APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

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 June 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: Scott B. Duffield	Title: General Manager
Signature: Scott B. Duffield	Date: 6/2/2022
Phone number: 805-227-6230	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: https://heritageranchcsd.ca.gov/files/ba4f632dc/CCR_2021.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)
- ☐ 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: https://heritageranchcsd.ca.gov/files/ba4f632dc/CCR_2021.pdf

☐ 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.

Water system provides a Uniform Resource Locator (URL) prominently displayed on utility bill mailings that provides a direct link to the CCR, explains the nature of the link, and includes a customer option for delivery of a mailed paper copy, or emailed 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.

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

UTILITY BILL

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0999-0009-00	06/25/2022	$627.98

ACCOUNT INFORMATION

Account Name:	HROA
Service Address:	BIG POOL HERITAGE ROAD
Service Period:	05/01/2022 to 06/01/2022
Billing Date:	06/01/2022

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.heritageranchcsd.ca.gov

**SINGLE-PIECE 10 SGL 132211AA31-C-1
1908 3 SP 0.930

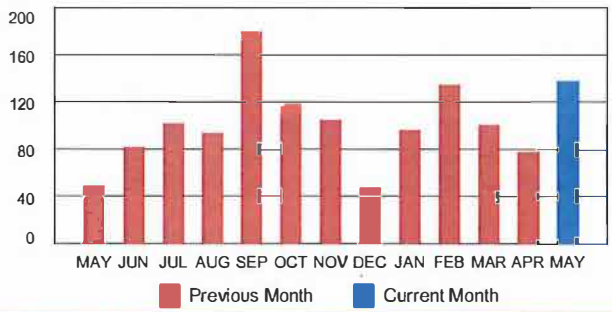
HROA
2130 HERITAGE LOOP RD
PASO ROBLES CA 93446-7800

CURRENT WATER USAGE

Meter	Previous Read	Current Read	Usage
00719067	2,891	3,029	138

1 Unit = 100 Cubic Feet = 748 Gallons of Water

USAGE HISTORY (IN UNITS)



SPECIAL MESSAGE

BILL SUMMARY

Previous Balance	$414.38
Payments Received*	-$414.38
Balance Forward	**$0.00**

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

CURRENT CHARGES

Water				$60.85
Water Used				
Tier - One	138	@	3.56	$491.28
Total Water Charges				$552.13
Sewer				$75.85
Total New Charges Due 06/25/2022				**$627.98**

TOTAL AMOUNT DUE **$627.98**

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

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:	HROA
Service Address:	BIG POOL HERITAGE ROAD
Service Period:	05/01/2022 to 06/01/2022
Billing Date:	06/01/2022

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
0999-0009-00	06/25/2022	$627.98

AMOUNT ENCLOSED:

Please write account number on check and remit payment to:

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

☐ 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 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 25th 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 seven day 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.ca.gov. 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.ca.gov. 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 15th 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 2021 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL: https://heritageranchcsd.ca.gov/files/ba4f632dc/CCR_2021.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.

Translations

* Visite nuestra oficina o sitio web para solicitar una traducción de este aviso.
* 请访问我们的办公室或网站，索取本通知的翻译。
* Mangyaring bisitahin ang aming opisina o website upang humiling ng pagsasalin ng abiso na ito.
* Vui l ò ng truy cập văn ph ò ng hoặc trang web của ch ú ng tôi để y ê u cầu dịch thông b á o n à y.
* 이 통지의 번역을 요청하려면 사무실이나 웹 사이트를 방문하십시오.

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.

Exp Mon./Yr _____ / _____ Amount $ _____

Name on Card _____ Signature _____

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

MAY 2022

Heritage Ranch Community Services District

2021 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, 2021 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 five-year update to the watershed sanitary survey for the Nacimiento Reservoir was performed by San Luis Obispo County in 2020. 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: https://heritageranchcsd.ca.gov/your-drinking-water. 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 the District office 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	1	None	More than 1 sample in a month with a detection	0	Naturally present in the environment
Fecal Coliform or *E. coli*	None	None	A routine sample and a repeat sample detect total coliform and either sample also detects fecal coliform or *E. coli*	0	Human and animal fecal waste
E. coli (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	90th percentile level detected	No. sites exceeding AL	AL	PHG	Typical Source of Contaminant
Lead (ppb)	2019	10	ND	0	15	0.2	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	2019	10	0.189	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)	2021	25	ND-50	1,000	600	Erosion of natural deposits; residual from some surface water treatment processes
Fluoride (ppm)	2021	ND	ND-ND	2	1	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Barium (ppb)	2021	ND	ND-ND	1,000	2,000	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Nickel (ppb)	2021	ND	ND-ND	100	12	Erosion of natural deposits; discharge from metal factories
Total Trihalomethanes (ppb)	2021	76.25	62-81	80	n/a	By-product of drinking water disinfection
Haloacetic Acids (ppb)	2021	72*	53-99	60	n/a	By-product of drinking water disinfection.
Chlorine (ppm)	2021	0.66	0.25-1.67	[4.0 (as Cl_2)]	[4 (as Cl_2)]	Drinking water disinfection added for treatment

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)	2021	48.3	40.1-56.5	500	n/a	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids (ppm)	2021	195	170-220	1,000	n/a	Runoff/leaching from natural deposits
Chloride (ppm)	2021	10.5	9-12	500	n/a	Runoff/leaching from natural deposits; seawater influence
Manganese (ppb)	2021	ND	ND-ND	50	n/a	Leaching from natural deposits
Turbidity (units)	2021	ND	ND-ND	5	n/a	Soil runoff
Color (units)	2021	4	ND-8	15	n/a	Naturally-occurring organic materials
Specific Conductance (umhos/cm2)	2021	350	298-402	1,600	n/a	Substances that form ions when in water; seawater influence

umhos/cm2 = 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)	2021	13.5	10-17	none	none	Salt present in the water and is generally naturally occurring
Hardness (ppm)	2021	137	112-162	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 [a] Our drinking water treatment plant is a conventional filtration system including sedimentation, flocculation, coagulation, filtration, and disinfection.

Turbidity Performance Standards [b] (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.	92.5%; Two days in February impacted by severe storm
Highest single turbidity measurement during the year	0.700 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.

*TABLE 7 – VIOLATION OF A MCL, MRDL, AL, TT OR MONITORING REQUIREMENT

Violation Type	Explanation	Duration	Actions Taken	Health Effects
MCL	Haloacetic Acids exceeded LRAA	2021 Quarter 1 - 4	Notified customers, made operational changes (ongoing), added vertical raw water intake facility, initiated filter renovations.	Some people who drink water containing haloacetic acids in excess of the MCL over many years may have an increased risk of getting cancer.

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.

Variances 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)