

## Governor Declares Drought in All 58 Counties

Governor Gavin Newsom declared drought in all 58 counties on October 19, asking all Californians to voluntarily reduce water use by 15 percent compared to 2020 levels. Due to several decades of investments in local water supply, Orange County was among the last counties added to the declaration.

Mesa Water asks customers to use water wisely. For water efficiency tips, visit the Drought Central page on our website.

## Mesa Water Receives Top Honors for “Won’t You Be My Neighbor? Good Neighbor Initiative”

Mesa Water’s “New Customer Welcome Program” and “Neighborhood Chats” initiative earned first place in the 2021 California Municipal Utilities Association Resource Efficiency & Community Service Awards, which highlight best practices and innovative ideas within the water and power industry.



Soon after new customers move into the service area, Mesa Water welcomes them to the community with a hand-delivered branded welcome bag filled with useful items; a welcome postcard and a personal phone call from Mesa Water staff.

Staying connected with our community is vitally important to us. Our Neighborhood Chats initiative, also recognized by CMUA, make it possible for community members to meet with Mesa Water’s Board members in a casual, public setting in neighborhoods throughout the service area. Residents can provide input on how Mesa Water can serve customers more economically and effectively.

Mesa Water is honored to receive this award, highlighting the District’s commitment to excellent customer service.

## Mesa Water Notify Now Live



Mesa Water Notify, which provides text and email notifications for water service updates directly to customers, is now live. Be sure Mesa Water has your current cell phone number and email address to receive water service and other important alerts. To update your contact information, call our Customer Services Department at 949.631.1200 or email your information to [customerservice@mesawater.org](mailto:customerservice@mesawater.org). Learn more at [MesaWater.org/notify](https://MesaWater.org/notify).

## Sign Up for AutoPay Today



Mesa Water offers online bill pay for a speedier payment experience. Never miss a payment by selecting AutoPay, which automatically pays the invoice amount on the due date. Customers can use a checking account or credit card for this service.

Now through December 20, Invoice Cloud, our payment platform, will automatically enter customers who enroll or are currently enrolled in AutoPay, into a sweepstakes for a chance to win gift cards and more! Sign up for AutoPay at [MesaWater.org/BillPay](https://MesaWater.org/BillPay).

## Staff Splash: Meet Andrew D. Wiesner, P.E.



Andrew D. Wiesner, P.E., a principal engineer at Mesa Water, is dedicated to helping ensure a local, reliable source of water for our customers.

**Q: What inspired you to pursue a career in the water industry?**

A: I chose to pursue a career in the water industry because I was looking for an occupation where I felt like I was serving in a role that benefitted the community I live in.

**Q: What would people find surprising about your job?**

A: The variety of tasks that the Engineering Department performs in a typical day might be surprising to people. From meeting in the field with a contractor to support our operations team – to reviewing design documents – or working the Plan Check Desk.

**Q: How is Mesa Water ensuring water reliability?**

A: Mesa Water is ensuring water reliability through planned and data-driven infrastructure renewal and improvement. For example, Mesa Water is currently constructing two new wells that will increase our capacity to provide an abundance of local, reliable, clean, safe water to our customers.

**Q: Do you have a hobby outside of work?**

A: My current hobby is propagating succulents, so be ready for water-wise holiday gifts.

*Staff Splash is a new recurring feature in News on Tap. Look forward to meeting more Mesa Water employees in future issues.*

## Mesa Water Receives High Satisfaction Scores in Customer Survey

We love Mesa Water and our customers do too! The District recently conducted its annual customer survey, with more than 800 respondents. The valuable feedback will continue to drive Mesa Water's customer satisfaction efforts and will help shape future programs and goals. Check out what our customers are saying:

- Water Reliability: 97% of customers are satisfied with Mesa Water's efforts to provide reliable water service.
- Overall Satisfaction: 93% of customers are satisfied with Mesa Water's overall performance in providing water service.
- Customer Service: 9 in 10 customers are satisfied with their experience when contacting Mesa Water.

For a summary of the survey's findings, visit: [MesaWater.org/about/customer-survey](https://www.mesawater.org/about/customer-survey).

### Our Mission:

*Mesa Water District, a local independent special district, manages its finances and water infrastructure, and advocates water policy, while reliably providing an abundance of clean, safe water to benefit the public's quality of life.*



[MesaWater.org](https://www.mesawater.org)

Follow us @MesaWater



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### BOARD MEETINGS

Mesa Water's Board meets the second Wednesday of each month. Regular meetings begin at 4:30 p.m. at 1965 Placentia Avenue, Costa Mesa, and are open to the public. For more information, call 949.631.1206. Produced by Mesa Water's Board of Directors, *News On Tap* is a bi-monthly publication to inform Mesa Water's customers and community about water-based issues and events.

### We welcome your ideas:

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