


**Consumer Confidence Report
Certification Form**
(To be submitted with a copy of the CCR)

Water System Name: Golden State Water Company – Lucerne

Water System Number: 3610108

The water system named above hereby certifies that its Consumer Confidence Report was distributed by July 1, 2017 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: Alex Chakmak
 Signature: 
 Title: Water Quality Engineer
 Phone Number: (909) 592-4271 x1404 Date: 8/29/17

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.gswater.com/annual-water-quality-reports/
 - ☐ 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.gswater.com/LucerneCCR
- ☒ 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.gswater.com/LucerneCCR
- ☐ 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.

In our continuing efforts to better serve our customers, conserve resources, and reduce costs, Golden State Water Company chose to utilize electronic delivery of the annual Consumer Confidence Reports (CCRs) as allowed by the United States Environmental Protection Agency and the State Water Resources Control Board – Division of Drinking Water. Notices regarding the availability of the CCR were mailed to customers as a bill insert, and also emailed to all customers receiving electronic bills. These notices, printed and emailed in both English and Spanish, directed people to the URL for viewing the CCR online, and also gave them information on how to request a hard copy of the 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.*

Bill Insert

Consumer Confidence Reports Available Now!

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the California Department of Public Health expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2017 CCR mailed to your address or would like to speak with someone about the report, please call 1-800-999-4033 or email waterquality@gswater.com.

*You can view your 2017 Consumer Confidence Report and learn more about your drinking water by visiting our website. **You can find a direct URL link in the message center on the back of your water bill.** You can also find the URL link for your system in the table on the reverse.*

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company (GSWC, por sus siglas en ingles) le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

En los últimos años, GSWC ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, el Departamento de Salud Pública de California ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de entrega electrónica permitirá que GSWC reduzca el consumo de papel y gastos de envío y de imprenta.

Si desea una copia en papel del CCR del 2017 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

2017 Consumer Confidence Report Direct URL Links

| System Name | Direct URL Link |
|---------------------------------|--|
| Apple Valley North Water System | www.gswater.com/AppleValleyNorthCCR |
| Apple Valley South Water System | www.gswater.com/AppleValleySouthCCR |
| Arden Water System | www.gswater.com/ArdenCCR |
| Artesia Water System | www.gswater.com/ArtesiaCCR |
| Barstow Water System | www.gswater.com/BarstowCCR |
| Baypoint Water System | www.gswater.com/BaypointCCR |
| Bell-Bell Gardens Water System | www.gswater.com/BellBellGardensCCR |
| Calipatria Water System | www.gswater.com/CalipatriaCCR |
| Claremont Water System | www.gswater.com/ClaremontCCR |
| Clearlake Water System | www.gswater.com/ClearlakeCCR |
| Cordova Water System | www.gswater.com/CordovaCCR |
| Cowan Heights Water System | www.gswater.com/CowanHeightsCCR |
| Culver City Water System | www.gswater.com/CulverCityCCR |
| Cypress Ridge Water System | www.gswater.com/CypressRidgeCCR |
| Desert View Water System | www.gswater.com/DesertViewCCR |
| Edna Road Water System | www.gswater.com/EdnaRoadCCR |
| Florence-Graham Water System | www.gswater.com/FlorenceGrahamCCR |
| Hollydale Water System | www.gswater.com/HollydaleCCR |
| Lake Marie Water System | www.gswater.com/LakeMarieCCR |
| Los Osos Water System | www.gswater.com/LosOsosCCR |
| Lucerne Water System | www.gswater.com/LucerneCCR |
| Morongo Del Norte Water System | www.gswater.com/MorongoDelNorteCCR |
| Morongo Del Sur Water System | www.gswater.com/MorongoDelSurCCR |
| Nipomo Water System | www.gswater.com/NipomoCCR |
| Norwalk Water System | www.gswater.com/NorwalkCCR |
| Ojai Water System | www.gswater.com/OjaiCCR |
| Orcutt Water System | www.gswater.com/OrcuttCCR |
| Placentia Water System | www.gswater.com/PlacentiaCCR |
| San Dimas Water System | www.gswater.com/SanDimasCCR |
| Simi Valley Water System | www.gswater.com/SimiValleyCCR |
| Sisquoc Water System | www.gswater.com/SisquocCCR |
| South Arcadia Water System | www.gswater.com/SouthArcadiaCCR |
| South San Gabriel Water System | www.gswater.com/SouthSanGabrielCCR |
| Southwest Water System | www.gswater.com/SouthwestCCR |
| Tanglewood Water System | www.gswater.com/TanglewoodCCR |
| West Orange County Water System | www.gswater.com/WestOrangeCountyCCR |
| Willowbrook Water System | www.gswater.com/WillowbrookCCR |
| Wrightwood Water System | www.gswater.com/WrightwoodCCR |
| Yorba Linda Water System | www.gswater.com/YorbaLindaCCR |

Sample Bill



SERVICE FOR
Lucerne Valley CA 92356

ACCOUNT NUMBER
BILL DATE
 May 04, 2017

DUE DATE
 May 25, 2017
AMOUNT DUE
 \$128.51

Customer Service - 24 Hours: (800) 999-4033 www.gswater.com
 Hearing Impaired TTY: (877) 933-9533
 Preguntas? Llame al Centro de Servicio al Consumidor al **(800) 999-4033**

The CPUC approved GSWC's General Rate Case. New rates are effective April 20. Learn more at gswater.com/grc.

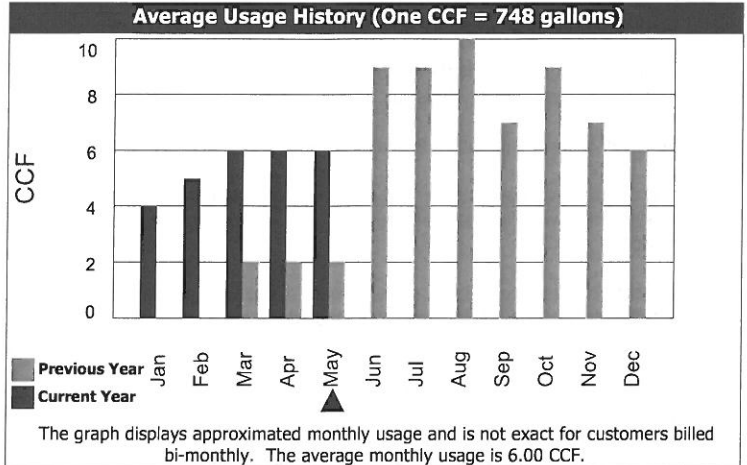
Visit **gswater.com** to enroll for service updates via **e-newsletter**.
 Your local Office: 13608 Hitt Road Apple Valley, CA 92308

| Account Summary | | |
|-------------------------|--------------------------|-----------------|
| Previous Balance | | \$128.43 |
| Payments | 4-11-17 Thank You | -\$63.96 |
| Total Prior Balance | Due On May 15, 2017 | \$64.47 |
| Current Charges | Due On May 25, 2017 | \$64.04 |
| Total Amount Due | | \$128.51 |

Current Activity
Rate Schedule R3-1-R (R31RM)

| | | |
|---|-----------------|----------------|
| Service Charge | 1" meter | |
| Service Charge 14 Days | | \$20.20 |
| Service Charge 14 Days | | \$18.70 |
| Water Usage | | |
| Tier 1 - Water Usage - 3.00 CCF at \$3.214 | | \$9.64 |
| Tier 1 - Water Usage - 3.00 CCF at \$3.734 | | \$11.20 |
| Surcharges, Fees, & Credits | | |
| CARW Prog Adm Surcharge - 3.00 CCF at \$0.082 | | \$0.25 |
| CARW Prog Adm Surcharge - 3.00 CCF at \$0.166 | | \$0.50 |
| WRAM/MCBA Surcharge/credit | | \$3.85 |
| Other Surcharges/credits | | -\$1.21 |
| CPUC Fee - 1.44% of \$63.13 | | \$0.91 |
| Total New Charges | | \$64.04 |

Your opinion is very important to us. Please rate our job performance by calling 1-888 933 8648. Enter code 112 when prompted.



| Read and Usage Information | | | | | |
|---|----------------|------|------------------|-----------------|-----------|
| Meter | Service Period | Days | Previous Reading | Current Reading | CCF Usage |
| MM3595016 | Apr 05 May 03 | 28 | 351 | 357 | 6 |
| Your next scheduled meter read date is approximately June 5, 2017 | | | | | |

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 9016
SAN DIMAS CA 91773-9016

POSTAL

If you have changed your address or are moving, please call (800) 999-4033 or fill out form on back.

ACCOUNT NUMBER: [REDACTED]

| | |
|---|-----------------|
| Total Prior Balance Due On May 15, 2017 | \$64.47 |
| Current Charges Due On May 25, 2017 | \$64.04 |
| Total Amount Due | \$128.51 |

Amount Enclosed

Lucerne Valley, CA 92356

GOLDEN STATE WATER COMPANY
PO BOX 9016
SAN DIMAS CA 91773-9016

0018872504171400000128510

Message Center

Join us at the Annual High Desert Home & Garden Show in Victorville, 3/31 to 4/02. Visit gswater.com for a free admission coupon. To view your 2017 Consumer Confidence Report and learn more about your drinking water, please visit: www.gswater.com/LucerneCCR. Local water-use and outdoor irrigation restrictions have been lifted. See below or visit gswater.com for more information.

For more information on the 2016 WRAM/MCBA surcharge, please see below or visit gswater.com. Your bill includes a one-time surcredit for the ITRRI-MA, per the Settlement Agreement in Decision 16-12-067.

PAYMENT OPTIONS

For a listing of payment options, authorized locations, and application forms go to www.gswater.com/payment-options.

Auto Pay (Electronic Funds Transfer): Complete an application to have your bill paid automatically from a checking or savings account when due.

Online: Receive bills online and pay them electronically by using the Checkfree service. Call (800) 564-9184 with any questions.

Phone: Use KUBRA EZ-PAY at (844) 706-7690. KUBRA EZ-PAY accepts ATM, Visa, MasterCard, Discover or electronic check. A service fee applies.

Mail: Send bill stub and payment in enclosed envelope.

In Person: Visit www.gswater.com/payment-options to find a KUBRA EZ-PAY agent near you (service fee applies), or go to your local Golden State Water Office.

Unpaid Bill: Your service may be discontinued. A cash deposit and reconnection charge may be required to re-establish credit and service.

DISPUTING YOUR BILL

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days from the date of mailing.

Should the amount of this bill be questioned, an explanation should be requested from the utility within five (5) days. If an explanation satisfactory to the customer is not made by the utility and the bill is still questioned, the customer may deposit with the California Public Utilities Commission the amount of the bill to avoid discontinuance of service. Make remittance payable to "California Public Utilities Commission" and attach the bill and a statement setting forth the basis for the dispute of the amount of the bill. Mail to: Consumer Affairs Branch, 505 Van Ness Avenue, Room 2003, San Francisco, California 94102; or call toll-free (800) 649-7570; or visit online at www.cpuc.ca.gov. The Commission will review the basis of the billed amount and disburse the deposit in accordance with its findings.

The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

DROUGHT INFORMATION/RESTRICTIONS

On April 7, 2017, Governor Jerry Brown issued an executive order lifting the drought emergency for most of the state, while asking Californians to make conservation a way of life by continuing to use water responsibly. All restrictions, other than the state mandated prohibitions, have been lifted as of April 7, 2017. The State Water Board permanently prohibits the following wasteful practices:

- ♦ Hosing off sidewalks, driveways and other hardscapes.
- ♦ Washing a motor vehicle with a hose, unless the hose is fitted with a shut-off nozzle.
- ♦ Operating a fountain or decorative water feature, unless the water is part of a recirculating system.
- ♦ Watering outdoor landscapes in a manner that causes excess runoff, or within 48 hours following measurable precipitation.
- ♦ Irrigating with potable water of ornamental turf on public street medians.

Golden State Water thanks customers for their impressive conservation efforts, and encourages the entire community to continue using water wisely to help keep the state on the path to full drought recovery.

BILL TERMS AND OTHER USEFUL INFORMATION

WRAM/MCBA. The Water Revenue Adjustment Mechanism (WRAM) and Modified Cost Balancing Account (MCBA) are balancing mechanisms to ensure the revenue recovered from rates balances with CPUC-approved expenses to operate, maintain and improve the water system when water usage does not match the forecasted level and revenue either exceeds or falls short of the authorized amount. Approximately 76 percent of Golden State Water's expenses are "fixed costs" and do not change based on usage.

The WRAM ensures any under-collected revenue is recovered with a temporary surcharge, and revenue that exceeds the CPUC-authorized amount is returned to customers in the form of a temporary surcredit. The MCBA ensures any savings associated with lower water supply costs are credited to the customers, and any water supply costs that are lower than the CPUC authorized level are returned to the customer in the form of a surcredit. Vice Versa, any supply costs that exceed the CPUC-authorized levels are recovered in the form of a temporary surcharge.

The 2016 WRAM/MCBA surcharge is effective March 20, 2017, and includes any residual balance from the 2015 WRAM/MCBA. For additional information, please visit gswater.com.

PLEASE INDICATE ANY CHANGES

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Home Phone: _____

Work Phone: _____

Email: _____

Sample Electronic Mail for eBill Customers

Waterways

A Resource For The Communities We Serve



**Golden State
Water Company**
A Subsidiary of American States Water Company

[Home](#)[Your Service Area](#)

Dear Valued Customer,

Golden State Water is pleased to announce that Customer Confidence Reports are available now!

The Consumer Confidence Report, or CCR, is an annual water quality report that the Safe Drinking Water Act (SDWA) requires Golden State Water Company to provide to you. The purpose of the CCR is to raise customer awareness of the quality of your drinking water, where your drinking water comes from, what it takes to deliver water to your homes, and the importance of protecting drinking water sources. This report contains important information about the source and quality of your drinking water.

In recent years, Golden State Water Company has mailed its customers a printed copy of the CCR to comply with the SDWA.

On February 21, 2013, the State Water Board Division of Drinking Water expanded its interpretation of the SDWA to allow for electronic delivery of the CCR. The electronic delivery method will allow Golden State Water Company to reduce the consumption of paper and minimize potential printing and mailing costs.

If you would like a paper copy of the 2017 CCR mailed to your mailing address or would like to speak with someone about the report, please call 1- 800-999-4033 or email waterquality@gswater.com.

You can view your 2017 Consumer Confidence Report and learn more about your

drinking water by visiting the following URL: www.gswater.com/LucerneCCR

El informe de Confianza del Consumidor o CCR, es un informe anual de la calidad de agua potable que el Decreto de Agua Potable Sana requiere que Golden State Water Company le provee. El objetivo del CCR es aumentar la conciencia de los consumidores acerca de la calidad de su agua potable, de donde viene el agua potable, lo que se necesita para distribuir agua a su hogar, y la importancia de proteger fuentes de agua potable. Este informe contiene información importante acerca del origen y la calidad de su agua potable.

En los últimos años, Golden State Water Company ha enviado por correo una copia del CCR para cumplir con la regulación.

El 21 de febrero de 2013, La Junta Estatal de Control de Recursos de Agua ha ampliado su interpretación de la regulación para permitir la distribución electrónica del CCR. El método de

Si desea una copia en papel del CCR del 2017 enviado por correo a su dirección o si desea hablar con alguien sobre el informe, llame al 1-800-999-4033 o por correo electrónico a waterquality@gswater.com.

-Golden State Water Company

For the latest updates, visit our website at www.gswater.com
or follow us on Twitter at @GoldenStateH2O.



Golden State
Water Company
A Subsidiary of American States Water Company



Copyright © 2017 Golden State Water Company, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#)

MailChimp

Newspaper Proof of Publication

PROOF OF PUBLICATION

(2015.5 C.C.P.)

**STATE OF CALIFORNIA,
County of San Bernardino**

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the publisher of the HESPERIA STAR, a newspaper of general circulation, published in the City of Hesperia, County of San Bernardino, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, under the date of October 12, 2001, Case number VCVVS 023644, that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

June 20 and 27

All in the year 2017.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated this: 27th day of June, 2017.

Signature

Leslie Jacobs

This space is the County Clerk's Filing Stamp

Proof of Publication of NOTICE

Interested parties who would like to view or print a copy of Golden State Water Company's 2017 Water Quality Report (Consumer Confidence Report) for the Year 2016 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Published in the
Hesperia Star
June 20, 27, 2017
(51-62)

PROOF OF PUBLICATION

(2015.5 C.C.P.)

**STATE OF CALIFORNIA,
County of San Bernardino**

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the publisher of the DAILY PRESS, a newspaper of general circulation, published in the City of Victorville, County of San Bernardino, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, under the date of November 21, 1938, Case number 43096, that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

June 15 and 16

All in the year 2017.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated this: 16th day of June, 2017.

Signature

Leslie Jacobs

This space is the County Clerk's Filing Stamp

Proof of Publication of PUBLIC NOTICE

Interested parties who would like to view or print a copy of Golden State Water Company's 2017 Water Quality Report (Consumer Confidence Report) for the Year 2016 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Published in the
Daily Press
June 15, 16, 2017
(Th-F-Su)

PROOF OF PUBLICATION

(2015.5 C.C.P.)

**STATE OF CALIFORNIA,
County of San Bernardino**

I am a citizen of the United States and a resident of the County aforesaid; I am over the age of eighteen years, and not a party to or interested in the above entitled matter. I am the principal clerk of the publisher of the LUCERNE VALLEY LEADER, a newspaper of general circulation, published in the Unincorporated Area of Lucerne Valley, County of San Bernardino, and which newspaper has been adjudicated a newspaper of general circulation by the Superior Court of the County of San Bernardino, State of California, under the date of February 1, 1957, Case number 187845; that the notice, of which the annexed is a printed copy (set in type not smaller than nonpareil), has been published in each regular and entire issue of said newspaper and not in any supplement thereof on the following dates, to-wit:

June 21 and 28

All in the year 2017.

I certify (or declare) under penalty of perjury that the foregoing is true and correct.

Dated this: 28th day of June, 2017

Signature

Leslie Jacobs

**This space is the County Clerk's Filing
Stamp**

Proof of Publication of NOTICE

Interested parties who would like to view or print a copy of Golden State Water Company's 2017 Water Quality Report (Consumer Confidence Report) for the Year 2016 can access the report on the web at: www.gswater.com/annual-water-quality-reports.

Published in the
Lucerne Valley Leader
June 21, 28, 2017
(L-491)