

## 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 June 27, 2024 (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	Title: WATER QUALITY SPECIALIST
Signature: <i>Michael Carey</i>	Date: August 21, 2024
Phone number: 408-227-9540	Cell Number: 408-591-5230

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](http://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](http://www.greatoakswater.com)
- ☒ *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.greatoakswater.com](http://www.greatoakswater.com)
- ☐ 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.greatoakswater.com](http://www.greatoakswater.com)
- ☐ 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.*

Great Oaks Water Company (GOWC) posted the 2023 Consumer Confidence Report (CCR) on the GOWC website: [www.greatoakswater.com](http://www.greatoakswater.com) June 27, 2024

GOWC noted the availability of the 2023 CCR on the billing notifications sent to our customers. An example is included as a part of this certification. GOWC also has copies of the 2023 CCR available at the office located at: 20 Great Oaks Blvd. Suite 120, San Jose, Ca. 95119 upon request.


*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.*



S867196-T07424  
246719  
1379**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

08/19/2024



T07424

**Billing Invoice**

Account No: 430-004-3

Meter Size: 3/4"

Service Address:

Due and Payable Upon Receipt

Will be Past Due: 09/10/2024

Service From 06/04/2024 to 08/13/2024

Present Meter Read: 845

Previous Meter Read: 836

Consumed This Billing Period: 9 CCFs

Consumed same Period Last Year: 11 CCFs

**Invoice Detail:**

FROM 06/04/2024 TO 07/01/2024	
Service Charge 27 Days @ \$23.73/mo	21.08
Quantity 3.47 CCF @ \$3.13/CCF	10.87
FROM 07/01/2024 TO 08/13/2024	
Service Charge 43 Days @ \$23.12/mo	32.70
Quantity 5.53 CCF @ \$3.5593/CCF	19.68
CAP Acct Surch: 3.47 CCF @ \$0.1219/CCF <sup>43</sup>	0.42
CAP Acct Surch: 5.53 CCF @ \$0.1372/CCF <sup>45</sup>	0.76
SUB-TOTAL	85.51
California PUC Surcharge 0.70 %	0.60
SUB-TOTAL	86.11
San Jose City Utility Tax 5.0 %	4.31
AMOUNT DUE	90.42

430-004-3

90.42

<sup>43</sup> A CAP Surcharge of \$0.1219 applies to each CCF of water for non-CAP Users starting 7/1/2023 thru 6/30/2024.

<sup>44</sup> An Agricultural Surcharge Credit of \$3.3237 applies to each CCF of water for Agricultural Water Usage starting 7/1/2023 thru 6/30/2024.

<sup>45</sup> A CAP Surcharge of \$0.1372 applies to each CCF of water for non-CAP Users starting 7/1/2024.

<sup>46</sup> An Agricultural Surcharge Credit of \$3.7498 applies to each CCF of water for Agricultural Water Usage starting 7/1/2024.

**2023 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/2023ccr.pdf](http://www.greatoakswater.com/CCRs/2023ccr.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<sup>‡</sup>, money order, Surepay, Credit Card, Debit Card, ACH and Phone Payments —

<sup>‡</sup> 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 about this report.

Increasing Water Rates

Great Oaks' rates for water service continue to be the lowest in San José by an even wider margin than in past years, however, water rates throughout Santa Clara County will be increasing over the next few years. Huge (>100% by 2029) increases in pump tax levied by Santa Clara Valley Water District (Valley Water) are driving water rates up.

Thank You

Your water is safe, clean and great tasting, and you pay one of the lowest rates for water in the County. 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.

<b>Regulated Substances</b>	<b>Year</b>	<b>MCL</b>	<b>PHG</b>	<b>Amount</b>	<b>Range</b>	<b>Violation</b>	<b>**Typical</b>
<b>Substance (unit of measure)</b>	<b>Sampled</b>	<b>(MRDL)</b>	<b>(MCLG)</b>	<b>Detected</b>	<b>Low-High</b>		<b>Source</b>
1,1,1 Trichloroethane (ppb)	2023	200	200	0.0122	ND – 0.94	NO	2
Freon 113 (ppb)	2023	1200	4000	0.335	ND – 3.5	NO	2,6
Barium (ppm)	2023	1	2	0.074	ND - .18	NO	1
Fluoride (ppm)	2023	2	1	0.12	.11 - .21	NO	1,3
Gross Alpha Part(pCi/L)	2023	15	NS	0.313	ND – 1.7	NO	1
Chromium Total (ppb)	2023	50	NS	2.65	2 - 8.5	NO	2,5
Nitrate [as N] (ppm)	2023	10	10	1.32	.69 – 6.28	NO	3,4
Nitrate-Nitrite [as N] (ppm)	2023	10	10	1.45	0.44 – 7.1	NO	3,4
Asbestos (MFL)	2023	7MFL	7MFL	.1424	ND - .19	NO	1
Arsenic (ppb)	2023	10	4	.1212	ND – 2.4	NO	1
		5%					
		<b>MONTHLY</b>					
		<b>SAMPLES</b>					
		<b>POSITIVE</b>					
Total Coliform (% positive)	2023		0	0 %	0	NO	5
<b>Secondary Substances</b>	<b>Year</b>		<b>PHG</b>	<b>Amount</b>	<b>Range</b>		<b>Typical</b>
	<b>Sampled</b>	<b>SMCL</b>	<b>(MCLG)</b>	<b>Detected</b>	<b>Low-High</b>	<b>Violation</b>	<b>Source</b>
Aluminum (ppm)	2023	0.2	0.6	.0176	ND - .022	NO	1
Chloride (ppm)	2023	500	NS	43	39 - 72	NO	7
Copper (ppm)	2023	1	0.3	.0051	ND - .0031	NO	1
Specific Conductance (µS/cm)	2023	1600	NS	580	530 - 820	NO	8
Sulfate (ppm)	2023	500	NS	38	11 - 64	NO	7,9
Total Dissolved Solids (ppm)	2023	1000	NS	334	270 - 490	NO	7
Turbidity (NTU)	2023	5	NS	0.16	ND – .80	NO	10
PH	2023	NS	NS	7.9	7.6 – 8.1	NO	
Iron (ppm)	2023	0.3	NS	.0017	ND - .034	NO	1
	<b>Year</b>		<b>PHG</b>		<b>Sites &gt;AL</b>		<b>Typical</b>
	<b>Sampled</b>	<b>AL</b>	<b>(MCLG)</b>		<b>/sites</b>	<b>Violation</b>	<b>Source</b>
*Copper (ppm) 90%tile	2023	1.3	0.3	.38	0/57	NO	11
*Lead (ppm) 90%tile	2023	.015	0.0002	ND	0/57	NO	11
*Collected from customer's taps for lead and copper							
<b>Disinfection By-Products</b>	<b>Year</b>			<b>Amount</b>			<b>Typical</b>
	<b>Sampled</b>	<b>MCL</b>	<b>PHG</b>	<b>Detected</b>	<b>Range</b>	<b>Violation</b>	<b>Source</b>
Calero Pressure Zone Only	2023	80	NS	14.67	None	NO	13
Total Trihalomethanes TTHM (ppb)	2023	60	NS	3.1	None	NO	13
Haloacetic Acids HAA (ppb)							

## Disinfection By-Products

Distribution Sample Sites	Sampled	MCL	PHG	Detected	Range	Violation	Source
#4 Basking Ridge TTHM (ppb)	2023	80	NS	14.03	12.2 – 16.5	NO	13
#4 Basking Ridge HAA (ppb)	2023	60	NS	3.24	2.6 – 4.6	NO	13
#5 Forsum Rd. TTHM (ppb)	2023	80	NS	3.53	2.3 – 5.2	NO	13
#5 Forsum Rd. HAA (ppb)	2023	60	NS	1.22	ND – 2.1	NO	13
#9 Ashmont Dr. TTHM (ppb)	2023	80	NS	8.27	3.6 – 15.4	NO	13
#9 Ashmont Dr. HAA (ppb)	2023	60	NS	1.98	1.2 – 3.2	NO	13
#10 Coyote Rd. TTHM (ppb)	2023	80	NS	14.99	2.78 – 49.08	NO	13
#10 Coyote Rd. HAA (ppb)	2023	60	NS	1.36	ND – 2.1	NO	13
#17 Cozy Dr. TTHM (ppb)	2023	80	NS	5.43	3.35 – 7.39	NO	13
#17 Cozy Dr. HAA (ppb)	2023	60	NS	1.70	1.5 – 2.1	NO	13
#18 Ariel Dr. TTHM (ppb)	2023	80	NS	6.25	5.3 – 8.47	NO	13
#18 Ariel Dr. HAA (ppb)	2023	60	NS	1.84	1.5 – 2.3	NO	13

Other Substances	Year Sampled	Amount Detected	Range Low-High	Typical Source
Alkalinity (ppm)	2023	208	170 - 310	1
Bicarbonate (ppm)	2023	290	210 – 360	1
Calcium (ppm)	2023	48	32 - 75	1
Hardness [as CaCO3] (ppm)	2023	276	230 - 400	1
Magnesium (ppm)	2023	41	30 – 53	1
Potassium (ppm)	2023	0.51	ND – 1.3	1
Sodium (ppm)	2023	30	25 – 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 4 (Sampled in 2020)

PARAMETER	UNITS	AVERAGE	RANGE
MANGANESE	ppb	0.04	ND – 1.42

### DISTRIBUTION SYSTEM

BROMOCHLOROACETIC ACID	ppb	0.51	NONE
CHLORODIBROMOACETIC ACID	ppb	0.52	NONE
DIBROMOACETIC ACID	ppb	1.8	NONE
TOTAL HAA5	ppb	1.8	NONE
TOTAL HAA6Br	ppb	2.8	NONE
TOTAL HAA9	ppb	2.8	NONE

### RAW WATER FOR CALERO PRESSURE ZONE

BROMIDE	ppb	9.7	NONE
TOTAL ORGANIC CARBON	ppm	0.32	NONE

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. UNITS above: HAA5, HAA6Br, and HAA9 are HALOACETIC ACIDS

### 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, 2023. 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 about 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](http://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 23 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.