

## APPENDIX B: eCCR Certification Form (Suggested Format)

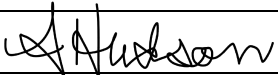
### Consumer Confidence Report Certification Form

*(To be submitted with a copy of the CCR)*

Water System Name:	Valley of the Moon Water District
Water System Number:	4910013

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/3/2023 – 7/15/2023 (*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: Amanda Hudson	Title: Administration Manager
Signature: 	Date: 6/15/2023
Phone number: (707) 996-1037	

*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.vomwd.org/waterquality>
  - ☐ 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: <https://www.vomwd.org/waterquality>
- ☒ 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: <https://www.vomwd.org/waterquality>
- ☐ 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.*

Posted the CCR in public places: Valley of the Moon District office lobby, located at
19039 Bay St, Sonoma, CA 95476
Electronic announcement of CCR availability via social media outlets: District's

Facebook page and Nextdoor account
Water system mailed and emailed a notification that the CCR is available and provided direct URL: A message notifying customers of CCR availability as well as URL to access the report was included on customer bills from May 3, 2023, through July 15, 2023. Customers who have provided their email through the District's customer portal also received an email alerting them of the CCR's availability and URL.

*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 BILL***

<b>ACCOUNT NUMBER</b>	<b>SERVICE ADDRESS</b>
ABC0123	123 Main Street
<b>BILLING PERIOD</b>	<b>ROUTE NUMBER</b>
03/07/23 to 05/03/23	040-0005/0000510
<b>DUE DATE</b>	<b>TOTAL AMOUNT DUE</b>
05/23/23	\$ 137.92

AMOUNT ENCLOSED: \$ \_\_\_\_\_

Customer Name  
Mailing Address



Detach and return this portion with your payment. Retain lower portion for your records.



Customer Service or Billing Inquiries Call:  
(707) 996-1037  
24 HR. EMERGENCY SERVICE  
**Account Number:** ABC0123  
**Service Address:** 123 Main Street.

CURRENT ACTIVITY DETAIL				
Tiered Rate Accounts		Rates	Current Units	Current Charge
Tier 1	0 - 4	4.58	4	\$ 18.32
Tier 2	Over 4	7.73	11	\$ 85.03
All Other Accounts				
Total Water Use Charges			15	\$ 103.35
1 Unit = 1,000 Gallons of Water				
Service Charge				\$ 34.57
Fixed Amount Based on Meter Size				
Current Water & Service Charges				\$ 137.92

ACCOUNT SUMMARY	
Previous Balance	\$ .00
Date Last Payment Received	03/26/23
Current Charges	
Water Use	\$ 103.35
Service	\$ 34.57
<b>Total Amount Due</b>	<b>\$ 137.92</b>

### METER READ INFORMATION

**USAGE COMPARISON** (1 Unit = 1,000 Gallons of Water)

Previous	Current	Previous	Current		Service Days	Usage/Units	Average Daily Usage
03/07/23	05/03/23	587	602	Current Year	57	15	263
				Last Year	59	23	390

## A Message from the Valley of the Moon Water District

The District's Annual Water Quality Report (results from 2022 sampling) will be available online July 1, 2023 at: <https://www.vomwd.org/waterquality>

Should you desire a printed copy, they will be available in our office.

## CHANGE OF ADDRESS AND/OR PHONE NUMBER

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

**Note: A drop box is available at the front door of the District office for payments after business hours.**

**You can also pay online at [vomwd.watersmart.com](http://vomwd.watersmart.com) or by phone at (833) 360-7525.**

***To establish or discontinue service, please visit [www.vomwd.org](http://www.vomwd.org) or the District office at 19039 Bay St, Sonoma, CA 95476.***

## RATEPAYER'S INFORMATION

### **Customer's Responsibilities:**

**Customers are subject to all adopted rules and regulations of the District. A few of the rules and regulations are as follows:**

Customers are responsible for their account until the District is notified to stop service. Bills are due upon receipt and must be paid within 20 days from the date billed. The water may be turned off for nonpayment upon reasonable notice. Additional fees are charged for delinquent accounts. There will also be additional fees if service is shut off for non-payment or if a check is returned. If you have questions about billing, petitioning a bill for review and appeal, or would like to contact the District regarding your inability to pay, don't hesitate to contact us by email at [customerservice@vomwd.org](mailto:customerservice@vomwd.org) or by telephone at (707) 996-1037.

**Water Meters:** The water meter serving your property is the property of the District. Please keep the meter accessible to the meter reader by not constructing anything that would interfere with access to the meter and do not allow vegetation to obstruct the meter box cover. Please do not park vehicles on top of water meters. A fee will be assessed at locations that prevent meter access.

**Start of Service:** Customers (existing & new) will be required to pay a non-refundable startup fee. You can process a start or stop of service form at [www.vomwd.org](http://www.vomwd.org) or at the District office.

**Service Charge:** The District charges a fixed service charge based on the size of the water meter. The purpose of this fee is to recover the fixed costs of your water service that the District would incur even if the District did not sell you any water during the billing period. Examples of such costs are the costs of customer service, including reading and maintaining your meter, and a portion of the costs for maintaining your water system. Our current service charge remains one of the lowest in the area.

**Disconnection:** At the point of disconnection, almost 75 days of service has been delivered by the District without sufficient payment. The goal of the District is to prevent the disconnection of the customer's service. The District does everything it can to notify customers of pending disconnection. When payments must be received to prevent that disconnection, the customer must take the appropriate action. Visit <https://www.vomwd.org/senate-bill-998-disconnection-of-water> for information on limits to disconnection and the full conditions of water service policy in Chinese, English, Korean, Spanish, Tagalog, and Vietnamese.

**Inability to Pay:** If you are unable to make a payment, you must contact the District prior to being scheduled for disconnection to request an alternative payment schedule or deferred payment plan. If the request is not made prior to the scheduled disconnection, you will be required to pay the balance in full plus additional fees, possibly including a deposit.

**Restoring Service if Disconnected for Non-pay:** Service will not be restored until all required delinquent charges and fees to reestablish service have been paid. Payment can be made by any of the options in "Payment Information" below. After-hours fees will apply to requests to restore service outside of regular business hours.

**Payment Information:** You can make one-time payments or sign up for autopay online by visiting [vomwd.watersmart.com](http://vomwd.watersmart.com). Automated phone payments are available at (833) 360-7525. Please use the enclosed return envelope and upper portion of the bill if you mail in or drop off your payment to the District office.

**District Physical Office: 19039 Bay Street, Sonoma, CA 95476**  
**Mailing Address: P.O. Box 280, El Verano, CA 95433-0280**  
**Office Hours: Monday - Thursday 8:00 am- 5:00pm**  
**Friday 8:00 am- 4:00 pm**  
**Closed for Lunch Between: 12:00pm - 12:30 pm**  
**[www.vomwd.org](http://www.vomwd.org)**  
**Pay online or view your water usage: [vomwd.watersmart.com](http://vomwd.watersmart.com)**  
**Automated phone payments: (833) 360-7525**

## Amanda Hudson

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**From:** VOMWD Customer Service <support@watersmartsoftware.com>  
**Sent:** Thursday, June 15, 2023 12:59 PM  
**To:** Amanda Hudson  
**Subject:** 2022 Annual Water Quality Report Available [test]



564 Bokman Pl.  
WIT0020

Dear April,

The District's Annual Water Quality Report (results from 2022 sampling) is available online at: <https://www.vomwd.org/waterquality>

Should you desire a printed copy, they are available in our office.

Thanks for caring about your water use,  
Valley of the Moon Water District

This email was sent to ahudson@vomwd.org from Valley of the Moon Water District and refers to account WIT0020 with service at 564 Bokman Pl..

Change your [communication preferences](#) or [unsubscribe](#).