

CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

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WATER BOARD

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"Trusted, Quality Service since 1905"

July 21, 2025

Ms. Sheila Cervantes
Water Resources Control Engineer
Division of Drinking Water
State Water Resources Control Board
464 W. 4th Street, Suite 437
San Bernardino, CA 92401

Dear Ms. Cervantes:

RE: 2024 CONSUMER CONFIDENCE REPORT – WATER SYSTEM NO. 3610039

The City of San Bernardino Municipal Water Department (SBMWD) has completed and posted its 2024 Consumer Confidence Report online at www.SBMWD.org/CCR2024, per the Safe Drinking Water Act (SDWA) requirements.

Attached for your review is a copy of SBMWD's 2024 CCR in English and Spanish, a CCR certification form, CCR electronic delivery 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 CCR poster board public viewing locations.

Good faith efforts were also made by emailing CCR notifications through the Department's Constant Contact Email billing system beginning in late June 2025, announcing the availability of the CCR online. Hard copy reports are also available upon request by mail and at our Customer Service Center.


Ms. Sheila Cervantes

July 21, 2025

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If you have any questions concerning this report, please feel free to contact this office at (909) 453-6194.

Sincerely yours,



Jose Machuca (Jul 17, 2025 15:11 PDT)

Jose Machuca
Water Quality Control Officer

JM:cbp
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 30th, 2025 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: Jose Machuca	Title: Water Quality Control Officer
Signature:  <small>Jose Machuca (Jul 17, 2025 15:11 PDT)</small>	Date: Jul 17, 2025
Phone number: (909) 499-0406	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/ccr2024
 - ☐ 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/ccr2024
- ☐ *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/ccr2024
- ☒ 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.sbmwd.org/ccr2024
- ☐ 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:
Constant Contact emails that provide a Uniform Resource Locator (URL) displayed on 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 the
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 DEPARMENT
SYSTEM NUMBER 3610039**

2024 CCR SERVICE AREA ZIP CODES FOR POSTAL PATRONS

The City of San Bernardino Municipal Water Department mailed the 2024 Consumer Confidence Report Reminder Notice to the following zip codes within our service area:

92401	92404	92405	92407	92408	92410
	92411	92324	92376		

**CITY OF SAN BERNARDINO MUNICIPAL WATER DEPARTMENT
SYSTEM NUMBER 3610039
2024 CCR Digital Outreach**

The City of San Bernardino Municipal Water Department posted availability of the 2024 Consumer Confidence Report via the following social media outlets and digital publications:

- NextDoor
- Facebook, Instagram, & Twitter (X)
 - @SBCITYWATER
- Constant Contact email blast to customers
- 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
2024 CCR POSTER BOARD PUBLIC VIEWING LOCATIONS**

The City of San Bernardino Municipal Water Department (SBMWD) will display its 2024 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 2024 CCR poster boards will be placed on display at the locations listed no later than 9/1/2025. The report is available online at www.SBMWD.org/CCR2024 and printed copies are sent by mail by request. Printed copies of the 2024 CCR are also currently available at the SBMWD Customer Service Lobby.

YOUR 2024 CONSUMER CONFIDENCE REPORT

Available online starting
July 1, 2025

This report features information about the drinking water delivered to your home in 2024.

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

To view your 2024 Consumer Confidence Report and learn more about your drinking water, please visit:

[SBMWD.org/CCR2024](https://sbmwd.org/CCR2024)

starting July 1, 2025.

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 **2024** **CONSUMER** **CONFIDENCE** REPORT

ECRWSS
Postal Patron

Available online starting
July 1, 2025 at
[SBMWD.org/CCR2024](https://sbmwd.org/CCR2024)



SAN BERNARDINO MUNICIPAL WATER DEPARTMENT

Trusted, Quality Service Since 1905

**The 2024 Consumer Confidence Report is
available now!**

YOUR 2024 CONSUMER CONFIDENCE REPORT



Available now!

Learn more about the drinking
water SBMWD provided in 2024

The 2024 Consumer Confidence Report is available now! The Consumer Confidence Report (CCR) contains details about the quality of your drinking water, where it comes from, and how SBMWD is working to protect this precious resource.

View the report online at www.SBMWD.org/CCR2024 or contact Customer Service at (909) 384-5141 to request a printed copy.

Jennifer L. Shepardson









3610039 - City of San Bernardino Municipal Water Department 2024 CCR - PN

Final Audit Report

2025-07-17

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