



ON TAP

Newsletter | May 2021

CUSTOMER ACCOUNT CONTACT INFORMATION



Is your account information current? Will we be able to quickly contact you in the event of an emergency? If you're unsure, please contact customer service at (949) 858-0277 to update your current phone numbers and email addresses. Thank you!

DO YOU KNOW WHERE YOUR WATER COMES FROM???

Did you know that TCWD is one of the few agencies in south Orange County that owns and operates a drinking water filtration and treatment plant?



It's true. For a majority of our customers, the District purchases raw Colorado River water from the Metropolitan Water District of Southern California (MET) through the Municipal Water District of Orange County (MWDOC), and filters and treats the water at our Dimension Water Treatment Plant to meet stringent regulatory standards. It is through the purchase of untreated water that the District is able to control the water quality and treatment costs, which helps to maintain overall lower water rates.

A small segment of our customers in Portola Hills receive water purchased wholesale from a neighboring agency that treats it to the same stringent standards.

In the next issue, we'll highlight how the water is delivered to you.

DOVE LAKE AND ORANGE COUNTY MOSQUITO & VECTOR CONTROL DISTRICT



The District owns and operates open water basins and reservoirs for non-domestic water service used for irrigation purposes, and those facilities are closely monitored by the Orange County Mosquito & Vector Control District (OCMVCD).

The OCMVCD is a very active special district throughout the county that protects local residents from the proliferation of vectors like mosquitos and the diseases they can spread. The OCMVCD is stepping up their monitoring and mitigation game through the use of drones, and you may see an increase in vehicles and the use of drones around our facilities in your community. Please know that the District and OCMVCD are working together to better protect your community and non-domestic water supplies.

CUSTOMER BILLING & PAST DUE BALANCE CHARGES

In March 2020 as the coronavirus pandemic was beginning and Governor Newsom first issued stay at home orders, the District suspended the imposition of late payment charges on customer accounts in anticipation of potential economic hardship.

At the April 21, 2021 Regular Board Meeting, the Board of Directors approved staff recommendation to reinstitute past due balance charges. Beginning May 1, 2021, and as reflected in utility bills mailed in June, past due balance charges will be assessed on customer accounts with a past due balance. If you have a past due balance on your account, the District will work with you to get current. This includes offering payment plans up to 12 months. Please contact customer service at (949) 858-0277 for more information if this affects you.

Don Chadd, President
Stephen Dopudja, Vice President
Glenn Acosta, Director
Ed Mandich, Director
Mike Safranski, 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. At this time, the public are welcome to participate virtually via video teleconference.

Regular Board Meeting Highlights

February 2021

- Approval of District Employee Classification & Salary Study
- Ratification of Contract for Dimension Water Treatment Plant Backwash Settling Tank Improvements

March 2021

- Approval of Operating License Agreement with County of Orange Public Works
- Approval of Administrative Facility Roof Repairs

April 2021

- Receive and file Domestic Water Storage & Siting Study
- Approval of Contract for Independent Auditing Services
- Approval of "Oppose" Position on Assembly Bill 1434

2020 URBAN WATER MANAGEMENT PLAN UPDATE

The District is required to prepare an updated Urban Water Management Plan (UWMP) every five years. The UWMP serves as a long-range planning document for water supply and demand and provides an overview of TCWD's water supply and usage, recycled water and conservation programs.

The plan identifies the imported and local water supplies that will meet future demands, as well as address TCWD's current and planned conservation measures through the adoption of a new Water Shortage Contingency Plan. This helps to ensure that we can provide our service area with a reliable supply of high-quality water and meet current and future demand. Once the plan is updated and approved by the Board, it will be submitted to the California Department of Water Resources. A public hearing to receive input from District customers prior to adoption is scheduled for June 16, 2021. The public is welcome to participate virtually via video teleconference.

BELL CANYON SEWER LIFT STATION



The importance of a properly-functioning sanitary sewer system cannot be underestimated. The District's topography includes hills and canyons that can present challenges with conveying wastewater flows to our wastewater treatment facility.

Bell Canyon Sewer Lift Station is located in the Dove Canyon community, and it is currently undergoing a major overhaul. This facility was originally constructed the early-1990s, and is an important link in the chain of facilities that collect and pump wastewater to the District's wastewater treatment facility. The improvements at this station include construction of a new wet well, pumps, motor control center, and a more efficient backup power generator. This project is scheduled for completion by the end of the fiscal year.

ANNUAL WATER QUALITY REPORT

Each year, the District is required by State law to prepare a Consumer Confidence Report (CCR) or what is more commonly known as a Water Quality Report. This report includes the results of the water quality testing for the prior calendar year and is delivered to your mailing address before July 1st. For more information about this report, please visit our website at www.tcwd.ca.gov/your-water/water-quality.

