

# Our Commitment to You: SAFE & RELIABLE WATER SERVICE



Due to the ongoing Coronavirus pandemic, we know these past few months have been challenging for many families in our community.

We want our customers to know that our water and wastewater services are fully operational, and we're still hard at work - ready to serve you.

This summer, we published our annual water quality report. Every year, Moulton Niguel conducts approximately 12,000 water quality tests to ensure the water we deliver to you is safe, clean, and continues to surpass every state and federal water quality standard.

We're also taking steps to prepare for the future. In June, our Board approved a balanced and on-time budget that reinvests more than \$54 million of our ratepayers' funds towards critical infrastructure projects.

We also wanted to share some of our expanded offerings of online services. Check out a few of our enhanced virtual programs and resources on the back page and be on the lookout for more news about these programs and other online programs in the future.

In the meantime, please reach out if you have any questions and let's continue to stay in touch.



## CONNECT WITH MOULTON NIGUEL



24/7 Phone Number:  
**(949) 831-2500**



Email:  
**customerservice@mnwd.com**



Board Meetings:  
**mnwd.com/boardmeetings**



Social Media:  
**@MNWDWater on Facebook, Nextdoor, Twitter, LinkedIn, and YouTube**



Customer Portal:  
**mywater.mnwd.com**



Website:  
**mnwd.com**



# Check Out Our Virtual Programs & Online Resources

While some of our in-person programs are temporarily on hold, please know we are here to support you and would be happy to talk through any of your questions over the phone, through email, or even via video chat. We also continue to have online resources such as our customer portal, rebate programs, and bill pay options available for you, at your convenience.



## HOME SAVINGS SURVEYS:

We would still like the opportunity to help you reduce your overall water bill and ensure that you don't have any issues at your property that could be causing high bills. Through our adapted Home Savings Surveys Program, customers can schedule a video chat appointment directly with one of our water efficiency experts or view our online troubleshooting guide to identify where you might have a leak or other unintended use of water.

More info: [mnwd.com/homesavingsurvey](https://mnwd.com/homesavingsurvey)

## LANDSCAPE CLASSES:

We are hosting virtual landscape workshops to help customers reimagine their outdoor landscape and transform thirsty lawns into beautiful, California native landscapes. Our virtual landscape workshops are interactive and informative, with a focus on landscapes that are sustainable to our Orange County climate.

Check out our upcoming schedule: [mnwd.com/landscapeclasses](https://mnwd.com/landscapeclasses)

## EDUCATION CENTER:

With many of our schools back in session, now is a great time to explore our online education center, filled with interactive activities, educational videos, and a downloadable water education activity booklet. Interested in a customized online presentation or activity for school children?

Email [outreach@mnwd.com](mailto:outreach@mnwd.com) to see how we can support your needs!

Learn more: [mnwd.com/online-education-center](https://mnwd.com/online-education-center)



Have an idea? We'd love to hear from you! Please email us at [outreach@mnwd.com](mailto:outreach@mnwd.com) to share your ideas on how we can continue to improve our services to you.

**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).