

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Desert Water Agency
Water System Number:	3310005

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 06/01/21 (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: Ashley Metzger	Title: Director of Public Affairs & Water Planning
Signature: 	Date: 05/04/21
Phone number: 730-323-4971	blank

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.dwa.org/wqr
 - ☐ 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.dwa.org/wqr
- ☐ *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.dwa.org/wqr
- ☒ 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.dwa.org/wqr
- ☐ 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.

See attached

*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.*

Desert Water Agency
2020 Water Quality Report

Desert Water Agency sent Water Quality Report notification bill inserts (attached) to all customers that receive a paper bill starting June 1, 2021. The customers who receive ebills received an email notification starting June 1 as well. Additionally, for properties that had service addresses that were different from the billing addresses (e.g. bills sent to a landlord or a PO box) a postcard was sent to the physical property addresses.

Hard copies of the water quality report were available at the agency's office. Customers were also able to request copies be mailed to their homes.

DWA publicized the consumer confidence report on television on an [Aug. 12, 2021 segment on KESQ](#).

It was also publicized on/at the following:

- DWA Website: May 27, 2021
- Facebook: June 30, 2021
- Twitter: June 30, 2021
- Instagram: June 30, 2021
- Newsletter (mail & online): Mailed July 1-31 with bills and online starting July 1.

WQR bill insert

WATER QUALITY REPORT



Our team works around the clock to provide clean, safe and reliable drinking water to our customers. We have a legacy of protecting water for you and for future generations - no matter the circumstances we face.

The Water Quality Report has useful information including: commonly asked questions, sampling information for water delivered in 2020 and an update from our General Manager.

To view the report, log on to:

www.dwa.org/wqr

Hard copies are available by request. To request a copy, please call 760-323-4971.

DESERT WATER



INFORME DE LA CALIDAD DE AGUA



Nuestro equipo trabaja las 24 horas para proveer a nuestros clientes agua limpia, segura y en la que usted puede depender. Nosotros mantenemos la reputación de proteger el agua para usted y las generaciones futuras, sin importar las circunstancias que nos confrontan.

El informe de la calidad de agua contiene información útil que incluye: preguntas comunes, información sobre muestras de agua entregada en el año 2020 y las últimas noticias de nuestro Gerente General.

Para ver el informe, vaya a:

www.dwa.org/wqr

Las copias impresas están disponibles a pedido. Para solicitar una copia, por favor llame 760-323-4971.

DESERT WATER



WQR 2021 Postcard

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DESERT WATER




Visit **www.dwa.org/wqr**
for water quality information.

Este aviso contiene instrucciones para que usted obtenga información importante sobre su agua potable. Para alguna pregunta o inquietud, llame a 760-323-4971.

DESERT WATER


PRESORTED
FIRST CLASS
U. S. POSTAGE
PAID
PERMIT #1
PALM DESERT, CA

DWANews

Let's make every drop count!

DESERT WATER  SUMMER 2021



ARE WE IN A DROUGHT?

California experienced an extremely dry winter – its second in a row. As a result, Governor Newsom declared a drought emergency in 41 California counties in May.

Though Riverside County isn't among the counties on this list, DWA is closely monitoring the state's extremely dry conditions and continuing to work with customers on conservation efforts.

These dry conditions and the media

attention on them have many people wondering how they will be affected and what's in store locally.

That's why we created a new drought page: www.dwa.org/drought

It includes frequently asked questions and recent media coverage. Check it out!

If you have questions on how you can help conserve water, go to www.dwa.org/save or call 760-323-4971 ext. 183.

LEARN ABOUT DWA'S WATER

The annual Water Quality Report includes a variety of information on our delivery system and the results from more than 2,600 tests a year.

Check it out at: www.dwa.org/wqr

The report also includes answers to common water quality questions. It is our way of providing the community with clear and transparent information on the water we deliver.

To request a copy of the report, call Vicki Petek at (760) 323-4971 ext. 183 or send an e-mail to vicki@dwa.org.



COVID RELIEF CHANGES IN STORE MORE MONEY AVAILABLE TO PAY BILL



On June 15, California's economy formally reopened lifting almost all COVID-19 restrictions. Following suit, DWA's Board of Directors decided to begin its return to normal operations, including reopening the lobby and resuming late fees and water shutoffs for non-payment.

August – late fees resume, get current to avoid a \$25 charge
October – crews begin shutting off water for unpaid bills

There have been no water shutoffs or late fees since March 17, 2020 to help those affected by COVID.

In an effort to continue helping customers still struggling from COVID, DWA increased its Help2Others water bill assistance from \$100 a year to \$200 a year in May.

The credit aims to help customers make significant progress on getting paid up. Hopefully even more people who are behind, or just need a boost to make ends meet, will take advantage of the increased assistance before late fees and water shutoffs for non-payment return.

Our team continues to work on acquiring more resources for our customers and is developing payment plans to help ratepayers get back on track. Customers can set up a payment plan by contacting the Agency at 760-323-4971 ext. 129.

For more information or to apply for \$200 in bill assistance, go to www.dwa.org/h2o

LATE FEES RETURN AUG. 1

