

APPENDIX B: eCCR Certification Form (Suggested Format)

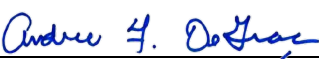
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	San Francisco Water System
Water System Number:	3810011

The water system named above hereby certifies that its Consumer Confidence Report was posted on the system's website on [May 28, 2021](#) and appropriate [postcard](#) notices of availability of the online Consumer Confidence Report were mailed to customers on [June 2, 2021](#). 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: Andrew DeGraca, P.E.	Title: Water Quality Division Director
Signature: 	Date: 7/12/2021
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: www.sfpuc.org/waterqualityreport
 - ☐ 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) – [see attached screenshots](#)
[Facebook \(6/7/21, 6/11/21, 6/18/21, 6/25/21, 7/5/21, and 7/8/21\)](#)
[Twitter \(6/7/21, 6/16/21, 6/23/21, and 6/28/21\)](#)
[Nextdoor \(6/7/21\)](#)
- ☐ 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.sfpuc.org/waterqualityreport
- ☐ *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.sfpuc.org/waterqualityreport
- ☐ 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.

We sent postcards notifying residents and business owners of the release of the report
online as well as how they can obtain a hardcopy of the report. The report was available
on our website at the time that the postcards would have arrived 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.*

Screenshots of Facebook Announcements of 2020 Water Quality Report (CCR)

June 7

We are committed to providing high-quality drinking water to all our customers. Our Annual Water Quality Report details the steps we take every day to meet our rigorous standards for top-quality drinking water. <https://bit.ly/3x4Qd0j>

2020 ANNUAL WATER QUALITY REPORT

CITY OF SAN FRANCISCO

Performance for Your Post

261 People Reached

1 Likes, Comments & Shares

0 Likes	0 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
1 Shares	1 On Post	0 On Shares

7 Post Clicks

3 Photo Views	4 Link Clicks	0 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

June 11

We test our water over 95,000 times, so every time you turn on your faucet for some delicious tap water, it is safe to drink and always refreshing. <https://sfpuc.org/waterqualityreport>

WE CONDUCTED MORE THAN 95,400 DRINKING WATER TESTS PER YEAR

Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

245 People Reached 11 Engagements

David Keith Rodrigues and Milton Lau 1 Comment 1 Share

Performance for Your Post

245 People Reached

8 Reactions, Comments & Shares

5 Like	2 On Post	3 On Shares
1 Wow	1 On Post	0 On Shares
1 Comments	1 On Post	0 On Shares
1 Shares	1 On Post	0 On Shares

3 Post Clicks

0 Photo Views	1 Link Clicks	2 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

June 18

San Francisco's tap water. Cleanly, safely and daily. Followed by millions. <https://sfpuc.org/waterqualityreport>

WE CONDUCTED MORE THAN 95,400 DRINKING WATER TESTS PER YEAR

Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

227 People Reached 17 Engagements

Milton Lau, DE Carter and 5 others 1 Comment 1 Share

Performance for Your Post

227 People Reached

2 Likes, Comments & Shares

2 Likes	2 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

3 Post Clicks

1 Photo Views	0 Link Clicks	2 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

June 25

In San Francisco, we are proud of our delicious tap water. Quality tested over 95,000 times a year to make sure you are always drinking the highest quality drinking water. <https://sfpuc.org/waterqualityreport>

WE CONDUCTED MORE THAN 95,400 DRINKING WATER TESTS PER YEAR

Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

233 People Reached 5 Engagements

David Keith Rodrigues and DE Carter

Performance for Your Post

233 People Reached

2 Likes, Comments & Shares

2 Likes	2 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

3 Post Clicks

1 Photo Views	0 Link Clicks	2 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

4d

We test, and then we test again, and again, and again, and again, and again, and again, and again, and again, and again, and about another 95,000 times. So you can always trust your tap water and drink with confidence. <https://bit.ly/3x4Qd0j>

WE CONDUCTED MORE THAN 95,400 DRINKING WATER TESTS PER YEAR

Get More Likes, Comments and Shares
When you boost this post, you'll show it to more people.

364 People Reached 12 Engagements

Jim Blas, Milton Lau and 3 others 2 Comments

Performance for Your Post

364 People Reached

7 Likes, Comments & Shares

5 Likes	5 On Post	0 On Shares
2 Comments	2 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

5 Post Clicks

0 Photo Views	0 Link Clicks	5 Other Clicks
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NEGATIVE FEEDBACK

0 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

1d

SF Water, Power, Sewer (SFPUC) created a poll.

What is the average cost of SF tap water?

56% \$0.002 per gallon

44% \$0.01 per gallon

This poll has ended. 9 Votes

143 People Reached 0 Engagements

Boost Unavailable

Performance for Your Post

143 People Reached

0 Likes, Comments & Shares

0 Likes	0 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

0 Post Clicks

0 Photo Views	0 Link Clicks	0 Other Clicks
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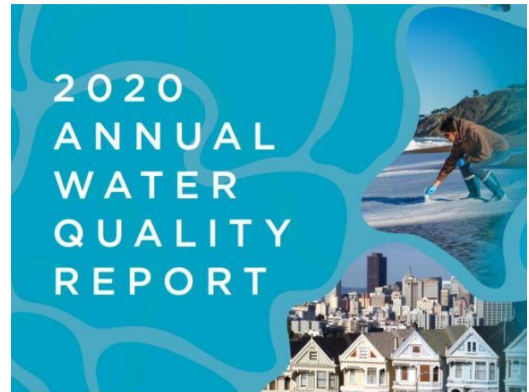
NEGATIVE FEEDBACK

1 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts

Screenshots of Nextdoor & Twitter Announcements of 2020 Water Quality Report (CCR)

SF Water, Power, Sewer (SFPUC)
Social Media Coordinator Donovan - SFPUC Communications • 7 Jun



2020 ANNUAL WATER QUALITY REPORT

San Francisco Tap Water: High-Quality, Reliable, and Resilient. Hello San Francisco,

From frequently testing the quality of our water to our rigorous water disinfection processes, we are committed to providing high-quality drinking water for all our customers. Check out our 2020 Annual Water Quality Report to see the efforts our agency is taking to provide fresh and high-quality drinking water when you need it most. <https://bit.ly/3x4OqI0>


[sfpuc.org](https://bit.ly/3x4OqI0)

Posted to **Subscribers of SF Water, Power, Sewer (SFPUC)**

👥 5 Neighbors · 4528 Impressions · 4 Comments

SF Water Power Sewer
@MySFPUC

We are fortunate to have some of the best tap water in the country. We rigorously protect and test the quality of your water to ensure that it meets or exceeds all federal and state standards for health. sfpuc.org/waterqualityre...



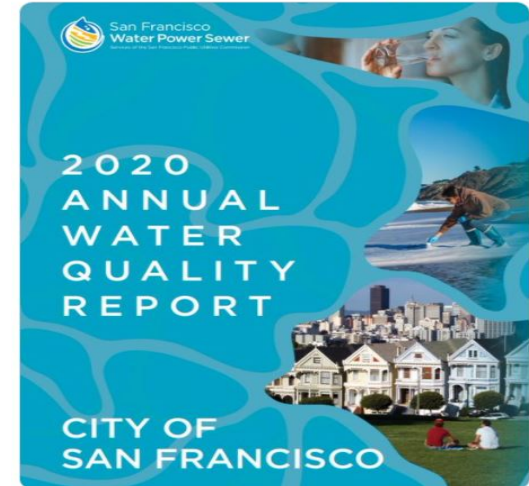
2:01 PM · Jun 23, 2021 · Hootsuite Inc.

👁 View Tweet activity

1 Quote Tweet · 2 Likes

SF Water Power Sewer
@MySFPUC

The quality of your water matters. Take a deeper dive into our Annual Water Quality Report and learn more about the efforts we are taking to provide high-quality drinking water to all our customers. bit.ly/3x4OqI0



2020 ANNUAL WATER QUALITY REPORT

CITY OF SAN FRANCISCO

👤 City of San Francisco and 5 others


10:33 AM · Jun 7, 2021 · Twitter Web App

👁 View Tweet activity

3 Retweets · 7 Likes

SF Water Power Sewer
@MySFPUC

We are committed to providing the highest quality of drinking water every day, which is why we test our water over 95,000 times a year. [#DrinkSFTap](https://sfpuc.org/waterqualityre...) sfpuc.org/waterqualityre...



WE CONDUCTED MORE THAN 95,400 DRINKING WATER TESTS PER YEAR

8:30 AM · Jun 16, 2021 · Hootsuite Inc.

👁 View Tweet activity

1 Retweet · 1 Quote Tweet · 4 Likes

NEWS RELEASE

SFPUC Contact:

Will Reisman

415-551-4346

wreisman@sfwater.org

FOR IMMEDIATE RELEASE

June 8 2021

Commitment to Safety Highlighted in SFPUC's 2020 Water Quality Report

Latest annual report details that more than 95,000 water tests were conducted throughout the system, in addition to rigorous daily monitoring practices

San Francisco, CA – Despite the global pandemic, the [San Francisco Public Utilities Commission \(SFPUC\)](#) conducted more than 95,000 water tests throughout its system in 2020 to ensure healthy and safe drinking water for its 2.7 million customers. These tests were conducted in addition to the rigorous treatment processes carried out daily by the SFPUC's certified operators and online tools and instruments.

The SFPUC's commitment to providing drinking water that meets or exceeds all water quality standards is highlighted in the agency's annual [Water Quality Report](#), which was released this week. The SFPUC produces this annual report to provide information on where the agency's water comes from, how it is treated, and its overall chemical composition.

"We are incredibly proud of the product that we deliver to our customers and that pride comes from our painstaking commitment to water quality standards and testing," said SFPUC Acting General Manager Michael Carlin. "Our latest Water Quality Report reflects those ideals and shows how we work every day to ensure that our customers can enjoy the best possible drinking water."

The SFPUC provides drinking water to 2.7 million customers in four Bay Area counties comes from a variety of protected and carefully managed sources. Those sources include:

- Surface water from creeks and rivers stored in reservoirs located in the Sierra Nevada, Alameda County and San Mateo County.
- Groundwater supplies stored in a deep aquifer located in San Francisco and San Mateo counties.

Although the majority of the water comes from Hetch Hetchy Reservoir in the Sierra Nevada, an important part of that supply comes from rainfall collected in East Bay and Peninsula reservoirs and filtering into the groundwater aquifer. The SFPUC serves an ever-changing blend of these different sources to its customers.

By relying on multiple sources of water supply, the SFPUC helps protect customers from potential disruptions in water supply from emergencies or natural disasters. A diverse mix of water sources also helps the agency be more resilient to long-term water vulnerabilities, such as global climate change, regulatory changes and population growth.

To meet drinking water standards for consumption, water from all of the SFPUC's surface water sources undergoes treatment before it is delivered to our customers.

Water from Hetch Hetchy Reservoir is exempt from state and federal filtration requirements but receives ultraviolet light and chlorine disinfection, pH adjustment for optimum corrosion control, fluoridation for dental health protection, and chloramination for maintaining disinfectant residual.

The SFPUC routinely carries out lead and copper sampling studies, to ensure that the systems delivering its water are safe. The SFPUC has assisted nearly 200 public and private schools for lead monitoring in tap water and the agency is currently working with San Francisco Unified School District to develop a voluntary, 5-year recurring monitoring program to provide continued support to local schools in addressing lead in their tap water.

Additionally, as part of its water quality efforts, the agency conducts studies for man-made chemicals known as Per- and polyfluoroalkyl substances (PFAS) and found that none of those materials were detected in SFPUC water sources.

For more information about the SFPUC's commitment to safe practices, visit www.sfpuc.org/waterquality.

About the San Francisco Public Utilities Commission

The San Francisco Public Utilities Commission (SFPUC) is a department of the City and County of San Francisco. It delivers drinking water to 2.7 million people in the San Francisco Bay Area, collects and treats wastewater for the City and County of San Francisco, and generates and delivers clean power for municipal buildings, residential customers, and businesses. Our mission is to provide our customers with high quality, efficient and reliable water, power, and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to our care. Learn more at www.sfpuc.org.



San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

WE CONDUCTED MORE THAN

95,400

**DRINKING WATER
TESTS PER YEAR**

View Our 2020 Water Quality Report
at **sfpucc.org/waterqualityreport**

For a printed copy, call **(415) 551-4749**



This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

Mahalaga ang impormasyong ito. Mangyaring ipasalin ito.

این اطلاعیه شامل اطلاعات مهمی راجع به آب آشامیدنی است. اگر نمیتوانید این اطلاعات را به زبان انگلیسی بخوانید لطفاً از کسی که میتواند این را برایتان تفسیر کند یا با کسی که میتواند این را برایتان تفسیر کند.

Cé rapport contient des information importantes concernant votre eau potable. Veuillez traduire, ou parlez avec quelqu'un qui peut le comprendre.

”هذا التقرير يحتوي على معلومات مهمة تتعلق بمياه الشفة (أو الشرب).
ترجم التقرير، أو تكلم مع شخص يستطيع أن يفهم التقرير.“

Этот отчет содержит важную информацию о вашей питьевой воды. Переведите его или поговорите с тем, кто это понимает.

הדו"ח הזה מכיל מידע חשוב לגבי מי השתייה שלך.
תרגם את הדו"ח או דבר עם מישהו שמבין אותו

此份水質報告，內有重要資訊。請找他人為你翻譯和解說清楚。

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

Dieser Bericht enthält wichtige Information über Ihr Trinkwasser. Bitte übersetzen Sie ihn oder sprechen Sie mit jemandem, der ihn versteht.

Questo rapporto contiene informazioni importanti che riguardano la vostra acqua potabile. Traducetelo, o parlate con una persona qualificata in grado di spiegarvelo.

この報告書には上水道に関する重要な情報が記されております。翻訳を御依頼なされるか、内容をご理解なさっておられる方にお尋ね下さい。

यह सूचना महत्वपूर्ण है । कृपा करके किसी से सका अनुवाद करायें ।

이 안내는 매우 중요합니다. 본인을 위해 번역인을 사용하십시오.

Η κατοὺθεν αναφορά παρουσιαζή σπουδαίες πληροφορίες για το ποσιμο νερο σας. Πρακακλω να το μεταφρασετε η να το σζολειασετε με καποιον που το καταλαβαινη απολητας.



San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

Customer Services
525 Golden Gate Avenue, 3rd Floor
San Francisco, CA 94102



@MySFPUC
#qualitymatters

PRESRT STD
U.S. POSTAGE
PAID
SAN FRANCISCO, CA
PERMIT NO. 6678

Veá nuestro Informe Anual de Calidad del Agua de 2020 en
sfpuc.org/waterqualityreport. 查閱2020年水質報告 sfpuc.org/waterqualityreport
Tingnan ang aming ulat tungkol sa kalidad ng aming tubig para sa 2020
sfpuc.org/waterqualityreport.