#### 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 <u>June 30, 2021</u> 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:

		was distributed by mail or other direct delivery methods (attach description of
		r direct delivery methods used).
$\boxtimes$	CCR	was distributed using electronic delivery methods described in the Guidance
	for E	lectronic Delivery of the Consumer Confidence Report (water systems utilizing
	elect	ronic delivery methods must complete the second page).
		od faith" efforts were used to reach non-bill paying consumers. Those efforts
		uded the following methods:
	$\boxtimes$	Posting the CCR at the following URL: www.SBMWD.org/CCR2020
	П	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

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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.
= 1 (1) the are attached for your roview
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 DEPARMENT 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 DEPARMENT 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:

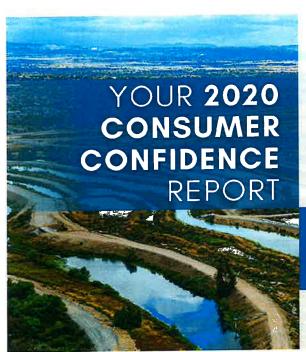
- Facebook
- Instagram
- Twitter
- @SBCITYWATER
- The City of San Bernardino Community Newsletter
- The City of San Bernardino Municipal Water Department newsletter H2O in the Know!
- The City of San Bernardino Municipal Water Department's news "Updates" section on the homepage of SBMWD.org

## CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARMENT 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 <a href="mailto:SBMWD.org/CCR2020">SBMWD.org/CCR2020</a> 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.



### 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.



### 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.

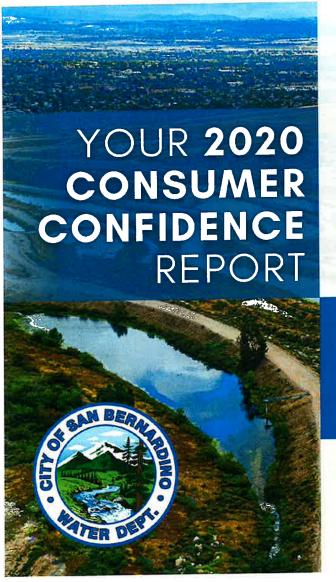
El Informe de Confianza del Consumidor contiene información que incluye detalles sobre la calidad de su agua potable, de dónde proviene y cómo estamos trabajando para proteger este recurso valioso.

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.



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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.

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

**ECRWSS Postal Patron** 

