



Welcome



Mark Monin
ISDOC President
El Toro Water District



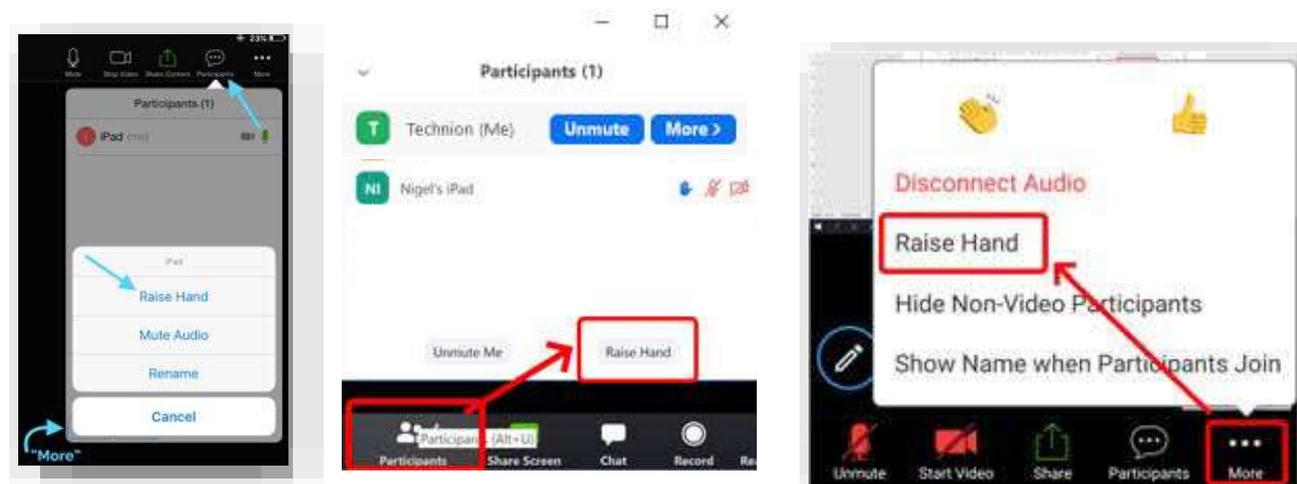
I pledge allegiance to the flag
of the United States of
America, and to the republic
for which it stands, one nation
under God, indivisible, with
liberty and justice for all.

ISDOC Quarterly “Luncheon” – October 29, 2020

Thank you for joining today’s meeting.
Participants will be muted.

To be called on to speak:

- **Please raise your hand**
- Use the chat box (to text the host)
- Press *9 to raise hand on phone



Program Speaker



Don Barnes Orange
County sheriff

Member Spotlight



*Brian Probolsky
Board President*



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Moulton Niguel Water District



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“Spotlight Member Presentation”

ISDOC Quarterly Meeting

January 28, 2021

MOULTON NIGUEL WATER DISTRICT

- 7-Member Board of Directors
- 172,000 Residents
- Serve 6 Cities (Laguna Niguel, Aliso Viejo, Laguna Hills, Mission Viejo, Dana Point and San Juan Capistrano)
- AAA Credit Rating from Fitch and S&P
- #1 Top Workplace in Orange County and USA
- Recognized in California and nationally for Innovation, Environmental Stewardship and Customer Service
- Lowest Average Bill in South Orange County



OUR WATER SUPPLY

- 75% of Water Demand Met Through Imported Water
- 25% of Water Demand Met Through Recycled Water (Used for Irrigation)
- Potable Water Supply System:
 - 700 Miles of Pipelines
 - 28 Storage Reservoirs
 - 150 Million Gallons of Storage Capacity
 - 30 Pump Stations
 - 20 Pressure Reducing Stations

Imported Water
from Two Sources:



State Water Project
*Travels 700+ Miles to
Get to Southern
California*



**Colorado River
Aqueduct**
*Travels 250 Miles to
Get to Southern
California*

We Are Here!

MOULTON NIGUEL'S COVID RESPONSE

COVID Response Highlights:

- Provided PPE to Employees From Start
- Sent Early Direct Mail and Regular Communications to Customers
- Implemented Telecommuting Policy
- Shifted Internal/External Work to Digital Formats and Online Platforms
- Split Field Workers into Red & Blue Teams to Prevent Infection of Entire Crew
- Set COVID Protocols for Staff & Vendors



Moulton Niguel Water District worker Carlos Jimenez solders a new copper pipe while repairing an underground service line in front of a customer's Laguna Niguel home on Tuesday, October 20, 2020. (Photo by Mindy Schauer, Orange County Register/SCNG)

DISTRICT-WIDE SMART METER ROLLOUT!

Installation Progress:

- 9,000 installed on recycled water and potable irrigation meters, commercial & multi-family properties
- 23,060 installed on single-family home properties
- Remaining 23,000 installations on single-family homes by mid-2022
- \$1.8 million in federal grants from US Bureau of Reclamation helped advance implementation



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SMART METER TECHNOLOGY COMING TO YOUR NEIGHBORHOOD!

Moulton Niguel Water District is upgrading your water meter technology. Learn what this means for you.

10.26 HCF
DAILY AVERAGE

40.00 HCF
HIGHEST THIS MONTH

EVERY DROP COUNTS

DISTRICT-WIDE SMART METER ROLLOUT!

Key Customer & Operational Benefits:

- 24/7 myMNWD website portal
- Hourly Water Use Monitoring
- Customer Dashboard
- Leak Alerts
- Water Loss Control Programs
- Estimated 500 million gallons of water saved each year!



SMART METERS, SMART WATER USE

Smart meters will help proactively detect water leaks, improve operations, and enable customers to monitor their hourly water usage through MyWater MNWD, our online customer portal.

Sign Up: mywater.mnwd.com

HOW DO SMART METERS WORK?

- A customer's smart meter measures and records their hourly water usage.
- The hourly usage data is wirelessly sent to Moulton Niguel Water District.
- The water consumption data is updated daily and made available to customers through our customer portal, MyWater MNWD.
- Customers can monitor their household's water usage and set up leak alerts.

WHAT'S IN IT FOR ME?

- Receive Alerts About Potential Leaks in Your Home
- Monitor Your Hourly Water Usage
- Avoid Unintentional High Water Consumption

WHAT CAN I EXPECT? . . .

- The District has hired Ferguson Waterworks to accelerate our program and provide smart meter technology to all customers by 2022.
- **Within the next few weeks**, a Ferguson Waterworks technician will be in your neighborhood to install an upgraded radio to your current water meter that will connect to the District's network.
 - This process is generally complete within 15 minutes.
 - You are not required to be home during the installation.
 - Your water service will continue and there is no expected interruption of water service during installation.
- We would greatly appreciate it if you can ensure your water meter box is clear of any clutter or landscaping before we make the upgrade.
- You will be notified via door hanger the day your installation has been completed.

HOW DO I ACCESS THIS INFORMATION?

1. Sign up for our **FREE** customer portal, MyWater MNWD at mywater.mnwd.com or download the app.
2. Sign up to receive leak alerts. For step-by-step instructions visit mnwd.com/smart-meters



Note: You can sign up for these alerts at any time, and will receive leak notifications once your meter has been upgraded.

*Note: For your safety and security, every Moulton Niguel employee and contractor carries a picture ID card, will be wearing a company uniform, will arrive in a company vehicle, and will never ask to enter your home.



YOUR WATER METER RECEIVED A TECHNOLOGY UPGRADE!

Moulton Niguel Water District has upgraded your water meter technology as part of our Smart Meter Program to help you save water and money.



WHAT'S IN IT FOR YOU?

- Receive Alerts About Potential Leaks in Your Home
- Access Your Hourly Water Usage
- Avoid Unintentional High Water Consumption

REGISTER FOR MYWATER MNWD

To receive leak alerts and monitor your hourly water usage, visit our customer portal online at mywater.mnwd.com or download the app through the App Store (on your Apple device) or Google Play (on your Android device).



Note: To sign up, you will need your account number, zip code, and a valid email address.

LEARN HOW TO SIGN UP FOR LEAK ALERTS



H2O FOR HOA'S PARTNERSHIP GROWS

Partnership Elements:

- Annual Event Since 2017
- Intended for HOA Board Members, Community Managers, Landscape Industry Professionals and Residents
- Different Host City Location Each Year
- First Ever Virtual Program in 2020
 - Broadcast via Zoom Webinar
 - Pre-recorded with live Q&A feature
 - Viewed by 110 attendees



H₂O FOR HOA'S

Please Join Us!
Thursday, October 29, 2020
8:30am - 10:30am
Virtual Event Via Zoom

[CLICK HERE TO REGISTER](#)

FREE EVENT OPPORTUNITY DRAWING

H2O FOR HOA'S: AN EDUCATIONAL EVENT FOR HOA BOARD MEMBERS, PROPERTY MANAGERS, PROFESSIONAL LANDSCAPERS, AND RESIDENTS FOCUSING ON

- Stormwater Best Management Practices**
Devin Slaven, City of Lake Forest
- Water Efficiency: Best Practices, Tools, and Resources**
Lindsey Stuvick, Moulton Niguel Water District
- Building Better Communities with Community Associations Institute: Education, Networking and Advocacy for Common Interest Developments**
Anna Lisa Lukes, Community Associations Institute - Orange County
- FireScape - Beautiful and Smart!**
Marianne Hugo, Orange County Coastkeeper

Partners

Cities: Aliso Viejo, Dana Point, Laguna Beach, Laguna Hills, Laguna Niguel, Laguna Woods, Lake Forest, Mission Viejo, Rancho Santa Margarita, San Clemente, and San Juan Capistrano

Water Agencies: El Toro Water District, Laguna Beach County Water District, Moulton Niguel Water District, Santa Margarita Water District, South Coast Water District, and Unincorporated OC

H2O FOR HOA'S PARTNERSHIP GROWS



H2O FOR HOA'S PARTNERSHIP GROWS

Featured Workshops in 2020:

- Protecting Watersheds with Stormwater Best Management Practices
- Water Efficiency Resources & Programs
- Community Associations Institute – OC
- Firescaping – Beautiful and Smart!
- Video and Presentations Available on Our Website (MNWD.com)

Next H2O for HOA's Event in Fall 2021!



THANK YOU ISDOC!

Brian Probolsky, Board President
Moulton Niguel Water District

Joone Lopez, General Manager
Moulton Niguel Water District

(949) 831-2500
www.mnwd.com

Connect With Us @MNWDWater



Reports

Executive Committee Report

Orange County Operational Area

Mark Monin

Director, El Toro Water District



Reports

Treasurer's Report

Bill Green
Director, South Coast Water
District



Reports

CSDA Report

Arlene Schafer
Director, Costa Mesa
Sanitary District



Reports

LAFCO Report

James Fisler
Director, Mesa Water



Reports

OCCOG Report

Mike Scheafer
Director, Costa Mesa
Sanitary District





Announcements/Closing Comments