

## 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 29, 2021 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	Title: Principal Civil Engineer
Signature: 	Date: September 15, 2021
Phone number: (408) 586-3358	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://www.ci.milpitas.ca.gov/\\_pdfs/2020-Water-Quality-Report.pdf](https://www.ci.milpitas.ca.gov/_pdfs/2020-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**

*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://www.ci.milpitas.ca.gov/pdfs/2020-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: <https://www.ci.milpitas.ca.gov/pdfs/2020-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.*

The City of Milpitas has posted the 2020 CCR on the City's website for the public to access. Each water customer was sent a notification in the mail (or email for e-pay customers) attached to their water bill. This notification included language notifying the

customer about the posting of the CCR online, a direct link to access the CCR, and a physical location for customers to pick up a hard copy of the CCR if so desired.

*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.*

**TITLE:** IMPORTANT MESSAGE: 2020 Consumer Confidence Report Notice

**EMAIL:**

Dear Customer,

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 2020 CCR and learn more about your drinking water, please visit [www.ci.milpitas.ca.gov/pdfs/2020-Water-Quality-Report.pdf](http://www.ci.milpitas.ca.gov/pdfs/2020-Water-Quality-Report.pdf).

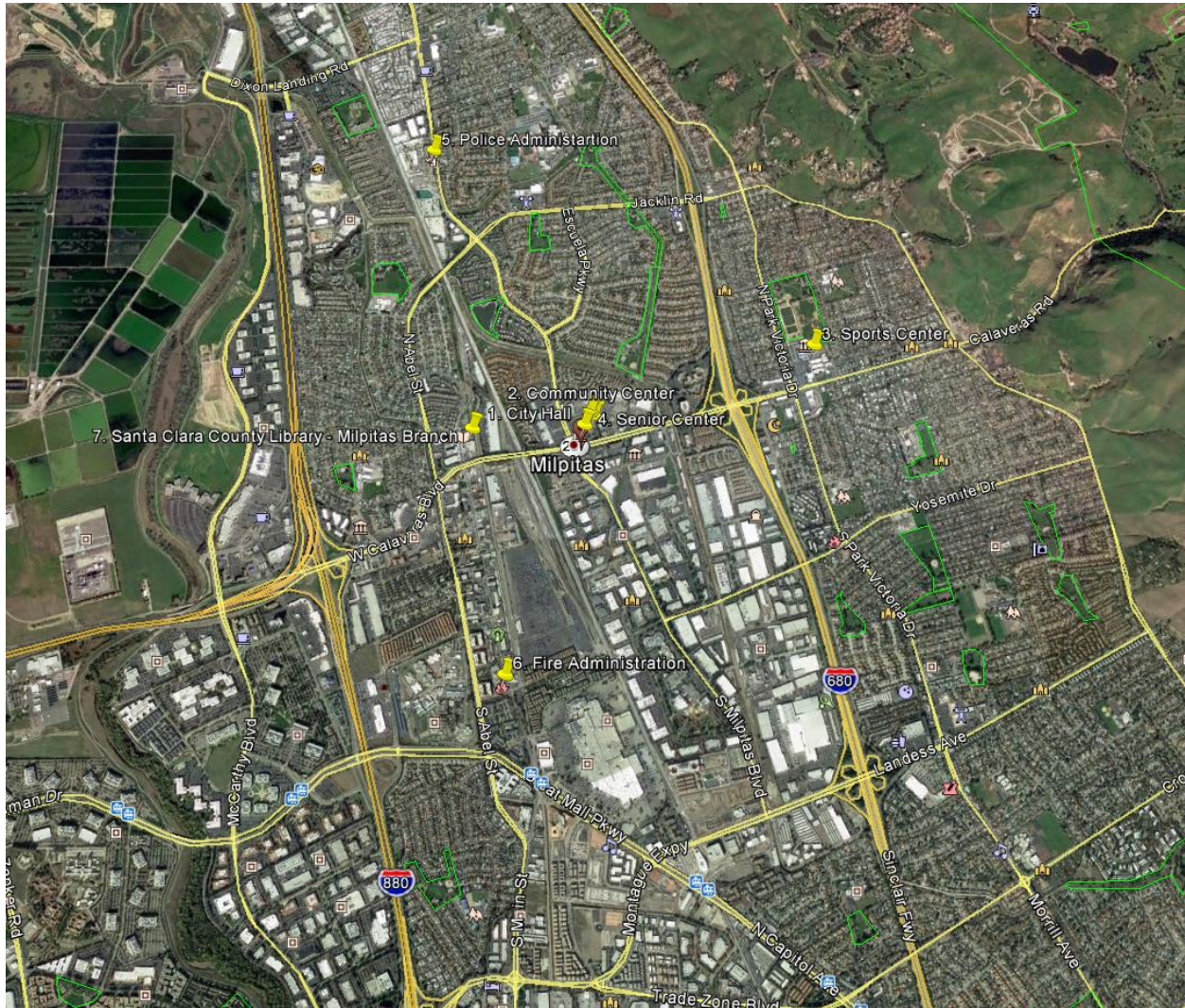
If you wish to obtain a paper copy of the 2020 CCR, you may pick one up from the Milpitas Police Department building at 1275 N. Milpitas Blvd., Milpitas, CA 95035. Please note, the CCR will be made available on July 1, 2021.

Sincerely,  
City of Milpitas



Most City of Milpitas facilities have been closed due to the COVID-19 outbreak. The City will post the 2020 CCR at the following locations once they open:

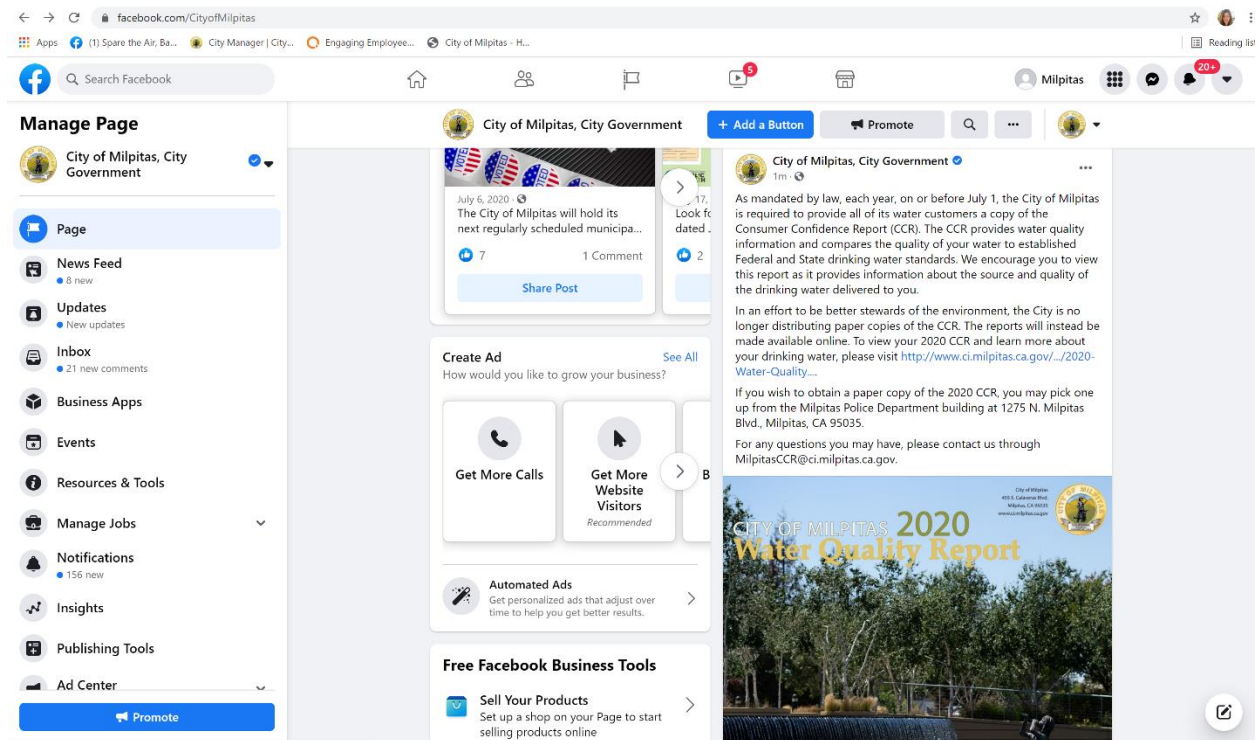
1. City Hall: 455 E Calaveras Blvd
2. Community Center: 457 E Calaveras Blvd
3. Sports Center: 1325 E Calaveras Blvd
4. Senior Center: 40 N Milpitas Blvd
5. Police Administration: 1275 N Milpitas Blvd \*
6. Fire Administration: 777 S Main St
7. Santa Clara County Library – Milpitas Branch: 160 N Main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



*\*Hardcopies of the CCR have been posted at the Milpitas Police Administration building as of July 1, 2021*

In addition to sending out mail inserts and email notifications to all customers, the City announced that the 2020 CCR was available for public viewing on June 29, 2021, on social media through a Facebook posting. You can view this post at the URL: [Facebook.com/CityofMilpitas](https://www.facebook.com/CityofMilpitas)

Screenshot:



The screenshot shows the Facebook page for the City of Milpitas, City Government. The page is viewed on a desktop browser. The left sidebar contains the 'Manage Page' section with various tools like News Feed, Updates, Inbox, Business Apps, Events, Resources & Tools, Manage Jobs, Notifications, Insights, Publishing Tools, and Ad Center. The main content area displays a post from the City of Milpitas, City Government, dated July 6, 2020. The post text states: '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 Consumer Confidence Report (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 2020 CCR and learn more about your drinking water, please visit <http://www.ci.milpitas.ca.gov/.../2020-Water-Quality...> If you wish to obtain a paper copy of the 2020 CCR, you may pick one up from the Milpitas Police Department building at 1275 N. Milpitas Blvd., Milpitas, CA 95035. For any questions you may have, please contact us through [MilpitasCCR@ci.milpitas.ca.gov](mailto:MilpitasCCR@ci.milpitas.ca.gov).' Below the text is a large image titled 'CITY OF MILPITAS 2020 Water Quality Report' showing a scenic view of a park with trees and a body of water. The post has 7 likes and 1 comment. The right sidebar shows a 'Create Ad' section with options like 'Get More Calls' and 'Get More Website Visitors', and a 'Free Facebook Business Tools' section with 'Sell Your Products'.