

APPENDIX B: eCCR Certification Form (Suggested Format)

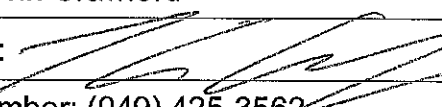
Consumer Confidence Report Certification Form

(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 6/30/24 (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: 6/30/2024
Phone number: (949) 425-3562	

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: mnwd.com/2023ccr
 - ☐ 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: mnwd.com/2023ccr
- ☐ *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: mnwd.com/2023ccr
- ☐ 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._____
- ☐ 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.



2024 CCR Delivery Methods

1. **Postcard** – Mailed notification postcard to 10,669 customer accounts with direct URL (mnwd.com/2023ccr) to CCR.
2. **Bill Message** – Provided to all customer accounts on the customer bill; mailed to approximately 40,000 customer accounts who receive a paper bill, and available to view online for approximately 15,189 customer accounts through the July billing Period.
3. **Community E-Newsletter** – Notified 58,282 customers through two separate e-newsletter stories (June and July) that the CCR is available with a direct URL to the CCR.
4. **Bill Insert (Newsletter Story)** – Mailed to approximately 40,000 customer accounts who receive a paper bill, and available to view on e.bill for approximately 15,189 customer accounts through the June billing period
5. **Social Media** – Promoted on the District's Nextdoor (78,237 followers), Facebook (2,883 followers), Instagram (403 followers) and Twitter/X (909 followers)
6. **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 30, 2024, consisting of District offices and other public/community locations.

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

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

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