

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

CITY OF SAN BERNARDINO
WATER BOARD

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"Trusted, Quality Service since 1905"

September 1, 2020

Mr. Andres Aguirre
Water Resources Control Engineer
Division of Drinking Water
State Water Resources Control Board
464 W. 4th Street, Suite 437
San Bernardino, CA 92401

Dear Mr. Aguirre:

RE: 2019 CONSUMER CONFIDENCE REPORT – WATER SYSTEM NO. 3610039

The City of San Bernardino Municipal Water Department (SBMWD) has completed and posted its 2019 Consumer Confidence Report online at SBMWD.org/CCR2019, per the Safe Drinking Water Act (SDWA) requirements.

Attached for your review is a copy of SBMWD's 2019 CCR in English and Spanish, a CCR certification form, a list of service area zip codes used for mailing post card notifications within our service area and a CCR electronic delivery certification form. Given public lobby closures due to COVID-19, the 2019 CCR is not currently on display at the locations listed as it would be in a typical year.

Good faith efforts were also made by inserting CCR notifications in customer's water bills beginning in late May 2020, announcing the availability of the CCR online. Hard copy reports are also available upon request by mail and at our Customer Service Center.

If you have any questions concerning this report, please feel free to contact this office at (909) 379-2588.

1350 South "E" Street, San Bernardino, California 92408 P.O. Box 710, 92402 Phone: (909) 384-5141
FACSIMILE NUMBERS: Administration: (909) 453-6399 Customer Service: (909) 453-6396 Finance: (909) 453-6383 Engineering: (909) 453-6385
Corporate Yards: (909) 453-6389 Water Reclamation Plant: (909) 453-6395 Environmental & Regulatory Compliance: (909) 453-6391
Environmental Control: (909) 453-6394

Mr. Andres Aguirre
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September 1, 2020

Sincerely yours,

A handwritten signature in blue ink, appearing to be 'C Arrieta', written in a cursive style.

Con Arrieta
Water Utility Water Quality Control Officer

CA:kpr
Attach.

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of San Bernardino Municipal Water Department

Water System Number: 3610039

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 30, 2020 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: Con Arrieta
Signature: 
Title: Water Quality Control Officer
Phone Number: (909) 453-6190 Date: 9/15/20

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.SBMWD.org/CCR2019
 - ☐ 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.SBMWD.org/CCR2019
- ☐ *For privately-owned utilities:* Delivered the CCR to the California Public Utilities Commission

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARMENT
SYSTEM NUMBER 3610039
2019 CCR SERVICE AREA ZIP CODES FOR POSTAL PATRONS

The City of San Bernardino Municipal Water Department mailed the 2019 Consumer Confidence Report Reminder Notice to the following zip codes within our service area:

| | | | | | |
|-------|-------|-------|-------|-------|-------|
| 92324 | 92401 | 92407 | 92411 | 92354 | 92404 |
| | 92408 | 92376 | 92405 | 92410 | |

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARMENT
SYSTEM NUMBER 3610039
2019 CCR POSTER BOARD PUBLIC VIEWING LOCATIONS

The City of San Bernardino Municipal Water Department (SBMWD) does not have its 2019 Consumer Confidence Report (CCR) mounted on poster boards at the following locations for viewing in English and Spanish, as in past years:

- Norman F. Feldheym Central Library, 555 W. 6th Street
- Rowe Branch Library, 108 E. Marshall Boulevard
- SBMWD Customer Service Center, 1350 S. 'E' Street
- SBMWD Engineering Office, 397 Chandler Place
- Vanir Tower - Lobby, 290 N. 'D' Street

Given public lobby closures due to COVID-19 the 2019 CCR is not currently on display at the locations listed as it would be on a typical year. The report is available online at SBMWD.org/CCR2019 and printed copies are sent by mail by request.

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.SBMWD.org/CCR2019
- ☐ 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.
- ☐ 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.

SBMWD used the following means of direct delivery:

Bill Inserts that provide a Uniform Resource Locator (URL) prominently displayed on front and back of notification, with verbiage and a phone number to have a paper copy mailed if requested.

Post Cards were sent to each customer billing address for postal zip codes within SBMWD's service area boundary, that prominently displays a URL on front of postcard with verbiage and a phone number to have a paper copy mailed if requested.

Examples of both are attached for your review.

YOUR 2019 CONSUMER CONFIDENCE REPORT

TRUSTED, QUALITY SERVICE SINCE 1905

Available online starting
July 1, 2020

This report features information about the drinking water delivered to your home during 2019.

The Consumer Confidence Report contains information that includes details about the quality of your drinking water, where it comes from, and how we are working to conserve and protect this precious resource.

To view your 2019 Consumer Confidence Report and learn more about your drinking water, please visit:
www.sbmwd.org/CCR2019 starting July 1, 2020.

Este aviso contiene instrucciones para obtener información importante acerca de su agua potable. Si usted tiene alguna pregunta, por favor llame al **909-384-5141**.





City of San Bernardino
Municipal Water Department
1350 S. E Street
San Bernardino, CA 92408

Presort Std
U.S. Postage
PAID
Permit No. 126
San Bernardino, CA
92402

YOUR **2019** **CONSUMER** **CONFIDENCE** REPORT

ECRWSS
Postal Patron

Available online starting
July 1, 2020 at
www.sbmwd.org/CCR2019





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To view your 2019 Consumer Confidence Report and learn more about your drinking water, please visit: **WWW.SBMWD.ORG/CCR2019** starting July 1, 2020.

Paper copies will be available upon request. For copies, please call SBMWD Customer Service at (909) 384-5141.





Disponible en línea a partir del
1 de julio, 2020



Este informe incluye información sobre el agua potable suministrada a su hogar durante el 2019.

El Informe de Confianza del Consumidor contiene información que incluye detalles sobre la calidad de su agua potable, de dónde proviene y cómo estamos trabajando para proteger este recurso valioso.

Para ver su Informe de Confianza del Consumidor 2019 y obtener más información sobre su agua potable, visite: **WWW.SBMWD.ORG/CCR2019** a partir del 1 de julio de 2020.

Para obtener una copia impresa de este informe, comuníquese con el departamento de Servicio al Cliente de SBMWD llamando al (909) 384-5141.