

El Toro Water District

"Serving the Public - Respecting the Environment"

WaterViews

Celebrate
Water Awareness
Month

ETWD's
Open House
Saturday
May 5, 2007

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District Strategic Plan Focuses on Best Service to Customers

Your water and wastewater service is so reliable that you may not think about them. Turn on a faucet and the water flows. Turn on a faucet or flush a toilet, and the wastewater is whisked away.



ETWD is behind the pipes: We take care of your water and wastewater service so you don't have to.

But we think about your needs all the time. Your water and wastewater service works 24-hours a day, every day, year-in and year-out. This reliability is the result of foresight and long-range planning.

Plans Address District Needs

Over the years, the District has developed detailed, multi-year facilities plans, assuring that the District can pay its long-term costs and prepare for personnel succession. District leaders also optimized operations, prepared for emergencies, planned for dry years and more.

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This careful planning helps the District serve you more efficiently and reliably. Recently, the Board and management decided it would benefit customers if the District developed an even more comprehensive and integrated strategic plan.

Strategic Plan Completed

The District recently developed a strategic plan that includes long range



ETWD Emergency Operations Center

goals and objectives focused on reliable customer service, strong and prudent finances and efficient operations.

ETWD continues regional collaboration to integrate infrastructure to increase reliability and provide

"The District is already at work on its new strategic actions to continue improving service to its customers."

Bob Hill, General Manager

economies of scale, and effective communication with our customers.

The strategic planning process is now complete and adopted by the Board of Directors. The heart of the plan is a detailed list of actions with clear schedules and responsibilities to ensure accountability. The District is already at work on its new strategic actions to continue improving service to our customers. ♦



No worries for our customers, we take care of business 24/7.

El Toro Water District 2007/08 Budget Process Underway

The ETWD Board of Directors and Staff have been diligently working on the preparation of next year's budget. The budget process utilizes historical operating experience and long-range asset restoration and replacement planning to determine the Cost-of-Service, which relates directly to our rates. Cost-of-Service is the term used to describe all necessary costs associated with providing your water and wastewater service.

In addition to normal inflation, ETWD and the water industry in general, continue to be faced with increased business costs; many of which are beyond our control. Some of the financial challenges that influence our budget include rising imported water treatment and conveyance costs, projected facility restoration and replacement costs, rising energy costs, increases in labor related costs and more aggressive and stringent regulatory requirements.

In spite of all these outside pressures, by partnering with neighboring water agencies, using innovation and internal restructuring to keep our operating expenses lean and with prudent reserve management, we have experienced a good track record of holding the line on rates or to minimize the impact of rate adjustments to our customers.

The Cost-of-Service has and will continue to be only that which is necessary to economically and reliably ensure a safe and adequate supply of water and wastewater service. It is our priority to keep you informed about our financial requirements and to solicit input. In the event that the Board of Directors concludes that it is necessary to moderately adjust rates for fiscal year 2007/08, all property owners and customers shall be provided with a formal notice that will describe the basis for the adjustment along with the date, time and location of a public hearing to receive and hear public comment.

As our budget process continues, we will keep you and our other ratepayers informed of our financial requirements. ♦

WATER CONSERVATION CORNER

Suggested Weekly Watering Schedule

Weekly Watering Schedule for Spray Head Irrigation Systems

	Turf Grass	Trees, shrubs groundcover
March	3 days	2 days
	2 cycles of 3 minutes	2 cycles of 3 minutes
	<hr/>	
April	3 days	2 days
	2 cycles of 4 minutes	2 cycles of 4 minutes
	<hr/>	
May	3 days	2 days
	3 cycles of 3 minutes	3 cycles of 3 minutes

CONSERVATION TIPS

Since Daylight Savings Time occurs early this year in March, it is a good time to check your sprinkler systems.

- ◆ Adjust sprinkler heads so they do not spray walls, sidewalks or driveways.
- ◆ Use the most efficient types of nozzles.
- ◆ Check sprinkler coverage. The spray of one sprinkler should reach the head of the sprinkler closest to it. Level all sprinkler heads to grade to prevent spray blockage or tripping hazards.
- ◆ Adjust irrigation clocks seasonally to the watering schedule above.
- ◆ Use a drip irrigation system to water trees and shrubs.
- ◆ Monitor how many minutes you can run your spray irrigation system before water runs off the property.
- ◆ Water shady areas about 30% less than sunny areas.
- ◆ Adjust watering times for each station to account for different watering requirements due to exposure, shade and sprinkler output.



LIMITED TIME OFFER

Homeowners that upgrade their outdoor sprinkler system with a "smart" controller can receive a rebate for \$60 per active valve and up to \$200 for installation costs.

Reduce outdoor water use up to 25%, increase the health and appearance of your landscape, and reduce runoff.

For complete details, please call
1-866-846-3725 or visit
www.mwdoc.com/Smartimer/.

High Efficiency Toilet (HET) Rebate Program

FOR A LIMITED TIME ONLY, Orange County residents can receive a \$250 rebate for replacing a pre-1992 toilet with a new high efficiency toilet.



Offer valid while funding lasts. HET's must be installed in Orange County and purchased after February 15, 2006. The rebate does not cover installation costs. HET's must be on the list of approved HETs in order to be eligible for rebate. For more information or the approved HET list, please visit the District's website www.etwd.com or call **1-866-846-3725**. ◆

Water Education Corner



ETWD ANNUAL OPEN HOUSE

Saturday, May 5, 2007
9 a.m. - 2 p.m.

Please join us in celebrating Water Awareness Month and learn about your water district.

Bring your friends and family for food, educational activities, presentations and much more. The event is free and open to the public.



Activities Include:

- Special Presentations
- Face Painting/Balloons
- Mad Science Shows
- Games for Kids
- Ricki-the-Raindrop
- Hands on Water Experiments
- Hot dog lunch

Exhibits Include:

- Water Conservation
- Water Quality
- Equipment Displays
- Local Cities
- Saddleback Memorial Medical Center
- O.C. Fire Authority
- O.C. Sheriff



For more information or to RSVP for the Open House, please call Sherri at (949) 837-7050 x239.♦

EL TORO WATER DISTRICT

24251 Los Alisos Boulevard
Lake Forest, CA 92630
(949) 837-0660

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. It is prepared by District staff. [Your comments and suggestions are welcomed.](#) Please call Customer Service at (949) 837-0660 or visit our website at www.etwd.com. The El Toro Water District is a California Water District governed by an elected Board of Directors.

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