


# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Rialto

Water System Number: 3610038

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2017 (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 David Terry  
Signature:   
Title: Project Manager  
Phone Number: ( 909 )222-7648 Date: June 15, 2017

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. RIALTOWATER.COM
  - 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.



### Annual Water Quality Report Now Available

The 2016 Consumer Confidence Report (CCR) is available online at [rialtowater.com](http://rialtowater.com). You may view, save or print a copy of the report by visiting our website, clicking on **About Us** and then selecting the **Water Quality Information** tab. You may also type the following into your browser:

<http://rialtowater.com/about-us/water-quality-information/>

If you would prefer to view a printed copy of the report, they are available in our Customer Service Center (427 N. Riverside Avenue), at City Hall (150 S. Palm Avenue), and at Rialto Public Works (335 W. Rialto Avenue). We will be happy to mail a copy of the report to you – please call us at (909) 820-2546.

The purpose of the report is to provide information about the quality of the water delivered to customers in 2016. This report is mandated by the U.S. EPA, but we believe it is your right to know where your water comes from and what it contains. We are happy to report that we have consistently delivered water that met or was better than standards set by state and federal law.

**E**xciting news!  
We are proud to provide customers with FREE online payment systems – and a full range of additional services you can easily access from your home.

Use our new online customer service system to:

- Pay your bill online, using a credit card – with no fees. **NEW!**
- Pay your bill - after hours - by telephone using our new “interactive voice response system.” **NEW!**
- Set up one-time or recurring ACH payments from your checking account or credit card. **NEW!**
- Create personalized reminders to alert you to payment due dates (and avoid late payment charges). **NEW!**
- Receive bills electronically instead of paper ones. **NEW!**
- Consolidate multiple accounts. If you have many accounts with us or you manage someone else’s account, you can now access them through a single log-in and password. **NEW!**
- Track your water consumption, and better manage your family finances and budgeting. **NEW!**

#### Save time and money. Get started now.

Create an online account and begin using this quick and easy system for your water and sewer accounts. Go to: [www.rialtowater.com](http://www.rialtowater.com).

**SECURE AND SAFE.** Your online account is protected by the very latest data encryption technology. Your information is safe and protected with us.

You can pay by telephone after hours by calling: 909-820-2546

**QUESTIONS?** Our website is full of answers to your common questions.

**Still need assistance?** One of our friendly customer service representatives will be glad to help get you on your way to the online bill payment system. Call them at: 909-820-2546.

#### Announcing our new 24/7 Online Account Service

**NEW FEATURES FOR YOU.**  
Easy to use. Free.

RWS is committed to the long-term performance, safety, customer and community satisfaction, and lasting cost and energy efficiencies of Rialto’s water and wastewater systems, on behalf of the City’s residents.