

APPENDIX B: eCCR Certification Form (Suggested Format)


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Rancho California Water District
Water System Number:	3310038

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 05/26/2021 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: <u>Jordan Farrell</u>	Title: Water Quality Supervisor
Signature: 	Date: <u>6/4/2021</u>
Phone number: 951-296-6965	

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.ranchowater.com/ccr2020
 - ☐ 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.ranchowater.com/ccr2020
- ☐ *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.ranchowater.com/ccr2020
- ☒ 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.ranchowater.com/ccr2020
- ☐ 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.

A statement was added to the utility bill that customers receive in the mail in addition to information about the CCR's availability being displayed on the envelope that they receive. The statement and information provided a direct link to access the CCR.

An email blast was sent out to all of the customers that receive email notifications
from Rancho Water. The email blast discussed information about the CCR and
provided a direct link to access it. For the customers that pay their bill online a pop-up
message is displayed discussing the CCR and it provides a direct link to view it.
Information about the CCR and a direct link was also shared on Rancho Water's
Social Media accounts: Facebook, Instagram, and Twitter.

*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.*



RANCHO CALIFORNIA WATER DISTRICT

42135 WINCHESTER ROAD

P.O. BOX 9017

TEMECULA, CA 92589-9017

FOR BILLING INQUIRIES CALL: (951) 296 - 6930

OFFICE HOURS: MON - THURS 7:30AM - 5:00PM FRI 8:00AM - 5:00PM

WWW.RANCHOWATER.COM...

THIS CHECK IS VOID
IF THE CHECK IS NOT
MAILED, CA 92589

Account Number	Date Billed
3012068	06-01-21
Service Address	Account Type
OVERLAND TRIL	Multi Family
Meter Number	Meter Size
7006-0004	CP-NP-4

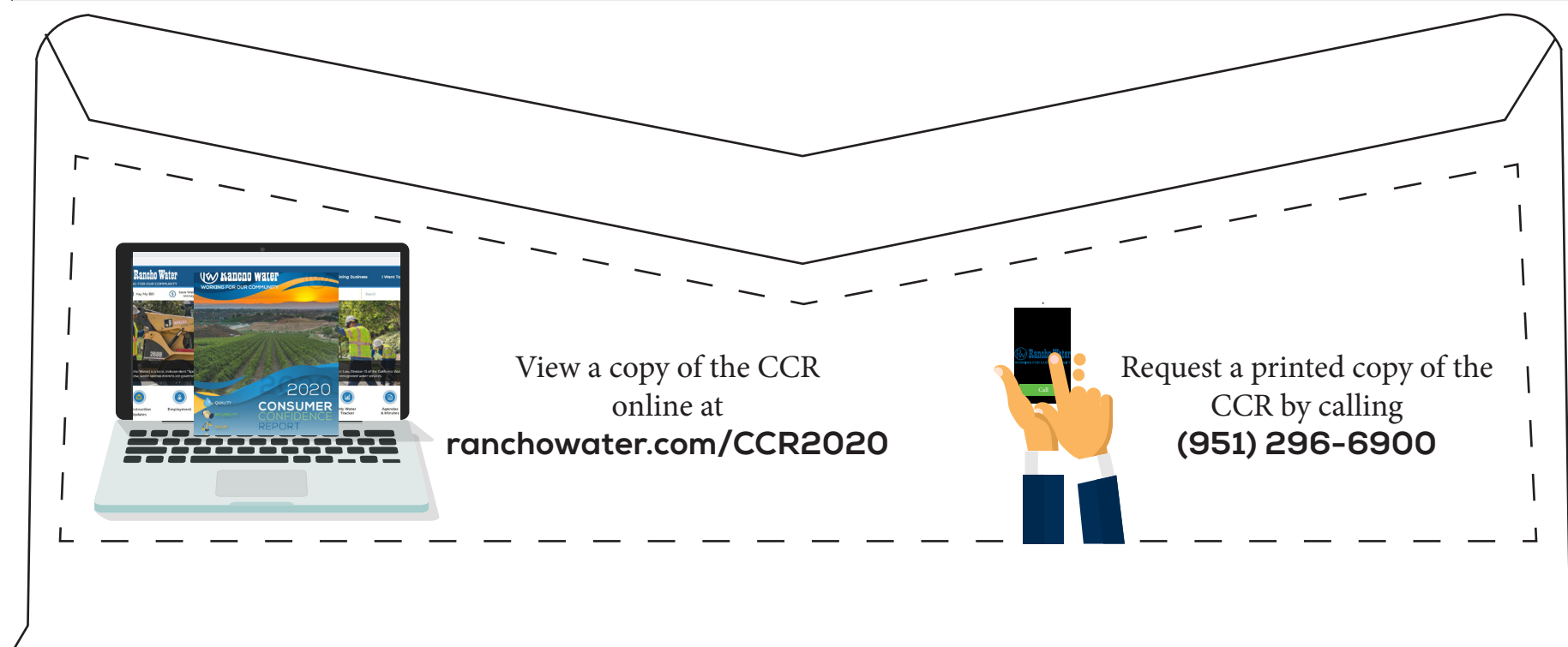
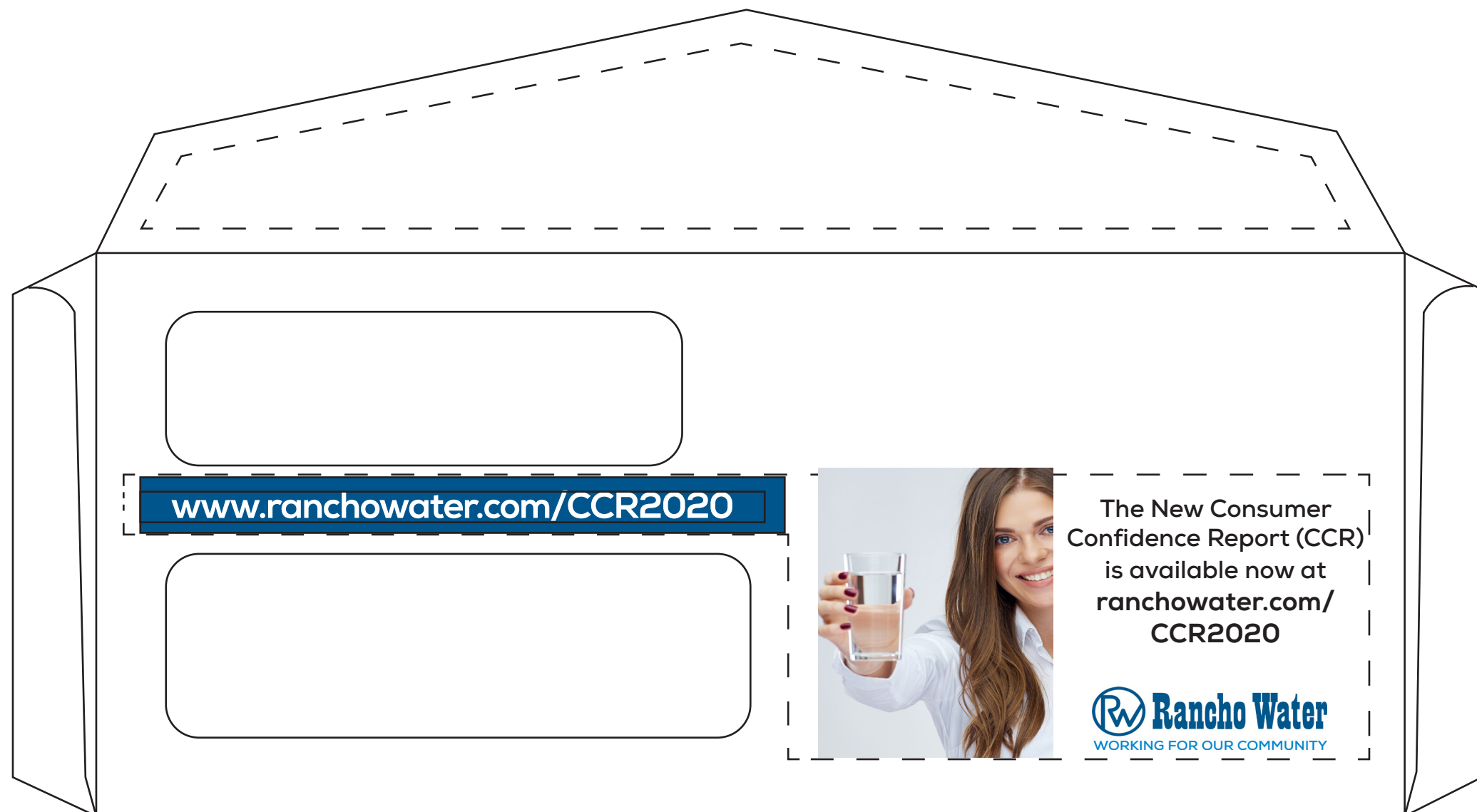
News for you...

Rancho Water'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. It's now available at www.RanchoWater.com/CCR2020. To request a paper copy, call our office at (951) 296-6900.

ACCOUNT SUMMARY

Prior Balance		\$4,910.82
Payments	Thank You 05-21-21	-\$4,910.82
Total Prior Balance		\$0.00
Total New Charges		\$4,554.69
Due Friday	06-11-21	
Delinquent Charge Added After	07-01-21	

CURRENT ACTIVITY DETAIL



Your 2020 Consumer Confidence Report is Now Available

Rancho Water Continues to Meet or Exceed Every State and Federal Water Quality Standard

Our annual *Consumer Confidence Report (CCR), also known as the Water Quality Report, is now available to view **on our website! It is full of valuable and important information about the sources and quality of your drinking water. The report contains information on the strict standards we abide by daily to ensure your faucet is flowing with clean water. While you probably aren't regularly thinking about what comes out of your tap, we can assure you that we are. Ensuring safe, clean water is what we do day-in and day-out. We are proud to say that your water quality continues to exceed every State and Federal water quality standard. Additional information on MyWaterTracker, exterior home water-use evaluations, and rebates are also inside of the report. When you get a moment, head over to our website to read more.

*Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse con Rancho Water a 42135 Winchester Rd. Temecula, CA 92590, 951-296-6900 para asistirlo en español.

**If you would like a hard copy mailed to you instead, please call 951-296-6900 to request the report.



Please visit: RanchoWater.com/CCR2020
to view the latest report.



Connect with Us

Did you know that customers can conduct all transactions by phone, on our website or by email? Give us a call 951-296-6900, email us at rbilling@ranchowater.com or visit our [website](https://RanchoWater.com) to make payments, start or stop service or update your contact information.



Important Message



Rancho Water'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. We are proud to report that our water is safe, clean, and continues to meet or exceed every state and federal water quality standard. You can view the CCR on our website at RanchoWater.com/CCR2020. If you would like a hard-copy mailed to you, please call our office at (951) 296-6900.

questions.



Rancho Water is in Temecula, California.

Published by IG RCWD · May 31 at 9:52 PM · Instagram · ⚙️



Once again, we are pleased to report, our water is safe, clean, and continues to surpass every state and federal water quality standard. 🌟

Every year, Rancho Water publishes a Water Quality Report also known as the Consumer Confidence Report (CCR). This report provides a comprehensive summary of everything you need to know about your water and how our drinking water complies with the strict standards set by the Environmental Protection Agency and the State Water Resources Control Board.

The report, published in 2021, covers water quality information for calendar year 2020. We encourage you to read it and submit any questions you may have.

Visit our website to read more! 👉👉 RanchoWater.com/CCR2020

#RanchoWater #CCR2020



Rancho Water

WORKING FOR OUR COMMUNITY



QUALITY



RELIABILITY



VALUE



CUSTOMER SERVICE

2020


CONSUMER CONFIDENCE REPORT

Este informe contiene información muy importante sobre su agua para beber.
Favor de comunicarse con Rancho California Water District a 4153 Winchester
Rd., Temecula, CA 92590, 951-296-4900 para asistencia en español.




2020

CONSUMER CONFIDENCE REPORT



QUALITY



RELIABILITY



VALUE



CUSTOMER SERVICE

Este informe contiene información muy importante sobre su agua para beber.
Favor de comunicarse con Rancho California Water District a 421.85 Winchester
Rd., Temecula, CA 92590, 951-296-6997 para asistencia en español.



ranchowaterdistrict
Temecula, California



ranchowaterdistrict Once again, we are pleased to report, our water is safe, clean, and continues to surpass every state and federal water quality standard. 🍷

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The report, published in 2021, covers water quality information for calendar



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1 DAY AGO



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RanchoWater @RanchoWater · 19s



Water quality matters.

We are pleased to report, our water is safe, clean & continues to surpass every state and federal water quality standard.



Go check out the latest Consumer Confidence Report (CCR).



[ranchowater.com/CCR2020](https://www.ranchowater.com/CCR2020)

[#RanchoWater](#) [#CCR2020](#)



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RanchoWater



@RanchoWater

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