



Water Views

November 2011

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

New On-line/Automated Telephone Credit Card Processing

El Toro Water District is committed to providing our customers with safe, adequate and reliable water and wastewater services in an environmentally and economically responsible way.



In an ongoing effort to reduce overhead expenses while enhancing customer convenience, the District has implemented a new on-line/automated telephone credit card processing service. All credit card payments will now be processed via a payment link on the District's website (www.etwd.com) or a special toll-free telephone number 1-877-565-3804.

In keeping with the District's principle of matching costs with services, customers wishing to pay by credit card will incur a \$3.95 convenience fee (charge) each time a credit card is used to pay a bill. Please note that this convenience fee will only be applied to on-line/automated telephone transactions. This fee is passed on directly to Paymentus the provider of this service. The maximum payment per transaction is \$250. Therefore, if your bill is more than \$250 you will need to process additional transactions which will result in additional convenience fees.

We understand that for many customers, credit cards are a convenient method of payment. Our intent is not to discourage credit card usage, but to inform customers of the cost of credit card processing.

If you have any questions, you may contact our Customer Service Department at 949-837-0660.

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Employee Service Awards

Three long-time employees were recently acknowledged for their dedication and outstanding service to the District.

Jay Curry joined ETWD 20 years ago as a Plant Operator Trainee at the Water Recycling Plant. During his tenure, Jay has acquired his State Water Resources Control Board Grade 3 Waste Water Treatment Certificate. Today Jay is Lead Waste Water Operator III and is responsible for running laboratory tests, overseeing flow changes, training operators and working with safety programs to ensure proper handling of hazardous materials.



Employees Stuart Kain, Ralph Palomares, and Jay Curry

Stuart Kain started with the District 20 years ago and is a Maintenance Worker II, assigned to the Pump Station Crew. He currently holds a California Department of Public Health (CDPH) Water Distribution Operator Grade 2, CDPH Water Treatment Operator 2, and Water Utility Science certificates. Stuart is a key player for all labor intensive jobs and plays the lead role in flushing and maintaining the District's El Toro Regional Reservoir. In addition he is responsible for the operation and maintenance of the water and sewer pump stations.

Ralph Palomares has been with the District for 30 years and currently he is the Collections Supervisor/Industrial Waste Inspector. His responsibilities include oversight of the sewer collection system maintenance program and the District's Fats, Oils and Grease (FOG) program. Last year Ralph received the highly regarded California Water Environment Association Richard D. Pomeroy Collection System Award. This award recognizes Ralph's individual contribution to the wastewater industry in the areas of technical, operations and personnel advancement. Thank you to Jay, Stuart and Ralph for your dedicated service to the District's customers.

Holiday Meals and Grease

Don't Let Your Holiday Meal Create a Spill



Grease poured down the drains is the leading cause of sewage spills.

Grease needs to be handled carefully all year round, but especially during the holidays. Many families will cook special meals to share with family and friends. But the larger quantity of grease created by cooking a turkey, ham or roast can result in problems within your home's sewage pipes or within your neighborhood if not disposed of properly.

Steps to prevent sewer spills: Never pour grease down your sink drain, toilet or garbage disposal. Instead, pour grease into a can or container and refrigerate or freeze until solid and then dispose of the can on trash day. Wipe excess grease from pots, pans and utensils with paper towels before washing. For more information on ETWD's Fats, Oil and Grease Regulations, go to www.etwd.com and click on the program link on the left.

Upgrade and Save!

Reduce Your Water Use With Water Efficient Devices

Orange County water providers are offering rebates on water-saving devices that can help you reduce your water bill. Rebates are currently being offered on high efficiency clothes washers, smart irrigation controllers, and rotating sprinkler nozzles. Get your rebate now to reduce your water cost and help preserve our water resources!

Rotating Nozzle Rebate Program

You can reduce water waste and eliminate water runoff by replacing traditional sprinkler heads with rotating sprinkler nozzles. Rotating nozzles water more uniformly and efficiently than traditional sprinkler heads, reducing your outdoor water use by up to 30%.



High Efficiency Clothes Washer Rebate Program

High efficiency clothes washers use 55% less water than standard clothes washers.



Smart Controller Rebate Program

Replace your basic irrigation timer with a "smart" irrigation controller. Smart controllers use information about your plants, soil, slope, and weather conditions to give your landscape the right amount of water. This helps reduce the amount of water runoff that flows off your property and eventually enters the ocean.



For current rebate levels or to apply now, please visit:

www.socalwatersmart.com or call (888) 376-3314.

California-Friendly Plant of the Month

Creeping Snowberry Symphoricarpos mollis

The Creeping Snowberry is a small, deciduous shrub native to shaded slopes of southern California mountains below 5,000 feet. The snowberry shrub is low mounding, growing 2 feet high and 4 feet wide.

Attractive round leaves occur along arching stems and small, pink flowers that appear in spring, followed by snowy white berries that last through winter dormancy.

It performs well under oaks or other established trees, and is useful for erosion control on north-facing slopes, or in planters or borders in part to full shade.

For a shady California wildlife garden, plant with *Ribes sanguineum glutinosum*, *Heuchera maxima*, *Iris douglasiana*, *Polystichum munitum*, *Aquilegia formosa*, *Rhamnus californica* and *Leymus condensatus*.

Source: Tree of Life Nursery, San Juan Capistrano



Creeping Snowberry Symphoricarpos mollis

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Season: Spring, Summer, Fall
Size: 2 ft. high, 4 ft. wide
Color: Round green foliage with pink flowers and white berries
Water: 1 to 2 times/month summer
Sun: Partial to full shade

Water Education School Program



Water education assembly at Del Cerro Elementary School

One of the most successful and well-recognized water-education curriculums in Southern California is the Municipal Water District of Orange County's (MWDOC) School Education Program. This program offers free water education assemblies to Orange County schools. Students learn the importance and scarcity of water in Southern California, the water cycle, sources of water, water storage, filtration, treatment, recycling and conservation.

Since its inception in January 1973, the Water Education School Program has impacted nearly 2.5 million Orange County students.

In 2004, MWDOC formed an exciting partnership with the Discovery Science Center that provides students an even greater educational experience in the areas of water and science.

To learn more about the workshops, presentations and seminars available to Orange County students and teachers, please contact *Discovery Science Center at (714) 263-3806 or* ajacobson@discoverycube.org to book your FREE onsite school presentation. And here are just a few websites where teachers can find additional information on water resource management:

- **Project WET** (Water Education for Teachers) www.projectwet.org
- **California Coastal Commission** (Waves, Wetlands and Watersheds) www.coastforyou.org
- **CREEC** (California Regional Environmental Educational Council) www.creec.org
- **California Department of Water Resources** www.dwr.water.ca.gov

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 service 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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