

## BOARD OF DIRECTORS

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## GENERAL MANAGER

Hector Ruiz

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## WATER AWARENESS MONTH

On Saturday, May 18, 2013, TCWD held its Annual Open House at the Administrative Facility located in the Dove Canyon Shopping Center. There were many opportunities for District customers and members of the public to learn about local and statewide water-related issues, such as the importance of water conservation, as well as learn how TCWD manages your water and sewer infrastructure.

In attendance at the event were local vendors with products which are designed to assist residents to effectively manage their monthly water consumption through the application of artificial turf or a small device which can determine toilet leaks. Also, the District would like to thank the Orange County Fire Authority and the Orange County Sheriff's Department for participating in the event.



*TCWD Operator Jason Stroud showcases how the District Vector Truck is used to clean sewer lines.*

Some of the event highlights were the District's heavy duty vehicles used in the field, the interactive displays such as the Laboratory Microscope and Mobile Water Pressure Display. Also, there were some fun activities, such as the crowd favorite dunk tank for local group charities, miniature riverboat races for the kids, and plenty of BBQ'd hot dogs and refreshments for the crowd. If you were in attendance at this year's event, thank you for attending. If you happened to miss the event this year, please join us in May, 2014!

## CUSTOMER SERVICE RELATED QUESTIONS

Have you ever opened up your monthly bill and been a little confused about the amount you owe? Or, have you ever wondered if you have made a payment after the bill was printed? These types of questions are best answered by speaking with a TCWD Customer Service Representative. A call or visit to our office during normal business hours can help clear up any confusion. Our Customer Service Representatives are able to explain the items on a bill, verify the last payment received, and let you know how much is due by what date.

A frequent question the Customer Service Department receives is "Why does my bill say it is past due?" Usually this is in reference to the asterisk on the payment stub. The asterisk is actually pre-printed on every bill. If you happen to have missed a payment ***before the bill was printed*** it will be listed in the details under past due. The asterisk is designed to prompt you to see the date at the very bottom of the bill for when the past due

amount must be paid to avoid a penalty and possible disconnection of service.

Another frequently asked question is "When do I need to make a payment?" All bills are due upon receipt, but must be paid by the due date above the total amount due on the payment stub, in order to avoid any penalties. If you have any questions, please feel free to contact Customer Service at (949)858-0277 extension 1, or feel free to stop by the Administrative Facility.

### TCWD'S ONLINE BILL PAY

If you are a new customer to the District, or are not aware, TCWD has online bill pay for our District's customers. In order to set this up, please visit our website at [www.tcwd.ca.gov](http://www.tcwd.ca.gov) and click on the "Online Bill Pay" link located under "Quick Links" on the left hand side of the page.

The first time you visit, you will be asked to set up an account for online payment. In order to do so, click on the link to **request a new account**. You will need to provide a current e-mail address and your TCWD account number, which is located on your bill. Once registration is completed, a confirmation e-mail will be sent to you with your new login and password and you will be able to login in within minutes.

With our online utility billing you can view your bill and much more. You can also make payments, view consumption history, view payment history, and request a graph of your previous twenty-four month consumption. Also, if you would like to go paperless you can request to have an e-mail notification sent to you informing you that your bill is available to view on-line instead of having a paper bill mailed.

Online payments may be made with a credit card or an electronic check. Receipts are e-mailed to you with your confirmation number. Payments made through this site will be reflected immediately on your account but posted the next business day. You can also set up recurring payments through your credit card through the online bill pay website or electronic check by submitting the ACH request form with a voided check

to Customer Service. If you have any questions about TCWD's online billing service, please feel free to contact Customer Service at (949) 858-0277, extension 1.

### BOARD OF DIRECTORS MEETING

The Board of Directors Regular Meeting is scheduled to be 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.

### REGULAR BOARD MEETING HIGHLIGHTS

The Regular Board Meeting for May was held on May 15, 2013, and the following items are highlights from the meeting:

- Discussion concerning District Website Upgrade Project.
- Discussion concerning the Activities for Water Awareness Month.
- Approval of Dove Canyon Master Association Landscape Storage Area Agreement.
- Discussion concerning the Fiscal Year 2013/ 2014 Undeveloped Land Water Standby Assessment and Public Hearing.
- Discussion concerning the Fiscal Year 2013/ 2014 Budget Development Process.
- Status update on the Baker Regional Water Treatment Facility.
- Status update on the Alternate Raw Water Transmission Line – PW79.
- Status update on the Shadow Rock Detention Basin Facility.
- Adoption of Resolution No. 2013-1184 – Resolution of the Board of Directors of the Trabuco Canyon Water District Accepting Water and Sewer Facilities Constructed within Tract No. 16677 and Accepting Off-Site Non-Domestic Water Improvements (Highland Estates by RSM 8, LLC).