

OUR COMMITMENT TO YOU: SAFE AND RELIABLE WATER SERVICE



Our water is safe and reliable, and our service to you continues.

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.



WE'RE TAKING CARE OF YOUR WATER SERVICE

Moulton Niguel water and wastewater services are fully operational. We will continue to provide safe and reliable water services to all of our customers.

Until further notice, Moulton Niguel's customer service lobby is closed to the public. However, our customer service staff are available by phone and email during normal working hours: Monday to Friday from 8AM to 5PM.

Our Water Emergency Hotline remains open 24 hours per day at **(949) 831-2500**.

Here are a few ways to stay in touch with us:

- ◆ 24/7 Phone Number: **(949) 831-2500**
- ◆ Email: **customerservice@mnwd.com**
- ◆ Website: **mnwd.com**
- ◆ Social Media: **@MNWDWater** on Facebook, Nextdoor, Twitter, LinkedIn, and YouTube
- ◆ Teleconference Board Meetings: **mnwd.com/boardmeetings**



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Helpful Resources & Reminders We Want to Share With You

WASH YOUR HANDS FOR AT LEAST 20 SECONDS

The best way to keep you and your family safe from the COVID-19 virus is to practice social distancing and wash your hands often using soap and clean water for **at least 20 seconds**.



STAY INFORMED WITH ALERTOC

We encourage our customers to register for AlertOC, a mass notification system designed to keep Orange County residents and businesses informed of emergencies. Registering with AlertOC can help you stay informed when emergencies occur in your county or city. AlertOC offers a text message and email notification as well as notifications for those with hearing impaired receiving devices.



► Sign up at: alertoc.com

DON'T FLUSH DISINFECTING WIPES OR PAPER TOWELS DOWN THE TOILET

Disinfecting wipes are a great way to reduce the spread of the COVID-19 virus. But, remember to dispose of them in the trash can – not the toilet.

Flushable wipes and other products can clog your home's plumbing and require a costly emergency visit from a plumber.

Even "flushable" wipes can damage your pipes and our infrastructure. They're also harmful to our natural habitats and ecosystems.

Disinfecting wipes, paper towels, and flushable products belong in the garbage bin. Only toilet paper can be flushed down the toilet.



FOLLOW US ONLINE!



For more information, visit 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.