



El Toro Water District • Fall 2024

WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT

THANK YOU FOR YOUR PATIENCE DURING OUR BILLING SYSTEM TRANSITION!

Over the past few months, we have been working diligently to upgrade our billing system and bill payment system to better serve you. We are excited to announce the transition to our new billing platform, Xpress Bill Pay.

We understand that any change, especially one involving your water bill, can be challenging. We want to extend our heartfelt thanks for your patience and understanding during this transition. Your support has been invaluable as we worked through the process of implementing this new system.

Ways to Pay Your Bill

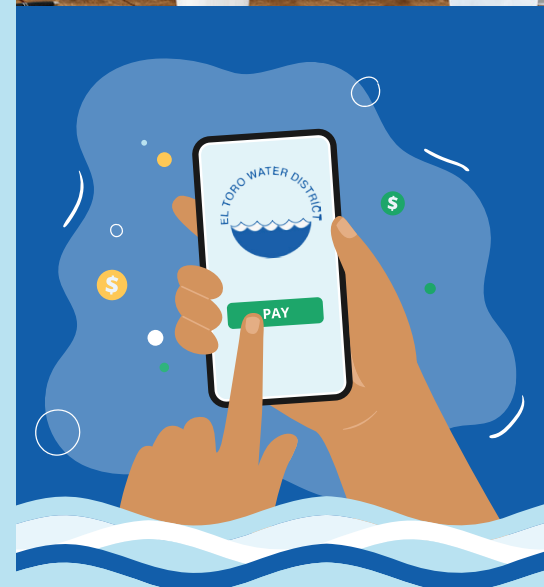
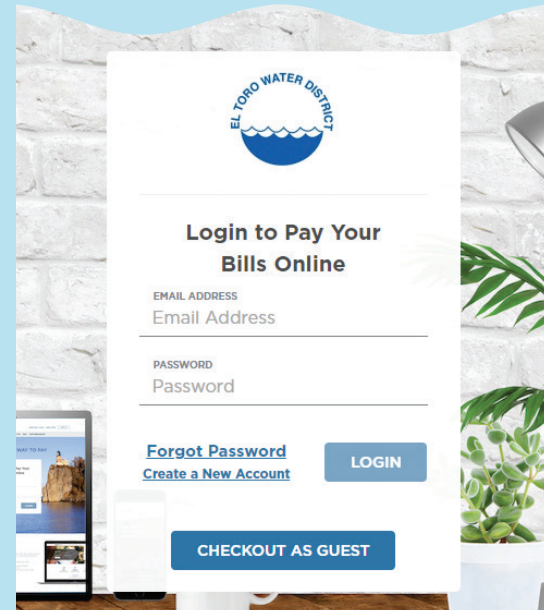
We are pleased to offer multiple convenient payment options through Xpress Bill Pay and ETWD:

-  **IN PERSON:** Visit our office to pay your bill in person.
-  **U.S. MAIL:** Send your payment by mail to the address provided on your billing statement.
-  **ETWD DROPBOX:** Drop off your payment by check or money order only in our secure drop box.
-  **ONLINE:** (Credit card or echeck. Convenience fee applies.) Visit our website at www.etwd.com/view-pay-yourbill and pay your bill securely through Xpress Bill Pay Portal.
-  **BY PHONE:** (Credit card. Convenience fee applies.) Call Xpress Bill Pay directly at (855) 340-0589 to make a payment over the phone.
-  **AUTOMATIC BANK DRAFT:** (No fees.) Set up recurring payments through ETWD directly at (949) 837-0660.

View Your Bill

- Log into XpressBillPay.com and register for an account to view your history.
- If you have questions or need assistance with the new billing or payment system, our customer service representatives are here to help at [\(949\) 837-0660](tel:(949)837-0660) or by email at customerservice@etwd.com. We are committed to making this transition as smooth as possible for you.
- Thank you once again for your continued support and patience.
- We look forward to continuing to serve you with a high level of customer service.

www.etwd.com/view-pay-yourbill



EL TORO WATER DISTRICT

 24251 Los Alisos Blvd
Lake Forest, CA 92630

 district@etwd.com

 (949) 837-7050

 etwd.com





EL TORO WATER DISTRICT EARNS TRANSPARENCY CERTIFICATE OF EXCELLENCE

ETWD has been recognized by the Special District Leadership Foundation (SDLF) with the District Transparency Certificate of Excellence Award. This prestigious recognition highlights our district's unwavering dedication to transparency and good governance.

"This award reflects our ongoing commitment to ensuring open government," said Dennis Cafferty, General Manager of El Toro Water District. "Our team has worked diligently to provide the public with accessible information and opportunities for engagement, and this recognition is a well-deserved acknowledgment of those efforts."

To achieve this honor, El Toro Water District met several key transparency requirements. These include providing ethics training for all board members, conducting open and public meetings in accordance with the law, and submitting financial and compensation reports to the State Controller promptly. The Special District Leadership Foundation, an independent, non-profit organization, supports good governance and best practices among California's special districts through various certification and accreditation programs.

El Toro Water District remains committed to its mission of providing safe, reliable, and sustainable water services to the residents and businesses it serves.

For more information about El Toro Water District and its financial reporting practices, please visit www.etwd.com/governance.



ETWD RECEIVES AWARD FOR FINANCIAL REPORTING AND TRANSPARENCY

ETWD is excited to announce that the District received the highest honor in governmental accounting for the 8th year in a row (2023). The Government Finance Officers Association of the United States and Canada awarded ETWD the Certificate of Achievement for Excellence in Financial Reporting for the District's latest Annual Comprehensive Financial Report.



AWARD WINNER
**Certificate of Achievement
for Excellence in Financial
Reporting**

REBATES TO HELP REFRESH YOUR WATER-WISE LANDSCAPE THIS FALL



Fall is the ideal time to plant your water-wise landscape. Planting in the fall or winter during the rainy season helps conserve water and gives each plant the best chance to thrive.

ETWD partners with the Municipal Water District of Orange County and the Metropolitan Water District of Southern California to offer water-saving rebates to ETWD customers. Here are a few to help you upgrade your landscape this season.

Turf Removal – Residential	\$4 sq. ft. up to 5,000 sq. ft. (annual maximum) *
Weather Based Smart Sprinkler Timer	Up to \$250
Soil Moisture Sensor Controller	Up to \$150
Rotating Sprinkler Nozzles	Up to \$2 per nozzle (min. 15)
Drip Irrigation	\$1 sq. ft. up to 5,000 sq. ft.
Rain Barrels and Cisterns	Up to \$50/rain barrel & \$250 – \$350 per cistern

**If you have already removed your turf, your project is not eligible for this program. Projects must not be started prior to the receipt and acknowledgment of this Program's Letter to Proceed.*



Learn more about
all rebates available
for residential and
commercial customers at
[www.etwd.com/
conservation](http://www.etwd.com/conservation).

Holiday Tips

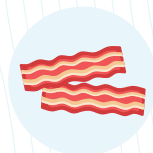
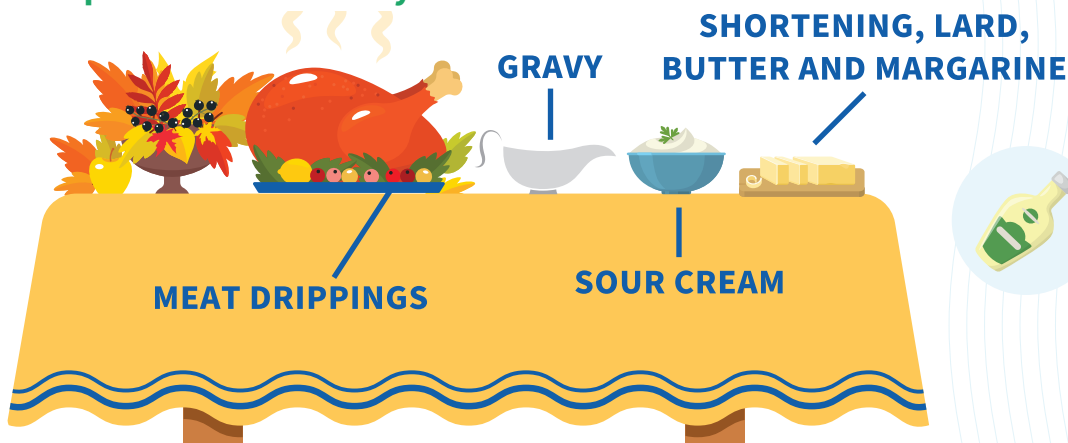
PREVENT CLOGS BY PROPERLY DISPOSING OF FOG

Fats, oils and grease (FOG) are common byproducts of cooking, especially during the holiday season when many households prepare festive meals. Pouring these substances down the drain can lead to serious plumbing issues. FOG solidifies as it cools, causing blockages in pipes that can lead to costly repairs. These blockages can also cause sewage backups in homes and neighborhoods.

Use these simple tips to keep your drains clear and the community's water system running smoothly:

- ▶ After cooking, allow FOG to cool, then pour it into a container, like an empty can or jar, and dispose of it in your green waste container or in the trash if you do not have organic recycling in your area.
- ▶ Wipe pans and dishes with a paper towel before washing to remove residual grease.
- ▶ Keep wipes out of your pipes – even wipes marked “disposable” are not safe for our sewer system.

Keep these items out of your drain:



**BACON
GREASE**



MAYONNAISE



**SALAD
DRESSING**



COOKING OIL

IN THE COMMUNITY



Orange County Grand Jury Water Supply and Infrastructure Trip

In August, ETWD welcomed members of the Orange County Grand Jury, Metropolitan Water District of Southern California and the Municipal Water District of Orange County for a presentation and tour of the 275 million gallon El Toro Regional Reservoir. General Manager Dennis Cafferty dived into the history and provided a behind the scenes look at what it takes to maintain a reservoir this large.

Laguna Woods City Hall Meeting

ETWD General Manager Dennis Cafferty and Water Use Efficiency Analyst Vu Chu spoke at the City of Laguna Woods City Hall meeting on July 17, 2024. They provided the council with an update on Water Supply and Water Conservation.

REGISTER TODAY!



**THURSDAY
OCT 17**
8AM - 12NOON

Calling all HOA board members, Property Managers, and Landscapers!

Join us for the 8th Annual H₂O for HOAs Event! Dive into a day of learning, collaboration and inspiration on water management. Mark your calendars for a free education and networking event on Thursday, Oct. 17, 2024 from 8 a.m. to 12 noon at the City of Laguna Hills Community Center. Registration is required at www.H2OforHOAs.eventbrite.com.

FREE VIRTUAL LANDSCAPE CLASSES



Choose from over 30 FREE CLASSES in October and November

Choose from a variety of free virtual landscape classes offered monthly by Metropolitan Water District. Workshops topics include:

- California Friendly® and Native Landscape Training
- Turf Removal and Garden Transformation
- Garden Design
- Irrigation Basics & Water Use Efficiency
- Drip Irrigation Maintenance & Troubleshooting
- Deciphering Your Irrigation Controller



Learn More and Sign Up at [ETWD.com/conservation/landscape-workshops](https://etwd.com/conservation/landscape-workshops).

HELP SHAPE FUTURE OF ETWD'S WEBSITE

The District is excited to announce that we are redesigning our website, and we want your input to ensure it meets our customers' needs! The District is committed to providing the best possible service, and that includes making our online resources more user-friendly, informative and accessible.

Your Opinion Matters!

Take our short survey to share feedback on what you'd like to see in the new design. Whether it's easier navigation, more accessible billing options, or enhanced educational resources, your suggestions will directly influence the changes we make.

Take the Survey Here:



Join us at a Community Advisory Group Meeting

Get involved and learn more about ETWD behind the scenes! We hold quarterly Community Advisory Group meetings to provide our customers with a community information forum and to discuss topics related to ETWD, including water quality, local and regional water supply, water use efficiency, and finance.

We value our customers' interests and concerns, and this group has been an important feature for planning for the future. Click on the QR code to sign up for the next CAG meeting on **November 14, 2024** from 11:30 a.m. to 1:30 p.m.



BOARD OF DIRECTORS



PRESIDENT

Mark Monin

DIRECTOR

Kathryn Freshley

VICE PRESIDENT

Mike Gaskins

DIRECTOR

Fred Adjarian

DIRECTOR

Kay Havens

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

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.

