### CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

CITY OF SAN BERNARDINO WATER BOARD

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September 1, 2020



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"Trusted, Quality Service since 1905"

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.

Mr. Andres Aguirre Page 2

September 1, 2020

Sincerely yours,

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			3610039						
June : certif monit	30, 2020	to custome the inform ta previous	ers (and app ation conta	by certifies that its Consumer Confideropriate notices of availability have be been in the report is correct and of the dots to the State Water Resources Continuous	consistent with the compliance				
Certified by: Name: Signature			Con Arrieta						
		Signature:		100					
		Title:		Water Quality Control Officer					
		Phone	Number:	( 909 )453-6190	Date: 9/15/20				
	that app	oly and fill-	in where ap	md good-faith efforts taken, please co propriate: or other direct delivery methods (a					
	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:								
				following URL: www.SBMWD.org/	CCR2019				
	<ul> <li>Mailing the CCR to postal patrons within the service area (attach zip codes used)</li> <li>Advertising the availability of the CCR in news media (attach copy of press release)</li> <li>Publication of the CCR in a local newspaper of general circulation (attach a copy of published notice, including name of newspaper and date published)</li> <li>Posted the CCR in public places (attach a list of locations)</li> <li>Delivery of multiple copies of CCR to single-billed addresses serving several persons.</li> </ul>								
		as apartme	nts, busines	ses, and schools					
		Publication	of the CC	y organizations (attach a list of organi R in the electronic city newsletter or py of the article or notice)	zations) electronic community newsletter				
		Electronic media outle	announcem ets utilized)	ent of CCR availability via social m	edia outlets (attach list of social				
		Other (atta	ch a list of	other methods used)	111.1				
$\boxtimes$	For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet s								
_	the foll	lowing URI	L: www. <u>SI</u>	BMWD.org/CCR2019  Delivered the CCR to the California	Public Utilities Commission				
1 1	For pri	ivately-own	ed utilities:	Delivered the CCK to the Camonna	I done offices 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
	100	92408	92376	92405	92410	

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

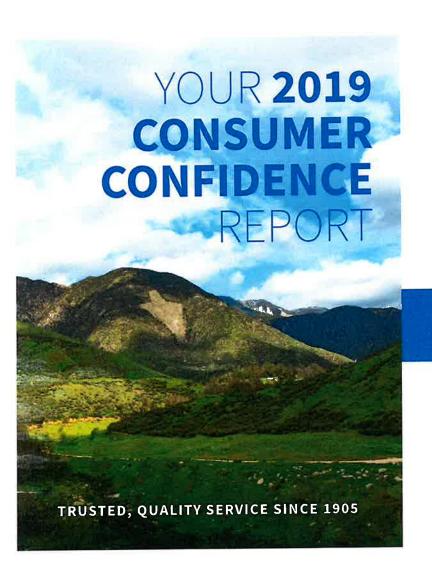
The City of San Bernardino Municipal Water Department (SBMWD) does not have its 2019 Consumer Confidence Report (CCR) mounted on poster boards at the following locations for viewing in English and Spanish, as in past years:

- 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  $\boxtimes$ 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.



#### 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.** 



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

# YOUR 2019 CONSUMER CONFIDENCE REPORT

Available online starting

July 1, 2020 at www.sbmwd.org/CCR2019

Postal Patron

**ECRWSS** 





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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.



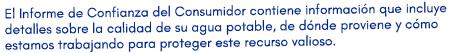


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# Disponible en línea a partir del

## 1 de julio, 2020

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



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.