Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Santa Margarita Water District
Water System Number:	CA3010101

The water system named above hereby certifies that its Consumer Confidence Report was distributed on <u>see dates below</u> (*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	,	
Name:	Rachel Pasco	Title: Laboratory Supervisor
Signati	ure:	
Phone	number: 949.459.6674	Date: July 19, 2021
	marize report delivery used and g checking all items that apply and fi	ood-faith efforts taken, please complete this ill-in where appropriate:
	CR was distributed by mail or other ner direct delivery methods used).	direct delivery methods (attach description of
⊠ CC for	CR was distributed using electronic	delivery methods described in the Guidance er Confidence Report (water systems utilizing
⊠ "Go in	ood faith" efforts were used to read cluded the following methods:	ch non-bill paying consumers. Those efforts
		g URL: www.SMWD.com/2021WaterQuality ons within the service area (attach zip codes
	_	e CCR in news media (attach copy of press
		al newspaper of general circulation (attach a , including name of newspaper and date
	Posted the CCR in public places	CR to single-billed addresses serving several
	Delivery to community organizat	ctronic 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.SMWD.com/2021WaterQuality For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission
	Consumer Confidence Report Electronic Delivery Certification
	ter systems utilizing electronic distribution methods for CCR delivery must complete apage 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/2021WaterQuality
	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/2021WaterQuality
	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.
incl	ovide a brief description of the water system's electronic delivery procedures and lude how the water system ensures delivery to customers unable to receive electronic ivery.
1)	Posted online starting 05/27/2021 at the District's website: www.smwd.com/2021WaterQuality
2)	Printed copies are available at the District's Customer Service Counter and other facilities June 09, 2020
3)	Bill Insert & Envelope Snipe - June 1-30, 2021
4)	Postcard – Mailed to all Customers June 2021
5)	Homepage banner at smwd.com main page June 26, 2020

6)	Posted on social media (Facebook. Twitter. Nextdoor, and Instagram) starting June 25, 2020
7)	Water Quality Video:
	https://youtu.be/gtWC1FLvrPk
8)	OnTap eNewsletter e-mail blast to customers with email addresses available ~32,000. Read the complete newsletter here – June 25, 2020
9)	Outdoor Banners Posted at SMWD Headquarters Entrances
	June 1-30, 2021

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.

Water Quality Report 2021 Consumer Confidence Report

Direct link: www.SMWD.com/2021WaterQuality

Included below are the materials and messages that were mailed, email and shared online with customers.

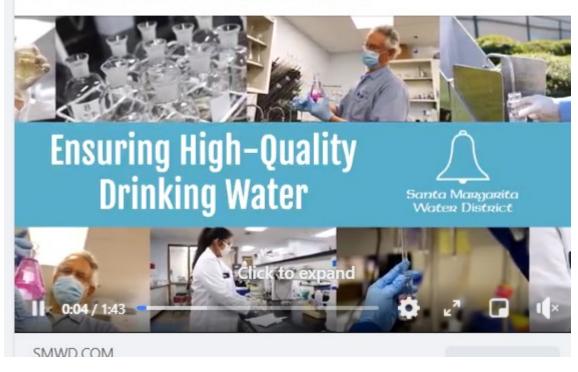
- Website
- Water Quality Video
- Bill insert and envelope snipe
- Postcard mailer
- Social media (YouTube, Facebook, Instagram, Twitter, NextDoor)
- Outdoor banners
- OnTap eNews

Website Homepage Banner – smwd.com



Water Quality Video: https://youtu.be/gtWC1FLvrPk

The essential employees at #SMWD are constantly working to treat, test and monitor our water supply to protect the health and safety of our customers. Visit smwd.com for more info!



Bill Insert & Envelope Snipe June 1-30, 2021



Postcard – Mailed to all Customers June 2021





On Tap eNews Read the complete newsletter here

MAY/JUNE 2021



PROUDLY SERVING High-Quality Prinking Water

2021 WATER QUALITY REPORT NOW AVAILABLE ONLINE

Santa Margarita Water District's top priority is to deliver high-quality drinking water to homes, businesses, schools, and the community. We proudly served over 7.8 billion gallons of drinking water in 2020. Each drop met or surpassed all standards set by the state and federal regulatory agencies.

Each year, the District prepares a Water Quality Report to share the results of water quality testing from the previous calendar year. The complete 2021 Water Quality Report is available on the Santa Margarita Water District's website at www.smwd.com/2021WaterQuality. If you would like a printed copy of the 2021 Water Quality Report mailed to you or would like to speak with someone about the report, please call us at (949) 459-6420 or email us CustomerCare@smwd.com.

Nearly everyone living in south Orange County drinks imported drinking water that travels hundreds of miles from its source in northern California, via the State Water Project, and the Colorado River, via the Colorado River Aqueduct. This water is tested thousands of times a year by the importer, **Metropolitan Water District of Southern California**, and an additional 20,000 times by Santa Margarita Water District's inhouse laboratory.

Facebook, Twitter, NextDoor Banner and Posts



- ♦ Serving high-quality, reliable drinking water to over 165,000 residents in South Orange County!
- ▲ Your #drinkingwater continues to meet or surpass all state and federal standards!
- ${\color{red} {\color{blue} {\color{b} {\color{blue} {\color{b} {\color$

SMWD.com/WaterQuality

Source Managementa
Welcow Disclose*:

SMWD.com/WaterQuality

2021 WATER QUALI
SMWD.com/

YOUR

Prinking Water

CONTINUES TO

MEET OR SURPASS

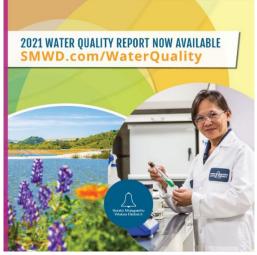
ALL STATE AND FEDERAL STANDARDS

SMWD crews are working hard each and every day to keep our promise to you and your family by delivering high-quality, sustainable and reliable service. Learn more at: www.smwd.com.

#SMWDWater #local #reliable #sustainable



Have you read our Annual Water Quality Report yet? SMWD is committed to delivering safe, sustainable and reliable water to our customers. Click the link to read the report today --



2021 Water Quality Report Available Now. https://www.smwd.com/301/Water-SupplyQuality-Reports



Outdoor Banners Posted at SMWD Headquarters Entrances June 1-30, 2021



