

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

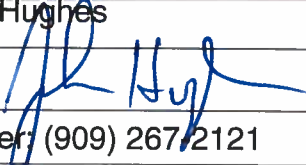
### Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Monte Vista Water District
Water System Number:	3610029

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 05/03/24 – 06/30/24 (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: John Hughes	Title: Interim Director of Engineering, Operations & Maintenance
Signature: 	Date: 7-31-2024
Phone number: (909) 267-2121	

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-billpaying consumers. Those efforts included the following methods:
  - Posting the CCR at the following URL: www.mvwd.org/report
  - 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.mvwd.org/report](http://www.mvwd.org/report); [www.mvwd.org/report](http://www.mvwd.org/report)
- 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.mvwd.org/report](http://www.mvwd.org/report); [www.mvwd.org/report](http://www.mvwd.org/report)
- 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.mvwd.org/report](http://www.mvwd.org/report); [www.mvwd.org/report](http://www.mvwd.org/report).
- 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.

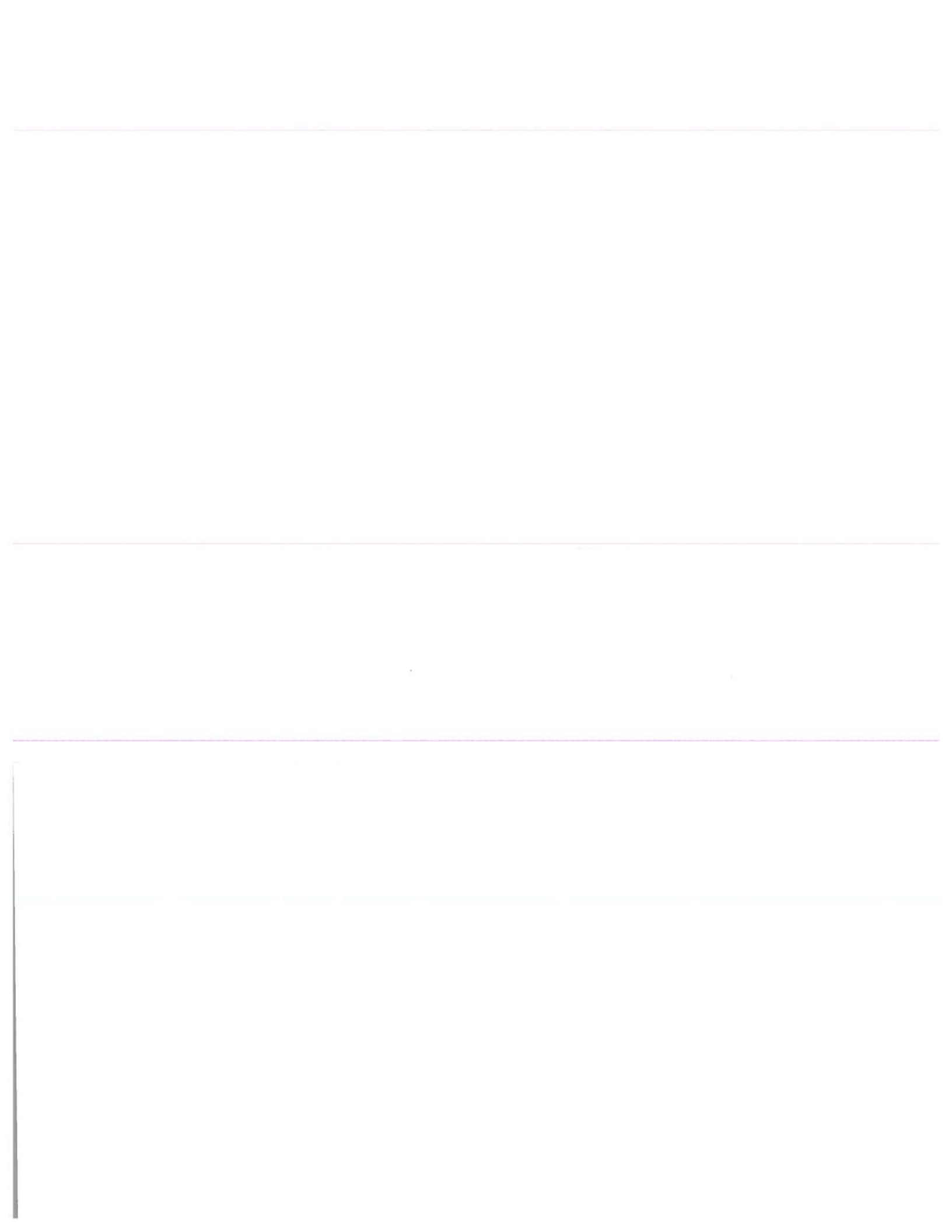
*Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.*

Monte Vista Water District included a message on its May/June 2024 bills indicating the CCR is available at a dedicated URL, while including a statement on the importance

of the CCR and information on how to request a hard copy of the document. This was accompanied by a bill insert with the same information. The District also routinely includes a message on the back of every single bill stub providing the dedicated URL and a checkbox for receiving hard copies of the most recent and all subsequent CCRs. The District's Online Bill Pay customers received a dedicated email with the same information as above. All above communications were bilingual, and an additional dedicated URL was created for a Spanish language version of the CCR. Details on these electronic delivery methods, including samples, can be found on the attached description of all District methods of distributing its 2023 CCR.

*Amended versions of the CCR (English and Spanish) were uploaded to the District's website on 7/1/24. This did not necessitate changes to customer bill inserts. Hard copies with noted amendment were sent to subscribers as well as elected officials on 7/30/24. The amended report was posted to social media on 7/12/24. Remaining hard copies previously delivered to community locations were updated with a sticker to note the amendment (7/30). The attached document notes the distribution of the amended CCR.*

*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.*





## 2023 Consumer Confidence Report Methods of Distribution - Amended

The short URL ([www.mvwd.org/report](http://www.mvwd.org/report)) directly linked to the Monte Vista Water District 2023 Consumer Confidence Report (Annual Water Quality Report) was delivered to District bill-paying customers and communicated to District water consumers in the following manner:

### 1. *Bill-Paying Water Customers – Standard Mailed Bills*

- ◆ Bill message on May-June 2024 bills
- ◆ Bill insert included with May-June 2024 bills
- ◆ Back of bill stub message (routinely included on all bills)

### 2. *Bill-Paying Water Customers – Online Bill Pay*

- ◆ Dedicated email to all Online Bill Pay customers (Notification of amended version was also sent)
- ◆ Paperless customers received electronic (PDF) bill insert with their bi-monthly bill
- ◆ Included article in MVWD's quarterly e-newsletter sent to all subscribers (which includes online bill pay customers)



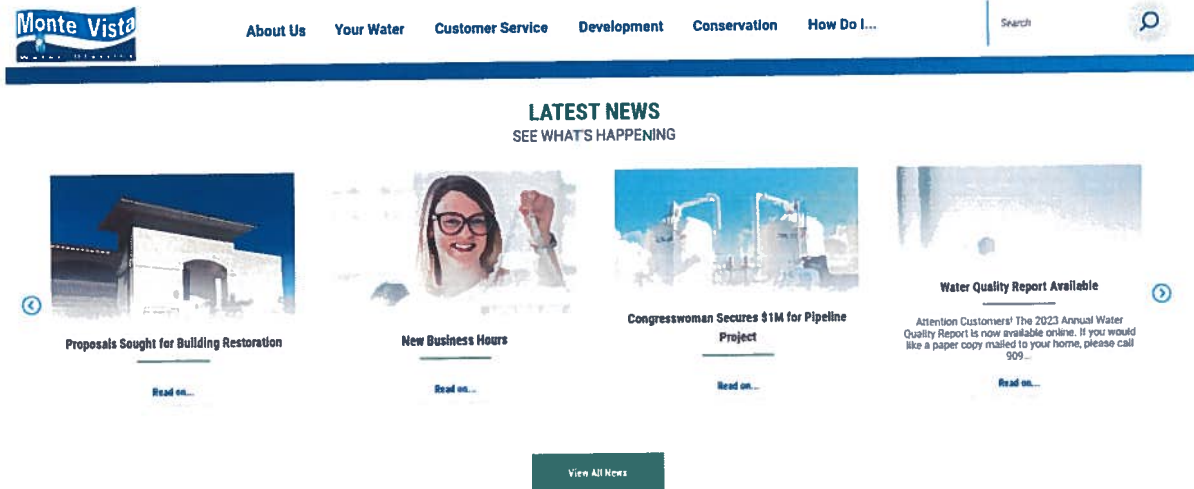
## Water Quality Report Available

Monte Vista Water District's 2023 Annual Water Quality Report is now available online! The [Annual Water Quality Report](#) contains important information about the source and quality of your drinking water. If you would like a paper copy of the 2023 Annual Water Quality Report mailed to your home, please call 909-267-2130.

[Read the Annual Water Quality Report](#)

### 3. Non-Bill-Paying Water Consumers

- Posted article on MVWD Website Home Page about CCR distribution: [www.mvwd.org](http://www.mvwd.org)



- Posted CCR on District’s Facebook page ([Facebook.com/montevistawaterdistrict](https://Facebook.com/montevistawaterdistrict)) on May 15, 2024 and May 30, 2024, linked directly to CCR: [www.mvwd.org/report](http://www.mvwd.org/report) (English) and [www.mvwd.org/reporte](http://www.mvwd.org/reporte) (Spanish). Amended CCR posted on 7/12/24.
- Posted CCR on District’s Instagram page ([Instagram.com/montevistawaterdistrict](https://Instagram.com/montevistawaterdistrict)) on May 15, 2024 and May 30, 2024, links posted in profile for followers to access CCR: [www.mvwd.org/report](http://www.mvwd.org/report) (English) and [www.mvwd.org/reporte](http://www.mvwd.org/reporte) (Spanish). Amended CCR posted on 7/12/24.
- Tweeted about CCR availability on District’s Twitter account (@MVWDwater) on May 15, 2024 and May 30, 2024, with a link directly to CCR: [www.mvwd.org/report](http://www.mvwd.org/report) (English) and [www.mvwd.org/reporte](http://www.mvwd.org/reporte) (Spanish). Amended CCR posted on 7/12/24.
- Posted CCR on District’s Nextdoor page ([https://nextdoor.com/pages/monte-vista-water-district?init\\_source=copy\\_link\\_share](https://nextdoor.com/pages/monte-vista-water-district?init_source=copy_link_share)) on June 12, 2024 with links directly to CCR: [www.mvwd.org/report](http://www.mvwd.org/report) (English) and [www.mvwd.org/reporte](http://www.mvwd.org/reporte) (Spanish)

ALL of the above communications included the following information:

- Prominently displayed the short URL ([www.mvwd.org/report](http://www.mvwd.org/report)) directly linked to the 2023 CCR
- Short statement on water quality and the importance of the report
- Bi-lingual (including short URL to Spanish language version of report, [www.mvwd.org/reporte](http://www.mvwd.org/reporte))
- Provided phone number to request delivery of hard copy of CCR
- Electronic version of amended CCR included a footnote for Table 1 noting the change.
- Hard copies of the CCR were affixed with a sticker noting the amendment.

### 4. Hard copies of the 2023 CCR were delivered in the following manner:

- Mailed to water customers/consumers upon request 5/14/24 (Amended version mailed 7/30/24)
- Distributed to all local public agencies and locations for display\* (see below)
- Distributed at MVWD’s Customer Service lobby\*
- Distributed to MVWD’s Board of Directors

The direct URL to the report is linked on the District’s website ([www.mvwd.org](http://www.mvwd.org)) under “Your Water” and “Water Quality Reports.”



MVWD delivered hard copies\* for the public visiting these facilities:

**Community Organizations:**

- ◆ Montclair Public Library
- ◆ Chino Public Library
- ◆ Montclair City Hall
- ◆ Montclair Senior/Community Center
- ◆ Montclair Chamber of Commerce
- ◆ Chino Basin Water Conservation District

\*Remaining copies received sticker noting amendment.

**NOTICE OF AMENDMENT**

Table 1 in the original 2023 Annual Water Quality Report indicated a Tetrachloroethylene (PCE) range value of ND - 2.0. Updated sample results from the City of Upland have led to an amendment of the PCE range value, as detailed below.

Table 1 Parameter	Units	Primary MCL (MRO)	PHG (LCLG)	Range	Avg.
Tetrachloroethylene (PCE)	ppb	5	0.06	ND - 2.17	ND

5. A letter and print copy\*\* of the CCR were mailed to the following public officials:

**Elected Officials:**

- ◆ Norma Torres, U.S. House of Representatives, 35<sup>th</sup> District
- ◆ Susan Rubio, Member of the California State Senate, 22<sup>nd</sup> District
- ◆ Freddie Rodriguez, Member of the California Assembly, 53<sup>rd</sup> District
- ◆ Curt Hagman, Supervisor, 4<sup>th</sup> District, County of San Bernardino

**Local City Governments:**

- ◆ Edward C. Starr, City Manager, City of Montclair
- ◆ Linda Reich, City Manager, City of Chino
- ◆ Benjamin Montgomery, City Manager, City of Chino Hills

**Water Agencies:**

- ◆ Liz Willis, Executive Director, Chino Basin Water Conservation District
- ◆ Shivaji Deshmukh, General Manager, Inland Empire Utilities Agency
- ◆ Van Jew, General Manager, Water Facilities Authority
- ◆ Edgar Tellez, Acting General Manager, Chino Basin Watermaster

**School Districts:**

- ◆ Dr. James Q. Hammond, Superintendent, Ontario-Montclair Unified School District
- ◆ Dr. Norm Enfield, Superintendent, Chino Valley Unified School District Superintendent
- ◆ Dr. Matthew Holton, Superintendent, Chaffey Joint Union High School District Superintendent

\*\*An updated letter and amended copy were later mailed to the same recipients.

6. Copies of the report are displayed prominently in the District's lobby and are available to customers or interested parties at the **Customer Service department** or **upon request**.
7. Copies of the report are distributed at **outreach events in the community**, including health fairs, community events, school events, chambers of commerce, and other venues.

**Spanish language version** of the report is available upon request from the District's Customer Service or Community Affairs Department. The direct online link to the Spanish language version of the report is [www.mvwd.org/reportes](http://www.mvwd.org/reportes) and this website address is included on all District bills, as well as promoted through other communication venues. A notice in Spanish is printed on the English version of the report providing direction for interested persons to obtain a Spanish language version of the report.