

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Cowan Heights
Water System Number: 3010047

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 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: Samantha Chen
Signature: _____
Title: Water Quality Engineer
Phone Number: (714)399-1772 Date: 9/9/2019

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: <https://www.gswater.com/cowanheightsccr>
 - ☐ 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._____
- ☒ 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: <https://www.gswater.com/cowanheightsccr>
- ☒ 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: <https://www.gswater.com/cowanheightsccr>
- ☐ 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.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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.



Golden State

Water Company

A Subsidiary of American States Water Company

June 19, 2019

California Public Utilities Commission
ATTN: Bruce De Berry
Audit and Compliance Section, Water Division
505 Van Ness Avenue
San Francisco, California 94102

Dear Mr. De Berry,

Enclosed please find printed versions of Golden State Water Company's 2019 Consumer Confidence Reports for year 2018 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2019. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at www.gswater.com/annual-water-quality-reports.

Should you have any further questions in this matter, you may contact me at (714) 535-7711 ext. 290, or Dawn White at (916) 853-3615.

Regards,

William C. Gedney

Vice President, Environmental Quality

Enclosure

List of Golden State Water Systems

1. Apple Valley North
2. Apple Valley South
3. Arden
4. Artesia
5. Barstow/Lenwood
6. Bay Point
7. Bell/Bell Gardens
8. Calipatria
9. Claremont
10. Clearlake
11. Cordova
12. Cowan Heights
13. Culver City
14. Cypress Ridge
15. Desert View
16. Edna Road
17. Florence-Graham
18. Hollydale
19. Lake Marie
20. Los Osos
21. Lucerne
22. Morongo Del Norte
23. Morongo Del Sur
24. Nipomo (Vista)
25. Norwalk
26. Orcutt
27. Placentia-Yorba Linda
28. San Dimas
29. Simi Valley
30. Sisquoc
31. South Arcadia
32. South San Gabriel
33. Southwest
34. Tanglewood
35. West Orange
36. Willowbrook
37. Wrightwood



SERVICE FOR
[REDACTED]
Santa Ana CA 92705-1548

ACCOUNT NUMBER

[REDACTED]

DUE DATE

May 23, 2019

Page 1 of 2

BILL DATE
May 02, 2019

AMOUNT DUE
\$646.06

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
Hearing Impaired TTY: (877) 933-9533
Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

Visit **gswater.com** to enroll for service updates via **e-newsletter**.
Your local Office: 500 Cameron Street Placentia, CA 92870

Please see back of bill or visit **gswater.com** for more information on the 2018 WRAM/MCBA surcharge.

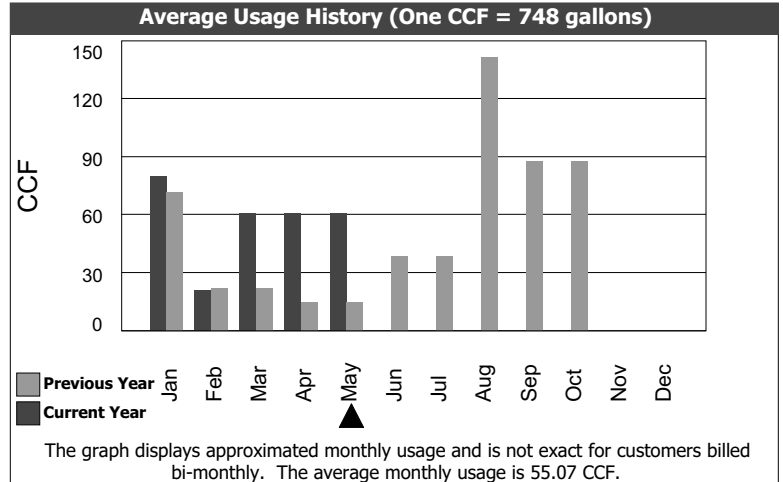
Current Activity

Rate Schedule R3-1-R (R31RB)

| | | |
|---|-----------------|-----------------|
| Service Charge | 1" meter | |
| Service Charge | | \$75.30 |
| Water Usage | | |
| Tier 1 - Water Usage - 26.00 CCF at \$3.764 | | \$97.86 |
| Tier 2 - Water Usage - 16.00 CCF at \$4.329 | | \$69.26 |
| Tier 3 - Water Usage - 80.00 CCF at \$4.978 | | \$398.24 |
| Surcharges, Fees, & Credits | | |
| CARW Prog Adm Surcharge - 122.00 CCF at \$0.166 | | \$20.25 |
| WRAM/MCBA Surcharge/credit | | -\$54.58 |
| Other Surcharges/credits | | \$31.35 |
| CPUC Fee - 1.4% of \$637.68 | | \$4.46 |
| CPUC Fee - 1.23% of \$637.68 | | \$3.92 |
| Total New Charges | | \$646.06 |

| Account Summary | | |
|-------------------------|--------------------------|-----------------|
| Previous Balance | | \$166.02 |
| Payments | 3-13-19 Thank You | -\$166.02 |
| Current Charges | Due On May 23, 2019 | \$646.06 |
| Total Amount Due | | \$646.06 |

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 402 when prompted.



| Read and Usage Information | | | | | |
|----------------------------|----------------|------|------------------|-----------------|-----------|
| Meter | Service Period | Days | Previous Reading | Current Reading | CCF Usage |
| [REDACTED] | Feb 28 May 01 | 62 | 3569 | 3691 | 122 |

Your next scheduled meter read date is approximately July 1, 2019

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016
SAN DIMAS CA 91773-9016

POSTAL

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

Current Charges Due On May 23, 2019

Total Amount Due

\$646.06

Amount Enclosed

[REDACTED]
Santa Ana, CA 92705-1548

GOLDEN STATE WATER COMPANY
PO BOX 9016
SAN DIMAS CA 91773-9016

0010753417840000000646060

The 2018 WRAM/MCBA surcharge or surcredit is effective March 29, 2019, and includes any residual balances from previous WRAM/MCBA filings. For additional information, please visit gswater.com.

PAYMENT OPTIONS: Go to www.gswater.com/payment-options for payment options, authorized locations, and application forms.

- ♦ **Auto Pay (Electronic Funds Transfer):** Submit an application to pay your bill automatically from a checking or savings account.
- ♦ **Online:** Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- ♦ **Phone:** Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent (service fee applies) or go to your local GSWC Office.

UNPAID BILL: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

BILL TERMS AND OTHER USEFUL INFORMATION:

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

WRAM/MCBA SURCHARGE/SURCREDIT. The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) were adopted by the CPUC in 2008 to help ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. A large portion of these costs are fixed, meaning that they don't change as usage changes. These tools ensure under-collected revenue is recovered with a temporary surcharge, and revenue that exceeds the authorized amount is returned to customers in the form of a temporary surcredit. For additional information on the WRAM/MCBA, please visit gswater.com.

DROUGHT INFORMATION/RESTRICTIONS: Golden State Water has implemented local conservation standards for its water systems, reflecting the State Water Board's revised emergency regulations that were issued on May 18, 2016 then extended on Feb. 8, 2017. Many of Golden State Water's systems now have voluntary conservation goals, while others (Edna Road, Cypress Ridge, Nipomo) remain in mandatory conservation under Staged Mandatory Water Conservation and Rationing (Schedule 14.1) due to local water supply conditions. Please visit gswater.com/drought for additional information and to review the water-use restrictions, conservation goals and reduction mandates for your community. Please check the "Message Center" at the top of this bill for irrigation restrictions in your area.

DISPUTING YOUR BILL: If you believe there is an error on your bill or have a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

| Type of Call | Language | Toll-free 800 Number |
|-----------------------------|--------------------|----------------------------------|
| TTY/VCO/HCO to Voice | English Spanish | 1-800-735-2929 1-800-855-3000 |
| Voice to TTY/VCO/HCO | English Spanish | 1-800-735-2922 1-800-855-3000 |
| From or to Speech-to-Speech | English Spanish | 1-800-854-7784 |

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill**, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level or rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

From:
Sent:
To:
Subject:



[View this email in your browser](#)

WATERWAYS

A Resource For The Communities We Serve

[HOME](#)

[YOUR SERVICE AREA](#)



Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the State Water Board Division of Drinking Water expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method allows Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing

costs.

If you would like a paper copy of the 2019 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email waterquality@gswater.com.

You can view your 2019 Consumer Confidence Report and learn more about your drinking water by visiting the following URL:

gswater.com/cowanheightsCCR/

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

En los últimos años, Golden State Water Company ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de envío electrónico permite que Golden State Water Company reduzca el consumo de papel y minimizar los posibles costos de impresión y envío.

Si desea una copia en papel del CCR del 2019 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

Sincerely,
Golden State Water Company

For the latest updates, visit our website at www.gswater.com
or follow us on Twitter and Facebook @GoldenStateH2O.



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|LIST:DESCRIPTION|

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The Orange County Register

2190 S. Towne Centre Place Suite 100
Anaheim, CA 92806
714-796-2209

PROOF OF PUBLICATION

Legal No. 0011291639

Interested parties who would like to view or print a copy of Golden State Water Company's 2019 Water Quality Report (Consumer Confidence Report) for the Year 2018 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Publish: Orange County Register July 12, 19, 2019 11291639

5227369

GOLDEN STATE WATER COMPANY
ATTN: KATE MARTIN
630 E. FOOTHILL BLVD.
SAN DIMAS, CA 91773

AFFIDAVIT OF PUBLICATION

STATE OF CALIFORNIA, }
County of Orange } SS.

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of The Orange County Register, a newspaper of general circulation, published in the city of Santa Ana, County of Orange, and which newspaper has been adjudged to be a newspaper of general circulation by the Superior Court of the County of Orange, State of California, under the date of November 19, 1905, Case No. A-21046, that the notice, of which the annexed is a true printed copy, has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to wit:

07/12/2019, 07/19/2019

I certify (or declare) under the penalty of perjury under the laws of the State of California that the foregoing is true and correct:

Executed at Anaheim, Orange County, California, on
Date: July 19, 2019.


Signature

Consumer Confidence Reports Available Now!

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2019 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email waterquality@gswater.com.

*You can view your 2019 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.*

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2019 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

2019 Consumer Confidence Report Direct URL Links

| System Name | Direct URL Link |
|------------------------------------|--|
| Apple Valley North Water System | www.gswater.com/AppleValleyNorthCCR |
| Apple Valley South Water System | www.gswater.com/AppleValleySouthCCR |
| Arden Water System | www.gswater.com/ArdenCCR |
| Artesia Water System | www.gswater.com/ArtesiaCCR |
| Barstow Water System | www.gswater.com/BarstowCCR |
| Baypoint Water System | www.gswater.com/BaypointCCR |
| Bell-Bell Gardens Water System | www.gswater.com/BellBellGardensCCR |
| Calipatria Water System | www.gswater.com/CalipatriaCCR |
| Claremont Water System | www.gswater.com/ClaremontCCR |
| Clearlake Water System | www.gswater.com/ClearlakeCCR |
| Cordova Water System | www.gswater.com/CordovaCCR |
| Cowan Heights Water System | www.gswater.com/CowanHeightsCCR |
| Culver City Water System | www.gswater.com/CulverCityCCR |
| Cypress Ridge Water System | www.gswater.com/CypressRidgeCCR |
| Desert View Water System | www.gswater.com/DesertViewCCR |
| Edna Road Water System | www.gswater.com/EdnaRoadCCR |
| Florence-Graham Water System | www.gswater.com/FlorenceGrahamCCR |
| Hollydale Water System | www.gswater.com/HollydaleCCR |
| Lake Marie Water System | www.gswater.com/LakeMarieCCR |
| Los Osos Water System | www.gswater.com/LosOsosCCR |
| Lucerne Water System | www.gswater.com/LucerneCCR |
| Morongo Del Norte Water System | www.gswater.com/MorongoDelNorteCCR |
| Morongo Del Sur Water System | www.gswater.com/MorongoDelSurCCR |
| Nipomo Water System | www.gswater.com/NipomoCCR |
| Norwalk Water System | www.gswater.com/NorwalkCCR |
| Orcutt Water System | www.gswater.com/OrcuttCCR |
| Placentia-Yorba Linda Water System | www.gswater.com/Placentia-YorbaLindaCCR |
| San Dimas Water System | www.gswater.com/SanDimasCCR |
| Simi Valley Water System | www.gswater.com/SimiValleyCCR |
| Sisquoc Water System | www.gswater.com/SisquocCCR |
| South Arcadia Water System | www.gswater.com/SouthArcadiaCCR |
| South San Gabriel Water System | www.gswater.com/SouthSanGabrielCCR |
| Southwest Water System | www.gswater.com/SouthwestCCR |
| Tanglewood Water System | www.gswater.com/TanglewoodCCR |
| West Orange County Water System | www.gswater.com/WestOrangeCountyCCR |
| Willowbrook Water System | www.gswater.com/WillowbrookCCR |
| Wrightwood Water System | www.gswater.com/WrightwoodCCR |