

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

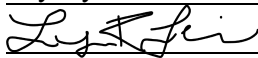
### Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name: Western Municipal Water District – Murrieta Division

Water System Number: 3310036

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 29, 2020 (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: Lyndy Lewis  
Signature:   
Title: Principal Engineer – Regulatory Compliance  
Phone Number: (951) 571-7277 Date: 9/28/2020

*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.wmwd.com/2019CCR](http://www.wmwd.com/2019CCR)
  - ☐ 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.wmwd.com/2019CCR](http://www.wmwd.com/2019CCR)
- ☐ 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.wmwd.com/2019CCR](http://www.wmwd.com/2019CCR)
- ☒ 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.wmwd.com/2019CCR](http://www.wmwd.com/2019CCR)
- ☐ 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.*

Western designed a 2019 CCR postcard that was printed and mailed to all Western customers. The mailing form is attached to confirm delivery of the postcard. We utilized Constant Contact to email all customers who had provided a valid email address to Western. Screen shot of email is attached. We mailed out bill stuffers, issued a press release and conducted a social media campaign through various platforms to inform Western customers of the availability of the 2019 CCR (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.*

<b>Company Detail</b>	
<b>Company Name</b>	FPC GRAPHICS
<b>Address</b>	3336 DURAHART ST. RIVERSIDE, CA 92507
<b>Contact Name</b>	JAVIER BERUMEN
<b>Phone Number</b>	(951)686-0232
<b>Profit Indicator</b>	P
<b>PS Form 3607R - Mailing Transaction Receipt</b>	
<b>Account Holder Account Number</b>	252454
<b>Account Holder Permit Number</b>	2244
<b>Account Holder Permit Type</b>	PI
<b>Account Holder CRID</b>	2508958
<b>Post Office of Permit</b>	SAN BERNARDINO CA 92423-9998
<b>Post Office of Mailing</b>	SAN BERNARDINO CA 92423-9998
<b>Post Office of Permit Cost Center</b>	056744-0952
<b>Post Office of Mailing Cost Center</b>	056744-2152
<b>Mailing Agent Name</b>	FPC GRAPHICS
<b>Mailing Agent CRID</b>	2508958
<b>Mail Owner Name</b>	WESTERN MUNICIPAL WATER DISTRICT
<b>Mail Owner CRID</b>	6807177
<b>JOB ID</b>	00006099
<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>	384423242
<b>Mailing Group ID</b>	273072859
<b>Mailer's Mailing Date</b>	06/26/2020
<b>Mailer Declared Total Pieces</b>	22,909 pcs.
<b>Mailer Declared Total Weight</b>	595.6340 lbs.
<b>Mailer Declared Weight of a single-piece</b>	0.0260 lbs.
<b>USPS Determined Total Pieces</b>	22,909 pcs.
<b>USPS Determined Total Weight</b>	595.6340 lbs.
<b>USPS Determined Weight of a single-piece</b>	0.0260 lbs.
<b>Total Number of Containers</b>	26
<b>Total Adjusted Postage</b>	\$ 5,280.22
<b>Payment Date and Time</b>	06/25/2020 19:05
<b>Payment Transaction Number</b>	202017721055083M1
<b>Adjustment Transaction Number</b>	
<b>Mailer Figures Adjusted?</b>	No
<b>Person authorizing adjustment</b>	
<b>Name</b>	
<b>Phone Number</b>	
<b>Acceptance Site Mailer ID</b>	
<b>Clerk Initials</b>	PSY
<b>Mail Arrival Date and Time</b>	06/25/2020 15:30

**Social Media** | Facebook – Water Quality Outreach



**Western Municipal Water District** ✓

June 30 · 🌐

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Western has released its annual water quality report, announcing more than 30,000 tests conducted in 2019 to ensure the safety and quality of your drinking water.

The report is available in English and Spanish, both digitally and in print. Providing the report in multiple medias and languages further exemplifies Western's commitment to using customer dollars responsibly while making sure we are being open and transparent in our reporting.

View the report and/or request a printed copy by visiting [wmwd.com/CCR](http://wmwd.com/CCR).

The cover of the 2019 Annual Water Quality Report for the Western Municipal Water District. It features a blue header with the title "2019 Annual Water Quality Report" in white, followed by "Western Municipal Water District" and "Issued in July 2020". Below the header is a photograph of a smiling woman and a young child with curly hair looking at each other near a kitchen sink. The Western Municipal Water District logo is in the bottom left corner. At the bottom, the text "Western Municipal Water District Public Utility Company" is on the left, and a "Learn More" button is on the right.

**2019**  
**Annual Water Quality Report**  
Western Municipal Water District  
Issued in July 2020



**Western Municipal Water District**  
Public Utility Company

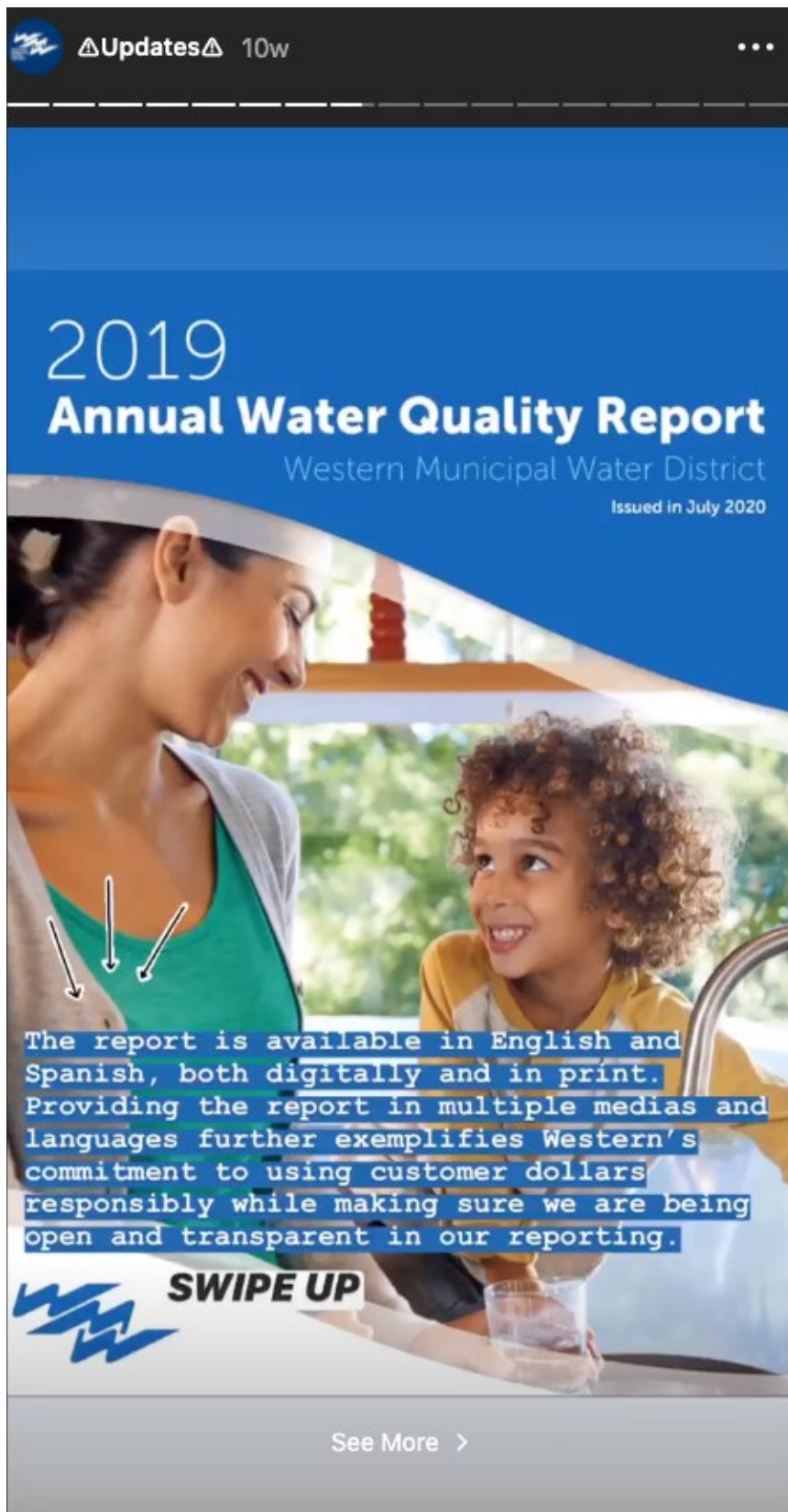
[Learn More](#)



westernmwd 



**westernmwd** Western continues to perform more than 30,000 tests for more than 65 contaminants and impurities to monitor and ensure the safety and quality of the drinking water delivered to the homes, businesses, and schools in Western's service area. View our annual water quality test by visiting [wmwd.com/CCR](https://wmwd.com/CCR). [#WesternKeepsItFlowing](#)

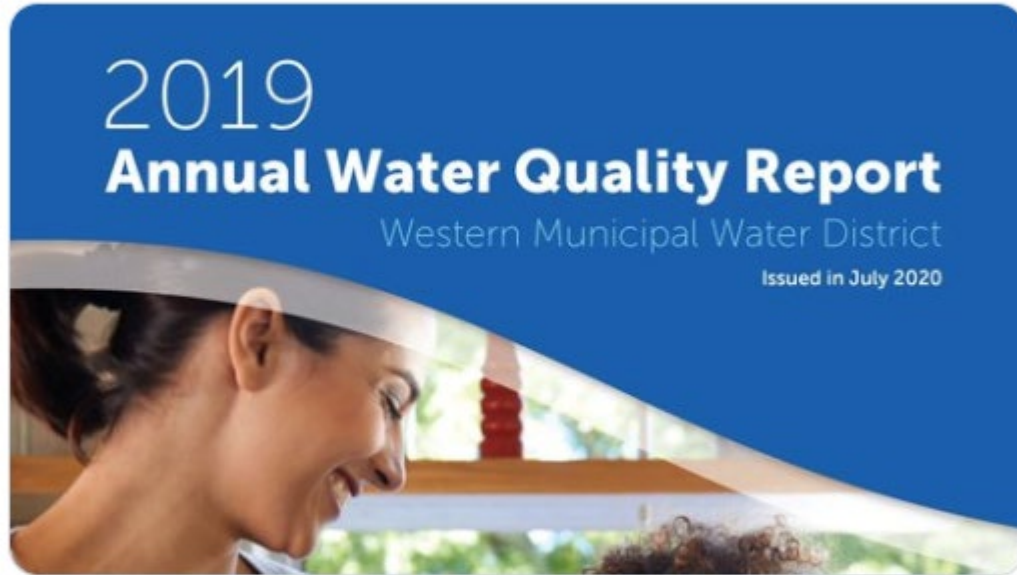


Social Media | Twitter– Water Quality Outreach



**Western MWD** ✓ @BeingWaterWise · Jul 6

Western has released its annual water quality report, announcing more than 30,000 tests conducted in 2019 to ensure the safety and quality of your drinking water.



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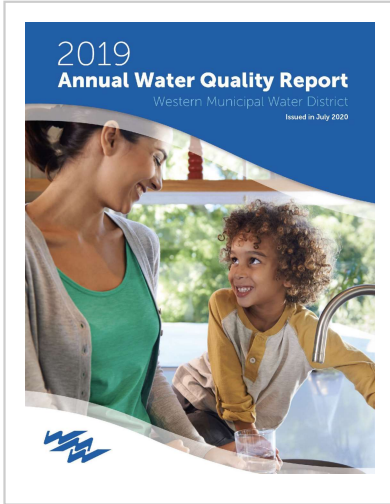
**Western MWD** ✓ @BeingWaterWise · Jul 6

The report is available in English and Spanish, both digitally and in print. View the report and/or request a printed copy by visiting [wmwd.com/536/Consumer-C....](http://wmwd.com/536/Consumer-C...)



Posted on: June 29, 2020

## Western releases annual water quality report



*Conducting more than 30,000 tests in 2019 to ensure the safety and quality of drinking water*

RIVERSIDE, CA – Western Municipal Water District (Western) announces the release of its 2019 Consumer Confidence Report, an annual water quality report required by the U.S. Environmental Protection Agency (EPA) and State Water Resources Control Board (State Water Board), Division of Drinking Water (DDW).

In 2019, Western sampled from more than 175 locations within its distribution system, performing more than 30,000 tests to monitor contaminants

and impurities to ensure the safety and quality of the drinking water delivered to the homes, businesses, and schools within Western's service area.

"One of Western's top priorities is making sure that our water is monitored and regulated, from source to tap," said General Manager Craig Miller. "When customers turn on their tap, we want them to know they can count on their water being safe to drink, today and always."

The State Water Board, DDW requires water agencies to provide all customers with an annual report on the quality of their drinking water and to show how it meets federal and state drinking water standards. Western continues to meet or exceed all stringent drinking water quality standards set by the EPA and DDW.

Guidelines set for distributing this report allow for electronic delivery of the report in lieu of a paper copy delivered through the United States Postal Service. This year, in addition to providing the digital and printed report in English, Western is providing a Spanish translation.

"By providing these reports electronically, Western can reduce costs and eliminate paper waste associated with printing and mailing the full report to our nearly 25,000 accounts," said Miller. "Additionally, providing the report in multiple languages further exemplifies Western's commitment to using customer dollars responsibly, while making sure we are being open and transparent in our reporting."

To read the full report in either English or Spanish, visit [wmwd.com/CCR](http://wmwd.com/CCR). Customers may change their delivery preference at any time. Western will mail a paper copy of this report upon request. To request a paper copy of this report, call Western at 951.571.7119 or email [outreach@wmwd.com](mailto:outreach@wmwd.com).

### Tools

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**Now available online!**



# **2019 Annual Water Quality Report**

Western Municipal Water District

Issued in July 2020



Western Municipal Water District  
14205 Meridian Parkway  
Riverside, CA 92518



# YOUR 2019 WATER QUALITY REPORT IS NOW AVAILABLE!

## View the report at [wmwd.com/2019CCR](http://wmwd.com/2019CCR)

To protect the health and safety of staff and customers, Western's lobby is closed to public access, except by appointment or on days when a Board or Committee Meeting is in session. Learn more at [wmwd.com/Coronavirus](http://wmwd.com/Coronavirus).

To request a printed copy of the report:

- Email us at [outreach@wmwd.com](mailto:outreach@wmwd.com)
- Call us at **951.571.7104**

## SOLICITE LA VERSIÓN EN ESPAÑOL

Si desea solicitar esta información en español, visite [wmwd.com/waterquality](http://wmwd.com/waterquality) seleccione español o llame al **951.571.7104** para solicitar una copia en español por correo.

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



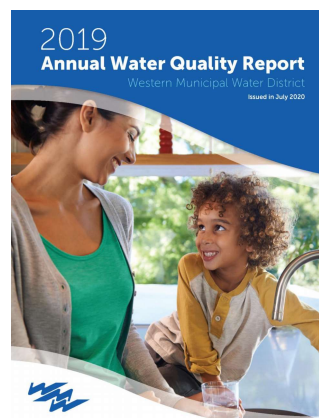
SHARE:

[Join Our Email List](#)



## Western Municipal Water District releases annual water quality report, announcing more than 30,000 tests conducted in 2019 to ensure the safety and quality of drinking water

In 2019, Western sampled from more than 175 locations within its distribution system, performing more than 30,000 tests to monitor contaminants and impurities to ensure the safety and quality of the drinking water delivered to the homes, businesses, and schools within Western's service area.



"One of Western's top priorities is making sure that our water is monitored and regulated, from source to tap," said General Manager Craig Miller. "When customers turn on their tap, we want them to know they can count on their water being safe to drink, today and always."

English Version

Versión en español

CONNECT WITH US



# BILL STUFFER



## YOUR 2019 WATER QUALITY REPORT IS NOW AVAILABLE!

**View the report at [wmwd.com/2019CCR](http://wmwd.com/2019CCR)**

To request a printed copy of the report email us at [outreach@wmwd.com](mailto:outreach@wmwd.com) or call us at **951.571.7104**



Si desea solicitar esta información en español, visite [wmwd.com/waterquality](http://wmwd.com/waterquality) seleccione español o llame al **951.571.7104** para solicitar una copia en español por correo.



## ¡SU INFORME DE CALIDAD DEL AGUA DE 2019 ESTÁ DISPONIBLE AHORA!

**Vea el informe en [www.wmwd.com/2019CCR](http://www.wmwd.com/2019CCR)**

Para solicitar una copia impresa del informe mande un correo electrónico a [outreach@wmwd.com](mailto:outreach@wmwd.com) o llame al **951.571.7104**

