa Water

find us on all popular social media sites



[Next](#)

News Story posted in local Patch online publication, July 23, 2019:



Printed copy of the 2019 CCR posted at Mesa Water and delivered to the following public places and community organizations, week of July 8, 2019:

City of Costa Mesa, City Hall	Costa Mesa Historical Society
Costa Mesa Chamber of Commerce	Costa Mesa Library, Mesa Verde Branch
Halecrest Park	- Vivante on the Coast
Costa Mesa Recreation Center	Tower on 19 th
Costa Mesa Sanitary District	Orange Coast College
Costa Mesa Senior Center	OC Fair and Events Center


Bill Insert Notifications mailed to or included electronically for customers (18,500 total addresses) from July 1, 2019 to August 31, 2019:



**2019
Water Quality Report**
NOW AVAILABLE!

Mesa Water® is committed to delivering safe, local, reliable water to all of our customers. For more than 55 years, we've supplied high-quality drinking water that consistently meets or surpasses all state and federal drinking water standards.

The 2019 Report contains important information about your water supplies. View the Report at [MesaWater.org/WaterQualityReport](https://www.MesaWater.org/WaterQualityReport) or pick up a copy at our office at 1965 Placentia Avenue, Costa Mesa. To request a printed copy, email info@MesaWater.org or call 949.631.1201.

 Printed using soy-based ink on 100% recycled FSC-certified and elemental chlorine-free paper. Please recycle this when you are done with it. Thank you.

KOCI Radio station in Costa Mesa (101.5 FM; KOCiRadio.com) public service announcement ran from June 30, 2019 to July 19, 2019:

“Mesa Water District has released its annual water quality report showing that the water meets or surpasses all state and federal drinking water standards. The report also provides info about Mesa Water’s water supply sources, tips for being water-wise, and how residents can check their water meter to detect leaks. Mesa Water conducts over 30,000 water quality tests each year to ensure clean, safe drinking water. More at [Mesa Water dot org slash water quality report](https://www.MesaWater.org/waterqualityreport).”

Sample social media post – Mesa Water Twitter, June 28, 2019:



Sample social media post (video) – Mesa Water Facebook,

July 3, 2019:

Mesa Water
Published by HashtagPinpoint [?] · July 3 at 5:40 PM · 🌐

Our customers have been enjoying high quality water that meets or surpasses all state and federal drinking water standards for over 55 years!
#WaterQualityReport #MesaWater #Transparency || Download Your Copy:
<http://ow.ly/mknq50uSiuO>



166 People Reached 11 Engagements [Boost Post](#)

👍 6 1 Share

👍 Like 💬 Comment ➦ Share

[Write a comment...](#)

Article in Mesa Water Newsletter - News on Tap, July/August 2019
Newsletter distributed via customer bills, 18,500 total (as a hard copy or electronic version); via electronic newsletter; and posted on MesaWater.org, July 1, 2019 to August 31, 2019:



NEWS ON TAP
VOLUME 33, NUMBER 4, JULY/AUGUST 2019

New Online Billing Service Goes Live Sept. 3



Mesa Water District has launched a new online billing and payment service, offering more convenient ways to view and pay your bill.

Here's What You Need to Know

Customers who currently pay their bill through AutoPay or pay/view their bill online:

- Must re-register for the new service between September 3 and September 15, at www.MesaWater.org/BillPay.
- If you do not register by Sept. 15, 2019, you will not be able to view/suonil a payment on time and may be subject to additional late fees.

Please note: Once registered, you must make a one-time payment for your current bill, if you have an outstanding balance.

Customers who do NOT currently pay their bill through AutoPay or do not pay/view their bill online:

- While not mandatory for you, it is highly recommended that you register for the new service between September 3 and September 15. This is a great opportunity to go paperless! Register for the new service at www.MesaWater.org/BillPay.
- Starting Sept. 15, 2019, regardless of how you currently pay your bill, you will not be able to view your bill online unless you register for the new service.

Once registered, you can look forward to being able to:

- Receive email reminders when your bill is ready, and a confirmation after making a payment.
- Pay by Text – get text notifications about your bill and have the option to pay through text message.
- Save time with automatic payment options.

Questions? Contact Customer Service at 949.631.1200 or visit MesaWater.org.

Mesa Water Celebrates Flag Day



In commemoration of Flag Day, members of Costa Mesa-based Cub Scout Pack 108 led Mesa Water's Board of Directors and staff in a ceremony and Pledge of Allegiance on June 13 at the District's headquarters.

The troop was comprised of students in grades K-5, from Woodland and Kieran Elementary Schools. Mesa Water staff also unveiled new American flag decals on Mesa Water's service trucks and uniforms.

Your Water is High Quality



Mesa Water's 2019 Water Quality Report is now available at MesaWater.org/WaterQualityReport and in print by request. The report can also be translated into other languages upon request. The document contains important information about your water supplies. For questions about this report, contact Kaylee Lee, Water Quality & Compliance Supervisor, at 949.207.5491.

DEDICATED TO SATISFYING OUR COMMUNITY'S WATER NEEDS MesaWater.org