



ONLINE BILL PAY ENHANCEMENTS COMING SOON...

ETWD is excited to announce enhancements to the online billing system to provide customers an improved online bill payment option and access to billing information online around the clock.

As of April 1, 2016, ETWD began working with Bluefin Merchant Services (Bluefin), a third party automated payment service, to offer payment options for customers interested in paying their bill online or by using an automated phone service. Bluefin accepts Visa, MasterCard, Discover, and electronic checks. New service charge fees are also in effect. Bluefin will charge a convenience fee of \$2.75 per transaction or 3% of the transaction amount, whichever is greater. (For example: payments that are \$91 or less will be charged \$2.75 per transaction. Payments that are \$92 or greater will be charged 3% per transaction.)

On July 1, 2016, ETWD will introduce the new online bill pay system. This system will allow customers to view and pay their utility bill balance online conveniently and securely, as well as view the past 12 month's account and bill payment history. Customers will also be able to change billing address and contact information, view their actual water usage, and see important ETWD announcements. Stay tuned.



WATER SAVING TIPS



Capture water for plants

Use a container in your sink to rinse vegetables and fruit; or a bucket in the shower to collect water.



Scrape dirty dishes

Rather than rinsing them before placing them in the dishwasher.



Take shorter showers

Set a timer and be sure you turn off the water when you're applying the soap or shampoo.



Use a broom, not a hose

To clean your patios, sidewalks and driveways.



EL TORO WATER DISTRICT OUTDOOR WATERING DAY SCHEDULE

On April 1st, your assigned watering days change to no more than three (3) days per week. Please see the assigned days below for your city:

ALISO VIEJO	LAGUNA HILLS	LAKE FOREST	LAGUNA WOODS	MISSION VIEJO
MONDAY THURSDAY SATURDAY or SUNDAY	TUESDAY FRIDAY SATURDAY or SUNDAY	TUESDAY FRIDAY SATURDAY or SUNDAY	TUESDAY FRIDAY SATURDAY or SUNDAY	MONDAY THURSDAY SATURDAY or SUNDAY

Remember, the maximum approved amount of time that you can water is 15 minutes per station according to ETWD's ordinance. This amount of time could be excessive depending on your property size and if you're experiencing runoff. Please use your best judgment and continue to save as much water as possible.

Maximum 3 days per week: **April 1 – October 31**
Maximum 1 days per week: **November 1 – March 31**

AWARD-WINNING DISTRICT

El Toro Water District has gained national attention for its success in completing important projects that are creating new sustainable solutions and opportunities to recycle water for outdoor irrigation. Additionally, ETWD was recognized for excellence in communications related to communicating with our customers about the drought, projects and the impact that those projects have on traffic, rates, and the opportunities to offset the impact that mandated water-conservation measures have on our customers.

Recent recognition of ETWD:



Dennis P. Cafferty, ETWD Assistant General Manager/District Engineer displays the WasteReuse Recycled Water Award for Agency of the Year, presented to El Toro Water District

WasteReuse Recycled Water Small Agency of the Year: The WasteReuse Association selected ETWD as the 2016 Recycled Water Agency of the Year in its size category for its significant contributions towards sustainability and saving water. Recipients of this award have demonstrated exemplary leadership, creativity and persistence in developing a comprehensive program, as well as outreach to the community to expend awareness and implementation of recycled water.

AWWA Public Communications Achievement Award: The American Water Works Association (AWWA) recognized ETWD for its outreach and communication campaign related to the Recycled Water Expansion Project.

District of Distinction Accreditation: The Special District's Leadership Foundation (SDLF) recognized ETWD for their excellence leadership and sound policies in the areas of governance, board conduct, district finances, transparency and reserves.



Robert R. Hill, General Manager, ETWD displays the District of Distinction plaque that will be on display in the customer service lobby.

General Manager, Robert R. Hill says, "It's an honor for ETWD to accept these awards and recognition on behalf of our Board and staff. Collectively our team has put in a tremendous amount of hard work and collaboration, which have resulted in excellent results which benefit our customers." Hill was recently asked to write an article for California Special Districts Association Magazine, highlighting his Board and staff's innovation in the areas of collaboration and partnerships with other water districts and other organizations that have resulted in the completion of projects like the Recycled Water Expansion Project.





Residential Rebates make it easy and affordable to save water indoors and outdoors!



SMART SPRINKLER TIMERS – REBATE: UP TO \$195*

Choose a weather-based irrigation controller that adjusts the watering schedule based on current weather conditions, or a soil moisture sensor controller that measures the soil's water content to determine how much water plants need.

Water Savings: 40-50 gallons per day

ROTATING SPRINKLER NOZZLES – REBATE: \$3* EACH

Upgrade to rotating sprinkler nozzles that water more evenly and efficiently than traditional pop-up spray heads.

Water Savings: 15 gallons per day



DRIP IRRIGATION – REBATE: \$175* PER KIT

Convert spray heads to drip irrigation, which uses emitters to deliver water to specific locations at or near plant root zones.

Water Savings: 50 gallons per day

RAIN BARRELS – REBATE: \$75* EACH

Capture the rain water that falls on your roof and use it water to water your plants! Rain barrels can reduce urban runoff and ocean pollution.

Water Savings: Varies based on rainfall



HIGH EFFICIENCY CLOTHES WASHER – REBATE: \$85* EACH

Upgrade your old washing machine to a high efficiency clothes washer that uses up to 55% less water and gets clothes just as clean.

Water Savings: 15 gallons per day

HIGH EFFICIENCY TOILETS – REBATE: \$40* EACH

Get paid to replace your old toilets with high efficiency models that use just 1.1 gallons or less per flush while maintaining high performance standards.

Water Savings: 45 gallons per day



Sprinkler Adjustment Reminders – FREE

Sign up for free sprinkler adjustment reminder emails that tell you when/how to use the percent adjust feature on your basic sprinkler timer, ensuring appropriate watering year-round. Visit OCWaterSmart.com



**Rebate levels are subject to change based on funding availability. Rebate paid will not exceed device cost. Please check OCWaterSmart.com for a list of current rebate levels.*



www.OCWaterSmart.com | 888.376.3314

TURF REMOVAL

Ready to change out your lawn?

Limited time funding for turf removal is available for ETWD residential and commercial customers. Please visit www.ocwatersmart.com for more information.



ETWD BOARD OF DIRECTORS

- President
M. Scott Goldman
- Vice President
William H. Kahn
- Director/Treasurer
Jose F. Vergara
- Director
Frederick J. Adjarian
- Director
Mark Monin
- General Manager
Robert R. Hill

Water Views is published quarterly to keep water users in the El Toro Water District informed about water and wastewater related issues and events. If you have any comments or suggestions, please mail them to: Sherri Seitz, Editor
El Toro Water District
24251 Los Alisos Boulevard
Lake Forest, CA 92630

24 Hour Customer Service:
949.837.0660
Customer Service Email:
district@etwd.com
Website:
www.etwd.com

Para la información en Español, llame por favor al servicio de cliente, 949.837.0660.

#0093/4/16_SPRING