



El Toro Water District · Summer 2023

WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT

KEEPING PACE WITH RISING COSTS

Each year the District's Board of Directors adopts an annual operating budget. Part of the budgeting process is to assess the adequacy of the District's rates and charges. Of utmost importance is the effort to minimize costs (including rates) while maintaining the critical integrity and reliability of the District's infrastructure and the District's financial stability.

The development of the 2023-24 fiscal year budget, in an environment of historic inflation, has been a challenging effort. While the District goes to great lengths to control costs and the ensuing impact on the District's customers, the increasing cost pressures on the District and its operations are undeniable.

The District maintains approximately \$500 million of water, wastewater and recycled water infrastructure. The majority of the system is several decades old, with portions over 60 years old. The District's capital improvement program, which reinvests in or replaces aging facilities and assets, is essential to ensure the reliability and integrity of the water, wastewater and recycled water services the District provides to its customers. Construction of capital infrastructure improvements needed for aging water and sewer infrastructure adds additional cost pressure in addition to the inflationary impacts driving the operations and maintenance costs.

The District is proposing adopting a new rate schedule, taking effect on August 1, 2023, with future adjustments made on July 1, 2024, and July 1, 2025. The proposed increases are the result of a detailed budget analysis and a 2023-24 Water, Recycled Water and Wastewater Rate Study prepared to determine the appropriateness of the amounts, and the fair and equitable cost allocation among customer categories. The District retains an independent financial consultant who specializes in Cost of Service analysis and rate setting to complete process. The proposed increases impact the potable water usage rates; uniform recycled water usage rate; the water, sewer and recycled water operations and maintenance charges; and the water, sewer and recycled water capital replacement and refurbishment charges.

The net impact of the proposed changes in the rates for residential and commercial customers will vary based on the customer's water consumption and, where applicable, property-specific water budgets. The Proposed 2023/2024 fiscal year budget can be found on the District's website, www.ETWD.com under the Governance tab.

For assistance in determining the impact of the proposed rate increase on your monthly bill, you may access the water budget calculator on the District's website or call our Customer Service Representatives at (949) 837-0660.

THE PROPOSED RATE INCREASES TO SUPPORT THE COST OF OPERATIONS ARE DUE TO THE FOLLOWING COST DRIVERS:



THE COST TO PURCHASE AND TREAT WATER



ELECTRICITY



WATER TREATMENT CHEMICALS



DISPOSAL OF TREATED WASTEWATER AND BIO-SOLIDS



CONSTRUCTION OF CAPITAL INFRASTRUCTURE IMPROVEMENTS NEEDED FOR AGING WATER, SEWER AND RECYCLED WATER SYSTEMS



DISTRICT LABOR NECESSARY TO MAINTAIN THE OPERATIONS OF THE DISTRICT



ONGOING MAINTENANCE OF VITAL INFRASTRUCTURE



The District Board of Directors invites you to attend one of the Community Informational Meetings and/or the Public Hearing at which the Board of Directors will consider adopting the proposed water, sewer and recycled water rate/charge increases.

PUBLIC HEARING

Thursday, July 27, 2023, at 7:00 P.M.

ATTEND IN PERSON

El Toro Water District Board Room
24251 Los Alisos Blvd.
Lake Forest, CA 92630

ATTEND VIRTUALLY

<https://zoom.us> · Meeting ID: 870 5663 7760

COMMUNITY INFORMATIONAL MEETINGS

July 12, 2023, 5:30 p.m.

Zoom: <https://zoom.us> · Meeting ID: 849 2397 5659

July 19, 2023, 7:00 p.m.

Zoom: <https://zoom.us> · Meeting ID: 899 4122 8892

MEETING LOCATION

El Toro Water District Boardroom
24251 Los Alisos Blvd. · Lake Forest, CA 92630

EL TORO WATER DISTRICT

 24251 Los Alisos Blvd
Lake Forest, CA 92630

 district@etwd.com

 (949) 837-7050

 etwd.com





EL TORO REGIONAL RESERVOIR FLOATING COVER & LINER REPLACEMENT



Investing in infrastructure upgrades like the El Toro Regional Reservoir Cover & Liner Replacement Project is critical in providing clean, reliable tap water to your home or business.

The District has completed installation of 1,100,000 square feet of new liner panels and is beginning to install a new floating cover. The year-long project is estimated to be complete in August 2023 and the reservoir refilled by October 2023.

The reservoir liner protects water quality by preventing water seepage and the floating cover protects against airborne contamination, evaporation and algae growth. The liner and cover are made of chlorosulfonated polyethylene (CSPE), a material expected to last 30 years.

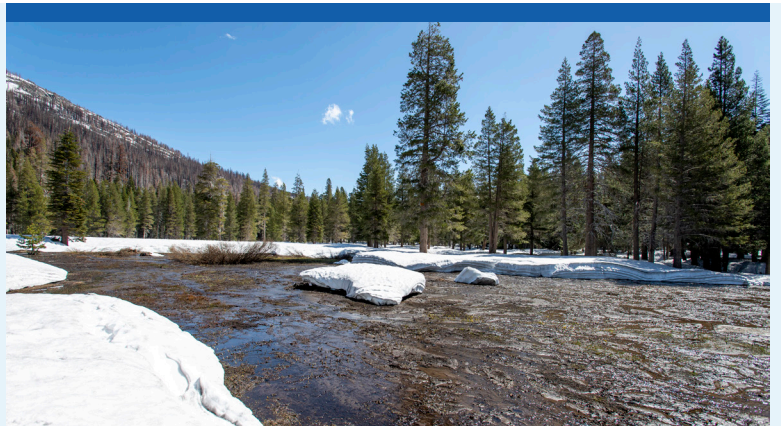


WATER SUPPLY UPDATE

Since Governor Newsom announced the 15% voluntary conservation goal, Californians conserved 600,000 acre-feet of water – representing 1.2 million households’ yearly usage. We thank our customers for using water wisely during that time and encourage you to continue using water wisely.

Due to the winter weather conditions and an increase in State Water Project water deliveries, Governor Newsom eased the drought restrictions in California, and Metropolitan Water District rescinded the mandated emergency restrictions in March 2023. In response, ETWD has rescinded its Level 2 Water Shortage declaration. The State regulations on wasteful water uses, such as watering decorative grass on commercial properties is still in effect. Currently, we have relief from the drought, but we must continue to use water responsibly and make water conservation a California way of life.

For more information on the State water restrictions on watering decorative grass on commercial properties and ETWD’s Permanent Water Conservation Measures, please visit etwd.com and select Water Use Efficiency under the Conservation tab.



The California Department of Water Resources conducted a snow survey to measure snow levels at Phillips Station in the Sierra Nevada Mountains on May 1, 2023. Photos by Ken James/California DWR.



ETWD IN THE COMMUNITY



Children's Water Education Festival

ETWD participated in the Children's Water Education Festival at UCI in March. The festival welcomed over 4,500 third, fourth and fifth grade Orange County students over the two days.

ETWD conducted a "Tap Water Demystified" activity in which over 350 students tested ETWD tap water and bottled water for pH and TDS. The testing demonstrated that both are safe to drink and demonstrated the large cost difference between the two. For more information on the event and registration for 2024, please visit [childrenwaterfestival.com](https://www.childrenwaterfestival.com).



City of Lake Forest Southwest Lake Forest Improvement Project

ETWD hosted an information booth at the City of Lake Forest Southwest Lake Forest Improvement Project on April 15th at Cavanaugh Park.



City of Mission Viejo Earth Day Event

ETWD hosted an information booth at the City of Mission Viejo Earth Day/Arbor Day even on April 22 on the Oso Creek Trail north of Jeronimo Road.

Concerned Citizens of Laguna Woods Village Earth Day Event

ETWD General Manager Dennis Cafferty provided an update on regional and local water supply in California, and ETWD representatives hosted an information booth at the Concerned Citizens of Laguna Woods Earth Day event on April 20.



Office of Assemblywoman Diane Dixon - Special District Roundtable

ETWD General Manager, Dennis Cafferty, met with Assemblywoman Diane Dixon's District Director, Bill Christiansen, for a Special District Roundtable on May 9th. Local special districts shared their legislative priorities and concerns and included representatives from California Special Districts Association, Orange County Mosquito and Vector Control District, Surfside Colony Community Services District, Emerald Bay Community Services District, Costa Mesa Sanitary District, Orange County Cemetery District and El Toro Water District.

Assemblywoman Diane Dixon's office meets with special district representatives in AD-72 and listens to legislative priorities and concerns.



Your Water Quality is Our Top Priority

At El Toro Water District, your water quality is our number one priority. The drinking water we provide to our customers meets or exceeds all state and federal quality standards.

Our commitment to water quality runs deep, and we're dedicated to delivering safe drinking water to your home or business 365 days a year, 24 hours a day. District employees conduct more than 12,000 water quality tests every year from 70 representative sample locations throughout our service area. We're also proud to operate a high-tech water quality laboratory that is certified by the California Environmental Laboratory Accreditation Program.



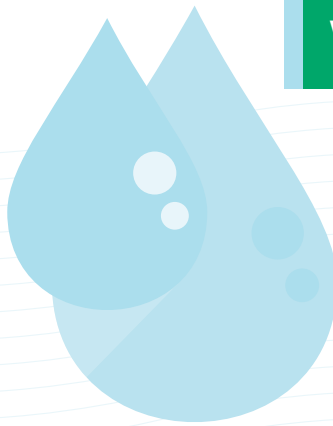
ETWD's Annual Water Quality Report

The annual water quality report is mailed to every ETWD customer each June. Want to know more about the quality of your water? View the annual water quality report at etwd.com/governance/water-quality-report or scan the QR Code above.

If you have questions or concerns regarding water quality issues regarding taste, odor or appearance, please call the District's Customer Service team at **(949) 837-0660**.

WATER QUALITY REPORT

ACCESS THE ETWD
WATER QUALITY REPORT
ONLINE NOW!



BOARD OF DIRECTORS



PRESIDENT

Kay Havens

DIRECTOR

Mike Gaskins

VICE PRESIDENT

Jose Vergara

DIRECTOR

Mark Monin

DIRECTOR

Kathryn Freshley

GENERAL MANAGER

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.

