

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 – Lucerne |
| Water System Number: | CA3610108 |

The water system named above hereby certifies that its Consumer Confidence Report was distributed on July 1, 2022 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 | Title: Water Quality Engineer |
| Signature: <i>George Zakhari</i> | Date: September 16, 2022 |
| Phone number: (760) 515-8322 | |

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: <http://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: <http://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) of the California Code of Regulations.

CPUC Delivery Letter

September 7, 2022

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 2022 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 2022. 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,

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

Bill Insert



Consumer Confidence
Reports **Available Now!**

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 2022 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 2022 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 inglés) 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 2022 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
Apple Valley South Water System
Arden Water System
Artesia Water System
Barstow Water System
Baypoint Water System
Bell-Bell Gardens Water System
Calipatria Water System
Claremont Water System
Clearlake Water System
Cordova Water System
Cowan Heights Water System
Culver City Water System
Cypress Ridge Water System
Desert View Water System
Edna Road Water System
Florence-Graham Water System
Hollydale Water System
Lake Marie Water System
Los Osos Water System
Lucerne Water System
Morongo Del Norte Water System
Morongo Del Sur Water System
Nipomo Water System
Norwalk Water System
Orcutt Water System
Placentia-Yorba Linda Water System
San Dimas Water System
Simi Valley Water System
Sisquoc Water System
South Arcadia Water System
South San Gabriel Water System
Southwest Water System
Tanglewood Water System
West Orange County Water System
Willowbrook Water System
Wrightwood Water System

www.gswater.com/AppleValleyNorthCCR
www.gswater.com/AppleValleySouthCCR
www.gswater.com/ArdenCCR
www.gswater.com/ArtesiaCCR
www.gswater.com/BarstowCCR
www.gswater.com/BaypointCCR
www.gswater.com/BellBellGardensCCR
www.gswater.com/CalipatriaCCR
www.gswater.com/ClaremontCCR
www.gswater.com/ClearlakeCCR
www.gswater.com/CordovaCCR
www.gswater.com/CowanHeightsCCR
www.gswater.com/CulverCityCCR
www.gswater.com/CypressRidgeCCR
www.gswater.com/DesertViewCCR
www.gswater.com/EdnaRoadCCR
www.gswater.com/FlorenceGrahamCCR
www.gswater.com/HollydaleCCR
www.gswater.com/LakeMarieCCR
www.gswater.com/LosOsosCCR
www.gswater.com/LucerneCCR
www.gswater.com/MorongoDelNorteCCR
www.gswater.com/MorongoDelSurCCR
www.gswater.com/NipomoCCR
www.gswater.com/NorwalkCCR
www.gswater.com/OrcuttCCR
www.gswater.com/Placentia-YorbaLindaCCR
www.gswater.com/SanDimasCCR
www.gswater.com/SimiValleyCCR
www.gswater.com/SisquocCCR
www.gswater.com/SouthArcadiaCCR
www.gswater.com/SouthSanGabrielCCR
www.gswater.com/SouthwestCCR
www.gswater.com/TanglewoodCCR
www.gswater.com/WestOrangeCountyCCR
www.gswater.com/WillowbrookCCR
www.gswater.com/WrightwoodCCR

Sample Bill



SERVICE FOR
[REDACTED]
Lucerne Valley CA 92356

ACCOUNT NUMBER

BILL DATE
June 06, 2022

DUE DATE
June 27, 2022

AMOUNT DUE
\$138.27

Page 1 of 2

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: **Is Closed to the Public** at Apple Valley, CA 92308

To learn about the various Payment Options we offer go to:
www.gswater.com/payment-options

Account Summary

| | | |
|-------------------------|--------------------------|-----------------|
| Previous Balance | | \$63.14 |
| Payments | 5-10-22 Thank You | -\$63.14 |
| Current Charges | Due On June 27, 2022 | \$138.27 |
| Total Amount Due | | \$138.27 |

Current Activity

Rate Schedule R3-1-R (R31RM)

| | | |
|---|-------------------|-----------------|
| Service Charge | 5/8" meter | |
| Service Charge | | \$16.83 |
| Water Usage | | |
| Tier 1 - Water Usage - 13.00 CCF at \$4.143 | | \$53.86 |
| Tier 2 - Water Usage - 8.00 CCF at \$4.764 | | \$38.11 |
| Tier 3 - Water Usage - 8.00 CCF at \$5.479 | | \$43.83 |
| Surcharges, Fees, & Credits | | |
| Low Income Credit | | -\$13.10 |
| WRAM/MCBA Surcredit | | -\$3.21 |
| CPUC Fee - 1.43% - of \$136.32 | | \$1.95 |
| Total New Charges | | \$138.27 |

Drought Stage 1

Usage History (One CCF = 7.48 CGL or 748 gallons)

| Bill Period | 2020 Usage | Target Usage * | Actual Usage |
|----------------|-------------------------|-------------------------|-------------------------|
| Prior | 6 CCF or 44.88 CGL | 8 CCF or 59.84 CGL | 7 CCF or 52.36 CGL |
| Current | 5 CCF or 37.40 CGL | 8 CCF or 59.84 CGL | 29 CCF or 216.92 CGL |
| Next | 35 CCF or 261.80 CGL | 29 CCF or 216.92 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 Period | Days | Previous Reading | Current Reading | CCF Usage |
|------------|----------------|------|------------------|-----------------|-----------|
| [REDACTED] | May 05 Jun 03 | 29 | 600 | 629 | 29 |

Your next scheduled meter read date is approximately July 6, 2022

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

CEBILL

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

ACCOUNT NUMBER: [REDACTED]

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



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

Current Charges Due On June 27, 2022

Total Amount Due

\$138.27

**Amount
Enclosed**

[REDACTED]
Lucerne Valley, CA 92356-0342

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

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 2021 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/LucerneCCR. If your address ends in an EVEN NUMBER (0,2,4,6,8), you may responsibly irrigate outdoors on Wednesday, Friday, & Sunday. Customers with addresses ending in an odd number (1, 3, 5, 7, 9) may water on Tuesday, Thursday, and Saturday.

On 5/1/2022, general customers will receive a monthly credit until 10/31/22 to amortize the WRAM&MCBA. A 12-month surcharge will apply to non-general customers to recover the undercollection in the MCBA. Visit gswater.com for more info.

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 or rates, pending rate applications and sources of fuel or power.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____ **Zip:** _____

Home Phone: _____

Work Phone: _____

Email: _____

Sample Electronic Mail for eBill Customers

[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 2022 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 2022 Consumer Confidence Report and learn more about your drinking water by visiting the following URL:

www.gswater.com/LucerneCCR

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 le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de

información importante acerca del origen y la calidad de su agua potable.

Si desea una copia en papel del CCR del 2022 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.

Sincerely,
Golden State Water Company

For the latest updates, visit our website at www.gswater.com
or follow us on Twitter and Facebook @GoldenStateH2O.



Copyright © 2022 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

LOCALiQ

Mount Shasta Herald
Siskiyou Daily News
Daily Press | The Record

PO Box 631437 Cincinnati, OH 45263-1437

PROOF OF PUBLICATION

Golden State Water
Golden State Water
401 S San Dimas Canyon RD
San Dimas CA 91773-3300

Golden State Water Company's 2022 Annual Water Quality Reports (Consumer Confidence Reports) detailing local water quality and service during the 2021 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.

Published in the
Daily Press
September 1, 2022
(7722459)

STATE OF CALIFORNIA, COUNTY OF SAN BERNARDINO

I, being duly sworn, says:

That I am the Legal Clerk of the Daily Press, a daily newspaper of general circulation, printed and published in Victorville, San Bernardino County, California; that the publication, a copy of which is attached hereto, was published in the said newspaper in the issues dated:

09/01/2022

That said newspaper was regularly issued and circulated on those dates.

Sworn to and subscribed before on 09/01/2022

Legal Clerk

Notary, State of WI, County of Brown

My commission expires

Publication Cost: \$79.40

Order No: 7722459

Customer No: 794107

PO #:

of Copies:
1

THIS IS NOT AN INVOICE!

Please do not use this form for payment remittance.

NICOLE JACOBS
Notary Public
State of Wisconsin