



El Toro Water District · Fall 2021

WATER VIEWS

APPLY FOR A MONEY-SAVING REBATE NOW!

Save water, and put cash back into your wallet with rebates for qualifying devices and upgrades.

TURF REMOVAL - UP TO \$4 PER SQUARE FOOT

Available for residential and commercial customers. Limits apply.

DRIP IRRIGATION

SMART TIMERS

SPRINKLER NOZZLES

RAIN BARRELS

TOILETS

WASHERS AND MORE

Visit etwd.com/conservation/rebates to learn how to qualify and start saving today. You'll also find commercial rebates and landscaping ideas to keep the savings rolling in.

THE DISTRICT'S OFFICE IS NOW OPEN TO THE PUBLIC, AND OUR FRIENDLY STAFF IS HERE TO SERVE YOU.

The following safe, convenient payment options are available to all customers:

- Call **(844) 850-9183** to pay by phone.
- Visit etwd.com/view-pay-yourbill to pay online.
- Visit us in person, during our office hours: Monday-Thursday from 7:30 a.m. – 4 p.m. and from 7:30 a.m. – 3 p.m. every other Friday (closed every other Friday). Masks are required for non-vaccinated in-person visits.
- Drop off a check, money order or cashier's check in our parking lot payment drop box at **24251 Los Alisos Blvd, Lake Forest, CA 92630**.
- Mail your payment to **El Toro Water District, P.O. Box 4000, Laguna Hills, CA 92654**.

OPEN

WORKING TOGETHER TO WEATHER CALIFORNIA'S DROUGHT



Over 95% of the state is experiencing severe to exceptional drought conditions, and 2021 has become the third-driest year on record. In response to these conditions, Governor Newsom declared a drought emergency in 50 of the 58 counties in California, and our water provider, Metropolitan Water District of Southern California, recently declared a Water Supply Alert. Thanks to past investments in our water infrastructure, sound planning and conservation becoming a way of life, Orange County is in better shape to weather the drought, but we are relying on storage to get us through the year and unsure of what next year will bring.

What does this mean for our customers? ETWD is asking all of our customers to voluntarily reduce their water use by 15% and help preserve water storage reserves. ETWD and our wholesale suppliers will continue to invest in infrastructure and innovative, new ways to adapt to drought and climate change.

This drought is a serious reminder that we must continue to work together to ensure our water supplies remain reliable for future generations to come. If the drought persists for too long, we may be forced to move into water restrictions. Finding ways to save water are very important. Information on water use efficiency rebates and water saving tips are included to help you get started.

Thank you for doing your part to make conservation a way of life. Together, we can weather the drought and make every drop count!

H₂O FOR HOAs

Oct. 19, 2021 | Lake Forest Community Center

Free, educational water management event for HOA board members, community managers and professional landscapers. Learn more, and register at etwd.com/conservation/h2o-for-hoas.



Water levels at Lake Oroville dropped from 96% of total capacity on May 11, 2016 (above) to extremely low levels on July 26, 2021 (below).





10 SIMPLE STEPS TO CONSERVE WATER SMALL CHANGES ADD UP TO BIG SAVINGS

INDOORS



Check for leaks in faucets, showerheads and plumbing.



Switch to low-flow faucets, showerheads and toilets.



Run only full loads of laundry or dishes.



Use excess clean water for house plants.



Shorten showers, and turn off the water while brushing your teeth.

OUTDOORS



Check that your sprinklers aren't over spraying onto the pavement.



Water before 10 a.m. or after 5 p.m. Water evaporation slows when it's cooler outside.



Reduce the number of days per week you irrigate with a smart controller.



Use a broom instead of a hose to clean sidewalks.



Replace your lawn with water-wise plants.



PERMANENT, MANDATORY CONSERVATION MEASURES

Follow the District's permanent, mandatory conservation measures to save water 365 days a year. You can view the full requirements for residential and commercial/industrial customers at etwd.com/conservation/drought.



GROW YOUR DROUGHT- TOLERANT GARDEN THIS FALL



What to plant now: Chalk Dudleya

- California-native succulent
- Attracts hummingbirds and butterflies
- Thrives in full sun or partial shade
- Plant at a 45-to-90-degree angle among rocks
- Hardy and easy-to-grow, hence its common name: chalk liveforever

Free Landscape Workshops

Visit etwd.com/conservation/landscape-workshops to learn more.



INVESTING IN INFRASTRUCTURE

Every penny we invest in water and wastewater infrastructure is an investment in protecting the health of our community and our environment. The District is launching important projects to maintain and secure our systems for the future.

Upcoming infrastructure projects

The District is committed to:

- Improve reliability and upgrade equipment at the Oso Lift Station, an important wastewater pumping facility.
- Replace the El Toro Reservoir floating cover that's 20 acres in size and equivalent to 20 football fields.
- Replace deteriorating aeration basin diffuser equipment at our Water Recycling Plant.
- Replace the emergency generator at the Ocean Outfall Pump Station, which plays a vital role in discharging treated wastewater to the ocean.
- Begin design on the demolition of an old water filtration plant and construction of a new multipurpose building, and partner with the Municipal Water District of Orange County on building a new Water Response Organization of Orange County Emergency Operations Center.
- We also installed an emergency backup pump at one of our largest sewer lift stations to prevent potential sewer spills.



BEHIND THE SCENES AT ETWD



Scott Hopkins Operations Superintendent

Top Priorities: Overseeing the operations department's team of 40 employees spanning water distribution, wastewater, pumping, water quality, field customer service and fleet services

Experience: 30+ years of water district and local government experience

"A city grows where water flows!"

MEET THE NEWEST MEMBERS OF OUR TEAM



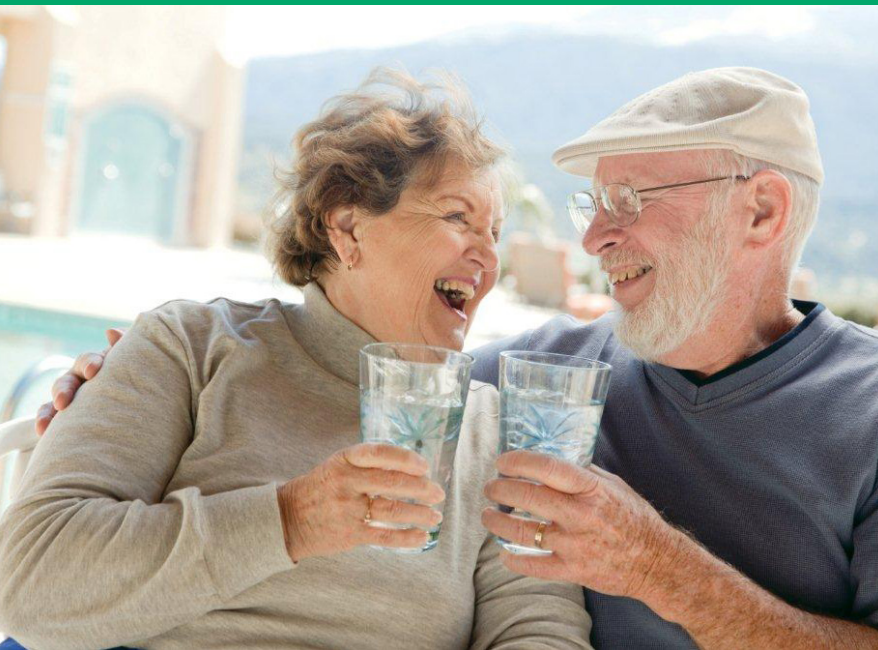
Jason Hayden Chief Financial Officer

Top Priorities: Managing the District's budget, audit processes and financial operations, and securing funding for important projects

Experience: 20+ years of water district and local government experience

"It's our job to make everything run so smoothly that when you turn on your faucet or flush the toilet, you might not even realize the tremendous amount of resources and investment it takes to make those systems work."





YOUR WATER QUALITY IS OUR TOP PRIORITY



The District is proud to deliver safe drinking water to you and your family 24/7. You can rely on the flow of clean, safe H₂O to meet your needs for all of life's moments – from the time you fill your coffeemaker with water in the morning to the minute you run your toothbrush under the faucet before bed.

High-tech science and vigilant water safeguards

So, how exactly do we ensure that your drinking water meets or exceeds all state and federal drinking water standards? The answer is found in our highly specialized

systems and procedures that combine science, technology and unwavering commitment to our customers and our community. In fact, our team of certified operators continuously monitors your water supply. We conduct more than 12,000 water quality tests each year from 70 representative sample locations throughout the District's service area. Our high-tech water quality laboratory is one of only a few in Orange County certified by the California Environmental Laboratory Accreditation Program. Plus, our licensed water professionals leverage their mastery of chemistry, biology, mathematics, physics and engineering to safeguard your water every day. You can read more about your water quality in our Annual Water Quality Report posted at etwd.com/governance/water-quality-report.

DISTRICT EARNS EXCELLENCE IN FINANCIAL REPORTING AWARD

The District is committed to fiscal responsibility and transparency to our community. For the fifth consecutive year, we earned the highest form of recognition in the area of governmental accounting and financial reporting – a Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association. Current financial information is always available to our customers at etwd.com/governance/financial-statements.

ETWD delivers drinking water, recycled water and wastewater services to customers in the City of Laguna Woods and portions of the cities of Lake Forest, Mission Viejo, Laguna Hills and Aliso Viejo. Have questions? Call us at **(949) 837-7050** or email us at district@etwd.com.

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

BOARD OF DIRECTORS

The Board of Directors meets the fourth Thursday of the month at 7:30 a.m. in person and via Zoom teleconference. We encourage you to join us. Each meeting agenda posted on our website includes participation instructions. Learn more: etwd.com/governance/meetings-agendas-minutes

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VICE PRESIDENT

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For more information, visit etwd.com

