



Water Views

June 2013

"A District of Distinction"
Serving the Public - Respecting the Environment

CUSTOMER INCENTIVE PROGRAMS

El Toro Water District is dedicated to providing its customers with reliable services and benefits. One important benefit is providing programs to assist residential homeowners, commercial/industrial business owners, and professional landscapers in reducing the amount of water used. ETWD is committed to helping all of our customers use water efficiently. Customers that invest in water efficient technologies and programs will not only save water, but can lower water bills and protect our most valuable resource – water.

The following programs and rebates are available to ETWD customers. Eligibility and other rebates and/or program requirements can be accessed through the websites or phone numbers listed below.

SoCal Water\$mart - Residential and Commercial Rebate Program

The So Cal Water Smart program provides rebates on select water-efficient devices to residents, businesses, and other commercial customers. ETWD provides additional funding for some of the rebates offered by the water wholesaler agencies. The additional funding is included in the rebate levels listed on the following page. This program is effective starting July 1, 2013 through June 30, 2014 or until funding runs out. Rebates will take approximately 6 – 12 weeks to process. We encourage you to apply, as funding is limited.

Please visit www.socalwatersmart.com or call (888) 376-3314 for current information on program guidelines, lists of approved devices, rebate applications, and rebate program information.



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Customer Incentive Programs

Rebates Effective July 1, 2013

ETWD Residential Customers	Up to
High efficiency clothes washer	\$185*
High efficiency toilet	\$125*
Smartimers/Irrigation controllers	\$380*
Rotating sprinkler nozzles (per nozzle)	\$5*
Commercial Customers	Up to
High efficiency toilet (tank type)	\$100
High efficiency flushometer toilet	\$100
Multi-family high efficiency toilet	\$50
Ultra-low and zero water urinals	\$200
Smartimers/Irrigation controllers (per station)	\$25
Rotating sprinkler nozzles (per nozzle)	\$5*
Large rotary nozzles	\$13
In-stem flow regulators	\$1
Connectionless food steamer (per compartment)	\$485
Air cooled ice making machine	\$1,000
Laminar flow restrictor (per restrictor)	\$10
Cooling tower conductivity controller	\$625
Cooling Tower pH Controller	\$1,750
Dry vacuum pump (per .5 HP)	\$125

* Includes ETWD additional rebate funding.

Turf Removal Program - Residential and Commercial Properties

This program provides financial incentives to qualifying residential and commercial water users who remove turf from their properties. Please visit www.mwdoc.com/services/turf-removal for current rebate information.



Water Smart Industrial Program

This program provides technical assistance and cash incentives to local businesses that invest in water saving process improvements. Free technical surveys of industrial operations – including process change recommendations – are available to qualified participants. Please visit www.mwdoc.com/services/industrial or call (714) 593-5016 to learn more about this program.



Customer Incentive Programs Continued...

Water Smart Hotel Program

Survey and Save!



Water Smart Hotel Program

This program provides water use surveys, customized facility reports, and technical assistance to hotels that invest in water use efficiency improvements. Rebates on water saving devices – such as toilets, HVAC equipment, and kitchen and cleaning equipment – are available to qualified participants. Please visit www.mwdoc.com/services/hotels or

call (714) 593-5015 to learn more about this program.

Public Spaces - Water Smart Landscape Program

This program provides incentives for water efficient landscape improvement projects at public spaces in South Orange County.

The program specifically targets the implementation of comprehensive landscape improvements for publicly owned and other commercial landscape properties. Please visit www.mwdoc.com/services/public-spaces or call (714) 593-5008 to learn more about this program.



"Sprinklers 101" Promotes Water-Efficient Irrigation

Save Our Water unveiled its new "Sprinklers 101" web-based resource on May 1, providing a host of information and online tools about water-efficient residential irrigation. It can be accessed through www.saveourh2o.org/sprinklers101. This new section of the *Save Our Water* website offers online, printed and video resources on water-efficient irrigation for homeowners and landscape professionals.

Since its creation in 2009 by the California Department of Water Resources (DWR) and the Association of California Water Agencies (ACWA), *Save Our Water* has educated consumers on the many different ways they can reduce their household water use. Outdoor water use has been a major focus of the program since, in many areas of the state, 50% or more of residential water use goes to lawns and outdoor landscaping.

"*Save Our Water's* new website gives consumers the information they need to improve the water efficiency of their sprinkler system. Even small changes can yield big water savings" said ACWA Deputy Executive Director for External Affairs and Operations Jennifer Persike.

Sprinklers 101 provides information on installing and converting an existing system to drip irrigation, information on smart controllers and links to sprinkler controller manuals (for homeowners who may not know how to program their current controller). Landscape professionals will find information about water-wise gardening, professional licensing and education and more.

Despite an extremely wet December, California's winter ultimately turned out to be one of the driest on record. After the state's last snow survey today, the snowpack is just 17% of average for the date.

"Because Californians use the majority of water on their landscape, investing in a more water-efficient sprinkler system will save water today and for the long-term," said DWR Director Mark Cowin. "After our unusually dry winter, it is critical that we all do our part to help stretch the state's water supply."



Customer Service

Updating Information to Serve You Better

In case of an emergency, El Toro Water District may need to contact you. To do so, we need the correct phone numbers on file. For example, your neighbor may call the District to report a broken meter or a gushing service line break at your address. With accurate phone numbers on file, a District Representative can attempt to contact you to assist you in resolving the matter quickly.

To ensure the District has your correct phone numbers, please fill out the Customer Records Update below and send with your payment or call Customer Service at (949) 837-0660. Thank you for your assistance.



ETWD Customer Records Update

Account No.	_____
Customer Name	_____
Service Address	_____
Home Phone	_____
Cellular Phone	_____
Work Phone	_____
E-mail Address	_____

The El Toro Water District is a California Water District governed by an elected Board of Directors.



EL TORO WATER DISTRICT

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The mission of the El Toro Water District is to plan and invest appropriately to provide its customers a safe, adequate and reliable supply of water, wastewater and recycled water services in an environmentally and economically responsible way.

Water Views is published quarterly to keep water users in the El Toro Water District informed about water and wastewater related issues and events and is prepared by District staff.

Your comments and suggestions are welcome.

Please call Customer Service at (949) 837-0660 or visit our website at www.etwd.com.

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