

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 June 5, 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: Lindsay Neun	Title: Water Quality Manager
Signature: 	Date: 07/01/24
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: <https://www.cityofsantacruz.com/water-quality-report>
 - 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 06/25/24**)
- 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 2023 CCR link in monthly Water Bill (June-August) and in the Our Water Our Future Newsletter and City Manager's Weekly Report**).URL:
<https://www.cityofsantacruz.com/water-quality-report>
- 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 2023 Annual Water Quality Report/Consumer Confidence Report to its customers. The report was provided electronically to customers on the Santa Cruz Water Department's webpage (06/05/24), posted on our Facebook account (06/25/24), provided in the Our Water Our Future Newsletter, provided in the City Manager's Weekly Report, and a media Press Release (06/26/24). Additionally, a notice that the CCR is available was provided in the June 2024 customer water bill and will continue for three months.

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.



Water Quality Reports

The Santa Cruz Water Department provides clean and reliable water to almost 100,000 people in our region. The Water Quality Laboratory conducts regular testing to make sure we continue to meet all federal and state drinking water standards.

Annual Water Quality Report

The Laboratory produces an annual water quality report (more technically known as the Consumer Confidence Report) that summarizes the previous year's water quality. The report includes details about where water comes from, what it contains, how it is treated and tested, and how it compares to drinking water standards set by the U.S. Environmental Protection Agency and State Water Resources Control Board.

2023 Water Quality Report

[2023 Water Quality Report](#)

[Informe de calidad del agua 2023](#)

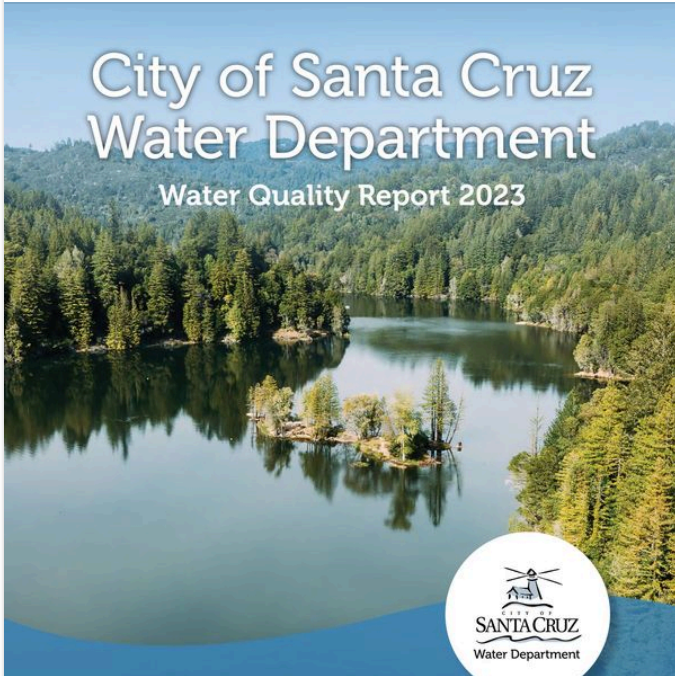


Santa Cruz Water Department

June 25 at 11:42 AM · 🌐

The annual Water Quality Report is out and the results are good — Santa Cruz drinking water meets or exceeds all state and federal standards. Bonus! It's available in English and Spanish for the first time ever!

Check it out: <https://www.cityofsantacruz.com/water-quality-report>



👍 1

Like

Comment

Log in or sign up for Facebook to connect with friends, family...

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

UTILITY BILL

Previous Balance \$14.39	Payment Made -\$14.39	Adjustments \$0.00	Unpaid Balance \$0.00	Current Charges \$39.05	Total Charges \$39.05
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Account Summary:
Account Number: [REDACTED]
Customer Name: [REDACTED]
Service Address: [REDACTED]
Account Type: Single Family, N/A residents
Service Period: 5/17/2024 - 6/17/2024, 32 days

AUTOPAY - DO NOT PAY

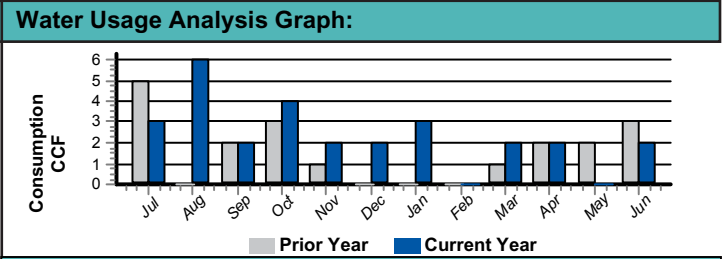
Santa Cruz Municipal Utilities

Thank You!

Your timely payment is appreciated.

Utility Charges:

Water - Ready-to-Serve 5/8"	\$14.39
Water - Consumption Charges (2 CCF): 2 CCF @ 8.93	\$17.86
Water - Infrastructure Reinvestment Fee (2 CCF): 2 CCF @ 2.40	\$4.80
Water - Rate Stabilization Fee (2 CCF): 2 CCF @ 1.00	\$2.00



TOTAL **\$39.05**

Meter Information: (1 CCF = 100 cubic feet or 748 gals.)

Meter No.	Read Date	Current	Previous	Cons
[REDACTED]	6/17/2024	36	34	2

Water consumption this period: 1,496 gallons
Average water use this period: 46 gallons/day

Important News from the Water Department:

Your drinking water meets or exceeds all state and federal standards. To view the 2023 Water Quality Report, visit www.cityofsantacruz.com/water-quality-report
 Su agua potable cumple o excede todos los estándares estatales y federales. Para ver el Informe de Calidad del Agua 2023, visite www.cityofsantacruz.com/water-quality-report

Please detach and return this portion with your payment.



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

Service Period:	5/17/2024 - 6/17/2024
Bill Date:	6/27/2024
Account Number:	[REDACTED]
Customer Name:	[REDACTED]
Service Address:	[REDACTED]
Unpaid Balance:	\$0.00
Current Charges:	DUE 7/25/2024 \$39.05
Total Due:	\$39.05
Amount Enclosed:	AUTOPAY - DO NOT PAY



CRS0627B
 9000000232 00.0000.0232 232/1



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

078004050221 0000001439 0000003905 00000039059

Make checks payable to:**SANTA CRUZ MUNICIPAL UTILITIES or S.C.M.U.***By Mail:*

S.C.M.U., P.O. Box 682, Santa Cruz, CA 95061

Night Deposit:

Drop Box in front of S.C.M.U., 212 Locust Street

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 통지서를 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) 420-5220 번으로 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 nababayaran 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

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



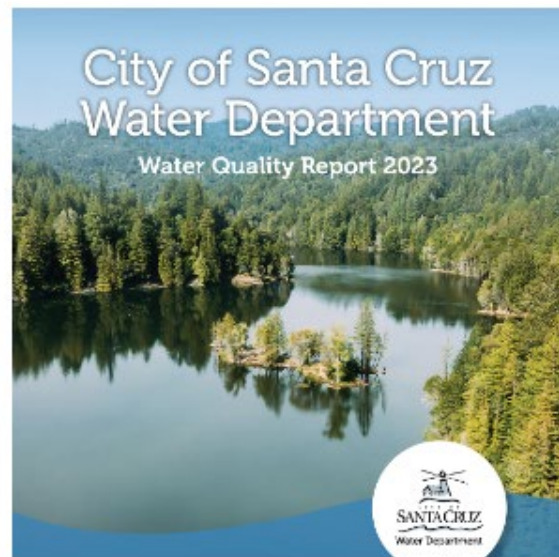
2023 Water Quality Report

Available in English and Spanish!

The 2023 Water Quality Report came out earlier this month, and the results are great! Santa Cruz drinking water continues to meet or exceed all state and federal standards.

The comprehensive report, previously referred to as the Consumer Confidence Report, includes detailed information about the sources and quality of our water supply, the results of water quality testing, and important health information.

We're proud to announce that this year's report is also available in Spanish!



[2023 Water Quality Report](#)

Santa Cruz Water Department Makes 2023 Water Quality Report Available in English and Spanish

The Santa Cruz Water Department is pleased to announce that the 2023 Water Quality Report is now available in English and Spanish.

The report highlights that Santa Cruz's water meets or exceeds all state and federal drinking water standards. It includes detailed information about the sources and quality of our water supply, the results of water quality testing, and important health information.

The reports are available on the [Water Department's website](#) and at the Customer Service Office, 212 Locust Street, Suite D, Santa Cruz, CA 95060.



[View the Water Quality Report](#)



Our Water, Our Future

FOR IMMEDIATE RELEASE

Media Contact:

Amanda Rodriguez

arodriguez@santacruzca.gov

Santa Cruz Water Department Publishes 2023 Water Quality Report in Spanish for First Time

Santa Cruz, California [June 26, 2024] – The Santa Cruz Water Department is proud to announce that the 2023 Water Quality Report is now available in Spanish.

The Annual Water Quality Report shows Santa Cruz’s water meets or exceeds all state and federal drinking water standards. Providing the report in Spanish ensures that our diverse community has access to critical information about the quality of their drinking water and is part of the City’s ongoing efforts to improve communication with our community.

The report includes detailed information about the sources and quality of our water supply, the results of water quality testing, and important health information. By offering this report in English and Spanish, the Water Department aims to foster greater transparency and trust within our community.

The reports are available on the Water Department’s website at www.cityofsantacruz.com/water-quality-report. Printed copies can be made available at 212 Locust Street, Suite D, Santa Cruz, CA 95060.

The Santa Cruz Water Quality Laboratory is certified by the California Environmental Laboratory Accreditation Program and produces the Annual Water Quality Report each year. As in previous years, the laboratory is pleased to report that customers’ drinking water met all state and federal standards in 2023.

For more information, please visit www.cityofsantacruz.com/water-quality or contact the Water Quality Laboratory at (831) 420-5480 or WaterQuality@santacruzca.gov.

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