

ON TAP

NEWSLETTER



NOVEMBER
2023

CUSTOMERS FOLLOW WATER'S JOURNEY ON TCWD FACILITIES TOUR

Trabuco Canyon Water District customers followed water's journey through TCWD's system from source to tap to recycled on a tour of the District's facilities on Saturday, Oct. 14. Participants experienced water management in action and saw their rates at work on the immersive infrastructure tour led by TCWD Directors and staff. TCWD offered the tour as part of the District's ongoing community outreach efforts to share information about our local water supply and TCWD's investments to secure a local, reliable and sustainable water supply now for our customers. Stay tuned for information about future tours.



TCWD EARNES EXCELLENCE IN FINANCIAL REPORTING AWARD

Trabuco Canyon Water District has earned the highest recognition in government accounting and financial reporting for its Annual Comprehensive Financial Report. The Government Finance Officers Association of the United States and Canada (GFOA) awarded the Certificate of Achievement for Excellence in Financial Reporting to TCWD for the report on the fiscal year 2022.

"This award recognizes the District's meticulous financial reporting standards and our Board of Directors' role as a vigilant steward of public funds, ensuring that every dollar is used wisely to benefit our customers and our community," said TCWD General Manager Fernando Paludi.

Visit www.tcwd.ca.gov/transparency/finance to read the report.

ANSWERS TO COMMON RATE QUESTIONS

Like many neighboring water and wastewater agencies in Orange County and throughout California, TCWD implemented a rate increase this year to meet the rising costs that we face to operate, maintain and replace the facilities and pipelines necessary to provide water, sewer and recycled water services to our customers. Most of TCWD's infrastructure has been in continuous operation for at least 30 years and in some cases 60 years or more.

We understand that increasing rates is unpleasant, but it is necessary to ensure that the District can continue to provide safe and reliable essential services to the community and remain financially stable now and into the future. One question that is frequently asked about TCWD's rates is:

Why might my bill look different than my neighbor served by a different water district?

Many of TCWD's neighboring agencies collect a significant portion of their revenue from sources other than the monthly bill – whether it's from improvement district property assessments, the collection of fixed charges on the tax bill, or a larger share of the 1% basic tax levy. TCWD's Board of Directors recently voted down a proposal to shift the collection of sewer fixed charges onto a customer's property tax bill. The result is that TCWD's monthly bills more closely reflect the full cost of providing water and sewer services.

For answers to additional frequently asked rate questions, visit www.tcwd.ca.gov/FAQ.





TCWD staff cleans a sewer line using a vactor truck to break up and remove debris.

BOARD OF DIRECTORS AND GENERAL MANAGER

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

PROTECT YOUR PIPES THIS HOLIDAY SEASON

Fats, oils and grease (FOG) from holiday cooking can clog your pipes and cause messy sewer backups that can damage your home and pollute our environment.

Keep FOG out of the drain. Dispose of these materials and similar items in your green waste container or trash, depending on the item:



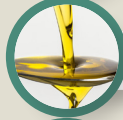
Food scraps



Gravy



Meat drippings



Cooking oil



Mayonnaise



Dairy products



Bacon grease



Salad dressing



Butter, margarine, shortening and lard

STAY IN TOUCH



Trabuco Canyon Water District

32003 Dove Canyon Drive
Trabuco Canyon, CA 92679



(949) 858-0277



customerservice@tcwd.ca.gov



tcwd.ca.gov

SIGN UP FOR EMERGENCY ALERTS

In the event of a large-scale emergency, alerts are sent to the community through an area-wide notification system called AlertOC. TCWD is part of the AlertOC system. You can receive AlertOC emergency notifications via email, text and phone calls. Register to receive these critical updates at www.alertoc.org.

Get notified by phone, text, email or TTD/TTY
Register multiple locations to receive notifications.



Stay One Step Ahead
of Emergencies With

AlertOC
STAY INFORMED

Register Today at
www.AlertOC.org

