

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 _____ (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: 09/18/2020

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.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.MesaWater.org/WaterQualityReport***
- ☐ 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 communications were distributed electronically to the community regarding the 2020 CCR, including but not limited to social media, electronic newsletter, electronic bill insert, and website.

Hard copy information about the CCR was also distributed via water bill inserts, Mesa Water's Newsletter, local news publications, and upon request via U.S. Mail by individual customers. This effort also included mailing out postcards to more than 54,000 residential and business address in Mesa Water's service area, via USPS Every Door Direct Mail service. Please see attachment for samples of delivery methods and 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.

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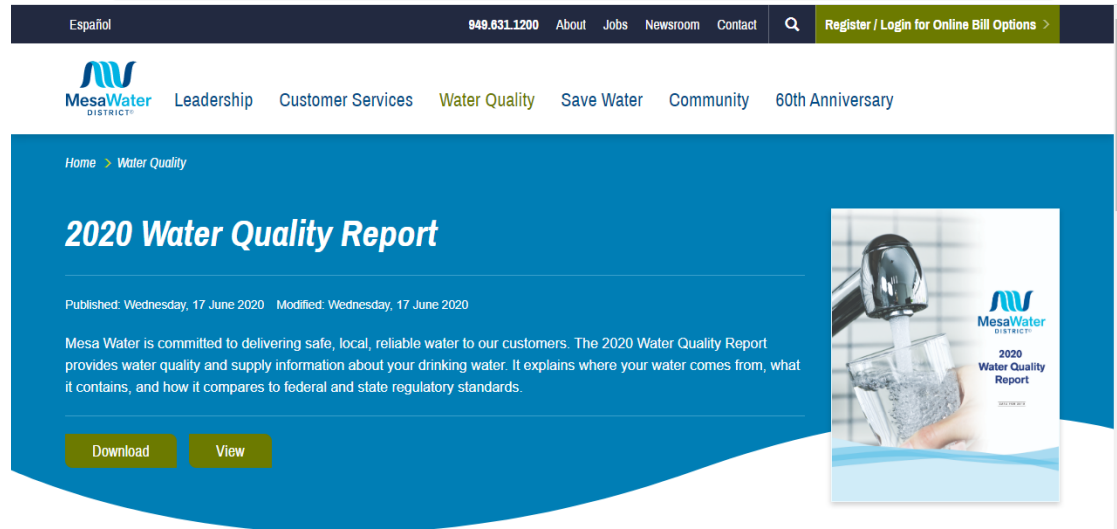
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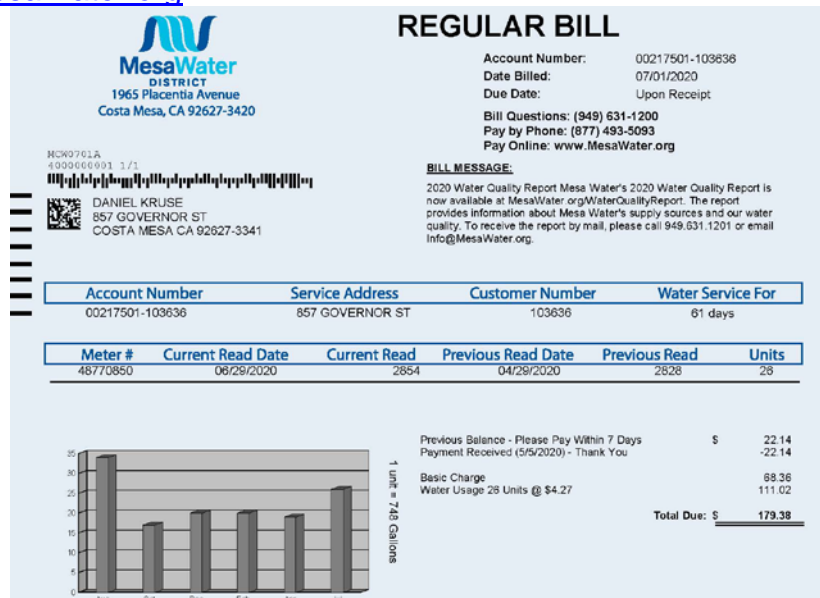
**Atkinson, Andelson,
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CCR Availability Notification Posted on Mesa Water District's (Mesa Water®) website [MesaWater.org](https://www.mesawater.org), June 17, 2020:
Link: <https://www.mesawater.org/water-quality/water-quality-report>



Message on Bill Statement (sent via hard copy bill and electronically) to Mesa Water customers, July 1, 2020 - August 31, 2020. A sample bill follows:

2020 Water Quality Report: Mesa Water's 2020 Water Quality Report is now available at [MesaWater.org/WaterQualityReport](https://www.mesawater.org/WaterQualityReport). The report provides information about Mesa Water's supply sources and our water quality. To receive the report by mail, please call 949.631.1201 or email info@MesaWater.org.



Account Number	Service Address	Customer Number	Water Service For
00217501-103636	857 GOVERNOR ST	103636	61 days

Meter #	Current Read Date	Current Read	Previous Read Date	Previous Read	Units
48710850	06/29/2020	2854	04/29/2020	2628	28

Previous Balance - Please Pay Within 7 Days \$ 22.14
Payment Received (5/5/2020) - Thank You -22.14
Basic Charge 88.36
Water Usage 28 Units @ \$4.27 111.02
Total Due: \$ 179.38

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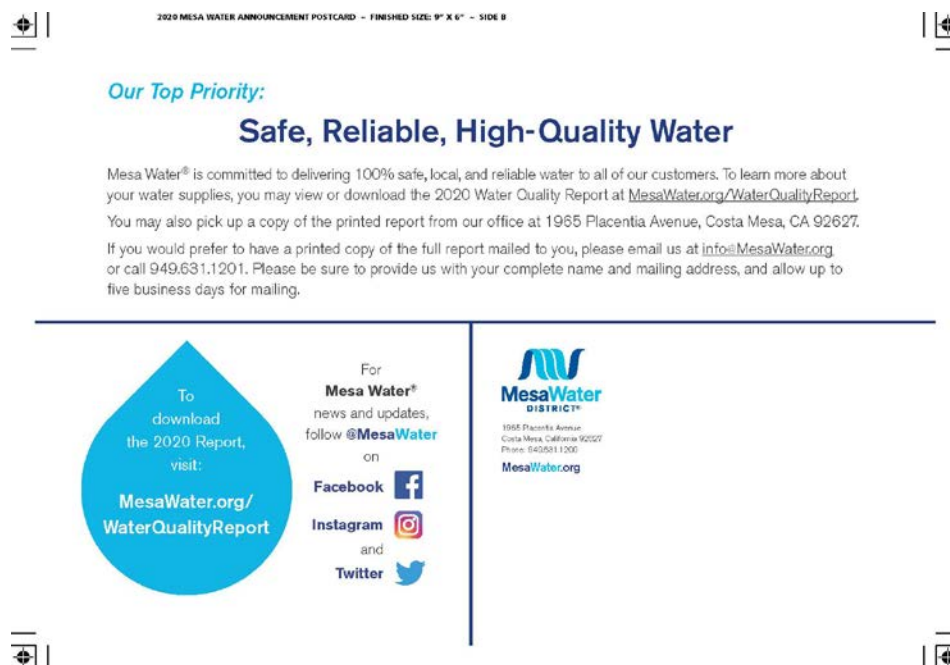
**Atkinson, Andelson,
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Postcard mailed late June 2020 to over 54,000 addresses within Mesa Water's service area (see direct mail list on next page):

(Postcard side 1)



(Postcard side 2)





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USPS Every Door Direct Mail (EDDM) documentation list of postcard delivery to zip codes 92626, 92627, 92660, 92663, 92704, including over 54,000 addresses. Mailing summary pages from EDDM follows:

EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602

5-Digit ZIP Code	Route Number	# of Mailpieces
92626	C001	516
92626	C004	503
92626	C005	665
92626	C007	442
92626	C008	446
92626	C009	748
92626	C010	496
92626	C011	602
92626	C012	432
92626	C013	470
92626	C014	408
92626	C016	456
92626	C017	682
92626	C018	402
92626	C019	617
92626	C020	659
92626	C021	351
92626	C022	628
92626	C024	894
92626	C025	398
92626	C027	698
92626	C028	535
92626	C031	645
92626	C032	349
92626	C033	541
92626	C034	503

PS Form 3587, July 2014

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USPS Every Door Direct Mail cont.

EVERY DOOR DIRECT MAIL® DOCUMENTATION FOR PS FORM 3602

5-Digit ZIP Code	Route Number	# of Mailpieces
92626	C035	595
92626	C037	909
92626	C038	382
92626	C040	425
92626	C041	667
92626	C042	299
92626	C044	559
92626	C045	346
92626	C046	642
92626	C047	506
92626	C048	584
92626	C049	694
92626	C050	953
92626	C051	877
92626	C052	966
92626	C053	251
92627	B001	57
92627	B002	30
92627	B003	30
92627	B004	51
92627	B005	47
92627	B006	21
92627	B007	55
92627	B008	55
92627	B009	49
92627	B010	50

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USPS Every Door Direct Mail *cont.*

EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602

5-Digit ZIP Code	Route Number	# of Mailpieces
92627	B011	63
92627	B012	77
92627	B013	73
92627	B014	73
92627	B015	35
92627	B016	78
92627	B017	62
92627	B018	56
92627	B019	34
92627	B020	56
92627	B021	33
92627	B022	59
92627	B023	56
92627	B024	50
92627	B025	48
92627	C003	820
92627	C004	1029
92627	C005	678
92627	C006	985
92627	C007	591
92627	C008	834
92627	C009	783
92627	C010	998
92627	C011	865
92627	C012	754
92627	C014	742

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USPS Every Door Direct Mail cont.

EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602

5-Digit ZIP Code	Route Number	# of Mailpieces
92627	C015	677
92627	C016	658
92627	C017	866
92627	C018	475
92627	C020	628
92627	C022	810
92627	C023	852
92627	C026	617
92627	C027	813
92627	C028	570
92627	C029	960
92627	C030	609
92627	C031	579
92627	C032	997
92627	C033	678
92627	C035	765
92627	C036	612
92627	C037	699
92627	C038	860
92627	C039	985
92627	C040	910
92627	C041	792
92627	C042	614
92660	C033	365
92660	C057	267
92663	C010	368

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USPS Every Door Direct Mail (EDDM) *cont.*

EVERY DOOR DIRECT MAIL®
DOCUMENTATION FOR PS FORM 3602

5-Digit ZIP Code	Route Number	# of Mailpieces
92663	C014	583
92663	C025	361
92663	C028	921
92704	C031	533

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**Press Release distributed to local media and posted on
MesaWater.org, June 22, 2020:**

Link: <https://www.mesawater.org/news/press-releases/653-2020-water-quality-report-shows-water-provided-by-mesa-water-meets-or-surpasses-all-state-and-federal-drinking-water-standards>



COSTA MESA, Calif.: June 22, 2020 – Mesa Water District's (Mesa Water®) 2020 Water Quality Report (Report), now available, highlights that the District's high quality, local groundwater supplies meet all stringent state and federal drinking water regulations.



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Press Release *cont.*

"Our top goal is to provide clean, safe water to our community," says Shawn Dewane, Mesa Water Board President. "Mesa Water conducts over 30,000 water quality tests each year to ensure our water meets rigorous drinking water standards."

The annual Report provides valuable information about Mesa Water's exceptional 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 Report also includes [water-wise tips](#) and instructions on 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 Report is now available at [MesaWater.org/WaterQualityReport](#). Additionally, it is available at Mesa Water's office, located at 1985 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 in late June 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, 1980, 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.

Orange County Business Journal, June 23, 2020:

The screenshot shows the top portion of a newsletter. At the top is a banner with four small images (a city skyline, a person in a graduation cap, a modern building interior, and a house) followed by the text "update OCBC INDICATOR" and the "ORANGE COUNTY BUSINESS COUNCIL" logo. Below this, the text reads "The Leading Voice of Business in Orange County" and "Tuesday, June 23, 2020". To the right, it says "Today's newsletter is sponsored by:" followed by the "UnionBank" logo. Below the text are social media sharing buttons for Facebook, Twitter, and LinkedIn. At the bottom, a blue box contains the headline "MESA WATER DISTRICT RANKS MOST EFFICIENT WATER PROVIDER IN 2020 REPORT:" followed by a bullet point stating that Mesa Water provides water for 110,000 residents and is one of the best water providers in the county, with a link to "Review the report."

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News Story posted in local and industry publications, including but not limited to:

StuNews Newport, June 23, 2020

[Front Page](#)
[Letters](#)
[Calendars](#)
[Archives](#)
[Sign Up](#)
[Contact Us](#)
[Stu News Laguna](#)
[Stu News Dana Point](#)



Stu News Newport

Tom Johnson's Newport Beach News and Community Forum



Newport Beach
64.8°F






Volume 5, Issue 50 | June 23, 2020

Search our site...



2020 Water Quality Report reflects Mesa Water District's high quality standards

Mesa Water District's (Mesa Water®) 2020 Water Quality Report, which is now available, highlights that the District's high quality, local groundwater supplies meet all stringent state and federal drinking water regulations. "Our top goal is to provide clean, safe water to our community," says Shawn Dewane, Mesa Water Board President. "Mesa Water conducts over 30,000 water quality tests each year to ensure our water meets rigorous drinking water standards."



Click on photo for a larger image

The annual Report provides valuable information about Mesa Water's exceptional water supply sources. Mesa Water provides 100 percent 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 Report also includes water-wise tips and instructions on 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 www.MesaWater.org/SaveWater.

The Report is now available at www.MesaWater.org/WaterQualityReport.

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 in late June 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.

Mesa Water District serves the city of Costa Mesa, parts of Newport Beach and John Wayne Airport.



It's time to put your health first.

The real risk to your health is avoiding care when you need it. Our nationally recognized physicians are ready to treat you safely and effectively, the way only Hoag can.

#IOctogether
@HoagHealth
#HoagOfficial
#HoagGood

hoag always here.



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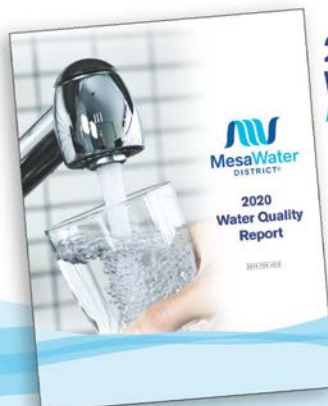
**Atkinson, Andelson,
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Legal Counsel

Sample Mesa Water social media posts – Facebook, Twitter and Instagram, posted on June 23, 2020:

 **MesaWater** @MesaW... • Just now
Your water is clean and safe! Mesa Water District's 2020 Water Quality Report explains where your water comes from, what it contains, and how it compares to federal and state regulatory standards. Visit <http://ow.ly/IgEL50A8L3n> on July 1 to read all about it! #WaterQuality



Bill Insert Notifications mailed to or included electronically for customers (18,500 total addresses), July 1, 2020 - August 31, 2020:



2020 Water Quality Report NOW AVAILABLE!

Mesa Water® is committed to delivering safe, local, reliable water to all of our customers. For 60 years, we've supplied high-quality drinking water that consistently meets or surpasses all state and federal drinking water standards. The 2020 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.

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Mesa Water Newsletter, News on Tap -- July/August 2020

"Your Water is High Quality" article included in Newsletter distributed with customer bills -- 18,500 total (as a hard copy or electronic version), July 1, 2020 - August 31, 2020; distributed via electronic newsletter, and posted on MesaWater.org, July 1, 2020.

Link: <https://www.mesawater.org/news/newsletters/document/3275-july-august-vol-34-no-4>

First page of the newsletter follows:



NEWS ON TAP

VOLUME 34, NUMBER 4, JULY/AUGUST 2020

Mesa Water Receives Best in Class Credit Ratings



Mesa Water District (Mesa Water®) is pleased to announce its renewed AAA credit rating -- the highest achievable by an organization -- from Standard & Poor's (S&P) and Fitch rating agencies. The coveted ratings are based on Mesa Water's operational effectiveness and efficiencies, including excellent financial management practices, as evidenced by the use of long-term financial and capital planning, an economical water rates structure, and the implementation of a strong financial policy framework. AAA ratings allow Mesa Water to save ratepayer money by borrowing funds at the lowest possible interest rate for infrastructure improvements.

The remarkable ratings reaffirm the Mesa Water Board of Directors' (Board) and staffs proactive planning and strong focus on operational efficiency, positioning the District to maintain its high standards for operations and customer service. Mesa Water is one of the most efficient water agencies with the lowest expenditures per capita of any water district in Orange County.

At the May 14 Mesa Water Board meeting, the Board approved the budget for fiscal year 2021, continuing to position the District as financially sound and efficient. The Board approved a three-year \$70MM Capital Improvement Program funded through Certificates of Participation.

"This program continues Mesa Water's key objective of providing a safe, abundant and reliable water supply to our ratepayers at an affordable price, for generations to come," explains Mesa Water Board President, Shawn Dewane. Through 2023, Mesa Water will construct two new wells to increase local water production capacity, and invest in pipeline integrity testing to ensure economical and timely replacement for continued reliable service of high-quality water to customers.

Mesa Water Wants to Hear from You!



Mesa Water District would like to hear from you and how it can continue to serve you better! Throughout the month of July, the Mesa Water Board of Directors will be answering your questions. Submit your questions about our water supply, ongoing water use efficiency efforts, or any other topic at [MesaWater.org/NeighborhoodChat](https://www.mesawater.org/NeighborhoodChat) by July 31, 2020. Responses will be posted on our website in August and shared on social media.

Your Water is High Quality



Mesa Water's 2020 Water Quality Report is now available at [MesaWater.org/WaterQualityReport](https://www.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 Kaying Lee, Water Quality & Compliance Supervisor, at 949.207.5491.

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Nextdoor, July 1, 2020:

✓ Mesa Water District

Public Affairs Intern Richard Mejia • 1 Jul



Mesa Water District's 2020 Water Quality Report is now Available. Mesa Water District's (Mesa Water®) 2020 Water Quality Report (Report), now available, highlights that the District's high quality, local groundwater supplies meet all stringent state and federal drinking water regulations.

"Our top goal is to provide clean, safe water to our community," says Shawn Dewane, Mesa Water Board President. "Mesa Water conducts over 30,000 water quality tests each year to ensure our water meets rigorous drinking water standards."

The annual Report provides valuable information about Mesa Water's exceptional 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 Report also includes water-wise tips and instructions on 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 Report is now available at MesaWater.org/WaterQualityReport. 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 in late June 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

Posted to **Subscribers of Mesa Water District**

Printed copy of the 2020 CCR; posted at Mesa Water and mailed to customers upon their request -- July 2020.