

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

### Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name: Irvine Ranch Water District

Water System Number: CA3010092

The water system named above hereby certifies that its Consumer Confidence Report was distributed on **June 1, 2020** 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: Lisa Haney  
Signature: \_\_\_\_\_  
Title: Regulatory Compliance Manager  
Phone Number: ( 714 ) 330-6827 Date: \_\_\_\_\_

*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). **(Mailed upon request)**
- ☒ 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.irwd.com/water-report**
  - ☒ Mailing the CCR to postal patrons within the service area **(Mailed upon request)**
  - ☒ Advertising the availability of the CCR in news media **(Copies of printed ads attached)**
  - ☐ 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 **(Social media outlets utilized were: Facebook, Twitter and Instagram)**
  - ☒ Other **(CCR availability with link promoted in IRWD's June 2020 and July 2020 Pipelines customer newsletters)**
- ☒ *For systems serving at least 100,000 persons:* Posted CCR on a publicly-accessible internet site at the following URL: **www.irwd.com/water-report**
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

## Consumer Confidence Report Electronic Delivery Certification

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*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.irwd.com/water-report](http://www.irwd.com/water-report) (Mailed notification postcards to 61,875 eBill customers and 6,050 landlords and/or property managers)
- ☒ 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 (as a billing message posted at top of all bills emailed to customers in June 2020). URL: [www.irwd.com/water-report](http://www.irwd.com/water-report)
- ☐ 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 2020 IRWD Water Quality Report (aka CCR) is available as a printable PDF at

[www.irwd.com/water-report](http://www.irwd.com/water-report). A print article in June 2020 and July's 2020 *Pipelines* newsletter promoting this dedicated URL for the IRWD CCR accompanied the June and July water bills mailed to approximately 60,000 customers. The first page of every July 2020 water bill also contained a separate written message which told customers where to find the 2020 CCR at [www.irwd.com/water-report](http://www.irwd.com/water-report) and provided directions on how to obtain a printed copy of the 2020 CCR. IRWD also mailed 61,875 postcards to customers who receive electronic bills only, plus 6,050 postcards to landlords and/or property managers of tenants receiving water from IRWD. These postcards informed their recipients the 2020 CCR was available online at [www.irwd.com/water-report](http://www.irwd.com/water-report) and informed them a printed CCR would be mailed upon request.

For additional outreach, IRWD ran advertisements in four local newspapers of general circulation to further publicize the link to the CCR. Social media posts on Facebook, Twitter and Instagram were also used in July 2020 to further promote the availability of the CCR.

Please see the attached PDF to review the 2020 IRWD Water Quality Report. Samples of IRWD's various 2020 CCR outreach materials are also provided in the same PDF.

*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.*