

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 see dates 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	Title: Laboratory Supervisor
Signature:	
Phone number: 949.459.6674	Date: July 19, 2021

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/2021WaterQuality
 - ☐ 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.SMWD.com/2021WaterQuality
- ☐ *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/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.

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 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

YOUR *Drinking Water*
CONTINUES TO **MEET OR SURPASS**
ALL STATE AND FEDERAL STANDARDS



We Proudly Serve *7.8 Billion Gallons*
Of **High-Quality Drinking Water**
Each Year To More Than 165,000 People

2021 WATER QUALITY REPORT NOW AVAILABLE
SMWD.com/2021WaterQuality



**Postcard – Mailed to all Customers
June 2021**



On Tap eNews [Read the complete newsletter here](#)

MAY/JUNE 2021



PROUDLY SERVING
High-Quality Drinking 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 in-house 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!
 💧 View the full water quality report at [SMWD.com/WaterQuality](https://www.smwd.com/WaterQuality)... See More

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 --> [smwd.com/waterquality](https://www.smwd.com/waterquality)



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



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**

