

**Consumer Confidence Report
Certification Form**

(To be submitted with a copy of the CCR)

JUL 25 2016

Water System Name: Newhall County Water District-Tesoro Division

Water System Number: 1910255

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 6/16/2016 (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: Stephen L. Cole
Signature: 
Title: General Manager
Phone Number: (661) 259-3610 Date: 7/20/2016

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: <http://www.ncwd.org/departments/water-quality/>
 - 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.ncwd.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.ncwd.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.

In order to reach customers receiving monthly paper bills, we included a statement in the important message section to notify customers that the 2016 Santa Clarita Valley of Water Quality Report is available. We also included a statement in the eBills to notify customers that the CCR is available on our website. In an effort to reach non-bill-paying consumers, a press release was made, along with an article published in the local newspaper, "The Signal". Both the press release and the newspaper article informed customers that the CCR was posted on the Santa Clarita Valley of Water Suppliers webpage, and gave them the link to find the report. The Santa Clarita Valley of Water Suppliers webpage is a combined effort of all the water providers in the Santa Clarita Valley. Since the CCR is also a combined effort, posting the report on this website worked well for all of the water suppliers in the Santa Clarita Valley.

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

JUL 25 2016

**NOTICE FOR IMPORTANT
INFORMATION ABOUT YOUR
DRINKING WATER QUALITY
FROM THE SANTA CLARITA
VALLEY FAMILY OF WATER
SUPPLIERS**

June 25, 2016

The Signal

Castaic Lake Water Agency (CLWA), CLWA Santa Clarita Water Division, Los Angeles County Waterworks District #36, Newhall County Water District, and the Valencia Water Company continuously work to ensure you and your neighbors have a reliable and high quality water supply at a reasonable price. The State Water Resources Control Board Division of Drinking Water requires water agencies to provide all customers an annual report on the quality of your water and to show how it meets federal and state drinking water standards.

This 2016 Annual Water Quality Report (also known as the Consumer Confidence Report) describes in detail the quality of local water supplies in the Santa Clarita Valley during 2015. You will find additional explanation of the requirements and test results in the report. In previous years the report was mailed to customers. Due to a change in the law and a desire to save our ratepayers money, the water agencies are posting the report on their websites and mailing notices of its availability to customers.

To view the 2016 Annual Water Quality Report, please go to any of the websites of the water suppliers noted above or access it at the Family of Water Suppliers website:

http://www.scvh2o.org/docs/2016%20CLWA%20Water%20Report%20_low%20res_website.pdf

If you would like a paper copy of the 2016 Annual Water Quality Report mailed to you or would like to speak with someone about the report, please contact your local water supplier identified in the report.

6/25/2016

NEWS RELEASE

DATE: June XX, 2016

FOR IMMEDIATE RELEASE

CONTACT:

Cathy Z. Hollomon, Water Resources Planner, CLWA (661) 297-1600, ext. 282

**NOTICE FOR IMPORTANT INFORMATION ABOUT YOUR
DRINKING WATER QUALITY
FROM THE SANTA CLARITA VALLEY FAMILY OF WATER SUPPLIERS**

Castaic Lake Water Agency (CLWA), CLWA Santa Clarita Water Division, Los Angeles County Waterworks District #36, Newhall County Water District, and the Valencia Water Company continuously work to ensure you and your neighbors have a reliable and high quality water supply at a reasonable price. The State Water Resources Control Board Division of Drinking Water requires water agencies to provide all customers an annual report on the quality of drinking water and to show how it meets federal and state drinking water standards.

This 2016 Annual Water Quality Report describes in detail the quality of local water supplies in the Santa Clarita Valley during 2015. There is additional explanation of the requirements and test results in the report. This year we are posting the report on our websites and mailing notices of its availability to customers in order to save our ratepayers money and still comply with current law.

To view the 2016 Annual Water Quality Report, go to any of the websites of the water suppliers noted above or access it at the Santa Clarita Valley Family of Water Suppliers website:

http://www.scvh2o.org/docs/2015-CCR-Water-Report-FINAL-web_version.pdf

or the CLWA website at:

<http://clwa.org/docs/wp-content/uploads/2015/06/2015-CCR-Water-Report-.pdf>

Paper copies of the 2016 Water Quality Report can be obtained by contacting your local water retailer identified in the report.

The Santa Clarita Valley Family of Water Suppliers consists of the Castaic Lake Water Agency, CLWA Santa Clarita Water Division, Los Angeles County Waterworks District No. 36, Newhall County Water District and the Valencia Water Company.

About the Castaic Lake Water Agency:

The Castaic Lake Water Agency (CLWA) is the Santa Clarita Valley's public water wholesaler. CLWA is one of 29 State Water Project contractors and receives water imported from northern California and Kern County through the California Aqueduct. CLWA operates two large treatment plants, three major pump stations, three water storage facilities and over 45 miles of large diameter transmission pipelines delivering water to four local water retailers. Our mission is to provide reliable, quality water at a reasonable cost to the Santa Clarita Valley.

www.clwa.org

About CLWA Santa Clarita Water Division:

Santa Clarita Water is a division of the Castaic Lake Water Agency (SCWD). SCWD is a water retailer that serves approximately 121,000 people with over 29,000 service connections in portions of the City of Santa Clarita in the communities of Canyon Country, Newhall, and Saugus and unincorporated portions of Los Angeles County. SCWD supplies water from local groundwater sources and CLWA imported water. www.scwater.org

About Los Angeles County Waterworks District #36:

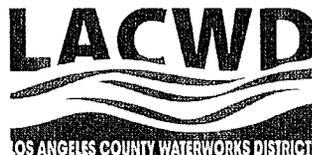
Los Angeles County Waterworks Districts (LACWD) is a network of public water systems formed pursuant to Division 16, County Waterworks Districts of the California Water Code. LACWD currently provides retail water service to five County Waterworks Districts. District #36, Val Verde, serves a population of about 5,150 people through 1,350 service connections in a portion of the Santa Clarita Valley. www.lacwaterworks.org

About Newhall County Water District:

Newhall County Water District, created in 1953, is one of four water purveyors in the Santa Clarita Valley and currently supplies a population of more than 44,000 with over 9,700 service connections. Governed by a five-member Board of Directors, elected at large by residents of the district, its 34-square mile service area includes four distinct geographical areas in the valley – Castaic, Newhall, Pinetree, and Tesoro. www.ncwd.org

About Valencia Water Company:

Valencia Water Company (Valencia) serves approximately 118,000 people with over 31,000 service connections in the Santa Clarita Valley, including Valencia, Stevenson Ranch, and portions of Newhall, Saugus, and Castaic. Valencia supplies its customers with high-quality water supplied from local wells and from imported supplies. Valencia has served the Santa Clarita Valley since 1965. The Valencia Water Company is a private corporation whose stock is owned by the Castaic Lake Water Agency. www.valenciawater.com



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Newhall County Water District
 Customer Service: (661) 259-3610
 Fax: (661) 259-3574
 Email: customerservice@ncwd.org

Account Number: 12345

Invoice Date: June 28, 2016
 Service Period: May 24, 2016-June 22, 2016
 Service Days: 29 Efficiency Target: 31 Actual Water Use: 37

Office Hours
 Monday - Thursday 8AM-5PM
 Friday 8AM - 4PM

Account Name: [REDACTED]
Service Address: [REDACTED]

DEFINITIONS

Service Charge - Base charge for metered water service.

Water Use Charge - Unit of water used. One (1) unit is equal to 100 cubic feet (CCF), or 748 gallons.

CLWA Pass-through - A fee charged by Castaic Lake Water Agency that NCWD must pass through to customers.

Actual Water Use - Units of water used during service period.

Efficiency Target - The ideal amount of water needed to maintain your home and yard.

ADDITIONAL INFORMATION

If you have a question about this bill or dispute the amount charged, you must contact the District within five (5) days prior to the due date of this bill.

SOCIAL MEDIA



Account Summary

Previous Balance	\$94.18
Payment - Received June 03, 2016 - Thank You	\$(94.18)

\$0:00

CURRENT CHARGES

Service Charge	\$25.92
Water Consumption (See back for detail)	\$68.43
CLWA Pass-through (See back for detail)	\$25.11

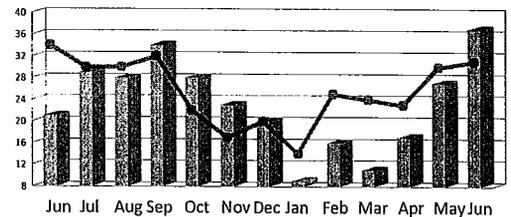
CURRENT CHARGES: \$119.46

TOTAL ACCOUNT BALANCE: \$119.46

Important Message

The 2016 Santa Clarita Valley Water Quality Report is now available at www.ncwd.org. If you would like us to mail you a report, please contact customer service at 661-259-3610 or email us at customerservice@ncwd.org. **Every Drop Counts!**

	Usage CCF	Usage (Gal)	Avg Gal Per Day
Target	31	23,188	800
Current	37	27,676	954



Please detach and return bottom portion with payment or pay your bill online. Visit www.ncwd.org for all your payment options.



Newhall County Water District
 P.O. Box 220970
 Santa Clarita, Ca. 91322-0970
 Customer Service (661) 259-3610

Invoice Date: June 28, 2016
 Account Name: [REDACTED]
 Service Address: [REDACTED]
 Account Number: 12345

To change mailing address, check here and fill out back

To change mailing address, check here and fill out back

NE40628B AUTO SCH 5-DIGIT 91321
 7000001293 00.0004.0261 1269/1



* PAST DUE BALANCE DELINQUENT AFTER	** CURRENT CHARGES DUE BY	TOTAL ACCOUNT BALANCE
	07/20/2016	
	\$ 119.46	\$119.46

* Past due balances paid after the delinquent date are subject to additional fees and penalties up to and including interruption of water service.

** This bill is due and payable upon receipt. A late fee will be applied to the current balance if payment is not received in our office by the current charges due by date.



Service Address Information

Service Address: [REDACTED]

Meter Number	Previous Read	Current Read	Actual Usage	Meter Size
54292476	3977	4014	37	1"

Water Usage Detail

Description	Price per Unit	Actual Usage	Cost of Usage
Water Consumption	\$ 1.8495	37	\$68.43
CLWA Pass-through	\$ 0.6787	37	\$25.11

Water Efficiency Target (WET)

Landscape Area (sqft)	ETo	Target Usage	Percent of Target
4,700	7.00	31	119

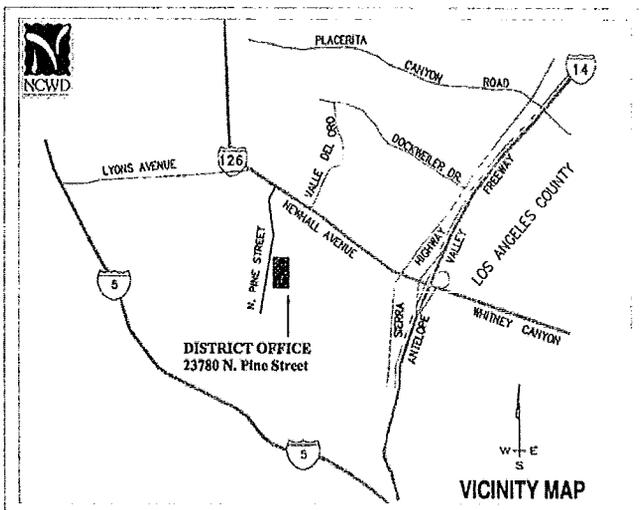
Your water usage this period

Inefficient



Your Water Usage Breakdown

Target	Actual Usage	Percentage of Target
Super-Efficient	9	0% - Indoor Target Usage
Efficient	22	Indoor - 100% of Target Usage
Inefficient	6	101 - 150% of Target Usage 151 - 200% of Target Usage Over 200% of Target Usage
Actual Usage:	37	



New Billing Address

Street: _____

Apartment or Suite Number: _____

City: _____

State: _____ Zip: _____

Home Phone: (____) _____

Cell Phone: (____) _____

Business Phone: (____) _____

Email Address: _____

Comments: _____

Office Hours

Monday - Thursday 8AM-5PM

Friday 8AM - 4PM

Phone Number

(661) 259-3610 x 0

NCWD WEBSITE LINKS

Scan the barcode with your smartphone or visit the web to view



WET - Faq's

www.ncwd.org/faq_wet



Payment Options

www.ncwd.org/paymentoptions.htm



Paperless Billing

www.ncwd.org/gogreen.htm



Rebates

www.ncwd.org/water-efficiency/rebate2



Drought Information

www.ncwd.org/water-efficiency/2015-drought

ACCOUNT CHANGES

Please mark box on the front if making changes or comments below.

CLOSE ACCOUNT

Please allow at least one (1) business day prior to the date you wish your account to be closed. All charges applied to the account are the responsibility of the current account holder until the District is notified and the account is closed.

Robert McLaughlan

From: billing@ncwd.org
Sent: Thursday, June 16, 2016 3:49 PM
To: [REDACTED]
Subject: NCWD Water Bill - 19745



**NEWHALL COUNTY
WATER DISTRICT**



eBill Notification - June 16, 2016

Follow Us on  

**OUR WATER IS A PRECIOUS RESOURCE...
USE WATER EFFICIENTLY,
EVERY DROP COUNTS!**



Account Number: 19745

Dear: [REDACTED]
Service Address: [REDACTED]

Reading Information

Previous Reading: 1851	Previous Read Date: 5/9/2016
Current Reading: 1856	Current Read Date: 6/8/2016
Total Usage: 5	Meter Number: 57698739

Water Efficiency Target "WET" Information

Your water usage this period

Target Usage: 12

Percent of Target: 41.67

Super-Efficient

Billing Information

Previous balance: \$ 0.00 due 6/5/2016
 Last payment: \$ 30.69 made on 6/1/2016
 Current charges: \$ 28.16 due 7/5/2016
 Total Balance Due: \$ 28.16

Important Information

Resource Tips

The [2016 Santa Clarita Valley Water Quality Report](http://www.ncwd.org) is now available at www.ncwd.org. Click the link now to view or if you would like us to mail you a report, please contact customer service at 661-259-3610 or email us at customerservice@ncwd.org.
 Every Drop Counts!

Late Fee

All bills are due upon receipt. If your payment is not received by the due date on this notice, a late fee of \$10.00 or 10% of balances over \$100.00 will be applied to your account.

Previous Balance Due Date

To avoid possible termination of water service and additional fees, the Previous balance must be paid by the due date listed on the Previous balance line above.

Links

NEWHALL COUNTY WATER DISTRICT
WATER LINES
 NCWD Celebrating 60 Years

MAKE A PAYMENT -
 ACCESS WEB ACCOUNT
 HISTORY AND MORE

LOGIN



Choose to receive an
 eBill Notification today!



Saving Water
 Starts with You!
 WATER SAVING IDEAS

