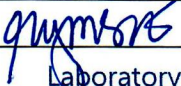


**Consumer Confidence Report
Certification Form**
(To be submitted with a copy of the CCR)

Water System Name: Santa Margarita Water District
Water System Number: 3010101

The water system named above hereby certifies that its Consumer Confidence Report was distributed on see below (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: Rachel Pasco
Signature: 
Title: Laboratory Supervisor
Phone Number: (949) 459.6674 Date: 28 July 2020

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.smwd.com/2020WaterQuality
 - ☐ 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) - On Tap newsletter
 - ☒ 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.smwd.com
- ☐ 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.

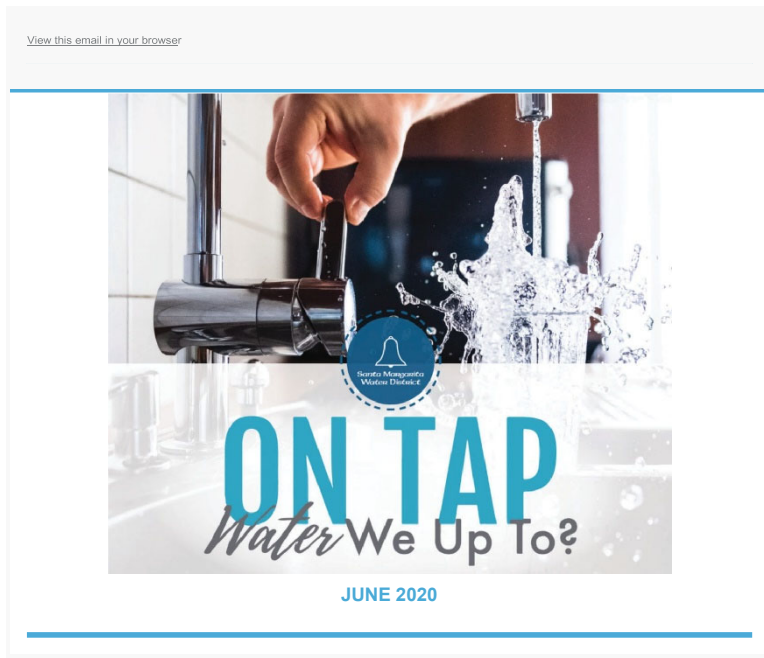
- ☒ Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www. SMWD.com/2020WaterQuality (Bill inserts)
- ☒ Water system emailed a notification that 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. SMWD.com/2020WaterQuality
- ☐ 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.

- 1) Posted online starting 06/03/2020 through the District's website: www.smwd.com/2020WaterQuality
- 2) Printed copies are available at the District's Customer Service Counter and other facilities. - June 3, 2020
- 3) OnTap eNewsletter e-mail blast to customers with email addresses available ~32,000 on June 25, 2020
- 4) Posted on social media (Facebook, Twitter, Nextdoor, and Instagram) starting June 25, 2020
- 5) Notification inserts in both e-bills for online customers; and utility bills that were mailed to customers.
- 6) Homepage banner at smwd.com main page. - June 26, 2020

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.

email notification/OnTap newsletter



Your Drinking Water is Safe

2020 Water Quality Report Now Available

Santa Margarita Water District delivers over 7.8 billion gallons of high-quality drinking water to nearly 200,000 residents in south Orange County.

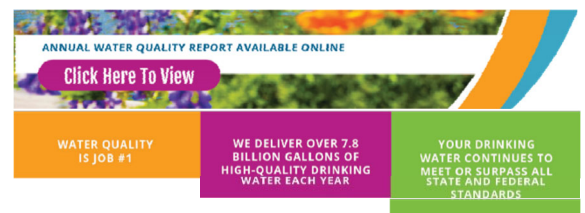
The District's dedicated laboratory team continuously monitors the water from 100 sites throughout the service area and runs over 20,000 water quality tests each year.

Additionally, our supplier, [Metropolitan Water District of Southern California](#), adheres to California's comprehensive and safe drinking water standards that require a multistep treatment process that includes filtration and disinfection. This process removes and kills viruses, including COVID-19, as well as bacteria and other pathogens.

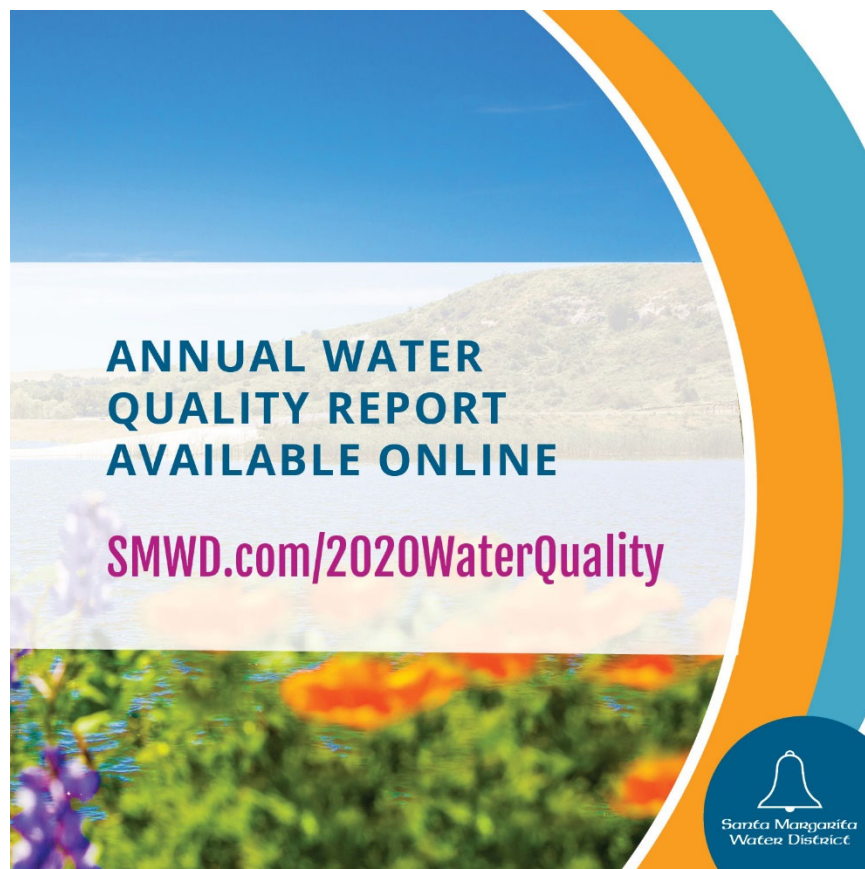
The thousands of tests routinely conducted across the system and monitored by the *Environmental Protection Agency* and the *California Department of Drinking Water* are part of a year-round effort to ensure your high-quality drinking water supply.

SMWD's [2020 Water Quality Report](#) shows that your drinking water meets or surpasses the most stringent drinking water standards set by state and federal agencies.

To request a mailed copy, call Customer Care at (949) 459-6420 or email us at CustomerCare@smwd.com.



Social media posts



Nextdoor Header



Bill insert



SMWD.com banner

