



# Moulton Niguel Water District Launches TAP Initiative

We commit to you, our valued customers, to uphold the highest levels of service



TRANSPARENCY • ACCESS • PARTICIPATION

The last few years have been quite eye-opening as we experienced extreme drought conditions, first-ever water reduction mandates, and permanent water use restrictions. Through these unprecedented circumstances, however, our customers have gone above and beyond in increasing conservation efforts, participating in our water education programs, and achieving high levels of water use efficiency.

During these extraordinary times, we've stepped up collectively, and proved that we can tackle any future water challenges. Over the years, we have:

- **Maximized** our efficiency efforts and met the 20% water usage reduction required by the State during the recent historic drought
- **Removed** nearly 5 million square feet of turf in a four-year period, representing 25% of all turf removed in Orange County
- **Saved** approximately \$4 million in water purchases annually through our customers' efficiency actions

## TAP Into Us!

We want to hear from you! We will strive to engage with our customers through expanded communications, encourage you to remain informed of District activities, and actively participate within the community. As we continue to offer expanded programs and services, please let us know how we can improve. We want to continue to learn and grow, together.

Learn more about the TAP Initiative by visiting [www.mnwd.com/TAP](http://www.mnwd.com/TAP)

... and much more. We want to continue that momentum to optimize efficiency and service to our customers. That is why we are very excited to launch the **TAP Initiative**. The TAP Initiative, which stands for **Transparency, Access, and Participation**, focuses on increasing transparency, expanding community participation and dialogue, and strengthening relationships with all our stakeholders.

As a public agency devoted to serving our ratepayers, maintaining accountability and transparency has always been a fundamental District commitment. We want to increase those efforts to ensure our customers have access to the District in many ways, and are presented with relevant and accurate information. Our goal is to further invite feedback from the community and advance the District's mission of ensuring water reliability for its customers.

## Contact Us

Phone: **(949) 831-2500**

Web: **[www.mnwd.com](http://www.mnwd.com)**

Email: **[outreach@mnwd.com](mailto:outreach@mnwd.com)**

Newsletter: **[www.mnwd.com/newsletter](http://www.mnwd.com/newsletter)**

MyWater MNWD, Customer Portal: **[mywater.mnwd.com](http://mywater.mnwd.com)**

Facebook, Twitter, LinkedIn, YouTube: **[@MNWDWater](#)**

Attend our Board Meetings: **[www.mnwd.com/events](http://www.mnwd.com/events)**

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# Thank you to our Public Safety Officials

Thank you to everyone who attended our public safety appreciation event on August 22!

It was a great opportunity to show our appreciation to our outstanding safety professionals who work tirelessly to protect and serve our community. We are especially thankful to work with these great individuals when responding to emergency water service needs for our customers. We look forward to continuing our work together to provide excellent service to our communities!



## Get To Know Our Water Distribution Crew

In addition to ensuring that we provide reliable, high-quality water to our communities through weekly water quality testing, our water distribution team also manages a variety of service projects and performs daily work on our systems to deliver water to your homes and businesses. Here's a sneak peek of our water distribution staff performing ongoing maintenance on a pressure reducing station in Laguna Hills! Three pressure reducing stations were recently installed in the City of Laguna Hills to enhance reliability for our customers.



## upcoming meetings & events

From public board meetings, to local community events, here's a look into some of our upcoming District and community activities!

For up-to-date event information and more details, visit us at [www.mnwd.com/events](http://www.mnwd.com/events). Have an event you'd like us to be a part of us? Let us know!

Please note that District offices will be closed on Monday, Sept. 4th for the Labor Day Holiday, but please call us at (949) 831-2500 for emergency water service.

### SEPTEMBER EVENTS:

#### MNWD Irrigation Workshop

Saturday, September 9, 9:00am - 11:30am

#### City of Aliso Viejo Creek Clean-Up

Saturday, September 16, 8:00am - 12:00pm

#### WeatherReady Fest at The Discovery Cube

Saturday, September 16, 10:00am - 4:00pm

#### MNWD Engineering & Operations Board Meeting

Monday, September 18, 8:30am

#### MNWD Finance & Information Technology Board Meeting

Wednesday, September 20, 8:30am

#### MNWD Irrigation Workshop

Wednesday, September 20, 6:00pm - 8:30pm

#### City of Laguna Niguel Senior Expo

Friday, September 22, 9:00am - 12:00pm

**FOLLOW US ONLINE!**    

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