

APPENDIX B: eCCR Certification Form (Suggested Format)

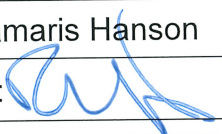
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	City of Morro Bay
Water System Number:	CA4010011

The water system named above hereby certifies that its Consumer Confidence Report was distributed on __July 1, 2022____ (date) 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: Damaris Hanson	Title: Utility Division Manager
Signature: 	Date:
Phone number: 805-772-6265	blank

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.morrobayca.gov/CCR2021
 - ☐ 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. www.morrobayca.gov/CCR2021_____
- ☒ 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. www.morrobayca.gov/CCR2021_____
- ☒ 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.

The CCR 2021 was uploaded to the City Website, and sent via a notification "news flash" that it was available. Citizen can sign up for City News flash event.

The CCR was printed and made available at City Hall and Public Services office lobbies.
A notification insert was sent in the water bills informing customers the CCR is available. (1/3 sheet included) Also a notification on the back page of the bill (included highlighted)
For E-pay customers an email was sent notifying them the CCR was available at www.morrobayca.gov and the CCR was attached to the email. (included)

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.

Back page of Water Bill

Water Quantity Charges		Minimum Fixed Rate	Utility Discount Rate
(Billed in 100 cubic feet of metered water use (\$/hcf))		\$ 32.00	\$ 28.80
Tier	Use in Tier	Hcf Rate Per Usage	Utility Discount Rate
Tier 1	1-3 hcf	\$ 6.00	\$ 5.40
Tier 2	4-10 hcf	\$ 8.50	\$ 7.65
Tier 3	11-50 hcf	\$ 11.00	\$ 9.90
Tier 4	>50 hcf	\$ 14.00	\$ 12.60
1 hcf=100 cubic feet=748 gallons			

Residential Sewer Rates

(Fixed monthly charge per residential dwelling unit)

	Minimum Fixed Rate	Utility Discount Rate
Single Family	\$ 83.00	\$ 74.70
Multiple Family/Condo	\$ 66.40	\$ 59.76

Non-Residential Sewer Rates

(Billed in 100 cubic feet of metered water use (\$/hcf))

	Hcf Rate Per Usage
Class A - Low Strength	\$ 11.40
Class B - Domestic Strength	\$ 13.61
Class C - Moderate Strength	\$ 15.82
Class D - Mod-High Strength	\$ 18.03
Class E - High Strength	\$ 22.46
Minimum Monthly Charge	\$ 66.40

1 hcf=100 cubic feet=748 gallons

Annual water quality report will be available July 1, 2022. To view your 2021 Annual Water Quality Report please visit www.morrobayca.gov/CCR2021 or call 805-772-6261 for a hard copy.

Non-Residential Sewer Classification

Class A - Low Strength includes schools, laundromats, carwashes, city and public facilities, & water softener accounts
 Class B - Domestic Strength includes professional offices, retail stores, mobile home parks, and all other standard-strength commercial accounts.
 Class C - Moderate Strength includes motels, retirement homes with dining facilities, and mortuaries.
 Class D - Mod-High Strength includes hotels with dining rooms or restaurants, and mixed-use accounts where high-strength sewage contributes an estimated 25% to 75% total wastewater flow.
 Class E - High Strength includes restaurants, bakeries, and seafood processors.

Note: The City reserves the right to estimate wastewater strength and assign customer class.

WRF Water Surcharges

Residential WRF Water Surcharges

Fixed monthly surcharge per residential dwelling unit

Single Family Home	\$16.00
Multi-Family/Condominium Unit	12.80

Non-Residential WRF Water Surcharges

Volumetric surcharge per hcf of metered water uses

Surcharge per hcf of water use	\$3.64
Minimum Monthly Charge	12.80

1 hcf = 100 hundred cubic feet = 748 gallons

WRF Sewer Surcharges

Residential WRF Water Surcharges

Fixed monthly surcharge per residential dwelling unit

Single Family Home	\$25.00
Multi-Family/Condominium Unit	20.00

Non-Residential WRF Water Surcharges

Volumetric surcharge per hcf of metered water uses

Class A - Low Strength	\$3.64
Class B - Domestic Strength	4.10
Class C - Moderate Strength	4.77
Class D - Mod-High Strength	5.43
Class E - High Strength	6.77
Minimum Monthly Charge	20.00

1 hcf = 100 hundred cubic feet = 748 gallons

****Water Reclamation Facility (WRF) Water and Sewer Surcharge Rates are effective July 1, 2019**

Payment Methods

Monthly Bank Draft:	Authorization for automatic deduction from bank account (no fee)
Online Credit Card:	From our website at PayGov.us (3% fee)
Electronic Bill-Pay:	Initiated by customer through their personal banking
Check:	Payable to The City of Morro Bay

Charges Due

Current charges are due upon receipt.
 Past due amounts are subject to penalties and shut off.
 Due Dates apply to current charges only and are due by the last day of the month. A 10% late fee will be assessed on the total previous balances if not paid by due date.

Low-Income Utility Discount Program

The City of Morro Bay has created a water and sewer utility discount program in which customers who qualify for assistance through PG&E or SoCal Gas' Customer CARE Program can also receive a discount on their City water bills. Qualifying residents will receive a 10% discount on the overall monthly utility bill. Eligibility for Morro Bay's Utility Discount Program must be renewed annually in July. A qualifying customer may enroll at anytime. To submit an application please see our website at: www.morrobayca.gov/DocumentCenter/View/11080/Utility-Discount-Program

The discount is paid for with prior years' revenue from penalties, charges for non-sufficient checks and voluntary donations.

If you'd like to donate to the program, please remit in person or mail to:
 City of Morro Bay - UT Discount Program
 595 Harbor St,
 Morro Bay, CA 93442

CITY OF MORRO BAY
ANNUAL CONSUMER CONFIDENCE RPORT
ON WATER QUALITY

The Consumer Confidence Report (CCR) is an annual water quality report that the City of Morro Bay is required to provide to its customers under the Safe Drinking Water Act (SDWA). The purpose of the CCR is to raise customer awareness of the quality of their drinking water, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

The 2021 Annual Water Quality Report will be available at www.morrobayca.gov/CCR2021 On July 1, 2022

If you would like to receive a paper copy of the report, or to speak with someone about the report, please contact us at (805) 772-6265 or email dhanson@morrobayca.gov

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

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Damaris Hanson

From: Damaris Hanson
Sent: Friday, July 1, 2022 2:04 PM
To: Damaris Hanson
Subject: Annual Drinking Water Quality Report - Morro Bay
Attachments: 2021 CCR.pdf

Hello Morro Bay Water Customers,
2021 Consumer Confidence Report or Annual Drinking Water Quality Report is available.

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The 2021 Annual Water Quality Report is attached to this email and also available at <https://www.morrobay.ca.us/CCR2021>

If you would like to receive a paper copy of the report by mail, or to speak with someone about the report, please contact us at (805) 772-6265

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

If you have received this email and are no longer a City of Morro Bay water customer, we apologize.

Damaris Hanson

Utilities Division Manager
City of Morro Bay
955 Shasta Ave.
Morro Bay, CA 93442

dhanson@morrobayca.gov
Phone: (805) 772-6265
Fax: (805) 772-6268