



moulton niguel water district

Smart Meter Communications Update

Administrative Committee Meeting
February 5, 2020

Smart Meter Rollout Outreach Channels

- February 2020 - February 2022
 - Direct Mail
 - Door Hanger
 - Email
 - Website



The flyer features the Moulton Niguel Water District logo at the top left, consisting of three stylized 'm' shapes. Below the logo is the text 'moulton niguel water district'. The main headline reads 'SMART METER TECHNOLOGY COMING TO YOUR NEIGHBORHOOD!' in large, bold, blue capital letters. A horizontal teal line separates the headline from the body text, which states: 'Moulton Niguel Water District is upgrading your water meter technology. Learn what this means for you.' At the bottom of the text area is a graphic of orange dots forming an arrow pointing to the right. To the right of the text is a photograph of a utility worker in a dark blue uniform kneeling on a sidewalk, working on a water meter. A white pickup truck with the number '1093' is partially visible in the background.

Before Install

- Message: Smart Meter Informational Piece
- Direct Mail Postcard
- Email

SMART METERS, SMART WATER USE

Smart meters will help proactively detect water leaks, improve operations, and enable customers to monitor their hourly water usage through MyWater MNWD, our online customer portal.

Sign Up: mywater.mnwd.com

HOW DO SMART METERS WORK?

- A customer's smart meter measures and records their hourly water usage.**
- The hourly usage data is wirelessly sent to Moulton Niguel Water District.**
- The water consumption data is updated daily and made available to customers through our customer portal, MyWater MNWD.**
- Customers can monitor their household's water usage and set up leak alerts.**


WHAT'S IN IT FOR ME?

- Receive Alerts About Potential Leaks in Your Home
- Monitor Your Hourly Water Usage
- Avoid Unintentional High Water Consumption

WHAT CAN I EXPECT? . . .

- The District has hired Ferguson Waterworks to accelerate our program and provide smart meter technology to all customers by 2022.
- Within the next few weeks**, a Ferguson Waterworks technician will be in your neighborhood to install an upgraded radio to your current water meter that will connect to the District's network.
 - This process is generally complete within 15 minutes.
 - You are not required to be home during the installation.
 - Your water service will continue and there is no expected interruption of water service during installation.
- We would greatly appreciate it if you can ensure your water meter box is clear of any clutter or landscaping before we make the upgrade.
- You will be notified via door hanger the day your installation has been completed.

Note: For your safety and security, every Moulton Niguel employee and contractor carries a picture ID card, will be wearing a company uniform, will arrive in a company vehicle, and will never ask to enter your home.



PO BOX 30204 | LAGUNA NIGUEL, CA 92607-0204

FOLLOW US ONLINE! www.MNWD.com

Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants.

If you have any questions about our smart meter program and what to expect, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.

Printed on Recycled Paper with 10% Post Consumer Waste

BOARD OF DIRECTORS: Duane D. Cave (VICE PRESIDENT), Richard Fiore (DIRECTOR), Donald Froelich (VICE PRESIDENT), Kelly Jennings (DIRECTOR), Gary R. Kurtz (DIRECTOR), Bill Moorhead (DIRECTOR), Brian S. Probolsky (PRESIDENT)



SMART METER TECHNOLOGY COMING TO YOUR NEIGHBORHOOD!

Moulton Niguel Water District is upgrading your water meter. Learn what this means for you.

SMART METERS, SMART WATER

Smart meters will help proactively detect water leaks, improve operations, and enable customers to monitor their hourly water usage through MyWater MNWD, our online customer portal.

Sign Up: mywater.mnwd.com

HOW DO SMART METERS WORK?

- A customer's smart meter measures and records their hourly water usage.
- The hourly usage data is wirelessly sent to Moulton Niguel Water District.
- The water consumption data is updated daily and made available to customers through our customer portal, MyWater MNWD.

WHAT'S IN IT FOR ME?

- Receive Alerts About Potential Leaks in Your Home
- Monitor Your Hourly Water Usage
- Avoid Unintentional High Water Consumption

HOW DO I ACCESS THIS INFORMATION?

- Sign up for our **FREE** customer portal, **MyWater MNWD**, at mywater.mnwd.com or download the app.
- Sign up to receive leak alerts. For step-by-step instructions visit mnwd.com/smart-meters

Note: You can sign up for these alerts at any time, and will receive notifications once your meter has been upgraded.

WHAT CAN I EXPECT? . . .

- The District has hired Ferguson Waterworks to accelerate our program and provide smart meter technology to all customers by 2022.
- Within the next few weeks**, a Ferguson Waterworks technician will be in your neighborhood to install an upgraded radio to your current water meter that will connect to the District's network.
 - This process is generally complete within 15 minutes.
 - You are not required to be home during the installation.
 - Your water service will continue and there is no expected interruption of water service during installation.
 - We would greatly appreciate it if you can ensure your water meter box is clear of any clutter or landscaping before we make the upgrade.
 - You will be notified via door hanger the day your installation has been completed.



Note: For your safety and security, every Moulton Niguel employee and contractor carries a picture ID card, will be wearing a company uniform, will arrive in a company vehicle, and will never ask to enter your home.

BRINGING FEDERAL DOLLARS TO LOCAL PROJECTS



Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants.

If you have any questions about our smart meter program and what to expect, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.

Follow Us Online!

Moulton Niguel Water District
P.O. Box 30303
Laguna Niguel, CA 92607

After Install

- Message: Smart Meter Installation Complete
- Door hanger




moulton niguel water district

YOUR WATER METER RECEIVED A TECHNOLOGY UPGRADE!

Moulton Niguel Water District has upgraded your water meter technology as part of our Smart Meter Program to help you save water and money.



WHAT'S IN IT FOR YOU?

- Receive Alerts About Potential Leaks in Your Home
- Access Your Hourly Water Usage
- Avoid Unintentional High Water Consumption

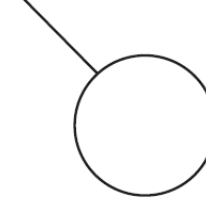
REGISTER FOR MYWATER MNWD

To receive leak alerts and monitor your hourly water usage, visit our customer portal online at mywater.mnwd.com or download the app through the App Store (on your Apple device) or Google Play (on your Android device).



Note: To sign up, you will need your account number, zip code, and a valid email address.


LEARN HOW TO SIGN UP FOR LEAK ALERTS 



HOW TO SIGN UP FOR LEAK ALERTS

1. Sign up or log on to our customer portal, MyWater MNWD
2. Click "My Account" on the top menu bar
3. Click "Settings" on the left menu bar
4. Click "Notification Preferences" on the left menu bar
5. Check the box next to the Leak Alert Notification option, enter your email address, and click save

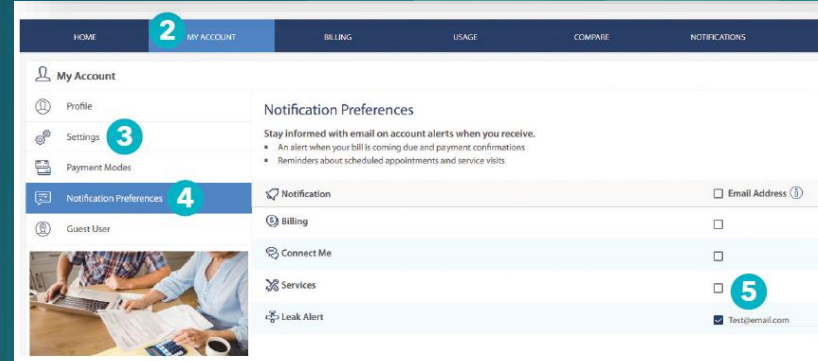
Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants. If you have any questions about our smart meter program or how to sign up for our customer portal, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.



- BOARD OF DIRECTORS**
- Duane D. Cave VICE PRESIDENT
- Richard Fiere DIRECTOR
- Donald Frellich VICE PRESIDENT
- Kelly Jennings DIRECTOR
- Gary R. Kurtz DIRECTOR
- Bill Moorhead DIRECTOR
- Brian S. Probsky PRESIDENT

HOW TO SIGN UP FOR LEAK ALERTS

1. Sign up or log on to our customer portal, MyWater MNWD
2. Click "My Account" on the top menu bar
3. Click "Settings" on the left menu bar
4. Click "Notification Preferences" on the left menu bar
5. Check the box next to the Leak Alert Notification option, enter your email address, and click save



HOME **2** MY ACCOUNT BILLING USAGE COMPARE NOTIFICATIONS

My Account

- Profile
- Settings **3**
- Payment Modes
- Notification Preferences **4**
- Guest User

Notification Preferences

Stay Informed with email on account alerts when you receive.

- An alert when your bill is coming due and payment confirmations
- Reminders about scheduled appointments and service visits

Notification	<input type="checkbox"/>	Email Address 1
Billing	<input type="checkbox"/>	
Connect Me	<input type="checkbox"/>	
Services	<input type="checkbox"/>	5
Leak Alert	<input checked="" type="checkbox"/>	Test@email.com


Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants. If you have any questions about our smart meter program or how to sign up for our customer portal, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.

- BOARD OF DIRECTORS**
- Duane D. Cave VICE PRESIDENT
- Richard Fiere DIRECTOR
- Donald Frellich VICE PRESIDENT
- Kelly Jennings DIRECTOR
- Gary R. Kurtz DIRECTOR
- Bill Moorhead DIRECTOR
- Brian S. Probsky PRESIDENT

Dedicated Webpage

Search

MyWater MNWD Careers Contact Us Newsroom [f](#) [t](#) [v](#) [in](#)

 **moulton niguel**
water district

[Customer Service](#) [Conservation](#) [Doing Business with Us](#) [About Moulton Niguel](#) [Pay My Bill](#)

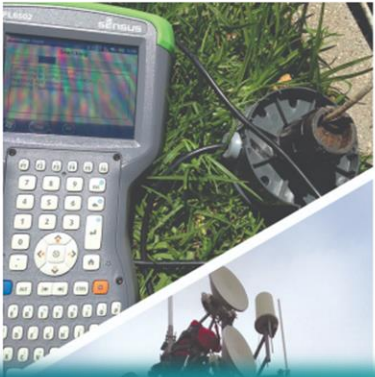
Your Water Meter is Getting a Technology Upgrade

Bringing Smart Technology to Your Water Meters

Our Board of Directors is excited to provide you with the latest tools and technologies to put the power in your hands and provide access to your water information at your convenience.

Through more than \$2 million in federal grants received by the U.S. Department of Interior Bureau of Reclamation, Moulton Niguel is upgrading our meter technology as part of our "Advanced Metering Infrastructure" (AMI) program to help customers save water and money.

- Completed successful pilot program, installing more than 9,000 smart meters on all our recycled water and irrigation customers, all our commercial and multi-family customers, and to 1,800 residential customers.
- Final phase of our smart meter program implementation will include the installation of approximately 45,000 smart meters for our remaining residential customers.





PO BOX 30204 | LAGUNA NIGUEL, CA 92607-0204

FOLLOW US ONLINE!
www.MNWD.com



Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants.

If you have any questions about our smart meter program and what to expect, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.

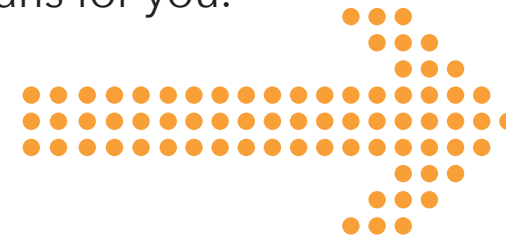
Prsrt Std
US Postage
PAID
TMG



moulton niguel water district

SMART METER TECHNOLOGY COMING TO YOUR NEIGHBORHOOD!

Moulton Niguel Water District is upgrading your water meter technology. Learn what this means for you.



BOARD OF DIRECTORS

Duane D. Cave
VICE PRESIDENT

Richard Fiore
DIRECTOR

Donald Froelich
VICE PRESIDENT

Kelly Jennings
DIRECTOR

Gary R. Kurtz
DIRECTOR

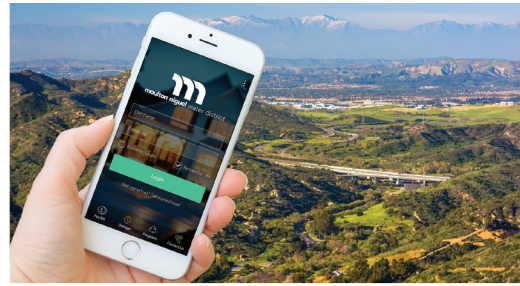
Bill Moorhead
DIRECTOR

Brian S. Probolsky
PRESIDENT

SMART METERS, SMART WATER USE

Smart meters will help proactively detect water leaks, improve operations, and enable customers to monitor their hourly water usage through MyWater MNWD, our online customer portal.

Sign Up: mywater.mnwd.com



HOW DO SMART METERS WORK?



A customer's smart meter measures and records their hourly water usage.



The hourly usage data is wirelessly sent to Moulton Niguel Water District.



The water consumption data is updated daily and made available to customers through our customer portal, MyWater MNWD.



Customers can monitor their household's water usage and set up leak alerts.

WHAT'S IN IT FOR ME?



Receive Alerts About Potential Leaks in Your Home



Monitor Your Hourly Water Usage



Avoid Unintentional High Water Consumption

HOW DO I ACCESS THIS INFORMATION?

1. Sign up for our **FREE** customer portal, MyWater MNWD at mywater.mnwd.com or download the app.
2. Sign up to receive leak alerts. For step-by-step instructions visit mnwd.com/smart-meters

Note: You can sign up for these alerts at any time, and will receive leak notifications once your meter has been upgraded.

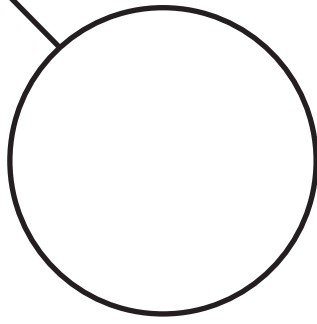


WHAT CAN I EXPECT? . . .

- The District has hired Ferguson Waterworks to accelerate our program and provide smart meter technology to all customers by 2022.
- **Within the next few weeks**, a Ferguson Waterworks technician will be in your neighborhood to install an upgraded radio to your current water meter that will connect to the District's network.
 - › This process is generally complete within 15 minutes.
 - › You are not required to be home during the installation.
 - › Your water service will continue and there is no expected interruption of water service during installation.
- We would greatly appreciate it if you can ensure your water meter box is clear of any clutter or landscaping before we make the upgrade.
- You will be notified via door hanger the day your installation has been completed.

Note: For your safety and security, every Moulton Niguel employee and contractor carries a picture ID card, will be wearing a company uniform, will arrive in a company vehicle, and will never ask to enter your home.





moulton niguel water district

YOUR WATER METER RECEIVED A TECHNOLOGY UPGRADE!

Moulton Niguel Water District has upgraded your water meter technology as part of our Smart Meter Program to help you save water and money.



WHAT'S IN IT FOR YOU?



Receive Alerts About Potential Leaks in Your Home



Access Your Hourly Water Usage



Avoid Unintentional High Water Consumption

REGISTER FOR MYWATER MNWD

To receive leak alerts and monitor your hourly water usage, visit our customer portal online at mywater.mnwd.com or download the app through the App Store (on your Apple device) or Google Play (on your Android device).



Note: To sign up, you will need your account number, zip code, and a valid email address.

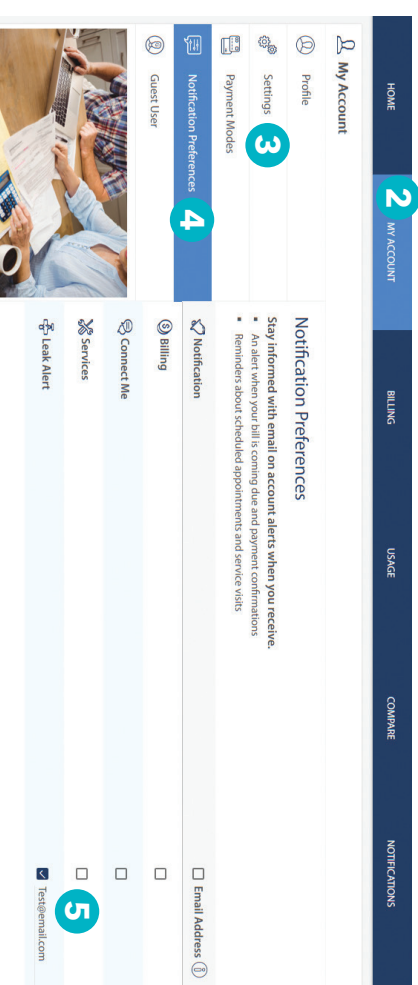
**LEARN HOW TO SIGN UP
FOR LEAK ALERTS**



HOW TO SIGN UP FOR LEAK ALERTS

1. Sign up or log on to our customer portal, **MyWater MNWD**
2. Click “My Account” on the top menu bar
3. Click “Settings” on the left menu bar
4. Click “Notification Preferences” on the left menu bar
5. Check the box next to the Leak Alert Notification option, enter your email address, and click save

Our Board of Directors is excited to provide you with the latest tools and technologies to help you save water and money. This project, which is expected to save more than 500 million gallons of water every year, is made possible as a result of more than \$2 million in federal grants. If you have any questions about our smart meter program or how to sign up for our customer portal, please visit mnwd.com/smart-meters or call our Customer Service department at (949) 831-2500.



BOARD OF
DIRECTORS

Duane D. Cave
VICE PRESIDENT

Richard Fiore
DIRECTOR

Donald Froelich
VICE PRESIDENT

Kelly Jennings
DIRECTOR

Gary R. Kurtz
DIRECTOR

Bill Moorhead
DIRECTOR

Brian S. Probolosky
PRESIDENT



moulton niguel water district

Community Outreach Report

Administrative Committee Meeting
February 5, 2020

Key Meetings & Activities

- Mission Viejo Chamber Community & Legislative Affairs Meeting
- Laguna Niguel Chamber Governmental & Community Relations Meeting
- Laguna Hills State of the City
- Southern California Water Coalition Program
- Niguel Botanical's "Celebrate the Preserve"
- Aliso Viejo Chamber Networking Event
- BIAOC 2020 Economic Forecast
- Laguna Niguel Chamber Annual Installation & Awards Ceremony



Upcoming Events & Activities

- Aliso Viejo Chamber 2020 Board Installation February 7
- MWD OC Water Policy Forum February 12
- UCI Beall Applied Innovation Grand Opening February 12
- Dana Point Chamber Installation Ceremony February 12
- WaterReuse Orange County Chapter Meeting February 20
- Utility Management Conference – AWWA/WEF February 25-28
- South Orange County Senior Day March 13
- WaterReuse California Annual Conference March 15-17
- SVUSD STEAM Expo March 28

