

APPENDIX G: CCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form (to be submitted with a copy of the CCR)

(To certify electronic delivery of the CCR, use the certification form on the State Board's website at http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)

Water System Name: City of Santa Ana

Water System Number: 3010038

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 17, 2020 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.

Certified by: Name: Robert Hernandez
Signature: 
Title: Water Services Quality Supervisor
Phone Number: (714) 647-3341 Date: September 23, 2020

To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:

☐ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: _____

X "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

- ☐ Posting the CCR on the Internet at www.santaanaccr.org
- ☐ 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)
- X 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 address: www.santaanaccr.org

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

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).

Consumer Confidence Report

Certification Form

(To be submitted with a copy of the CCR)

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.

Customers were notified of the availability of the CCR via bus shelter ads, utility bill inserts mailed to all customers with QR Code attached, ongoing messaging in utility mailed bills and online bills to all customers, flyers available and displayed at all Special Events attended by the City's Water Resources Outreach Program and displayed at all city facilities

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.

Santa Ana Releases its 2019 Water Quality Report!

Learn why Santa Ana's drinking water grabs another international award.



We just published our 2019 Water Quality Report, also known as the annual Consumer Confidence Report (CCR), so there's no better time than now for Santa Ana residents to get informed about the quality of your drinking water.

We're proud to report that our award-winning water agency continues to maintain the highest standards.

The information presented in the CCR is vital to all residents and businesses, particularly during these uncertain times:

- You'll read all about the sources and quality of your drinking water through easy-to-read data tables so you can stay informed.
- You'll learn about the stringent standards and monitoring we set for our tap water to protect you.
- You'll also discover how we invest in our water infrastructure and community, and how you can benefit from our rebate and FOG (Fats, Oils and Grease) programs.
- There's even an interactive section just for kids that includes this year's winning entries of the 2020 Youth Water Poster Contest!

Once again, Santa Ana won the coveted honor of producing among the world's best tasting and highest quality tap water. We placed 4th in the "Best Municipal Water" category at the 30th annual Berkeley Springs International Water Tasting, the largest and longest running competition dedicated to preserving and protecting drinking water.



We want you to know that we are committed to ensuring a healthy, reliable and safe drinking water supply for our community. You can rest assured that your tap water is not only safe to drink, but it's good tasting too!

We hope you will enjoy the convenience of visiting SantaAnaCCR.org to view the CCR online, print articles, or download and print your own copy of the entire report. For residents who do not have Internet access, please call 714-647-3320 or email info@SantaAnaCCR.org to request a hard copy.

2019 WATER QUALITY REPORT

View the 2019
Consumer
Confidence
Report (CCR)
to be released
in June.

Visit SantaAnaCCR.org or scan



Prefer a printed report by mail?
Please call: (714) 647-3320 or
email info@SantaAnaCCR.org

 20% Post-Consumer Waste



SANTA ANA 2019 INFORME DE CALIDAD DEL AGUA

Vea el Informe Anual
de Confianza al
Consumido (CCR)
que se publicará
en junio.

Visite SantaAnaCCR.org o escanee



¿Prefiere una copia impresa del informe
por correo? Por favor llamar (714) 647-3320
o escriba a info@SantaAnaCCR.org

 20% de Residuos Postconsumo



2019 WATER QUALITY REPORT

Investing In Our Water Infrastructure
Investing In Our Community

COMING IN
JUNE

2019 WATER QUALITY REPORT

Investing In Our Water Infrastructure
Investing In Our Community

2019 WATER QUALITY REPORT

To download or view online,
visit: **SantaAnaCCR.org**



2019 INFORME DE **CALIDAD DEL AGUA**

SE ESTRENA EN
JUNIO

2019 WATER QUALITY **REPORT**

Investing In Our Water Infrastructure
Investing In Our Community



Para descargar o leer en línea,
visite: **SantaAnaCCR.org**





March 13, 2020

CONTRACT FOR OUTDOOR ADVERTISING

CONTRACTED BY AGENCY ON BEHALF OF CUSTOMER:			
CUSTOMER #		INVOICE	
NAME			
ADDRESS			
CITY/STATE/ZIP			
CONTACT			
EMAIL ADDRESS			
PHONE #		FAX #	
P.O. #			
ADVERTSR / PROD	Santa Ana's 2019 Water Quality Report		

CONTRACTED DIRECTLY BY CUSTOMER:			
CUSTOMER #	231186	INVOICE	
NAME	City of Santa Ana		
ADDRESS	20 Civic Center Plaza, M-21		
CITY/STATE/ZIP	Santa Ana, CA 92701		
CONTACT	Christy Kindig		
EMAIL ADDRESS	ckindig@santa-ana.org		
PHONE #	714-647-5088	FAX #	
P.O. #			
PRODUCT NAME	Public Service		

Market Name / Location	Illum Y / N	No. Of Installations	No. Of Panels		Term In 4-Week Periods	Size	Face Rate	Rate Per 4-Week Period	Contract Total
			Poster	Bulletin					
Santa Ana Transit Shelter Panels		30			1		\$ 0.00	\$ -	\$ -
Service Commences: Week of 4/6/2020 Special Instructions/ Additional Charges: 1082919-LAX No charge for production or installation per agreement.					Service Cost Production Charges Extension Charges Extended Illumination Estimated Shipping Charges TOTAL INVOICE AMOUNT				\$ - \$ - \$ - \$ - \$ -

Agency/Customer hereby contracts for the outdoor advertising services described above upon the terms set forth above AND ON PAGES 2 AND 3, which Agency/Customer hereby acknowledges and confirms receipt of by executing in the space provided below. Contracts transmitted to Clear Channel Outdoor via fax machines or electronic mail are to be treated as original contracts. This contract must be signed by both Agency or Customer and CCO to be effective.

Agency:	
Signature:	
Name:	Date

Customer:	City of Santa Ana
Signature:	<i>Christy Kindig</i>
Name:	Date

Clear Channel Outdoor, LLC	Name:	Greg McGrath	Date
Signature:			

FOR INTERNAL USE:		Contract No.	File Name
New	<input type="checkbox"/>	A/E (s) Name / No.	Selling Branch Address
Renewal	<input type="checkbox"/>	LA House HS 11011	Los Angeles
Takeover	<input type="checkbox"/>		19320 Harbortgate Way - Torrance, CA 90501
			(310) 755-7272
			Phone (310) 755-7200 Fax (310) 755-7353
Product / Class Number:		Market Type:	

City of Santa Ana

Proposal List

Contract/Showing: 1082919-LAX (Los Angeles)
 Client PO/Contract #:
 Brand:
 Agency:
 Sales Office: Clear Channel Outdoor
 Account Manager: Layne Lawson
 Campaign Start: April 06, 2020

Market: LAX-Orange County Transit
 Operator: Clear Channel Outdoor
 Status: Offer
 Media Type: Transit Shelters

Segment Start: April 06, 2020
 Segment End: May 03, 2020
 Segment Duration: 4 Week(s)

TARGET PROFILE: DMA - Los Angeles, CA Universe 18+ yrs

PANEL	Location Desc.	TAB ID	Area	III
1 001893	1st SS 1ft E/O Harbor F/W - 1	416892	Santa Ana	Y
2 001899	17th NS 1ft W/O Fairview F/W - 2	416901	Santa Ana	Y
3 001910	Bristol WS 1ft S/O Macarthur F/S - 2	416919	Santa Ana	Y
4 001915	Civic Center SS 1ft W/O Parton F/W - 1	416928	Santa Ana	Y
5 001916	Civic Center SS 1ft W/O Parton F/E - 2	416929	Santa Ana	Y
6 001926	Edinger SS 1ft E/O Bristol F/E - 2	416941	Santa Ana	Y
7 001944	Grand WS 1ft S/O 21st F/S - 2	416968	Santa Ana	Y
8 001946	Grand WS 1ft S/O Mcfadden F/S - 2	416972	Santa Ana	Y
9 001974	Red Hill WS 1ft S/O Carnegie F/S - 2	417010	Santa Ana	Y
10 001976	Ross WS 1ft S/O Santa Ana F/S - 2	417014	Santa Ana	Y
11 001984	Sunflower NS 1ft W/O Bristol #2 F/W - 2	417031	Santa Ana	Y
12 001988	Sunflower NS 1ft E/O Stevens F/W - 2	417035	Santa Ana	N
13 002002	Warner SS 1ft E/O Harbor F/E - 2	417050	Santa Ana	Y
14 002006	Warner SS 1ft E/O Bristol F/E - 2	30570353	Santa Ana	Y
15 002008	Warner SS 1ft E/O Birch F/E - 2	417062	Santa Ana	Y
16 002197	1st SS 1ft E/O Golden Circle F/E - 2	417265	Santa Ana	Y
17 002205	Mcfadden SS 1ft E/O Grand F/E - 2	417273	Santa Ana	Y
18 002820	MacArthur NS 1ft W/O Flower F/W - 2	418083	Santa Ana	Y
19 003400	Grand Av WS 100ft S/O Santa Clara Av F/S - 2	418630	Santa Ana	Y
20 003425	Main St ES 100ft N/O 17th St F/S - 1	418661	Santa Ana	Y
21 003825	Fairview St ES 100ft S/O Edinger Av F/S - 1	419111	Santa Ana	N
22 004830	Fairview St WS 100ft N/O Edinger Av F/S - 2	420282	Santa Ana	Y
23 005859	Bristol St WS 100ft S/O 17th St F/S - 2	421511	Santa Ana	Y
24 008414	Main ES 100ft N/O Alton F/N - 2	594685	Santa Ana	Y
25 008420	Ross ES 100ft S/O 3rd F/N - 2	594691	Santa Ana	Y
26 008428	17th NS 100ft W/O Bristol F/W - 2	594699	Santa Ana	Y
27 008432	17th SS 100ft E/O Bristol F/E - 2	594703	Santa Ana	Y
28 008884	Harbor WS 100ft S/O McFadden F/S - 2	594823	Santa Ana	Y

City of Santa Ana**Proposal List**

Contract/Showing: 1082919-LAX (Los Angeles)
Client PO/Contract #:
Brand:
Agency:
Sales Office: Clear Channel Outdoor
Account Manager: Layne Lawson
Campaign Start: April 06, 2020

Market: LAX-Orange County Transit Segment Start: April 06, 2020
Operator: Clear Channel Outdoor Segment End: May 03, 2020
Status: Offer Segment Duration: 4 Week(s)
Media Type: Transit Shelters

TARGET PROFILE: DMA - Los Angeles, CA Universe 18+ yrs

PANEL	Location Desc.	TAB ID	Area	III
29 008886	Harbor ES 100ft N/O Washington F/N - 2	594825	Santa Ana	Y
30 008929	Main ES 30ft S/O 10th F/N - 2	594861	Santa Ana	N
		<u>Market Summary</u>	<u>Scheduled</u>	
		No. Of Units	30	
		Avg Target In-Market Impressions	214,218	
		Plan In-Market Impressions	6,426,532	

Last Geopath audit: 01/01/2019

2019 WATER QUALITY REPORT

View the 2019
Consumer
Confidence
Report (CCR)
to be released
in June.

Visit SantaAnaCCR.org or scan



Prefer a printed report by mail?
Please call: (714) 647-3320 or
email info@SantaAnaCCR.org



 20% Post-Consumer Waste



City of Santa Ana
Water Resources Division
220 S. Daisy Avenue, Bldg. A
Santa Ana, CA 92703

First Class
Standard
US Postage
PAID
F.C.C.H., Inc

Este informe contiene información muy importante
sobre su agua potable. Tradúzcalo o hable con
alguien que lo entienda bien.

此份有关你的食水报告,内有重要资料和讯息,请找
他人为你翻译及解释清楚。

Chi tiết này thật quan trọng.
Xin nhớ người dịch cho quý vị.

InfoSend, Inc.
4240 E. La Palma Ave.
Anaheim, CA 92807
(714) 993-2690

P.O. No.

Quote

Date: 3/26/2020

734

Name / Address	
ATTN: Mirella Vargas CITY OF SANTA ANA 20 Civic Center Plaza M14 Santa Ana, CA 92701	
Contact:	Mirella Vargas
Contact Phone:	714-647-6576
Contact Email:	mvargas@santa-ana.org
Artwork:	PDF

Ship To	
Proof:	PDF
Title:	WQR Postcards
Target Mail Date:	4/10/2020
Description of Mailing:	Postcards

Item	Quantity	Description	Rate	Amount
DC Manual-Paper	96,384	Paper: 4 x 6 100 # silk cover	0.008	771.07T
DC Manual-Data ...	96,384	Data Processing/Print: CASS, stnd, presort, walk sequence, Print 4/4	0.0267	2,573.45T
DC Manual-Maili...	96,384	Mailing Services: Count & Bundle, Prepare Qual & Facing Slips, deliver to Post Office	0.013	1,252.99T
DC Manual-Postage	96,384	Postage: EDDM	0.168	16,192.51
SET UP FEE	1	Set Up Fee	150.00	150.00
EDDM mailing to Santa Ana, CA ~ RESIDENTS & BUSINESSES. NO PO BOXES.				

Estimate Only		Subtotal	\$20,940.02
Prepared By: Marla Callaghan <marla.c@infosend.com>		Sales Tax (7.75%)	\$356.31
Approved By: _____		Total	\$21,296.33

Terms & Conditions
Prices subject to change upon receipt of artwork if not provided at time of estimate. Any changes in original copy after proofing may be charged at InfoSend's rate of \$95/hour in addition to the quoted price. Any quotes given without samples or actual specifications are subject to change upon receipt of actual order and specs. Overruns or underruns will not exceed ten (10) percent of the quantity ordered, unless specified otherwise in the quotation. InfoSend will invoice for the actual quantity within this tolerance. If the Client requires a guaranteed quantity, the percentage of tolerance must be stated at the time of quotation. InfoSend will produce materials approved in this document. If changes are required before the order has been depleted, the client will be billed for any remaining unused materials. Any remaining unused materials is subject to material cost and will be billed. Materials which remain inactive or which have usage suspended will be billed a holding fee of \$40 per month during the inactive period and are subject to being invoiced for remaining material cost after 6 months of inactivity. Pricing listed on this quote is valid for 30 days from prepared date.

I have read and agreed to the Terms and Condition (Initial Here) _____