

### MAJOR PROJECT COMPLETED

#### Alternate Raw Water Transmission Line Project

The District owns, operates, and maintains a 16-inch raw water transmission pipeline that serves as the main source of water to the District's Dimension Water Treatment Plant in the City of Lake Forest. As a result of the December 2010 Statewide Storms, a section of pipe that crosses Serrano Creek was found to be in threat of imminent failure, and District staff coordinated with the Federal Emergency Management Agency (FEMA) for a solution. As an in-place replacement was not feasible due to several environmental challenges, an alternate solution with partial funding by the District was approved by FEMA.



After working on this project for approximately seven years and at a cost of about \$2.7 million, project construction was completed on September 13, 2017! The new re-routed pipeline crosses Serrano Creek at the Dimension Drive bridge and at a flood control channel that connects to Serrano Creek (shown below). This new pipeline will ensure that the District's customer will have a continuous and reliable water supply for many years.



### CHANGES IN CUSTOMER SERVICE

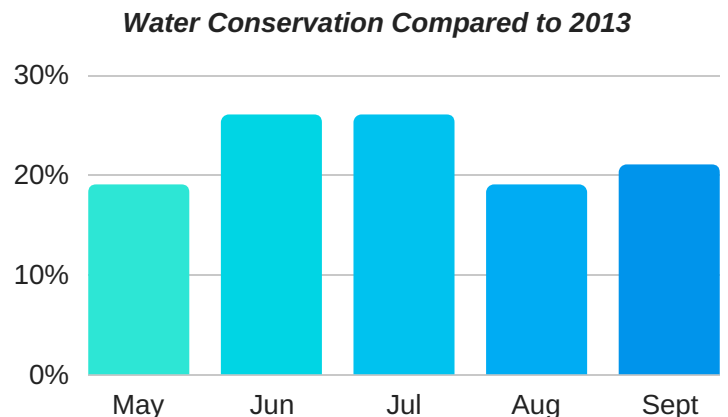
If you have ever called into Customer Service to discuss your utility bill or to inquire about the District's water rates, you have likely talked with either Ms. Dona Bozeman or Ms. Ashley Armstrong. As of this writing, both Dona and Ashley have moved on to new experiences and opportunities. They will both be missed by the Board of Directors and District staff, and we are grateful to have worked and shared our time with them at the District. Therefore, on your next visit to our office, don't be surprised by the new faces in Customer Service.

### CONSERVATION MINDED

#### Drought Is Over, But Customers Still Conserve

At the beginning of the year, Governor Brown issued an Executive Order which ended the statewide drought emergency, as well as implemented new conservation measures with the goal of making water conservation a way of life in California. These new measures included prohibitions that were already part of the District's Water Conservation Ordinance that was effective in 2009, such as watering during or immediately after rainfall, and hosing off sidewalks and driveways.

One of the other requirements by the State Water Board is monthly reporting of water agency demands, and as such, it allows for the District to see how well our customers are conserving. As demonstrated in the table below, you are still doing an amazing job conserving an average of 22% for the last five months in comparison to the same period in 2013! The Board of Directors thanks you for your concerted efforts to conserve water.



Glenn Acosta, President  
Mike Safranski, Vice President  
Don Chadd, Director  
Stephen Dopudja, Director  
Ed Mandich, Director  
Hector Ruiz, General Manager

The Board of Directors Regular Meeting is scheduled for the third Wednesday of each month at 7:00 p.m. at the District's Administrative Facility located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

## Regular Board Meeting Highlights

July 19, 2017

- Ratification of Contracts for January 2017 Winter Storms Emergency Repairs
- Public Hearing & Approval of the 2017/2018 Undeveloped Land/ Water Standby Charges
- Approval of Opposition to AB1000 Letter on Behalf of Board of Directors

August 16, 2017

- Authorization of Proposed Special Legal Counsel Services for the Review and Revision of the District's Personnel Policy
- Adoption of Resolutions for Health Benefit Benchmark with CalPERS

September 20, 2017

- Approval of Third Extension & Amendment of MOU with Tract No. 12365
- Approval of District Organizational Changes, Structure, Pay Table with Classifications & Monthly Salary Ranges

## OFFICE CLOSURE - HOLIDAY SCHEDULE

TCWD's Administrative Facility will be closed on the following holidays:

- Veteran's Day Holiday - Friday, November 10
- Thanksgiving Holiday - Thursday, November 23 & Friday, November 24
- Christmas Holiday - Friday, December 22 & Monday, December 25
- New Year's Day - Monday, January 1, 2018

In the event of a service-related emergency, please call (949) 858-0277 for immediate assistance. Also, customers can report an issue through our website at [www.tcwd.ca.gov](http://www.tcwd.ca.gov) by clicking on the following button on the upper right hand corner of our website home page.

Report an Issue



## MOUNTAIN VIEW PIPELINE PROJECT

### Local Project Improves Community Safety

The District recently completed a local project in the Canyon area that replaced a section of the water pipeline at the end of Mountain View Road as a result of increased emergency line breaks due to the aged condition of the existing pipeline and select services. The improvements cost approximately \$184,400, and included the installation of three new fire hydrants that will greatly improve the local water reliability in the event of wildfire. The Board of Directors, District staff, contractors and consultants greatly appreciate the patience and cooperation of the residents on Mountain View Road during construction.



## DID YOU KNOW?

If you water your lawn 1 to 2 days a week instead of 5 days...

**You can save up to 840 gallons per week!**

If you check your sprinkler system for leaks, overspray, and broken sprinkler heads and repair promptly...

**You can save up to 500 gallons per month!**

**One Billing Unit = 748 Gallons**

