

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Elsinore Valley Municipal Water District
Water System Number:	CA 3310012

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/28/2023 (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: Mike Ali	Title: Water Quality Administrator
Signature: 	Date: July 16, 2024
Phone number: (951) 674-3146 ext 8256	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.evmwd.com/CCR**
 - ☐ 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.evmwd.com/CCR
- ☐ *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.evmwd.com/CCR
- ☒ 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.evmwd.com/CCR
- ☐ 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.

**BOARD OF DIRECTORS**

Chance Edmondson, President
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Greg Thomas

Best, Best & Krieger
Christy Gonzalez

July 16, 2024

To: State Water Resources Control Board – Division of Drinking Water

From: Mike Ali, Water Quality Administrator

Re: Consumer Confidence Report Certification Form

Elsinore Valley Municipal Water District used the following notification methods to inform customers that the Consumer Confidence Report was available:

1. Direct Mail

- a. PostCard (**Attachment A**) providing a direct link to the report: www.evwmnd.com/CCR mailed to all water customers. Notification that the report is available electronically and in a printed format upon request is prominently displayed on the card. Postcards were mailed out on June 28, 2024.

Customers within our service area, by zip code, who received our PostCard notification

92330
92370
92530
92532
92562
92570
92571
92584
92587
92595
92883

- b. Envelope Snipe (**Attachment B**) on bills for customers that have not opted for paperless billing option starting 6/28/24-7/28/24.

2. E-Blast (Attachment C)

Elsinore Valley Municipal Water District sent an email notification to all customers who provided an email address, stating that the Consumer Confidence Report will be electronically available on June 27, 2023. A link to www.evwmnd.com/CCR was displayed and embedded in the email

(available by clicking on the picture of the report). Customers were informed that the report is available in printed format upon request.

As of July 16, 2024:

- 21,752 E-mail sends
- 9,314 (44%) opens
- 8 (27%) clicks to CCR

The other methods that EVMWD utilized to share the Consumer Confidence Report with our customers are as follows:

- Consumer Confidence Report's electronic format was made interactive (flipbook option) with the following statistics as of July 16, 2024.

Statistics: EVMWD 2023 Water Quality Report

Time span:

Jul 2, 2024 - Jul 16, 2024

Views

192



- Notification on social media outlets used by EVMWD (**Attachment D**) (Facebook, Instagram, LinkedIn, X).
- Ads are included in the local city electronic newsletter (Lake Elsinore Newsletter), and printed ads notify the CCR's availability on the Valley Business Journal (**Attachment E**).
- Notification on customer billing envelopes with prominently displayed website link (**Attachment F**).

2023 WATER QUALITY REPORT

The State Water Resources Control Board allows for electronic delivery of reports instead of paper copies via mail. By opting for electronic delivery, EVMWD can save costs and reduce paper waste. Printed copies are available upon request.

To request a printed copy of the report:

- 📧 Email us at elsinoreedde@evmwd.net
- ☎ Call us at 951-674-3146

As required by the U.S. Environmental Protection Agency and State Water Resources Control Board Division of Drinking Water, EVMWD is pleased to make this important report available to all customers.

SOLICITE LA VERSIÓN EN ESPAÑOL

Si desea solicitar esta información en español, visite evmwd.com/CCR seleccione español o llame al 951-674-3146 para solicitar una copia en español por correo.

STAY CONNECTED EVMWD.COM



Elsinore Valley Municipal Water District
31315 Chaney Street, P.O. Box 3000
Lake Elsinore, CA 92531

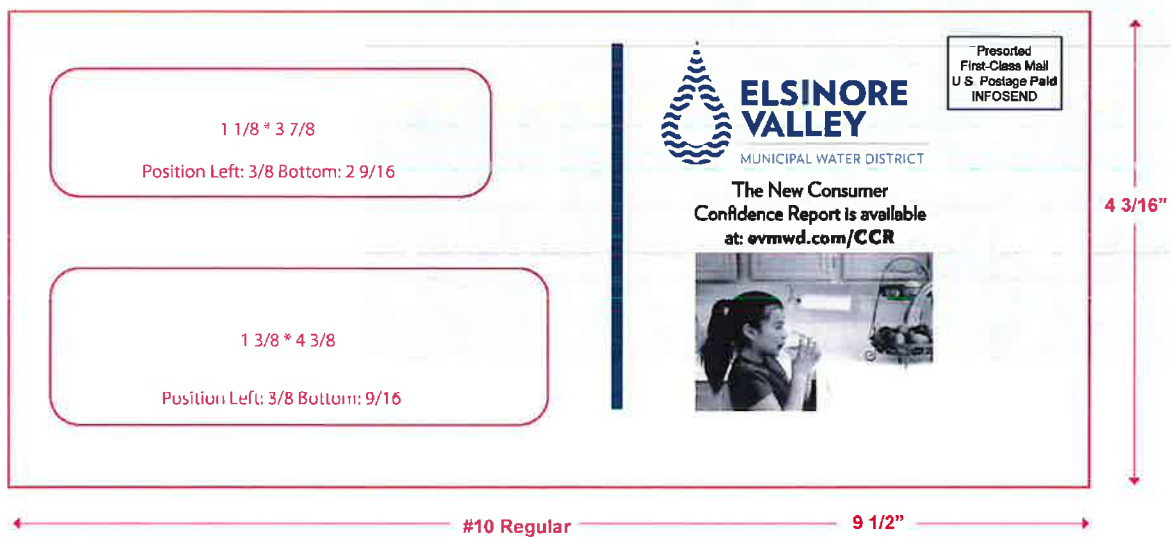


Available July 1

2023 WATER QUALITY REPORT

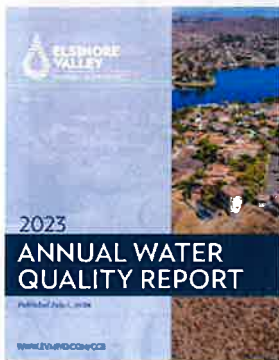
View the report at evmwd.com/CCR







Elsinore Valley Municipal Water District (EVMWD) has released the 2023 Water Quality Report. This comprehensive report outlines EVMWD's rigorous processes to ensure clean, reliable water for customers 24/7. It highlights EVMWD's commitment to transparency, safety, and sustainability in water management.



The State Water Resources Control Board-Division of Drinking Water (SWRCB-DDW) allows for electronic delivery of report via email. By opting for electronic delivery, EVMWD can save costs and reduce paper waste. Printed copies are available upon request.

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To request a printed copy of the report:

- Email us at ElsinoreEddie@evmwd.net
- Call us at 951-674-3146



Lake Elsinore Newsletter: Sent electronically on 7/1/2024



EVMWD's 2023 Water Quality Report is now available! This comprehensive report outlines the rigorous processes EVMWD takes to ensure clean, reliable water for customers 24/7.

[View the Report Here](https://www.EVMWD.com/CCR)

Valley Business Journal Press Release and Ad: Published July 1, 2024

THE VALLEY BUSINESS JOURNAL
www.TheValleyBusinessJournal.com 23

EVMWD's Commitment to Ensuring Clean and Reliable Water Services

Elsinore Valley Municipal Water District (EVMWD) is proud to announce the release of its 2023 Water Quality Report. The report details the rigorous processes EVMWD takes to ensure clean, reliable water for customers 24/7. The report also highlights the district's commitment to transparency and public participation in the water quality process.

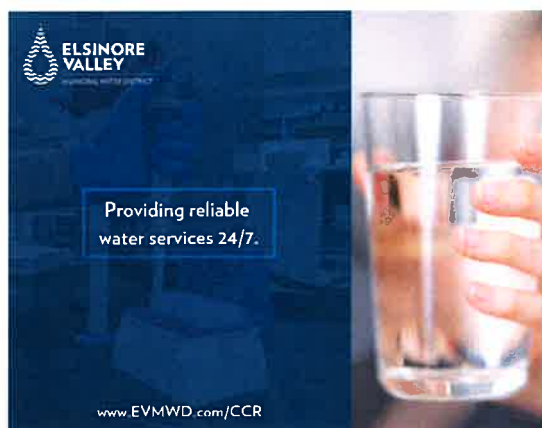
The report shows that EVMWD's water quality is consistently excellent, meeting or exceeding all state and federal standards. The report also highlights the district's commitment to transparency and public participation in the water quality process.

We are excited to announce the significant release of our annual Consumer Confidence Report (CCR) on July 1, 2024. This comprehensive document details the rigorous processes EVMWD takes to ensure the highest water quality 24/7. EVMWD provides continuous monitoring, treatment, and distribution of water to ensure the highest quality water possible.

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ELSINORE VALLEY
MUNICIPAL WATER DISTRICT



Attachment E

Printed Messaging on Envelopes:

information please visit www.evmwd.com/drought.

Not sure how to calculate your Water Budget?

Visit www.evmwd.com/conservation for simple instructions to determine your usage.

Consumer Confidence Report...

Starting July 1, 2024 view the EVMWD annual water quality report online at <http://www.evmwd.com/ccr>. This report contains important information about the source and quality of your drinking water. For a paper copy delivered to your home, call (951)674-3146.

Empezando el primero de julio del 2024, usted podrá obtener el reporte anual de la calidad de agua de EVMWD accediendo la página de internet <http://www.evmwd.com/ccr>. Este reporte contiene información acerca la calidad del agua que usted bebe. Por favor llame al (951)674-3146 si desea una copia del reporte