

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: GOLDEN STATE WATER COMPANY – Lucerne

Water System Number: 3610108

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2018 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: George Zakhari
Signature: _____
Title: Associate Water Quality Engineer
Phone Number: (760) 515-8322 Date: September 14, 2018

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.gswater.com/annual-water-quality-reports/
 - ☐ 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._____
- ☒ 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.gswater.com/LucerneCCR
- ☒ 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/LucerneCCR
- ☐ 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.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, 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), California Code of Regulations.*

Bill Insert

Consumer Confidence Reports Available Now!

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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2018 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 2018 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.*

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.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2018 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.

2018 Consumer Confidence Report Direct URL Links

System Name	Direct URL Link
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 Water System	www.gswater.com/PlacentiaCCR
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
Yorba Linda Water System	www.gswater.com/YorbaLindaCCR

Sample Bill



SERVICE FOR
[REDACTED]
Lucerne Valley CA 92356

ACCOUNT NUMBER
[REDACTED]

DUE DATE
May 25, 2018

Page 1 of 2

BILL DATE
May 04, 2018

AMOUNT DUE
\$140.97

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**.
Your local Office: 13608 Hitt Road Apple Valley, CA 92308

Please see back of bill or visit **gswater.com** for more information on the 2017 WRAM/MCBA surcharge.

Current Activity

Rate Schedule R3-1-R (R31RM)

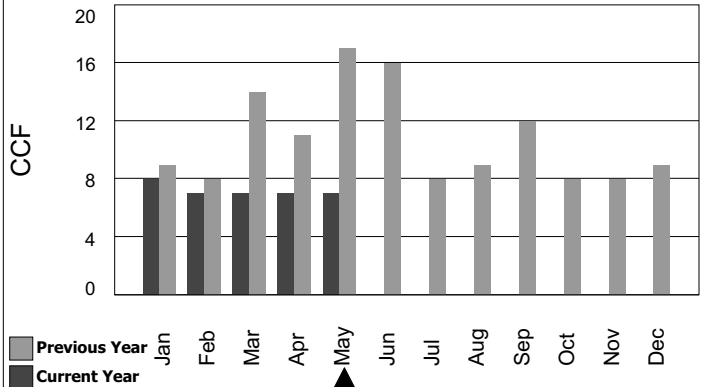
Service Charge	1" meter	
Service Charge 1 Days		\$1.34
Service Charge 28 Days		\$37.17
Water Usage		
Tier 1 - Water Usage - 0.24 CCF at \$3.899		\$0.94
Tier 1 - Water Usage - 6.75 CCF at \$3.85		\$26.02
Surcharges, Fees, & Credits		
CARW Prog Adm Surcharge - 7.00 CCF at \$0.166		\$1.16
WRAM/MCBA Surcharge/credit		\$0.17
Other Surcharges/credits		\$2.53
CPUC Fee - 1.4% of \$69.33		\$0.97
Total New Charges		\$70.30

Account Summary

Previous Balance		\$140.22
Payments	4-14-18 Thank You	-\$69.55
Total Prior Balance	Due On May 14, 2018	\$70.67
Current Charges	Due On May 25, 2018	\$70.30
Total Amount Due		\$140.97

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 112 when prompted.

Average Usage History (One CCF = 748 gallons)



The graph displays approximated monthly usage and is not exact for customers billed bi-monthly. The average monthly usage is 9.71 CCF.

Read and Usage Information

Meter	Service Period	Days	Previous Reading	Current Reading	CCF Usage
[REDACTED]	Apr 04 May 03	29	932	939	7

Your next scheduled meter read date is approximately June 5, 2018

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



**PO BOX 9016
SAN DIMAS CA 91773-9016**

POSTAL

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

ACCOUNT NUMBER: [REDACTED]

Total Prior Balance Due On May 14, 2018	\$70.67
Current Charges Due On May 25, 2018	\$70.30
Total Amount Due	\$140.97

Amount Enclosed

[REDACTED]
Lucerne Valley, CA 92356-0966

**GOLDEN STATE WATER COMPANY
PO BOX 9016
SAN DIMAS CA 91773-9016**

0015497074202600000140970

Join us at the Annual High Desert Home & Garden Show in Victorville, 3/31 to 4/02. Visit gswater.com for a free admission coupon. To view your 2018 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/LucerneCCR. Local water-use and outdoor irrigation restrictions have been lifted. See below or visit gswater.com for more information.

On April 6 your water rates decreased by an average of 1.30 percent as a result of a decision issued by the CPUC to reduce Golden State's rate of return on its cost of capital structure.

PAYMENT OPTIONS

For a listing of payment options, authorized locations, and application forms go to www.gswater.com/payment-options.

Auto Pay (Electronic Funds Transfer): Complete an application to have your bill paid automatically from a checking or savings account when due.

Online: Receive bills online and pay them electronically by using "MyGSWater". Call (800) 999-4033 for more information.

Phone: Use KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.

Mail: Send bill stub and payment in enclosed envelope.

In Person: Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent near you (service fee applies), or go to your local Golden State Water Office.

Unpaid Bill: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

DISPUTING YOUR BILL

This 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.

Should the amount of this bill be questioned, an explanation should be requested from the utility within five (5) days. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. Mail to: Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102; or call toll-free (800) 649-7570; or visit online at www.cpuc.ca.gov. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

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 a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

DROUGHT INFORMATION/RESTRICTIONS

Golden State Water has implemented local conservation standards for its water systems, reflecting the State Water Board's revised emergency regulations that were issued on May 18, 2016 then extended on Feb. 8, 2017. Many of Golden State Water's systems now have voluntary conservation goals, while others (Edna Road, Cypress Ridge, Nipomo) remain in mandatory conservation under Staged Mandatory Water Conservation and Rationing (Schedule 14.1) due to local water supply conditions.

Please visit gswater.com/drought for additional information and to review the water-use restrictions, conservation goals and reduction mandates for your community. Please check the "Message Center" at the top of this bill for irrigation restrictions in your area.

BILL TERMS AND OTHER USEFUL INFORMATION

WRAM/MCBA. The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) were adopted by the CPUC in 2008 to help balance revenue and expenses during times of drought and mandatory conservation. Because approximately 75 percent of Golden State Water's expenses are "fixed costs" and do not change based on usage, if annual water sales don't generate enough revenue to cover annual fixed costs, Golden State Water must collect the revenue shortfall through the WRAM surcharge.

If water sales generate more revenue than the CPUC-authorized amount, revenue is returned to customers in the form of a temporary surcredit. The MCBA ensures any savings associated with lower purchased water or energy (variable) costs are credited back to customers in the form of a surcredit. Conversely, any supply costs that exceed the CPUC-authorized levels are recovered in the form of a temporary surcharge.

The 2017 WRAM/MCBA surcharge or surcredit is effective on 3/23/2018 (Region 2 and 3) or 3/30/2018 (Region 1), and may include any residual balances from previous WRAM/MCBA filings. For additional information, please visit gswater.com.

PLEASE INDICATE ANY CHANGES

Name:

Address:

City:

State:

Zip:

Home Phone:

Work Phone:

Email:

Sample Electronic Mail for eBill Customers

[Home](#)[Your Service Area](#)

Dear Valued Customer,

Golden State Water is pleased to announce that Customer Confidence Reports are available now!

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.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the State Water Board Division of Drinking Water expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2018 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.

You can view your 2018 Consumer Confidence Report and learn more about your drinking water by visiting the following URL: www.gswater.com/LucerneCCR

que el Decreto de Agua Potable Sana requiere que Golden State Water Company 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.

En los últimos años, Golden State Water Company ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de

Si desea una copia en papel del CCR del 2018 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.

-Golden State Water Company

For the latest updates, visit our website at www.gswater.com or follow us on Twitter at [@GoldenStateH2O](https://twitter.com/GoldenStateH2O).



Copyright © 2018 Golden State Water Company, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#)

Newspaper Proof of Publication

PROOF OF PUBLICATION

(2015.5 C.C.P.)

**STATE OF CALIFORNIA,
County of San Bernardino**

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 principal clerk of the publisher of the LUCERNE VALLEY LEADER, a newspaper of general circulation, published in the Unincorporated Area of Lucerne Valley, County of San Bernardino, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, under the date of February 1, 1957, Case number 187845; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

September 5 and 12

All in the year 2018.

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

**Dated this: 12th day of September,
2018.**



Signature

Leslie Jacobs

**This space is the County Clerk's Filing
Stamp**

Proof of Publication of PUBLIC NOTICE

