



ON TAP Newsletter

Volume 20 Issue 2, February 2014

BOARD OF DIRECTORS

Michael Safranski, President
Edward Mandich, Vice President

Glenn Acosta, Director
Stephen Dopudja, Director
James Haselton, Director

GENERAL MANAGER

Hector Ruiz

DROUGHT STATE OF EMERGENCY

On January 17th, Governor Brown declared a Drought State of Emergency and issued a Proclamation of a State of Emergency. The Governor's Proclamation, which is available through a link on the District's website, states that California has been experiencing record dry conditions, and projects that 2014 will become the driest year on record. In California, dry and warm weather conditions, and a lack of precipitation, has resulted in reservoir levels falling below normal conditions.

The District's main sources of water are supplied from the Metropolitan Water District of Southern California (MET) and through the Municipal Water District of Orange County (MWDOC), its local wholesale water supplier. Despite the fact that MET has ensured its member agencies that it has sufficient storage to meet the needs of Orange County for 2014, MET will continue to monitor the situation with other agencies.

At this time, the District is encouraging its customers to conserve and save water at every opportunity in an effort to reduce water usage and avoid restrictions that could become necessary later in the drought season. To assist with this effort, the District is reminding its customers to follow the District's Water Conservation Ordinance also known as Permanent Provisions which became effective on January 1, 2009 following the previous drought period.

If you have any questions about the Drought and Water Conservation, please feel free to contact Customer Service at (949) 858-0277, or visit our website at www.tcwd.ca.gov.

CUSTOMER SERVICE FEES & CHARGES

At the January 15, 2014, Regular Board Meeting, the Board of Directors approved the staff-proposed reductions to select customer service-related fees and charges. The changed select fees are listed and described below, and can also be reviewed at the District website at www.tcwd.ca.gov:

CUSTOMER SERVICE FEES DESCRIPTION	EFFECTIVE 01/16/14
New Service Administration Fee	\$10.00
Extension Request Fee	\$10.00
Reconnection Fee – Business Hours	\$10.00
Reconnection Fee – After Business Hours	\$87.00
Returned Check – Customer Input Error	\$15.00
Returned Check – Insufficient Funds	\$25.00

New Service Administration Fee

This fee is assessed at the start of a new service for new customers, and has been reduced from \$20 to \$10. This new amount adequately covers the District's administrative costs of processing the newly streamlined application for service in the District's utility billing system.

Extension Request

The policy for an extension request for a past due utility bill amount has been to grant a utility bill extension of *seven calendar days* for \$15 in order to avoid termination of service. This amount has been reduced to \$10 for the same *seven calendar days*. Customers are required to pay the past due amount, all applicable fees and charges (including late fees or charges), in order to prevent termination of service.

Reconnection Fee

A reconnection fee is applied to a customer account after a meter has been locked off for non-payment. The service reconnection fee during Business Hours has been reduced to \$10, as this amount adequately covers the District administrative costs of processing the reconnection request. The After Business Hours Reconnection Fee has been reduced to \$87 in order cover District overtime costs for the reconnection request. Also, this amount has been indexed to the blended average of the most current labor rates for District Overtime Field Labor Class I, II, and Superintendent.

Returned Check

The District recognizes that there is a difference between a returned check due to insufficient funds and a returned check due to a customer input error. The Board approved the reduction of the Returned Check Fee due to customer input error to \$15. Also, there is a one-time fee waiver in the event a customer’s payment is returned due to customer input error. The fee due to a returned check for insufficient funds will remain at \$25.

If you have any questions concerning the fee reductions and implementation, please feel free to contact Customer Service at (949) 858-0277, or visit our website at www.tcwd.ca.gov.

METER LOCK OFF PROCEDURE CHANGES

Effective January 16, 2014, the District’s Notification of Non-Payment and Meter Lock-Off Procedure has been modified to provide customers with additional time to provide payment for their utility bill. The new schedule is described below:

METER LOCK-OFF PROCEDURE	EFFECTIVE 01/16/14
Delivery of Notification Tags	Tuesday
Disconnection Notice Automated Phone Message	Thursday
Customer Service Representative Phone Call	Friday
Meter Lock-Off for Non-Payment	Monday

The significant changes to the District’s procedure are the move from locking off water meters for non-payment on Friday to Monday, and the addition of a personal phone call from a Customer Service Representative on the business day before the scheduled lock-off. In the event of a District-observed holiday, meter lock-offs will occur on the next business day.

If you have any questions concerning the changes to the District’s Notification of Non-Payment and Meter Lock-Off Procedure, please feel free to contact Customer Service at (949) 858-0277, or visit our website at www.tcwd.ca.gov.

BOARD OF DIRECTORS MEETING

The Board of Directors Regular Meeting is scheduled for the third Wednesday of each month at 7:00 p.m. at the District’s Administrative Facility, which is located at 32003 Dove Canyon Drive, Trabuco Canyon. The public is encouraged to attend.

REGULAR BOARD MEETING HIGHLIGHTS

The following items are highlights or matters discussed at the January 15, 2014, Regular Board Meeting:

- Receipt and file of the CalPERS Annual Valuation Report as of June 30, 2012.
- Status update on District Website Upgrade Project.
- Adoption of Resolution No. 2014-1195, Resolution of the Board of Directors of TCWD Adopting Treasurer’s Annual Statement of Investment Policy.
- Approval of the select Customer Service Fee reductions and Lock-Off Procedure modifications.
- Status update on Baker Water Treatment Plant.
- Status update on Alternate Raw Water Transmission Line.
- Status update on Shadow Rock Detention Basin Facility Project.