



SAVING WATER DURING CALIFORNIA'S DROUGHT: What El Toro Water District Customers Need to Know



You've heard the news: California is in the fourth year of severe drought. **The state has ordered El Toro Water District to cut water use by 24%.** We need you, our customers, to use less water indoors and outdoors.

Look closely at your water bill. Compare how much water you're using each month. Reset your sprinklers to as few minutes as your plants will tolerate. Then see how much less water you can use this month. Can you save 24% overall? Or more? (Your water bill shows a comparison. See the "Understanding Your Bill" graphic on www.ETWD.com.) **We know you will rise to the 24% challenge.**

FAQS Frequently Asked Questions

Q: What happens if we fail to reduce water use by 24%?

A: If we fail to hit the target, ETWD faces penalties up to \$10,000 a day, which would need to be passed along to customers.

Q: What are the rules for watering outside my home and using my hose?

- A: We're on Level 1 Water Alert. That means you may water lawns and landscape no more than three days a week.* Also, the following permanent conservation mandates are in effect:
- Do not water between 10 a.m. and 5 p.m., except by hand using a hose with a shutoff nozzle.
 - Use a broom! Do not water down sidewalks, driveways, patios or other hard surfaces.
 - Do not run your hose while washing your vehicle. Use a bucket and a shutoff nozzle, or visit a carwash.
 - Don't water when it's raining or for 48 hours afterward.
 - Repair leaks and breaks as soon as possible.
 - Do not allow runoff onto hard surfaces.

Q: If I don't conserve water, will my bill go up?

- A: Yes. As an ETWD customer, you may be familiar with our "tiered pricing":
- Each household has a water-use budget based on the size of the family and property. Customers are billed in units called "CCFs." (1 ccf = 748 gallons.)
 - If you stay within your budget, you pay the lowest rates.
 - But if you exceed your budgeted tiers, your water cost will increase significantly.

Recently, the ETWD Board of Directors has implemented a **drought penalty**. Customers who exceed their Tier 1 (indoor efficient) and Tier 2 (outdoor efficient) water budgets will be charged a \$2 penalty for every billing unit in excess of their combined Tier 1 and Tier 2 budget.



Q: Where can I learn more about my bill?

A: Find a detailed explanation of ETWD's tiered billing system on the back of your water bill or on our website: www.ETWD.com/customer-service/bill-pay/understanding-your-bill/ (or bit.ly/yournewbill). If you have questions or concerns, contact Customer Service at 949.837.0660 or district@etwd.com.

Q: I'm spending money to save water. Can I get a rebate?

A: While funding lasts, rebates are available for residents who install devices such as high-efficiency washers, low-flush toilets, smart irrigation timers and rain barrels or remove water-thirsty lawns. Read the details at www.ocwatersmart.com. Apply soon so you don't miss out.

Q: How do I report water waste?

A: It's painful to see water being wasted – so please help! Go to www.ETWD.com and click on the yellow bar that says "Send a Report." Or call ETWD Customer Service at 949.837.0660 during business hours.

Q: When can I reach Customer Service?

- Monday - Thursday: 7:30 a.m. – 4:00 p.m.
- Friday: 7:30 a.m. – 3:00 p.m. (closed every other Friday)

*Aliso Viejo and Mission Viejo (M, Th and Sat OR Sun); Laguna Hills, Laguna Woods and Lake Forest (Tu, Fr and Sat OR Su).