

HAVE YOU SET UP YOUR ACCOUNT FOR ONLINE BILL PAY?

Have you set up your District account with Online Bill Pay yet? It's an easy process that takes only minutes to complete. Please visit our website at www.tcwd.ca.gov and click on the Online Bill Pay button to create an online account.

Once you have signed up, you can choose to make payments, set up auto payments, view bill details in PDF format, and set up your account for paperless billing. If you need any assistance setting up your online account, please contact Customer Service at (949) 858-0277.

SB 998 IMPACTS ON RESIDENTIAL WATER SERVICES

At the February 19, 2020 Regular Board Meeting, the District's Board of Directors adopted a new Discontinuation of Water Service Policy for Residential Users (Policy) that updates the District's Rules and Regulations. The new Policy, which meets the requirements of SB 998, and is effective upon adoption, is available on the District's website tcwd.ca.gov. As a result, you will see some changes to your monthly bill in order to meet the new State law requirements.

What is SB 998?

On September 28, 2018, California Senate Bill 998 (Dodd) ("SB 998") was signed into law by Governor Jerry Brown. SB 998 became effective on and after February 1, 2020, for urban water suppliers like TCWD. SB 998 provides that any urban and community water system, defined as a public water system that supplies water to more than 200 service connections, would be prohibited from discontinuing residential water service for nonpayment until a payment by a customer has been delinquent for at least sixty (60) days.

Prior to discontinuing water service, the water agency must provide the delinquent customer notice of such discontinuation of water service ("Discontinuation Notice"). The Discontinuation Notice must include the following information, including, but not limited to, the date by which payment or arrangement for payment is required to avoid discontinuation of service after the sixty day repayment period, a description of the process to apply for an extension of time to pay the delinquent charges, and a description of procedure to appeal the bill. Finally, the District is required to contact the delinquent customer no less than seven (7) days before discontinuation of water service by telephone or written notice.

How does this affect you?

One of the key requirements of SB 998 is the setting of a date when bills are considered delinquent in order to begin the mandatory sixty-day period for repayment. Beginning with the District's April 2020 water bills, the delinquency date for all bills will be twenty days after the end of the billing period, which is approximately ten days after a customer receives their bill. Customers that do not pay their bills by the Delinquency Date will receive a Discontinuation Notice which details the process and repayment timeline according to the District's Policy and SB 998. For more information, please contact Customer Service at (949) 858-0277 or visit our website at tcwd.ca.gov.

SYSTEM-WIDE LEAK DETECTION UPDATE

During the months of October and November 2019, the District worked with Municipal Water District of Orange County (MWD OC) to inspect the District's drinking water system with high-tech sounding equipment. This project was funded through a grant obtained from the Metropolitan Water District of Southern California (MET) and the US Bureau of Reclamation. At the end of the inspection of approximately 4,000 water services, there were only a total eighteen (18) leak reports which equals roughly 0.45% of services inspected!

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

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

The public is encouraged to attend.

Regular Board Meeting Highlights

January 15, 2020

- Adoption of District Treasurer's Annual Statement of Investment Policy
- Trabuco Canyon Water District Annual Financial Report for Year Ended June 30, 2019

January 28, 2020

- Special Board Meeting - Water, Wastewater, and Non-Domestic Water Rate Workshop

February 19, 2020

- Adoption of Disconnection of Residential Water Service Policy
- Groundwater Feasibility Study Update
- Award for Engineering Design Services for El Toro Sewer Lift Station Improvements
- Award for Construction Services to the Dove Lake Spillway Repair

DOVE LAKE - A WORKING RESERVOIR



Dove Lake is a picturesque location in our local community, but the reality is that Dove Lake is a year-round working reservoir for the District. Dove Lake is a man-made lake in the Dove Canyon community with over five hundred acre-feet – or 163,000,000 gallons - of water storage capacity. In total, TCWD processes an average of two hundred acre-feet per year from Dove Lake, which represents approximately one-fourth of the total amount of recycled water used annually for irrigation by District customers. The District acquired ownership of Dove Lake in the early 1990's, and the water from the lake is used to supplement the District's Non-Domestic Water System.

Historically, the District has made a practice of using reclaimed (purified wastewater) and recycled water (captured stormwater) for the purpose of irrigation whenever possible to conserve drinking water. The District's Robinson Ranch Wastewater Treatment Plant (WWTP) treats the wastewater collected from all the residential communities located on the upper Plano in the District's service area. In order to meet system demands, the District supplements the demand for recycled water throughout the year by pumping the urban and storm water runoff in Dove Lake to the WWTP reservoir for distribution to the District non-domestic irrigation water users. The District actively monitors Dove Lake's water quality through routine tests of the water's dissolved oxygen levels, and collection of water samples from Dove Lake to assess the overall water quality.

The District preserves the water quality in Dove Lake through two different methods. The first method is accomplished through a series of air diffusers which are located throughout the lake and work similarly to aquarium sandstones. The air diffusers are powered by air compressors that aerate the lake water and help to mix and maintain the water's dissolved oxygen levels which can prevent the growth of algae and other waterborne nuisances.

The second method used to maintain Dove Lake water quality is through the two Solar Bee mixers; Solar Bee mixers are solar-powered mixers which are designed to evenly mix the oxygenated water at a slow rate throughout the entire lake. These mixers aerate the lake water to a greater depth, which in turn allows the potential for recycling more water without the risk of depleting oxygen levels. If you have more questions about the District's non-domestic water sources, please contact Customer Service at (949) 858-0277.

