

# Consumer Confidence Report Certification Form

(To be submitted with a copy of the CCR)

Water System Name: City of Downey

Water System Number: 1910034

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 06/30/2016 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: Dan Mueller  
Signature:   
Title: Principal Engineer/Utilities Mgr.  
Phone Number: (562) 904-7110 Date: 08/30/16

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: <http://www.downeygis.org/wqr/wqr2015.pdf>
  - 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) \*City Hall Cashier Counter
  - 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: <http://www.downeygis.org/wqr/wqr2015.pdf>
- 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: <http://www.downeygis.org/wqr/wqr2015.pdf>
- 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.*

Notification that the CCR was available for review, along with the listing of the URL for viewing the CCR on the City's website, was provided in customer water bills (see highlighted examples attached). Hard copies of CCR were also placed at the city hall cashier counter.

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

# STATEMENT OF SERVICES



**City of Downey - Utilities Division**  
**Water & Sewer Service**  
 11111 Brookshire Avenue  
 Downey, CA 90241

Billing Inquiries: (562) 904-7246  
 Trash Inquiries: (562) 259-1239  
 Mail to: Dept LA 23221  
 Pasadena, CA 91185-3221

**IMPORTANT INFORMATION**  
 Pay Bill Online: [www.downeyca.org](http://www.downeyca.org) or by Phone: (855)748-8019.  
 Annual Drinking Water Quality Report now available on-line at  
<http://www.downeygls.org/wqr/wqr2015.pdf> Please call (562)904-7202  
 if you would like to have a paper report sent or have any questions.

**CURRENT WATER USAGE**

Previous Water Meter Read: 852 CU  
 Current Water Meter Read: 867 CU  
 Current Water Usage: 15 CU

**WATER USAGE BREAKDOWN BY TIERS:**

Tier	Range (CU)	Usage (CU)	Rate (\$/CU)	Cost per Tier (\$)
Tier 1	0 - 15	15	\$1.397	\$20.96
Tier 2	16 - 30			
Tier 3	31 - 70			
Tier 4	>70			
<b>Total</b>		<b>15</b>		<b>\$20.96</b>

Tiers	Tier 1	Tier 2	Tier 3	Tier 4
Range (CU)	0 - 15	16 - 30	31 - 70	>70
Usage (CU)	15			
Rate (\$/CU)	\$1.397			
Cost per Tier (\$)	\$20.96			

**ACCOUNT SUMMARY**

Customer No: 107242+001 Account No: 2306-169-001  
 Account Name: AR TREPTE  
 Service Address: 7640 THIRD ST  
 Service Period: 4/24/2016 to 6/25/2016  
 Bill Date: 07/07/2016 Due Date: 07/28/2016

**ACCOUNT DETAIL**

Previous Balance (\$9.25)  
 Payment(s) (\$0.00)  
 Adjustments \$0.00  
 Balance Forward (\$9.25)

**WATER SERVICE**

Meter Number: 0021860918 Meter Size: 5/8"  
 Fixed Meter Charge \$22.60  
 Variable Usage Charge \$20.96  
**Total BI-Monthly Water Service Charge \$43.56**

**SEWER SERVICE**

Sewer Charge \$6.98  
**Total BI-Monthly Sewer Service Charge \$6.98**

**MISCELLANEOUS CHARGES/FEEES**

State Fee (AB 939) \$1.90  
**Total Miscellaneous Charges/Fees \$1.90**

**Total Current Charges \$52.44**  
 Balance Forward (\$9.25)  
**TOTAL AMOUNT DUE: \$43.19**

**WATER USAGE HISTORY**

Compare Your Water Usage

1 CU = 100 Cubic Feet or 748 Gallons of Water

Current Water Usage: 15 CU / 60 Days  
 Same Period Last Year: 15 CU / 58 Days

Keep top portion for your records and return the bottom stub with your payment. Make check payable to: City of Downey  
 Sign up for Automatic Bill Pay - See Reverse or to pay by credit card or e-check - go to [www.downeyca.org](http://www.downeyca.org)



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AR TREPTE  
 PO BOX 39173  
 DOWNEY CA 90239-0173

Customer Number 107242+001	Account Number 2306-169-001	Area area3
Account Name AR TREPTE	Service Address 7640 THIRD ST	
Bill Date 07/07/2016	Due Date 07/28/2016	Total Amount Due \$43.19

**AMOUNT ENCLOSED \$**



CITY OF DOWNEY  
 UTILITIES DIVISION  
 DEPT LA 23221  
 PASADENA CA 91185-3221

DOWNTOWN 19ML 86101 - 57259A06 A.1.1.2.0.373 - www.downdown.com



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## HOW TO PAY YOUR BILL



**Pay Online** – Schedule one time or recurring payments using your credit/ debit card or checking account. Electronic billing is available free of charge. For details and to enroll, visit [www.downeyca.org](http://www.downeyca.org).



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**Mail** – Mail payments to City of Downey – Utilities Division, Dept. LA 23221, Pasadena, CA 91185-3221



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**Drop Box** – 24 hours a day, 7 days a week; box located on wall at entrance to Downey City Hall, 11111 Brookshire Avenue, Downey, CA 90241



**Automatic Deduction from Bank Account (ACH)** – For details and application call City of Downey Finance Department at 562-904-7246.

## MISCELLANEOUS/ CHARGES and FEES

**Water Service Deposit** – Deposit fee charged for establishing a new water service account. The deposit fee is credited back to the customer's closing bill when service is discontinued.

**Due Date** – Payment is due twenty-one (21) calendar days after the Billing Date.

**Past Due Balance** – If there is a previous balance shown on the bill, it is PAST DUE and your water service may be subject to disconnection and additional fees. In accordance with applicable rules and regulations of the City of Downey, disconnection will occur for non-payment and water service will be restored only after payment of all outstanding charges and reconnection fee. It is the customer's responsibility to assure that payments are received in a timely manner.

**Late Notice Fee** – Late notice fee charged to customers who are delinquent in paying their bill.

**Water Shut-off/Special Notice Fee** – Notice fee charged to customers who receive notice that their water service will be disconnected due to non-payment.

**Return To Service Charge** – Fee charged to customers for having their water service reconnected after it was disconnected due to non-payment.

**Returned Payment Item** – A \$25.00 Returned Payment Item fee will be charged to the customer's account for any check, ACH, credit or debit card payment that is returned from the bank for any reason. All returned items must be cleared within 48 hours from the door tag or service will be disconnected for non-payment and subject to additional fees.

**Billing Disputes** – Any questions concerning your bill should be directed to our Customer Service Representatives available Monday through Friday, from 7:30 AM to 5:30 PM, at (562) 904-7246 or by e-mail at [waterbilling@downeyca.org](mailto:waterbilling@downeyca.org).

**Moving?** Please contact the City of Downey Water Utilities Department at least one business day before the desired closing date. You are responsible for all water and sewer charges until we are notified to stop service.

## Update My Information

Please allow 1-2 billing cycles for change to take effect

Change my mailing address to:

Address \_\_\_\_\_

\_\_\_\_\_

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

Primary Phone: \_\_\_\_\_

Primary Email: \_\_\_\_\_

## WATER SERVICE

The City of Downey bills for water service on a bi-monthly basis. The water rate structure is comprised of two components: 1) fixed meter charge and 2) variable water usage charge. The Variable Water Usage Charge makes up a greater portion of each customer's Total Bi-Monthly Water Service Charge which has proven equitable and effective in achieving water conservation. Therefore, reducing water usage can help conserve water while reducing the amount of money owed on your bill.

**Fixed Meter Charge** – The basic (i.e. flat) bi-monthly charge for every customer based on the size of the customer's water meter or in the case of fire services, the size of the service.

**Variable Usage Charge** – The bi-monthly water usage charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is made of multiple tiers each having its own rate and is therefore calculated as the sum of the water used (CU) under each tier multiplied by the corresponding rate (\$/CU). Customers can find a table and graphical breakdown of water usage by tiers under the "Current Water Usage" section on the front of this Statement of Services.

**Consumption Unit (CU)** – 1 Consumption Unit (CU) is equal to 100 cubic feet (ccf) or 748 gallons of water used.

**Tier** – The Variable Water Usage Charge is made of multiple tiers. Each tier has a range of water usage (CU) allowed and an associated rate (\$/CU) before moving into the next tier depending on the total amount of water used.

**Backflow Prevention Program** – Charged to water accounts which have testable backflow devices such as Pressure Vacuum Breakers (PVBs), Double Check Detector Assemblies (DCDAs), and Reduced Pressure Principal Devices (RPs).

## SEWER SERVICE

The City of Downey bills for sanitary sewer service on a bi-monthly basis. The sewer rate structure is comprised of two components: 1) fixed sewer charge; and 2) variable sewer charge.

**Fixed Sewer Charge** – The basic (i.e. flat) bi-monthly charge for every customer. For Single Family Residential customers it is a flat charge of \$5.48, for Multi-Family Residential customers it is \$3.28 times the number of dwelling units, and for Non-Residential Customers it is based on the size of the customer's water meter.

**Variable Sewer Charge** – Sewer charge is based on units (CUs) of water flow registered at each customer's water meter. This charge is calculated by multiplying the amount of water used each bi-monthly period in Consumption Units (CUs) by the rate of \$.10/CU.

**AB 939 Solid Waste Reduction Fee** – The bi-monthly Assembly Bill (AB) 939-Solid Waste Reduction is a state-mandated program requiring diversion/ recycling of solid waste. For Single Family Residential customers there is a flat charge. For Multi-Family Residential accounts there is a flat charge times the number of dwelling units.

## HOW TO PAY YOUR BILL



**Pay Online** – Schedule one time or recurring payments using your credit/ debit card or checking account. Electronic billing is available free of charge. For details and to enroll, visit [www.downeyca.org](http://www.downeyca.org).



**Phone** – 24 hours a day, 7 days a week; Call 1-855-748-6019 to make a payment using your credit/ debit card, or checking account.



**Mail** – Mail payments to City of Downey – Utilities Division, Dept. LA 23221, Pasadena, CA 91185-3221



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# STATEMENT OF SERVICES



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## IMPORTANT INFORMATION

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## CURRENT WATER USAGE

Previous Water Meter Read: 14 CU  
Current Water Meter Read: 25 CU  
**Current Water Usage: 11 CU**

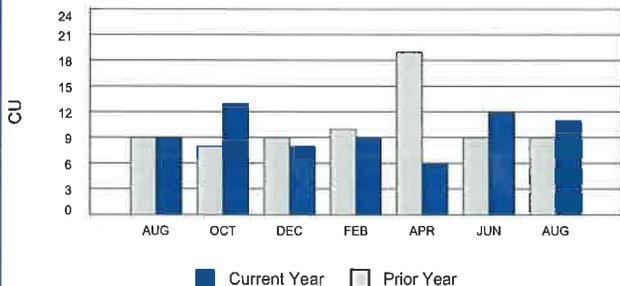
### WATER USAGE BREAKDOWN BY TIERS:

Tier	Range (CU)	Usage (CU)	Rate (\$/CU)	Cost per Tier (\$)
Tier 1	0 - 15	11	\$1.397	\$15.37
Tier 2	16 - 30			
Tier 3	31 - 70			
Tier 4	>70			
<b>Total</b>		<b>11</b>		<b>\$15.37</b>

Tiers Range (CU)	Tier 1 0 - 15	Tier 2 16 - 30	Tier 3 31 - 70	Tier 4 >70
Usage (CU)	<b>11</b>			
Rate (\$/CU)	\$1.397			
Cost per Tier (\$)	<b>\$15.37</b>			

## WATER USAGE HISTORY

Compare Your Water Usage



1 CU = 100 Cubic Feet or 748 Gallons of Water

Current Water Usage: 11 CU / 55 Days  
Same Period Last Year: 9 CU / 59 Days

## ACCOUNT SUMMARY

**Customer No:** 121533+001 **Account No:** 2810-232-001  
**Account Name:** EDITH BRADWAY  
**Service Address:** 13435 DEMPSTER AVE  
**Service Period:** 5/29/2016 to 7/30/2016  
**Bill Date:** 08/11/2016 **Due Date:** 09/01/2016

## ACCOUNT DETAIL

Previous Balance \$47.94  
Payment(s): 06/27/2016 (\$47.94)  
Adjustments \$0.00  
**Balance Forward \$0.00**

### WATER SERVICE

Meter Number: 0018698204 Meter Size: 5/8"  
Fixed Meter Charge \$22.60  
Variable Usage Charge \$15.37  
**Total Bi-Monthly Water Service Charge \$37.97**

### SEWER SERVICE

Sewer Charge \$6.58  
**Total Bi-Monthly Sewer Service Charge \$6.58**

### MISCELLANEOUS CHARGES/FEES

State Fee (AB 939) \$1.90  
**Total Miscellaneous Charges/Fees \$1.90**

**Total Current Charges \$46.45**  
Balance Forward \$0.00  
**TOTAL AMOUNT DUE: \$46.45**

Keep top portion for your records and return the bottom stub with your payment. **Make check payable to: City of Downey**  
**Sign up for Automatic Bill Pay - See Reverse or to pay by credit card or e-check - go to [www.downeyca.org](http://www.downeyca.org)**



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EDITH BRADWAY  
PO BOX 39562  
DOWNEY CA 90239-0562

Customer Number 121533+001	Account Number 2810-232-001	Area area8
Account Name EDITH BRADWAY	Service Address 13435 DEMPSTER AVE	
Bill Date 08/11/2016	Due Date 09/01/2016	Total Amount Due <b>\$46.45</b>

**AMOUNT ENCLOSED \$**



CITY OF DOWNEY  
UTILITIES DIVISION  
DEPT LA 23221  
PASADENA CA 91185-3221



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## HOW TO PAY YOUR BILL



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## Update My Information

Please allow 1-2 billing cycles for change to take effect

Change my mailing address to:

Address \_\_\_\_\_

\_\_\_\_\_

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

Primary Phone: \_\_\_\_\_

Primary Email: \_\_\_\_\_

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