

El Toro Water District

“Serving the Public - Respecting the Environment”

WaterViews

SUMMERTIME

Temperatures are rising and we are beginning to feel the heat in Southern California.



Take precautions when outdoors:

- Always use sunblock with an SPF 25 or above.
- Wear sunglasses with a built in UV-blocking sun protection.
- Wear a wide brimmed hat for additional shade to the eyes.
- Protect yourself from heat stress by drinking plenty of water. Two to four liters of fluid is lost each day due to sweat evaporation. Avoid alcohol and beverages with caffeine as they dehydrate the body.
- Wear lightweight, light colored, loose-fitting clothing.
- Avoid vigorous exercise in extreme heat.

Remember to stay cool when possible and enjoy your summer.

inthisissue

- ETWD 2005/06 Budget
- Customer Service Department
- Weekly Watering Schedule
- Water Conservation Tips
- 2005 Water Quality Reports
- Customer Service - Direct Payment
- ETWD in the Community

El Toro Water District 2005/06 Budget

Over the years, the El Toro Water District has provided its customers with a reliable supply of clean water at reasonable rates by partnering with neighboring agencies, keeping operating expenses lean and making prudent investments in technology. To continue to ensure a reliable high level of services, the Water District must make a modest increase in the amount it charges effective July 1, 2005. The reasons for this increase are many. Like all water agencies, the Water District has experienced increases in the cost of imported water, energy, wastewater treatment, regulatory requirements, labor related costs, and on-going capital replacement and refurbishment costs.

Even as costs have risen, the El Toro Water District's share of property tax revenues has dropped. Over the past two years, the California legislature has kept a greater percentage of these revenues in Sacramento to balance the state budget, rather than distributing them to counties, cities, and special districts.

The District will continue to draw upon its reserves to minimize the financial impact to its customers. To enhance communication, we will also be breaking out the elements of your monthly bill (unbundle) to more clearly identify the origin and purpose of all charges and to show how the revenues we collect are being used. Stay tuned for more information regarding the new bill format. If you would like more information on the budget or rates, do not hesitate to contact our Customer Service representatives at (949) 837-0660.◆

FIGHT THE BITE! Protect Your Family From the West Nile Virus

West Nile Virus (WNV) is a potentially serious illness and is spread by the bite of an infected mosquito. Mosquitos become infected after feeding on infected birds. Experts believe that WNV is a seasonal epidemic in North America that flares up in the summer and continues into fall.

The Vector Control District of Southern California has a campaign called "Fight the Bite" to inform all residents about exposure and what steps are needed to help prevent West Nile Virus in Southern California:

1. Mosquitos bite in the early morning and early evening hours.
2. Wear long pants and long sleeved shirts when going out at these times.
3. Use insect repellent with DEET on skin that is not covered by clothes. Caution: Follow DEET directions carefully!
4. Get rid of standing water around your home. Empty water out of buckets, old tires, flower pots, and toys.
5. Change water every few days from pet bowls and bird baths.
6. Check to see that screens on your windows and doors are maintained.



For more information on mosquito control, contact Orange County Vector Control at (949) 654-2421 or www.ocvcd.org.

Additional informa-

tion is available on the following websites: Orange County Health Care Agency at www.ochealthinfo.com State of California at www.westnile.ca.gov Centers for Disease Control at www.cdc.gov. ♦

CUSTOMER SERVICE DEPARTMENT

When El Toro Water District customers call for service or information, the friendly voice you hear on the phone may belong to Joann Dew, our Senior Customer Service Representative, or to Maria Solis. Maria Solis is the newest member to our Customer Service team and the District is happy to welcome her.



Maria Solis, Customer Service Representative



Joann Dew, Senior Customer Service Representative

Joann and Maria are here to assist you, by taking telephone orders to start and stop service, update customer name and address changes, respond to billing questions and initiate service orders for issues relating to low or high pressure, meter or hydrant leaks, line breaks or any other concerns that may come up. The District is proud of the dedicated, professional and courteous manner with which Joann and Maria respond to our customers. ♦

DIRECT PAYMENT AVAILABLE!

At ETWD we're always looking for opportunities to improve our service in economical and effective ways.

We are pleased to announce that direct payment for ETWD customers monthly water and wastewater bill is now available. Once enrolled in this service we will deduct your monthly bill from your checking account automatically. You will be notified in advance as to the amount of the deduction and date.

This added convenience will be in addition to the current methods of payment, cash, check or credit card. Enrollment information is available on our website at www.etwd.com or by calling Customer Service at (949) 837-0660. ♦



WATER CONSERVATION CORNER

Suggested Weekly Watering Schedule

Weekly Watering Schedule for Spray Head Irrigation Systems

| | Turf Grass | Trees, shrubs groundcover |
|--------|--------------------------|------------------------------|
| June | 3 days | 2 days |
| | 2 cycles of 5 minutes | 3 cycles of 3 minutes |
| | 4 days | 2 days |
| July | 3 cycles of 3 minutes | 3 cycles of 4 minutes |
| | 4 days | 2 day |
| | 3 cycles of 3 minutes | 3 cycles of 4 minutes |
| August | 4 days | 2 day |
| | 3 cycles of 3 minutes | 3 cycles of 4 minutes |
| | 4 days | 2 day |

WATER CONSERVATION TIPS

Outside Water Use

■ Consider native and drought-tolerant plants and grasses when making landscape choices and adjust your watering to take advantage of the less-thirsty plants.

■ Tune up your irrigation system for efficiency. Check for broken sprinkler heads and coordinate timers with the above weekly watering schedule.

■ Water your lawn when it needs it.

Step on your grass.

If it springs back

when you lift your

foot, it doesn't need water.

■ Water your lawn during the cool times of the day and preferably on less windy days. Early morning is best.

■ Set lawn mower blades one notch higher. Longer grass means less evaporation.

■ Put a layer of mulch around trees and plants. Chunks of bark, peat moss or gravel slow evaporation.

■ Prevent runoff by adjusting your automatic sprinklers so that you are watering your lawn or garden only. Runoff will carry fertilizers into the storm drain and pollute our waterways. ♡



Take advantage of these limited-time offers now!

\$100 REBATE on select water-efficient washing machines.

By using 18 to 25 gallons of water per load, you can save 6,000 or more gallons per year.



\$50 REBATE on the purchase of an ultra low flush toilet.

ULFT's save about 68% of all indoor water use. Each flush will save 1.9 to 3.4 gallons of water.

For a list of qualifying washers or rebate applications, visit

www.mwdoc.com/residential_efficiency.htm
or call 1-800-954-4344.

Water Quality Reports

2005 Annual Water Quality Report to be Distributed In June

Since 1991, California water utilities have been providing an annual Water Quality Report to their customers. This year's report covers the calendar year 2004 water quality testing.

The ETWD vigilantly safeguards its water supply and, as in years past, the water delivered to your home meets the standards required by the state and federal regulatory agencies. To ensure your tap water continually meets state & federal water quality standards, our operators collect and analyze approximately 6,500 water samples each year. Please take a few minutes to review

the contents of the report and if you need more information about the report or your water quality in general, please contact, Mike

King, Water Services Manager, at (949) 837-7050, ext. 203 or our Customer Service office. ♡



Water Education Corner

ETWD IN THE COMMUNITY

ETWD participated in the Children's Water Festival, Tierra Nativa and held it's 9th Annual Open House & Facility Tour

On April 5 and 6, 2005, ETWD sponsored a booth at the Children's Water Festival at Hidden Valley in Irvine. Over 3,000 children attended over the 2-days to learn about water and the environment. ETWD's booth educated children on how much water they use in one day and why we need to conserve water for the future.



Bucket Brigade relay at the Children's Water Festival.

Ron Hightower and Bob Hazzard asking tough Water Wheel questions at Tierra Nativa.

On Saturday, April 26, 2005, ETWD staffed a booth at the Tierra Nativa festival held at the Thomas Potocki Community Center in Mission Viejo. Attendees planted native plants along the Oso Trail and visited the booths for a fun-filled day. ETWD educated visitors with water conservation materials and kids spun the famous "Water Wheel" for a prize.



Stuart Kain demonstrating how water is tested for pH at ETWD's Open House.

On Saturday, May 7, 2005, ETWD held it's 9th Annual Open House and Facility Tour. Over 200 people attended the event. The educational day included tours to the Water Recycling Plant, Mad Science presentations, water conservation & environmental booths, visits from Ricki-the-Raindrop and a hot dog lunch. ♠

EL TORO WATER DISTRICT

24251 Los Alisos Boulevard
Lake Forest, CA 92630
(949) 837-0660

The Mission of the El Toro Water District is to plan and invest appropriately to provide its customers a safe, adequate and reliable supply of water, wastewater and recycled water service in an environmentally and economically responsible way.

Water Views is published quarterly to keep water users in the El Toro Water District informed about water and wastewater related issues and events. It is prepared by District staff. [Your comments and suggestions are welcomed.](#) Please call Customer Service at (949) 837-0660 or visit our website at www.etwd.com. The El Toro Water District is a California Water District governed by an elected Board of Directors.

BOARD OF DIRECTORS

| | |
|--------------------|-------------------------|
| President | Ted F. Martin |
| Vice President | M. Scott Goldman |
| Director/Treasurer | John S. Dudley |
| Director | William H. Kahn |
| Director | Jerard B. Werner |

General Manager
Robert R. Hill

Editor
Sherri Seitz

Printed on recycled paper.