

APPENDIX B: eCCR Certification Form (Suggested Format)

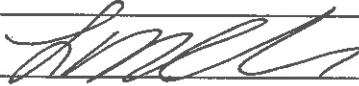
Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	Santa Cruz Water Department
Water System Number:	4410010

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 19, 2023 (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: Lindsay Neun	Title: Water Quality Manager
Signature: 	Date: 05/25/23
Phone number: 831-420-5486	Email: lneun@santacruzca.gov

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: <http://www.cityofsantacruz.com/ccr2022>
 - ☐ 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 (**posted on Santa Cruz Water Department's Facebook page on 05/22/23**)
- ☐ 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 (**Provided 2022 CCR link in monthly Water Bill (June-August) and in the Spring 2023 SCMU Review**).URL: <http://www.cityofsantacruz.com/ccr2022>_____
- ☐ 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._____
- ☐ 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 Santa Cruz Water Department utilized multiple methods to distribute the 2022 annual Consumer Confidence Report to its customers. The report was provided electronically to customers on the Santa Cruz Water Department's webpage (05/19/23) as well as by posting it on our Facebook account (05/22/23). Additionally, a notice that the CCR is available was provided in the May 2023 customer water bill and will continue for three months. The Spring SCMU Review Newsletter was sent to our water customers on May 22, 2023 and included a link to the 2022 CCR.

*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.*



Santa Cruz Water Department

2.2K followers • 51 following

Posts About Photos Videos

Intro

Providing safe, high-quality water service that protects public health & is essential to daily life.

Page - Public Utility Company
212 Locust St Ste A, Santa Cruz, CA, United States, California
(831) 420-5200

Santa Cruz Water Department

The 2022 Consumer Confidence Report is now available on our website. We encourage our customers to review the report to learn about the clean, safe, high quality of your drinking water!

CITYOFSANTACRUZ.COM
www.cityofsantacruz.com

Like Comment Share

Connect with Santa Cruz Water Department on Facebook

Log In

or

Create new account



SANTA CRUZ MUNICIPAL UTILITIES
212 LOCUST STREET, STE. D
SANTA CRUZ, CA 95060
Customer Service: (831) 420-5220
scmu@cityofsantacruz.com



CRT0524A
9000000001 1/1



Service Period:	4/14/2023 - 5/15/2023
Bill Date:	5/24/2023
Account Number:	
Customer Name:	
Service Address:	
Unpaid Balance:	\$0.00
Current Charges:	DUE 6/21/2023 \$237.68
Total Due:	\$237.68
Amount Enclosed:	AUTOPAY - DO NOT PAY



SANTA CRUZ MUNICIPAL UTILITIES
PO BOX 682
SANTA CRUZ, CA 95061-0682

041000120026 0000019417 0000023768 00000237685

Please detach the above portion and return with your payment.

Previous Balance	Payment Made	Adjustments	Unpaid Balance	Current Charges	Total Charges
\$194.17	-\$194.17	\$0.00	\$0.00	\$237.68	\$237.68

Account Summary:	Santa Cruz Municipal Utilities
Account Number:	
Customer Name:	
Service Address:	
Account Type:	Single Family Dwelling, N/A residents
Service Period:	4/14/2023 - 5/15/2023, 32 days
AUTOPAY - DO NOT PAY	
<i>Thank You!</i> Your timely payment is appreciated.	

Summary Of Charges:	Miscellaneous Adjustments:
Refuse, \$26.94, 11%	None
Sewer, \$64.44, 27%	
Water, \$146.30, 62%	

Refuse Charges:	Important News from the Resource Recovery Department:
20 Gallon Cart (1)	
Utility Tax @ 8.5%	
Franchise Tax @ 12%	
TOTAL	
\$26.94	

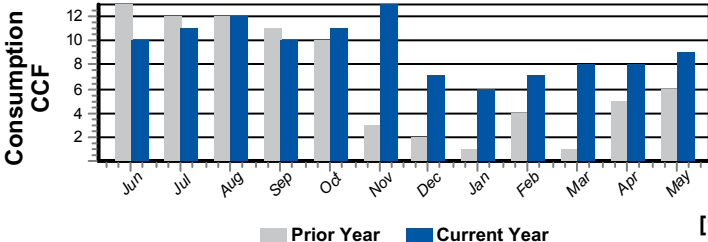
Sewer Charges:	Important News from the Wastewater Treatment Department:
Single Family	
Utility Tax @ 8.5%	
Franchise Tax @ 3%	
TOTAL	
\$64.44	

Water Charges:	Important News from the Water Department:
Ready-to-Serve 5/8"	
Consumption Charges (9 CCF):	
5 CCF @ 7.68	
4 CCF @ 10.37	
Infrastructure Reinvestment Fee (9 CCF):	
5 CCF @ 2.06	
4 CCF @ 3.86	
Rate Stabilization Fee (9 CCF):	
9 CCF @ 1.00	
Fire Ready-to-Serve 2"	
Utility Tax @ 8.5%	
Franchise Tax @ 3%	
TOTAL	
\$146.30	

The City of Santa Cruz Water Department's 2022 Consumer Confidence Report is now available and provides information regarding our water sources, levels of detected constituents, water quality compliance, and educational information. To view the report and learn more about your drinking water, please visit the following URL:
<http://www.cityofsantacruz.com/ccr2022>

Meter Information: (1 CCF = 100 cubic feet or 748 gals.)					Water Usage Analysis Graph:	
Meter No.	Read Date	Current	Previous	Cons.		
	5/15/2023	123	114	9		

Water consumption this period: 6,732 gallons
Average water use this period: 210 gallons/day



Make checks payable to: <i>By Mail:</i> <i>Night Deposit:</i>	SANTA CRUZ MUNICIPAL UTILITIES or S.C.M.U. S.C.M.U., P.O. Box 682, Santa Cruz, CA 95061 Drop Box in front of S.C.M.U., 212 Locust Street
Go to: https://www.mycityofsantacruz.com/ to use your credit or debit card for automatic payments or a one-time payment.	
To change or update your address and contact information, please email scmu@cityofsantacruz.com or call 831-420-5220.	

SANTA CRUZ MUNICIPAL UTILITIES (S.C.M.U.)

This bill is due upon presentation. If payment is not received by the date posted on the bill, a Late Charge will be assessed in the amount of \$5.00, or 10% of the amount due, whichever is greater. Service terminated for non-payment will not be restored without an additional charge.

To find out how to make a payment arrangement or contest water charges, please call (831) 420-5220 or visit www.cityofsantacruz.com/billhelp for assistance. If you are not the customer named on this bill, you may not make a payment arrangement on the account; however, you may become the customer in order to retain water service by applying for service at www.cityofsantacruz.com/getservice

Si ha recibido un AVISO DE PAGO ATRASADO, isu cuenta está vencida! Sírvase pagar el saldo impago dentro de los 60 días después de la fecha de esta factura para evitar el corte. Usted tiene hasta la fecha de vencimiento de esta factura para hacer un arreglo de pago para la factura del mes pasado. Para saber cómo hacer un arreglo de pago o disputar los cargos por el servicio de agua, sírvase llamar al (831) 420-5220 o visite www.cityofsantacruz.com/billhelp para obtener asistencia. Si usted no es el cliente que figura en esta factura, no puede hacer un arreglo de pago para esta cuenta; no obstante, puede convertirse en cliente para mantener el servicio de agua, solicitando el servicio en www.cityofsantacruz.com/getservice

귀하가 **연체 통지서**를 받았다면, 귀하의 계정은 연체된 상태입니다! 서비스 중단을 피하려면 본 청구서 날짜로부터 60일 안에 미납 잔액을 납부하십시오. 귀하는 본 청구서의 납부 기일까지 지난 달의 청구서에 대해 납부 약정을 해야 합니다. 납부 약정을 하는 방법 또는 수도 요금에 대해 이의를 제기하는 방법을 알아보려면, (831) 420-5220번으로 전화하거나 www.cityofsantacruz.com/billhelp를 방문하여 도움을 받으십시오. 귀하가 본 청구서에 이름이 적힌 고객이 아닌 경우에는, 귀하는 당해 계정에 대해 납부 약정을 하지 않아도 되지만, 귀하는 수도 서비스를 유지하기 위해 www.cityofsantacruz.com/getservice에서 서비스를 신청함으로써 그 고객이 될 수 있습니다.

Kung nakatanggap ka ng LATE NOTICE, ibig sabihin ay past due na ang iyong account! Mangyaring bayaran ang hindi pa nababayang balance sa loob ng 60 araw mula petsa ng bill na ito upang maiwasan ang maputulan ng tubig. Hanggang sa due date ng bill na ito ay maaari mong gawin ang payment arrangement (asikasuhin kung paano magbabayad) para sa singil sa nakaraang buwan. Upang malaman kung paano gumawa ng payment arrangement, o kung nais mong magreklamo tungkol sa singil sa tubig, mangyaring tumawag sa (831) 420-5220 o bisitahin ang www.cityofsantacruz.com/billhelp para humingi ng tulong. Kung hindi ikaw ang customer na nakapangalan sa bill na ito, hindi ka maaaring gumawa ng payment arrangement para sa account; gayunman, maari kang maging customer upang patuloy mong makuha ang water service sa pamamagitan ng pag-apply sa www.cityofsantacruz.com/getservice

Nếu quý vị đã nhận được THÔNG BÁO TRỄ HẠN, tài khoản của quý vị đã quá hạn! Vui lòng trả số tiền còn thiếu trong vòng 60 ngày kể từ ngày ghi trên hóa đơn này để tránh bị khóa nước. Quý vị có thời gian từ đây cho đến hạn chót trả của hóa đơn này để trả cho hóa đơn của tháng trước. Để biết cách thực hiện trả hoặc thảo luận về tiền nước, vui lòng gọi số (831) 420-5220 hay truy cập trang www.cityofsantacruz.com/billhelp để được trợ giúp. Nếu quý vị không phải là khách hàng đứng tên trên hóa đơn, có khả năng quý vị không thể thực hiện được việc trả trên tài khoản; tuy nhiên, quý vị có thể trở thành khách hàng để tiếp tục sử dụng nước bằng cách đăng ký dịch vụ tại trang www.cityofsantacruz.com/getservice

如果您收到逾期通知，则表示您的帐户已经逾期！请在账单日期起的60天内支付未付余额，以免供水停止。您必须在此账单到期日之前为上月账单达成付款协议。如需了解如何达成付款协议或提出水费异议，请致电(831) 420-5220，或访问www.cityofsantacruz.com/billhelp获取帮助。如果您并非本账单上所列的客户，您可能无法达成与帐户相关的付款协议；但是，您可以成为帐户持有人以维持供水服务，方法是通过www.cityofsantacruz.com/getservice申请服务

Protect Monterey Bay and Our Environment



MEDICATIONS OR PERSONAL CARE PRODUCTS such as pills, liquids or creams, should not be flushed down the toilet or placed in the trash where they are accessible to children or animals and may contaminate the sanitary sewer or landfill.



To avoid these hazards, our medication disposal program, MED-Project, is available to all residents of the City of Santa Cruz and Santa Cruz County. If you have expired



or unwanted medicines, the program offers various Santa Cruz locations for drop-off. Find the closest one to you at medproject.org.

Similarly, needles should never be placed in a recycling cart, flushed down the toilet, or discarded separately or loosely. To properly dispose of sharps, place them in a dedicated, approved, red sharps container and drop off the full container at one of the MED-Project locations. These red sharps containers are available at a

very nominal fee in 1-quart, 5-quart, and 2-gallon sizes at all pharmacies.

The proper disposal of unwanted pills, liquid medication, and needles is important for the protection of employees as well as home safety and the environment. Download the *Unwanted Medicines and Sharps* brochure in English or español at cityofsantacruz.com.



SCMU Review

(schmoo ri-vyoo) n. items of interest and information from your Santa Cruz Municipal Utilities

No.75 SPRING 2023 SANTA CRUZ MUNICIPAL UTILITIES 212 LOCUST STREET, SANTA CRUZ, CA 95060 (831)420-5220 scmu@cityofsantacruz.com

Director's Message



WE GOT KINDA SICK OF THE RAIN THIS YEAR. (OK, *really* sick of it.) In one of my favorite poems, e.e. cummings' "In Just -", he describes spring as

"mud-luscious" and "puddle-wonderful." I think I speak for many of us when I say that we've had our fill of mud and puddles, and the novelty of their wonder and lusciousness wore off in about mid-February. Welcome spring, bring on summer!

We know we may sound fickle — one year complaining about not enough rain, the next complaining about too much — but it's really challenging to provide clean, safe, reliable water 24/7 when source water is too murky to treat, falling trees and landslides break pipes, electricity is unreliable, and storms damage access to critical infrastructure.

Speaking of murky water, this issue of the *SCMU Review* will provide you with yet another clever conversation starter:

"Say, do you know how many Nephelometric Turbidity Units the San Lorenzo River is running at?"

If we had you at *Nephelometric Turbidity Units*, read on to learn what it means so you can impress your dinner companions!

Mud, puddles, and storm damage aside, the arrival of spring means the reopening of Loch Lomond Recreation Area (LLRA), and the return of our annual watershed education programs. Have you been to Loch Lomond? Modesty aside, we think it rivals any of the beautiful parks in Santa Cruz County, and that's saying a lot! Peek inside to see some of the fun things you can do up there this summer.

Rosemary Menard
Water Director

SPEAKING OF MUD PUDDLES

TURBIDITY, AKA CLOUDINESS OR MURKINESS OF FLUID, IS MEASURED IN NEPHELOMETRIC TURBIDITY UNITS (yes, it's a mouthful, so the industry calls them NTUs). Locally, source water (also known as "raw,") under 10 NTU before treatment is considered low turbidity, which means it's cleaner to start and easier to treat. Because of the power of many of the storms we had this winter, the San Lorenzo River was often well over 50 NTU and even over 100 NTU on occasion.

Operators at the Graham Hill Water Treatment Plant use specific criteria to determine which water source to use. San Lorenzo River typically has the highest NTU during storms, and Loch Lomond Reservoir the lowest.

We've relied on water from Loch Lomond often this year, but even reservoir water had challenging turbidity this winter.

If you've kept prior issues of the *SCMU Review* (my mom keeps hers in a scrap book), you could go back a couple of issues to review all the steps we take to protect the watershed and keep source waters clean. But despite our efforts, with the severity of this winter's storms high turbidity was

unavoidable and an ongoing challenge for treatment from all of our surface sources.

Thankfully, one of the major projects being funded by the WIFIA loan (see "What the Heck is a WIFIA?" on the back page) is the Facility Improvement Project, which will dramatically improve our ability to use and treat even exceptionally turbid water. The FIP is an extremely complex project as it will completely remodel and upgrade the Graham Hill Water Treatment Plant while the plant is operating.

Designers compare the project to fixing a bike while riding it.

Construction is expected to begin in 2025 at a cost of \$126 million.



Santa Cruz fifth grade students explore and draw maps of the watersheds from which our drinking water comes, and learn how their actions affect water quality and quantity.

Free Tours of the Recycling Center

EVER WONDER HOW EVERYTHING in your blue bin gets sorted and processed? Visit our Recycling Center at the Resource Recovery Facility, 605 Dimeo Lane, any Friday from June 16 through August 25 at 10 am and 1 pm. Our action-packed 90-minute tour will give you the inside scoop on how we recycle 36 tons of material every single weekday.

You will also experience our new food scraps processing operation that is reducing methane emissions from the landfill and learn about our Household Hazardous Waste Program.



Pre-registration is required. Tours are limited to 20 people. Children must be at least 8 years old. Youth ages 8 to 18 must be accompanied by an adult. Carpooling is encouraged as parking is limited.

Reserve your spot at:
www.cityofsantacruz.com/tours

Questions may be addressed to:
csoon@santacruzca.gov

We hope to see you there!



Community Invited to Industrial Users Local Discharge Limits Discussion

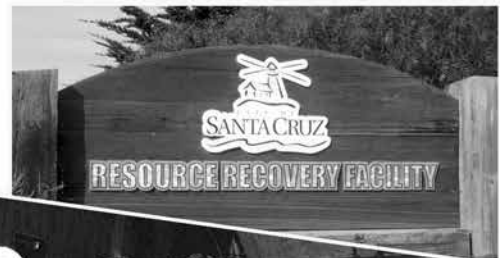
OUR ENVIRONMENTAL COMPLIANCE PROGRAM invites the community to participate in a Local Discharge Limits/Enhanced Source Control Update on Wednesday, June 14, from 4 to 8 pm, at London Nelson Community Center, 301 Center Street. The event fosters an open discussion to help set industrial users' standards and regulations for their discharge into the Santa Cruz Wastewater Treatment System.

As mandated by the Environmental Protection Agency's Clean Water Act to ensure that the environment is protected and no one is exposed to harmful levels of any compounds, Local Discharge Limits and Enhanced Source Control for the Santa Cruz Wastewater Treatment System must be updated frequently. All wastewater treatment systems are limited on

what they can treat based on their technologies. They must comply with the National Pollutant Discharge Elimination System (NPDES) permitting limits to support community welfare and sustainability.

After presentations by City Environmental Compliance, Santa Cruz County, and Kennedy Jenks staff, the local community and industry members are invited to weigh in on the scientific findings of the City and County of Santa Cruz with their questions and concerns. The goal of this discussion is to inform the best possible update of Local Discharge Limits and Enhanced Source Control for the Santa Cruz Wastewater System.

Sandwiches and beverages will be provided for up to 70 dischargers and stakeholders.





SCMU Review No. 75, Spring 2023
Eileen Cross, Editor
Written and published twice a year by
City of Santa Cruz Municipal Utilities
212 Locust Street, Santa Cruz, CA 95060
www.cityofsantacruz.com
Customer Service: (831) 420-5220
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What the Heck is a WIFIA?

IF YOU'VE EVER HAD TO DO ANY REMODELING TO YOUR HOME, you know that it's expensive and costs add up fast. Homeowners often shop around for the best deal on loans to get the lowest interest rate, stretch payments out, and make improvements more affordable.

That's just what a Water Department team did to help finance many of the water system's needed upgrades. Except that this loan application process took *four years*, and at \$127 million, the loan is waaaaaay bigger than an average home remodel.

The loan comes from the Environmental Protection Agency (EPA) Water Infrastructure Financing and Innovation Act (WIFIA) program, and the application process included detailed project plans, information about the Department's financial status, customer base, water use, and rates. When the loan closes in May, the interest rate is expected to be about 3.75 percent which is much better compared to the current 6.8 percent for a 30-year mortgage.

Water rates around the country are going up, as aging infrastructure needs to be replaced and upgraded. It's an issue that we've been paying close attention to and looking for ways to address. We can't postpone needed upgrades any longer, and there's not much we can do about their cost. But qualifying for significant loans like WIFIA reduces the burden on our rate payers. The WIFIA loan is the latest in a series of low interest loans obtained by the Water Department to finance necessary upgrades to the water system.

Another reason to extend payments over time, besides making payments more affordable, is because the improvements being made today will benefit the next generations of Santa Cruz residents. By stretching payments out, everyone who enjoys clean, safe, reliable, and affordable water will pay their fair share.

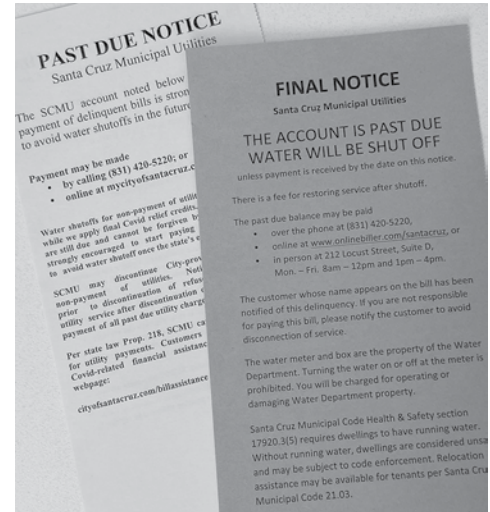
CITY OF SANTA CRUZ WATER DEPARTMENT 2022 Consumer Confidence Report

THE CITY OF SANTA CRUZ WATER DEPARTMENT IS PLEASED TO REPORT that your drinking water meets or exceeds all United States Environmental Protection Agency and California State Water Resources Control Board — Division of Drinking Water drinking water health standards.

The 2022 Consumer Confidence Report (CCR) is available for your review. This report contains information regarding our water sources, levels of detected constituents, water quality compliance, and educational information. To view the 2022 Consumer Confidence Report and to learn more about your drinking water, please visit:

www.cityofsantacruz.com/ccr2022

If you would like a paper copy of the 2022 CCR mailed to your mailing address, please call (831) 420-5220. If you would like to speak with someone about the report, please call (831) 420-5480. *Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.*



Shut Offs for Nonpayment Resume in May

CUSTOMERS WITH DELINQUENT WATER BILL payments received their last courtesy notice in April that shut offs for nonpayment will resume in May. SCMU has not shut off for nonpayment since the start of the pandemic, however, field staff have been posting delinquency door hangers for the past 18 months, encouraging customers to pay down their past due balance.

In the meantime, several forms of rate assistance have been made available for late-paying customers, including two rounds of Covid arrearage payments, Covid rent relief (including utilities), and the Low-Income Household Water/Wastewater Assistance Program (LIHWAP). Once shut offs resume, law requires that SCMU offer payment arrangements for qualifying low-income customers and — for non-low-income customers — SCMU will consider offering payment arrangements to customers facing extenuating financial circumstances, such as unexpected costs due to recent storm damage. If you have questions about payment options, please call Customer Assistance at (831) 420-5220.