

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

CITY OF SAN BERNARDINO
WATER BOARD

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"Trusted, Quality Service since 1905"

August 3, 2021

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: 2020 CONSUMER CONFIDENCE REPORT – WATER SYSTEM NO. 3610039

The City of San Bernardino Municipal Water Department (SBMWD) has completed and posted its 2020 Consumer Confidence Report online at SBMWD.org/CCR2020, per the Safe Drinking Water Act (SDWA) requirements.

Attached for your review is a copy of SBMWD's 2020 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, a list of social media outlets and a CCR electronic delivery certification form. Given public lobby closures due to COVID-19, the 2020 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 2021, 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

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August 3, 2021

Sincerely yours,



Con Arrieta

Water Utility Water Quality Control Officer

CA:kpr

Attach.


APPENDIX B: eCCR Certification Form (Suggested Format)

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, 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: Con Arrieta	Title: Water Quality Control Officer
Signature: 	Date: 8/3/21
Phone number: 9909) 379-2588	blank

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/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.SBMWD.org/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.SBMWD.org/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._____
- 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 post card with verbiage and a phone number to have a paper copy mailed if requested.

Examples of both are attached for your review.

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.

**CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
SYSTEM NUMBER 3610039
2020 CCR SERVICE AREA ZIP CODES FOR POSTAL PATRONS**

The City of San Bernardino Municipal Water Department mailed the 2020 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 DEPARTMENT
SYSTEM NUMBER 3610039
2020 CCR Digital Outreach**

The City of San Bernardino Municipal Water Department posted availability of the 2020 Consumer Confidence Report via the following social media outlets and digital publications:

- Facebook
- Instagram
- Twitter
- @SBCITYWATER
- The City of San Bernardino Community Newsletter
- The City of San Bernardino Municipal Water Department newsletter H2O in the Know!
- The City of San Bernardino Municipal Water Department's news "Updates" section on the homepage of SBMWD.org

**CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
SYSTEM NUMBER 3610039
2020 CCR POSTER BOARD PUBLIC VIEWING LOCATIONS**

The City of San Bernardino Municipal Water Department (SBMWD) will display its 2020 Consumer Confidence Report (CCR) mounted on poster boards at the following locations for viewing:

- Norman F. Feldheym Central Library, 555 W. 6th Street
- SBMWD Customer Service Lobby, 1350 S. 'E' Street

The 2020 CCR poster boards will be placed on display at the locations listed no later than 9/1/2021. The report is available online at SBMWD.org/CCR2020 and printed copies are sent by mail by request. Printed copies of the 2020 CCR are also currently available at the SBMWD Customer Service Lobby.



YOUR 2020 CONSUMER CONFIDENCE REPORT

Available online starting
July 1, 2021



This report features information about the drinking water delivered to your home during 2020.

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 protect this precious resource.

To view your 2020 Consumer Confidence Report and learn more about your drinking water, please visit **SBMWD.ORG/CCR2020** starting July 1, 2021.

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



SU INFORME DE CONFIANZA DEL CONSUMIDOR 2020

Disponible en línea a partir del
1 de julio, 2021



Este informe incluye información sobre el agua potable suministrada a su hogar durante el 2020.

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 2020 y obtener más información sobre su agua potable, visite **SBMWD.ORG/CCR2020** a partir del 1 de julio de 2021.

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

An aerial photograph showing a cityscape in the upper half and a winding river in the lower half. The river is surrounded by greenery and a dirt path.

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SBMWD.org/CCR2020

starting July 1, 2021.

Este aviso contiene instrucciones para obtener información importante acerca de su agua potable. Si usted tiene 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 2020 CONSUMER CONFIDENCE REPORT

Available online starting

July 1, 2021 at

SBMWD.org/CCR2020

**ECRWSS
Postal Patron**

