

Electronic Consumer Confidence Report (eCCR) Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	San Francisco Regional Water System
Water System Number:	3810001

The water system named above hereby certifies that its Consumer Confidence Report (CCR) was posted on the [San Francisco Public Utilities Commission \(SFPUC\)](#) website on [May 10, 2022](#) and appropriate [postcard](#) notices of availability of the online CCR were mailed to customers on [May 25, 2022](#). Further, the system certifies that the information contained in the CCR 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: Andrew DeGraca, P.E.	Title: Water Quality Division Director
<small>Shailen Talati for Andrew DeGraca</small> Signature: <i>Shailen Talati</i>	Date: 6/20/2023
Phone number: (650) 652-3102	

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: [SFPUC.org/WaterQualityRegional](https://www.sfpuc.org/WaterQualityRegional)
 - ☐ 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). *Note that although the SFPUC did not specifically call out the CCR for the SF Regional System in each of the social media listed below, the availability of the report was promoted to all followers and online traffic is directed to where the report is located on SFPUC's website. Thus, the report is promoted via these social media (see screenshots attached to the SFWS CCR Certification).*

[Facebook](#)

[Twitter](#)

[Nextdoor](#)

[Instagram](#)

[LinkedIn](#)

- ☐ 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:
- ☐ *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: SFPUC.org/WaterQualityRegional
- ☐ 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._____
- ☐ 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.

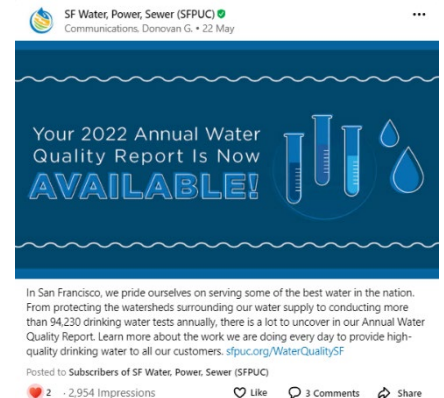
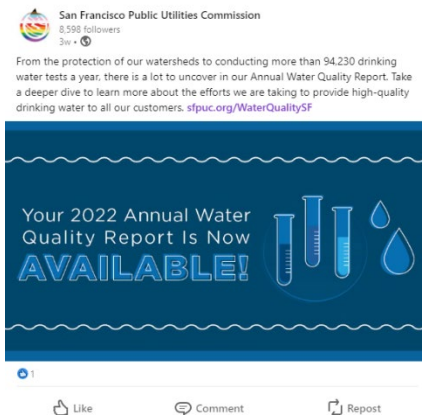
Postcards were sent to 129 retail customers served by the San Francisco Regional Water System to notify them of how to access and read the CCR online via a single-click QR code and/or a short URL. The postcard also provides the information on how to obtain a hardcopy of the report, which was made available on our website prior to the time that the postcards were scheduled to arrive in local mailboxes.

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.

Annual Water Quality Report - Metrics

Social Channel	Total Posts	Total Engagement	Average Engagement	Impressions/Reach
Twitter	6	25	4.16	2,978
Facebook	4	124	31	1,036
LinkedIn	1	1	1	343
Nextdoor	1	5	5	2,954
Instagram Stories	2	219 (VIEWS)	109.5 (AVERAGE VIEWS)	N/A

Social Media Posts





San Francisco
**Water
Power
Sewer**

Services of the San Francisco
Public Utilities Commission

A Newsletter of the San Francisco Public Utilities Commission

currents

Our water is precious

San Franciscans know this better than anybody.
To help spread the water-saving love, we offer:

- Free water-wise checkups for your home, business or garden and free water-saving devices like aerators and showerheads. sfpuc.org/WaterSavingDevices
- Free replacement of old toilets, including installation. sfpuc.org/PREP
- Rebates for new clothes washers, rain barrels, and circulation pumps to reduce hot water wait time in your shower. sfpuc.org/Rebates-Incentives

Thank you, San Francisco! We see you out there making every drop matter. If you want to find more ways to save, visit sfpuc.org/SaveWater



In San Francisco, we pride ourselves on serving some of the best water in the nation. From protecting the watersheds surrounding our water supply to conducting more than **94,230** drinking water tests annually, there is a lot to uncover in our Annual Water Quality Report. Learn more about the work we are doing every day to provide high-quality drinking water to all our customers. **sfpuc.org/WaterQualitySF**

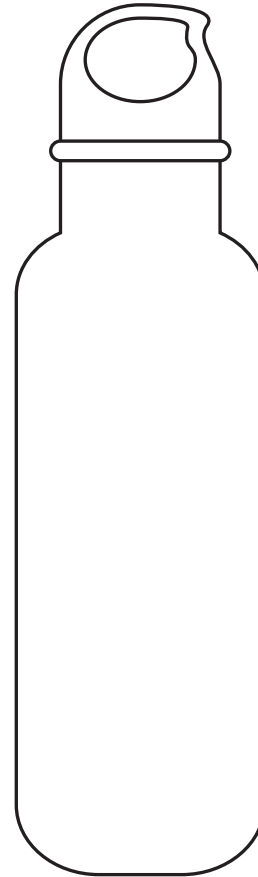
Finish the Scene

What do you use your water bottle for? At the park? At home? At the gym? Finish the scene with this water bottle. You can color it in, add your text on the bottle, fill in the background; draw in your favorite characters, add some personality to the bottle; use your creative imagination, anything is possible!

Share your completed scene for a chance to win your very own reusable water bottle! Make sure to tag **@MySFPUC** and use the hashtag: **#DrinkSFTap**. Three (3) winners will be selected at random. Goodluck!

San Francisco Public Utilities Commission
525 Golden Gate Avenue, San Francisco, CA 94102 | **[SFPUC.org](https://sfpuc.org)**

Customer Services **415-551-3000**
TDD Hearing/Speech Impaired **415-551-3052**
Citywide Customer Service **311**



TO LEARN ABOUT HOW WE SERVE
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A Digital Newsletter of the San Francisco Public Utilities Commission

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JUNE 2023

Honoring 100 years of O'Shaughnessy Dam



In May, the SFPUC celebrated the 100th Anniversary of the construction of O'Shaughnessy Dam. The dam is a key part of a system that delivers high-quality drinking water to 2.7 million customers in four Bay Area counties. Amazingly, water flows to the Bay Area using only the power of gravity, and generates greenhouse gas-free hydropower to support San Francisco along the way.

[Click here to read more](#)



Water Quality Report

In San Francisco, we pride ourselves on serving some of the best water in the nation. From protecting the watersheds surrounding our water supply to conducting more than **94,230** drinking water tests annually, there is a lot to uncover in our Annual Water Quality Report. Learn more about the work we are doing every day to provide high-quality drinking water to all our customers.

sfpuc.org/WaterQualitySF



Water Conservation Showcase

Curious about how climate change will impact the future of our water supply? Join us June 15 for the 20th Annual #WaterConservationShowcase.

bit.ly/wcs-2023



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