

## Mesa Water Receives Best in Class Credit Ratings



Mesa Water District ([Mesa Water®](#)) is pleased to announce its renewed AAA credit rating -- the highest achievable by an organization -- from Standard & Poor's (S&P) and Fitch rating agencies. The coveted ratings are based on Mesa Water's operational effectiveness and efficiencies, including excellent financial management practices, as evidenced by the use of long-term financial and capital planning, an economical water rates structure, and the implementation of a strong financial policy framework. AAA ratings allow Mesa Water to save ratepayer money by borrowing funds at the lowest possible interest rate for infrastructure improvements.

The remarkable ratings reaffirm the Mesa Water Board of Directors' (Board) and staff's proactive planning and strong focus on operational efficiency, positioning the District to maintain its high standards for operations and customer service. Mesa Water is one of the most efficient water agencies with the lowest expenditures per capita of any water district in Orange County.

At the May 14 Mesa Water Board meeting, the Board approved the budget for fiscal year 2021, continuing to position the District as financially sound and efficient. The Board approved a three-year \$70MM Capital Improvement Program funded through Certificates of Participation.

"This program continues Mesa Water's key objective of providing a safe, abundant and reliable water supply to our ratepayers at an affordable price, for generations to come," explains Mesa Water Board President, Shawn Dewane.

Through 2023, Mesa Water will construct two new wells to increase local water production capacity, and invest in pipeline integrity testing to ensure economical and timely replacement for continued reliable service of high-quality water to customers.

## Mesa Water Wants to Hear from You!



Mesa Water District would like to hear from you and how it can continue to serve you better! Throughout the month of July, the Mesa Water Board of Directors will be answering your questions. Submit your questions about our water supply, ongoing water use efficiency efforts, or any other topic at [MesaWater.org/NeighborhoodChat](#) by July 31, 2020. Responses will be posted on our website in August and shared on social media.

## Your Water is High Quality



Mesa Water's 2020 Water Quality Report is now available at [MesaWater.org/WaterQualityReport](#) and in print by request. The Report can also be translated into other languages upon request. The document contains important information about your water supplies. For questions about this report, contact Kaying Lee, Water Quality & Compliance Supervisor, at 949.207.5491.

## Conservation Corner: Fix Leaks and Save Money

Fixing leaks can achieve significant water savings. You might have a leak if:

- You've noticed an increase in the amount of water used on your billing statement with no explanation.
- Have a plumbing fixture that runs and doesn't stop.
- Have water pooling in specific locations.

Instructions to determine if you have a leak are available at [MesaWater.org/WaterQualityReport](https://www.mesawater.org/WaterQualityReport). Also, check out our free Water-Wise House Call program, at [MesaWater.org/Save-Water](https://www.mesawater.org/Save-Water).



## Mesa Water Renovates MWRF

As part of its Capital Improvement Program, Mesa Water is renovating the [Mesa Water Reliability Facility \(MWRF\)](https://www.mesawater.org/MWRf) to create a state-of-the-art water education center. The center will provide educational programs and tours at the MWRF informing visitors about environmental stewardship, resource sustainability, and wise water use. The first phase of the project includes the construction of on-street parking for 58 spaces to accommodate guests and employees visiting the MWRF.

For updates, visit [MesaWater.org/about/infrastructure/construction-updates](https://www.mesawater.org/about/infrastructure/construction-updates).



## Mesa Water Receives High Satisfaction Scores in Customer Survey

Mesa Water conducted a telephone and online survey of more than 800 customers in late 2019. The valuable feedback received from customers continues to drive Mesa Water's dedication to customer satisfaction and will help shape future goals.



The top survey results include:

- **Overall Satisfaction:** 89% of customers are satisfied with Mesa Water's overall performance in providing water service.
- **Water Reliability:** 8 out of 10 customers feel their household's water supply is reliable; and 97% of customers are satisfied with Mesa Water's efforts to provide reliable water service.
- **Communications:** 7 out of 10 customers are satisfied with Mesa Water's efforts to communicate with customers via direct mail, newsletters, social media, and other means.
- **Efficiency:** 66% of customers agree that Mesa Water is efficient. Further, the District is perceived to be efficient, trustworthy and beneficial to the economy.

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



### BOARD OF DIRECTORS

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Director; Division I

**James R. Fisler**

Director; Division II

### 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, **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:**

Mesa Water District  
Public Affairs Department  
1965 Placentia Avenue  
Costa Mesa, CA 92627  
949.631.1201

[info@MesaWater.org](mailto:info@mesawater.org)

**After Hours Emergency Phone:**  
[949.631.1200](tel:949.631.1200)

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

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