

Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Thousand Oaks – Public Works Department

Water System Number: CA561-0020

The water system named above hereby certifies that its Consumer Confidence Report was distributed on June 9, 2020 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: Paul Jorgensen
Signature: 
Title: Water Quality Supervisor
Phone Number: 805-491-8166 Date: 6/16/2020

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.toaks.org/waterqualityreport
 - ☐ 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.toaks.org/waterqualityreport
- ☐ 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.

Sent a billing insert to all water customers which indicated the direct website link to the report as well as a phone number that they can call to request a hard copy be sent to them. Announcement of the report was put on Face Book and Instagram along with the viewable report and URL web address.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page or a sheet of stationery. There is no handwriting or other markings on the page.

**To view your 2019 Annual
Water Quality Report and to learn
more about your drinking water, go to:
www.toaks.org/WaterQualityReport
(The 2019 report will be available by July 1, 2020)**

The Annual Water Quality Report (also known as a Consumer Confidence Report, or CCR), contains important information about your drinking water. The Safe Drinking Water Act (SDWA) requires the City of Thousand Oaks to provide you this report on a yearly basis.

The purpose of the Annual Water Quality Report is to raise customers' awareness of the quality of their drinking water, where their drinking water comes from, what it takes to deliver water to their homes, and the importance of protecting drinking water sources.

Historically, the City of Thousand Oaks has mailed its customers a printed copy of the Annual Water Quality Report. The State Water Resources Control Board now allows for electronic delivery of the Annual Water Quality Report.

**If you would like a paper copy of the
2019 Annual Water Quality Report mailed to you
or would like to speak with someone about
the report, please call 805-449-2499.**

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



Expired/Unwanted Medication Disposal

At home, remove pills and other solid medications from their containers and consolidate them into a clear, plastic, zippered bag. Drop off the bag of pills/solids and any liquids and creams tightly sealed in their original packaging at one of the drop-off locations below. Obscure personal info from containers and place them in your recycling bin. For a list of accepted medications and more information, go to the website below and click on "Hazardous Waste".

- **Thousand Oaks Police Station Lobby**
2101 E. Olsen Rd., Thousand Oaks
Monday - Friday 8AM - 5PM
- **CVS Westlake Village**
2791 Agoura Rd., Thousand Oaks
(805) 495-4938
Open daily 6AM – 11PM
- **Lynn Oaks Compounding Pharmacy**
2220 Lynn Rd. #100, Thousand Oaks
(805) 495-1015
Monday – Friday 9AM – 6PM

Sharps Disposal

Containers to dispose of needles, lancets, auto-injectors and syringes can be picked up at the following locations, which also serve as drop-off locations for disposal:

- **Los Robles Hospital - Outpatient Lab**
215 W. Janss Rd., Thousand Oaks
(805) 370-4407
- **Conejo Family Medical Group**
125 W. Thousand Oaks Bl., #300, Thousand Oaks
(805) 418-9100
- **Ventura County Behavioral Health Alcohol and Drug Program**
125 W. Thousand Oaks Bl., #400, Thousand Oaks
(805) 777-3570
- **City Household Hazardous Waste Facility**
Fridays and Saturdays 9AM to 1PM

Contact facility for hours. See website below for guidelines.