



July 31, 2019

Mr. J. Steven Williams  
State Water Resources Control Board  
Division of Drinking Water, Riverside District  
1350 Front St., Room 2050  
San Diego, CA 92101

**Subject: 2018 Consumer Confidence Report Certification Form: 3310009**

Dear Mr. Williams:

The Consumer Confidence Report Certification Form for Eastern Municipal Water District System number 3310009 is enclosed for review. Also included with this letter is a paper version of the EMWD 2018 Consumer Confidence Report (CCR), the postcard that was mailed on June 21, 2018 with a direct URL to the 2018 CCR on EMWD's website, and other documentation supporting the CCR mailing.

For more information regarding this report, please contact Michelle Karras, Senior Environmental Compliance Analyst at (951) 928-3777, ext. 6337.

Sincerely,

Alfred Javier  
Director of Environmental & Regulatory Compliance

AJ/MK:tlg

Enclosures:	2018 CCR Certification Form	EMWD 2018 CCR: English and Spanish versions
	EMWD 2018 CCR Postcard	Proof of Mailing
	Press Release	Sample Bill Message

Board of Directors

Ronald W. Sullivan, *President* Philip E. Paule, *Vice President* Stephen J. Corona Randy A. Record David J. Slawson

2270 Trumble Road • P.O. Box 8300 • Perris, CA 92572-8300

T 951.928.3777 • F 951.928.6177 [www.emwd.org](http://www.emwd.org)

## APPENDIX B: eCCR Certification Form (Suggested Format)

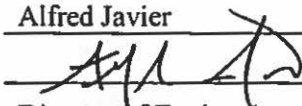
### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Eastern Municipal Water District

Water System Number: 3310009

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 24, 2019 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: Alfred Javier  
Signature:   
Title: Director of Environmental and Regulatory Compliance  
Phone Number: (951) 928-3777 ext. 6327 Date: 7/25/19

*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.emwd.org/2018ccr](http://www.emwd.org/2018ccr)
  - ☒ 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) *both lobbies at EMWD headquarters*
  - ☐ 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.emwd.org/2018ccr](http://www.emwd.org/2018ccr)

- ☐ *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.emwd.org/2018ccr](http://www.emwd.org/2018ccr)
- ☐ 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.](http://www.)\_\_\_\_\_
- ☐ 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.*

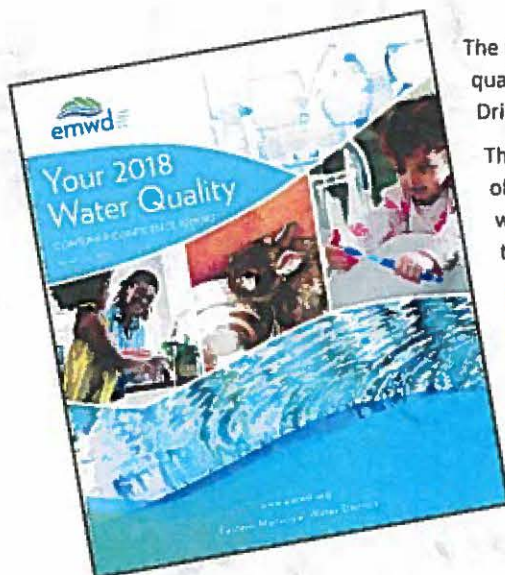
Eastern Municipal Water District mailed postcards with the Consumer Confidence Report (CCR) URL to all customers and mailed a copy to customers who requested a paper copy of the report; a contact number was provided on the postcard for customer to request a paper copy. There were two press releases announcing the CCR, an announcement on customer's July bill, and announcements were posted via social media outlets Facebook and Twitter. A banner of the EMWD website advertising the CCR was displayed on the homepage. Email, or eBlasts, were sent electronically with a link to view the report.

*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.*



# IMPORTANT INFORMATION!

**YOUR 2018 WATER QUALITY REPORT FROM EASTERN MUNICIPAL WATER DISTRICT IS NOW AVAILABLE.**



The Consumer Confidence Report (CCR) is an annual water quality report EMWD provides as required by the Safe Drinking Water Act.

The CCR provides valuable information about the quality of your drinking water, including where it comes from and what it takes to deliver it to your home. It also explains the importance of protecting drinking water sources.

**To view your 2018 Consumer Confidence Report and to learn more about your drinking water, please visit [www.emwd.org/2018CCR](http://www.emwd.org/2018CCR).**

Please note you must have Adobe Acrobat Reader installed on your computer to view the report.

If you would like a paper copy of the 2018 Consumer Confidence Report mailed to you, please call 951-928-3777, extension 3430.



2270 Trumble Road  
PO Box 8300  
Perris, CA 92572-8300

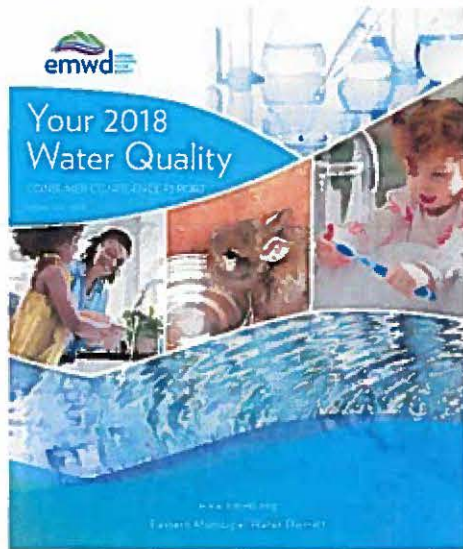
This notice contains instructions for you to obtain important information about your drinking water. Translate it, or speak with someone who understands it.

*Este reporte contiene las instrucciones más recientes para obtener información importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.*

[www.emwd.org](http://www.emwd.org)

PRST STD  
US POSTAGE  
PAID  
PERRIS, CA  
PERMIT NO.10

## EMWD Releases Annual Water Quality Report



At Eastern Municipal Water District (EMWD), delivering safe and reliable water service to our customers is our top priority.

Each year in July, EMWD releases its Consumer Confidence Report (CCR), or water quality report, which details the results of more than 50,000 water quality tests performed by EMWD on more than 8,000 water samples during the previous calendar year.

In 2018, EMWD carefully tested for 200 contaminants and impurities from its 29 drinking water sources. Once again, EMWD continues to meet or surpass all drinking water quality standards established by the United States Environmental Protection Agency and the State Water Resources Control Board.

EMWD understands and maintains a dedication to investments in state-of-the-art treatment facilities and water quality testing practices to ensure that your water supply is safe. It is a commitment that is at the forefront of our mission as an organization.

You can find EMWD's 2018 CCR at [www.emwd.org/CCR](http://www.emwd.org/CCR), or request a paper copy by calling **951-928-3777, ext. 3430**.

### WHAT'S INSIDE?

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Perris, CA 92572-8300

## Your 2018 Water Quality

CONSUMER CONFIDENCE REPORT  
*Issued July 2019*

### DO YOU WANT A PAPER OR ELECTRONIC COPY OF THIS REPORT?

The choice is yours! It's easy to tell us how you want to receive future water quality reports, or if you would like to change your current delivery method.

Just use one of the following options:

1. Tell us on-line at [www.emwd.org/CCR](http://www.emwd.org/CCR).
2. Call 951-928-3777, extension 3430.



2270 Trumble Road  
PO Box 8300  
Perris, CA 92572-8300

## Su Informe 2018 Sobre Calidad del Agua

INFORME DE CONFIANZA DEL CONSUMIDOR

*Publicado Julio de 2019*

### ¿DESEA RECIBIR UNA COPIA EN PAPEL O ELECTRÓNICA DE ESTE REPORTE?

¡La elección es suya! Es fácil decirnos cómo desea recibir futuros reportes sobre la calidad del agua, o si desea cambiar su método de entrega actual. Solo tiene que utilizar una de las siguientes opciones:

1. Díganos en Internet en [www.emwd.org/CCR](http://www.emwd.org/CCR).
2. Llame al (951) 928-3777, extensión 3430.

PRSR STD  
US POSTAGE  
PAID  
PERRIS, CA  
PERMIT NO.10



## Press Release

Public and Governmental Affairs Department  
PublicandGovtAffairs@emwd.org  
951.928.3777 ext. 4219



For Immediate Release

### EMWD Releases 2018 Water Quality Report

Perris, CA (June 20, 2019) — Eastern Municipal Water District (EMWD) has released its 2018 Consumer Confidence Report, which provides customers information about water quality and sources of their drinking water supplies.

EMWD has again surpassed every federal and state drinking water standard, as set forth by the State Water Resources Control Board's Division of Drinking Water and the United States Environmental Protection Agency.

Water samples are collected throughout the year from EMWD's 29 drinking water sources to carefully test for 200 contaminants and impurities. In 2018, EMWD's laboratory personnel collected 8,307 water samples and performed 54,124 tests to monitor and ensure quality.

"EMWD is proud to deliver our customers a safe and reliable drinking water supply," EMWD President Ron Sullivan said. "We encourage our customers to review the science-based information within the Consumer Confidence Report so they may learn more about the high-quality drinking water that we deliver each day to homes and businesses throughout our service area."

The report is issued electronically and is available on EMWD's website at [www.emwd.org/2018ccr](http://www.emwd.org/2018ccr).

All customers will receive a postcard providing notification that the report is available online. Customers who have previously submitted requests to receive printed copies will receive them via postal delivery.

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*Eastern Municipal Water District is the water, wastewater service and recycled water provider to approximately 827,000 people living and working within a 555-square mile service area in western Riverside County. It is California's sixth-largest retail water agency and its mission is "To deliver value to our customers and the communities we serve by providing safe, reliable, economical and environmentally sustainable water, wastewater and recycled water services." More information can be found at [www.emwd.org](http://www.emwd.org).*



**Summary of Charges**

Balance Forward	0.00
Water Charges	24.86
Sewer Charges	28.78
<b>TOTAL AMOUNT DUE</b>	<b>53.64</b>

**Meter Information**

Meter No.	Previous Read	Current Read
58939264	2782	2789

**Water Usage History**

Current Year:

Read Date	# Days	Billing Units	Usage in Gal.*	Average GPD*
Dec 09	29	7	5238	181
Nov 10	28	9	6732	240
Oct 13	33	17	12718	385

Previous Year:

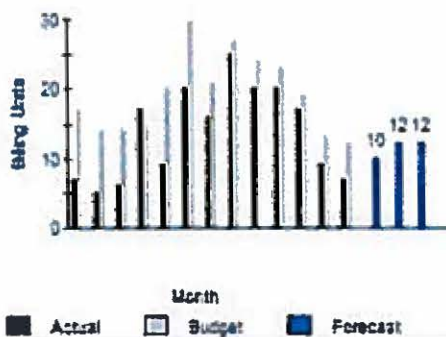
Read Date	# Days	Billing Units	Usage in Gal.*	Average GPD*
Dec 01	32	7	5238	184
Oct 30	28	13	9724	335
Oct 01	29	19	14212	490

\* 1 Billing Unit = 748 Gallons

\* GPD = Gallons per Day

**Water Budget/Sewer Block Data**

Indoor Allocation:	7 BU
Based on Household Size:	3 people
Outdoor Allocation:	5 BU
Landscape Area:	3,235 sq ft
Sewer Block:	2



\* Usage for Month(s) marked by \* exceeds Graph

**Previous Charges**

Period/Quantity	Amount
Amount of Last Bill	58.78
Payment Received - Thank You	11/18/15
Balance Forward	0.00

**Water Charges**

Period/Quantity	Rate	Amount
Water Service	29 Day(s)	.367/day
Supply and Reliability Capital Projects	29 Day(s)	.05753/day
Indoor Use	7 billing units	1.79300/unit
<b>Total Water Charges</b>	7 billing units	24.86

**Sewer Charges**

Period/Quantity	Rate	Amount
Sewer Service	29 Day(s)	.843/day
Sewer System Capital Projects	29 Day(s)	.04932/day
<b>Total Sewer Charges</b>		28.78

Total Current Charges

53.64

**TOTAL AMOUNT DUE****53.64**

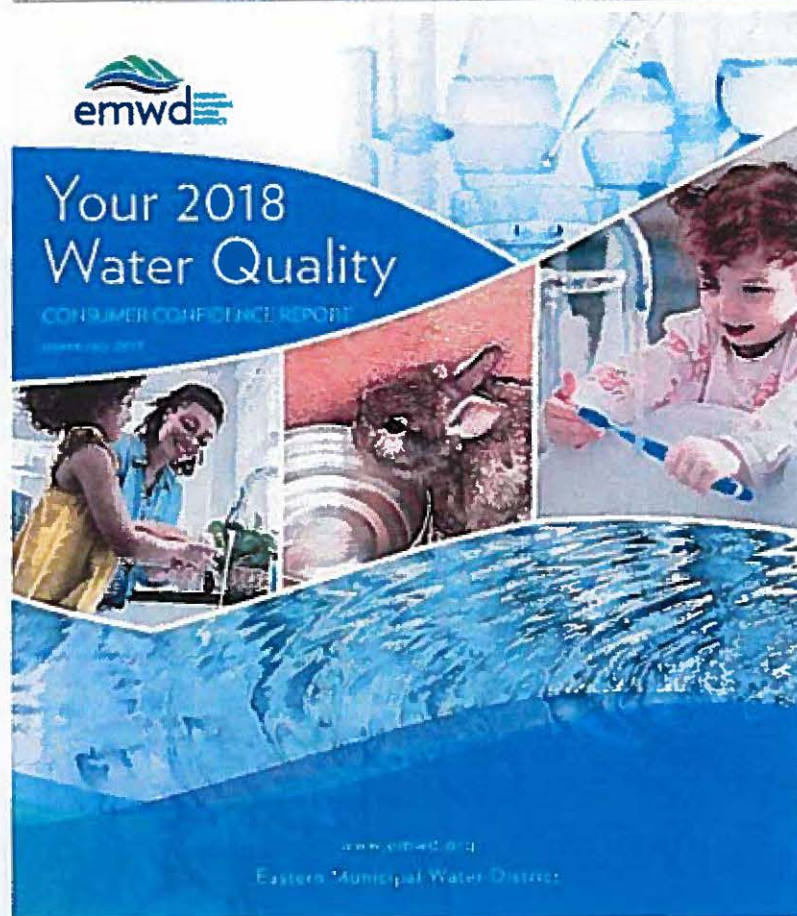
EMWD's Consumer Confidence Report (CCR), also called the annual water quality report, is full of useful and important information about the sources and quality of your drinking water, as well as regulations and programs that protect your health. The report was mailed at the end of June to all drinking water customers who specifically requested a paper copy. All other drinking water customers received a postcard notifying them that the report is available at [www.emwd.org/2018ccr](http://www.emwd.org/2018ccr).

000012848902-4-000000005364-0

Please see reverse side for additional information

Eastern Municipal Water District (EMWD) has released its 2018 Consumer Confidence Report, which provides customers information about water quality and sources of their drinking water supplies.

EMWD has again surpassed every federal and state drinking water standard, as set forth by the State Water Resources Control Board's Division of Drinking Water and the United States Environmental Protection Agency.



[VIEW EMWD'S 2018 CONSUMER CONFIDENCE REPORT](#)

**Company Detail**

<b>Company Name</b>	EMWD
<b>Address</b>	2277 TRUMBLE RD PERRIS, CA 92570
<b>Contact Name</b>	SIMONE BOWLES
<b>Phone Number</b>	(951)928-3777
<b>Profit Indicator</b>	P

**PS Form 3607R - Mailing Transaction Receipt**

<b>Account Holder Account Number</b>	1803211
<b>Account Holder Permit Number</b>	10
<b>Account Holder Permit Type</b>	PI
<b>Account Holder CRID</b>	8440923
<b>Post Office of Permit</b>	PERRIS CA 92570-9998
<b>Post Office of Mailing</b>	SAN BERNARDINO CA 92423-9998
<b>Post Office of Permit Cost Center</b>	055946-0970
<b>Post Office of Mailing Cost Center</b>	056744-2152
<b>Mailing Agent Name</b>	JENCO PRODUCTIONS
<b>Mailing Agent CRID</b>	2508958
<b>Mail Owner Name</b>	Eastern Municipal Water District
<b>Mail Owner CRID</b>	8440923
<b>JOB ID</b>	00001837
<b>Customer Reference ID</b>	
<b>CAPS Transaction Number</b>	N/A
<b>Class of Mail</b>	USPS Marketing Mail
<b>Processing Category</b>	Letters
<b>Postage Statement ID</b>	344153245
<b>Mailing Group ID</b>	242910667
<b>Mailer's Mailing Date</b>	06/21/2019
<b>Mailer Declared Total Pieces</b>	3,274 pcs.
<b>Mailer Declared Total Weight</b>	268.4680 lbs.
<b>Mailer Declared Weight of a single-piece</b>	0.0820 lbs
<b>USPS Determined Total Pieces</b>	3,274 pcs
<b>USPS Determined Total Weight</b>	268.4680 lbs.
<b>USPS Determined Weight of a single-piece</b>	0.0820 lbs
<b>Total Number of Containers</b>	19
<b>Total Adjusted Postage</b>	\$ 749.20
<b>Payment Date and Time</b>	06/21/2019 18:15
<b>Payment Transaction Number</b>	201917220155603M1
<b>Adjustment Transaction Number</b>	
<b>Mailer Figures Adjusted?</b>	No
<b>Person authorizing adjustment Name</b>	
<b>Phone Number</b>	
<b>Acceptance Site Mailer ID</b>	
<b>Clerk Initials</b>	MLS
<b>Mail Arrival Date and Time</b>	06/21/2019 14:37



**Company Detail**

Company Name	EMWD
Address	2277 TRUMBLE RD PERRIS, CA 92570
Contact Name	SIMONE BOWLES
Phone Number	(951)928-3777
Profit Indicator	P

**PS Form 3607R - Mailing Transaction Receipt**

Account Holder Account Number	1803211
Account Holder Permit Number	10
Account Holder Permit Type	PI
Account Holder CRID	8440923
Post Office of Permit	PERRIS CA 92570-9998
Post Office of Mailing	SAN BERNARDINO CA 92423-9998
Post Office of Permit Cost Center	055946-0970
Post Office of Mailing Cost Center	056744-2152

Mailing Agent Name	JENLO PRODUCTIONS
Mailing Agent CRID	2508958

Mail Owner Name	Eastern Municipal Water District
Mail Owner CRID	8440923

JOB ID	00001867
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Customer Reference ID	
CAPS Transaction Number	N/A

Class of Mail	USPS Marketing Mail
Processing Category	Letters
Postage Statement ID	344200699
Mailing Group ID	242942088
Mailer's Mailing Date	06/21/2019

Mailer Declared Total Pieces	144,069 pcs.
Mailer Declared Total Weight	1,512.7245 lbs.
Mailer Declared Weight of a single-piece	0.0105 lbs
USPS Determined Total Pieces	144,069 pcs
USPS Determined Total Weight	1,512.7245 lbs.
USPS Determined Weight of a single-piece	0.0105 lbs
Total Number of Containers	105

Total Adjusted Postage	\$ 32,544.38
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Payment Date and Time	06/21/2019 18:14
Payment Transaction Number	201917220144772M1
Adjustment Transaction Number	

Mailer Figures Adjusted?	No
Person authorizing adjustment	
Name	
Phone Number	

Acceptance Site Mailer ID	
Clerk Initials	MLS
Mail Arrival Date and Time	06/21/2019 14:37