



El Toro Water District · Spring 2025

WATER VIEWS

SERVING THE PUBLIC, RESPECTING THE ENVIRONMENT

ETWD'S COMMITMENT TO PROTECTING THE COMMUNITIES WE SERVE

El Toro Water District (ETWD) extends our sincere appreciation to the brave firefighters and first responders who worked tirelessly to protect lives and property during the recent wildfire events. Through ongoing investments in water, sewer, and recycled water infrastructure, ETWD remains committed to protecting our communities to the best of our ability during emergencies.

While water systems are not designed to withstand extreme, uncontrolled wildfires, ETWD proactively implements key measures to maintain a safe and reliable water supply for our customers and to support firefighting efforts.

RESERVOIRS

- Our team of water professionals closely monitors weather conditions and takes proactive steps to protect critical infrastructure. This includes increasing reservoir levels to ensure an ample water supply is available to support firefighting efforts and meet community needs.
- ETWD operates six drinking water reservoirs with a combined capacity of 287 million gallons and shares the 275-million-gallon El Toro Regional Reservoir with Santa Margarita Water District and Moulton Niguel Water District. ETWD's capacity totals 124.5 million gallons.

FIRE HYDRANTS

- All ETWD fire hydrants are fully operational and equipped with sufficient water supply, enabling local fire authorities to respond quickly and effectively during emergencies.
- Our staff inspects and maintains over 1,900 fire hydrants across the District's service area. Regular water pressure and water flow checks ensure that each hydrant functions properly.

EMERGENCY WATER CONNECTIONS

- ETWD has emergency water connections with six neighboring water districts, allowing the movement of water between agencies as needed during emergencies.

BACKUP EMERGENCY GENERATORS

- ETWD has invested in multiple backup generators to provide emergency power during outages or planned electrical shutdowns.

FIRE-HARDENED LANDSCAPING AT ETWD FACILITIES

- Regular brush control and weed abatement are maintained at all ETWD facilities to create safer buffer zones around critical infrastructure, reducing fire risks.

WEROC AND CALWARN PARTNERSHIPS

- **WEROC:** ETWD partners with the Water Emergency Response Organization of Orange County which supports and manages countywide emergency preparedness, planning, response, and recovery efforts among Orange County water and wastewater utilities.
- **CalWARN:** ETWD is a member of the California Water-Wastewater Agency Response Network (CalWARN), which is California's statewide mutual aid/assistance network for the water and wastewater sector.

ETWD TRAINING

- ETWD staff is certified in California's Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS) and regularly train for a variety of emergencies.

LEARN MORE

For more information about ETWD's emergency preparedness, please contact us at **949-837-7050, District@etwd.com**.



SIGN UP FOR ALERTOC TO RECEIVE EMERGENCY ALERTS

AlertOC is a mass notification system designed to keep OC residents and businesses informed of emergencies that may require immediate life-saving actions. By registering with AlertOC, time-sensitive voice messages from ETWD, the County or City in which you live or work may be sent to your home, cell or business phone. Text messages may also be sent to cell phones.


Go to AlertOC.org to create and manage your own account to receive alerts that may impact where you live, work or play.

VISIT
ALERTOC.ORG
TO REGISTER

EL TORO WATER DISTRICT

 24251 Los Alisos Blvd
Lake Forest, CA 92630

 district@etwd.com

 (949) 837-7050

 etwd.com



DIVE INTO SPRING WITH WATER-SAVER REBATES



Give your home and landscape a water-wise makeover this spring with rebates. Take advantage of currently available indoor and outdoor rebates for ETWD customers today.

Residential Indoor Rebates

PROGRAM/DEVICE	REBATE LEVEL
High Efficiency Clothes Washers	Up to \$200
Premium High Efficiency Toilets (4-Liter) Replace existing 1.6 gpf toilets with a 1.1 gpf or less toilet.	Up to \$100 per toilet

Residential Outdoor Rebates

PROGRAM/DEVICE	REBATE LEVEL
Weather Based Smart Sprinkler Timer	Up to \$250
Soil Moisture Sensor Controller	Up to \$150
Rotating Sprinkler Nozzles	Up to \$2 per nozzle (min. 15)
Drip Irrigation	\$0.75 sq. ft. up to 5,000 sq. ft.
Rain Barrels and Cisterns	Up to \$50 per rain barrel and \$250 – \$350 per cistern
Turf Removal	\$4 sq. ft. up to 5,000 sq. ft. (annual maximum)*

Note: Rebate amounts are not guaranteed and may vary depending on funding availability.

**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 acknowledgment of this Program's Letter to Proceed*

Water Saving Programs

Landscape Design and Maintenance Assistance Programs

- **FREE** (for turf removal participants) landscape design and maintenance guide from a qualified professional

California Friendly Landscape Designs

- **FREE** OC Friendly Landscape Designs for your use

Learn More

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



Michelle Ramirez
CUSTOMER SERVICE REPRESENTATIVE

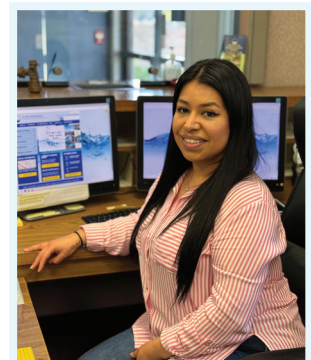
Top Priorities

- Ensuring ETWD customers receive reliable and efficient support.
- Assisting customers with inquiries about billing, payments and water service.
- Processing service requests, including new connections or disconnections.

NEW EMPLOYEE SPOTLIGHT

Inspiration

Michelle was inspired to pursue a career in the water industry to contribute to public health and sustainability. She enjoys helping customers and making a meaningful impact as part of a team that provides safe, reliable water to the community.



"Providing water service isn't just about delivering a utility — it's about delivering trust, reliability and care to every customer, every day."

IN THE COMMUNITY



Orange County CERT Training

ETWD partnered with the Water Emergency Response Organization of Orange County (WEROC) and the Orange County cities Community Emergency Response Team (CERT) Volunteers in their annual training. WEROC trained CERT members to become a workforce multiplier for water agencies when needed following a water disruption that can occur following an earthquake of significant magnitude. Volunteers learned how to assist and



manage water distribution from a hydrant setup with ETWD staff and a drinking water trailer with the City of Orange to support water agency staff during an emergency.



Scouts BSA Soil and Water Conservation Merit Badge Clinic

ETWD co-hosted a clinic with the Municipal Water District of Orange County for the Orange County Scouts BSA to earn their Soil and Water Conservation Merit Badge. The Scouts completed a four-hour clinic learning about the role clean water plays in maintaining a healthy environment, various soil and water conservation practices, water pollution and water treatment through a tour of ETWD's Water Recycling Treatment Plant. Approximately 60 scouts earned their merit badge.



SPRING LANDSCAPE CHECKUP

ETWD customers are invited to freshen up their landscapes with FREE Virtual Workshops in landscape design and irrigation principles to help you plant, care for and maintain a beautiful water efficient garden. The classes are offered through Metropolitan Water District of Southern California and are led by the Green Gardens Group virtual instructors. If you are looking to renovate your landscape or learn more how to create a water-wise landscape, reserve a spot in one of the upcoming free workshops on the topics below.

- **California Friendly and Native Landscape Training Workshops**
- **Turf Removal and Garden Transformation Workshops**
- **Garden Design Workshops**

For more information or to sign up, visit etwd.com/conservation/landscape-workshops.



FIX A LEAK WEEK

March 17 - 25

Sneaky household water leaks can waste nearly 1 trillion gallons of water annually nationwide. ETWD is encouraging our customers to spend a few minutes finding and fixing any leaks at their homes during this year's Fix a Leak Week. Common types of leaks include worn toilet flappers, dripping faucets, leaking showerheads and other leaking valves. These leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

Here are some quick tips to find leaks:



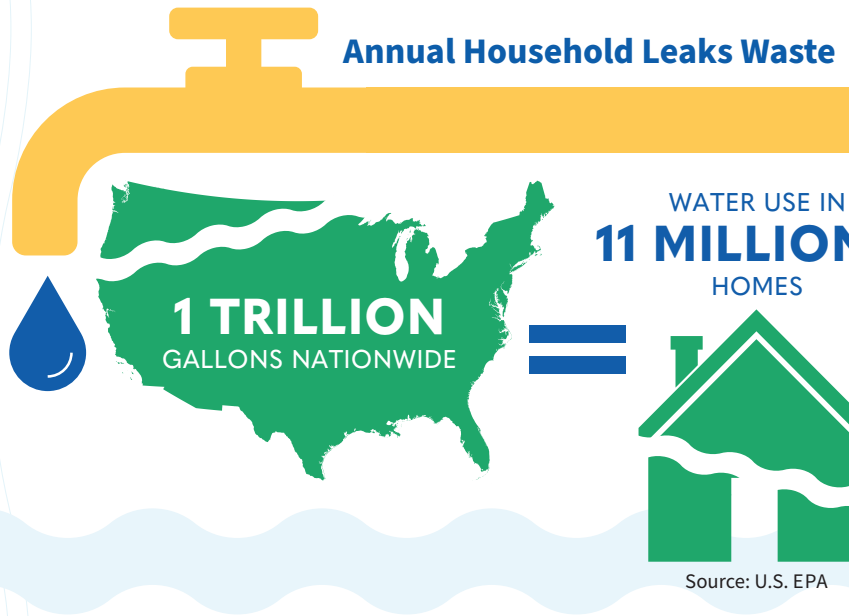
Old or worn out toilet flappers can cause silent leaks wasting thousands of gallons per year. Inspect and replace your toilet flapper periodically.



Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak.



Examine faucet gaskets and pipe fittings for any water on the outside of the pipe to check for surface leaks.



Free Toilet Leak-Check Tabs

Identify toilet leaks with free toilet leak-check tabs. If any color shows up in the bowl after 10 minutes, you have a leak. You can pick up a toilet dye tab at the District's customer service office located at 24251 Los Alisos Blvd., Lake Forest, CA 92630.

BOARD OF DIRECTORS



PRESIDENT

Mike Gaskins

DIRECTOR

Kay Havens

VICE PRESIDENT

Kathryn Freshley

DIRECTOR

Wyatt McClean

DIRECTOR

Mark Monin

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.

