



WATERVIEWS

El Toro Water District

Spring/Summer 2018

Serving the Public, Respecting the Environment “District of Distinction”

DEMONSTRATION GARDEN



As part of El Toro Water District’s commitment to educate the public on the efficient use of water, ETWD recently opened their Water-Wise Demonstration Garden. This educational resource showcases that California Friendly®, drought-tolerant, and native plants are attractive, water-wise, available locally, and can be incorporated into any residential or commercial landscape.

“The Garden was created to motivate community members to use sustainable landscaping and replace water-thirsty grass. Our hope is that the community takes advantage of what is presented in the garden and what can be included in retrofitting a landscape.”

ETWD General Manager, Bob Hill

To create the 33,226 square foot California Friendly® and drought-tolerant landscape, ETWD removed 27,137 square feet of turf and 6,089 square feet of other vegetation which is designed to conserve and retain water without sacrificing beauty and color.

There are four themed gardens including plants representing Mediterranean, South African, Australian and Succulents. 100 different types of plants were chosen for their climate compatibility and low-water-use. The garden utilizes a smart/weather-based irrigation controller and an efficient drip irrigation system. Water consumption is estimated to reduce by 50 – 60 percent. Other features include mulch, synthetic turf, decomposed granite walkways, and dry river beds/bioswales, which are permeable and absorb water runoff, preventing it from entering storm drains and eventually, the ocean.

ETWD would like to thank its following partners in bringing this water-wise garden to life: Saddleback College Landscape Design Alumni Association, Lake Forest Garden Club, Metropolitan Water District of

Southern California, Municipal Water District of Orange County, CalPoly State University Horticulture and Crop Science Department, Richard Fisher Associates, Landscape Architects, DMA Greencare Contracting, Inc., Interpretive Graphics/ Enviro signs and Boy Scout representatives from Troops 604, 623, 727 and 1210.

The Garden was funded by a restricted ETWD water conservation reserve and rebate/grant funding from the Department of Water Resources, Metropolitan Water District of Southern California and the Municipal Water District of Orange County.

We invite the community to visit this outdoor community classroom. The garden is located at 24251 Los Alisos Boulevard, Lake Forest, CA 92630 and is open from dawn to dusk, 365 days per year for self-guided tours. Interpretive signs and brochures are available on the garden walking trail.

For more information, visit ETWD.com/demonstration-garden or call **949-837-0660**.

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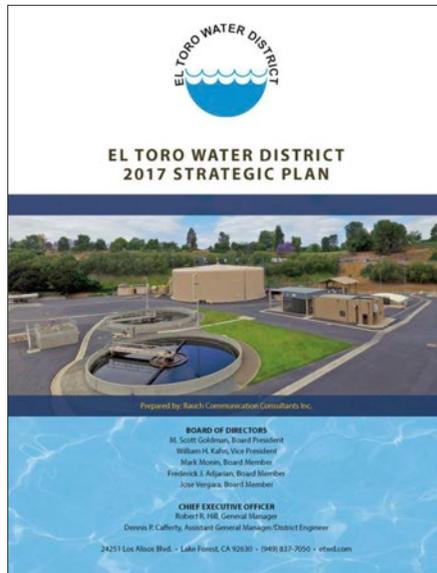


STRATEGIC PLAN

Every five years, El Toro Water District updates the Strategic Plan, which is the District's highest-level planning document and represents the Board's direction for the future. It is developed through a step-by-step process that includes understanding the District's situation and operating environment, while identifying the highest priority issues, strengths and weaknesses, as well as its opportunities and threats. The Strategic Plan defines the agency's mission and vision, while providing a framework of goals and objectives that becomes a basis for all decision-making.

The Strategic Plan is also a practical working tool that provides clear direction to the staff about the Board's goals and objectives. The District staff will develop and implement a practical work plan or an implementation plan to guide them in carrying out the Board policy-level goals and objectives.

"The mission of the El Toro Water District is to provide its customers a safe, adequate, and reliable supply of water, recycled water, and wastewater service in an environmentally and economically responsible manner."



Recognizing that the fundamental purpose for the District is to serve its customers, El Toro Water District's vision is to:

- *Systematically increase the region's water supply independence through development of a cost-effective balance of conservation, new supplies, reuse, and locally controlled storage.*
- *Continually improve the responsiveness to customers needs and in the services that we deliver them, while continuing to develop and support our excellent and productive workforce.*
- *Continue to work as a trusted and collaborative partner throughout the region.*

Along with ETWD's mission and vision, the following goals and objectives represent the core strategic direction in the plan.

Goal 1: Water Supply

Decrease imported water supply dependence and increase reliability.

Goal 2: Finance

Prudently and transparently managed for long-term stability and affordability.

Goal 3: Institutional Relationships

Collaboration with neighbors and peer agencies in region.

Goal 4: Personnel

Develop, train, support, and retain a high-quality workforce.

Goal 5: Board of Directors

Self-assess norms and procedures to maintain effectiveness.

Goal 6: Operations

Provide safe, cost-effective and reliable operations; modernize as appropriate.

If you would like to view the complete 2017 Strategic Planning guide, please visit <http://bit.ly/ETWDPLAN>

WATER QUALITY REPORT



ETWD vigilantly safeguards its water supply and meets all quality standards required by federal and state regulatory agencies. The U.S. Environmental Protection Agency (USEPA) and the State Water Resources Control Board, Division of Drinking Water (DDW) are the agencies responsible for establishing and enforcing drinking water quality standards.

ETWD is committed to delivering safe drinking water to your home or business 365 days a year, 24 hours a day. ETWD's staff routinely monitors the water supply, conducting approximately 12,000 water quality tests each year from 70 representative sample locations throughout the District. ETWD operates and maintains a state certified Water Quality Laboratory and is committed to ensuring the water that we provide is safe.

ETWD's Annual Water Quality Report will be mailed out in June 2018 and covers the calendar year 2017 drinking water testing and reporting. For more information about this report or your water quality in general, please contact Customer Service at (949) 837-0660.

DISTRICT OF DISTINCTION

El Toro Water District (ETWD) was reaccredited with the District of Distinction by the Special District Leadership Foundation (SDLF).

The District of Distinction award is one of the most prestigious awards in local government in the State of California. The accreditation signifies that El Toro Water is operating at a high level of excellence in governance and is committed to ethical and sound operating practices.

For over 50 years, the El Toro Water District has exercised tremendous foresight and planning. Last year the District completed a major infrastructure project called the Recycled Water Expansion Project, a \$34.4 million project which significantly improves the treatment of existing recycled water that enabled the District to expand the availability and access to recycled water to its customers. Most impressively, the project was complete ahead of schedule and under budget, representing a savings of hundreds of thousands of dollars to water customers.

El Toro Water District's dedication and achievements have not gone unnoticed. In addition to receiving the District of Distinction Award, the SDLF presented ETWD with the District Transparency Certificate of Excellence in recognition of its transparency in operations and governance. The transparency certificate is one requirement of the District of Distinction accreditation process.

According to Robert R. Hill, General Manager for El Toro Water District, "This District of Distinction award and accreditation is significant to

our El Toro Water District family. From our frontline staff, to our engineering and planning team members, to our accounting folks, to our board members and management team, we work hard, every day to lead by example. We take the duty of managing our most valuable resource (water), seriously. We're committed to striving for excellence and to good stewardship – and it seems to show. Our customers, elected officials and our community have been encouraging and appreciative of how we serve them."



"This accomplishment is not an easy task. Serving the public in an open and transparent manner serves as a model for other agencies throughout California and I applaud everyone involved with this milestone"

California State Senator Patricia Bates

The District has received the District of Distinction Award in 2007, 2009, 2012, 2014 and 2016. Out of 3,400 special districts in California, ETWD was the first independent special water district to receive this important accreditation.

WHAT TO FLUSH DOWN THE TOILET

The 3 P's (Pee, Poop and Paper) are the only items that should be put into the toilet. ETWD along with public wastewater agencies throughout California and the country are experiencing significant maintenance problems associated with the accumulation of non-dispersible paper and tissue products (i.e. flushable wipes, baby wipes, facial wipes) that are disposed of by product consumers who routinely flush them down the household toilet.



These types of paper products are generally produced using a woven process and do not disintegrate quickly when wet—as toilet paper does—even though the product might say "flushable". Consequently, they tend to string together forming large balls of material that become lodged in wastewater pipes, the impellers of wastewater pumps and other wastewater process equipment. For ETWD and many other agencies, this has become an ongoing maintenance problem that requires significant manpower dedicated solely to the de-ragging of pumping equipment, bar screens and sewer clean-outs.

With the increase in low-flow toilets and the increased use of disposable wipes, this can lead to an increase in obstructions to laterals and public sewer systems.

ETWD asks its customers to only use the toilet for the 3 P's and refrain from putting flushable wipes down the drain. This will save the District and its customers costly repairs and maintenance in the future.

ETWD staff removing non-disintegrating wipes that have clogged a sewer pipe at a sewer lift station pump station.

REBATES



SMART IRRIGATION TIMER/SOIL MOISTURE SENSORS REBATES UP TO \$250*

WATER SAVINGS: 40-50 gallons per day/home
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.

ROTATING SPRINKLER NOZZLES - REBATES UP TO \$3* EA.

WATER SAVINGS: 15 gallons per day/nozzle
Upgrade to rotating sprinkler nozzles that water more evenly and efficiently than traditional pop-up spray heads.
Minimum 30 nozzles



DRIP IRRIGATION - UP TO \$175* PER KIT

WATER SAVINGS: 50 gallons per day
Convert spray heads to drip irrigation, which uses emitters to deliver water specific locations at, or near, plant root zones.
Up to 3 kits per site

TURF REMOVAL - \$2 SQ. FT. RESIDENTIAL UP TO 2,000 SQ. FT. AND \$1 SQ. FT. COMMERCIAL UP TO 25,000 SQ. FT.

WATER SAVINGS: Up to 70% less water used
Replace thirsty turf with beautiful, climate-appropriate landscape.



RAIN BARREL - REBATES UP TO \$50*

MAXIMUM 2 PER SITE

CISTERN - REBATE UP TO \$350*

WATER SAVINGS: Varies based on rainfall
Capture the rain water that falls on your roof and use it later to water your plants. Rain barrels can reduce urban runoff and ocean pollution.

HIGH EFFICIENCY CLOTHES WASHER - REBATE UP TO \$150.00*

WATER SAVINGS: 15 gallons per day
Upgrade your old washing machine to high efficiency clothes washer that uses up to 55% less water and get clothes just as clean.



PREMIUM HIGH EFFICIENCY TOILETS - REBATES UP TO \$75.00*

WATER SAVINGS: 22 gallons per day
Get paid to replace your old toilets with high efficiency models that use just 1.06 gallons or less per flush while maintaining high performance standards.

SPRINKLER ADJUSTMENT REMINDERS - FREE

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



*Rebate levels are subject to change based on available funding. Rebate paid will not exceed device cost. Please visit www.OCWaterSmart.com for current rebate levels and eligibility requirements.



Indoor and outdoor commercial rebates are also available. Please visit www.ocwatersmart.com for more info or to apply.



ETWD BOARD OF DIRECTORS

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- Director
Jose F. Vergara
- 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.

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