



El Toro Water District · Spring 2024

WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT

EVALUATING DIRECT POTABLE REUSE REQUIREMENTS AND OPPORTUNITIES

The California State Water Resources Control Board recently adopted new regulations regarding Direct Potable Reuse (DPR). The regulations are protective of public health and are among the most rigorous potable reuse regulations and requirements in the nation. The rules contain stringent regulations for emerging contaminants and ensure that all final DPR water produced meets or exceeds all drinking water standards.

What is Direct Potable Reuse?

The process of using purified wastewater for drinking water is known as potable water reuse. Potable water reuse can help expand a region's water resource portfolio. As described by the U.S. EPA, there are two types of potable water reuse.

- ◆ Indirect potable reuse: introduction of highly purified recycled water into an environmental buffer for a specified period of time before being drawn for potable purposes.
- ◆ Direct potable reuse: introduction of highly purified recycled water directly into the drinking water distribution system or a drinking water treatment plant.

What do DPR Regulations Mean for ETWD?

ETWD does not have access to an environmental buffer, so DPR regulations allow ETWD to consider potable reuse as a potential option in its water supply portfolio. All of ETWD's water supply is imported, so exploring potable reuse offers benefits, such as enhanced resiliency, reliability, and lower greenhouse gas emissions compared to imported supplies. However, implementation of a DPR project would take time, funding and extensive public outreach. In the meantime:

- ◆ ETWD does NOT currently use wastewater as a source of drinking water supply.
- ◆ ETWD's current drinking water comes from the Metropolitan Water District of Southern California who provides extensively treated water from the California State Water Project and the Colorado River.
- ◆ ETWD intends to conduct a careful evaluation of the opportunities, requirements/regulations, and costs associated with Direct Potable Reuse.
- ◆ ETWD is committed to ensuring that any decision aligns with the highest standards of public health and environmental protection.

ETWD RECEIVES AWARD FOR FINANCIAL REPORTING AND TRANSPARENCY

ETWD is delighted to announce that the District received the highest honor in governmental accounting and financial reporting for the 7th year in a row. The Government Finance Officers Association of the United States and Canada awarded ETWD the Certificate of Achievement for Excellence in Financial Reporting for the District's latest Annual Comprehensive Financial Report.



AWARD WINNER
Certificate of Achievement
for Excellence in Financial
Reporting

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SPRING LANDSCAPE CHECKUP



Free Landscape Workshops

Free virtual workshops in California-friendly landscape design and irrigation principles to help you plant, care for and maintain a beautiful water efficient garden are offered through Metropolitan Water District of Southern California. Participants will learn how to create and maintain a water-wise landscape. For more information or to sign up, visit www.etwd.com/conservation/landscape-workshops.



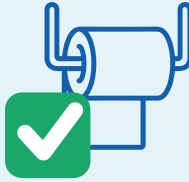
WHAT TO FLUSH: THE 3 P'S



PEE



POOP



PAPER



WIPES



KEEP WIPES OUT OF YOUR PIPES

Only Flush the Three P's – Pee, Poop and (Toilet) Paper

- Wipes are convenient, but they are not safe to flush down the toilet – even if they are labeled “flushable” or “disposable.”
- Flushing wipes creates nasty clogs and fatbergs (collections of grease and debris floating in the wastewater) that can cause sewer system backups and spills that can damage your home and our environment.
- Do not flush wet wipes, such as baby wipes, surface cleaning wipes, cosmetic wipes, etc.

FIX A LEAK WEEK



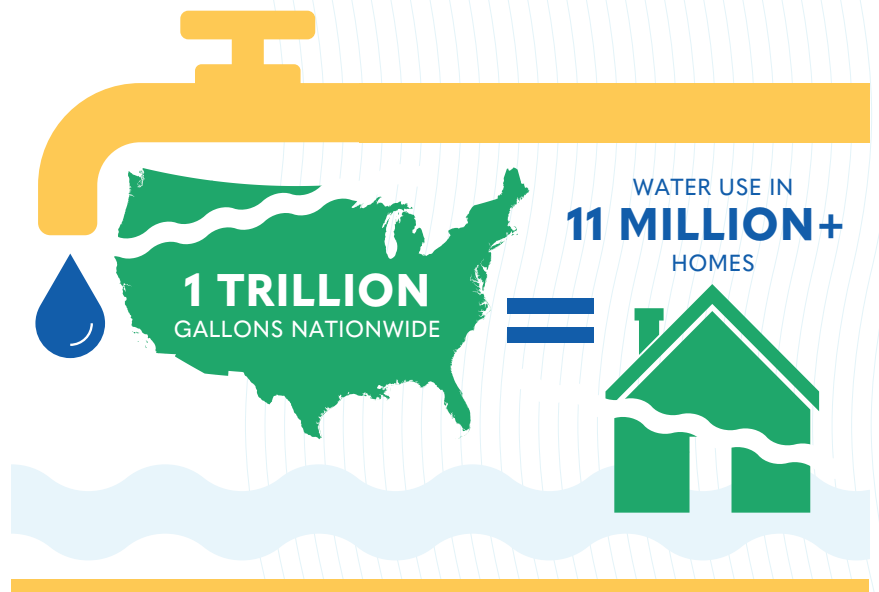
March 18 - 24, 2024

Fix a Leak Week encourages Americans to help put a stop to the nearly 1 trillion gallons of water wasted from household leaks each year. ETWD is asking consumers to find and fix leaks to save water in our community.

To help save water for future generations, ETWD is asking consumers to check, twist and replace:

- **CHECK FOR LEAKS.** Look for dripping faucets, showerheads, sprinklers and other fixtures. To check for silent toilet leaks, place a few drops of food coloring into the tank, wait 10 minutes, and see if color appears in the bowl before you flush. Remember to check irrigation systems and spigots, too.
- **TWIST AND TIGHTEN HOSE AND PIPE CONNECTIONS.** To save water without a noticeable difference in flow in your bathroom, twist on a WaterSense labeled faucet aerator.
- **REPLACE THE FIXTURE IF NECESSARY.** Look for WaterSense labeled models, which are independently certified to use 20% less water and perform as well as or better than standard models. Visit www.epa.gov/watersense to find products.

For more information about how you can find and fix leaks, visit etwd.com/leak-detection.



IN THE COMMUNITY



Community Advisory Group

ETWD holds quarterly Community Advisory Group meetings to share water, wastewater and recycled water information related to the District with our customers. Thanks to everyone who joined us at our Feb. 8 meeting. Sign up to receive email notifications for upcoming meetings at etwd.com/community-advisory-group-meeting.



ETWD staff members give back to the community by creating St. Patrick's Day craft kits in partnership with Miracle for Kids.



Spreading St. Patrick's Day Joy with Miracle for Kids

ETWD staff volunteered to assemble more than 300 St. Patrick's Day craft kits for Miracle for Kids' Lucky Box of Miracles program. Miracles for Kids delivers household necessities and seasonal items monthly to over 350 families in need with critically ill children.



BEHIND THE SCENES AT ETWD

Cheyne Madero MAINTENANCE WORKER 1

Top Priorities

Maintenance and repairs of ETWD's water distribution system.

Experience

Cheyne's drive to continually develop new skills inspired him to pursue a career at ETWD. He enjoys the opportunity to work outside in ETWD's beautiful service area maintaining the District's water distribution lines.



"Kindness matters."



NEW FACES AT ETWD

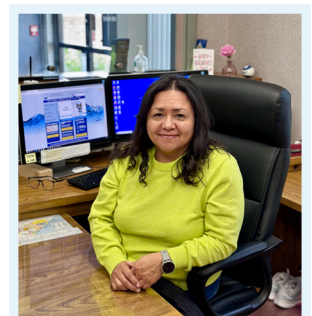
Denise Kerr CUSTOMER SERVICE OFFICE REP I

Top Priorities

Assisting customers with their payments, billing questions and service requests.

Experience

Working near a treatment facility sparked Denise's interest in water and inspired her to take college classes to prepare for a career in water. She worked for a neighboring water district before joining ETWD.



"Every customer is unique, with unique needs. I live locally, so I'm familiar with the service area and enjoy assisting my neighbors."

SPRING INTO SAVINGS WITH REBATES

Refresh your home and landscape this spring with water-saver rebates. Here's a list of currently available indoor and outdoor rebates for ETWD customers.

Residential Outdoor Rebates

PROGRAM/DEVICE	REBATE LEVEL (AS OF MARCH 4, 2024)
Smart Irrigation Timer	Up to \$180
Soil Moisture Sensor Controller	Up to \$180
Rotating Sprinkler Nozzles	Up to \$2 per nozzle
Drip Irrigation	\$1/sq. ft. up to 5,000 sq. ft.
Rain Barrels and Cisterns	Up to \$50 per rain barrel and \$250 – \$350/cistern
Turf Removal	\$4 sq. ft. up to 5,000 sq. ft. (annual maximum)*

Commercial Outdoor Rebates

PROGRAM/DEVICE	REBATE LEVEL (AS OF MARCH 4, 2024)
Turf Removal	\$3/sq. ft. (up to 5,000 sq. ft.)
Turf Removal (Public Agency)	\$4/sq. ft. (up to 200,000 sq. ft.)
Treebates	\$100/tree (up to 5 trees and must be a part of a turf removal project)
Drip Irrigation	\$1/sq. ft. (Commercial up to 50,000 sq. ft./Public Agency up to 200,000 sq. ft.)
Smart Irrigation Timers	\$50/station

*Turf rebates do not apply to designated recycled water sites. If you have already removed your turf, your project is not eligible for this program. Additionally, projects must not be started prior to the receipt and acknowledgement of this Program's Letter to Proceed.

Get started at [ETWD.com/conservation/rebates](https://etwd.com/conservation/rebates).
For specific landscape questions, please contact
ETWD's Water Use Efficiency Analyst, Vu Chu at
(949) 837-7050, ext. 253.



New Billing System COMING SOON

ETWD will soon roll out a new billing system that will include enhancements to your water bill. The new system will continue to allow customers to view and pay their utility bill balance online conveniently and securely, as well as view their account and bill payment history.

For online access, customers will receive updated account numbers and account registration will be required. Stay tuned for more information.

BOARD OF DIRECTORS

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DIRECTOR

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Dennis P. Cafferty

The Board of Directors meeting takes place on the fourth Thursday of the month, and the Engineering and Finance Committee meets on the Monday before the Board of Directors meeting at 7:30 a.m. in person and via Zoom teleconference.

We encourage you to join us. Meeting agendas are posted on our website and include teleconference access and instructions. Learn more: etwd.com/governance/meetings-agendas-minutes

ETWD delivers drinking water, recycled water and wastewater services to customers in the City of Laguna Woods and portions of the cities of Lake Forest, Mission Viejo, Laguna Hills and Aliso Viejo

Have questions? Call us at (949) 837-7050 or email us at district@etwd.com.