

ON TAP

NEWSLETTER

FEBRUARY
2024

ATMOSPHERIC RIVERS BOLSTER LOCAL SUPPLIES

In 2023, the District's service area experienced significant "atmospheric river" rain events which resulted in a total rainfall of over 25 inches – almost double the annual average. So far, 2024 is poised to be another wet year as the early February atmospheric river event resulted in 9.5 inches of rainfall in just a few days, with more rain events in the forecast.

Local rainfall helps our water supply picture in many ways. TCWD's system of rain detention facilities, including the largest, Dove Lake, work collectively to capture and store rainfall and urban runoff. Dove Lake holds approximately 300 acre-feet which equates to roughly 100 million gallons of water. This stored runoff supplements TCWD's recycled water (treated wastewater) system in the dry summer months when irrigation use of recycled water exceeds supply.

Recent atmospheric river events have also been particularly helpful in filling up the shallow aquifers beneath Trabuco Creek that enable TCWD to operate our groundwater wells. Last year, TCWD delivered a record 530 acre-feet or roughly 173 million gallons of pumped groundwater. This year, the water levels in the wells are rising fast and TCWD could soon be operating the wells for a second straight year. Between TCWD's groundwater facility and the recycled water/urban runoff capture systems, the District last year avoided the purchase of over 325 million gallons of Colorado River water imported by Metropolitan Water District for a supply cost savings of over \$880,000.



METER DOWNSIZING PROGRAM

Be aware of the spread of misinformation about TCWD and some larger-meter customers. TCWD initiated a Meter Downsizing Program in November 2023 to provide an opportunity for residential customers with larger water meters to save on their monthly bills. TCWD understands the concerns of customers whose meter charges have increased and developed the program to help.

WATER METER FACTS

- Large meters (1, 1.5 and 2 inches) represent a small portion of TCWD's residential accounts but place a significant demand on the water system and related costs.
- Connected capacity (i.e. meter size) is representative of a customer's actual and potential water demand for their property. A portion of TCWD's fees and charges are linked to that capacity.
- California law requires TCWD to allocate costs based on connected capacity and consumption and prohibits arbitrarily reducing a customer's fees.

HOW THE METER DOWNSIZING PROGRAM WORKS

- TCWD worked with the Orange County Fire Authority (OCFA) where fire sprinklers are involved, to develop a streamlined process to help customers right-size their meters.
- If a customer's evaluation of their current demand for water demonstrates that a smaller meter size is appropriate, and OCFA grants approval, if necessary, TCWD will replace the meter at no cost to the customer and adjust monthly fees accordingly.
- Because the customer elects to have a smaller meter with less flow capacity, TCWD requires an indemnity agreement to protect all parties, including all TCWD ratepayers. The indemnity agreement in no way relieves TCWD of its operational responsibilities up to the customer meter.

LEARN MORE

These facts and more are explained in detail in a recent letter from TCWD to large-meter customers.

Visit www.tcwd.ca.gov/MeterProgram to view the letter, access the program application and learn more. Questions? Contact us at **949-858-0277** or customerservice@tcwd.ca.gov.



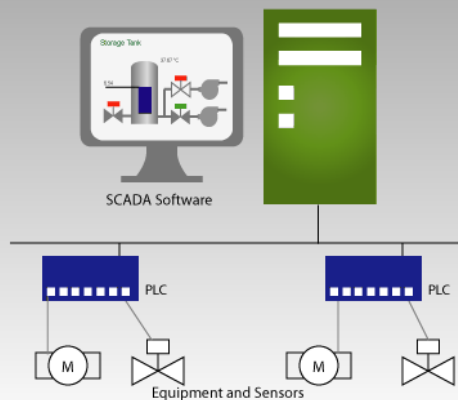
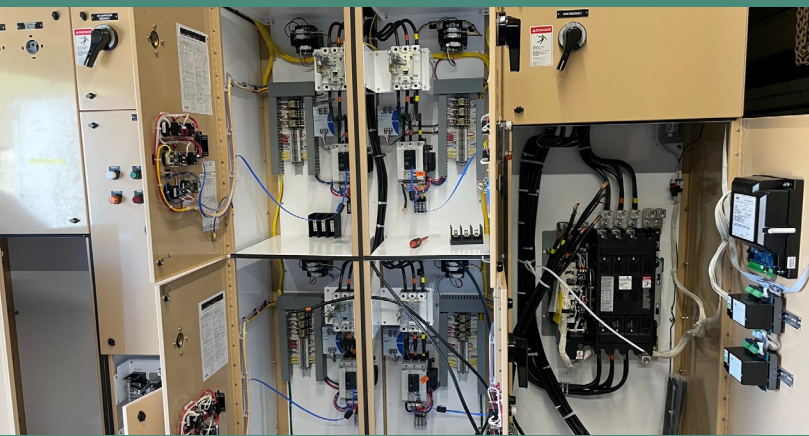
TCWD MODERNIZES OPERATIONAL DATA AND COMMUNICATIONS SYSTEM

TCWD delivers clean drinking water to your tap and safely collects and recycles wastewater through a network of 40 major facilities, including three treatment plants, 19 pump stations and eight storage reservoirs.

HOW DOES TCWD RUN ALL THESE SYSTEMS AND FACILITIES EFFICIENTLY AND RELIABLY 24/7 WITH A SMALL NUMBER OF OPERATORS?

The answer lies in automated monitoring and remote operation enabled by a high-tech data and communications network of computer and server hardware, software, radio telemetry, programmable logic controllers and user interfaces collectively known as Supervisory Control and Data Acquisition, or SCADA.

- SCADA gives TCWD’s operators access to real-time data on critical operating information.
- SCADA enables staff to remotely adjust processes to avoid problems, such as water treatment plant upsets or sewer lift station overflows.
- SCADA helps staff solve problems and run TCWD’s water and wastewater systems more efficiently, saving energy and money.
- An up-to-date SCADA system is so crucial to the reliable delivery of services that TCWD has invested \$3.5 million over several years in a modernization project that will be complete this spring.



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STAY IN TOUCH

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Join TCWD’s email list to stay updated with the latest District news. Sign up at www.tcwd.ca.gov/email.



DOWNLOAD DROPCONTR TODAY

The free Dropcountr app empowers all active TCWD customers to track water usage, receive potential leak alerts, and more. Sign up on your mobile device or desktop using your TCWD account information at dropcountr.com. Questions? Contact us at (949) 858-0277 or customerservice@tcwd.ca.gov.

NAME	STREET ADDRESS	ACCOUNT ID #	ZIP CODE	LANGUAGE	CUSTOMER	MAILING LABEL	ACCOUNT TYPE	% BAL.
Bob Barnes	404 Ruly St	dropcountr 11	92622	EN	0.03	295	CM	00%
Linchenberger	153 Trabuco Ave	dropcountr 102	92627	EN	0.30	1,124	RS	50%
John Adams	280000 St	dropcountr 1000	92627	EN	0.01	4,018	RS	0%
	1380 Davis St	dropcountr 1001	92622	EN	0.00	0		
	1321 Hopkins Ave	dropcountr 1002	92622	EN	0.01	152		
	844 Ruly St	dropcountr 1003	92621	EN	0.38	162		
	1340 James Ave	dropcountr 1004	92622	EN	0.41	95		
	22744 St	dropcountr 1005	92621	EN	0.28	278		
	4350 White Oak Ave	dropcountr 1006	92621	EN	2.00	1,000		