

**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 6/30/2026 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:	Signed by: Rekha Ippagunta
Signature:	
Title:	57A033C389DD40F Assistant Director of Engineering & Operations Water-Gas-Wastewater
Phone Number:	(650) 496-5098
Date:	9/16/2026

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 direct mail: Mailed a postcard notification that the CCR is available and provided a direct URL to the CCR on a publicly available website where it can be viewed, as well as multiple ways to request a paper copy.

☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

☒ Posting the CCR on the Internet at <https://www.paloalto.gov/waterresources> & <https://www.paloalto.gov/utilities>

☒ Mailing the CCR to postal patrons within the service area for zip codes: 94301, 94302, 94303, 94304, 94306, and 94309

☐ 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 including City Hall, Engineering and Operations Offices, Libraries, Community Centers, and Public Events

☒ 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 lists (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): Utilities Advisory Commission (UAC) and City Council

☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: _____

☐ For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission

Links to the 2025 CCR, postcard notification, and media outlets and other methods utilized to distribute the CCR:

- Constant Contact (Email Newsletter): <https://conta.cc/44BaTit>
- X: <https://x.com/PAUtilities/status/2071715073891160265>
- Facebook: <https://www.facebook.com/PaloAltoUtilities/posts/pfbid02oVmDSeijwiMPY91bd5imzoteYzxskpQCdUeHJu8yoYNDvVSMsNcpdpg4E5rN1Mml>
- English Water Quality Report: <https://www.paloalto.gov/files/assets/public/v/2/utilities/water-quality/pal187cpauwaterannual2025.pdf>
- Spanish Water Quality Report: https://www.paloalto.gov/files/assets/public/v/1/utilities/water-quality/pal187cpauwaterannual2025_esus.pdf
- Traditional Chinese Report: https://www.paloalto.gov/files/assets/public/v/1/utilities/water-quality/pal187cpauwaterannual2025_zhcn.pdf
- August 2026 Utilities and Community Announcements: [august-2026-uca.pdf](#)
- UAC - CPAU Outbound Communication & Marketing Update and City Manager - Briefing for Council via email

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).