



BOARD OF DIRECTORS

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ON TAP

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TCWD'S BILLING, PAYMENT, & PENALTY TIMELINES

Recently, there have been some questions from customers concerning TCWD's billing practices and timelines. TCWD mails out customer utility billing statements to our customers once a month. It may be useful to review your most recent utility bill to note the following information:

- Your bill is due upon receipt; however, it must be received before the due date listed on the bill. Your bill is considered 'Past Due' if payment is not received at the District office by the Due Date indicated on your bill.
- If your account number begins with the numbers **100 through 299**, then your bill is always due the first Monday of the next month.
- If your account number begins with the numbers **300 through 899**, then your bill is always due the third Monday of the next month.
- If the first or third Monday of a month falls on a TCWD observed Holiday, then your bill is due the next business day.
- Be advised, a 10% penalty may be assessed on late payments.

Beginning May 1, 2012, prior to the assessment of a late penalty, TCWD will provide a grace period of at least *five business days*. If a past due balance on your account remains unpaid, you will incur a 10% penalty. The penalty amount and Notice of Pending Disconnection (Notice) will be hung on the door of the service address. The Notice will contain payment dates in order to avoid disconnection/lock-off and additional fees.

If you have any questions concerning any of this information or about your account, please feel free to contact TCWD's Customer Service Department at (949) 858-0277.

DO YOU PAY ONLINE? ARE YOU AWARE THAT NOT ALL ONLINE PAYMENTS ARE THE SAME?

In 2011, TCWD implemented the ability for customers to make utility bill online payments on TCWD's website (www.tcwd.ca.gov). The response to this development has been extremely positive as many customers have taken advantage of this online resource. Recently, TCWD has been asked some questions concerning utility bill payments and payment posting dates.

Why doesn't TCWD post the payment to my account the same day the money leaves my bank account?

TCWD is set up to receive payments through a variety of online and automated methods, from banks and credit unions. It is important to understand the different types of online payments. It all depends on which network your individual bank has contracted with to deliver those funds. Typically, online bank payments can take up to *two to five business days* from the time the money leaves your account until the day it is received and posted. TCWD has no control over this timeline because the arrangements are initiated by your bank.

How can I avoid this delay and possible penalties?

- You can adjust the online billing payment with your bank so that it is at least two to five business days before the due date. Or you can contact customer service or TCWD's website to find out when TCWD posts the payment verses when the payment leaves your account and adjust payments accordingly.
- Alternatively you may want to utilize TCWD's website for online utility bill payment. Unlike online bank payments, when a payment is made via TCWD's website, it shows pending at that time and is posted to your account the next business day. TCWD's website allows you to make your payment with a credit or debit card or directly from your checking account. Also, you can choose to

make a one-time payment or set-up automatic payments to avoid a late penalty.

• **Other payment methods available to customers**

In addition to the online payment option, customers can always drop utility bill payments off in the drop boxes at the District Main Office. Also, please feel free to contact Customer Service to phone in a credit or debit card payment, prior to 4:00 p.m. on business days. All of these methods of payment are at no additional cost to the customer.

MAY IS WATER AWARENESS MONTH

In the past, TCWD has sponsored several Open House events at the District's Administration Facility. Last year, the Open House event was held at the new constructed Trabuco Creek Well Facility. While these events have been very successful, this year we would like to try something different and new. The District would like to sponsor two different tours of the District's facilities in its service area. Each tour would last approximately two hours and would begin at the District's Administration Facility.

One tour would focus primarily on the potable water production and supply; this would be about a two hour tour that would include a visit to the District's water treatment facility, a visit to a water pumping station, a close-up visit to a storage reservoir, and finally, a visit to the District's new well facility.

The alternate tour would focus on wastewater sewage treatment and transmission and the reclaimed/ recycled water system within the District. It would include a visit to the District's wastewater treatment facility, a visit to a sewage lift station, and a visit to the District Dry Season Water Recovery System facilities.

The tours are scheduled for May 12th from 10:00 a.m. to 12:00 p.m. It will be necessary to reserve a seat in advance due to the fact the District is contracting for shuttle buses to conduct the tours. We hope you can attend this event, and we are certain you will find it very enlightening. Please call Customer Service at (949) 858-0277 to reserve a seat!

BOARD OF DIRECTOR VACANCY PENDING

The Board of Directors has been advised by Director Matt Disston that he will resign his director position effective May 2, 2012. The process for replacing Director Disston's position on the Board of Directors will be placed on the agenda for discussion and action by the Board of Directors at the April 18th Regular Meeting.

Once the Board determines the process for replacing the pending vacancy, information will be posted on the District's website. Individuals who live in the District and who may

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have an interest in serving on the Board of Directors should monitor the District's website for additional information.

COURTESY REMINDER FOR RANCHO FEST

As a courtesy reminder for our local businesses, please be reminded of the upcoming *RanchoFest*. If you are interested in this event, details are available online at www.rsmchamber.com/ranchofest.

RanchoFest
Memorial Weekend 2012

Friday May 25 6pm-9pm & Saturday May 26 11am-9pm at Central Park
 In Rancho Santa Margarita, CA
www.ranchofest.com
 949.433.2256

BOARD OF DIRECTORS MEETING

The Regular Board of Directors Meeting is held on the third Wednesday of each month at 7:00 p.m. at the District's office located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

BOARD MEETING HIGHLIGHTS

The Board Meeting was held on March 21, 2012, and the following items are highlights from the Meeting:

- Discussion regarding the General Manager's Salary and Compensation
- Approval of District Personnel and Salary Policy revisions
- Discussion relating to activities for Water Awareness Month
- Status update relating to the Baker Regional Water Treatment Facility
- Status update to the Alternate Raw Water Transmission Line (ARWTL)
- Status update and Board action relating to Dove Reservoir/Trabuco Reservoir Inter-Tie and Trabuco Highlands Pressure Reducing Stations Project

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