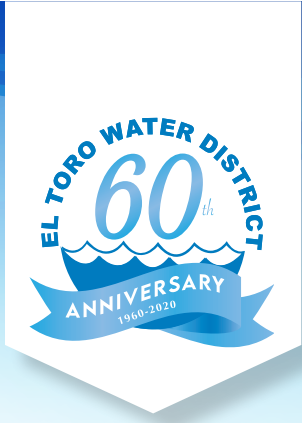




WATER VIEWS

El Toro Water District



Fall 2020

Serving the Public, Respecting the Environment | "District of Distinction"

60 YEARS AND COUNTING

In 1959, a group of local landowners gathered around the kitchen table of Raymond Prothero, Sr., at 23572 South Prothero Drive (known today as Cornelius Drive in the city of Lake Forest) to discuss their concerns about a reliable source of water for the anticipated growth of South Orange County. One year later in September 1960, the El Toro Water District was formed.



Ray Prothero Sr. at his home

September 26, 2020 marks the 60th Anniversary of El Toro Water District (ETWD). In 1960, the total population of the District was only 125 people and it encompassed 4,750 acres. Of that, 750 acres were devoted to citrus groves and other agricultural uses. ETWD's boundaries were shaped by the landowners at the time. Currently, the District serves the city of Laguna Woods and portions of the cities of Lake Forest, Laguna Hills, Mission Viejo and Aliso Viejo.



Metropolitan Water District fresh water flowed through El Toro Water District pipes for the first time. In photo: Bill Prothero, great-grandson of Mrs. Josephine Whisler, pioneer settler in the El Toro area; Mrs. Whisler; Ray Prothero Jr.

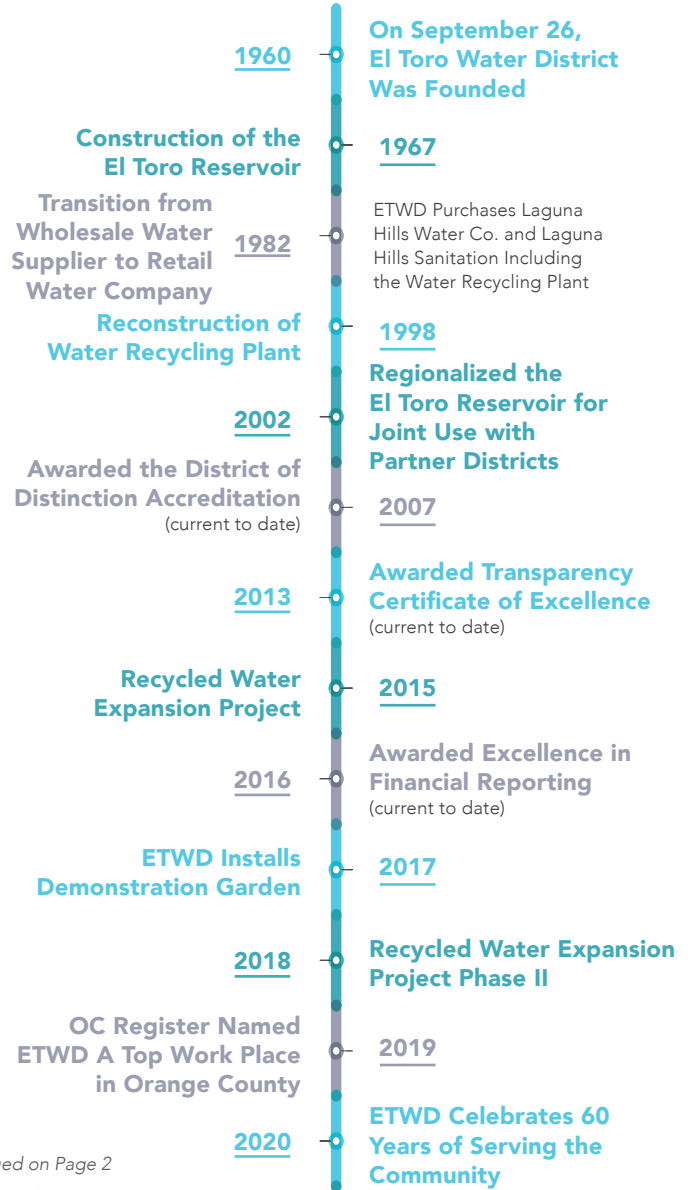
Water for both agricultural and domestic use was pumped from wells and landowners feared that the existing supply would not support an increased population

or an expanded agricultural/urban area. They wanted to find a more reliable, predictable source of water.

Currently, the District provides water, recycled water and wastewater services to a population of more than 49,000 people. With the recently completed Recycled Water Expansion Project,

Continued on Page 2

ETWD MILESTONES



WAYS TO PAY YOUR BILL

ETWD has multiple ways to pay your water bill.



Mail your payment to ETWD, P.O. Box 4000 Laguna Hills, CA 92654



Place in the drop box located at ETWD, 24251 Los Alisos Blvd, Lake Forest



Pay online 24/7 by card, eCheck, or Autopay: etwd.com/view-pay-yourbill



Make your payment 24/7 by phone 1-844-850-9183



WATERVIEWS El Toro Water District



60 YEARS AND COUNTING (CONTINUED)



Ted F. Martin — Tertiary Treatment Plant

the District now provides recycled water to the communities of Laguna Woods and Laguna Hills.

Governed by a five-member Board of Directors, ETWD

has been a driving force in the water community thanks to its ability to exercise tremendous foresight and planning. From the original group of homeowners to today's Board members and employees, ETWD is dedicated to meeting the needs of its customers.

ETWD continues to be involved with Orange County water officials to pursue options to diversify the water supply and the regional conveyance of water including additional surface water storage, improved delivery of water from the Delta to Southern California and participation in the Baker Water Treatment Plant



Baker Water Treatment Plant

ETWD will continue to be forward thinking in meeting water demands from a combination of resources and technology that promote water conservation practices, water importation, recycled

water treatment and delivery, and infrastructure investment and replacement. The District's ongoing objective is to provide safe and reliable services that are in the best interest of its customers and the environment.

ETWD has been very fortunate to have a cadre of exceptional partners over the past sixty years including the District customers and neighboring water districts and we look forward to the next 60 years. ETWD is grateful for the opportunity to provide you and your family a safe and reliable water service 24 hours a day, seven days a week.

REMINDER: KEEP THE WIPES OUT OF THE PIPES!

The COVID-19 virus has brought about a significant increase of the number of wipes being consumed (i.e. handi-wipes, baby wipes, disposable wipes, disinfectant wipes, etc.). Unfortunately a high number of these wipes are flushed down the toilet and can result in sewer back-ups in your home and ETWD sewer lines. So now the question is "What to Flush Down the Toilet?"

The three P's (pee, poop and paper) are the only items that should be put into the toilet.

WHAT TO FLUSH

the 3 p's



Pee



Poop



Paper



Wipes

WE ARE HERE FOR YOU

In response to Governor Newsome's orders and to protect the health and well-being of employees and customers due to the Coronavirus (COVID-19), the ETWD offices continue to be closed to the public. The District Customer Service Representatives are available by phone or email. Because ETWD is an essential service, our field staff continues to work adhering to the state work guidelines for Covid-19. The District will continue to provide uninterrupted drinking water, recycled water and wastewater services to your home while protecting the health and well-being of our employees, customers and the communities we serve. We thank you for your patience during this unprecedented time.

CUSTOMER SERVICE

Please know that our Customer Service Team is available:

Monday – Friday | 7:30 am to 5:00 pm

☎ 949-837-0660

✉ customerservice@etwd.com

After Hour Water/Sewer Emergencies

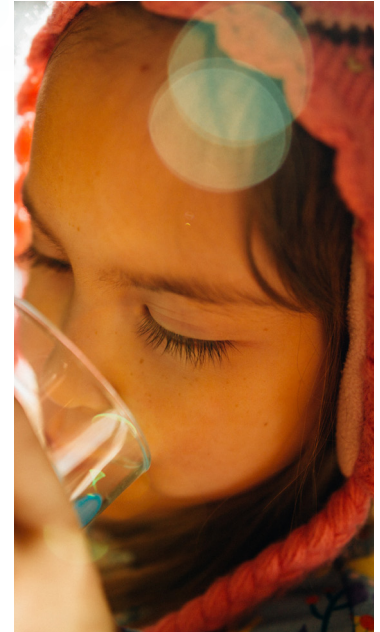
☎ 949-837-0660

Customers can view or pay their bill online 24/7 at etwd.com/view-pay-yourbill

YOUR 2020 WATER QUALITY REPORT

ETWD's Annual Water Quality Report, which was recently mailed to the District's customers, describes tests and reports that indicate the drinking water provided by the District meets or exceeds all requirements. For more information about this report or your water quality in general, please contact Customer Service at 949-837-0660 or visit etwd.com/governance/water-quality-report.

Your water quality is our number one priority and amidst the ongoing response at all levels of government, ETWD wants to reassure its customers and the community it serves that the District remains at a high state of readiness to respond to the challenges associated with the Coronavirus pandemic. The Coronavirus (COVID-19) has absolutely no impact on our water. The drinking water provided by the District is highly treated along with disinfection throughout the distribution system to ensure that your water remains safe through the system and to your home.



BRINGING NATIVE PLANTS TO LOCAL NURSERIES



The Metropolitan Water District of Southern California, California Native Plant Society, WaterNow Alliance, several local water agencies and cities have launched the Calscape Nursery Program to increase the number and variety of native plants offered at local nurseries.

Nurseries

The program provides free online nursery staff training on California native plants and free marketing to more than 2.4 million people in 27 cities and point of sale marketing for nurseries in the selected area.

Customers

Visit the Calscape website to find plants native to your location and nurseries participating in the program. Look for this logo coming soon and ask your local nursery if they are participating!

For more information, visit www.nurseries.calscape.org

For more information, visit www.calscape.org

Plant California Natives – Be California Friendly



Conserve Water



Require Little Maintenance



Create An Eco-Friendly Environment



Display Year-Round Beauty



Create A Habitat For Wildlife And Pollinators



Help Prevent Pollution From Urban Runoff



REBATES



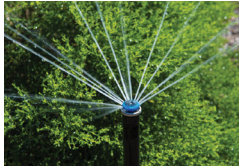
RESIDENTIAL REBATES



SMART IRRIGATION TIMER/ SOIL MOISTURE SENSORS

REBATES UP TO \$255*

Timer sensors adjust watering schedule based on weather conditions and the soil's water content.



ROTATING SPRINKLER NOZZLES

REBATES UP TO \$2 EACH*

Rotating sprinkler nozzles water more evenly and efficiently than traditional pop-up spray heads.



DRIP IRRIGATION

REBATES OF \$0.25 PER Sq.Ft.
Up to 5,000 Sq.Ft.

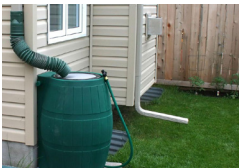
Drip irrigation uses emitters to deliver water to specific locations for plant root zones.



TURF REMOVAL

\$3 Sq.Ft. RESIDENTIAL | \$2 Sq.Ft. COMMERCIAL
Up to 5,000 Sq.Ft. Up to 50,000 Sq.Ft.

Replace turf with California friendly or native landscapes. (Turf removal rebates do not apply to designated recycled water sites)



RAIN BARREL

REBATE UP TO \$50*

Capture rain water that falls on your roof to water your landscapes and reduce urban runoff.



HIGH EFFICIENCY CLOTHES WASHER

REBATE UP TO \$200*

High Efficiency clothes washers use up to 55% less water.



PREMIUM HIGH EFFICIENCY TOILETS

REBATE UP TO \$100*

Rebates are available for 4-liter high efficiency toilets.



LANDSCAPE DESIGN AND MAINTENANCE ASSISTANCE PROGRAMS

FREE (for turf removal participants)

Landscape design and maintenance guide from a qualified professional.

FREE out of the box landscape plans also available.

RESIDENTIAL REBATES are available at: etwd.com/conservation/rebates

COMMERCIAL REBATES are also available at: etwd.com/commercial-rebate

BOARD OF DIRECTORS

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VICE PRESIDENT

Mike Gaskins

DIRECTOR

Kathryn Freshley

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Jose F. Vergara

GENERAL MANAGER

Dennis P. Cafferty

The Board of Directors meets the fourth Thursday morning of the month at 7:30 am via Zoom teleconference. We encourage you to join us. Instructions on how to participate are listed on meeting agendas found on the District's website: etwd.com/governance/meetings-agendas-minute

Water Views is published to keep El Toro Water District residents and customers informed about water, recycled water and wastewater related issues and events. If you have any comments or suggestions please mail or email them to:

El Toro Water District
Sherri Seitz, Editor
24251 Los Alisos Boulevard
Lake Forest, CA 92630
district@etwd.com

24 HOUR CUSTOMER SERVICE:

949-837-0660

DISTRICT EMAIL:

district@etwd.com

WEBSITE:

www.etwd.com

Para obtener información en español, llame al servicio al cliente, 949-837-0660