# Consumer Confidence Report
# Certification Form

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

Water System Name: City of Palo Alto

Water System Number: 4310009

The water system named above hereby certifies that its Consumer Confidence Report was distributed on ___July 26, 2013_____ (*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 California Department of Public Health.

Certified by: Name: John Reinert

Signature: _____

Title: Utility Supervisor

Phone Number: 650-496-6967 Date: 07.01.13

---

*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._____
- ☐ 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.cityofpaloalto.org/waterquailtyreport _____

☐ 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 CDPH 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.*

CPAU used carrier route pre-sort direct mail to send a large postcard (copy attached) to every single mail-receiving entity in the City. This method meant that everyone, regardless of whether they were residents or businesses and regardless of whether they were tenants or owners, regardless of their involvement with utilities bill payment and regardless of their access to electronic delivery, still received an engaging notice of the water quality report's availability.

The postcard offered three choices---the electronic viewing of the information via our website, having a pdf of the information emailed to the requestor or having a hard copy sent via US Mail to the requestor.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.