

## Hot Water News

### Online BillPay is Convenient

Mesa Water® customers can save time, money, and paper by conveniently paying their water bill online.

Through our Online BillPay option, you can view and print your bill statement, receive e-mail notifications about upcoming bills, and sign up for automatic, recurring payments with a credit card or bank account.

The QuickPay option also allows you to view your current account balance and make one-time payments. Visit [MesaWater.org](http://MesaWater.org) and click "Online Bill Pay" under the Customer Services tab to get started!

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## Fresh Water Facts

### Follow #MesaWater

Are you interested in water-wise tips, rebate programs, upcoming events, summer contests, and news from Mesa Water®? Be sure to like us on Facebook or follow us on Instagram and Twitter for the latest information from #MesaWater!

Go to [MesaWater.org](http://MesaWater.org) and click through the icons under "Connect with Mesa Water®!", or type the following URLs into your web browser to keep updated on the latest District news:

[www.facebook.com/MesaWaterDistrict](http://www.facebook.com/MesaWaterDistrict)

[www.twitter.com/MesaWater](http://www.twitter.com/MesaWater)

[www.instagram.com/#MesaWater](http://www.instagram.com/#MesaWater)

## 2014 Water Quality Report Now Available

The 2014 Water Quality Report (Report) is now available from Mesa Water District (Mesa Water®). The Report contains a summary of constituents that could be present in drinking water, their acceptable level, and their detected level. Mesa Water® conducts 30,000 water quality tests each year and has an automated monitoring system in place 24 hours a day.

**Significance of the Report:** Tap water is highly regulated and tested. Drinking water standards are set by the U.S. EPA and the California Department of Public Health. The results reported in the 2014 Water Quality Report show that the water provided by Mesa Water® is safe.

**Fluoride & Chlorine:** The constituents asked about most often have been fluoride and chlorine. Mesa Water® does not add fluoride, but it does exist naturally in its water supplies. Fluoride is discussed in the Report on page 4. Chlorine and chloramines are used to keep water supplies clean and safe. Chlorine and chloramines are discussed on pages 3 and 5 of the Report. If you have questions about these, or other constituents, please contact Mesa Water's Water Quality staff at 949.574.1031.

Mesa Water's certified water quality staff takes water samples regularly and sends them to an accredited outside lab for testing. The water quality is verified by a licensed independent third party to ensure that the water provided by Mesa Water® is safe.

This year's report is being distributed electronically as a pilot program. It is available in a printable format at <http://www.mesawater.org/pdf/Mesa%20Water%202014%20WQ%20Report.pdf> and printed copies are also available by calling Mesa Water® at 949.631.1200 or emailing [info@MesaWater.org](mailto:info@MesaWater.org).

As always, Mesa Water's staff is available if you have questions about your water, and the District's water quality staff can answer specific water quality questions. The District also has a Speaker's Bureau with Mesa Water Directors and staff who can speak to community groups. If you are interested in hosting a Mesa Water® guest speaker for your community group activity, please contact us at 949.631.1201 or email [info@MesaWater.org](mailto:info@MesaWater.org)

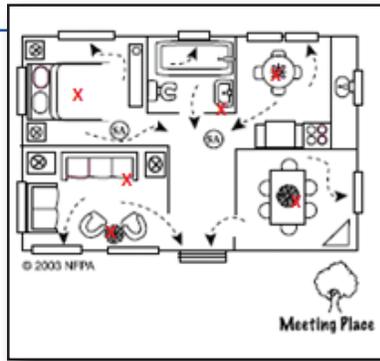


# Be Prepared

## Preparing Your Home for Fire Emergencies

There are many ways to make sure your family is prepared in the event of a fire emergency, and one of the most important is to make a home fire escape plan. To start, get everyone together in your household and walk through your home, pointing out all possible exits and escape routes. If you have children, consider having them draw a floor plan marking two ways out of each room. Make sure everyone in the household understands the plan and the agreed-upon outdoor meeting place. The National Fire Protection Agency suggests that

you practice your home fire escape plan twice a year and check all smoke alarms monthly. Mesa Water® does its part to be prepared as well. Our operations team checks 3,390 fire hydrants throughout our service area every year to ensure they are in good working condition.



# Community Connections

## “Water Smarts Here”

Join Mesa Water® for our “Water Smarts Here” Water Use Efficiency Landscape Workshops and Water Wise Garden Tours in the Centennial Farm at the OC Fair. Mesa Water® staff will be conducting workshops and tours, giving water-wise tips, providing landscape information, and answering your questions. The program begins in the shaded seating area at the Mesa Water Demonstration Garden which is adjacent to the Centennial Farm’s Silo building. The workshops and tours are free with Fair Admission on Wednesday afternoons on the following dates and times:

- July 16, 1:30 p.m. – 4:30 p.m.
- July 23, 1:30 p.m. – 4:30 p.m.
- July 30, 1:30 p.m. – 4:30 p.m.
- August 6, 1:30 p.m. – 4:30 p.m.

Garden tours are scheduled for 2:00 p.m., 3:00 p.m., and 4:00 p.m. during workshops. Visit [MesaWater.org/ocfair](http://MesaWater.org/ocfair) for details. For more information, email [info@MesaWater.org](mailto:info@MesaWater.org) or call 949.631.1201.



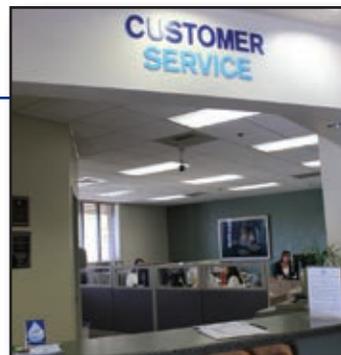
# Employee Excellence

## Exceeding Expectations in Customer Service

With a combined 32 years at Mesa Water® and almost 70 years of experience in Customer Service, three Customer Service representatives at Mesa Water® are dedicated to assisting individuals within the District’s service area. Staff is readily available to support customers with a variety of services such as water service, meter checks, and billing and account information.

On a weekly basis, Mesa Water® receives an average of 400 phone calls and meets numerous individuals at the counter.

The District’s Customer Service representatives enjoy coming to work knowing that every day will be different, with new people to meet and assist. Meeting and working with customers and helping them with their needs is not only satisfying, but it also allows Mesa Water’s Customer Service representatives to connect with customers. Visit [MesaWater.org/dept\\_customerservice](http://MesaWater.org/dept_customerservice) for more information.



MesaWater DISTRICT®

## Board of Directors

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Director; Division IV

**Fred Bockmiller**  
Director; Division I

**Ethan Temianka**  
Director; Division III

## General Manager

Paul E. Shoenberger, P.E.

## Board Meetings

Mesa Water’s Board meets the second Thursday of each month. Regular meetings begin at 6 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, **Water District News** is a bi-monthly publication to inform Mesa Water’s customers and community about water-related issues and events.

## We welcome your comments:

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[MesaWater.org](http://MesaWater.org)

After Hours Emergency Phone:  
**949.631.1200**



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