



moulton niguel water district

MONTHLY NEWSLETTER  
OCTOBER 2016

## How We Read Your Meter

Did you know that we read approximately 55,000 water meters each month? To accomplish this task in the most efficient and accurate manner, our meters are read via radio transmitters or touch read technology.

Radio transmitters allow us to drive by each meter location while the meter readings upload directly onto a laptop computer in the truck. The other method, touch read technology, requires our meter readers to point a wand at each touch read pad, which sends the meter reading directly from the meter register into a handheld computer carried by each meter reader. Each of these methods allows us to read meters efficiently and accurately, and removes the potential for reading errors due to manual input. Both of these methods allow us to read the meters so quickly that you probably will not know we were there to read your meter. In addition to meter readings, we also regularly check the conditions of meters to ensure they are functional and accurate.

After all 55,000 meter reads have been uploaded into our billing system from the meter reading process, we analyze all of the meter readings to look for any high or low usage irregularities that are out of the ordinary. Any unusually high or low meter readings are physically re-read by our staff to confirm meter readings. Once all of the meter readings have been verified, the meter readings are sent to our bill printing service for production and mailing to our customers monthly.



Customer bills are calculated using our Water Budget Based Rate Structure. This rate structure provides each account with a calculated water budget to allow for efficient water use based on customized needs for the customer. If you have questions about your water budget or your bill, please visit [www.mnwd.com/understandingyourbill/](http://www.mnwd.com/understandingyourbill/).

## What You Can Do to Save Water

One of the easiest ways to save water in your household is by checking for leaks, both indoors and outdoors. Higher water usage can generally be a result of one of three factors: leaks, timer malfunctions, or overwatering. If you feel your usage is higher than expected, we suggest the following:

**Check for leaks** - Common types of leaks include worn toilet flappers, dripping faucets, broken sprinkler heads, and other leaking valves.

**Check your irrigation timer** - A power outage may reset your timer settings, and be sure to change the back-up batteries.

**Confirm an appropriate watering calendar for your yard** - We offer a Watering Calculator to help you save water and money.



View some of our online videos on how to properly check for leaks and troubleshoot your sprinkler systems. If you still have questions, please contact us to schedule a home survey, by calling **949. 831. 2500** or visiting [www.mnwd.com/homesavings](http://www.mnwd.com/homesavings).

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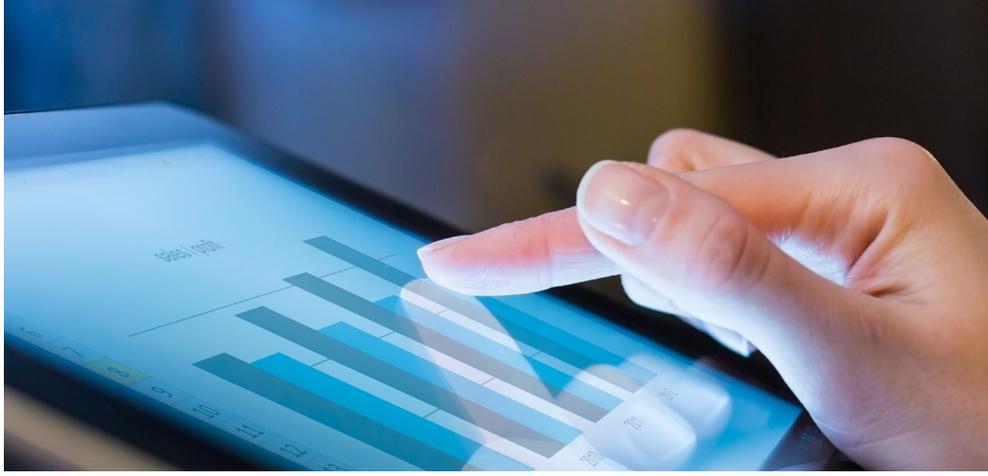
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# activities & updates

## Upcoming Landscaping Workshops

November 12 | December 3

Ready to create your own drought-tolerant garden but don't know where to start? We offer **FREE** landscaping workshops to help you beautify your yard while being water-wise! These three-hour classes cover everything from native plant selection to using rainwater as a resource. Classes are held on Saturdays from 9AM - 12PM at Moulton Niguel Water District. To sign up for one of these informative workshops, visit: [www.mnwd.com/landscapeclasses](http://www.mnwd.com/landscapeclasses).



## New and Improved Customer Experience **COMING SOON**

As part of our commitment to customer service, we are developing a new online customer portal that will provide customers with easy access to account information, along with historical water usage compared to your individually calculated water budget. Scheduled to launch in early 2017, this new service will also include an integrated electronic bill pay for quick and easy online payments. Stay tuned for further updates.

## WATER SAVING TIPS

**DO**

-  Adjust your lawn mower to a higher setting. Taller lawns shade roots, helping soil retain moisture.
-  Install a "smart" weather-based irrigation controller. These timers will automatically shut off water during rainy days.
-  Replace your lawn with synthetic turf. This drought-friendly practice can save 33-60 gallons per day per 1,000 sq. ft.

**DON'T**

-  Forget about your water bill. Monitoring your water bill for unusual usage spikes is an easy way to catch leaks.
-  Waste shower water. Consider collecting shower water in a bucket and use the supply to water plants.
-  Fill up your bath to the brim with water. Filling the bathtub halfway or less can save at least 12 gallons per person.

## Survey: How Do YOU Conserve Water?

Survey ends Oct. 31st



In partnership with UC Riverside, we have developed an online survey to better understand our customers' water conservation efforts and how we can help provide cost-effective, reliable water conservation programs. The confidential survey takes less than 10 minutes to complete and will give customers the opportunity to enter a drawing to win one of ten \$200 Amazon gift cards! The deadline for this survey will be October 31st. To take the survey, please have your account number nearby and visit [www.mnwd.com/survey](http://www.mnwd.com/survey).

For more information, visit [www.mnwd.com/yourmnwd](http://www.mnwd.com/yourmnwd)

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