



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 ___(prior to July 1)_____ (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: Xochitl Pena	Title: Public Affairs Manager
Signature:  Recoverable Signature  <hr/> Xochitl Pena Signed by: Xochitl	Date: 10/17/24
Phone number: 760-323-4971	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) (We did not issue a press release but instead appeared on a local TV Broadcast segment to promote it)
- 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) (It was available in our public lobby)
- 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.

Desert Water Agency sent Water Quality Report notifications to all customers in a variety of ways letting them know that the report was available online at www.dwa.org/wgr and in our lobby. We also let them know that we could mail one to them if they requested.
Specific outreach efforts included:
<ul style="list-style-type: none">• Postcard mailed to all customers starting June 20, 2024
<ul style="list-style-type: none">• DWA website on June 16, 2024
<ul style="list-style-type: none">• Social media posts (Instagram, Facebook and X/Twitter) on June 25, 2024
<ul style="list-style-type: none">• Customer Newsletter article (paper and electronic) sent starting July 1, 2024
<ul style="list-style-type: none">• Bill insert (paper and electronic) sent starting June 1, 2024
<ul style="list-style-type: none">• KESQ (local TV station) segment on June 20, 2024
The following pages includes examples of what we shared.

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.

Bill insert



WATER QUALITY REPORT

Desert Water Agency works hard to provide clean, safe and reliable tap water for our community. We have a history of sustainability and protecting water for you and future generations. We conduct thousands of tests a year to ensure our water meets strict standards. View the results in this year's Water Quality Report, available this month at:

www.dwa.org/wqr

The report includes:

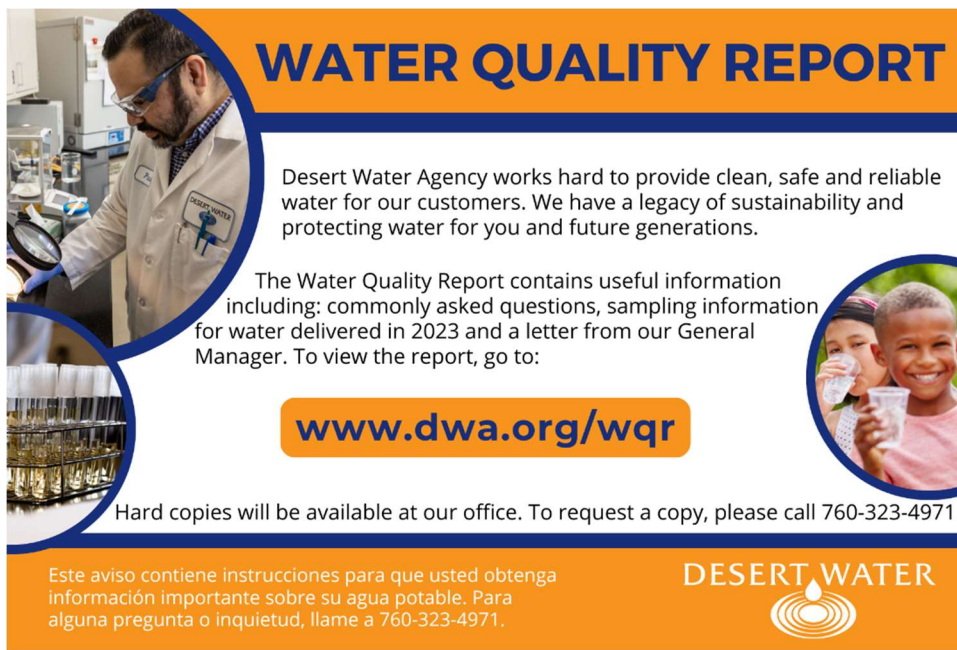
- Commonly asked water quality questions
- Sampling information for water delivered in 2023
- A letter from our General Manager

Hard copies will be available at our office. To request a copy, **please call 760-323-4971**. Visit www.dwa.org/wqr for water quality information.

DESERT WATER



Customer Postcard



WATER QUALITY REPORT

Desert Water Agency works hard to provide clean, safe and reliable water for our customers. We have a legacy of sustainability and protecting water for you and future generations.


The Water Quality Report contains useful information including: commonly asked questions, sampling information for water delivered in 2023 and a letter from our General Manager. To view the report, go to:

www.dwa.org/wqr

Hard copies will be available at our office. To request a copy, please call 760-323-4971.

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



DWANews

Let's make every drop count!

DESERT WATER  SUMMER 2024

WATER QUALITY REPORT: ENSURING A SAFE SUPPLY

As your water provider, our job is to provide a safe, reliable supply – both for today and years to come. As part of our commitment to customers, Desert Water Agency tests more than 2,500 samples a year to ensure your water is safe.

The results of these tests are published annually in our Water Quality Report, as required by state law.

We are proud to report that our tap water continues to be safe for drinking, cooking, cleaning and any other uses you may have.

In this year's report, you'll also find:

- Updates on chromium-6 and PFAS, neither of which have been detected in DWA's service area at amounts exceeding the maximum contamination level (mcl)
- A letter from the General Manager
- Frequently asked water quality questions and answers

You can read the 2023 Water Quality Report online at www.dwa.org/wqr. To get a hard copy of the report, stop by our office or call 760-323-4971.



RATE INCREASE APPROVED

As a public agency, DWA cannot profit from its operations. Rates are determined by the cost of providing service.

On June 18, the DWA Board of Directors approved a rate increase – the second in a previously adopted five-year rate plan – for water, recycled water and wastewater.



Updated rates for recycled water will go into effect on July 1, 2024 and will appear on August bills.

New rates for potable water and wastewater customers will go into effect on January 1, 2025 and appear on February 2025 water bills. The new rates are timed to start when water usage is typically the lowest, helping minimize the initial impact.

The rate increase is based on an independent study that showed rates were not adequately covering the cost of service. The updated rates will help the Agency continue to upgrade its distribution system and ensure the delivery of safe and reliable water.

The five-year rate plan was approved in 2023 following a series of public meetings.

For more information on the rate plan or to see updated rates, go to www.dwa.org/rates.

NEED BILL HELP?

Low-income customers that meet certain requirements are eligible for a water bill credit of up to \$200 a year through DWA's Help2Others program.

DWA works with Inland SoCal United Way to administer the program.

For more information go to www.dwa.org/h2o or scan the QR code below with your smartphone.



Social media

Instagram



Twitter



Facebook

 **Desert Water Agency**
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Our annual Water Quality Report is now available! Learn about the naturally occurring minerals in your water, get answers to frequently asked questions and read an update from our general manager. Go to www.dwa.org/wqr or call 760-323-4971 for a printed copy.

#DesertWater #DesertWaterAgency #PalmSprings #CathedralCity #TapWater #WaterQuality #WaterSafety

WATER QUALITY REPORT

DELIVERED JUNE 2024 (Based on 2023 data)

DESERT WATER

