

# ATTACHMENT 7

## Consumer Confidence Report Certification Form

(to be submitted with a copy of the CCR)

(to certify electronic delivery of the CCR, use the certification form on the State Board's website at [http://www.waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/CCR.shtml](http://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml))

Water System Name: Heritage Ranch Community Services District

Water System Number: 4010012

The water system named above hereby certifies that its Consumer Confidence Report was distributed on March 1, 2019 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.

Certified by: Name: Jason Molinari  
Signature:   
Title: Operations Manager  
Phone Number: (805) 227-6230 Date: March 14, 2019

To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:

- CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used: The Districts' website address is listed on the bottom of each water and sewer bill notifying customers that the consumer confidence report is available online. In addition, customers can pick up a paper copy at the District office.
- "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
  - Posting the CCR on the Internet at [www.heritageranchcsd.ca.gov/CCR\\_2018.pdf](http://www.heritageranchcsd.ca.gov/CCR_2018.pdf)
  - 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)
  - 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 address: www.\_\_\_\_\_
- For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission



**HERITAGE RANCH  
COMMUNITY SERVICES DISTRICT**  
4870 HERITAGE ROAD  
PASO ROBLES, CA 93446-4185



\*\*AUTO\*\*SCH 5-DIGIT 93446 1 PSS 112294AA12-A-1  
4 1 AV 0.360



KEITH BROWN  
4625 BLUE LUPINE LN  
PASO ROBLES CA 93446-4172

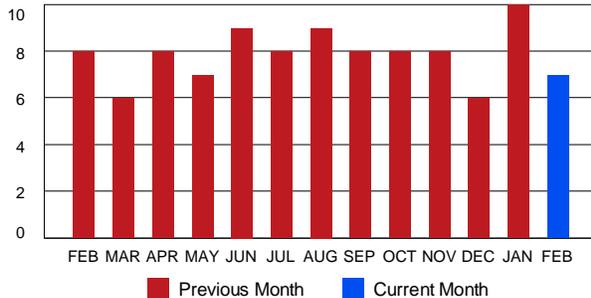
**CURRENT WATER USAGE**

Meter	Previous Read	Current Read	Usage
12866752	0	2	7
07018159	675	680	*5

\*SWAP METER

1 Unit = 100 Cubic Feet = 748 Gallons of Water

**USAGE HISTORY (IN UNITS)**



**SPECIAL MESSAGE**

Keep the above portion for your records and return this portion along with your payment  
**PLEASE MAKE CHECK PAYABLE TO HERITAGE RANCH COMMUNITY SERVICES DISTRICT**

**ACCOUNT INFORMATION**

Account Name: KEITH BROWN  
Service Address: 4625 BLUE LUPINE LN  
Service Period: 02/01/2019 to 03/01/2019  
Billing Date: 03/01/2019

**UTILITY BILL**

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0475-0121-00	03/25/2019	\$70.83

**ACCOUNT INFORMATION**

Account Name: KEITH BROWN  
Service Address: 4625 BLUE LUPINE LN  
Service Period: 02/01/2019 to 03/01/2019  
Billing Date: 03/01/2019

**FOR BILLING INQUIRIES, PLEASE CONTACT**

Office Hours: Monday thru Friday, 7:30 a.m. to 4:00 p.m.  
Phone: (805) 227-6230 Fax: (805) 227-6231  
Website: www.heritagerranchcsd.com

**BILL SUMMARY**

Previous Balance	\$79.23
Payments Received*	-\$79.23
<b>Balance Forward</b>	<b>\$0.00</b>

\*PAYMENTS RECEIVED AFTER THE 25TH MAY NOT BE REFLECTED ON THIS BILL.

**CURRENT CHARGES**

Water	\$21.64
Water Used	
Tier - One	7 @ 2.80
<b>Total Water Charges</b>	<b>\$41.24</b>
Sewer	\$29.59
<b>Total New Charges Due 03/25/2019</b>	<b>\$70.83</b>

**TOTAL AMOUNT DUE**

**\$70.83**

**ANY REMAINING BALANCE AFTER THE 25TH IS SUBJECT TO A 10% PENALTY.**

**ACCOUNT INFORMATION**

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0475-0121-00	03/25/2019	\$70.83

Account Name: KEITH BROWN  
Service Address: 4625 BLUE LUPINE LN  
Service Period: 02/01/2019 to 03/01/2019  
Billing Date: 03/01/2019

**AMOUNT ENCLOSED:**

Please write account number on check and remit payment to:

Check box for change of mailing address and/or contact information and indicate changes on reverse side.

Check here if paying by credit card, see reverse for details.



HERITAGE RANCH  
COMMUNITY SERVICES DISTRICT  
4870 HERITAGE RD  
PASO ROBLES CA 93446-4185

**HERITAGE RANCH COMMUNITY SERVICES DISTRICT**

4870 HERITAGE ROAD  
PASO ROBLES, CA 93446  
(805) 227-6230

**SERVICE CHARGES**

This bill is due and payable upon receipt. Current charges are past due if not paid by 4:00 pm on the 25<sup>th</sup> day of the month. At such time, a 10% past due penalty will be added. Accounts remaining unpaid after the penalty date are subject to termination and additional penalties. The district shall provide a 48 hour notification prior to service termination.

The district will not accept responsibility for late or non-delivery of utility bills by the post office. If you do not receive your bill by the 10th of the month, please contact the district at (805) 227-6230.

**PAY BY MAIL**

Use the return envelope provided in your bill to pay **by check, money order or credit card**. We accept Visa or Mastercard. **DO NOT SEND CASH.**

**PAY ONLINE**

Pay your bill online at [www.heritageranchcsd.com](http://www.heritageranchcsd.com). We accept Visa, Mastercard, Discover, American Express and eCheck. There is a fee for this option.

**SIGN UP FOR AUTOMATIC WITHDRAWAL**

Sign up for auto-pay from your checking or savings account. Draft forms are available at the district office or on our website at [www.heritageranchcsd.com](http://www.heritageranchcsd.com). There is no charge for this payment option. You will continue to receive a monthly bill, however it will be stated "paid by draft". The district automatically drafts your account for the balance due on the 15<sup>th</sup> of the month.

**ANNUAL WATER QUALITY REPORT**

*Este informe contiene informacion muy importante sobre su agua potable. Traduzcalo o hable con alguien que lo entienda bien.*

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires AWD to provide you with. The purpose of the CCR is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

To view your 2018 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL: [www.heritageranchcsd.ca.gov/CCR\\_2018.pdf](http://www.heritageranchcsd.ca.gov/CCR_2018.pdf). This report contains important information about the sources and quality of your drinking water. To speak with someone about the report or to receive a paper copy of your report mailed to you, please call (805) 227-6230.

If your billing address or contact information has changed or if your address is incorrect as it appears on this bill, please provide corrections here:

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

**CREDIT CARD PAYMENT**

Please enter full credit card number excluding any dashes (Visa or MC only)  
A \$3.95 fee will be applied to all credit card payments.

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Exp Mon./Yr \_\_\_\_\_ / \_\_\_\_\_ Amount \$ \_\_\_\_\_

Name on Card \_\_\_\_\_ Signature \_\_\_\_\_

**FAILURE TO COMPLETE THIS FORM IN ITS ENTIRETY WILL PREVENT PAYMENT FROM BEING PROCESSED**



# Heritage Ranch Community Services District

## 2018 CONSUMER CONFIDENCE REPORT

To Our Customers: *We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 - December 31, 2018 and may include earlier monitoring data. Este informe contiene información muy importante sobre su agua potable. Tradúzcalo ó hable con alguien que lo entienda bien.*

Heritage Ranch Community Services District treats surface water from gallery wells in the Nacimiento River approximately 3,000 feet downstream from Nacimiento Reservoir before distribution to customers. The treatment plant has always been a direct filtration plant until the addition of a plate settler in late 2014. The plate settler acts as a sedimentation basin before the traditional filtration treatment. A watershed sanitary survey for the Nacimiento Reservoir was performed by San Luis Obispo County in 2014. The survey identifies potential contaminating activities in the watershed and assesses their impact on the raw and treated water quality. The greatest risks to the Nacimiento Reservoir as a drinking water supply come from extensive grazing, unlimited body contact recreation, numerous domestic wastewater facilities, and the potential for a large wildland fire. Urban development and agricultural cropland are increasing and may present future risks. Variable risk levels are presented by military activities and illicit commercial crops. A copy of the survey can be found by contacting the San Luis Obispo County Water Quality Laboratory at (805) 781-5111 or by viewing the report at: <http://heritageranchcsd.ca.gov/Nacimiento-Lake-Watershed-Survey.pdf>. The Heritage Ranch CSD Board meets on the third Thursday of every month at 4:00 p.m. at the District Office, public participation is welcome.

### Sources of Contaminants

**The sources of drinking water** (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



### Contaminants that may be present in source water include:

- *Microbial contaminants*, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- *Inorganic contaminants*, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- *Pesticides and herbicides* that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

- *Organic chemical contaminants*, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- *Radioactive contaminants* that can be naturally-occurring or be the result of oil and gas production and mining activities.

**In order to ensure that tap water is safe to drink**, the USEPA and the State Water Resources Control Board (State Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Board regulations also establish limits for contaminants in bottled water that provide the same protection for public health.

**Tables 1, 2, 3, 4, 5, and 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent.** The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. For questions about this data, contact Jason Molinari, Operations Manager, at (805) 227-6230.

## **Additional General Information on Drinking Water**

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the USEPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. USEPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

**Lead-Specific Language for Community Water Systems:** If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Heritage Ranch Community Services District is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or by viewing at the following website: <http://www.epa.gov/safewater/lead>.



**REGULATED SUBSTANCES**

**TABLE 1 SAMPLING RESULTS SHOWING THE DETECTION OF COLIFORM BACTERIA**

Microbiological Contaminants (complete if bacteria detected)	Highest No. of Detections	No. of months in violation	MCL	MCLG	Typical Source of Bacteria
Total Coliform Bacteria	None	None	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or <i>E. coli</i>	None	None	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or <i>E. coli</i>	0	Human and animal fecal waste
<i>E. coli</i> (federal Revised Total Coliform Rule)	None	None	(a)	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and either *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.

**TABLE 2 – SAMPLING RESULTS SHOWING THE DETECTION OF LEAD AND COPPER**

Lead and Copper (complete if lead or copper detected in the last sample set)	Sample Date	No. of samples collected	90 <sup>th</sup> percentile level detected	No. sites exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb)	2016	10	ND	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	2016	10	0.761	0	1.3	0.3	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

**TABLE 3 – DETECTION OF CONTAMINANTS WITH A PRIMARY DRINKING WATER STANDARD**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Aluminum (ppb)	2018	ND	ND	1,000	600	Erosion of natural deposits; residual from some surface water treatment processes
Fluoride (ppb)	2018	100	100	2,000	1,000	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Barium (ppm)	2018	ND	ND	1,000	2,000	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Nickel (ppb)	2018	ND	ND	100	12	Erosion of natural deposits; discharge from metal factories
**Total Trihalomethanes (ppb)	2018	41.3	27-51	80	n/a	By-product of drinking water chlorination
**Haloacetic Acids (ppb)	2018	39	20-43	60	n/a	By-product of drinking water disinfection
**Chlorine (ppm)	2018	0.76	0.48-0.98	[4.0 (as Cl <sub>2</sub> )]	[4 (as Cl <sub>2</sub> )]	Drinking water disinfection added to treatment

\*\* Distribution system sampling results ND = Non Detect

**SECONDARY SUBSTANCES**

**TABLE 4 – DETECTION OF CONTAMINANTS WITH A SECONDARY DRINKING WATER STANDARD**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sulfate (ppm)	2018	39.9	34-45.8	500	n/a	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (ppm)	2018	195	180-210	1,000	n/a	Runoff/leaching from natural deposits
Chloride (ppm)	2018	9.5	8-11	500	n/a	Runoff/leaching from natural deposits; seawater influence
Manganese (ppb)*	2018	ND	ND	50	n/a	Leaching from natural deposits
Turbidity (units)	2018	0.25	0.2-0.3	5	n/a	Soil runoff
Color (units)	2018	ND	ND	15	n/a	Naturally-occurring organic materials
Specific Conductance (umhos/cm <sup>2</sup> )**	2018	333	300-366	1,600	n/a	Substances that form ions when in water; seawater influence

\*Manganese was detected above the established state secondary MCL. The MCL for manganese was set to protect against unpleasant aesthetic effects such as color, taste, odor, and staining of plumbing fixtures (e.g., tubs and sinks) and of clothing during laundering.

\*\*umhos/cm<sup>2</sup> = micro ohms per square centimeter

## OTHER SUBSTANCES

**TABLE 5 – SAMPLING RESULTS FOR SODIUM AND HARDNESS**

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	2018	12.5	10-15	none	none	Salt present in the water and is generally naturally occurring
Hardness (ppm)	2018	140.5	121-160	none	none	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

**TABLE 6 – SAMPLING RESULTS SHOWING TREATMENT OF SURFACE WATER SOURCES**

Treatment Technique <sup>(a)</sup> Our drinking water treatment plant is a conventional filtration system including sedimentation, flocculation, coagulation, filtration, and disinfection.	
Turbidity Performance Standards <sup>(b)</sup> (that must be met through the water treatment process)	Turbidity of the filtered water must: 1 – Be less than or equal to 0.3 NTU in 95% of measurements in a month. 2 – Not exceed 1 NTU for more than eight consecutive hours. 3 – Not exceed 5.0 NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100% of samples met Standard No. 1
Highest single turbidity measurement during the year	0.259 NTU
Number of violations of any surface water treatment requirements	0

(a) A required process intended to reduce the level of a contaminant in drinking water.

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

## KEY TERMS AND ABBREVIATIONS

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (USEPA).

**Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**Primary Drinking Water Standards (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.

**Secondary Drinking Water Standards (SDWS):** MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.

**Treatment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.

**Regulatory Action Level (AL):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Variations and Exemptions:** State Board permission to exceed an MCL or not comply with a treatment technique under certain conditions.

**ND:** not detectable at testing limit

**ppm:** parts per million or milligrams per liter (mg/L)

**ppb:** parts per billion or micrograms per liter (µg/L)

**ppt:** parts per trillion or nanograms per liter (ng/L)

**ppq:** parts per quadrillion or picogram per liter (pg/L)

**pCi/L:** picocuries per liter (a measure of radiation)