

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

### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Golden State Water Company – Cowan Heights
Water System Number:	CA3010047

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2021 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: Rocio Flores	Title: Associate Water Quality Engineer
Signature: Rocio Flores <small>Digitally signed by Rocio Flores Date: 2021.09.26 19:55:47 -07'00'</small>	Date:
Phone number: (626) 250-1517	

*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.gswater.com/CowanHeightsCCR](http://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: [www.gswater.com/CowanHeightsCCR](http://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: [www.gswater.com/CowanHeightsCCR](http://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.*

July 22, 2021

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

To: Bruce De Berry

Enclosed, please find printed versions of Golden State Water Company's 2021 Consumer Confidence Reports for year 2020 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 2021. 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](http://www.gswater.com/annual-water-quality-reports).

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210 ([sunil@gswater.com](mailto:sunil@gswater.com)), or Dawn White at (916) 853-3615 ([dawn.white@gswater.com](mailto:dawn.white@gswater.com)).

Sunil Pillai,

**Sunil Pillai**  
Digitally signed by Sunil Pillai  
DN: cn=Sunil Pillai, o=GSWC,  
ou=Environmental Quality,  
email=sunil@gswater.com, c=US  
Date: 2021.07.22 16:25:48 -07'00'

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

[View this email in your browser](#)

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.

If you would like a paper copy of the 2021 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](mailto:waterquality@gswater.com).

**You can view your 2021 Consumer Confidence Report and learn more about your drinking water by visiting the following**

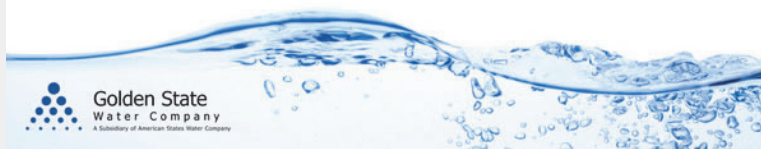
**URL:** [www.gswater.com/CowanHeightsCCR](http://www.gswater.com/CowanHeightsCCR)

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.

Si desea una copia en papel del CCR del 2021 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](mailto:waterquality@gswater.com).

Sincerely,  
Golden State Water Company

For the latest updates, visit our website at [www.gswater.com](http://www.gswater.com)  
or follow us on Twitter and Facebook @GoldenStateH2O.



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Want to change how you receive these emails?  
You can [update your preferences](#) or [unsubscribe from this list](#).



SERVICE FOR

[REDACTED]  
Santa Ana CA 92705-2435

ACCOUNT NUMBER

BILL DATE  
July 22, 2021

DUE DATE

August 12, 2021

AMOUNT DUE  
\$255.43

Page 1 of 2

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

Visit **[gswater.com](http://gswater.com)** to enroll for service updates via **e-newsletter**.  
Your local Office: **Is Closed to the Public** at Anaheim, CA 92806

To learn about the various Payment Options we offer go to:  
**[www.gswater.com/payment-options](http://www.gswater.com/payment-options)**

**CLOSING BILL****Current Activity****Rate Schedule R3-1-R (R31RB)****Service Charge****5/8" meter**

Service Charge 6 Days \$3.25

Service Charge 22 Days \$12.08

**Water Usage**

Tier 1 - Water Usage - 2.56 CCF at \$4.059 \$10.41

Tier 1 - Water Usage - 9.40 CCF at \$4.107 \$38.64

Tier 2 - Water Usage - 1.57 CCF at \$4.668 \$7.37

Tier 2 - Water Usage - 5.78 CCF at \$4.723 \$27.34

Tier 3 - Water Usage - 5.92 CCF at \$5.368 \$31.81

Tier 3 - Water Usage - 21.73 CCF at \$5.431 \$118.02

**Surcharges, Fees, & Credits**

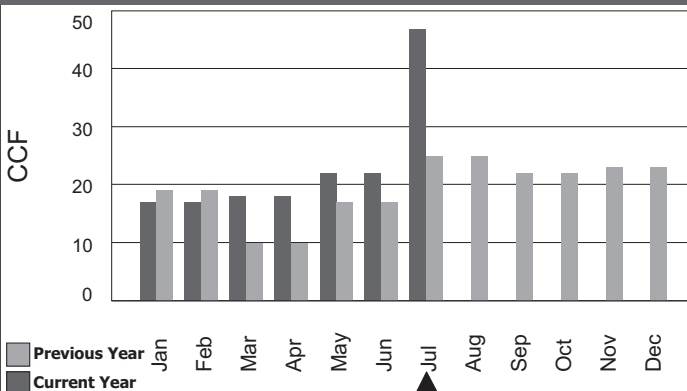
CARW Prog Adm Surcharge - 47.00 CCF at \$0.062 \$2.91

CPUC Fee - 1.43% - 28 Days of \$251.83 \$3.60

**Total New Charges \$255.43****Account Summary**

Previous Balance		\$235.41
Payments	<b>7-21-21 Thank You</b>	-\$235.41
Current Charges	Due On August 12, 2021	\$255.43
<b>Total Amount Due</b>		<b>\$255.43</b>

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

**Average Usage History (One CCF = 748 gallons)**

The graph displays approximated monthly usage and is not exact for customers billed bi-monthly. The average monthly usage is 20.68 CCF.

**Read and Usage Information**

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
MM19056181	Jun 24 Jul 22	28	456	503	47

Your next scheduled meter read date is approximately August 26, 2021

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 August 12, 2021

Total Amount Due

\$255.43

**Amount Enclosed**[REDACTED]  
Walnut Creek, CA 94595

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

0013552924327700000255430

To view your 2020 Consumer Confidence Report and learn more about your drinking water, please visit: [www.gswater.com/CowanHeightsCCR](http://www.gswater.com/CowanHeightsCCR)  
Effective July 1, 2021, your bill includes an increase to offset purchase electricity, purchase water and pump tax costs

#### **PAYMENT OPTIONS:**

Go to [www.gswater.com/payment-options](http://www.gswater.com/payment-options) for payment options, authorized locations, and auto pay application form.

- ♦ **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](http://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.
- ♦ **Mail:** Send bill stub and payment in enclosed envelope.
- ♦ **In Person:** Visit [www.gswater.com/payment-options](http://www.gswater.com/payment-options) to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

#### **BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT**

The 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. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit <https://www.gswater.com/policy-of-discontinuation> available in multiple languages.

#### **WRAM/MCBA SURCHARGE/SURCREDIT**

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit [gswater.com/rates-schedules-and-tariffs](http://gswater.com/rates-schedules-and-tariffs).

**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.

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

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:** \_\_\_\_\_



# Consumer Confidence Reports Available Now!



**Golden State**  
**Water Company**  
A Subsidiary of American States Water Company

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.

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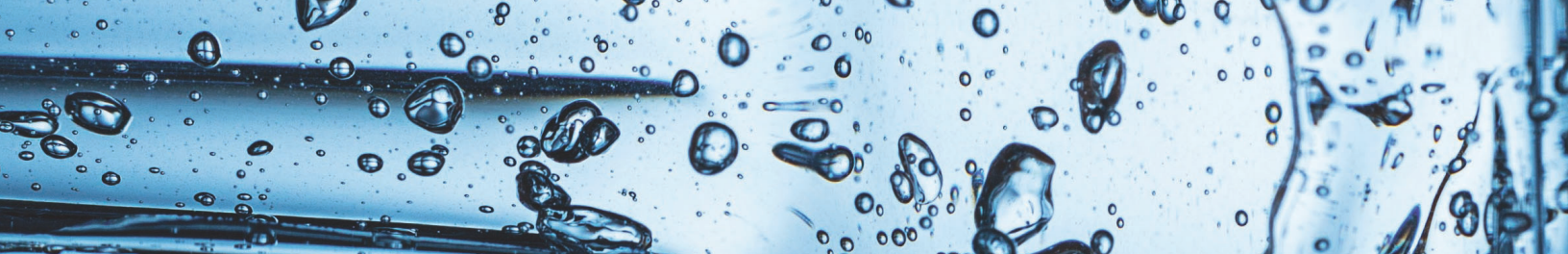
You can view your 2021 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.



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.

Si desea una copia en papel del CCR del 2021 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](mailto:waterquality@gswater.com).





## DIRECT URL LINK

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

# The Orange County Register

1771 S. Lewis Street  
Anaheim, CA 92805  
714-796-2209

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:

**07/04/2021**

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 04, 2021.



Signature

## PROOF OF PUBLICATION

Legal No. **0011471507**

Golden State Water Company's 2021 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2020 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at: [www.gswater.com/annual-water-quality-reports](http://www.gswater.com/annual-water-quality-reports)

Publish: Orange County Register July 4, 2021