APPENDIX B: eCCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name:	City of Shasta Lake
Water System Number:	CA4510006

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 3rd, June 12th, June 19th, and June 26th 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: Chris Carr	Title: Water Treatment Superintendent
Signature: Chris Carr	Date: May 1, 2024
Phone number: (530) 275-7491	

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.cityofshastalake.org/ccr_____
- ☐ 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._____

☐ *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.cityofshastalake.org/ccr_____

☐ 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.

Customers can call the main office and request a copy be mailed to them.

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.

2023 Consumer Confidence Report

Water System Information

Water System Name: City of Shasta Lake

Report Date: May 1st, 2024

Type of Water Source(s) in Use: Surface Water

Name and General Location of Source(s): Lake Shasta

Drinking Water Source Assessment Information: A ***source water assessment*** was conducted for the City of Shasta Lake's Raw Water Intake in January 2003. The source is considered vulnerable to the following activities not associated with any detected contaminants: Automobile gas stations, chemical/petroleum, processing/storage, and concentrated animal facilities as defined in federal regulations. A copy of the ***assessment*** may be viewed at the City of Shasta Lake, 4477 Main St.

Time and Place of Regularly Scheduled Board Meetings for Public Participation: 6:00 pm, 1st and 3rd Tuesday of each month, Shasta Lake Council Chambers, 4488 Red Bluff St.

For More Information, Contact: Chris Carr 530-275-7491

About This Report

We test the drinking water quality for many constituents as required by state and federal regulations. This report shows the results of our monitoring for the period of January 1 to December 31, 2023 and may include earlier monitoring data.

Importance of This Report Statement in Five Non-English Languages (Spanish, Mandarin, Tagalog, Vietnamese, and Hmong)

Language in Spanish: Este informe contiene información muy importante sobre su agua para beber. Favor de comunicarse City of Shasta Lake a 4477 Main Street para asistirlo en español.

Language in Mandarin: 这份报告含有关于您的饮用水的重要讯息。请用以下地址和电话联系 City of Shasta Lake 以获得中文的帮助: 530-275-7400.

Language in Tagalog: Ang pag-uulat na ito ay naglalaman ng mahalagang impormasyon tungkol sa inyong inuming tubig. Mangyaring makipag-ugnayan sa City of Shasta Lake, 4477 Main Street o tumawag sa 530-275-7400 para matulungan sa wikang Tagalog.

Language in Vietnamese: Báo cáo này chứa thông tin quan trọng về nước uống của bạn. Xin vui lòng liên hệ City of Shasta Lake tại 4477 Main Street để được hỗ trợ giúp bằng tiếng Việt.

Language in Hmong: Tsab ntawv no muaj cov ntsiab lus tseem ceeb txog koj cov dej haus. Thov hu rau City of Shasta Lake ntawm 4477 Main Street rau kev pab hauv lus Askiv.

Terms Used in This Report

Term	Definition
Level 1 Assessment	A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an *E. coli* MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
Maximum Contaminant Level (MCL)	The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs are set to protect the odor, taste, and appearance of drinking water.
Maximum Contaminant Level Goal (MCLG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. Environmental Protection Agency (U.S. EPA).
Maximum Residual Disinfectant Level (MRDL)	The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
Maximum Residual Disinfectant Level Goal (MRDLG)	The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
Primary Drinking Water Standards (PDWS)	MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements, and water treatment requirements.
Public Health Goal (PHG)	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 Environmental Protection Agency.
Regulatory Action Level (AL)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.
Secondary Drinking Water Standards (SDWS)	MCLs for contaminants that affect taste, odor, or appearance of the drinking water. Contaminants with SDWSs do not affect the health at the MCL levels.
Treatment Technique (TT)	A required process intended to reduce the level of a contaminant in drinking water.
Variances and Exemptions	Permissions from the State Water Resources Control Board (State Board) to exceed an MCL or not comply with a treatment technique under certain conditions.
ND	Not detectable at testing limit.
ppm	parts per million or milligrams per liter (mg/L)
ppb	parts per billion or micrograms per liter (µg/L)
ppt	parts per trillion or nanograms per liter (ng/L)
ppq	parts per quadrillion or picogram per liter (pg/L)
pCi/L	picocuries per liter (a measure of radiation)

Sources of Drinking Water and Contaminants that May Be Present in Source 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.

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 result from urban stormwater 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 stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
- Radioactive contaminants, that can be naturally-occurring or be the result of oil and gas production and mining activities.

Regulation of Drinking Water and Bottled Water Quality

In order to ensure that tap water is safe to drink, the U.S. EPA and the State Board prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health.

About Your Drinking Water Quality

Drinking Water Contaminants Detected

Tables 1, 2, 3, 4, 5, and 6 list all of the drinking water contaminants that were detected during the most recent sampling for the constituent. The presence of these contaminants in the water does not necessarily indicate that the water poses a health risk. The State Board allows us to monitor for certain contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative of the water quality, are more than one year old. Any violation of an AL, MCL, MRDL, or TT is asterisked. Additional information regarding the violation is provided later in this report.

Table 1. Sampling Results Showing the Detection of Coliform Bacteria

Complete if bacteria are detected.

Microbiological Contaminants	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	Typical Source of Bacteria
E. coli	(In the year) 0	0	(a)	0	Human and animal fecal waste

(a) Routine and repeat samples are total coliform-positive and either is *E. coli*-positive or system fails to take repeat samples following *E. coli*-positive routine sample or system fails to analyze total coliform-positive repeat sample for *E. coli*.

Table 2. Sampling Results Showing the Detection of Lead and Copper

Complete if lead or copper is detected in the last sample set.

Lead and Copper	Sample Date	No. of Samples Collected	90th Percentile Level Detected	No. Sites Exceeding AL	AL	PHG	No. of Schools Requesting Lead Sampling	Typical Source of Contaminant
Lead (ppb)	2022	30	ND	0	15	0.2	0	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper (ppm)	2022	30	.08	0	1.3	0.3	Not applicable	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

Table 3. Sampling Results for Sodium and Hardness

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL	PHG (MCLG)	Typical Source of Contaminant
Sodium (ppm)	2021	9.3	N/A	None	None	Salt present in the water and is generally naturally occurring
Hardness (ppm)	2021	53	N/A	None	None	Sum of polyvalent cations present in the water, generally magnesium and calcium, and are usually naturally occurring

Table 4. Detection of Contaminants with a Primary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	MCL [MRDL]	PHG (MCLG) [MRDLG]	Typical Source of Contaminant
Arsenic (ppb)	2021	3.10	N/A	10	0.004	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Nitrate (mg/l)	2023	0.17	N/A	10 as N	10 as N	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Chlorine (ppm) (Distribution System)	2023	0.56 average	0.13 to 0.86	4.0	4.0	Disinfection added to drinking water by regulation
Total Trihalomethanes (ppb) (Distribution System)	Quarterly 2023	39.8 average	22 to 89.5	80	N/A	By-product of drinking water disinfection
Total of Five Haloacetic Acids-HAA5 (ppb) (Distribution System)	Quarterly 2023	13.9 average	2.5 to 19	60	N/A	By-product of drinking water disinfection

Table 5. Detection of Contaminants with a Secondary Drinking Water Standard

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	SMCL	PHG (MCLG)	Typical Source of Contaminant
Chloride (ppb)	2021	2.76	N/A	500	N/A	Runoff/leaching from natural deposits; seawater influence
Sulfate (ppm)	2021	3.78	N/A	500	N/A	Runoff/leaching from natural deposits; seawater influence
Specific Conductance (uS/cm)	2021	147	N/A	1600	N/A	Substances that form ions when in water; seawater influence
Total Dissolved Solids (ppm)	2021	99	N/A	1000	N/A	Runoff/leaching from natural deposits
Turbidity (NTU) (after treatment)	2023	0.175 average	0.02 to 0.86	5	N/A	Soil runoff

Table 6. Detection of Unregulated Contaminants

Chemical or Constituent (and reporting units)	Sample Date	Level Detected	Range of Detections	Notification Level	Health Effects
Hexavalent Chromium (ppb)	2015	0.31	0.24 to 0.37	None	**Typical Source of Contaminant:** Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits. **Health Effects Language**: Some people who drink water containing hexavalent chromium in excess of the 10 ppb over many years may have an increased risk of getting cancer. The PHG is 0.02 ppb. There is currently no MCL for hexavalent chromium. The previous California MCL of 10 ppb was withdrawn on September 11, 2017.
Total Organic Carbon (ppm)	2019	1.8	N/A	None	**Typical Source of Contaminant:** Various natural and manmade sources **Health Effects Language**: Total organic carbon has no health effects. However, total organic carbon provides a medium for the formation of disinfection byproducts. These byproducts include trihalomethanes and haloacetic acids. Drinking water containing these byproducts in excess of the MCL (see table 4) may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

Strontium (ppb)	2015	57 average	55.7 to 59.3	None	**Typical Source of Contaminant:** Natural and common occurring element. Strontium mainly enters water through leaching of limestone. It can also be released to the environment as a by-product of mining operations and via air deposition from coal burning and phosphate fertilizers. **Health Effects Language**: Exposure to low levels of stable strontium has not been shown to affect adult health. Exposure to high levels of stable strontium can result in impaired bone growth in children. EPA has set a limit of 4,000 ppb strontium in drinking water. source: Agency for Toxic Substances and Disease Registry https://www.atsdr.cdc.gov/toxfaqs/TF.asp?id=655&tid=120
Bromide (ppb)	2019	8.1	N/A	None	**Typical Source of Contaminant:** Naturally occurring. Can also be released to the environment by certain coal-fired power plants. **Health Effects Language**: Like total organic carbon, bromide provides a medium for the formation of disinfection by-products, specifically trihalomethanes (see health effects language for total organic carbon, above)

Additional General Information on Drinking Water

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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised 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 can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Lead-Specific Language: If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Shasta Lake is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. 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. [Optional: If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.] If you are concerned about lead 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 (1-800-426-4791) or at http://www.epa.gov/lead.

For Systems Providing Surface Water as a Source of Drinking Water

Table 7. Sampling Results Showing Treatment of Surface Water Sources

Treatment Technique [(a)] (Type of approved filtration technology used)	Contact Clarification/Filtration
Turbidity Performance Standards [(b)] (that must be met through the water treatment process)	Turbidity of the filtered water must: 1 – Be less than or equal to _0.2_ NTU in 95% of measurements in a month. 2 – Not exceed _1.0_ NTU for more than eight consecutive hours. 3 – Not exceed _5.0_ NTU at any time.
Lowest monthly percentage of samples that met Turbidity Performance Standard No. 1.	100%
Highest single turbidity measurement during the year	1.00 NTU
Number of violations of any surface water treatment requirements	0

(a) A required process intended to reduce the level of a contaminant in drinking water.

(b) Turbidity (measured in NTU) is a measurement of the cloudiness of water and is a good indicator of water quality and filtration performance. Turbidity results which meet performance standards are considered to be in compliance with filtration requirements.

Violation Summary Information

The City did not violate any primary or secondary drinking water standard, monitoring requirement, or reporting requirement during 2023. In addition, the City's surface water treatment plant did not violate any performance standards during 2023.

Public Locations for 2023 CCR viewing within the City limits

Posted on June 3rd, 2024

- City of Shasta Lake main office
- City of Shasta Lake post office
- Project City post office
- Summit City post office

CITY OF SHASTA LAKE
MUNICIPAL UTILITIES
P.O. Box 777
4477 Main Street
Shasta Lake, CA 96019
Tele: (530) 275-7400
cityofshastalake.org

STATEMENT DATE	CUSTOMER NAME
06/12/2024	[redacted]
ACCOUNT NUMBER	**SERVICE LOCATION**
01[redacted]	[redacted]

TOTAL AMOUNT DUE NOW $179.63

AMOUNT ENCLOSED $ _____

❑ **Check here if paying by credit card (see reverse for details)**

AUTOSCH 5-DIGIT 96013 1 PS5 145560AA11-A-1
2 1 AV 0.504

[redacted]
SHASTA LAKE CA 96019-9572

CITY OF SHASTA LAKE
PO BOX 777
SHASTA LAKE CA 96019-0777

PLEASE DETACH THIS STUB AND MAIL WITH PAYMENT IN THE ENCLOSED ENVELOPE [redacted]1

CITY OF SHASTA LAKE BILLING STATEMENT

ALL BILLS DUE AND PAYABLE UPON RECEIPT. DELINQUENT 20 DAYS FROM STATEMENT DATE.

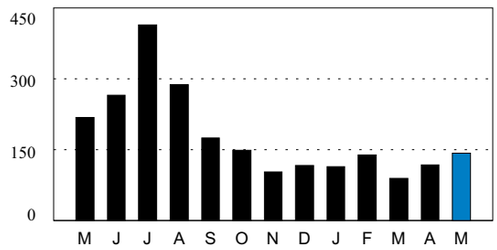
ACCOUNT INFORMATION

STATEMENT DATE:	06/12/2024
ACCOUNT NUMBER:	01-0[redacted]
CUSTOMER:	[redacted]
SERVICE LOCATION:	[redacted]

ACCOUNT SUMMARY

TOTAL PAYMENTS:	($165.98)
CURRENT CHARGES DUE 07/01/24:	$179.63
TOTAL AMOUNT DUE NOW:	**$179.63**

MONTHLY WATER USAGE IN CUBIC FEET

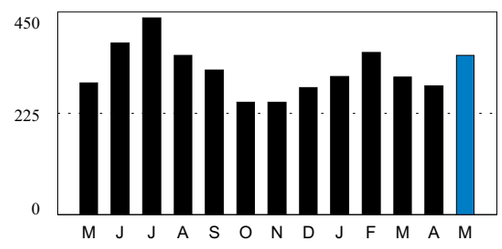


Current Water Usage: 142 CU / 31 Days

CURRENT WATER SERVICE 05/06/24 to 06/06/24

Description	Previous	Current	Usage	Amount
READING	76740	76882	142	
Range	**Rate**	**Usage**	**Cost**	
0 - 1000 CU	$0.0194	142	$2.75	
READING TOTAL				$2.75
WATER: 5/8" SERV				$31.08
CURRENT WATER CHARGES				**$33.83**

MONTHLY ELECTRIC USAGE IN kWh



Current Electric Usage: 354 kWh / 31 Days

CURRENT ELECTRIC SERVICE 05/06/24 to 06/06/24

Description	Previous	Current	Usage	Mult	Amount
READING	12462	12816	354	1.0	
Usage	**Rate**	**Cost**			
354	$0.1657	$58.66			
READING TOTAL					$58.66
POWER COST ADJ					$3.05
ELECTRIC:RES SERV					$21.50
LIFELINE DISCOUNT					($16.50)
ELE PUBLIC BENEFIT					$2.37
CURRENT ELECTRIC CHARGES					**$69.08**

OTHER SERVICES AND CHARGES

Description	Service	Amount
WASTEWATER	WW LIFELINE	$62.42
SOLID WASTE	SOLID WASTE 64 GL	$14.30
CURRENT OTHER CHARGES		**$76.72**

0SA1092319R186101 - 145560AA11-A-1.2.1.2

PUBLIC INFORMATION - SEE REVERSE

PLEASE COMPLETE IF PAYING WITH VISA OR MASTERCARD

VISA	Card No.		Signature
MasterCard	Exp. Date		Phone

PAYMENT OPTIONS

- **Online at:** cityofshastalake.org (it's free & easy!).
- **By mail:** Send your payment along with this payment stub in the envelope provided.
- **Walk in or drop box location:** 4477 Main St., Shasta Lake, CA 96019.
- **Direct debit:** Sign up to authorize automatic payments sent from your bank account each month. Log onto cityofshastalake.org to set up an online bill pay account and set up auto draft.
- **By phone:** Use your credit card by calling the Customer Service Office at (530) 275-7400.

OFFICE HOURS
7:00 A.M. - 4:00 P.M.
MONDAY THROUGH FRIDAY, EXCEPT HOLIDAYS

RATES
Rate schedules and Policies are available at the Customer Service Office during regular business hours, and online at cityofshastalake.org.

PAYMENT
All bills, if unpaid twenty (20) days after date of mailing, shall be deemed delinquent. If not paid within this time, service may be discontinued. In the event of termination, a service reconnection fee, field notice fee, and field collection fee will be charged in addition to the delinquent amount before service will be re-established.

THIRD PARTY NOTIFICATION
Third Party Notification is an optional service provided to residential customers 65 years of age or older which allows them to designate another person to contact us and whom we can contact about any bill paying problems the customer may be having.

DISPUTED BILL PROCEDURE
If you believe your bill is incorrect, please contact our billing office at 4477 Main St., P.O. Box 777, Shasta Lake, CA 96019 or call (530) 275-7400.

Any customer whose complaint or request for investigation by the City's review manager has resulted in adverse determination may appeal to the City Council of the City of Shasta Lake within five (5) days after receipt of the review manager's determination.

SPECIAL UTILITY SERVICE CHARGES:

Testing Watt hour Meter	$15.00
Field Collection Charge	$15.00
Field Notice Charge	$15.00
Service Reconnection	$20.00
Returned Check Charge	$15.00

PUBLIC INFORMATION

The City Council meets every first and third Tuesday of each month (unless otherwise noted) in the Council Chambers located at 4488 Red Bluff Street, Shasta Lake, CA. Meetings start at 6:00 pm.

THIS NOTICE CONTAINS INSTRUCTIONS FOR YOU TO OBTAIN IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER. TRANSLATE IT, OR SPEAK WITH SOMEONE WHO UNDERSTANDS IT.

Este reporte contiene las instrucciones mas recientes para obetener informacion importante sobre su agua potable. Traducir, o hablar con alguien que lo entienda.

To view your 2023 Consumer Confidence Report and to learn more about your drinking water, please visit the following URL: www.cityofshastalake.org/ccr

If you would like a paper copy of the 2023 CCR mailed to your mailing address or would like to speak with someone about the report, please call (530) 275-7400.

Pay your Utility Bill online at www.municipalonlinepayments.com/shastalakeca using QUICK PAY! Everything you need to log in is on this statement!

Water, Electric, Wastewater and Trash rate updates will take effect in August 2024, where the entire service period is July 1, 2024 or later.