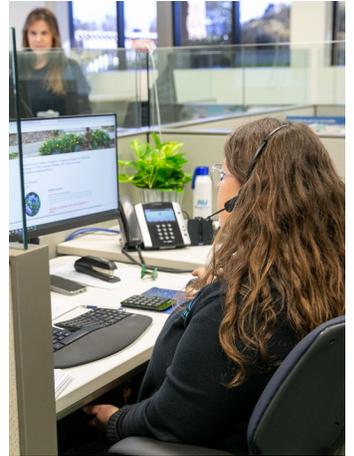


A Better Way to Manage Your Mesa Water Account

This spring, we're launching a new and improved billing system designed with our customers at the forefront. After listening to feedback from both customers and our expert staff, we recognized the need for a more intuitive way to manage your Mesa Water billing account.

Our upgraded platform makes billing, payments and account management simpler and more streamlined than ever. It's a major step forward in our commitment to providing reliable water service and an excellent customer experience.

Stay tuned this spring to explore the new portal features and preview your updated billing statement. We're excited to bring you a smarter, easier way to manage your Mesa Water account – and **we look forward to continuing to serve you.**



Unidirectional Flushing Ensures a Safe, Reliable Drinking Water Supply

Mesa Water performs unidirectional flushing of the water main lines and fire hydrants as part of its regular preventative maintenance program.

Unidirectional flushing involves cleaning pipes by forcing water through isolated sections at high velocities, in a single direction. This produces a scouring action that loosens and removes any sediment buildup and sand from pipes that deliver your water. The sediment that is present is normal, however removing it improves the appearance of the water.

During a flushing operation in your neighborhood, you will see Mesa Water crews flushing water via fire hydrants and end of water main blow-off pipes. Should you see water discharged in the street, please know that this is a necessary part of maintaining a reliable, safe drinking water supply. Some of this discharged water will soak back into the groundwater basin for reuse.

How might this affect my water service?



Water flushing generally occurs between 9 a.m. and 3 p.m. and affected customers are notified in advance of this work with a door tag.



Mesa Water's Operations team asks that you refrain from using water during that time, especially hot water, including laundry use, due to the potential of sediment getting into your hot water heater and appliances.



Residents can still flush toilets during this time.



Once the work is completed, you may notice some discoloration or sediment in your tap water, affecting only its appearance. Rest assured your water is safe and will run clear when you run cold water through the faucet of your bathtub or other unscreened tap such as a garden hose.





Mesa Water Education Center Community Open House

We're so excited to invite the community to an Open House for our new Mesa Water Education Center (MWEC) – the only center of its kind in Orange County! Explore digital and hands-on exhibits, learn about our 100% local water supply, infrastructure and more.

Saturday, May 16, 2026
10:30 a.m. - 4 p.m.
Mesa Water Education Center
1350 Gisler Avenue
Costa Mesa, CA 92626



This free, family-friendly event includes guided tours of the MWEC, interactive activities and refreshments. **RSVP by May 11 at Info@MesaWater.org or 949-631-1201.**



Staff Splash: Meet Dawn Jordan-Romero

As a Public Affairs Specialist, Dawn proudly serves as the face of the Mesa Water Education Center.

What is your role at Mesa Water and what does a typical day look like for you?

I am a Public Affairs Specialist at Mesa Water, focused on managing the wonderful MWEC. A typical day can include hosting school field trips and private tours and collaborating with partners and local community groups. My main goal is to educate our customers about our 100% local, reliable water.

How did you get into the water industry?

Funny enough, it all started as my mother's idea. At the time, I was working at a private company, when she encouraged me to apply for an open office specialist position at a local water district. I went through the application and interview process and after three months of not hearing anything, the offer finally came through. Nearly 16 years later, I can't see myself working in any other industry.

What is your favorite part of your job?

My favorite part of my job is connecting with people and sharing knowledge about water. I enjoy inspiring future generations by serving as an extension of the classroom, discussing the natural water cycle, our unique ancient-amber water and introducing students to future career possibilities within the water industry. Parents and teachers of fifth-grade students can schedule a free field trip to the MWEC by contacting us!



MesaWater.org

Follow us @MesaWater



BOARD OF DIRECTORS

- Marice H. DePasquale**, President; Division III
- Shawn Dewane**, Vice President; Division V
- Jim Atkinson**, Director; Division IV
- Fred R. Bockmiller, P.E.**, Director; Division I
- James R. Fisler**, Director; Division II

GENERAL MANAGER

Paul E. Shoenberger, P.E.

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 issues and events.

BOARD MEETINGS

Mesa Water Board meetings are held the second and fourth Wednesday of each month at 4:30 p.m. at 1965 Placentia Avenue, Costa Mesa, and are open to the public. For more information, call 949.631.1206.

Public Affairs Department

949.631.1201

Info@MesaWater.org

After Hours Emergency Phone: 949.631.1200

Printed using soy-based ink on 10% recycled FSC®-certified and elemental chlorine-free paper. Please recycle this when you are finished reading it. Thank you.

