

## 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 Milpitas

Water System Number: 4310005

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 28, 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 (DDW).

Certified by: Name: Harris Siddiqui

Signature: 

Title: Principal Civil Engineer

Phone Number: (650) 586-3358

Date: 7/1/2019

*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.ci.milpitas.ca.gov/\\_pdfs/2018-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/_pdfs/2018-Water-Quality-Report.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

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*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.ci.milpitas.ca.gov/\\_pdfs/2018-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/_pdfs/2018-Water-Quality-Report.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.ci.milpitas.ca.gov/\\_pdfs/2018-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/_pdfs/2018-Water-Quality-Report.pdf)
- ☐ 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.*

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The City of Milpitas (City) generates its Consumer Confidence Reports (CCR) in-house, under the guidance of the SWRCB – Division of Drinking Water Reference Manual. The City opted for the online distribution of the the 2018 CCR, posting the full CCR on the City website. Customers were notified and delivered in several ways:

1. A mail insert was sent out to customers in conjunction with their utility bills, providing information on the CCR as well as instructions on when and where the CCR could be viewed online. In case customers did not have online access, obtaining a hardcopy of the CCR from Milpitas City Hall was presented as an alternative option.
2. An E-mail notification was sent out to customers that signed up for paperless billing as they do not receive hardcopy bills in the mail. The E-mail included information on the CCR as well as when and where the CCR could be viewed online and contact information for any questions/concerns. Hardcopies were sent directly to the addresses of customers whose E-mail notifications were unable to be delivered due to E-mail bounce back.
3. As a "Good Faith" effort, extra hardcopies were posted and are available for pickup at several City/public facilities including Milpitas City Hall.

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*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.*



Locations where CCR was posted in June 2019:

1. City Hall: 455 E Calaveras Blvd
2. Community Center: 457 E Calaveras Blvd
3. Sports Center: 1325 E Calaveras Blvd
4. Senior Center: 40 N Milpitas Blvd
5. Police Administration: 1275 N Milpitas Blvd
6. Fire Administration: 777 S Main St
7. Santa Clara County Library – Milpitas Branch: 160 N Main ST





## MAIL CCR NOTIFICATION

### 2018 Consumer Confidence Report Notice

You are receiving this mailer to inform you of a recent change to the City's delivery method of the Consumer Confidence Report, also known as a CCR. As mandated by law, each year, on or before July 1, the City of Milpitas is required to provide all of its water customers a copy of the CCR. The CCR provides water quality information and compares the quality of your water to established Federal and State drinking water standards. We encourage you to view this report as it provides information about the source and quality of the drinking water delivered to you. In an effort to be better stewards of the environment, the City is no longer distributing paper copies of the CCR. The reports will instead be made available online. To view your 2018 CCR and learn more about your drinking water, please visit [www.ci.milpitas.ca.gov/pdfs/2018-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/pdfs/2018-Water-Quality-Report.pdf).

If you wish to obtain a paper copy of the 2018 CCR, you may pick one up from the Milpitas City Hall building located at 455 E. Calaveras Blvd, Milpitas, CA 95035. Please note, the CCR will be made available on July 1, 2019.

## EMAIL CCR NOTIFICATION

**TITLE:** IMPORTANT MESSAGE: 2018 Consumer Confidence Report Notice

**EMAIL:**

Dear Customer,

You are receiving this e-mail to inform you of a recent change to the City's delivery method of the Consumer Confidence Report, also known as a CCR. As mandated by law, each year, on or before July 1, the City of Milpitas is required to provide all of its water customers a copy of the CCR. The CCR provides water quality information and compares the quality of your water to established Federal and State drinking water standards. We encourage you to view this report as it provides information about the source and quality of the drinking water delivered to you. In an effort to be better stewards of the environment, the City is no longer distributing paper copies of the CCR. The reports will instead be made available online. To view your 2018 CCR and learn more about your drinking water, please visit [www.ci.milpitas.ca.gov/pdfs/2018-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/pdfs/2018-Water-Quality-Report.pdf).

The 2018 CCR will be made available by July 1, 2019. If you wish to obtain a paper copy of the CCR, you may pick one up from the Milpitas City Hall building located at 455 E. Calaveras Blvd, Milpitas, CA 95035. Regarding any questions or concerns, please reach out to us through e-mail at [MilpitasCCR@ci.milpitas.ca.gov](mailto:MilpitasCCR@ci.milpitas.ca.gov).

Sincerely,  
City of Milpitas