

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 April 7, 2026 (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: 05/11/26
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.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports>
 - ☐ 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, Instagram, and LinkedIn page on 05/29/25**)
- ☐ 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 2025 CCR link in monthly Water Bill (May-July), City Manager's Weekly Report, and will be provided in the Our Water Our Future and Santa Cruz Municipal Utilities Newsletter in June**).URL:
<https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports>
- ☐ 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 City of Santa Cruz Water Department used multiple methods to distribute the 2025 Annual Water Quality Report to its customers. On April 7, 2026, the report was made available electronically on the department's webpage, shared via Facebook, Instagram, and LinkedIn accounts, and announced through a press release. The report was also included in the City Manager's Weekly Report (04/17/26) and will be featured in the Santa Cruz Municipal Utilities and Our Water Our Future Newsletters in June 2026. Additionally, a notice of the report's availability was included in customer water bills in May and will continue to be provided 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.*



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

CRS0511B *** 2000000001 1/1



C/O ACCOUNTS PAYABLE
809 CENTER ST RM 101
SANTA CRUZ CA 95060-3826

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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	Payment Made	Adjustments	Unpaid Balance	Current Charges	Total Charges
\$0.00	-\$177.55	\$0.00	\$0.00	\$177.55	\$0.00

Account Summary:

Account Number: [REDACTED]
 Customer Name: 101-30-41-3106-52201
 Service Address: [REDACTED]
 Account Type: Interdepartmental
 Service Period: 4/4/2026 - 5/4/2026, 31 days

Zero Balance - DO NOT PAY

Santa Cruz Municipal Utilities

Thank You!

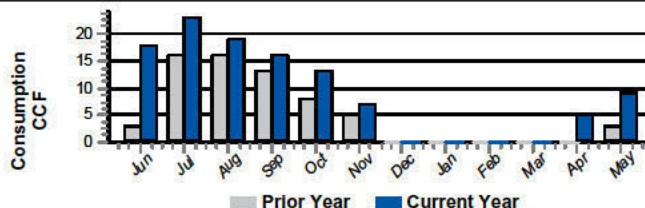
Your timely payment is appreciated.

Utility Charges:

Water - Irrigation Ready-to-Serve 5/8" \$17.89
 Water - Consumption Charges (9 CCF):
 9 CCF @ 12.33 \$110.97
 Water - Infrastructure Reinvestment Fee (9 CCF):
 9 CCF @ 4.12 \$37.08
 Water - Rate Stabilization Fee (9 CCF):
 9 CCF @ 1.00 \$9.00
 Water - Elevation Surcharge (9 CCF):
 9 CCF @ 0.29 \$2.61

TOTAL \$177.55

Water Usage Analysis Graph:



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

Meter No.	Read Date	Current	Previous	Cons
221241921	5/4/2026	247	238	9

Water consumption this period: 6,732 gallons
 Average water use this period: 217 gallons/day

Important News from the Water Department:

Your drinking water meets or exceeds all state and federal standards. View the 2025 Water Quality Report at santacruzca.gov/waterqualityreport

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



CRS0511B *** 2000000002 1/2

101-30-41-3106-52201
 C/O ACCOUNTS PAYABLE
 809 CENTER ST RM 101
 SANTA CRUZ, CA 95060-3826

Service Period:	4/4/2026 - 5/4/2026
Bill Date:	5/11/2026
Account Number:	[REDACTED]
Customer Name:	[REDACTED]
Service Address:	[REDACTED]
Unpaid Balance:	\$0.00
Current Charges:	\$177.55
Total Due:	\$0.00
Amount Enclosed:	Zero Balance - DO NOT PAY



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

001003080015 0000000000 0000017755 00000000001

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, su 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

Home (<https://www.santacruzca.gov/Home>) / **Water Quality Report Confirms Santa Cruz Water Meets All Standards**

Water Quality Report Confirms Santa Cruz Water Meets All Standards

Published on April 07, 2026

The Santa Cruz Water Department has released its [2025 Annual Water Quality Report](https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports) (<https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports>), confirming that the City's drinking water continues to meet or exceed all state and federal standards for safety and quality.

As required by the [California State Water Resources Control Board, Division of Drinking Water](https://www.waterboards.ca.gov/drinking_water/pr)

(https://www.waterboards.ca.gov/drinking_water/programs/), the annual report provides an overview of the City's water system, including water sources,



treatment processes, and the results of extensive water quality monitoring conducted throughout the year. Thousands of tests are performed annually across the system to ensure compliance with strict regulatory standards and to protect public health. A Spanish-translated report will also be available to support accessibility and transparency.

This work is led by the City's [Water Quality Laboratory](https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality) (<https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality>), which is certified by the [California Environmental Laboratory Accreditation Program](https://www.waterboards.ca.gov/drinking_water/certlic/labs/) (https://www.waterboards.ca.gov/drinking_water/certlic/labs/). The laboratory conducts testing for a wide range of potential contaminants and supports operational decisions to ensure the continued safety of the City's drinking water.

Santa Cruz's high-quality drinking water is supported by the protection of our local watersheds and a long-standing commitment to environmental stewardship. The City's water supply comes primarily from these watershed areas, where careful management helps maintain water quality from source to tap. The City actively manages and safeguards these lands, supporting both water quality and healthy ecosystems.

The report is available online at [santacruzca.gov/waterqualityreport](https://www.santacruzca.gov/waterqualityreport) (<https://www.santacruzca.gov/waterqualityreport>). Printed copies can be made available at 212 Locust Street, Suite D, Santa Cruz, CA 95060.

About the Santa Cruz Water Department

The [Santa Cruz Water Department](https://www.santacruzca.gov/Government/City-Departments/Water-Department) (<https://www.santacruzca.gov/Government/City-Departments/Water-Department>) serves water to approximately 98,000 customers, processes 7 million gallons of water per day on average, manages 4,000 acres of watershed lands, oversees 300 miles of distribution lines, runs a state-certified water quality laboratory, and provides summertime recreation activities at the Loch Lomond Reservoir and Recreation Area. The department receives 100% of its water supply from within Santa Cruz

County, with no pipelines or canals that connect to other areas of California. The San Lorenzo River serves as the primary water source, along with Loch Lomond Reservoir, North Coast sources and groundwater wells.

Media Contact

Ashley Hussey

Community Relations Specialist

(831) 420-5213

ahussey@santacruzca.gov (mailto:ahussey@santacruzca.gov)

Related Information

[Santa Cruz Water Department \(https://www.santacruzca.gov/Government/City-Departments/Water-Department\)](https://www.santacruzca.gov/Government/City-Departments/Water-Department)

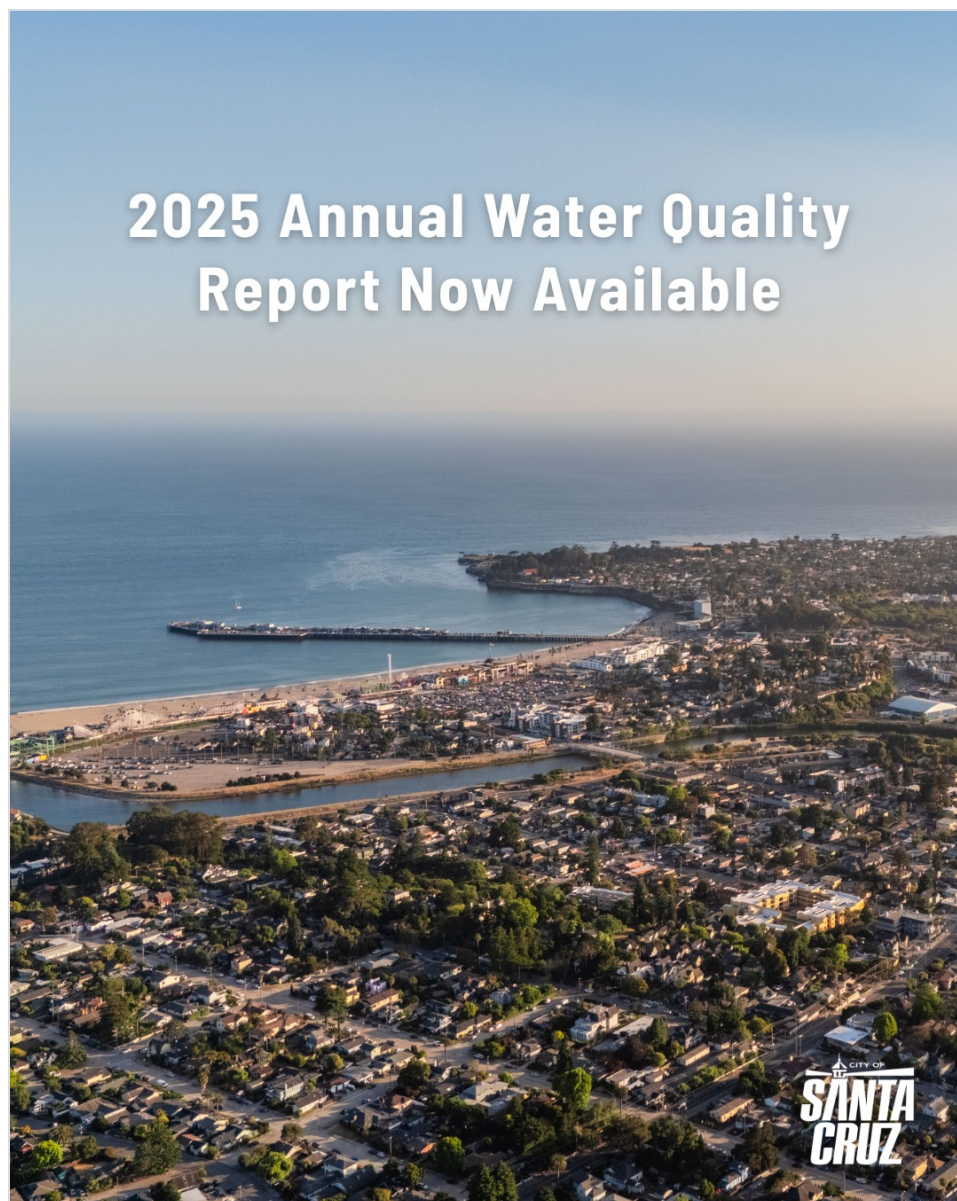
[Annual Water Quality Report \(https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports\)](https://www.santacruzca.gov/Government/City-Departments/Water-Department/Water-Quality/Water-Quality-Reports)

[Water Department Facebook \(https://www.facebook.com/SantaCruzWaterDepartment\)](https://www.facebook.com/SantaCruzWaterDepartment)

[Water Department Instagram \(https://www.instagram.com/santa.cruz.water/\)](https://www.instagram.com/santa.cruz.water/)

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What goes into delivering high-quality drinking water in Santa Cruz? 💧

The 2025 Annual Water Quality Report is now available, showing our water continues to meet all state and federal standards. From protected local watersheds to year-round testing, see how we deliver safe, high-quality water from source to tap.

Read the full report linked in our bio 🔗

**No comments yet.**

Start the conversation.



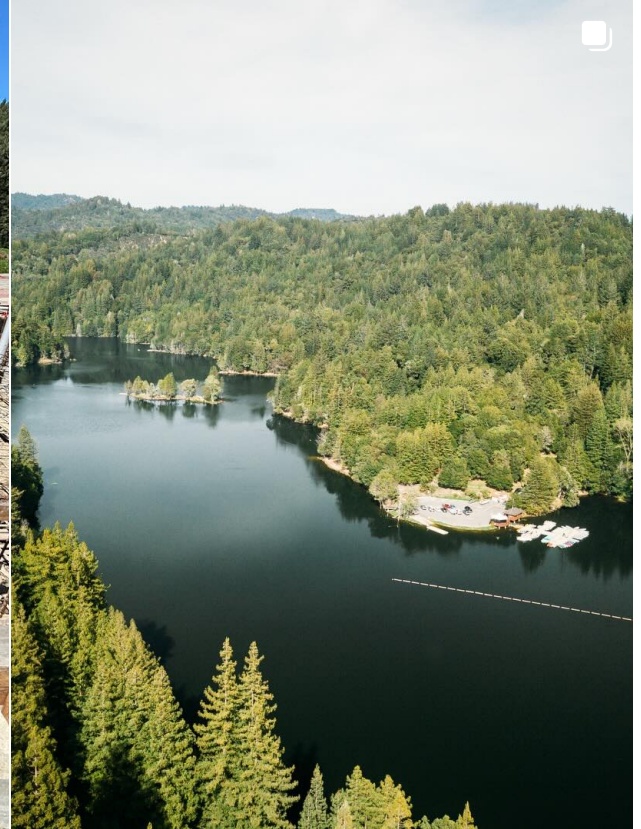
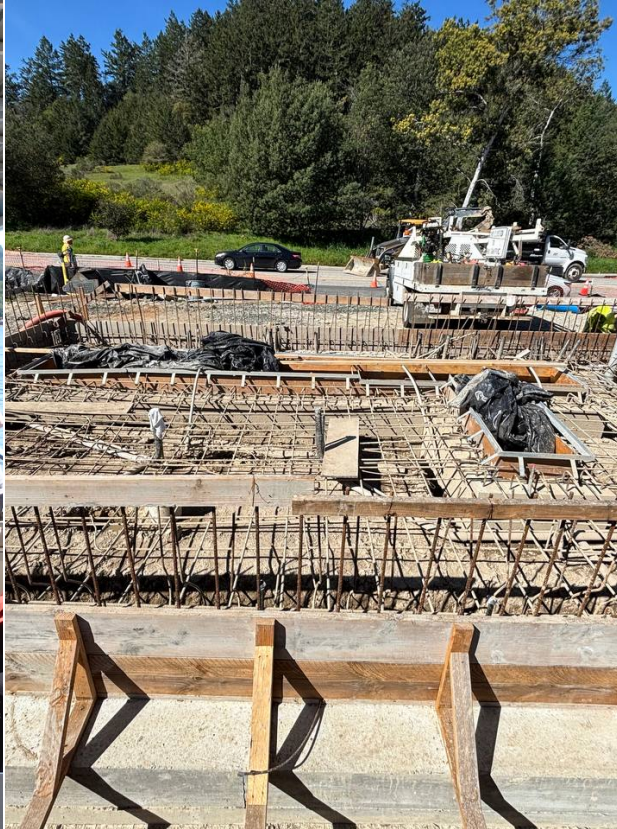
42 minutes ago

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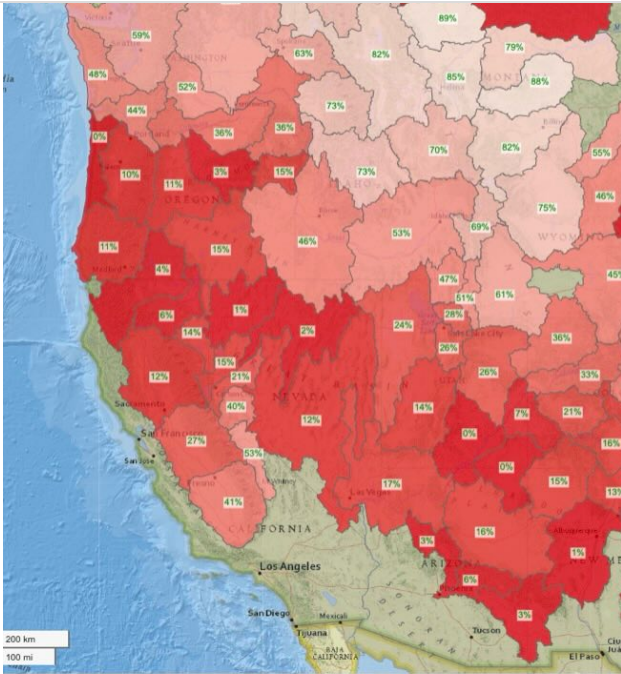
Sign Up



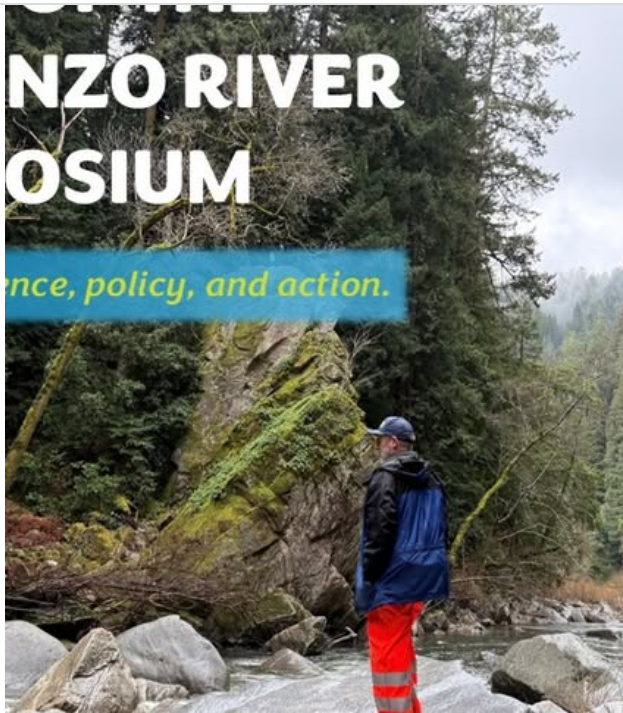
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Sign Up



Instagram

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English  © 2026 Instagram from Meta



Santa Cruz Water Department

2.5K followers • 55 following

Posts

About

Reels

Photos



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

 cityofsantacruz.com

 Closing Soon ▾

 Not yet rated (4 Reviews) 

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**Santa Cruz Water Department**

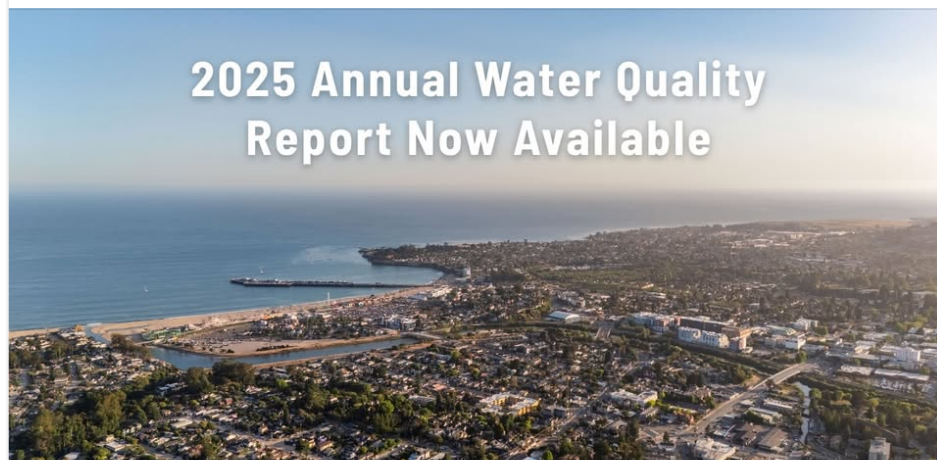
46m · 🌐



What goes into delivering high-quality drinking water in Santa Cruz? 💧

The 2025 Annual Water Quality Report is now available, showing our water continues to meet all state and federal standards. From protected local watersheds to year-round testing, see how we deliver safe, high-quality water from source to tap.

Read the report: santacruzca.gov/waterqualityreport



Like

Comment

**Santa Cruz Water Department**

1d · 🌐



Nestled in the heart of nature, Loch Lomond is the perfect spot for your next outdoor escape 🌲💧 Enjoy fishing, boating, picnicking, hiking and more!

F... See more



12

3



Like

Comment

**Santa Cruz Water Department and Scotts Valley Water Di...**

4d · 🌐

Construction on the Santa Cruz–Scotts Valley Intertie is hitting major milestones this spring! 💧

- All major pipeline installation is now complete — a big step toward br... See more

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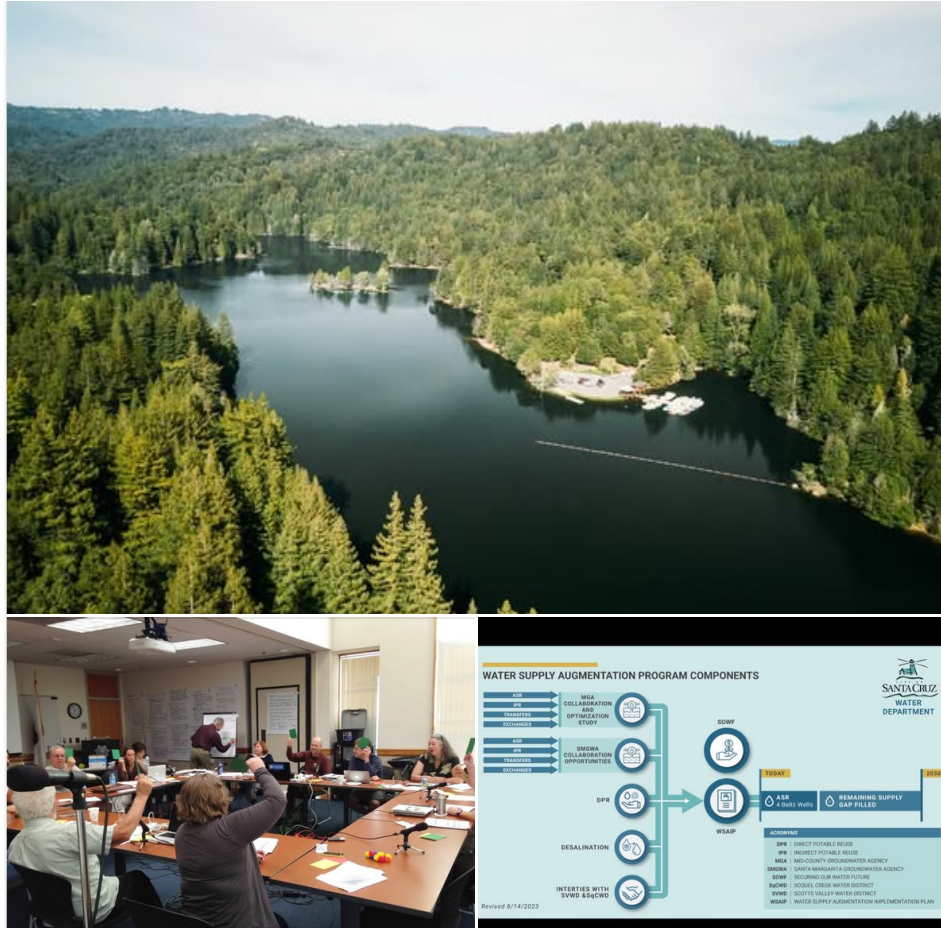
  131  Like Comment**Santa Cruz Water Department**4d · 

...

The Santa Cruz Water Department is marking 10 years since the City adopted the recommendations of the community-led Water Supply Advisory Committee (WSAC) that continue... **See more**

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7

2

Like

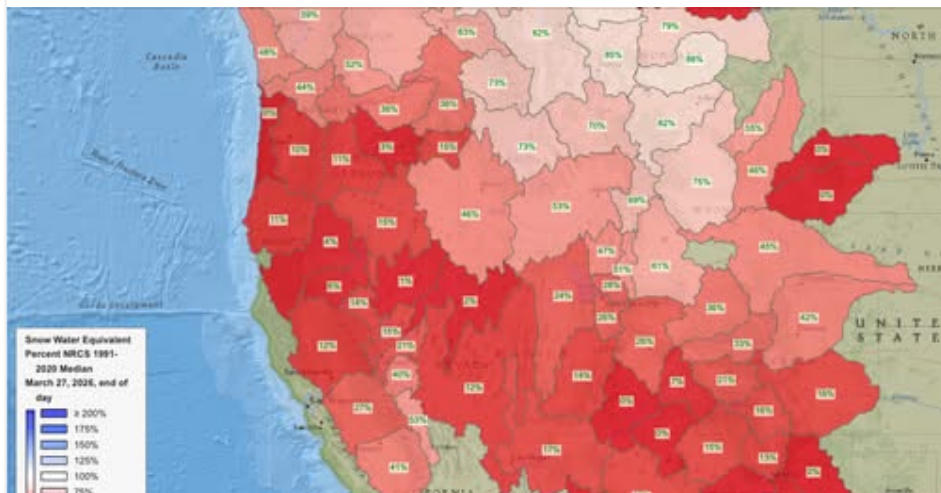
Comment



Santa Cruz Water Department

6d · 🌐

Check out the latest news on our recent and near term future weather from the ever - insightful, Dr. Daniel Swain below...While we've all been enjoying the winter "beac... [See more](#)



weatherwest.com



1



Like



Comment



Share

**Santa Cruz Water Department**

March 30 at 9:02 AM · 🌐

🚧 Work on the Newell Creek water main project along Graham Hill Road continues, with a major milestone reached: pipeline installation is now complete along most of the ... [See more](#)



13

7



Like



Comment

[View more comments](#)**Jarod Sheard**

Does final paving mean going back over the whole road so it Doesn't feel like driving down railroad tracks?

1w

3



Author

Santa Cruz Water Department
Jarod Sheard Yes it does!

4d

3

[View more replies](#)**Santa Cruz Water Department**

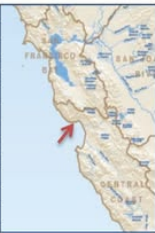
March 27 at 8:28 AM · 🌐

If you're curious about the status of the city's water supply , check out our Weekly Water Conditions webpage. 🙄 We update it every Wednesday: <https://www.santacruzca.g...> [See more](#)



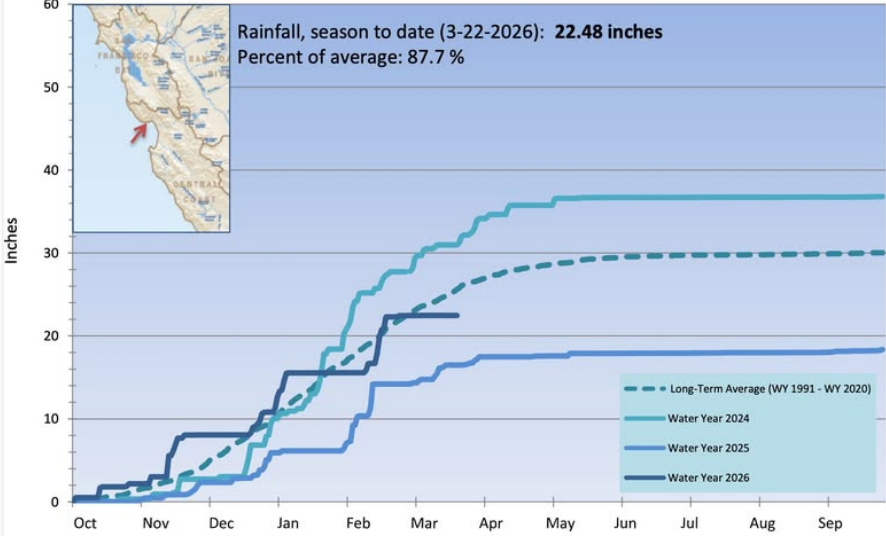
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Cumulative Precipitation, Santa Cruz, CA Water Year 2026



Rainfall, season to date (3-22-2026): **22.48 inches**

Percent of average: **87.7 %**



Month	Water Year 2024 (inches)	Water Year 2025 (inches)	Water Year 2026 (inches)	Long-Term Average (inches)
Oct	0.0	0.0	0.0	0.0
Nov	1.0	1.0	1.0	1.0
Dec	2.0	2.0	2.0	2.0
Jan	5.0	5.0	5.0	5.0
Feb	10.0	10.0	10.0	10.0
Mar	15.0	15.0	15.0	15.0
Apr	20.0	17.0	20.0	17.0
May	25.0	17.0	25.0	17.0
Jun	28.0	17.0	28.0	17.0
Jul	29.0	17.0	29.0	17.0
Aug	29.5	17.0	30.0	17.0
Sep	29.9	18.4	36.8	17.0



11



3



2



Like



Comment

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Jeremy Elster

What does adding thousands of extra housing units do to the city's water situation year over year?

1w



Author

Santa Cruz Water Department

Jeremy Elster great question! Nearly all new development is high-density housing that uses on high-efficiency plumbing fixtures. High-density housing also does not include the water-intensive landscaping that accounts for the majority of residential wa... See more

1w



4

https://www.facebook.com/SantaCruzWaterDepartment/

7/8



Log In

