

# WE'RE TAKING CARE OF YOUR WATER SERVICE, SO YOU CAN TAKE CARE OF YOUR FAMILY



During these challenging times, we want to reassure our customers. Our water is safe and our service to you continues.

In compliance with local, state and federal public health guidance orders, we want to share these service updates with you:



## FULLY OPERATIONAL WATER SERVICE

Moulton Niguel remains fully operational to ensure safe and reliable water service.

### In-Person Payment Drop-Box:

In-person payments can still be made via the payment drop box located at our office, **26880 Aliso Viejo Pkwy. in Aliso Viejo.**



### Office Lobby Closed to Public:

**Effective March 19**, Moulton Niguel's customer service lobby is closed to the public until further notice.

### Phone and Online Customer Support Continues:

Our staff continues to be available by phone at **(949) 831-2500** and email at **customerservice@mnwd.com**. Customers can also still pay their bills online, over the phone, or by mail. View all payment options: **mnwd.com/payment**.

### All Community Events Canceled:

Moulton Niguel is canceling its community events, as noted in our events calendar, until further notice. View the events calendar at **mnwd.com/events**.

### Board Meetings Accessible Via Teleconference:

Moulton Niguel Board of Directors meetings will continue. To ensure the safety of everyone, the public is invited to participate through a teleconference line. View the Board agendas at **mnwd.com/boardmeetings**.

We are here for you. Here are a few ways to stay in touch with us:

- Phone: **(949) 831-2500**
- Email: **customerservice@mnwd.com**
- Website: **mnwd.com**
- Social Media: **@MNWDWater** on Facebook, Nextdoor, Twitter, LinkedIn, and YouTube

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

# Moulton Niguel is Prepared for an Emergency

We are trained to be ready and prepared for any emergency and have taken steps to protect our water service. Our drinking water will remain safe and we are committed to providing you quality customer service.

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

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.

We also want to share our emergency preparedness tips and resources to help you and your families prepare, and to stay safe during any emergency. Visit [mnwd.com/emergencypreparedness](https://mnwd.com/emergencypreparedness) for more information.

**FOLLOW US ONLINE!**



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

Moulton Niguel Water District delivers high-quality drinking water, recycled water and wastewater services to customers in Laguna Niguel, Aliso Viejo, Mission Viejo, Laguna Hills, Dana Point, and San Juan Capistrano. A leader in conservation and environmental protection, Moulton Niguel maintains the lowest average water bill in South Orange County. Have questions? Call us at **(949) 831-2500** or email us at [outreach@mnwd.com](mailto:outreach@mnwd.com).