

# ON TAP

## NEWSLETTER

JULY  
2024

### LOWER WATER RATE ADJUSTMENTS BEGINNING JULY 1

Water service rates and charges were adjusted on July 1. As reported in the June On Tap Newsletter, the TCWD Board of Directors approved a smaller adjustment to rates and charges than originally authorized after conducting a financial review to identify areas of cost savings that can be passed on to TCWD customers. Such reviews will be performed on an annual basis in the months prior to rate adjustments to compare actual financial conditions against rate study assumptions. This year, the Board's approved reduction will average approximately 5% for TCWD customers and will be applied to August water bills.

### CHAT WITH TCWD

Join us for a candid conversation with TCWD staff and Board members. Bring your questions for us and enjoy light refreshments.

**SEPTEMBER 5, 2024**  
**6:30-8:00 P.M.**

**TCWD Administration Building**  
32003 Dove Canyon Drive  
Trabuco Canyon, CA 92679

### PFAS INFORMATION

**TCWD has NOT detected PFAS in its water supplies.**

The District is committed to providing safe, reliable water to our customers and community 24/7. PFAS (per- and polyfluoroalkyl substances) have been in the news lately, and District staff compiled the facts below to help keep our customers informed.

#### WHAT ARE PFAS?

In April 2024, the U.S. Environmental Protection Agency (EPA) issued a new national drinking water standard targeting PFAS, a large group of manufactured chemicals prevalent in many everyday products. The presence of PFAS in certain water supplies and the new EPA standard has received extensive media coverage.

#### YOUR WATER IS SAFE TO DRINK

- The water that TCWD provides to our customers is safe to drink. Protecting our customers' health and safety is TCWD's top priority. Your drinking water meets or exceeds the stringent water quality standards by the Safe Drinking Water Act (SDWA) and in California by the State Water Resources Control Board (SWRCB).
- The EPA continually monitors and regulates contaminants to ensure compliance with health-based guidelines. These standards are based on extensive scientific research and are continuously updated to reflect the latest findings.

#### TCWD RIGOROUSLY TESTS YOUR WATER FOR PUBLIC SAFETY

- TCWD has NOT detected PFAS in its water supplies.
- Every year, TCWD conducts hundreds of tests on your tap water to ensure it's clean and safe to drink and use at your home or business.
- Our staff continuously samples and monitors our systems, protecting your health, safety and peace of mind. We monitor our water system 24/7 to ensure its safety.
- TCWD does not overlie the Orange County Groundwater Basin, where PFAS has been detected and is being remediated by Orange County Water District, which manages the Basin. OCWD is a good source of information on PFAS in the water supply; visit [www.ocwd.com](http://www.ocwd.com).

#### EPA STANDARDS IMPLEMENTATION TIMELINE FOR WATER AGENCIES

- The new EPA standards will be phased in over a period of five years. Water agencies must complete initial monitoring and inform customers within three years.
- If a system exceeds the stipulated PFAS levels, it has two additional years to implement capital improvements to reduce these contaminants.

#### LEARN MORE

- You can read more about your water in TCWD's annual Water Quality Report posted at [www.tcwd.ca.gov/your-water/water-quality](http://www.tcwd.ca.gov/your-water/water-quality).
- For more information regarding PFAS, check out the PFAS fact sheets on TCWD's website: [www.tcwd.ca.gov/your-water/water-quality](http://www.tcwd.ca.gov/your-water/water-quality).





## INFRASTRUCTURE UPDATES

The District's largest ongoing capital project, the rehabilitation of the Golf Club Sewer Lift Station, is over 50% complete. A second phase will begin in early July and focus on upgrading mechanical components like pumps and valves — work which will require a complete bypass of the station. The entire project will be completed by early October 2024.

The District completed several smaller projects focused on safety and cost savings at the Dimension Water Treatment Plant, where TCWD treats water imported from the Colorado River to drinking water standards, including:

- Installing LED lighting in Dimension's filter building to improve worker safety and reduce energy consumption.
- Refurbishing, rather than replacing, an office trailer housing the water operations crew, resulting in significant cost savings.

MEET TCWD

EMPLOYEE SPOTLIGHT

### BRIANA SANDOVAL CUSTOMER SERVICE REPRESENTATIVE

**Key responsibilities:** Assisting TCWD customers with requests, answering questions and making sure customers have the information they need.

**Experience:** Briana recently joined TCWD and enjoys working on a team that plays an important role in serving our community.

**Best thing about working at TCWD:** Briana says it's fascinating to observe everything that goes on behind the scenes at TCWD, and believes that the process of providing water, wastewater and recycled water to so many customers is inspiring.

**Favorite Quote:**  
"WHEN THE WELL IS DRY, WE LEARN  
THE WORTH OF WATER."  
– Benjamin Franklin



## 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

## 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 EMAIL UPDATES

Join TCWD's email list to get current news and information delivered to your inbox. Sign up at [www.tcwd.ca.gov/email](http://www.tcwd.ca.gov/email).



## WATER DATA AT YOUR FINGERTIPS

TCWD customers can track water usage, receive potential leak alerts, and more with the free Dropcountr app. Sign up on your mobile device or desktop using your TCWD account information at [dropcountr.com](http://dropcountr.com). Questions? Contact us at (949) 858-0277 or [customerservice@tcwd.ca.gov](mailto:customerservice@tcwd.ca.gov).

