

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

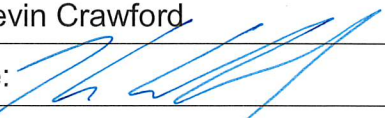
### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Moulton Niguel Water District
Water System Number:	3010073

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 06/03/2021 (*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: Kevin Crawford	Title: Distribution Operator
Signature: 	Date: 06/24/2021
Phone number: (949)425-3562	blank

*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.mnwd.com/ccr](http://www.mnwd.com/ccr)
  - ☐ 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.mnwd.com/ccr](http://www.mnwd.com/ccr)
- ☐ *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.mnwd.com/ccr](http://www.mnwd.com/ccr)
- ☐ 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.](http://www.)\_\_\_\_\_
- ☐ 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.*

Moulton Niguel Water District distributed a notice to all customers through its bill communications – in the form of a bill message and newsletter. A bill message was published on all customers' bills promoting the availability of the CCR. Additionally, a newsletter story was published in the District's June issue, which was distributed to customers in their paper bill, and available for online viewing. The District also included a story in its e-newsletter in June, which is distributed to customers and other community

members. Furthermore, the District promoted the availability of the CCR on its social media channels including Facebook and Twitter, Lastly the CCR was distributed in about a dozen public/community locations.

*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.*



### 2020 CCR Delivery Methods

1. **Bill Message** – provided to all customer accounts on the customer bill; mailed to approximately 44,680 customer accounts who receive a paper bill, and available to view online for approximately 17,489 customer accounts through the May billing Period.
2. **Community Email** – distributed to 37,376 email addresses
3. **Bill Insert (Newsletter Story)** – mailed to approximately 31,420 customer accounts who receive a paper bill, and available to view on e.bill for approximately 12,448 customer accounts through the May/June billing period
4. **Social Media** – promoted on the District's Facebook (2,729 followers) and Twitter (817 followers)
5. **Flyer Posted in Public/Community Locations** – the following notice stating that the CCR is available online was placed at the locations listed below on June 23, 2021, consisting of District offices and other public/community locations.

Moulton Niguel Water District Main Office  
26161 Gordon Road  
Laguna Hills, CA 92653

Aliso Viejo City Hall  
12 Journey  
Aliso Viejo, CA 92656

Aliso Viejo Library  
1 Journey  
Aliso Viejo, CA 92656

Laguna Niguel City Hall  
30111 Crown Valley Parkway  
Laguna Niguel, CA 92677

Laguna Niguel Library  
30341 Crown Valley Parkway  
Laguna Niguel, CA 92677

Mission Viejo Library  
100 Civic Center  
Mission Viejo, CA 92691

Norman P Murray Community & Senior Center  
24932 Veterans Way  
Mission Viejo, CA 92692

Mission Viejo City Hall  
200 Civic Center  
Mission Viejo, CA 92691

Laguna Hills Community Center  
25555 Alicia Parkway  
Laguna Hills, CA 92653

Laguna Hills Technology Library  
25555 Alicia Parkway  
Laguna Hills, CA 92653

Laguna Hills City Hall  
24035 El Toro Road  
Laguna Hills, CA 92653