

Community Relations
Wednesday, September 7, 2011
9:00 A.M.

AGENDA

COMMUNITY RELATIONS
BOARD OF DIRECTORS' MEETING
MOULTON NIGUEL WATER DISTRICT
27500 La Paz Road, Laguna Niguel
September 7, 2011
9:00 a.m.
Approximate Meeting Time: 2 Hours

1. Call Meeting to Order
2. Approve the Minutes of the June 8, 2011 Community Relations Board of Directors' Meeting and of the July 14, 2011 Special Meeting of the Citizens' Advisory Committee
3. Public Comments
Persons wishing to address the Board of Directors on matters not listed on the Agenda may do so at this time. "Request To Be Heard" forms are available at the entrance to the Board Room. Comments are limited to five minutes unless further time is granted by the Presiding Officer. Submit form to the Recording Secretary prior to the beginning of the meeting.

Those wishing to address the Board of Directors on any item listed on the Agenda should submit a "Request To Be Heard" form to the Recording Secretary before the Presiding Officer announces that agenda item. Your name will be called to speak at that time.

PRESENTATION ITEMS

4. Overview of the AlertOC System – *Presented by David Cordero, MWDOC, Director of Government Affairs*
5. Community Bill Inserts in MNWD Monthly Bills
6. Discussion of the Water-Budget-Based Rate Structure
 - Pre-Implementation Efforts
 - WaterLines Articles
 - Proposition 218 Notice
 - Total Number of Accounts That Have Received Internal Audits
 - Actual Number of Customers in Tiers 4 and 5
 - Website – Rate Calculator
 - Letters/ "At a Glance" Insert
 - Phone Calls
 - Outgoing Calls
 - Post-Implementation Efforts
 - WBBRS Website Changes and Updates
 - Variance Requests
 - Total Customers in Tiers 3 – 5
 - Home Savings Surveys
 - One-Time Courtesy Adjustment
 - Water Efficiency Fund

7. MNWD's Educational Outreach

- Laguna Niguel Elementary School
 - Poster/Slogan Contest – Daniel Zdghadri
 - Presented Water Conservation Education to Grades K - 5

- MNWD's Participation in Community Events
 - City of Aliso Viejo Inner Coastal Cleanup
 - California-Friendly Landscape Workshops

- MNWD Website
 - Total Hits
 - Updates/Changes
 - Review of the New "Accountability and Transparency" Page

8. July and August WaterLines

- September WaterLines/Handout

9. Discussion of October, November and December WaterLines Topics

INFORMATION ITEMS

10. Citizens' Advisory Committee

- Schedule the Next Meeting
- Topics to be Discussed

11. Late Items (Appropriate Findings to be Made)

- a. Need to take immediate action; and
- b. Need for action came to District's attention after Agenda posting
[Requires 2/3 vote (5 members) or unanimous vote if less than 2/3 present]

12. Adjournment

The Board of Directors' Meeting Room is wheelchair accessible. If you require any special disability related accommodations (i.e., access to an amplified sound system, etc.), please contact the Moulton Niguel Water District Secretary's office at (949) 643-2006 at least seventy-two (72) hours prior to the scheduled meeting. This agenda can be obtained in alternate format upon written request to the Moulton Niguel Water District Secretary at least seventy-two (72) hours prior to the scheduled meeting.

Agenda exhibits and other writings that are disclosable public records distributed to all, or a majority of, the members of the Moulton Niguel Water District Board of Directors in connection with a matter subject to discussion or consideration at an open meeting of the Board of Directors are available for public inspection at the District Office, 27500 La Paz Road, Laguna Niguel, CA ("District Office"). If such writings are distributed to members of the Board less than 72 hours prior to the meeting, they will be available in the reception area of the District Office at the same time as they are distributed except that, if such writings are distributed immediately prior to, or during the meeting, they will be available in the Board meeting room.