



moulton niguel water district

Community Outreach Report

Administrative Committee Meeting
April 1, 2020

Key Meetings & Activities

- Aliso Viejo Chamber 2020 Board Installation
- MWDOC Water Policy Forum
- UCI Beall Applied Innovation Grand Opening
- Dana Point Chamber Installation Ceremony
- WaterReuse Orange County Chapter Meeting
- Utility Management Conference – AWWA/WEF



Postponed or Canceled Events

Continuing to monitor and coordinate with our cities and community partners

- South Orange County Senior Day – postponed
- Laguna Niguel Bunny Blast & Touch-a-Truck – canceled
- Saddleback Valley Unified School District STEAM Expo – canceled
- Career Day at Hidden Hills Elementary School – postponed
- AVCA Spring Celebration - canceled
- Soka University International Festival – canceled
- MWDOC Elected Officials Forum – postponed
- State of South County – postponed
- OCWD Children’s Water Education Festival – canceled
- Earth Day events – canceled

Status of District Events & Programs

District is following the guidance of state and federal agencies by canceling all public events until further notice. Some programs continuing with adjustments.

- Landscape Workshops – postponed workshops
- NatureScape Garden Tour – postponed event
- Smart Timer Direct Install – postponed installations
- Home Savings Surveys – postponed program
- BTI Training – postponed classes
- Calscape Nursery Program – postponed outreach
- Watershed Field Trips – postponed field trips

- Smart Meter Installation – continuing; contractor advised of social distancing
- NatureScape Direct Install – continuing; contractor advised of social distancing; virtual design meetings

Opportunities for Virtual Outreach

- Educational resources available on website – mnwd.com/education
- Possible virtual landscape classes





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April Customer Communications Update

Administrative Committee Meeting
April 1, 2020

Monthly Customer Communications

Communication Channels:

- Bill Snipe (Envelope)
- Bill Message on Customer Bill
- Newsletter (Print & Electronic)
- Educational Insert
- Email/Social Media/Website
- Customer Campaigns

April Focus Areas:

- Safe & Reliable Drinking Water
- Emergency Preparedness
- Ongoing Service for Customers
- Customer Education on What Not to Flush Down the Toilet



April Bill

ACCOUNT NUMBER: BILLING DATE: 02/20/20
 CUSTOMER NAME:
 SERVICE ADDRESS:



PREVIOUS CHARGES

Amount of prior balance	\$	49.52
Payment Received 01/28/20	\$	-50.00
Balance Forward		\$ -0.48

CURRENT CHARGES

Classification Code - Water Residential		
Basic Water Charge	\$	10.22
Water Usage Charge in Billing Units (BU)		
Tier 1	3 BU @ 1.95	5.85
Tier 2	0 BU @ 2.26	0.00
Tier 3	0 BU @ 3.50	0.00
Tier 4	0 BU @ 5.30	0.00
Tier 5	0 BU @ 9.77	0.00
<hr/>		
Total Water Charges	3 BU	\$ 16.07
Basic Wastewater Charge		15.99
Variable Wastewater Charges		
	* 4 HP @ 4.80	19.20
<hr/>		
Total Wastewater Charges		\$ 35.19

Total Current Charges \$ 51.26
Total Amount Due By 03/05/20 \$ 50.78

Water Meter Information

Current Read Date	02/18/20	Prior Read Date	01/20/20
# Days This Year	29	# Days Prior Year	29
Current Usage	3	Prior Year Usage	7
Current Read	788	Prior Read	785
Meter Number	52433218	Meter Size	1"

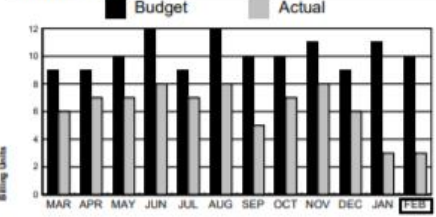
Special Message

To our Moulton Niguel customers, we want to reassure you that our water supply is safe from the Coronavirus. For more information, please read our message at mnwd.com.

If you have any questions, please call **949-831-2500** or email outreach@mnwd.com.

Your water budget for 01/20/20 - 02/18/20 = **10 BU**
 Your current billed usage: 3
 Persons in household *(HP)= 4 ET Total = 2.16
 Estimated landscape irrigation area = 700 sq feet

Your Usage History



1 BU = 100 CUBIC FEET OF WATER OR 748 GALLONS



PLEASE MAKE YOUR CHECK PAYABLE TO:
MOULTON NIGUEL WATER

MN10221X AUTO 5-DIGIT 92656
 700006001 00.0017.0280 5995/1

Amount Due

ACCOUNT NUMBER: 47625
 DUE DATE: 03/05/20
TOTAL AMOUNT DUE: \$ 50.78

Amount Enclosed

MOULTON NIGUEL WATER
 PO BOX 30204
 LAGUNA NIGUEL CA 92607-0204

00000476259 0000507814

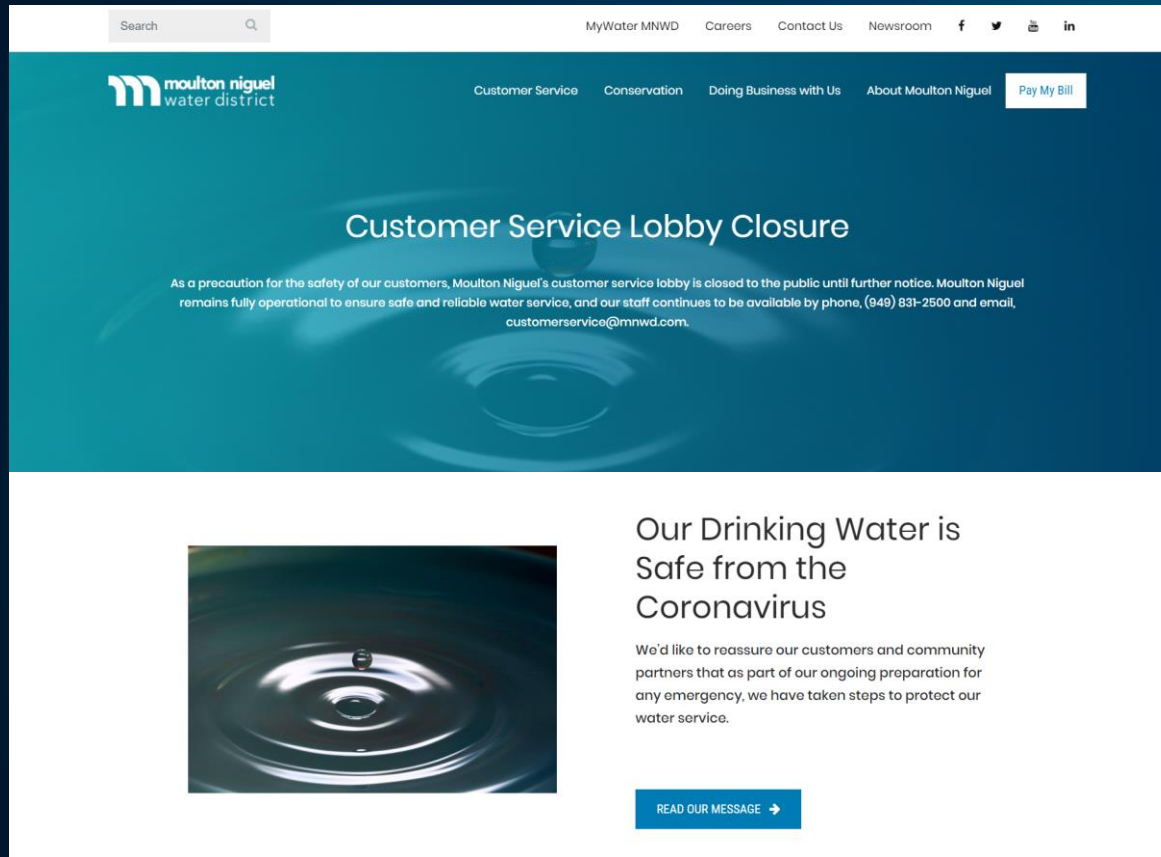
60-Year Logo Added

60-Year Logo Added



Digital Updates: Website & Email

Website Homepage



The screenshot shows the website homepage with a teal header. The navigation bar includes a search box, links for MyWater MNWD, Careers, Contact Us, Newsroom, and social media icons. The main navigation features Customer Service, Conservation, Doing Business with Us, About Moulton Niguel, and a Pay My Bill button. The primary headline is "Customer Service Lobby Closure" with a sub-headline stating that the lobby is closed for safety reasons. Below this is a section titled "Our Drinking Water is Safe from the Coronavirus" featuring a water drop image and a "READ OUR MESSAGE" button.

Search


MyWater MNWD Careers Contact Us Newsroom f t

moulton niguel water district

Customer Service Conservation Doing Business with Us About Moulton Niguel Pay My Bill

Customer Service Lobby Closure

As a precaution for the safety of our customers, Moulton Niguel's customer service lobby is closed to the public until further notice. Moulton Niguel remains fully operational to ensure safe and reliable water service, and our staff continues to be available by phone, (949) 831-2500 and email, customerservice@mnwd.com.

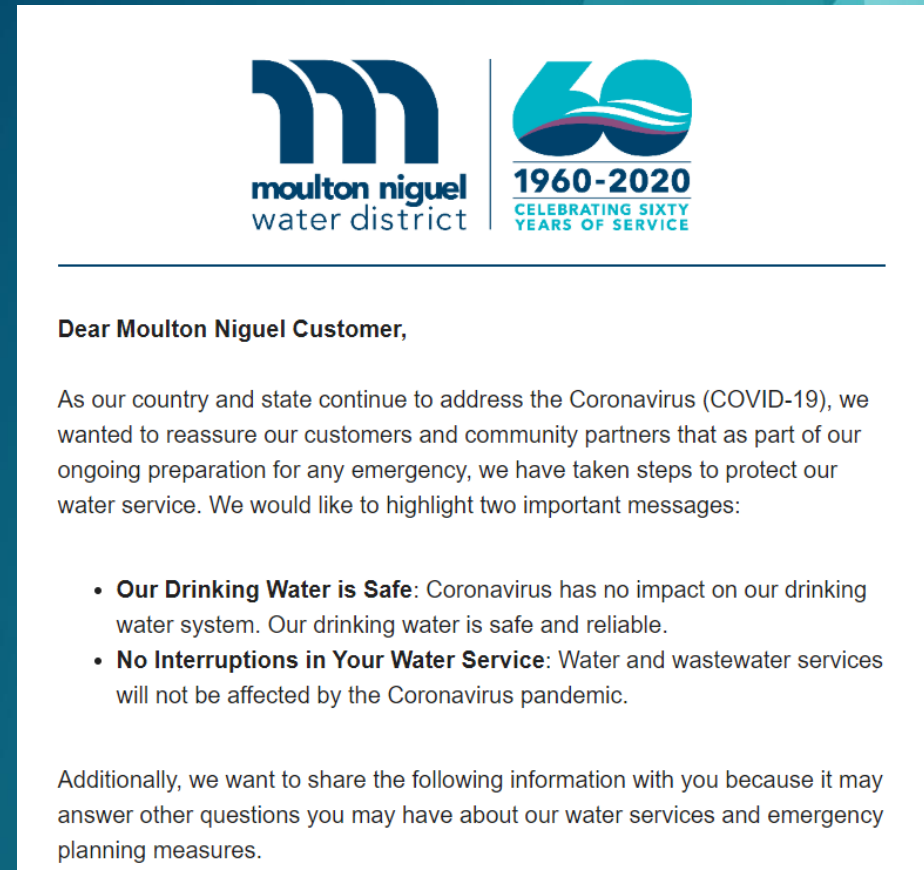


Our Drinking Water is Safe from the Coronavirus

We'd like to reassure our customers and community partners that as part of our ongoing preparation for any emergency, we have taken steps to protect our water service.

[READ OUR MESSAGE →](#)

Email



The email header features the Moulton Niguel Water District logo and a 60th anniversary logo (1960-2020 Celebrating Sixty Years of Service). The main body of the email is addressed to "Dear Moulton Niguel Customer," and discusses the impact of COVID-19 on water services. It highlights two key messages: "Our Drinking Water is Safe" and "No Interruptions in Your Water Service." The email concludes with a note about additional information available on the website.

moulton niguel water district

1960-2020 CELEBRATING SIXTY YEARS OF SERVICE

Dear Moulton Niguel Customer,

As our country and state continue to address the Coronavirus (COVID-19), we wanted to reassure our customers and community partners that as part of our ongoing preparation for any emergency, we have taken steps to protect our water service. We would like to highlight two important messages:

- **Our Drinking Water is Safe:** Coronavirus has no impact on our drinking water system. Our drinking water is safe and reliable.
- **No Interruptions in Your Water Service:** Water and wastewater services will not be affected by the Coronavirus pandemic.

Additionally, we want to share the following information with you because it may answer other questions you may have about our water services and emergency planning measures.

Digital Updates: Social Media

Social Media #1

To our Moulton Niguel customers, we want to reassure you that our water supply is safe from the Coronavirus. Please see our notice below. If you have any questions please call 949-831-2500 or email outreach@mnwd.com.



MNWD.COM

Our Drinking Water is Safe from the Coronavirus - Moulton Niguel Water District

Social Media #2

AN UPDATE FROM MOULTON NIGUEL WATER DISTRICT

As a precaution for the safety of our customers, Moulton Niguel's customer service lobby is closed to the public until further notice.

Moulton Niguel remains fully operational to ensure safe and reliable water service, and our staff continues to be available by phone, (949) 831-2500 and email, customerservice@mnwd.com.



Social Media #3

BOARD OF DIRECTORS MEETING ACCESSIBLE VIA TELECONFERENCE



Brian S. Probolsky
President



Duane D. Cave
Vice President



Donald R. Froelich
Vice President



Richard S. Fiore
Director



Kelly A. Jennings
Director



Gary R. Kurtz
Director



William "Bill" Moorhead
Director

View the Board agendas at
mnwd.com/boardmeetings



Direct Mail Letter to Customers

Front



Dear Moulton Niguel Customer,

As our country and state continue to address the Coronavirus (COVID-19), we wanted to reassure our customers and community partners that as part of our ongoing preparation for any emergency, we have taken steps to protect our water service. We would like to highlight two important messages:

- **Our Drinking Water is Safe:**
Coronavirus has no impact on our drinking water system. Our drinking water is safe and reliable.
- **No Interruptions in Your Water Service:**
Water and wastewater services will not be affected by the Coronavirus pandemic.

Additionally, we want to share the following information with you because it may answer other questions you may have about our water services and emergency planning measures.

Ongoing Water Quality Testing: Moulton Niguel's drinking water exceeds all state, federal and Environmental Protection Agency water quality requirements. We conduct approximately 12,000 water quality tests per year that are independently analyzed at state-of-the-art laboratories. According to the Centers for Disease Control and Prevention, the Coronavirus has not been detected in any drinking water systems.

No Reductions in Water Supply: Nearly all of Moulton Niguel's drinking water is supplied by the Metropolitan Water District and is imported into our region. There have been no reductions in water supplies as a result of the Coronavirus.

Emergency Water Supply: Over the last decade, our District has invested significant resources to increase our water storage capacity. In the unlikely event of a major outage, we now have an emergency water supply for our community to last nearly four weeks.

Emergency Response Plan: Moulton Niguel maintains an emergency response plan, routinely practices emergency protocols, and trains all staff to handle any possible disruptions in service that may arise.

Just as the District has carefully planned for its customers over its entire 60-year history, we are ready and prepared for any emergency. Our drinking water is safe and your water service will not be affected by Coronavirus.

As always, if you have any questions, please give us a call at [949-831-2500](tel:949-831-2500) or email us at outreach@mnwd.com.

Sincerely,


Joone Lopez
General Manager

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

949. 831. 2500 | mnwd.com



Back



Prsrt Std
US Postage
PAID
TMG



**Our Drinking Water
is Safe and Reliable:
Coronavirus has no impact on
our drinking water system.**