

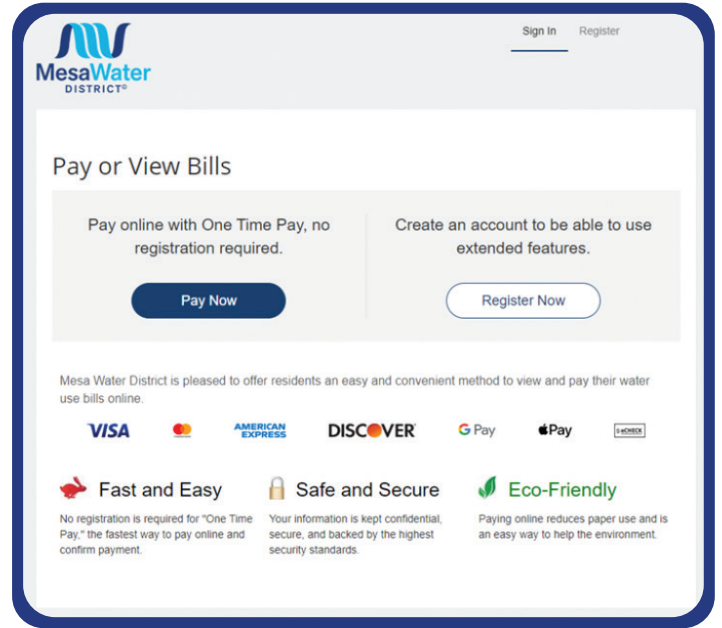
Switch to Paperless Billing and Receive a One-Time \$5 Bill Credit

Are you still receiving your Mesa Water bill in the mail? Paperless billing via email is an easy, more environmentally-friendly way to receive your bill – and it reduces Mesa Water's administrative costs. In fact, if all of our customers who are still receiving paper bills switched to receiving their bills via email, it would reduce administrative costs by several hundred thousand dollars annually! These savings can be passed along to all of our customers to help keep rate adjustments reasonable.

Now through June 30, 2023, enroll in paperless billing and receive a one-time \$5 bill credit on your next bill. For customers who are already paperless, we thank you – and you will be receiving a one-time \$5 bill credit too!

Visit MesaWater.org/BillPay to register your account for paperless billing. Once you've registered your account, you can also see options on how to make payments online or through automatic or recurring payment options such as AutoPay. You can also set up email or text notifications that let you know when your bill is ready.

Also, if you enroll in AutoPay by June 30, 2023 to have your payments automatically deducted from your checking account, we'll send you a Mesa Water reusable water bottle. AutoPay ensures that you never miss a payment and will never be subject to potential late fee charges.



Step-By-Step Guide to Registering Your Account

We recognize that registering your account and signing up for paperless billing and AutoPay requires several steps, so we've created a step-by-step guide included in this month's bill to help you. If you need assistance, call our Customer Services team, Monday – Thursday, 7:30 a.m. – 5 p.m., and Friday, 8 a.m. – 5 p.m. at 949.631.1200 – and we'll walk you through the process over the phone.

Make 2023 the year you go paperless or start AutoPay – you'll be glad you did!

THE ORANGE COUNTY REGISTER

"Though most agencies fell short of the governor's 15% [water] savings goal, most made respectable progress when you look at month-to-month comparisons two years apart. Some clocked stunning savings.

Overall, Orange County's average savings was 11%...The local "wow!" awards, however, go to the city of Orange, which came close to cutting water use in half, and Mesa Water, where use was down 33%." (November 22, 2022)

Ask Us Anything

Do you have a burning question? – Where your water comes from? What you can do to be more efficient with your water use? The Mesa Water Board of Directors wants to hear from you!

Submit your question at MesaWater.org/Ask and one of our Board members will answer your question with a video response that will be shared on Mesa Water's website, Facebook and Instagram pages.

We look forward to your questions!



Independent Special Districts – Like Mesa Water – Offer Tailored Specialized Services to Meet Local Needs

Did you know that Mesa Water is an independent special district, providing one single focused service? Our charge is to serve water to businesses and 110,000 residents in Costa Mesa, a portion of Newport Beach, and some unincorporated areas of Orange County, including John Wayne Airport. Special districts are unique and beneficial to the customers they serve for a variety of reasons. Special districts:

- Have a publicly-elected Board of Directors who serve the neighborhoods in which they live and are directly representative of and accountable to their constituents.
- Are created, funded and overseen by a community's residents when there is a public service, such as water delivery, that residents want and is not provided by a city or county.
- Implement projects and services that are influenced by local residents – ensuring the District meets the direct demands and needs of the community.
- Are the most responsive form of government – as highly specialized agencies, they can be nimble, innovative, efficient and transparent in how they provide services and how they invest ratepayers' precious dollars.
- Address challenging statewide issues at the local level, and support our economy and infrastructure.

Mesa Water is proud to deliver an abundance of local, reliable, clean, safe water to our community. One of our most significant accomplishments as a special district is being able to provide our customers with 100% local water. Mesa Water is the only water district in Orange County to fulfill water demand entirely from local groundwater supplies and is not dependent on more expensive imported water. Our local water supply is not only a drought-resilient source, but helps protect residents from rate volatility. Local control and local representation enable Mesa Water to be visionary and innovative, and to take bold action that results in long-term benefits for our customers.

Learn more about Special Districts at csda.net/home.

Staff Splash: Meet Jason Langlois

Jason Langlois, operator, is committed to helping ensure a local, reliable source of water for our customers.

Q. What makes Mesa Water unique?

A: We are the only Orange County water provider to source 100% of our community's water needs with a local supply.

Q: What advice would you tell someone who is interested in getting into the water field?

A: There are many different avenues you can explore in this industry, you just have to find the right role that sparks your passion. I would start with a volunteer, internship, or temporary position in the industry. There are also workshops and classes that can help. Both of these will help you work towards state certifications, which are highly recommended in the water industry.

Q: What do you find the most rewarding about your role?

A: I would say that working in and around one of the planet's most precious resources – water – is quite rewarding as an operator. Also, teaching some of our new staff faster, safer and more effective ways of tackling the jobs we perform on a daily basis.

Q: What is your favorite water-themed movie?

A: Jaws! I grew up watching it as a kid. My dad really enjoyed that movie, so that's probably why we watched it so much.

Staff Splash is a recurring feature in News on Tap. Look forward to meeting more Mesa Water employees in future issues.



MesaWater.org

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Produced by Mesa Water's Board of Directors, **News On Tap** is a bi-monthly publication to inform Mesa Water's customers and community about water issues and events.

BOARD MEETINGS

Mesa Water Board meetings are held the second and fourth Wednesday of each month at 4:30 p.m. at 1965 Placentia Avenue, Costa Mesa, and are open to the public. For more information, call 949.631.1206.

Public Affairs Department

949.631.1201

info@MesaWater.org

After Hours Emergency Phone: 949.631.1200

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