



El Toro Water District • Summer 2025

# WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT



## UNDERSTANDING THE 2025 PROP 218 RATE NOTICE WHAT ETWD CUSTOMERS NEED TO KNOW

As caretakers of our community's water resources, El Toro Water District is dedicated to maintaining transparency and accountability in every aspect of our operations, including how we set rates. In compliance with Proposition 218, the District is providing our customers with information about proposed changes to the District's water, sewer and recycled water rates and charges, expected to take effect on July 1, 2025.

### Investing in Water Reliability

Every year, the District's Board of Directors adopts an annual operating budget. Part of the budgeting process is to assess the adequacy of the District's rates and charges. The integrity and reliability of the District's infrastructure and the District's financial stability are of utmost importance. To assist the District in this process, the District retains an independent outside financial consultant who developed a Cost of Service Study, which can be found at [www.ETWD.com](http://www.ETWD.com), under the Governance tab.

**ETWD is committed to providing you with reliable and sustainable water, sewer and recycled water services. The proposed rate increases are necessary to cover the increased costs of purchased water while maintaining the integrity of our infrastructure and ensuring financial stability. The proposed rate increases to support the cost of operations are due to the following cost drivers:**



**ELECTRICITY**



**THE COST TO  
PURCHASE AND  
TREAT WATER**



**ONGOING  
MAINTENANCE OF VITAL  
INFRASTRUCTURE**



**CONSTRUCTION OF CAPITAL  
INFRASTRUCTURE IMPROVEMENTS  
NEEDED FOR AGING WATER AND  
SEWER SYSTEMS.**



**DISTRICT LABOR NECESSARY TO  
MAINTAIN THE OPERATIONS OF  
THE DISTRICT AND THE SERVICES  
IT PROVIDES TO ITS CUSTOMERS.**

### Your Water, Your Voice: Public Input Opportunities

We invite you to participate in a community informational meeting, where we'll provide information on how the District develops its budget and sets rates. Your feedback will help ensure that our decisions reflect the needs and priorities of our community.

Working together, we can safeguard our water resources and ensure we have reliable water, sewer and recycled water for the future. The 2025 Proposition 218 notice, as well as details on the rate increases described in the 2023 Proposition 218 notice can be found on the District's website [www.ETWD.com](http://www.ETWD.com), under the Governance tab. We look forward to seeing you at one of the upcoming community meetings.



### Community Informational Meetings

**May 28, 2025, 5:30 p.m.**

Zoom.us • Meeting ID: 862 7341 3981

**June 4, 2025, 7:00 p.m.**

Zoom.us • Meeting ID: 889 5586 2615

#### Attend in Person

El Toro Water District Boardroom  
24251 Los Alisos Blvd., Lake Forest, CA 92630

*ETWD will answer customer questions and share information about the rate study and the proposed rate increases at two community meetings.*

### Public Hearing

**Monday, June 16, 2025, at 7:30 a.m.**

#### Attend in Person

El Toro Water District Boardroom  
24251 Los Alisos Blvd., Lake Forest, CA 92630

#### Attend Virtually


Zoom.us • Meeting ID: 882 0504 6022

*The El Toro Water District Board of Directors invites you to attend and participate in this public hearing. The Board of Directors will consider adopting the proposed water, sewer and recycled water rate/charge increases.*

### EL TORO WATER DISTRICT

 **24251 Los Alisos Blvd  
Lake Forest, CA 92630**

 **district@etwd.com**

 **(949) 837-7050**

 **etwd.com**



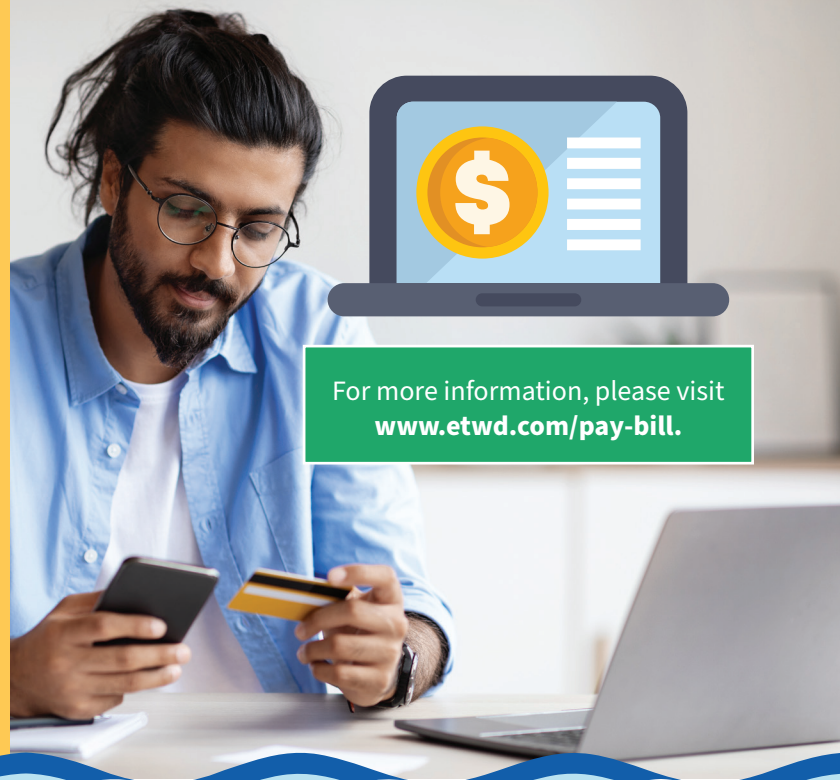
## IMPORTANT UPDATE



### ETWD Xpress Bill Pay Fee Changes

ETWD uses Xpress Bill Pay, a third-party payment service, for customers who elect to pay their bill online or via an automated or operator assisted phone system. Beginning May 19, 2025, Xpress Bill Pay fees associated with ETWD online and phone bill payments will be changing.

These fee changes will apply to all payments (including autopay) using a credit card, debit card or electronic check through Xpress Bill Pay. Additionally, there will be a \$500 per transaction limit on credit and debit card payments. Any customers that are enrolled in auto pay directly through ETWD are not affected by this change. For cost free payment options, contact customer service at **(949) 837-0660**.



For more information, please visit  
[www.etwd.com/pay-bill](http://www.etwd.com/pay-bill).

## MAKE A SPLASH WITH SUMMER REBATES

Summer rebate season is here! Apply for a rebate today to fund improvements that can save you money and water all year long. Ride the wave of savings with the indoor and outdoor rebates for ETWD customers listed below.

### Residential Indoor Rebates

PROGRAM/DEVICE	REBATE LEVEL
<b>High Efficiency Clothes Washers</b>	Up to \$200
<b>Premium High Efficiency Toilets</b> (4-Liter) Replace existing 1.6 gpf toilets with a 1.1 gpf or less toilet.	Up to \$100 per toilet

### Residential Outdoor Rebates

PROGRAM/DEVICE	REBATE LEVEL
<b>Weather Based Smart Sprinkler Timer</b>	Up to \$250
<b>Soil Moisture Sensor Controller</b>	Up to \$150
<b>Rotating Sprinkler Nozzles</b>	Up to \$2 per nozzle (min. 15)
<b>Drip Irrigation</b>	\$0.75 sq. ft. up to 5,000 sq. ft.
<b>Rain Barrels and Cisterns</b>	Up to \$50 per rain barrel and \$250 – \$350 per cistern
<b>Turf Removal</b>	\$4 sq. ft. up to 5,000 sq. ft. (annual maximum)*

\*Turf rebates do not apply to designated recycled water sites. If you have already removed your turf, your project is not eligible for this program. Additionally, projects must not be started prior to the receipt and acknowledgment of this Program's Letter to Proceed.



### Water Saving Programs

**Landscape Design and Maintenance Assistance Programs**

**FREE** (for turf removal participants)  
landscape design and maintenance guide  
from a qualified professional.

### California Friendly Landscape Designs

**Free** OC Friendly Landscape Designs based  
on examples of landscapes that thrive in  
Southern California's climate.

### Learn More

Get started at [ETWD.com/conservation/rebates](http://ETWD.com/conservation/rebates). For specific landscape questions, please contact ETWD's Water Use Efficiency Analyst, Vu Chu at **(949) 837-7050, ext. 253**.



## IN THE COMMUNITY



### Children's Water Education Festival • April 23-24

ETWD hosted an educational activity booth at the festival which hosted more than 5,800 third, fourth and fifth

grade students to inspire children on the importance of local water and environmental topics. ETWD staff engaged students in a hands on activity on how a water meter functions, how to read a meter and how to check for leaks. Students were highly engaged, and the activity was a huge success. If your school is interested in attending next year, please visit [childrenwaterfestival.com](https://childrenwaterfestival.com).



### City of Mission Viejo Earth Day/Arbor Day Celebration • April 26

In celebration of Earth Day and Arbor Day, ETWD hosted a booth at the City of Mission Viejo's annual event to share

information about California-friendly plants, water-saver rebates and more.

### City of Lake Forest Community Outreach Event • May 25

El Toro Water District staff participated in the City of Lake Forest's Community Outreach Event. The ETWD team members shared valuable information about water conservation, current projects, and available customer resources while engaging with residents and answering questions about local water services.



### Laguna Woods Village Concerned Citizens Earth Day • April 17

ETWD hosted an information booth at the Earth Day event to speak with residents about water reliability, sustainability, using water wisely and more.

### ETWD Service and Reliability Community Presentations

ETWD General Manager Dennis Cafferty spoke on ETWD Services and Reliability including Wildfire Preparedness to various groups in ETWD's service area.



## 2025 WATER QUALITY REPORT



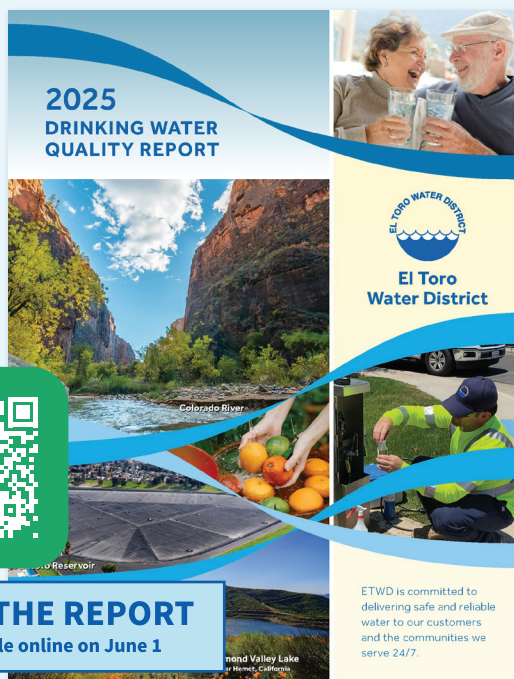
At ETWD, we're committed to providing you and your family with safe, high-quality drinking water 24/7. We're proud to report that, as always, your water meets or exceeds all federal and state standards.

You can read detailed information about your water in our latest Annual Water Quality Report. The report includes the results of rigorous water quality testing that we conducted during the previous calendar year. It outlines where your water comes from, what it contains, and how it compares to the standards set by the U.S. EPA and the State Water Resources Control Board. Customers will receive a printed copy of the report by July 1, and an electronic copy will be available on ETWD's website on June 1.

To test your water quality, ETWD employees perform more than 12,000 tests every year, drawing samples from 70 locations across our service area. We also operate a high-tech water quality laboratory that's certified by the California Environmental Laboratory Accreditation Program.



**READ THE REPORT**  
Available online on June 1



ETWD is committed to delivering safe and reliable water to our customers and the communities we serve 24/7.

## GET INVOLVED WITH ETWD'S COMMUNITY ADVISORY GROUP



ETWD holds quarterly Community Advisory Group meetings to share water, wastewater and recycled water information related to the District with our customers.



You're invited to join us at the next meetings on these dates:

✓ **August 14**  
✓ **November 13**

Learn more and register to get email notifications about upcoming meetings:  
[www.etwd.com/community-advisory-group-meeting](http://www.etwd.com/community-advisory-group-meeting).



## BOARD OF DIRECTORS



### PRESIDENT

Mike Gaskins

### DIRECTOR

Kay Havens

### VICE PRESIDENT

Kathryn Freshley

### DIRECTOR

Wyatt McClean

### DIRECTOR

Mark Monin

### GENERAL MANAGER

Dennis P. Cafferty

The Board of Directors meeting takes place on the fourth Thursday of the month, and the Engineering and Finance Committee meets on the Monday before the Board of Directors meeting at 7:30 a.m. in person and via Zoom teleconference.

We encourage you to join us. Meeting agendas are posted on our website and include teleconference access and instructions. Learn more: [etwd.com/governance/meetings-agendas-minutes](http://etwd.com/governance/meetings-agendas-minutes)

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](mailto:district@etwd.com).

