

ON TAP

NEWSLETTER

DECEMBER
2023

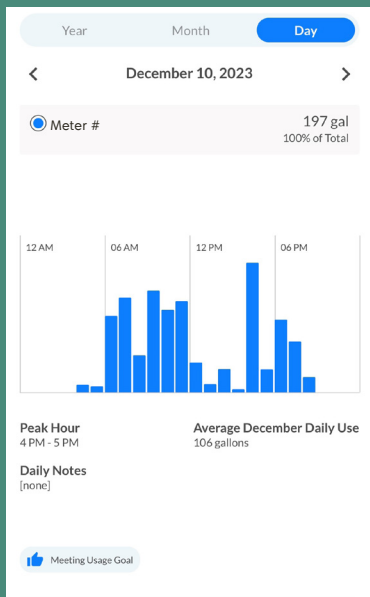
TAKE CONTROL OF YOUR WATER USAGE WITH THE DROPCOUNTR APP

In early 2023, TCWD completed our AMR/AMI ("Smart Meter") Project, a \$1.7M capital improvement project which replaced, and in some cases upgraded, all 4,200 water meters. The District was awarded a WaterSMART Grant of \$500,000 from the Bureau of Reclamation in 2021 to help fund this project.

One of the key features of this project was the development of an online and mobile water use efficiency-based customer solution called Dropcountr. The app provides water usage data from hourly to annual increments that customers can use to compare water usage month to month, track monthly demands in comparison with similar households, and set up high consumption and possible water leak alerts.

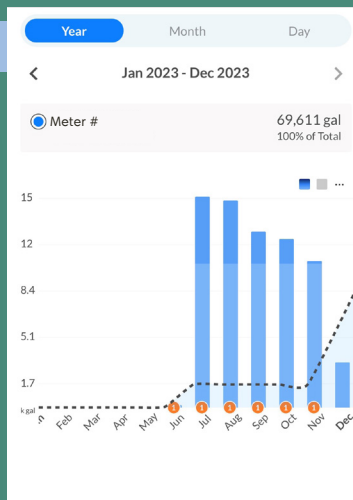
The District has been testing this app with a select group of customers with different usage patterns. One customer successfully determined that a slab leak had occurred based on the significant increase in water usage. Another customer found an irrigation valve was leaking based on the frequency and time of the increased use.

SEE HOW IT WORKS



DOWNLOAD THE FREE APP

Dropcountr is now available to all active District customers. Sign up today using your account information from your mobile phone or log in using your online browser at dropcountr.com. If you have any questions about Dropcountr, please contact customer service at (949) 858-0277 or via email at customerservice@tcwd.ca.gov.



Tell us about your site so we can tailor your experience

Occupancy 1 +

Bathrooms 1 +

Dishwasher

Lawn

Pool

PROTECT YOURSELF FROM MISINFORMATION

Recently, there have been reports of TCWD customers receiving flyers at their homes that contain misinformation about the District. These days, it's important to stay vigilant so you don't fall prey to misinformation. Here are some general tips to help keep you safe.

WHEN IN DOUBT, CONTACT TCWD

- If you receive materials that mention TCWD and you're unsure whether the information is accurate or whether TCWD sent the materials, please reach out to chat with TCWD's friendly staff.
- TCWD staff can provide accurate information about our services and programs. We can also address any misleading or confusing statements you may have seen online or that was sent to you by email.
- Contact us directly by email at customerservice@tcwd.ca.gov or by phone at (949) 858-0277. You can also visit our office at 32003 Dove Canyon Drive, Trabuco Canyon, CA 92679.

FAST FACTS

As a public agency, transparency is a top priority for TCWD. We'd like to address a few trending topics in our community to ensure TCWD customers have the most current, accurate information. Here are the facts about how the District spends your ratepayer dollars and how TCWD compares to neighboring water districts.

TCWD'S CUSTOMERS DON'T PAY MORE FOR WATER AND SEWER SERVICES THAN THOSE OF NEIGHBORING DISTRICTS.

TCWD's monthly bills represent more of the full cost of providing water and sewer services, including operating costs and infrastructure replacements, than any neighboring water district.

- The way that revenue is collected varies significantly from district to district. TCWD's neighboring districts collect a significant portion of their revenue from sources other than water and sewer rates appearing on a monthly bill - whether it's Improvement District property assessments, a larger share of 1% property taxes, or the collection of water and/or sewer fixed charges on the property tax bill.
- While many other South County districts have shifted fixed charges onto customers' property tax bills, TCWD's Board of Directors recently voted down a proposal to shift sewer fixed charges to customers' tax bills.

WHEN ANNUAL PROPERTY TAX STATEMENTS ARE ACCOUNTED FOR, TCWD IS VERY COMPETITIVE WITH, AND IN SOME CASES LESS COSTLY THAN, OTHER WATER DISTRICTS IN SOUTH ORANGE COUNTY.



TCWD'S CUSTOMERS ARE NOT SUBSIDIZING NEW RESIDENTIAL DEVELOPMENTS WITHIN THE SERVICE AREA.

TCWD uses multiple mechanisms to ensure that current ratepayers do not subsidize developers or new customers.

- All property developers must “buy in” to TCWD’s water systems and sewer systems if applicable by purchasing water capacity rights adequate to serve their developments.
- Developers deposit funds with TCWD to cover all staff and consultant costs necessary to ensure the development complies with all District standards and regulations.
- TCWD requires developers to enter into construction agreements that bind the developer to pay for all development infrastructure and for the District’s systems to serve the development.

2023 TCWD Facilities Tour



TCWD KEEPS COSTS LOW WHILE KEEPING OUR CUSTOMERS INFORMED.

Timely, accurate customer communication is essential for any government agency, including TCWD.

- TCWD’s cost-effective public education events and materials give customers a detailed look at the District’s services and infrastructure, which is often unseen because the facilities are underground or behind walls and gates.
- TCWD’s public outreach programs empower customers to conveniently interact with the District and receive information via the channels they choose – whether online, in print or in person. For example, TCWD recently hosted a Facilities Tour in response to customer requests to go behind the scenes, and we hold a popular Water Awareness Day event every year.
- TCWD balances our responsibility to communicate effectively with our customers with our role as good stewards of public funds. In 2023, the District has spent less than 1% of our total operating budget on public outreach and education services and activities.

JOIN US

Learn how you can attend upcoming public events, programs and meetings, by viewing TCWD’s events calendar at www.tcwd.ca.gov.

BOARD OF DIRECTORS AND GENERAL MANAGER

Stephen Dopudja, President
Edward Mandich, Vice President
Glenn Acosta, Director
Don Chadd, Director
Michael Safranski, Director
Fernando Paludi, General Manager

STAY IN TOUCH

-  **Trabuco Canyon Water District**
32003 Dove Canyon Drive
Trabuco Canyon, CA 92679
-  **(949) 858-0277**
-  **customerservice@tcwd.ca.gov**
-  **tcwd.ca.gov**

HOLIDAY OFFICE CLOSURE SCHEDULE

Please be advised that the District’s Administration Facility will be closed in observance of the following holidays:

Christmas Holiday	Fri., Dec. 22 & Mon., Dec. 25
New Year’s Day	Mon., Jan. 1, 2024
Martin Luther King, Jr. Day	Mon., Jan. 15, 2024

In the event you would like to make a utility bill payment on a District-observed holiday, you may pay online at www.tcwd.ca.gov or use our payment drop box.

SPARK OF LOVE TOY DRIVE

This year, the District participated in the Spark of Love Toy Drive at our main office from late November through Dec. 15. We want to thank everyone who donated toys to make the holidays just a bit more special in our community.

