



El Toro Water District · Summer 2024

WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT

KEEPING PACE WITH RISING COSTS

As stewards of our community's water resources, El Toro Water District is committed to transparency and accountability in all our operations, including rate setting. In line with this commitment, we want to provide you with important information regarding the 2024 Proposition 218 notice and the proposed rate increases expected to take effect on July 1, 2024.

The District is committed to providing you with reliable and sustainable water services. The proposed rate increases are necessary to cover the increased costs of purchased water while maintaining the integrity of our infrastructure and ensuring financial stability.

The District's Board of Directors recently adopted an annual operating budget for the 2024/2025 fiscal year, prioritizing the critical integrity and reliability of our infrastructure while ensuring financial stability. To assist in this process, the District engages an independent financial consultant specializing in Cost of Service analysis and rate setting.



Continuation of Previous Rate Increases

Last year, the District adopted rate increases for a three-year period and provided notice to customers in accordance with Proposition 218 requirements. The rate increases for the 2024/2025 fiscal year for Water and Sewer Operations and Maintenance Charges, Private Fire Operations and Maintenance Charge, and Capital Replacement and Refurbishment Charges remain unchanged from what was described in last year's Proposition 218 notice.



Proposed Potable Water Usage Charge Increases

This year, the District distributed a Proposition 218 notice specific to the potable water usage charge and the recycled water usage charge. The proposed increases in potable water usage charges are solely attributed to the increased costs of purchased water. None of the District's operating expenses are funded by the potable water usage charge increase.

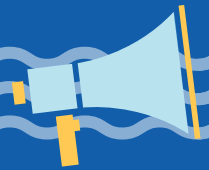
The Metropolitan Water District (MWD) water rate is increasing by a greater amount than anticipated in last year's 218 Notice. Additionally, Operations and Maintenance (O&M) costs associated with the treatment and delivery of water from the local Baker Water Treatment Plant have risen more than previously expected. Consequently, potable water usage rates are only being adjusted to reflect these increased costs of purchased water.



Community Engagement

We invite you to attend one of the community meetings where we will provide detailed information on how the District develops its budget and sets rates. Your involvement and feedback are essential to this process, helping ensure that our decisions reflect the needs and priorities of our community.

We value your continued support and participation in this process. Together, we can ensure the long-term sustainability of our water resources for generations to come. The 2024 Proposition 218 notice as well as details on the rate increases described in last year's Proposition 218 notice can be found on the District's website. We look forward to your participation in one of the upcoming community meetings.



Community Informational Meetings

June 12, 2024, 5:30 p.m.

Zoom.us · Meeting ID: 822 6980 1501

June 19, 2024, 7:00 p.m.

Zoom.us · Meeting ID: 879 7170 0362

Meeting Location

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

ETWD will answer customer questions and share information about the rate study and the proposed rate increases at two community meetings.

Public Hearing

Thursday, June 27, 2024, at 7:30 A.M.

Attend in Person

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

Attend Virtually

Zoom.us · Meeting ID: 842 2184 8580

The El Toro Water District Board of Directors invites you to attend and participate in this public hearing. The Board of Directors will consider adopting the proposed water, sewer and recycled water rate/charge increases.

EL TORO WATER DISTRICT

 **24251 Los Alisos Blvd**
Lake Forest, CA 92630

 **district@etwd.com**

 **(949) 837-7050**

 **etwd.com**



2024 WATER QUALITY REPORT NOW AVAILABLE



Your water quality remains ETWD's top priority. The District continues to provide our customers with drinking water that meets all federal and state water quality standards. You can read more about your water in our new Water Quality Report.

Every year, ETWD prepares a Water Quality Report to share the results of water quality testing from the previous calendar year. The report includes a comprehensive description of where ETWD's water comes from, what it contains, and how it compares to drinking water standards set by the U.S. Environmental Protection Agency and the State Water Resources Control Board.

ETWD employees conduct more than 12,000 water quality tests annually from 70 representative sample locations throughout our service area. We also operate a high-tech water quality laboratory that's one of only a few in Orange County certified by the California Environmental Laboratory Accreditation Program.



Read the 2024 Water Quality Report

You can read more in our Annual Water Quality Report posted at etwd.com/governance/water-quality-report.



READ NOW



New Billing System COMING SOON

loading...

ETWD will soon introduce a new billing system that will include the following enhancements to your water bill:

- Customers can continue to view and pay bills online.
- Customers will continue to view account and payment history.
- For online access, customers will receive updated account numbers.
- For customers making payments online, a new payment system will require new account registration.

Stay tuned for more information.



SUMMER REBATE HIGHLIGHT

Turf Removal for Commercial and Residential Customers

El Toro Water District, in collaboration with the Municipal Water District of Orange County and Metropolitan Water District of Southern California, offers water-saving rebates for ETWD customers.

Turf Removal – Commercial

\$3 sq. ft. up to 50,000 sq. ft.
(annual maximum)*

Turf Removal – Residential*

\$4 sq. ft. up to 5,000 sq. ft.
(annual maximum)*

More Rebates and Information

Learn more about all rebates available for residential and commercial customers at etwd.com/conservation.



IN THE COMMUNITY



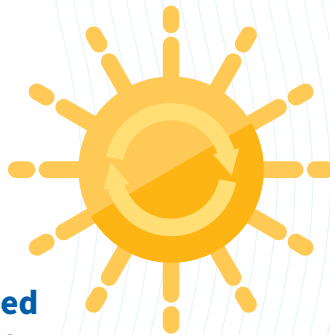
Children's Water Education Festival March 27 – 28, 2024

ETWD hosted an educational activity booth at the Children's Water Education Festival in March. This year, staff introduced a new, hands-on activity called "Flow Finders: Journey Through the Meter," which enabled groups of students to follow water through a water meter. ETWD staff set up eight meter stations that included a meter and water hookup through an array of small water tubing connected to a reservoir made out of a large storage container. The activity taught students how a water meter functions, how to read a meter and how to check for leaks. Students were highly engaged, and the activity was a huge success. If your school is interested in attending next year, please visit childrenwaterfestival.com.



City of Mission Viejo Earth Day/Arbor Day April 20, 2024

In celebration of Earth Day and Arbor Day, ETWD hosted a booth at the City of Mission Viejo's annual event to share information about California-friendly plants, water-saver rebates and more. Volunteers embraced nature by planting trees and shrubs along Oso Creek Trail north and enjoyed a Green Expo.



Laguna Woods Village Concerned Citizens Earth Day, April 18, 2024

ETWD hosted an information booth at the Concerned Citizens of Laguna Woods Earth Day event. Attendees also had the opportunity to hear speakers, see electric cars and visit vendor tables.

BEHIND THE SCENES AT ETWD



NEW EMPLOYEE SPOTLIGHT

Oscar Hernandez
ACCOUNTING TECHNICIAN

Top Priorities

Managing financial functions, including accounts payable and insurance administration.

Experience

Oscar began his career in the

water industry and pursued a position at El Toro Water District because he is passionate about supporting essential services that improve the community's quality of life.

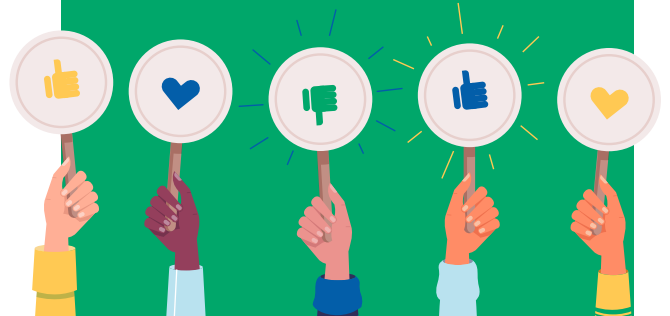
“Water is life – use it wisely.”



Join us at a Community Advisory Group Meeting

ETWD holds quarterly Community Advisory Group meetings to share water, wastewater and recycled water information related to the District with our customers.

Sign up to receive email notifications of upcoming quarterly meetings:
etwd.com/community-advisory-group-meeting



BOARD OF DIRECTORS



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Mark Monin

DIRECTOR

Kathryn Freshley

VICE PRESIDENT

Mike Gaskins

DIRECTOR

Fred Adjarian

DIRECTOR

Kay Havens

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.

