



Mark N. Kinsey  
GENERAL MANAGER

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Eric Zúñiga, P.E.  
Associate Sanitary Engineer  
State Water Resources Control Board  
Division of Drinking Water  
464 West 4th Street, Ste 437  
San Bernardino, CA 92401

**Monte Vista Water District 2015 Consumer Confidence Report**

Enclosed is a copy of the 2015 Consumer Confidence Report (Annual Water Quality Report), published by Monte Vista Water District for distribution to customers in accordance with state and federal regulations, and a signed copy of the district's Consumer Confidence Report Certification Form. In addition to the confirmation of distribution document, a detailed listing of methods of distribution is also attached.

If you have any questions, please contact me or the personnel listed on the certification form.

***Monte Vista Water District***

Hank Aceves  
Water Systems Supervisor

Enclosures



10575 Central Avenue, Post Office Box 71 • Montclair, CA 91763 • (909) 624-0035 • FAX (909) 624-4725 • [www.mvwd.org](http://www.mvwd.org)

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VICE PRESIDENT

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DIRECTOR / BOARD AUDITOR

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DIRECTOR

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# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Monte Vista Water District

Water System Number: 3610029

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 5/1/16 – 6/30/16 (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: Hank Aceves  
Signature:   
Title: Water Systems Supervisor  
Phone Number: (909) 624-003 Date: July 6, 2016

*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.report.mvwd.org](http://www.report.mvwd.org); [www.reporte.mvwd.org](http://www.reporte.mvwd.org)
  - 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.mvwd.org](http://www.mvwd.org); [www.report.mvwd.org](http://www.report.mvwd.org); [www.reporte.mvwd.org](http://www.reporte.mvwd.org)
- For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

## Consumer Confidence Report Electronic Delivery Certification

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*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.report.mvwd.org](http://www.report.mvwd.org); [www.reporte.mvwd.org](http://www.reporte.mvwd.org)
- 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.report.mvwd.org](http://www.report.mvwd.org); [www.reporte.mvwd.org](http://www.reporte.mvwd.org)
- 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.*

Monte Vista Water District included a bill message on its May-June 2016 bills with the dedicated URL to the CCR, a statement of the importance of the CCR, and information on how to request a hard copy; this was accompanied by a bill insert with the same information. The District also includes a message on the back of every single bill stub providing the dedicated URL and a check box for receiving hard copies of the most recent and all subsequent CCRs. The District's Online Bill Pay customers received a dedicated email with the same information as above. All above communications were bilingual, and an additional dedicated URL was created to a Spanish language version of the CCR. Additional details on these electronic delivery methods, including samples, can be found on and following the attached description of all District methods of distributing its 2015 CCR.

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



## 2015 Consumer Confidence Report Methods of Distribution

The short URL ([WWW.REPORT.MVWD.ORG](http://WWW.REPORT.MVWD.ORG)) directly linked to the Monte Vista Water District 2015 Consumer Confidence Report (Annual Water Quality Report) was delivered to District bill-paying customers and communicated to District water consumers in the following manner:

### 1. Bill-Paying Water Customers – Standard Mailed Bills

- ◆ Bill message on May-June 2016 bills
- ◆ Bill insert included with May-June 2016 bills
- ◆ Back of bill stub message (included on all bills)

### 2. Bill-Paying Water Customers – Online Bill Pay

- ◆ Dedicated email to all Online Bill Pay customers

### 3. Non-Bill-Paying Water Consumers

- ◆ Posted CCR on website, linked directly to MVWD Website Home Page:  
[www.mvwd.org](http://www.mvwd.org)

ALL of the above communications are attached and included the following information:

- ◆ Prominently displayed the short URL ([WWW.REPORT.MVWD.ORG](http://WWW.REPORT.MVWD.ORG)) directly linked to 2015 CCR
- ◆ Short statement on water quality and importance of report
- ◆ Bi-lingual (including short URL to Spanish language version of report, [WWW.REPORTE.MVWD.ORG](http://WWW.REPORTE.MVWD.ORG))
- ◆ Provided phone number to request delivery of hard copy of CCR

Hard copies of the 2015 CCR were delivered in the following manner:

- ◆ Mailed to Online Bill Pay customers whose emails “bounced” and who do not receive paper bills
- ◆ Mailed to water customers/consumers upon request
- ◆ Distributed to all local public agencies and locations for display (see below)
- ◆ Distributed through email newsletter and on website
- ◆ Distributed at Customer Service Counter
- ◆ Distributed to District employees and the Board of Directors

The direct URL to the report is linked on the District’s website ([WWW.MVWD.ORG](http://WWW.MVWD.ORG)) under “Public Documents” and “Water Quality Reports.”

A hard copy of the report was sent to the following:

**Community Organizations:**

- ◆ Montclair Public Library
- ◆ Chino Public Library
- ◆ Montclair City Hall
- ◆ Montclair Community Center
- ◆ Montclair Chamber of Commerce
- ◆ Chino Basin Water Conservation District

**Elected Officials:**

- ◆ Norma Torres, U.S. House of Representatives, 35<sup>th</sup> District
- ◆ Connie M. Leyva, Member of the California State Senate, 20<sup>th</sup> District
- ◆ Freddie Rodriguez, Member of the California Assembly, 52<sup>nd</sup> District
- ◆ Curt Hagman, Supervisor, 4<sup>th</sup> District, County of San Bernardino

**Local City Governments:**

- ◆ City of Montclair
- ◆ City of Chino

**Water Agencies:**

- ◆ Inland Empire Utilities Agency
- ◆ Water Facilities Authority

**School Districts:**

- ◆ Ontario-Montclair Unified School District
- ◆ Chino Valley Unified School District
- ◆ Chaffey Joint Union High School District

Copies of the report are displayed prominently in the District's lobby and are available to customers or interested parties at the **customer service department** or **upon request**.

Copies of the report are distributed at **outreach events in the community**, including health fairs, community events, school events, chambers of commerce, and other venues.

**Spanish language versions** of the report are available upon request from the District's Customer Service or Public Affairs Departments. The direct online link to the Spanish language version of the report is [WWW.REPORTE.MVWD.ORG](http://WWW.REPORTE.MVWD.ORG), and this website address is included on all District bills, as well as promoted through other communication venues. A notice in Spanish is printed on the English version of the report providing direction for interested persons to obtain a Spanish language version of the report.