



moulton niguel water district

**ADMINISTRATIVE COMMITTEE MEETING
MOULTON NIGUEL WATER DISTRICT
BOARD OF DIRECTORS**

26880 Aliso Viejo Pkwy, Suite 150, Aliso Viejo

April 7, 2021

9:00 AM

Approximate Meeting Time: 1 Hour

IN AN EFFORT TO PREVENT THE SPREAD OF COVID-19 (CORONAVIRUS), AND IN ACCORDANCE WITH THE GOVERNOR'S EXECUTIVE ORDER N-29-20, THERE WILL BE NO PUBLIC LOCATION FOR THE PUBLIC TO ATTEND THIS BOARD MEETING IN PERSON. MEMBERS OF THE PUBLIC MAY LISTEN AND PROVIDE PUBLIC COMMENT TELEPHONICALLY BY CALLING THE FOLLOWING NUMBER:

DIAL: 1-669-900-9128

MEETING ID: 942-941-7034#

PASSCODE: 26161#

1. CALL MEETING TO ORDER
2. APPROVE THE MINUTES OF THE MARCH 10, 2021 ADMINISTRATIVE COMMITTEE MEETING
3. PUBLIC COMMENTS

As permitted under the Brown Act, and in order to provide an equal opportunity for members of the public to provide comment without everyone talking over one another, the Board of Directors will receive all public comments, on items on or off the agenda, during the Public Comment portion of this meeting. Comments are limited to five minutes unless further time is granted by the Presiding Officer.

INFORMATION ITEMS

4. Fix-a-Leak Customer Campaign Update
5. Bill Adjustment Tool
6. April Customer Communications Update

ADJOURNMENT

The Board of Directors' Meeting Room is wheelchair accessible. If you require any special disability related accommodations (i.e., access to an amplified sound system, etc.), please contact the Moulton Niguel Water District Secretary's office at (949) 831-2500 at least forty-eight (48) hours prior to the scheduled meeting. This agenda can be obtained in alternate format upon written request to the Moulton Niguel Water District Secretary at least forty-eight (48) hours prior to the scheduled meeting.

Agenda exhibits and other writings that are disclosable public records distributed to all, or a majority of, the members of the Moulton Niguel Water District Board of Directors in connection with a matter subject to discussion or consideration at an open meeting of the Board of Directors are available for public inspection at the District Office, 26880 Aliso Viejo Parkway, Suite 150, Aliso Viejo ("District Office"). If such writings are distributed to members of the Board less than seventy-two (72) hours prior to the meeting, they will be available in the reception area of the District Office at the same time as they are distributed except that, if such writings are distributed immediately prior to, or during the meeting, they will be available in the Board meeting room and on the District website at www.mnwd.com.



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DRAFT

MINUTES OF THE ADMINISTRATIVE COMMITTEE MEETING MOULTON NIGUEL WATER DISTRICT BOARD OF DIRECTORS

March 10, 2021

A Regular Meeting of the Administrative Committee of the Moulton Niguel Water District was held in accordance with the Governor’s Executive Order N-29-20 in an effort to prevent the spread of COVID-19 (Coronavirus). As a result, there was no public location for the public to attend in person. The meeting was called to order at 9:00 AM on March 10, 2021. There were present and participating at 26880 Aliso Viejo Pkwy, Suite 150, Aliso Viejo, CA:

DIRECTORS

Richard Fiore	Director/Chair
Diane Rifkin	Director
Sherry Wanninger	Director

Also present and participating were:

STAFF MEMBERS IN-PERSON

Matt Collings	Assistant General Manager
Paige Gulck	Board Secretary

STAFF MEMBERS, LEGAL COUNSEL, AND MEMBERS OF THE PUBLIC TELEPHONICALLY

Rod Woods	Director of Engineering
Johnathan Cruz	Director of Financial Planning & Innovation
Gina Hillary	Director of Human Resources
Todd Novacek	Director of Operations
Jose Solorio	Government Affairs Officer
Jeff Ferre	Best, Best, & Krieger (General Counsel)
Tim Bonita	Recording Secretary
Trevor Agrelius	MNWD
Matt Brown	MNWD
Justin Finch	MNWD

Karen Flores	MNWD
Shanika Goonewardene	MNWD
Rhonda Himley	MNWD
Cheryl Reid	MNWD
Genevieve Ramirez	MNWD
Lindsey Stuvick	MNWD
Robert Reid	West Yost Associates

1. CALL MEETING TO ORDER

The meeting was called to order by Chairmen Fiore at 9:01 a.m. Chairman Fiore stated that the meeting was being conducted by teleconference pursuant to the Brown Act waivers provided for under the Governor’s Executive Orders in response to the COVID-19 State of Emergency. As stated on the agenda, there was no public location for attending the meeting in person. The agenda also stated that the public could listen and provide comment telephonically by calling the number listed on the agenda.

2. APPROVE THE MINUTES OF THE DECEMBER 2, 2020 ADMINISTRATIVE COMMITTEE MEETING

MOTION DULY MADE BY RICHARD FIORE AND SECONDED BY SHERRY WANNINGER, ITEM 2 WAS APPROVED AS PRESENTED. THE VOTE WAS UNANIMOUS WITH DIRECTORS RICHARD FIORE AND SHERRY WANNINGER VOTING ‘AYE’. DIRECTOR DIANE RIFKIN ABSTAINED FROM THE VOTE.

3. PUBLIC COMMENTS

Chairman Fiore stated that as permitted under the Brown Act, and in order to provide an equal opportunity for members of the public to provide comment without everyone talking over one another, public comments, on items on or off the agenda, would be taken during the Public Comment portion of the meeting. Chairman Fiore then asked if there was anyone on the phone who would like to provide comment. Hearing none, the Public Comment portion of the meeting was closed.

DISCUSSION ITEMS

4. Agreement for Independent Audit Services

Trevor Agrelius provided details on the item. Discussion ensued and the committee recommended sending this item to the full board.

5. Grant Administration Services

Trevor Agrelius provided details on the item. Discussion ensued and the committee recommended sending to the full board.

INFORMATION ITEMS

6. March Customer Communications Update

Genevieve Ramirez presented the March Customer Communications Update.

7. Community Outreach Report

Jose Solorio presented the Community Outreach Report.

8. Phone Platform and Contact Center Update

Shanika Goonewardene presented the Phone Platform and Contact Center Update.

ADJOURNMENT

The meeting was adjourned at 10:27 a.m.

Respectfully submitted,

Tim Bonita
Recording Secretary



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Fix-A-Leak Customer Campaign Update

Administrative Committee Meeting
April 7, 2021

2021 Fix-a-Leak Campaign Recap

- Direct Mail Piece



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CAN YOUR TOILET PASS THIS FREE TEST?

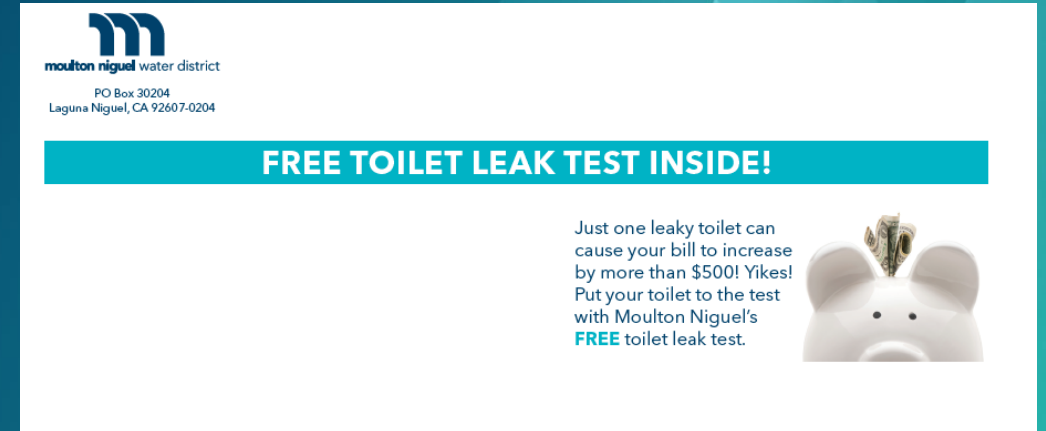
Just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Put your toilet to the test with Moulton Niguel's **FREE** toilet test.

Need Help? We're Here!
Moulton Niguel takes pride in serving its customers. If you need help, we're here for you. In some cases, Moulton Niguel can make an adjustment to a high bill caused by a leaky toilet.

949-831-2500
toiletleak@mnwd.com
mnwd.com

Take the Leaky Toilet Test →


- 1 **Peel** off the attached dye sticker and drop into the toilet tank.
- 2 **Wait** 15 minutes and check for dye in the toilet bowl. If the water in the toilet bowl changes color, you've got a leak.
- 3 **Fix** the problem. Most problems are the result of a faulty flapper or floater. Repair the leak or contact a local plumber. For a video tutorial on how to repair a faulty flapper view our Potty Talk 401 video at mnwd.com/fix-a-leak.
- 4 **Tell** us the result. Did your toilet pass the test? Email us at toiletleak@mnwd.com.



moulton niguel water district
PO Box 30204
Laguna Niguel, CA 92607-0204

FREE TOILET LEAK TEST INSIDE!

Just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Put your toilet to the test with Moulton Niguel's **FREE** toilet leak test.



Ready to save more water and money? We can help!

Moulton Niguel offers an array of rebate programs to make your home more water-efficient, saving money and water!

Premium High-Efficiency Toilets
Upgrade your old toilet to a premium high-efficiency toilet that uses up to **20% less water!**
*Up to \$40 rebate(s) available per toilet.

High-Efficiency Clothes Washer
Upgrade your old washing machine to a high-efficiency clothes washer that uses up to **55% less water!**
*Up to \$285 rebate available.

Visit mnwd.com/rebates to view all the indoor and outdoor rebates available to you!



← Dye Strip Stickers

2021 Fix-a-Leak Campaign Plan

Inform Residents



Remind Residents



Send Campaign



Engagement

Feedback



Results

Fix A Leak Campaign

Inform Residents



- February Bill Insert
- February E-Newsletter
- Social Media

Send Campaign



- Direct Mailer w/ Leaky Toilet Testers

Remind Residents



- March E-Newsletter
- Email
- Social Media



moulton niguel water district
MONTHLY NEWSLETTER
FEBRUARY 2021

WE CAN HELP YOU FIND & FIX COSTLY WATER LEAKS

Every year, households waste **more than 1 trillion gallons** of water nationwide. Common leaks found around the home include worn toilet flappers, dripping faucets, and broken sprinkler heads.

Leaks waste water and cost you money. Just one leaky toilet can cause your bill to increase by more than \$500.

We want to **help you** find and fix leaks around your home.

Throughout the month of March, we are taking action to help you find and stop leaks around your home. To support Fix-a-Leak Week, Moulton Niguel will be making it easier than ever to check your toilets for leaks by mailing you a **FREE** Leaky Toilet Test!

Visit mnwd.com/fix-a-leak to learn more.

Moulton Niguel Is Sending Residents A Free Toilet Leak Test!

Can Your Toilet Pass This Free Test?

Just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Put your toilet to the test with Moulton Niguel's FREE toilet test.

BE ON THE LOOKOUT FOR THIS MAILER THROUGHOUT THE REMAINDER OF MARCH

Need Help? We're Here!
Moulton Niguel takes pride in serving its customers. If you need help, we're here for you. In fact, Moulton Niguel can make an appointment to be covered by a leaky toilet.

Take the Leaky Toilet Test

1. Peel off the attached dye tablet and drop into the toilet tank.
2. Wait 15 minutes and check for dye in the toilet bowl. If the water in the toilet bowl changes color, you've got a leak.
3. Fix the problem. Most problems are the result of a worn toilet flapper. For a video tutorial on how to replace a faulty flapper, visit our Potty Talk 401 video at mnwd.com/PottyTalk.
4. Tell us the result. Did your toilet pass the test? Email mnwd@mnwd.com.

Can Your Toilet Pass This Free Leak Test?

Just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Put your toilet to the test with Moulton Niguel's **FREE** toilet test.

Moulton Niguel Water District
Published by Genevieve Ramirez · March 21 at 1:54 PM · 3

Did you find a leak with Moulton Niguel's toilet leak test? Watch "Potty Talk 401" below, to learn how to fix it!

Note: Toilet Leak Tests are being mailed out to residents during the month of March!

Need help learning how to diagnose your toilet with potential leaks? Watch "Potty Talk 301" by visiting <http://bit.ly/2u3mTZ> or visit mnwd.com/fix-a-leak to watch the entire "Potty Talk" video series!

MNWD.COM
Fix a Leak - Moulton Niguel Water District [Learn More](#)

4,523 People Reached 472 Engagements [Boost Post](#)

Fix A Leak Campaign

Engagement



- Social Media
- Email

Feedback



- Thank You Drawing – Prompted Customer For Feedback

Results



- Outstanding Feedback
- Customer's Took Action
- Saving Water & Money

“Thank you for the test strips, we passed! Here’s my husband doing the test.”
- L. Soriano



DID YOUR TOILET PASS OUR LEAKY TOILET TEST?

We would love to hear about your results!

As a thank you, when you tell us about your results, you'll be entered into our Fix-A-Leak Drawing!

Did you know just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Moulton Niguel helped residents take action by mailing leaky toilet tests throughout the month of March. Did your toilet pass? Tell us your results and you'll automatically be entered into our Fix-a-Leak Drawing!

Moulton Niguel Water District
Marketing & Social Media Coordinator Genevieve Ramirez • 4 days ago

We would love to hear about your results!

As a thank you, when you tell us about your results, you'll be entered into our Fix-A-Leak Drawing!

Did Your Toilet Pass Moulton Niguel's Leaky Toilet Test? Tell Us Your Results & Be Entered Into Our Drawing! Did you know just one leaky toilet can cause your bill to increase by more than \$500! Yikes! Moulton Niguel helped residents take action by mailing leaky toilet tests throughout the month of March. Did your toilet pass? Tell us your results and you'll automatically be entered into our Fix-a-Leak Drawing!

Posted to Subscribers of Moulton Niguel Water District

Like Comment Share 1660 Impressions

Wendy R. • Crystal Cay
I passed w flying colors!! Thank you for your post
4 days ago Like Reply Share

Customer Feedback

“Hi, Thank you so much for sending the test! Sure enough there was a leak. My husband and I went to Home Depot and picked up a new flapper and we used the second test to check that it was fixed!”
– A. Ames

“We appreciated the toilet tests; it was a great STEM project for my kids. Thank you, our toilets passed the test!”
– K. Treutler

“I just wanted you to know that one of our HOA residents called and wanted to let us know how much she appreciated that we included them in giving out dye strips.”
- MNWD Rep on behalf of M. Fries

“No leaks! Very glad to find that out because we just replaced our old water wasting toilet with a new efficient one. It would have been very sad to find out it was leaking.”
- K. Sasaki

Customer Feedback

“Success! Those easy-to-use strips are a 2021 highlight: They could not be easier AND excuse-proof; just open the mail & drop them in! AND no yummy looking chewable for your puppy to get before you realize it - giving him a crazy blue mouth. Thank you Thank you!”
- K. Valentyn

“This is a great program that you’ve designed to help fight against water waste! Keep up the great work!”
– P. Elkins

“Greetings! This is the second time that your leak-check reaffirmed that my Kohler low-flow toilets are not leaking. Thank you for being so forward thinking!”
- L. Piercy

Thank You, Questions?



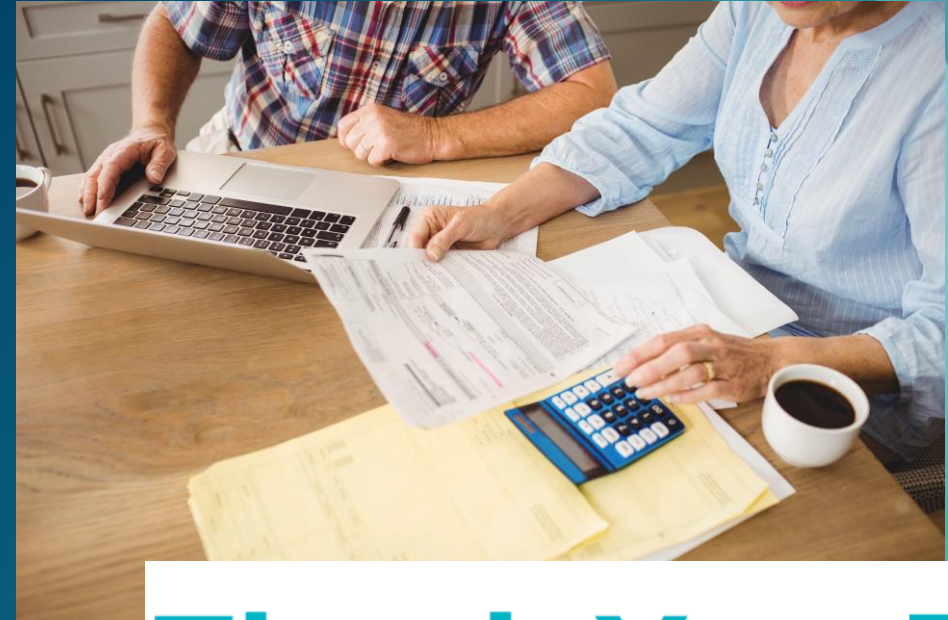
moulton niguel water district

Bill Adjustment Tool

Administrative Committee Meeting
April 7, 2021

Bill Adjustments

- Excellent customer service
- Focus on using water efficiently
- Opportunity to engage & educate customers
- Water Budget Based Rate Structure



**Thank You For
CONSERVING
WATER!**

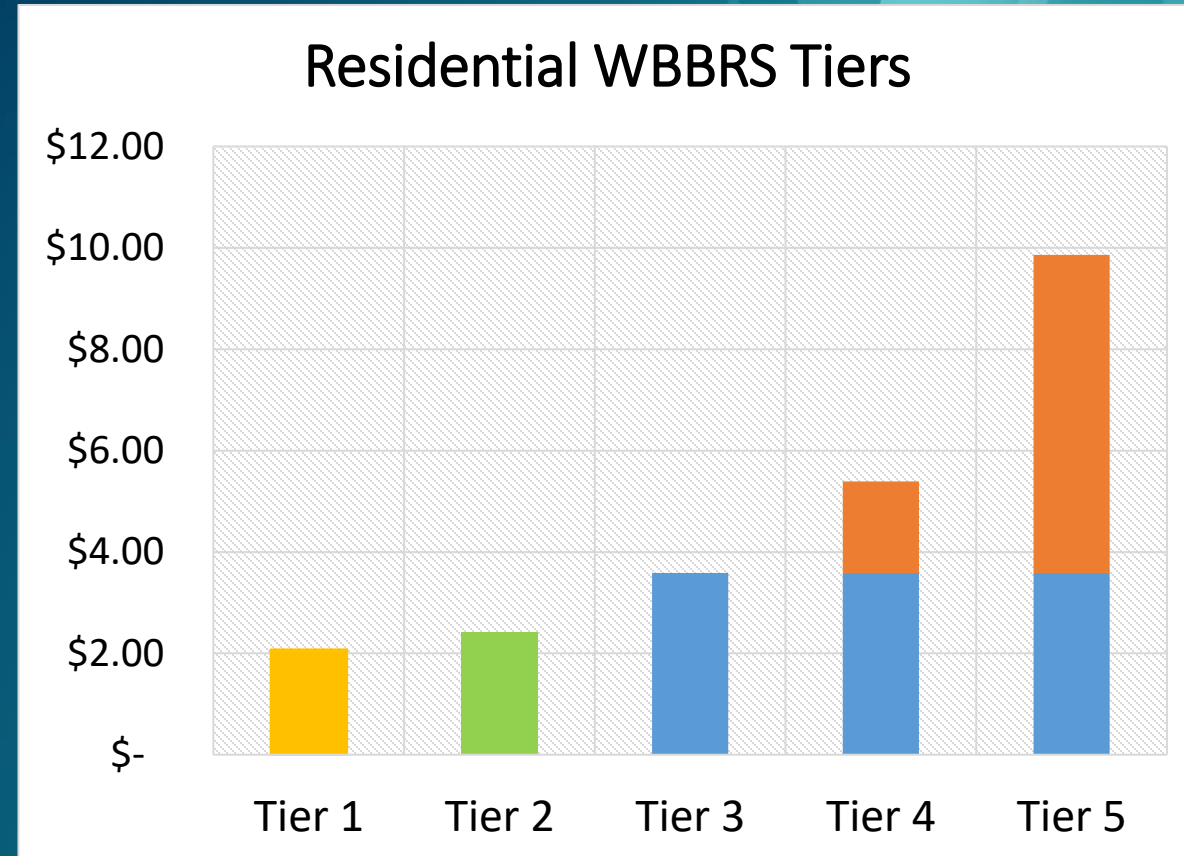
Bill Adjustment Reasons

- Leak repair
- Establishing new CA Friendly Landscape
- New customer courtesy adjustment
- Irrigation timer malfunction (once every 3 years)
- Pool fill (once every 5 years)
- Temporary: Adjustment for economic or public health hardship due to COVID-19



Bill Adjustment Process

- Available to residents & businesses
- Adjust the highest bill affected
- Rebills two highest tiers at the cost of water
- Must be back in budget within 2 billing periods
- Challenge: Billing system does not perform rebills



2015

45+ Minutes

Processing Time per Application

- Hand processed paper forms
- Calculations manually performed by calculator
- Hand-entered by Billing – “double check”
- Inconsistent approach to rebilling
- Required filing hundreds of adjustments & receipts



2016

30+ Minutes

Processing Time per Application

- Two application processes: paper & digital
- Hand processed and calculated
- Credits tracked in Excel - "double check"
- Hand-entered by Billing - "triple check"
- WSCP – required signature from AGM

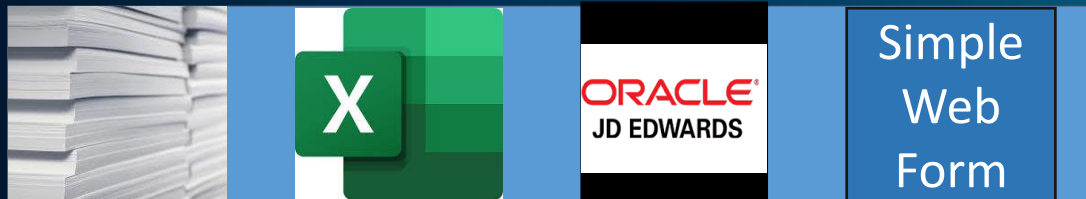


2017

25+ Minutes

Processing Time Per Application

- New web form enabled email & custom workflow
- Excel used to calculate rebilled amount
- Word template with email and JDE notes
- Credit tracking in Google sheets
- Each employee needed 3 monitors for processing!



2018

16+ Minutes

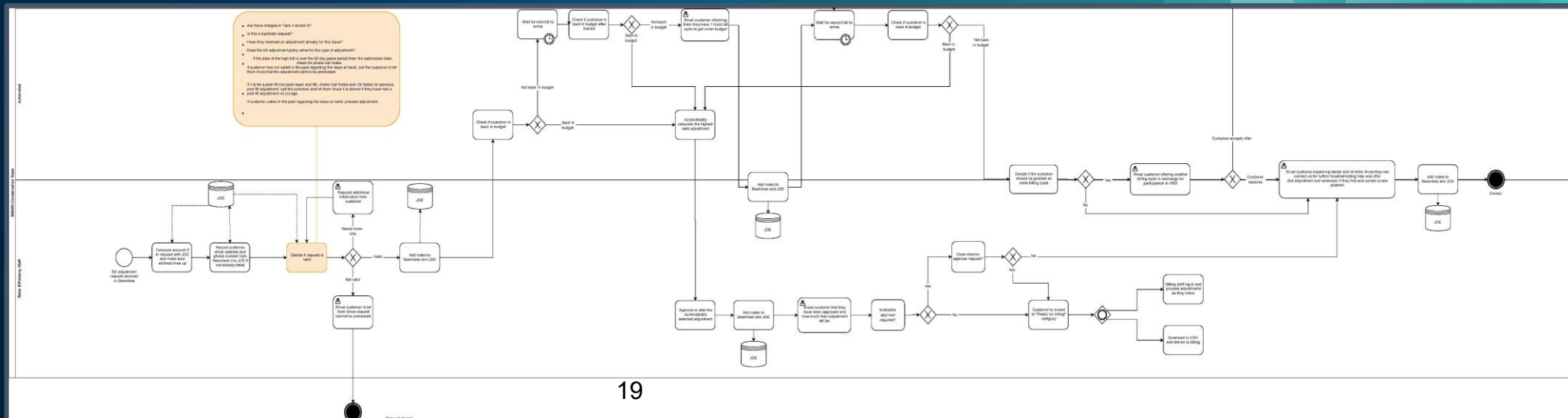
Processing Time per Application

- Dynamic Excel linked to mirrored billing database
- Credit and new bill auto-calculated
- Dynamic population of email & JDE templates
- Billing still entered credits manually
- Still opportunities to improve



Design & Implementation

- California Data Collaborative
- Needs Assessment (aka therapy session)
- Detailed mock-ups, bi-weekly review sessions
- Feedback from WUE, CS, Billing
- 3 months to build and test



2019

5+ Minutes

Processing time
per adjustment

Bill Adjustment Tool (BAT) Highlights

- Automatically imports application data
- Enhanced quality control
- Email feature with dynamic templates
- New bill notifications & snooze button
- Ability to export database
- Other key features



Key Feature: Snoozing, Sorting, and Staging – oh my!

Name Search Account Number Search

Search for an account or name above

Action Needed [Snoozing](#) [Ready for Billing](#) [Credit Entered](#) [Denied](#) [Processed in Seamless](#)

In this tab:

Credit not entered 16 Credit not detected 0 Credit pending 0 Credit applied 0

« < 1 > » Sync data with BAT database Export all adjustment applications

Submission Date	Previously Snoozed	Class	Account Number	Name	Street Address	Email	Phone	Reason	Selected Bill Cycle	High Bill Date	Resulting Credit	Paper Submission	COVID Related
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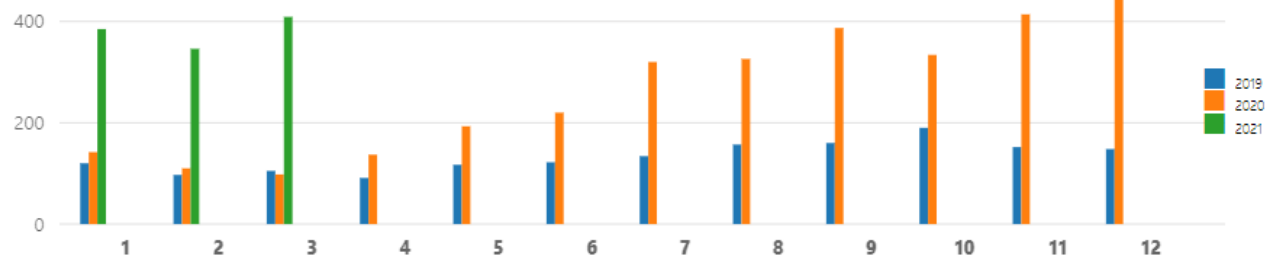
Key Feature: Account Lookup Tool

Bill Date	◆ Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Total Bill	Resulting Credit
2020-01-15	5	1	0	0	0	\$46.16	
2020-02-12	4	2	0	0	0	\$48.13	
2020-03-11	4	2	0	0	0	\$48.13	
2020-04-14	5	4	2	0	0	\$61.60	
2020-05-12	4	4	0	0	0	\$52.65	
2020-06-10	4	5	1	0	0	\$58.41	
2020-07-15	5	6	2	0	0	\$66.12	
2020-08-11	4	4	2	1	0	\$64.95	\$1.80
2020-09-10	4	5	2	2	0	\$72.51	\$3.60
2020-10-14	5	5	3	2	0	\$77.96	\$3.60
2020-11-12	4	3	2	2	0	\$67.99	\$3.60
2020-12-09	4	2	2	1	3	\$89.74	\$20.61
2021-01-13	5	2	2	2	19	\$253.31	\$122.73

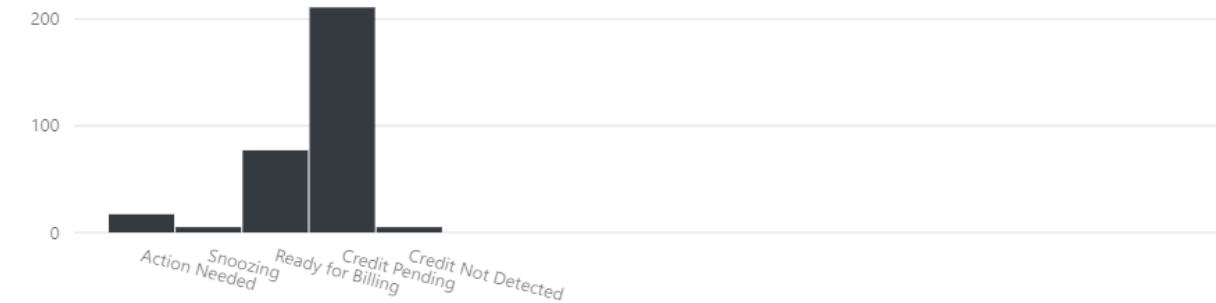
Key Feature: Utility Dashboard



Submissions per Month per Year



Counts of Active Applications in BAT Tool



Application Processing Time in Days



2020

- COVID-19 Temporary Bill Adjustment Policy

