Mesa Water DISTRICT©

NEWS ON TAP

Dedicated to Satisfying our Community's Water Needs

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MesaWater.org

Mesa Water by the Numbers

Mesa Water's Fiscal Year 2025-2026 Year in Review is now available! Take a look at key highlights, from infrastructure investments to community outreach and the behind-the-scenes work that all supports our 100% local, reliable water supply. View it at **MesaWater.org.**

14 Million Gallons
Average Daily Delivery

110,000
Residents Served

33
Mainline Valves Replaced

2,907
Hydrants Maintained

Rain or Shine, Mesa Water Is Prepared



Mesa Water is prepared year-round to provide clean, safe and reliable water, including during heavy rain, power outages and other emergencies. As El Niño conditions can bring increased storms and wet weather, Mesa Water's highly trained staff continue to monitor facilities, test backup systems and ensure critical infrastructure is ready to keep water flowing to homes and businesses. Visit **MesaWater.org/StormPrep** to learn more.

Make sure you are prepared by confirming your contact information is current in MyMesaWater. This allows Mesa Water to send important alerts directly to you via email and text, including service updates and emergency notifications. **Log in at MyMesaWater.org to confirm your email address and mobile number today.**



Coming Soon: Water Issues Study Group

Mesa Water's Water Issues Study Group returns in January and February! This program is a great opportunity for customers to meet your Mesa Water elected respresentatives, ask questions and get a behind-the-scenes look at how Mesa Water delivers 100% local, reliable, clean and safe water.

Email us at Info@MesaWater.org to be added to the interest list and to receive details on how to register.



Staff Splash: Meet Judi Miller

Meet Judi Miller, Senior Customer Service Representative, who brings her love of learning and water industry knowledge to her role in Customer Service.

With associate degrees in Water Treatment, Wastewater Treatment and Distribution, and a bachelor's degree in geography with an interest in GIS underway, Judi's career path reflects the many opportunities to learn, grow and serve in the water industry.

What does a typical day in your role look like?

No two days are the same, and that's my favorite part. I started at Mesa Water last December and jumped right into launching MyMesaWater, our brand-new customer information system. Today, I support the full range of customer service duties and handle escalated calls that require extra time, research or coordination. I am working on establishing new processes for Customer Service, while also supporting projects in collaboration with other departments. Best of all, I get to do it alongside an amazing team that adapts to every change with professionalism and a great attitude.

What is a professional accomplishment you're especially proud of?

I'm sure I'll have many accomplishments as I grow with Mesa Water, but my most recent one was successfully completing our department's software transition to our new Customer Information System, MyMesaWater! It was a lot of work, but well worth it. It was also one of the smoothest transitions I have been part of, thanks to the hard work and flexibility of our team. I am proud of what we accomplished together and excited that we now have a dynamic system that will support our customers' needs and our work for years to come.

What is your favorite Mesa Water event, tradition or activity?

I'm still new enough that every event is my favorite. My ranking system is simple: if there's food, it's in the top three.

What is one behind-the-scenes part of your job that customers may not know about?

How much detective work goes into a simple question. When someone calls about a high bill, we're checking meter reads, digging into usage history and sometimes teaming up with field crews to get customers the answers they need. Customer service is part listening, part problem-solving and part being Sherlock Holmes.

What is your favorite fun fact about Mesa Water or the water industry?

By far, my favorite fun fact about Mesa Water has to do with our ancient redwood forest and amber water! About 12,000 years ago, redwood trees grew right here in Costa Mesa. I love that every glass comes with a little bit of prehistoric history!

Happy Holidays from Mesa Water!



As the holidays approach, Mesa Water wishes you and your loved ones a joyful and peaceful season. In observance of the holidays, please note that Mesa Water's main office will be closed the following dates:

Thanksgiving	Christmas	New Years
Thursday and Friday November 26-27, 2026	**Thursday and Friday December 24-25, 2026**	**Thursday and Friday December 31, 2026 - January 1, 2027**

While our office is closed, customers can still access account information and make payments 24/7 at **MyMesaWater.org.**

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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.

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