



moulton niguel water district

MONTHLY NEWSLETTER
JANUARY 2020

Smart Meter Technology Coming to a Neighborhood Near You



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" program. These upgraded meters will help the District improve operations and enable all customers to monitor their hourly water usage through MyWater MNWD, our online customer portal.

Through a successful pilot, the District has already installed 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. The final phase of our AMI implementation will include the installation of approximately 45,600 smart meters for our remaining residential customers. This project is expected to **save more than 500 million gallons of water** every year!



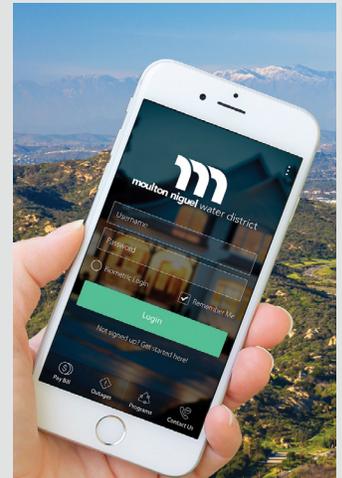
Learn more about our AMI program by visiting mnwd.com/smart-meters.

Sign Up for Our Customer Portal, MyWater MNWD

With the implementation of the smart meter program, customers will soon have access to hourly water usage data in our customer portal. MyWater MNWD empowers customers to take control of their water usage decisions. Available 24/7, customers can view and pay their bill, review water usage trends, receive leak alerts, access money-saving water rebates, learn about water efficiency programs, and enroll in paperless billing.

Our secure web portal and app enables our customers to view near real-time reports and insights, so you don't have to wait for your monthly bill to realize how much water you have used over the last several weeks.

For example, if there's a high volume of water used in the middle of the night, it could indicate there's a potential leak at your home. Customers could sign up to receive a leak alert, and if you've signed up to receive push notifications through our mobile app, you'll be able to get the notification right on your phone.



We are excited to offer our customers opportunities to manage your water use in a proactive manner. Sign up for our online customer portal, **MyWater MNWD**, or download the app through the App Store (on your Apple device) or the Play Store (on your Android device).

Celebrating 60 Years of Service. Thank You for Being a Moulton Niguel Customer.

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Bringing Native Plants to Our Local Nurseries



Moulton Niguel, in partnership with the Metropolitan Water District of Southern California, California Native Plant Society, and several local water agencies, has launched the Calscape Nursery Program to increase the number and variety of native plants offered at local nurseries.

Our customers have made tremendous strides to increase long-term water efficiency by replacing their lawns with water-efficient landscapes, installing water-efficient devices, and by being an active participant in our water education programs and workshops. We have developed the Calscape Nursery Program with our customers in mind. We want to ensure customers have the information they need to plant and maintain the different types of water-efficient flowers, trees, shrubs and succulents that can be added to their gardens.

According to a case study conducted by the City of Santa Monica, native plants typically use about 83 percent less water, produce about 56 percent less green waste and require nearly 70 percent less maintenance.



Beyond these sustainability benefits, native gardens are beautiful. Customers will be able to review a list of native plants - that vary in color, texture, smell and shape - that can be found at local nurseries. We want to make it as simple as possible for our customers who are committed to sustainability to grow a beautiful garden of native plants right in their own yards.



Visit our website at mnwd.com/calscape-nursery-program to learn more about the Calscape Nursery Program and find plants that are native to your region.

Moulton Niguel Named Top Workplace for Third Year in a Row

We are honored to be recognized by the Orange County Register as a Top Mid-Sized Workplace in Orange County! We take great pride in providing the absolute best service to our customers, and that service starts with all our employees. Whether you have a question about your bill, are interested in signing up for a water efficiency program, or want to learn about our water supply, we are here for you! We are grateful for the opportunity to provide you and your family with safe, reliable water service every day.



Have a question for us? We'd love to hear from you! Please give us a call at **(949) 831-2500** or email us at customerservice@mnwd.com.

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.