Consumer Confidence Report
Certification Form

(To be submitted with a copy of the CCR)

Water System Name: Kagel Canyon District 21

Water System Number: 1910075

The water system named above hereby certifies that its Consumer Confidence Report was distributed in May and June 2015 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: Bing Hua

Signature: Bing Hua

Title: Associate Civil Engineer

Phone Number: (626) 300-3337 Date: 6/20/2015

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.dpw.lacounty.gov/go/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.dpw.lacounty.gov/go/ccr

☐ *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.dpw.lacounty.gov/go/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.

Waterworks mailed notifications as part of the water bills that the CCR is available on our website (see attached). In that same notification, we asked our customers to contact us if they like to have a hard copy. We are currently receiving calls from customers who do not have an internet access, collecting their addresses, and mailing them hard copies.

LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS

1-877-637-3661

www.lacwaterworks.org

Additional contact information on Page 2 of bill

Bill Date:	5/27/2015
Bill #	[redacted]
Due Date	**6/22/2015**
Total Due	**$166.17**

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

IMPORTANT WATER QUALITY NOTICE: Visit HTTP://DPW.LACOUNTY.GOV/GO/CCR after July 1, 2015 to view your 2014 Consumer Confidence Report and learn more about your drinking water. Visit your nearest Waterworks office or call (626) 300-3337 for a copy.
Este reporte contiene información sobre la calidad de su agua potable durante el año civil 2014. Si usted no comprende esta información, por favor pida a alguien que se la traduzca o comuníquese con Lisset Cardenas al teléfono (626) 300-3384.

Account # [redacted] **Customer #** [redacted]

[redacted]

Water WU1

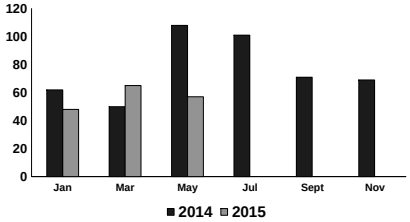
Meter #	Meter Size	B.U.	Service Period From	Service Period To	Service Period Days	Meter Reading Previous	Meter Reading Current	Usage (HCF)
[redacted]	3/4"x1"	1.0	3/24/15	5/26/15	63	1694	1751	57

YOUR ACCOUNT SUMMARY

Prior Bill Amount		$189.56
Payment - Thank You		$189.56CR
***PAST DUE BALANCE (subtotal)**		$0.00
NEW CHARGES		
Service Charge		$62.15
Consumption - Tier 0	10.00000 UNITS @ $ 0.0000	$0.00
Consumption - Tier 1	20.00000 UNITS @ $ 1.9080	$38.16
Consumption - Tier 2	27.00000 UNITS @ $ 2.2260	$60.10
Quantity Facilities Construction Surcharge	57.00000 UNITS @ $ 0.1010	$5.76
CURRENT CHARGES (subtotal)		$166.17
TOTAL AMOUNT DUE		$166.17

Compare Your Usage

Period	Days	Units (HCF)	Daily Use (HCF)
Current	63	57	0.90
Last Year	63	108	1.71



***Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.**

Detach Here

LOS ANGELES COUNTY
DEPARTMENT OF PUBLIC WORKS
WATERWORKS DISTRICTS

Pay online at **www.lacwaterworks.org**

Bill #	Due Date	Total Due
[redacted]	6/22/2015	$ 166.17

Account # [redacted] **Customer #** [redacted]

[redacted]

Make Checks Payable to: "LA County Waterworks"

[redacted]

LOS ANGELES COUNTY
WATERWORKS DISTRICTS
PO BOX 512150
LOS ANGELES, CA 90051-0150

[redacted]

CUSTOMER SERVICE CONTACT INFORMATION

Customer Service	**1-877-637-3661**
Pay by phone 24-Hour Service (English/Español)	**1-877-637-3661**
Visit us online	**www.lacwaterworks.org**
Emergency Services	**1-800-675-HELP (4357)**

OFFICE HOURS AND LOCATIONS

Lancaster office hours Monday - Friday 8am - 5pm	260 E. Avenue K8, Lancaster, CA 93535
Malibu office hours Monday - Thursday 8am - 5pm, Friday 8am - 4pm	23533 W. Civic Center Way, Malibu, CA 90265
Alhambra office hours Monday - Thursday 7am - 5:30pm, Closed Friday	1000 S. Fremont Avenue, Alhambra, CA 91803

PAYMENT OPTIONS

You can receive, view, and pay your bill online at **www.lacwaterworks.org** or pay by phone at **1-877-637-3661**. You may also pay your bill by mail or in person at one of our offices. A drop box is available at your local office for payments made after regular business hours. A Payment Kiosk is available at our Lancaster location and accepts check or credit card payments. Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted.

If you use **Home banking** to pay your bill, please update your water bill account number to reflect the full 15 digits: Please enter your account number (8 digits) followed by the customer number (7 digits) without spaces. For example, account number 12345678 and customer number 1234567 would be input as: 123456781234567.

EXPLANATION OF BILL

Bills are issued every two months. Water is measured in units of 100 cubic feet (1 unit = 100 cu ft = 748 gallons). The Service Charge is determined by the number of billing units which is based on the meter size. This charge includes 500 cubic feet of water per billing unit per month. The billing units are shown on the front of the bill. Water used over the Service Charge usage is billed at the quantity rate. Some Districts have 'Other Charges' which are used for various projects such as upgrading existing water systems, replacement of mains, storage reservoirs, and other appurtenances to improve service. In certain Districts funds are used for emergency facility repairs, tank recoating and well construction.

The current charges on this bill are due upon presentation. We allow a 25 day grace period from the bill date before it becomes delinquent. The delinquent date is shown on the front of the bill. If payment in full is not received by this date a Shut Off Notice or Closing Bill Final Notice will be sent and a $10 late fee may be assessed to your account.

NOTICE TO CUSTOMERS WITH PAST DUE PRIOR BALANCE ON WATER BILLS

Any prior balance shown on this bill is past due. **Accounts with a past due balance are subject to disconnection at any time.**

A Shut Off Notice is sent to provide warning that service will be terminated if payment is not received. Payment must be received and processed prior to the scheduled shut off date to avoid disconnection. Once the account is scheduled for shut off a service termination processing fee must be paid. Payments received the day of the scheduled shut off are not exempt from the fee. The amount of the fee is $41 if payment is received before 3:00 pm on a regular business day and $82 if the payment is received after 3:00 pm on a regular business day for same day restoration. Water service personnel are not allowed to accept payments in the field.

CLOSED ACCOUNT CREDIT REFUND

Refund of a credit balance on a closed account will be made by the District upon written request from the customer received no later than sixty (60) days after a notice is sent to the customer. Refund requests should be mailed to: Los Angeles County Waterworks Districts, 260 East Avenue K8, Lancaster, CA 93535. Your written request should include account/customer number, mailing address, telephone number, and account holder's signature.

ELECTRONIC CHECK PROCESSING

When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or to process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

DISPUTED BILLS

If you think your bill is incorrect, call us and speak with a customer service representative. If you are not satisfied you may request to speak with a billing supervisor. If the supervisor is unable to resolve the matter you may write us directly for a "Management Level Review." **However, the bill must be paid to avoid late fees and termination of water service.**

Your written request and applicable documentation supporting your position must be sent to:

Los Angeles County Waterworks Districts
PO Box 1460
Alhambra, CA 91802-1460