



# WaterViews

October 2012

*"A District of Distinction"*

Serving the Public - Respecting the Environment

## ETWD EXPANDS RECYCLED WATER TREATMENT AND DISTRIBUTION

### Enhancing local supplies and reliability

El Toro Water District (ETWD) is undertaking a comprehensive, multi-phase Recycled Water Expansion Project (project) that will enhance local water supplies and reliability, reduce dependence on imported water and expand recycled water deliveries to meet customer's future demand.

*Join ETWD to learn how the project will benefit our community and what to expect in the way of construction.*

### Recycled Water Expansion Project Open House

**Wednesday, November 28  
3:00 p.m. to 6:00 p.m.**

**Laguna Woods Village  
Community Center – Pine Room  
24351 El Toro Road, Laguna Woods**



For questions or to RSVP, please contact Sherri Seitz at [sseitz@etwd.com](mailto:sseitz@etwd.com) or 949-837-7050, extension 239.

The project includes two components:

- The District will expand the recycled water facility at the existing Water Recycling Plant to allow for the delivery of up to 1,675 acre feet per year of recycled water. One acre foot of water is the equivalent of enough water for two families of four for a year.
- Simultaneously, the District will construct approximately 100,000 feet or 19 miles of recycled water pipeline beneath the roadways in Laguna Woods and the northwest portion of Laguna Hills.

"This project is one of the largest infrastructure improvements in the history of the District," shares Bob Hill, General Manager of El Toro Water District.

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“We have a long history of innovation, strategic planning and prudent investments, and the Recycled Water Expansion Project illustrates our continuing commitment to our customers and the environment.”

## Why the Project is So Important

Like most water districts in south Orange County, ETWD relies on imported water from the Sacramento-San Joaquin Bay Delta and the Colorado River to meet 95% of its customer demand.

The remaining 5% comes from recycled water from the current Water Recycling Plant. By expanding the capacity of the water recycling facility, ETWD will increase recycled water usage to about 15%-20% of total water demand which significantly reduces dependence on imported water and enhances overall supply reliability.

In addition, the expanded water recycling facility will produce a high quality of treated water, significantly reduce the amount of treated wastewater discharged into the ocean and will help to reduce the greenhouse gases that result from pumping water into the region.

## Project Benefits

The Recycled Water Expansion Project is skillfully designed to provide numerous benefits to our local community, environment and economy. The key project benefits include:

- Enhancing local water supplies and reliability
  - Reducing dependence on imported potable water
  - Creating a more self-reliant water system, particularly important in times of unplanned service disruptions such as drought and emergencies
  - Expanding recycled water deliveries to meet customer demand
  - Reducing treated wastewater discharge to the ocean
  - Producing a higher quality of recycled water
  - Infusing approximately \$35 million into the local economy and creating an estimated 600 jobs
- (According to the National Organization of Water Companies)



## Our Commitment to You - Communication Throughout the Project

ETWD has developed a comprehensive community outreach program to keep residents informed throughout the project. A variety of communications vehicles will be utilized to share important dates, schedules and information, including:

- Articles and alerts in Water Views newsletter
- Announcements and construction maps on the ETWD website
- Open houses and project displays
- Dedicated project phone line
- Presentations via a new Speaker's Bureau
- Articles in local newspapers
- Social media – Facebook and Twitter
- Laguna Woods Village TV 6 presentations
- Signage with construction alerts
- Door hangers with construction schedules



Construction on the current Recycled Water Plant and the pipeline system will begin in early January 2013 and continue through June 2014. ETWD is committed to keeping the community informed regarding construction schedules and other project details.

## Questions About the Project

The quickest way to find project information is to visit the District's website – [www.etwd.com](http://www.etwd.com). In early 2013, the construction schedule and an interactive map will be posted on the website which will allow residents to view the construction progress. To keep customers informed during construction, project information will be updated regularly on the website.

ETWD will also set up a dedicated project phone line to answer questions. The phone line will be answered by a Customer Service specialist during regular business hours. The project specialist will have detailed information about construction schedules, possible street detours and traffic delays. After hours, callers will be able to leave a message on the dedicated project phone line and a Customer Service project specialist will return the call on the next business day.



In early 2013, the District will also launch a social media program and offer project updates via Facebook and Twitter. The District will use these social media sites to educate people about the Recycled Water Expansion Project and to notify them of important construction alerts. Residents will only receive these social media alerts if they have signed up on the District's website.

*Stay tuned for more information regarding these new communications tools.*

# Water Use Efficiency Rebates

ETWD is committed to helping all of our customers use water efficiently. Residential homeowners and commercial business owners can reduce their water consumption and save money by installing qualifying water efficient products. The rebate program is effective through June 30, 2013. **We encourage you to apply, as funding is limited.**

## Residential Rebates

- \$185 High efficiency clothes washer**
- \$75 High efficiency toilet**
- \$5 Rotating sprinkler nozzles**

For rebate information, please visit  
[www.socalwatersmart.com](http://www.socalwatersmart.com) or call 888-376-3314.

## Commercial Rebates

- \$125 High efficiency flushometer toilet**
- \$250 Zero and ultra-low water urinals**
- \$5 Rotating sprinkler nozzles**

Effective October 1, 2012, commercial rebate information is available through  
[www.socalwatersmart.com](http://www.socalwatersmart.com) or by calling 888-376-3314.



## Turf Removal Rebates

Residential and small commercial customers of El Toro Water District are eligible to receive an incentive of \$1.50 per square foot of turf removed for qualifying projects. For more information, please visit [www.mwdoc.com/services/turf-removal](http://www.mwdoc.com/services/turf-removal).

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](http://www.etwd.com).

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