


Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Palo Alto

Water System Number: 4310009

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/30/2021 (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: Dave Cordova
Signature: 
Title: Sr. Water system Operator
Phone Number: (650) 496-6967 Date: 9/28/2021

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.cityofpaloalto.org/waterresources
 - ☒ Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - 94301, 94303, 94304, 94305, 94306
 - ☐ 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)
Community centers, libraries and public-facing City facilities.
 - ☒ 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)
- Utilities e-newsletter subscribers:
 - <https://content.govdelivery.com/accounts/CAPALO/bulletins/24ecae8>
 - <https://content.govdelivery.com/accounts/CAPALO/bulletins/2e903f7>

- ☒ Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized)
 - Facebook - [@PaloAltoUtilities](#)
 - Twitter - [@PAUtilities](#)
 - Nextdoor
- ☒ Other (attach a list of other methods used)

CCR is translated in Mandarin and Spanish at www.cityofpaloalto.org/waterresources These reports are available online and in print by request. CPAU also created a dedicated webpage for the water quality report, which is posted on a rotating slideshow on the Utilities home webpage, for viewing ease: <https://www.cityofpaloalto.org/Departments/Utilities>

- ☐ 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.cityofpaloalto.org/waterresources
<https://www.cityofpaloalto.org/files/assets/public/utilities/water-quality/cpauwaterannual2020.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.cityofpaloalto.org/waterresources

- Email to Utilities Advisory Commissioners and City staff including announcement of CCR.



CPAU Outbound
Communications & I

- Email update to CPAU staff:



2020 Water Quality
Report Now Availab

- ☐ 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 Palo Alto Utilities (CPAU) mailed a postcard notification to all postal patrons within every zip code in Palo Alto, including water users who do and do not receive utility bills, informing them of the availability of the CCR online, as well as in print by request. CPAU distributed the CCR via City and community newsletters, and continues to include a link to the CCR as a standing topic item in other outgoing email newsletters. Additional email messages and notifications were sent to City Council, Utilities Advisory Commission, City staff, Palo Alto residents via electronic message boards, email newsletters, as well as to business customers. Messaging was posted to the City's home webpage and social media platforms so followers or subscribers could receive immediate access to the information.

Both the electronic communication and mailed postcard offered these three choices for how to view or receive a copy of the CCR: through electronic viewing of the information via our website, having a pdf of the report emailed to the requestor, or having a hard copy sent via US Mail. The City's website at www.cityofpaloalto.org/waterquality also lists these various options for people to request the City provide a copy of the report, and posts in social media channels include the same information. On the water quality website, links to the CCR translated in Mandarin and Spanish are easily accessible.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.