# **APPENDIX B: eCCR Certification Form (Suggested Format)**

## **Consumer Confidence Report Certification Form**

(To be submitted with a copy of the CCR)

Water System Name:	Golden State Water Company – Morongo del Sur
Water System Number:	CA3610063

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2023 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: Omar Tinoco Gallardo	Title: Associate Water Quality Engineer	
Signature: Omar Tinoco	Date: September 27, 2023	
Phone number: (310) 848-5505		

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).  $\boxtimes$ 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: https://www.gswater.com/annualwater-quality-reports Mailing the CCR to postal patrons within the service area (attach zip codes 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)

	<ul> <li>Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools</li> <li>Delivery to community organizations (attach a list of organizations)</li> <li>Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)</li> <li>Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)</li> <li>Other (attach a list of other methods used)</li> <li>For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.</li> <li>For privately-owned utilities: Delivered the CCR to the California Public Utilities</li> </ul>
	Commission
	Consumer Confidence Report Electronic Delivery Certification
	ter systems utilizing electronic distribution methods for CCR delivery must complete 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.gswater.com/MorongoDelSurCCR
	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.gswater.com/MorongoDelSurCCR 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.
inclu	vide a brief description of the water system's electronic delivery procedures and ude how the water system ensures delivery to customers unable to receive electronic very.
	our continuing efforts to better serve our customers, conserve resources, and reduce sts, Golden State Water Company chose to utilize electronic delivery of the annual

Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the CCR.

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.





July 6, 2023

California Public Utilities Commission ATTN: Terence Shia, P.E. Director, Water Division 505 Van Ness Avenue San Francisco, California 94102

To: Terence Shia

Enclosed, please find printed versions of Golden State Water Company's 2023 Consumer Confidence Reports for year 2022 and a list of each water system owned and operated by our company.

The Consumer Confidence Reports were delivered to the respective water customers during June 2023. The reports are available at each local water system office, the District offices of Golden State Water Company, and may be viewed on our website at www.gswater.com/annual-water-quality-reports.

Should you have any further questions in this matter, you may contact Sunil Pillai at (714) 514-5210 (sunil@gswater.com), or Dawn White at (916) 853-3615 (dawn.white@gswater.com).

Sunil Pillai,

Sunil Pillai Digitally signed by Sunil Pillai Date: 2023.07.06 14:19:13 -07'00'

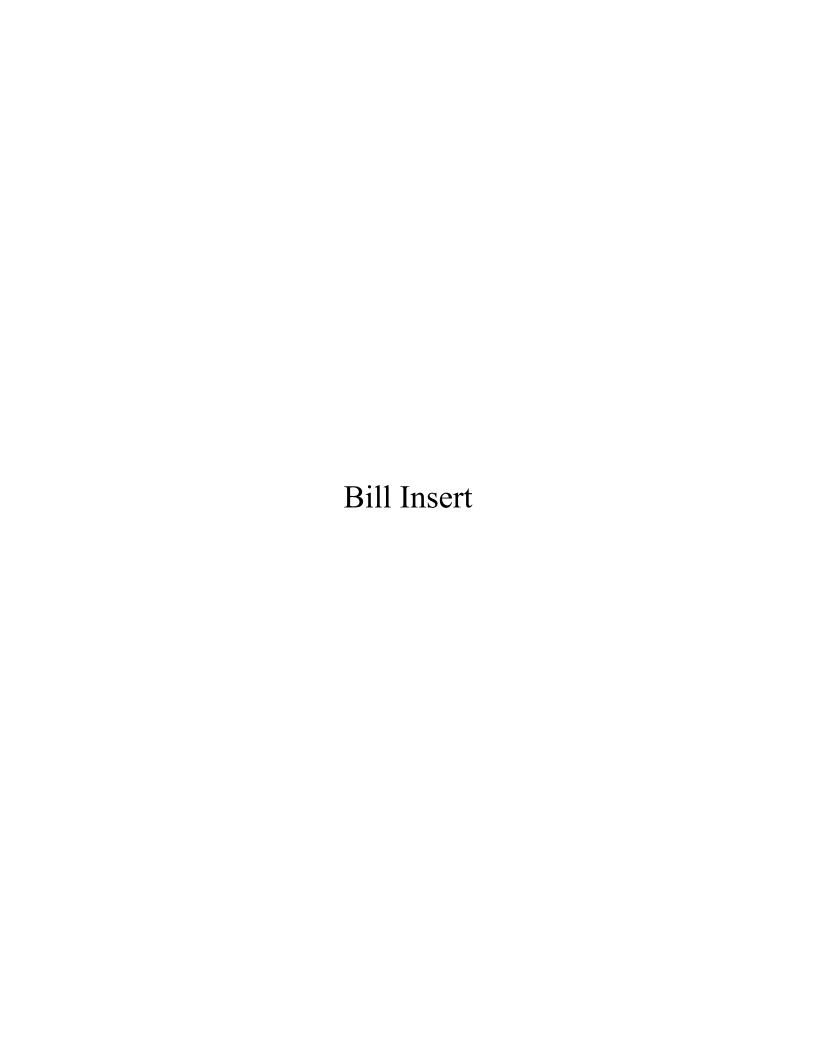
Vice President, Environmental Quality

**Enclosure** 



### List of Golden State Water Systems

- 1. Apple Valley North
- 2. Apple Valley South
- 3. Arden
- 4. Artesia
- 5. Barstow/Lenwood
- 6. Bay Point
- 7. Bell/Bell Gardens
- 8. Calipatria
- 9. Claremont
- 10. Clearlake
- 11. Cordova
- 12. Cowan Heights
- 13. Culver City
- 14. Cypress Ridge
- 15. Desert View
- 16. Edna Road
- 17. Florence-Graham
- 18. Hollydale
- 19. Lake Marie
- 20. Los Osos
- 21. Lucerne
- 22. Morongo Del Norte
- 23. Morongo Del Sur
- 24. Nipomo (Vista)
- 25. Norwalk
- 26. Orcutt
- 27. Placentia-Yorba Linda
- 28. Robbins
- 29. San Dimas
- 30. Simi Valley
- 31. Sisquoc
- 32. South Arcadia
- 33. South San Gabriel
- 34. Southwest
- 35. Tanglewood
- 36. West Orange
- 37. Willowbrook
- 38. Wrightwood







## **The Consumer Confidence Report**

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2023 CCR mailed to your address or would like to speak with someone about the report, please call **1-800-999-4033** or email **waterquality@gswater.com**.

You can view your 2023 Consumer Confidence Report and learn more about your drinking water by visiting our website. You can find a direct URL link in the message center on the back of your water bill. You can also find the URL link for your system in the table on the reverse.

For more information, visit **gswater.com** 

- El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee.
- El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable.
- Este informe contiene información importante acerca del origen y la calidad de su agua potable.



Si desea una copia en papel del CCR del 2023 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al **1-800-999-4033** o por correo electrónico a **waterquality@gswater.com**.



**Apple Valley North Water System** www.gswater.com/AppleValleyNorthCCR

**Apple Valley South Water System** www.gswater.com/AppleValleySouthCCR

Arden Water System www.gswater.com/ArdenCCR

Artesia Water System www.gswater.com/ArtesiaCCR

**Barstow Water System** www.gswater.com/BarstowCCR

**Baypoint Water System** www.gswater.com/BaypointCCR

**Bell-Bell Gardens Water System** www.gswater.com/BellBellGardensCCR

Calipatria Water System www.gswater.com/CalipatriaCCR

Claremont Water System
www.gswater.com/ClaremontCCR

Clearlake Water System www.gswater.com/ClearlakeCCR

Cordova Water System
www.gswater.com/CordovaCCR

Cowan Heights Water System www.gswater.com/CowanHeightsCCR

Culver City Water System www.gswater.com/CulverCityCCR

Cypress Ridge Water System www.gswater.com/CypressRidgeCCR

**Desert View Water System** www.gswater.com/DesertViewCCR

Edna Road Water System www.gswater.com/EdnaRoadCCR

Florence-Graham Water System www.gswater.com/FlorenceGrahamCCR

Hollydale Water System www.gswater.com/HollydaleCCR

**Lake Marie Water System** www.gswater.com/LakeMarieCCR

Los Osos Water System www.gswater.com/LosOsosCCR

Lucerne Water System www.gswater.com/LucerneCCR

Morongo Del Norte Water System www.gswater.com/MorongoDelNorteCCR

Morongo Del Sur Water System www.gswater.com/MorongoDelSurCCR

Nipomo Water System www.gswater.com/NipomoCCR

Norwalk Water System
www.gswater.com/NorwalkCCR

Orcutt Water System
www.gswater.com/OrcuttCCR

Placentia-Yorba Linda Water System www.gswater.com/Placentia-YorbaLindaCCR

Robbins Water System www.gswater.com/RobbinsCCR

San Dimas Water System
www.gswater.com/SanDimasCCR

Simi Valley Water System www.gswater.com/SimiValleyCCR

Sisquoc Water System www.gswater.com/SisquocCCR

**South Arcadia Water System** www.gswater.com/SouthArcadiaCCR

**South San Gabriel Water System** www.gswater.com/SouthSanGabrielCCR

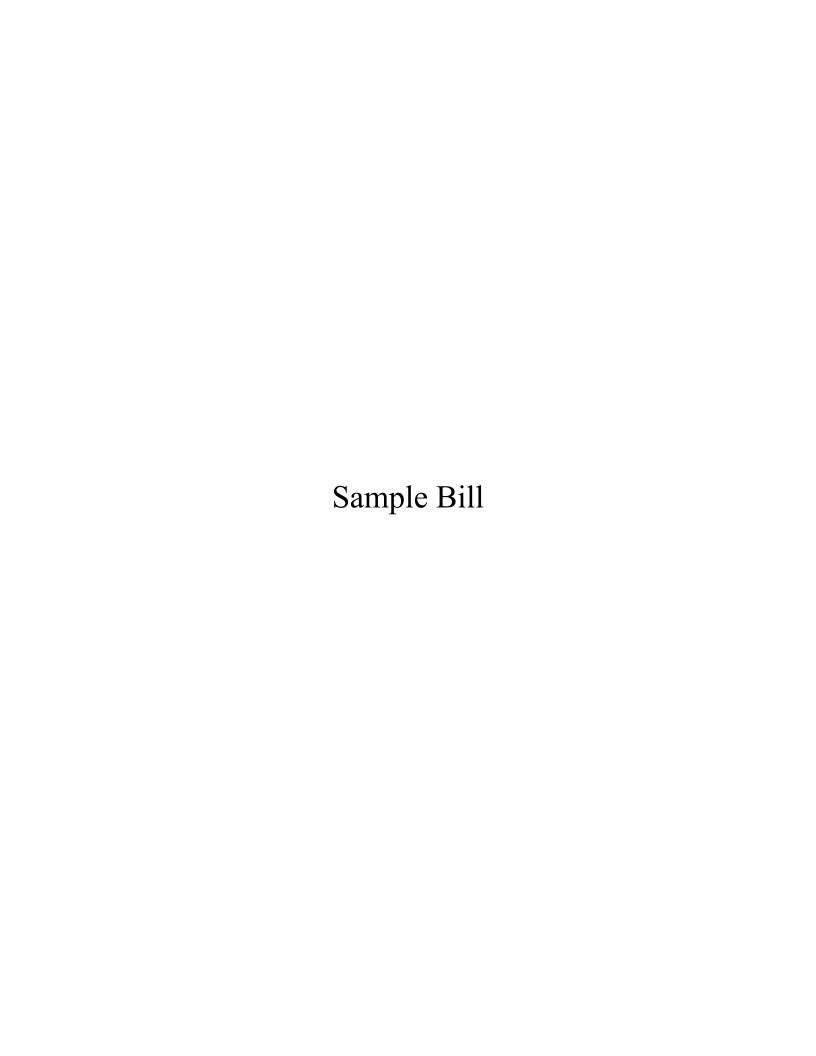
**Southwest Water System** www.gswater.com/SouthwestCCR

Tanglewood Water System www.gswater.com/TanglewoodCCR

West Orange County Water System www.gswater.com/WestOrangeCountyCCR

Willowbrook Water System www.gswater.com/WillowbrookCCR

Wrightwood Water System www.gswater.com/WrightwoodCCR







Morongo Valley CA 92256-9710



**DUE DATE** July 05, 2023

Page 1 of 2

**BILL DATE** June 13, 2023 **AMOUNT DUE** 

\$40.17

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com Hearing Impaired TTY: (877) 933-9533

Preguntas? Llame al Centro de Servicio al Consumidor al (800) 999-4033

Visit **gswater.com** to enroll for service updates via **e-newsletter**.

Mail Payments to NEW Address: P.O. Box 51133, Los Angeles, CA 90051-1133. To learn about the various Payment Options we offer go to: www.gswater.com/payment-options or see back of bill

### **AUTO PAY**

	Current Activity
	Rate Schedule R3-1-R (R31RM)
Service Charge 5/8" meter	

Service Charge	5/8" meter	
Service Charge 34 Days		\$18.82
Water Usage		
Tier 1 - Water Usage - 5.00 CCF at	\$4.143	\$20.72
Surcharges, Fees, & Credits		
CAP Prog Adm Surcharge - 5.00 CC	CF at \$0.062	\$0.31
CPUC Fee - 0.8% - 34 Days of \$39	.85	\$0.32
Total New Charges		\$40.17

	Account Summary	
Previous Balance		\$38.16
Payments	5-31-23 Thank You	-\$38.16
Current Charges	Due On July 5, 2023	\$40.17
Amount To Be Debited on or after July 5, 2023		\$40.17
Total Amount Due		\$40.17

Drought Stage 1 Usage History (One CCF = 7.48 CGL or 748 gallons)						
Bill Period 2020 Usage Target Usage * Actual Usage						
Prior	20 CCF or 149.60 CGL	16 CCF or 119.68 CGL	5 CCF or 37.40 CGL			
Current	11 CCF or 82.28 CGL	10 CCF or 74.80 CGL	5 CCF or 37.40 CGL			
Next	14 CCF or 104.72 CGL	11 CCF or 82.28 CGL				

The Stage 1 TARGET USAGE (your allocation) for the PRIOR and CURRENT period is voluntary and based on the number of days of the bill period.

Read and Usage Information						
Meter	Service	e Period	Days	Previous Reading	Current Reading	CCF Usage
	May 09	Jun 12	34	1617	1622	5
Your next scheduled meter read date is approximately July 11, 2023						

Your opinion is very important to us. Please rate our service by calling 1-888 933 8648. Enter code 111 when prompted.

### **POSTAL**

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER:



**AUTO PAY** 

**Amount Enclosed** 

Morongo Valley, CA 92256-9710

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

Golden State Water Company

LOS ANGELES CA 90051-1133

PO BOX 51133

**GOLDEN STATE WATER COMPANY** PO BOX 51133 LOS ANGELES CA 90051-1133

#### **Message Center**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. FOR INFORMATION ON THE DROUGHT, conservation and local requirements, please visit www.gswater.com/drought.

To view your 2023 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/MorongoDelSurCCR Watering Days: EVEN ADDRESSES (0,2,4,6,8): Sunday, Wednesday, Friday ODD ADDRESSES (1,3,5,7,9): Tuesday, Thursday, Saturday.

Effective May 14, 2023, Golden State Water is shifting from Stage 2 to Stage 1 water restrictions, allowing outdoor watering three days a week. Customers are encouraged to use water wisely and only use what is needed.

### **PAYMENT OPTIONS:**

Go to www.gswater.com/payment-options for payment options, authorized locations, and auto pay application form.

- Auto Pay (Electronic Funds Transfer): Submit an application to pay your bill automatically from a checking or savings account.
- Online: Receive bills online and pay electronically by using "MyGSWater". Go to: www.gswater.com/payment-options or call (800) 999-4033.
- Phone: Call KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check.
- Mail: Send bill stub and payment in enclosed envelope.
- In Person: Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent to make a Cash Payment (service fee applies).

# BILL TERMS AND POLICY OF DISCONTINUATION OF RESIDENTIAL SERVICES FOR NONPAYMENT

The bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing. A cash deposit and reconnection charge may be required to re-establish credit and service.

To avoid disconnection of residential service for nonpayment, customers can call Golden State Water to request a one-time payment extension or set-up a payment plan by contacting our Customer Service Center at (800) 999-4033. For more information on the Policy of Discontinuation of Residential Services please visit https://www.gswater.com/policy-of-discontinuation available in multiple languages.

### WRAM/MCBA SURCHARGE/SURCREDIT

The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) ensure revenue recovered from rates balances with expenses to operate, maintain and improve the water system. For more info, please visit gswater.com/rates-schedules-and-tariffs.

### **DROUGHT INFORMATION**

The state of California is experiencing drought conditions, and all water customers are encouraged to use water responsibly and reduce usage. For information on the drought, conservation and local requirements, please visit www.gswater.com/drought.

**DISPUTING YOUR BILL:** If you believe there is an error on your bill or **have** a question about your service, please call Golden State Water Company customer support at (800) 999-4033. We welcome the opportunity to assist you. If after contacting us, you are still not satisfied with Golden State Water Company's response, you may submit a complaint to the California Public Utilities Commission (CPUC) by visiting http://www.cpuc.ca.gov/complaints/. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone: 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail: California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations, as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Language	Type of Call	Toll-free 800 Number
English	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO From or to Speech-to- Speech	1-800-735-2929 1-800-735-2922 1-800-854-7784
Spanish	TTY/VCO/HCO to Voice Voice to TTY/VCO/HCO	1-800-855-3000

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC **specifically regarding the accuracy of your bill,** please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of the utility's service, general level of rates, pending rate applications and sources of fuel or power.

### PLEASE INDICATE ANY CHANGES

Name:	
Address:	
City:	
State:	Zip:
Home Phone:	
Work Phone:	
Email:	



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Past Issues

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View this email in your browser



Dear Valued Customer,

Golden State Water is pleased to announce that Consumer Confidence Reports are now available. The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

If you would like a paper copy of the 2023 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email waterquality@gswater.com.

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**URL:** <u>www.gswater.com/MorongoDelSurCCR</u>

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dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

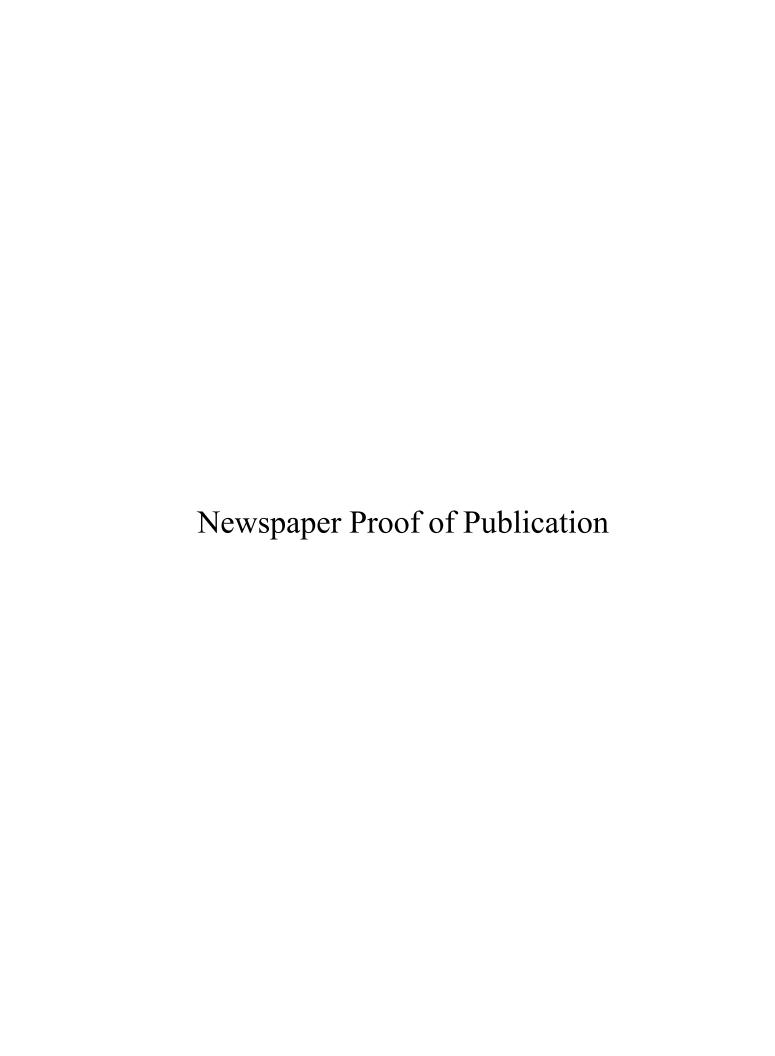
Sincerely, Golden State Water Company

For the latest updates, visit our website at <a href="https://www.gswater.com">www.gswater.com</a> or follow us on Twitter and Facebook @GoldenStateH2O.



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# PROOF OF PUBLICATION (2015.5 C.C.P.)

STATE OF CALIFORNIA COUNTY OF RIVERSIDE

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years and not a party to or interested in the above-entitled matter. I am the agent of the publisher of the

# **Desert Star Weekly**

a newspaper of general circulation, published weekly in the City of Desert Hot Springs, County of Riverside, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Riverside, State of California (Case #1206318), that the notice, of which the annexed is a printed copy has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

June 9, 2023

I certify (or declare) under penalty of perjury that the following is true and correct.

Dated at Desert Hot Springs, California.

Date: June 9, 2023

Desert Star Weekly
13-279 Palm Drive Suite 5

Mindy Salas
Signature

**Desert Hot Springs, CA 92240 (760) 671-6604** 

Public Notice Golden State Water Company's 2023 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2022 calendar year are now available. Interested parties who would like to view or print a copy can access the reports at:www.gswater.com/annual-water-quality-reports. DSW23-5130



57675 Twentynine Palms Highway, Suite 103 Yucca Valley, Ca 92284 760-365-3315 Legals@hidesertstar.com

Golden State Water Company 401 S. San Dimas Canyon Rd San Dimas CA 91773

# PROOF OF PUBLICATION (2015.5 C.C.C.P.)

I am a citizen of the United States and a resident of the State of California; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the printer of the:

### **HI-DESERT STAR**

a newspaper of general circulation, printed and published <u>BI-WEEKLY</u> in the City of <u>YUCCA VALLEY</u>. County of San Bernardino, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, under the date of <u>November 27</u>, 1961.

Case Number 107762: that the notice, of which the annexed is printed copy (set in type not smaller than nonpareil) has been published in each regular and entire issue of the said newspaper and not in supplement thereof on the following dates, to wit:

Hi-Desert Star: 6/14/2023

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated at: <u>YUCCA VALLEY</u>, California, This day of \_6/14/2023

Claire/Grow

### Public Notice

Golden State Company's 2023 Annual Water Quality Reports Confidence (Consumer Reports) detailing local water quality and service during the 2022 calendar year are now available. Interested parties would like to view or print a copy can access the reports at: www.gswater.com/annualwater-quality-reports.

Pub. S.: 06/14/2023