

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	City of Huntington Beach
Water System Number:	3010053

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/21/25 (*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: Kristen Schroeder	Title: Water Quality Supervisor
Signature: 	Date: 6/24/25
Phone number: 714-960-8802	

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.huntingtonbeachca.gov/2025waterquality
 - ☐ 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.huntingtonbeachca.gov/2025waterquality
- ☐ *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.huntingtonbeachca.gov/2025waterquality
- ☒ 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.huntingtonbeachca.gov/2025waterquality
- ☐ 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.

The City of Huntington Beach provided a direct URL link to the Consumer Confidence Report by both paper and electronic delivery to customers within our service area. A direct URL link to

the CCR, along with a brief explanatory message, was included on all water bills—both for electronic billing customers and those who receive paper bills. To ensure access for customers without internet service, a statement was included offering the option to request a mailed copy of the CCR by calling 714-536-5921. Additionally, printed copies of the CCR were distributed to nine community locations throughout the City. A dedicated email notification with a CCR-related subject line was also sent to all e-bill and auto-pay customers. All notifications included the required multilingual statement.

Attached:

1. Public Locations where CCR placed
2. Example of Utility Bill Notification with direct URL sent to all customers
3. Confirmation of dedicated email notification with direct URL to approximately 28,300 customers
4. Publication of notification with direct URL in community new website

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.

The following is a list of locations where multiple copies of our CCR were placed, in a "Good Faith" effort to reach other customers and the public:

Huntington Beach Public Libraries: Banning Branch
9281 Banning Avenue
9am-6pm T, W, Th
9am-1pm F

Central Library
7111 Talbert Avenue
1pm-9pm M
9am-9pm T, W, Th
9am-5pm F

Helen Murphy Branch
15882 Graham Street
1pm-7pm M, W
9am-7pm T
9am-2PM Th, F

Main Street Branch
525 Main Street
9am-6pm T, W, Th
9am-5pm F

Oakview Branch
17251 Oak Lane
9am-9pm M, T, W, Th
9am-5pm F

Community Locations: City Council Chambers (Public Information Table)
8am-5pm M-F 1st Floor City Hall, 2000 Main Street

City Treasury (Water Billing Counter)
1st Floor City Hall, 2000 Main Street

Public Works (Permits Counter)
1st Floor City Hall, 2000 Main Street

Public Works (Utilities Counter)
19001 Huntington Street

Senior Center
18041 Goldenwest St.



City of Huntington Beach
Municipal Services
P.O. Box 711
Huntington Beach, CA 92648-0711

For billing inquiries, contact:
Water (714) 536-5919
Sewer (714) 536-5921
Trash (714) 375-5010
FireMed (714) 374-1598

MUNICIPAL SERVICES STATEMENT

Payment/eBill options: www.huntingtonbeachca.gov/payments

CITY OF HUNTINGTON BEACH
2000 MAIN ST
HUNTINGTON BEACH CA 92648

REMINDER

Pay your current charges by the due date to avoid a late fee of \$10.00. To avoid additional fees for delinquent property tagging and/or disconnection of services, pay any past due amount immediately. Pay online at your convenience, 24 hours a day by visiting us at

<https://www.invoicecloud.com/huntingtonbeachca>

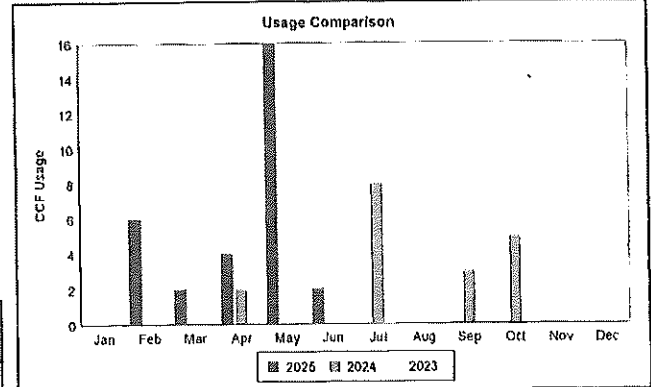
Service	Meter #	Previous Read	Current Read	Consumption (unit)
IRRIGATION		5757	5759	2

1 unit = 748 gallons

Rev. 10052017 44586

Customer #:
Account #:
Service Address: 10057 YORKTOWN AVE
Online Banking Number:
Please use as your account number for online billing.

Bill Date 6/16/2025
Previous Bill \$0.00
Payments \$0.00
Remaining Balance \$0.00
Current Charges \$0.00
Total Due \$0.00
Due Date 7/14/2025



Account Activity		Dwelling Units: 1		Service Period: Period 5/12/2025 - 6/12/2025	
		Usage	Rate	Days	Total
Meter# 60581413					
WATER METER BASIC CHARGE			3.3843	31	\$104.91
CAPITAL SURCHARGE			0.7157	31	\$22.19
WATER CONSUMPTION		2.000	2.6870		\$5.37
IRRIGATION Total					\$132.47
EXPENSE					\$132.47 CR
Other Charges					\$132.47 CR
Current Charges due by 7/14/2025					\$0.00

Please detach at perforation and return this stub with your payment to ensure timely credit to your account

Do not staple or clip payment

Payment is due upon receipt. Late fees will apply if payment is not received by the due date.

CITY OF HUNTINGTON BEACH
MUNICIPAL SERVICES STATEMENT

Make your check payable to CITY OF HUNTINGTON BEACH, include your complete customer number AND account number

CITY OF HUNTINGTON BEACH
Customer #:

Account #:

Online Banking Number:

Please use as your account number for online billing.

Remaining Balance \$0.00
Current Charges \$0.00
Total Due \$0.00
Enter Amount Paid

Current charges due by 7/14/2025

City of Huntington Beach
Attn: Finance Dept.
PO Box 711
Huntington Beach, CA 92648-0711



Municipal Services Information

Utility Billing-Finance Department

Stop or Start Service and Billing Questions

In Person: City Hall at 2000 Main Street, Huntington Beach
8:00 a.m.-5:00 p.m., each business day
By Telephone: (714) 536-5919 Telephone hours are
8:30 a.m.-4:00 p.m., each business day
Contact Utility Billing at (714) 536-5919 and select option 1 for
detailed information on stopping or starting service, or select
option 9 to speak with a Billing Representative. To discontinue
service the named account holder or authorized user will be asked
to provide a disconnect date, the service address, forwarding
address and a phone number, as well as verify personal
information provided when the service started. Until such notice
has been made, the premises shall be deemed occupied by the
customer and late fees and payment liability continues per HBMC
14.12.130.

Trash & Recycling Questions

The City contracts with Rainbow Environmental Services for all
trash and recycling services. To report a missed pickup, order a
bulky item collection, rent a dumpster or special services, please
call Rainbow at (714) 847-3581. For billing questions and general
information, call Public Works at (714) 375-5010.

FireMed Questions (714) 374-1698

For questions regarding voluntary membership in the FireMed
program or to change your membership status, call the Huntington
Beach FireMed office at (714) 374-1598 or fax to (714) 374-1678.
Telephone hours are 8:00 a.m.-5:00 p.m., each business day.

Payment Options

www.huntingtonbeachca.gov

Payment at City Hall 2000 Main Street - 1st Floor

Cashiering Hours: 8:00 a.m.-5:00 p.m.,

IVR PhonePay (1-844-364-9966)

Pay by credit card using an IVR system.

Call 1-844-364-9966 and have your complete account
number and amount to pay. Payments are posted to your account
the next business day.

AutoPay (www.huntingtonbeachca.gov)

Sign up for automatic monthly payments of your municipal services
account made from your checking account.

ePay

Pay by credit card or eCheck on-line

Payments are posted to your account the next business day.

Payment Boxes at City Hall are collected once each business

day at 3:00 p.m.

- Walk-up Drop Box is located near the parking lot between the
building and the fountain.
- Lobby Drop Box is located on the first floor.
- Night Depository is located on the west wall of the Civic Center
for CASH Payments.

Online Banking Payment Customers:

Identify complete Acct # Identified on your statement as Online
Banking Number. The payee must be "City of Huntington Beach".
Payments that do not include the complete Online Banking
Number may be rejected.

Mailing Address for Payments

City of Huntington Beach

P.O. Box 711

Huntington Beach, CA 92648-0711

Delinquent Fees As set by City Ordinances

[Surfcity-hb.org/government/master-fee-charges-schedule/](http://surfcity-hb.org/government/master-fee-charges-schedule/)

Late Fee

If a payment is not received/processed by 5:00 p.m. on the
due date, the account will be charge a late fee.

Tag Fee / Delinquent Status Fee / Shut-Off Fee

If full payment is not received/processed by 5:00 p.m. on the due date
on the final notice, the account will be tagged for shut-off. If payment
is not received by 5:00 p.m. on the due date on the tag, water service
will be turned off for non-payment and a shut-off fee will be added to
your account. Your liability and charges will continue to accrue until a
disconnection notice is provided to the City. To resume services, all
outstanding balances and delinquent account fees must be paid in full
to Cashiering.

Return Payment Item Fee

All checks or electronic payments returned by the bank will be
charged a return payment item fee. If accounts are not brought
current by the due date on the tag, additional delinquent status fees
will accrue and your service may be shut-off. Payment of all past-due
balances and fees is required to prevent discontinuance of service.

Water Quality or Water Emergency (714) 536-5921


Effective July 1, 2025, residential trash rates will increase from \$27.77 to \$29.06 per month, an additional \$1.29 per month.
This rate change is detailed within the Solid Waste Franchise Agreement and Resolution 2021-05. The new daily rate for
service is \$0.9554. Questions? 714-375-5010 Email: trashinfo@surfcity-hb.org

To view the electronic version of your 2025 Consumer Confidence Report and learn more about your drinking water, please
visit: <https://huntingtonbeachca.gov/2025waterquality>. This report contains important information about your drinking water.
Translate it, or speak with someone who understands it. Este informe contiene información importante sobre su agua potable.

Traducirlo, o hable con alguien que lo entienda. If you would like a paper copy mailed to you or would like to speak to
someone about the report, please call (714) 536-5921.

Effective July 1, 2025 your municipal service bill will soon reflect a water and sewer rate adjustment, which was approved by
Huntington Beach City Council Resolutions 2024-18, 2024-19 and 2024-20. The Water Usage Rate will increase from \$2.69
per billing unit (748 gallons) to \$3.06 per billing unit. The Monthly Meter Fee for a 3/4-inch meter will increase from \$19.31 to
\$21.14 (larger meters will have a corresponding increase). The Capital Charge will increase from \$4.08 to \$4.16. (larger
meters will have a corresponding increase). The single family residential rate for sewer will increase from \$ 11.90 to \$13.32.
Other customer categories will have a corresponding increase. Questions on the rate adjustment should be directed to the
Public Works Utilities Division. 714-536-5921

Campaign details

Campaign Language 

English 



Name 2025 Consumer Confidence Report (Water Quality)



Contact list Water Quality Report Notification Jun 2025



Estimated number of contacts 28300



From City of Huntington Beach <notificationalert@huntingtonbeachca.gov>

Design email

Subject Line 2025 City of Huntington Beach Consumer Confidence Report

Dear Water Customer

Your 2025 Consumer Confidence Report is now available and can be viewed online at <https://huntingtonbeachca.gov/2025waterquality>, where you will find additional information about the quality of your drinking water. If you prefer a printed copy to be mailed, please call 714-536-5921.

Este informe contiene información importante sobre su agua potable. Traducido, o hablar con alguien que lo entienda.

 [Back to My campaigns](#)

Schedule

Send now

From: hbnews <hbnews@hbnews.us>
Sent: Wednesday, May 21, 2025 12:53 PM
Subject: Re: Consumer Confidence Report Advertisement

Thank you for the story and we have included this on one of our community news webpages for the rest of the week. Go to our index page (hbnews.us) for story link.

Huntington Beach News
www.hbnews.us
Celebrating 121 years of service to the community.

On 05/21/2025 11:14 AM

We would like it to read:

Consumer Confidence Report

To view the electronic version of your 2025 Consumer Confidence Report and learn more about your drinking water, please visit:

<https://huntingtonbeachca.gov/2025waterquality>.

This report contains important information about your drinking water. Translate it, or speak with someone who understands it. Este informe contiene información importante sobre su agua potable. Traducirlo, o hable con alguien que lo entienda.

If you would like a paper copy mailed to you or would like to speak to someone about the report, please call (714) 536-5921.