

Hot Water News

Join Mesa Water® for the 2016 Water Issues Study Group

Beginning in January, Mesa Water® will host its annual adult education program, the Water Issues Study Group (WISG), for community members interested in learning about local, regional, and statewide water issues. WISG features Mesa Water® staff, guest speakers, and a VIP tour of the Mesa Water Reliability Facility. WISG 2016 is a three-part series with meetings on the following Wednesdays, from 6:30 p.m. - 8:00 p.m.:

-  January 27, 2016
-  February 10, 2016
-  February 24, 2016

For more information and to register, email event@MesaWater.org, call 949.631.1201, or visit MesaWater.org/education/water.group.

Fresh Water Facts

Maintaining a Perpetual Infrastructure

Mesa Water® makes it a priority to maintain a reliable water delivery system. Every year, 3 miles of pipe will be tested for soundness. The testing begins with acoustic wave equipment attached through valves and hydrants to listen to the speed that the noise travels (similar to sonar) to determine pipe thickness and remaining useful life. If less than 70 percent wall thickness remains, a section will be removed and put through physical pressure testing and a dye test. If the pressure test confirms that the remaining useful life is less than it should be, the pipe will be scheduled for replacement as part of Mesa Water's strategic Capital Improvement Program.

Water-Efficient Landscapes are Part of a Good Business Practice

Water efficiency is important in our everyday lives in rain-deprived southern California, from eating establishments, sports fields, and entertainment complexes, to the places many of us spend a third, or more, of our day, whether it's in a school, public building, gym, health care facility, nonprofit organization, financial institution, retail establishment, or other work environment. The new rules, now implemented locally in Mesa Water's service area, apply to everyone, including residential, public, commercial, industrial, and other business properties.

Taking into consideration the need to place personal health and welfare first, the easiest place for residents and businesses to cut back their water use is outdoors. Many customers have taken advantage of the turf removal rebate program to convert thirsty ornamental lawns to water-wise landscapes. Many customers have taken the initiative to make landscape changes without incentives. Both help preserve precious water supplies in our reservoirs and groundwater basins.



There are many steps residents, businesses, and public agencies can take to reduce outdoor water use and, as pictured here, many have made lasting changes that also create an attractive curb appeal for their customers.

We applaud Peet's Coffee on 17th Street for its attractive, efficient entryway, the City of Costa Mesa for its colorful street medians on Harbor, and SOCO/The OC Mix for its ingenious landscaping and welcoming outdoor environment. In addition to drought-tolerant plants, these establishments are using other water-efficient features, such as drip irrigation, bioswales, and mulch. Mesa Water® is looking for positive customer stories to tell, so please share with us your story, or the story of a business establishment that you've noticed, by submitting a photo and details of the conservation efforts on our social media pages, emailing us at info@MesaWater.org, or calling us at 949.631.1201. You are helping to lead others toward water-wise business decisions.

Customer Service

Paperless Billing Saves Time, Money, and Water

Mesa Water® customers can save time, money, and water by conveniently paying their water bill online. Two options are available, either a recurring payment or a one-time payment.

Through Mesa Water's Paperless Billing option, you can view and print your bill statement, monitor your monthly water use, receive e-mail notifications about upcoming bills, and sign up for automatic, recurring payments with a credit or debit card or bank account. Creating a username and password, and selecting the paperless option, saves 10.5 gallons per bill.

The QuickPay option also allows you to view your current account balance and make one-time payments.

Both options are convenient, allow you to view the newsletter and other bill inserts online, and take care of your water bill without all of the paper. Visit MesaWater.org and click "Online Bill Pay" under the Customer Services tab to get started!



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DISTRICT®

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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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Conservation Corner

Outdoor Watering Rules are Making a Difference

Mesa Water District's emergency drought rules are in effect to meet the State's requirement to reduce water use by 20 percent. Although Mesa Water® and its customers have reduced water use substantially through voluntary conservation efforts, the State requires that we reduce water use further due to current water supply conditions caused by this historic, four-year drought. The emergency drought rules require our service area to decrease outdoor water use and water waste. The rules include:

- Outdoor watering is limited to two days each week: Tuesday & Saturday before 8am or after 5pm;
- No watering during, or within 48 hours after, measurable rainfall;
- Leaky or broken sprinklers, valves, or pipes must be fixed immediately;
- No water runoff to sidewalk or street; and more.

The rules apply to residents, businesses, and public agencies alike. To view the full ordinance, visit MesaWater.org/water_conservation_ordinance.



Employee Excellence

Meet Mesa Water's New Assistant General Managers

Mesa Water District is pleased to announce the promotion of Coleen Monteleone and Phil Lauri to serve as Co-Assistant General Managers under General Manager Paul E. Shoenberger.

Coleen Monteleone has served as Administrative Services Manager for 19 years, supervising the duties associated with Board Services, Human Resources, Office of the General Manager, Records Management, and District Administration. The new role of Assistant General Manager adds supervision of the Financial Services and Public & Government Affairs Departments to Coleen's duties.

Phil Lauri has served as District Engineer and Manager of Engineering and Operations for 3 years,

supervising the District's Capital Improvements Program, Master Plan, Plan Checks, Operations & Maintenance, and Water Quality. The new role of Assistant General Manager adds supervision of the Customer Services Department to Phil's duties.



Please join us in commending Coleen and Phil for their new roles and responsibilities in serving Mesa Water® and its customers.