



Our Commitment to You

With an unparalleled commitment to serving you, our valued customers, all of us at Moulton Niguel Water District are dedicated to providing high-quality water services, at the lowest rates, to more than 170,000 customers in our six cities in South Orange County.

Smart and Strategic Investments in Water Reliability

Building on our history of ensuring reliability for our customers and the region, the District continues to focus on investing in key projects that are critical to sustain water deliveries. In the last decade alone, the District has invested more than \$75 million in water reliability projects that have expanded our water recycling systems, increased emergency storage, provided critical infrastructure improvements, and leveraged regional partnerships.



Reliability investments over the years:

- Increased our emergency water supply capacity from 1.5 days to 24 days within 10 years
- Built additional interconnections to ensure water delivery during emergencies
- Developed regional facilities to treat water locally, while providing another source of drinking water

Leading the Charge in Innovation and Demand Management

Earning a statewide reputation as a “water agency that thrived during California’s drought” didn’t happen overnight. It took a concerted effort that included integrated long-range planning, continued collaboration, and implementing innovative demand management programs, which have resulted in millions of dollars in cost-savings for MNWD customers. The District continues to be a leader in innovation and California water management.

Groundbreaking achievements:

- An innovator in cost-effective reliability planning, MNWD’s approach to its budget-based rate structure was recognized by the State Water Board as a “top three” rate design among 400-plus water agencies in California
- MNWD’s drought response plan was used as a statewide model by the California Department of Water Resources
- Our customers’ response to the historic drought and continued record-setting in efficient water usage serve as a statewide model for effective public communication, education and innovation, and providing valuable insight into California’s future water policy

Developing Unprecedented Partnerships

Collaboration and data-driven analysis are the foundation of the District's success to ensure water reliability for our customers. The District has partnered with global leaders at academic universities, social media organizations, and technology companies to analyze critical infrastructure projects, better understand customer water use behavior, and develop innovative water reliability solutions.

Key collaborations:

- Started the **California Data Collaborative**, a first-of-its-kind, non-profit start-up representing 21 million Californians focused on leveraging water data to enhance water management and facilitate pioneering partnerships
- The first water agency to work with **Facebook** and **Stanford** to understand the impact of digital communication and water usage
- Partnered with **Netflix** to use their advanced predictive modeling and analytic tools to save \$20 million in recycled water storage infrastructure



Advancing Reliability through Infrastructure Improvements

The District pursues new strategies and tools to improve and maintain sustainable infrastructure that stores, treats and delivers high-quality water to your homes and businesses.

Upcoming projects:

- Deploy smart meters across the District, coupled with an online portal, to provide customers with real-time water use data
- Enhance system reliability through expanded, proactive preventative maintenance of key infrastructure
- A new Operations Center to consolidate multiple facilities and increase operational efficiencies



Connect with Us!

Phone: (949) 831-2500

Web: www.mnwd.com

Email: outreach@mnwd.com

MyWater MNWD, Customer Portal: mywater.mnwd.com

Facebook, Twitter, LinkedIn, YouTube: @MNWDWater



August 16, 2017



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Transparency, Access, and Participation
(TAP) Initiative

Finance & Information Technology Board Meeting
August 16, 2017

History of Leadership & Achievements

- Providing High-Quality Water, 24/7, at the Lowest Rates in South Orange County
- Investing in Water Reliability Projects and Programs
- Leveraging Data and Financial Planning to Save Ratepayers Money
- Leading the Charge in Efficiency
- Developing Partnerships with Local, Regional, and Global Leaders



Enhancing Community Engagement

T

Transparency

Transparency, Delivered

A

Access

Creating a Greater Line of Communication

P

Participation

Building Relationships Beyond the Bill



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AT-LARGE VOTING

August 16, 2017

WHY?

- Accountability of Board members to ALL rate payers
- Understanding the interests of all communities the District serves
- Make decisions based on what is good for all
- Greater integration and partnership with our six cities
- All of District priorities have District-wide impact
- Stronger, collective voice on Regional & Statewide Issues
- Broader community participation

HOW OTHER ORANGE COUNTY AGENCIES VOTE

AT-LARGE VOTING

El Toro WD
Emerald Bay SD
Irvine Ranch WD
Santa Margarita WD
South Coast WD
Trabuco Canyon WD
Yorba Linda WD
Rossmoor Community SD
Silverado-Modjeska RPD
Costa Mesa SD
Midway City SD
East Orange County WD

Rossmoor/Los Alamitos SD
Surfside Colony CSD
Surfside Colony SPD
Three Arch Bay CSD
Placentia Library District
Buena Park Library
*City of Aliso Viejo
*City of Dana Point
*City of Laguna Hills
*City of Laguna Niguel
*City of Mission Viejo

TOTAL: 23

DIVISION VOTING

Municipal Water District of OC
Orange County WD
Mesa WD
Serrano WD
Moulton Niguel WD

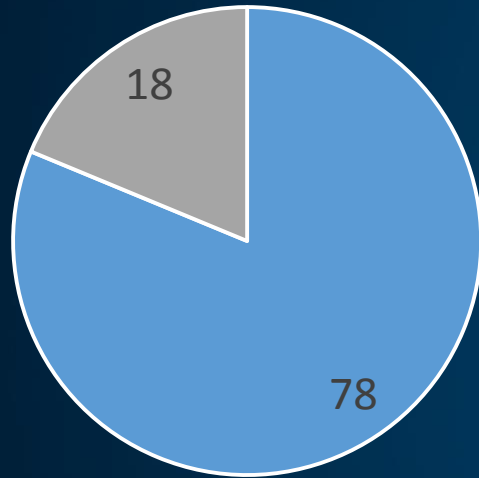
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WHY NOW?

- Non-election year – within law requirements
- Important to be transparent and get the word out early
- Upcoming regional and statewide issues that require district-wide decision making and implementation
- Data - Statistics show majority of action items are taken on behalf of the District as a whole
- Expiration of General Obligation Bonds

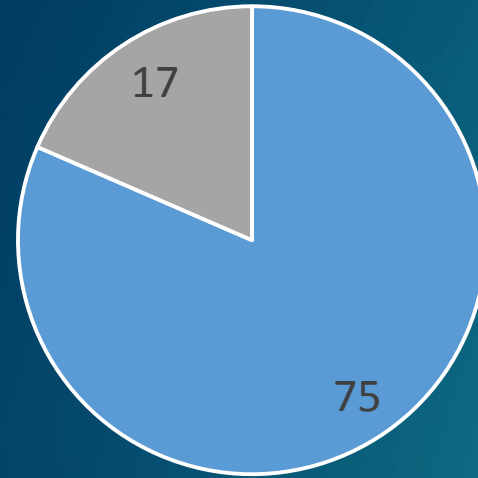
ACTION ITEMS

2015 Staff Reports:



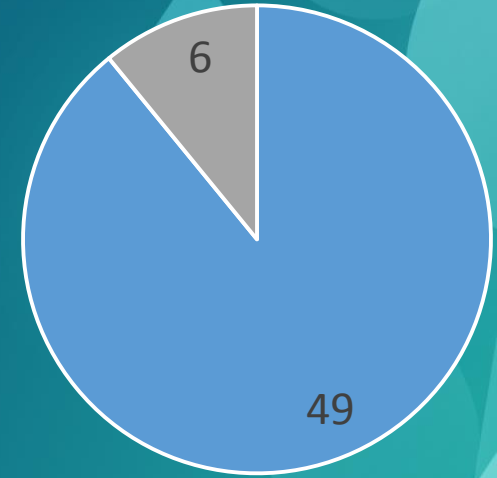
■ District-wide ■ Division(s)

2016 Staff Reports:



■ District-wide ■ Division(s)

2017 Staff Reports:



■ District-wide ■ Division(s)



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Operations Center Consolidation and
Improvement Project Update

Finance & Information Technology Board Meeting
August 16, 2017

Before & After – Front of Building



Before & After – Aerial View of Improved Facilities



Before & After – Entrance into Facility off Gordon Road



Before & After – Neighborhood Viewpoint



Audio Visual Update

- Developing RFP for Design-Build Services
- Scope of Work to include: Audio/Visual, Data and Security
- Recommendation to add Video Recording in the Proposed Board Room

Questions?

www.mnwd.com
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FOLLOW US ONLINE!

