

APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Great Oaks Water Company

Water System Number: CA4310022

The water system named above hereby certifies that its Consumer Confidence Report was distributed on March 11, 2020 (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: Mike Carey
Signature: 
Title: Water Quality Specialist
Phone Number: (408) 227-9540 Date: March 11, 2020

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.greatoakswater.com
 - ☐ 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.greatoakswater.com
- ☒ For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- 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.*

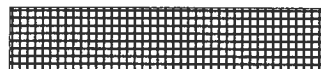
Great Oaks Water Company posted the 2019 Consumer Confidence Report on Great Oaks Water Company's website March 6, 2020. Great Oaks Water Company noted the availability of the 2019 Consumer Confidence Report on all billing notifications sent to our customers (an example is enclosed). Great Oaks Water Company also has copies of the 2019 Consumer Confidence Report available at its office – 20 Great Oaks Blvd, Suite 120 San Jose Ca, 95119

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

S455625-T04139
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GREAT OAKS WATER CO.

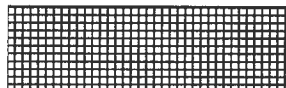
20 Great Oaks Blvd., Suite 120, San Jose, California 95119
Mail To: P.O. Box 23490 San Jose, California 95153
Phone: (408) 227-9540 Office hours: 8:00am-5:00pm
www.greatoakswater.com
Phone Payment: 1 (844) 508-6489



03/10/2020



T04139



Billing Invoice

Account No.

Meter Size: 5/8" X 3/4"

Service Address:

Due and Payable Upon Receipt

Will be Past Due: 04/01/2020

Service From 01/07/2020 to 03/03/2020

Present Meter Read: 273

Previous Meter Read: 268

Consumed This Period: 5 CCFs in 56 Days

Consumed Last Year: 6 CCFs in 56 days

2013 Consumption: 8 CCFs in 56 days

Invoice Detail:

| | |
|--|-------|
| FROM 01/07/2020 TO 03/03/2020 | |
| Service Charge 56 Days @ \$14.91/mo | 29.82 |
| Quantity 5 CCF @ \$1.3024/CCF | 6.51 |
| LICAP Acct Surchg: 5 CCF @ \$0.0734/CCF ²⁸ | 0.37 |
| LICAP Acct Surchg: 1.25 CCF @ \$0.0837/CCF ³⁰ | 0.10 |
| | ----- |
| SUB-TOTAL | 36.80 |
| California PUC Surcharge 1.23 % | 0.45 |
| | ----- |
| SUB-TOTAL | 37.25 |
| San Jose City Utility Tax 5.0 % | 1.86 |
| | ----- |
| AMOUNT DUE | 39.11 |

39.11



CONSERVATION IS A WAY OF LIFE

Please maintain conservation efforts

This year vs. 2013: **37.5% Reduction**This Year vs. Last Year: **16.67% Reduction**

²⁸ A LICAP Surcharge of \$0.0734 applies to each CCF of water for non-LICAP Users starting 7/1/2019.

³⁰ A LICAP Surcharge of \$0.0837 applies to each CCF of water for non-LICAP Users from 2/18/2020 through 2/17/2021.

2019 Consumer Confidence Report (CCR)

This year Great Oaks Water will post its CCR electronically. To view our report go to the following URL:

www.greatoakswater.com/CCRs/2019ccr.pdf

This notice contains important information about your drinking water. Translate it, or speak with someone who understands it. If you cannot access this report on the internet you can pick one up at our office or call us and our friendly staff will mail you one.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o habla con alguien que lo entiende bien.

Chi tiết này thật quan trọng. Xin nhờ người dịch cho quý vị.

--- Payments by cash, check, money order, Surepay, Credit Card, Debit Card, ACH and Phone Payments ---

‡ Your Check payment may be processed as a one-time electronic ACH transaction where funds may be withdrawn from your account on the same day we receive your payment and you will not receive your check back from your financial institution.

Dear Customers,

This report is sent in compliance with the Safe Drinking Water Act and only contaminants that were detected in samples are listed in this report. Landlords, businesses and schools are encouraged to share this report with non-billed water users at their locations. Additional copies are available at no charge by calling our office at (408) 227-9540. Our water quality specialist, Mike Carey, will be available to answer any questions you may have concerning this report.

Low Water Rates and Mandatory Water Conservation

Great Oaks' rates for water service continue to be the lowest in San José by an even wider margin than in past years.

Thank You

Your water is safe, clean and great tasting, and you pay one of the lowest rates for water in the State. As your water provider, Great Oaks is uniquely positioned to be an advocate on your behalf for positive change on the water issues that affect your lives. Thank you for your kind words of encouragement. We promise to continue to provide you with high quality water and strong community service.

Sincerely,

John Roeder, Chairman and CEO
Great Oaks Water Co.

**Este informe contiene información muy importante sobre su agua potable.
Tradúzcalo o hable con alguien que lo entienda bien.**

此份有關你的食水報告，
內有重要資料和訊息，請找
他人為你翻譯及解釋清楚。

Chi tiết này thật quan trọng.
Xin nhờ người dịch cho quý vị.

During the past year, we have taken hundreds of water samples in order to determine the presence of any biological, inorganic, volatile organic, or synthetic organic contaminants. The table below shows only those contaminants that were detected in the water. The state allows us to monitor for certain substances less than once per year because the concentrations of substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

Regulated Substances

| Substance (unit of measure) | Year Sampled | MCL (MRDL) | PHG (MCLG) (MRDLG) | Amount Detected | Range Low-High | Violation | **Typical Source |
|---|--------------|-----------------------------|--------------------|------------------------|------------------------|-----------|------------------|
| 1,1,1 Trichloroethane (ppb) | 2019 | 200 | 1000 | 0.073 | ND - .70 | NO | 2 |
| Freon 113 (ppb) | 2019 | 1200 | 4000 | 0.715 | ND - 5.5 | NO | 2,6 |
| Barium (ppm) | 2019 | 1 | 2 | 0.11 | .082 -.16 | NO | 1 |
| Flouride (ppm) | 2019 | 2 | 1 | 0.17 | .15 -.24 | NO | 1,3 |
| Gross Alpha Part(pCi/L) | 2019 | 15 | 0 | 0.152 | ND - 4.6 | NO | 1 |
| Chromium Total (ppm) | 2019 | 50 | NS | 3.45 | 1.4 - 8.4 | NO | 2,5 |
| Cadmium(ppb) | 2019 | 5 | .04 | .145 | ND - .84 | NO | 2 |
| Nitrate [as N] (ppm) | 2019 | 10 | 10 | 1.58 | .73 - 6.8 | NO | 3,4 |
| Nitrate-Nitrite [as N] (ppm) | 2019 | 10 | 10 | 1.58 | 0.73 - 6.6 | NO | 3,4 |
| | | | | | | | |
| Total Coliform (% positive) | 2019 | 5% MONTHLY SAMPLES POSITIVE | 0 | 1.3% | 0 - 4.2% | NO | 5 |
| | | | | | | | |
| Secondary Substances | Year Sampled | SMCL | PHG (MCLG) | Amount Detected | Range Low-High | Violation | Typical Source |
| Chloride (ppm) | 2019 | 500 | NS | 45 | 39 - 53 | NO | 7 |
| Copper (ppm) | 2019 | 1.3 | 0.3 | .21 | ND - .0094 | NO | 1 |
| | | | | | | | |
| Specific Conductance (µS/cm) | 2019 | 1600 | NS | 651 | 570 - 840 | NO | 8 |
| Sulfate (ppm) | 2019 | 500 | NS | 44 | 37 - 60 | NO | 7,9 |
| Total Dissolved Solids (ppm) | 2019 | 1000 | NS | 371 | 320 - 490 | NO | 7 |
| | | | | | | | |
| Turbidity (NTU) | 2019 | 5 | NS | 0.195 | ND - .1079 | NO | 10 |
| PH | 2019 | NS | NS | 7.4 | 7 - 7.5 | NO | |
| Asbestos (MFL) | 2017 | 7 MFL | 7 MFL | .23 | ND - 1 | NO | 1 |
| Odor - Threshold (TON) | 2019 | 3 | NS | 0.83 | ND - 2 | NO | 12 |
| | | | | | | | |
| | Year Sampled | AL | PHG (MCLG) | 90 th %tile | Sites >AL /total sites | Violation | Typical Source |
| *Copper (ppm) | 2017 | 1.3 | 0.3 | 0.44 | 0/50 | NO | 11 |
| *Lead (ppm) | 2017 | 0.015 | 0.0002 | 0.0044 | 0/50 | NO | 11 |
| *Collected from customer's taps for lead and copper | | | | | | | |
| | | | | | | | |
| Disinfection By-Products | Year Sampled | MCL | PHG | Amount Detected | Range | Violation | Typical Source |
| Calero Pressure Zone Only | | | | | | | |
| Total Trihalomethanes (ppb) | 2019 | 80 | NS | 13 | None | NO | 13 |
| Haloacetic Acids (ppb) | 2019 | 60 | NS | ND | None | NO | 13 |
| | | | | | | | |
| Richmond Pipeline Only | | MCL | PHG | Amount Detected | Range | Violation | Typical Source |
| Total Trihalomethanes (ppb) | 2019 | 80 | NS | 3 | None | NO | 13 |
| Haloacetic Acids (ppb) | 2019 | 60 | NS | ND | None | NO | 13 |
| | | | | | | | |
| Unregulated and Other Substances | Year Sampled | Amount Detected | Range Low-High | Typical Source | | | |
| Alkalinity (ppm) | 2019 | 204 | 180 - 300 | 1 | | | |
| Bicarbonate (ppm) | 2019 | 268 | 220 - 390 | 1 | | | |
| Calcium (ppm) | 2019 | 49 | 38 - 71 | 1 | | | |
| Hardness [as CaCO3] (ppm) | 2019 | 280 | 240 - 380 | 1 | | | |
| Magnesium (ppm) | 2019 | 39 | 31 - 53 | 1 | | | |
| Potassium (ppm) | 2019 | 0.77 | ND - 1.3 | 1 | | | |
| Sodium (ppm) | 2019 | 29 | 23 - 42 | 1 | | | |

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs (SMCLs) are set to protect the odor, taste, and appearance of water.

MCLG (Maximum Contaminant Level Goal): The level of a contaminant in drinking water below which there is no known or risk to health. MCLGs are set by the US EPA.

NA: Not Applicable **NS:** No Standard **ND:** Not Detected

PDWS (Primary Drinking Water Standard): MCLs and MRDLs for contaminants that effect health, along with their monitoring and reporting requirements and water treatment requirements.

PHG (Public Health Goal): 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 EPA.

ppb: parts per billion **ppm:** parts per million

TON: Threshold Odor Number, a measure of odor.

NTU: Nephelometric Turbidity Unit: This is a measure of the cloudiness of the water

MFL: Million Fibers per liter

****Typical Source**

1. Erosion of natural deposits
2. Discharge from metal degreasing sites and other factories
3. Runoff and leaching from fertilizer use
4. Leaching from septic tanks and sewage
5. Naturally present in the environment
6. Dry-cleaning solvent
7. Runoff/leaching from natural deposits
8. Substances that form ions when in water
9. Industrial wastes
10. Soil runoff
11. Internal corrosion of household plumbing systems
12. Naturally occurring organic materials
13. By-product of drinking water disinfection

Unregulated Contaminant Monitoring Rule 3

| PARAMETER | UNITS | AVERAGE | RANGE |
|-----------------------|-------|---------|-------------|
| Chlorate | ppb | 9.57 | ND – 58.5 |
| Chlorodifluoromethane | ppb | 0.181 | ND – 0.98 |
| Chromium | ppb | 3.06 | 1.75 – 6.85 |
| Hexavalent Chromium | ppb | 3.322 | 1.8 – 6.55 |
| Strontium | ppb | 535.5 | 385 – 775 |
| Vanadium | ppb | 1.756 | 1.2 – 2.75 |

Unregulated contaminants do not have a drinking water standard set by the USEPA. The purpose of monitoring for these contaminants is to help the EPA decide whether the contaminants should have a standard.

Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at:

(800) 426-4791 or <http://water.epa.gov/drink/hotline>.

Quality First

Once again, we are proud to present our annual water quality report. This report covers all testing performed between January 1 and December 31, 2019. The events of the past few years have presented us with many challenges. In spite of this, we have maintained our high standards and we will deliver to you, the best quality drinking water possible. As we still feel the effects of previous years of drought, it is important for all of us to be mindful of the dangers of handling hazardous materials carelessly. We must keep the paths to our underground water storage clean and clear. There may be other hurdles in the future but know that we will always stand behind you and the drinking water we work diligently to provide. This report is sent in compliance with the Safe Drinking Water Act, and only contaminants that were detected in samples are listed in this report. Landlords, businesses, and schools are encouraged to share this report with non-billed water users at their locations. Additional copies are available at no charge by calling our office at (408)227-9540. Our water quality specialist, Mike Carey, will be available to answer any questions you may have concerning this report and will entertain any thoughts or suggestions that you have about the quality of the water we provide to you.

Source Water Assessment

Great Oaks Water conducted Drinking Water Source Assessments for all wells to determine potential sources of contamination. Assessments were performed in accordance with the Safe Drinking Water Act requirements. The assessments indicate that the wells may be vulnerable to contaminants from the following sources: septic systems, sewer collection systems serving nearby single family residential housing, nearby agricultural wells, gas stations, parks, highways and their related activities, nearby computer-related manufacturing facilities, roads, streets, parking lots, railroads, spreading basins, storm-drain discharge, crops, illegal activities, unauthorized dumping, unregulated tanks, photo processing and printing, and monitoring wells. All of Great Oaks Water Company's wells are constructed to minimize the influence of these potential contaminants under the approval of the California Department of Public Health. A copy of the assessment is available for viewing at the State Water Resources Control Board Division of Drinking Water Santa Clara District, 850 Marina Bay Parkway, Building P, Second Floor, Richmond, CA, 94804 or at Great Oaks Water Company, 20 Great Oaks Boulevard, Suite 120, San Jose, CA. 95119

Nitrate

Nitrate in drinking water at levels above 10mg/l (as N) is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of the skin. Nitrate levels above 10mg/l (as N) may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant, or you are pregnant, you should ask advice from your health care provider. Nitrate levels in Great Oaks Water Company's water sources are shown in the enclosed table. In 2017, Great Oaks Water Company did not detect nitrate at or above 10mg/l (as N) in any sources.

Lead

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. Great Oaks Water Company received requests and completed lead testing at three additional schools during 2018. No lead was detected at any of these schools.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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 levels 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 800-426-4791, or at www.epa.gov/safewater/lead

Source Water Description

The customers of Great Oaks Water Company are fortunate to have water supplied from very pristine aquifers underlying this valley. All of our water is pumped from 20 wells (not surface water) located throughout our service area.

Well Protection Plan

Great Oaks Water ensures the safe operation and restricts access to all of the wells in our system. It is every resident's responsibility to guard against any activity that could do harm or contaminate our source water. All of the land in Great Oaks Waters service area is a channel to the water our wells draw. Be aware that oil spills and chemical spills can wash off the surface and make their way to storm drains and ultimately into the ground. Address these situations immediately to minimize their impact on our precious resource. Great Oaks Water will continue to do its part to protect our well sites, now all of us need to do our part to protect the watershed.

Substances That Could Be In The Water

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. In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Department of Public Health (Department) prescribe regulations that limit the quantity of certain contaminants in water provided by public water systems. Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health. 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 water poses a health risk. 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 can result from urban storm water 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 storm water runoff, and residential uses;
- ◆ Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and which can also come from gas stations, urban storm water runoff, agricultural applications, and septic systems;
- ◆ Radioactive Contaminants, that can be naturally occurring or can be the result of oil and gas production and mining activities.