

Mesa Verde Resident Experiences Five-Star Field Customer Service – Twice!

One day last summer, Mesa Verde resident, Brenda, arrived home to a doorhanger from Mesa Water District (Mesa Water®) informing her that her water usage was moderately higher than typical. Attached to the doorhanger were toilet leak detection dye tablets suggesting she use them to see if she had a toilet leak.

This was not the first time Brenda had heard from Mesa Water about unusual water usage, so she knew to take it seriously. When she first bought her home three years ago and the home was still vacant, Mesa Water notified her about a tremendous spike in water usage. Brenda was out of town at the time and explained her situation, so a field customer service representative went over and turned her meter off to stop the waste until she could take care of it when she returned to town. Turns out there was a broken sprinkler head that had been gushing like a geyser!

Following the unusual water use notification, Brenda used the toilet leak detection tablets and ruled out a toilet leak. Since she couldn't locate a leak source, she had her handyman come out to inspect the rest of her fixtures. When he determined the leak was not coming from any of Brenda's indoor plumbing, she called a plumber to investigate her outdoor hose bibs and irrigation system.

Finding no broken sprinkler heads or valve leaks, the plumber checked the water meter and sure enough – the low flow indicator was spinning, so even though all indoor and outdoor water was off, water was flowing through the meter. The plumber then used a moisture sensor probe throughout the yard and located the wet zone. The cause was a below-ground broken irrigation pipe. Brenda had her gardener make the repair the next day.

"I was so grateful to receive the notice and toilet leak detection dye tablets because it helped me quickly determine that there was more going on and I needed to call a plumber to help find the root cause," said Brenda.

With every meter read, Mesa Water's Meter Reading Device compares a customer's last bill, as well as usage for that same period in the prior year (if applicable). When one of our field customer service representatives was reading Brenda's meter, the device flagged an increase in water usage. This led staff to investigate Brenda's usage history further and then notify her of the increased usage.

Sometimes a leak is slow and gradual, so customers should keep an eye on their unit usage to make sure it seems correct. Remember that summer usage tends to be higher than winter usage.

"What I appreciate over the past three years – having moved from a townhome to a single-family home built in 1962 with old pipes and a large yard – Mesa Water is on top of ensuring that I am not unknowingly wasting water. They immediately let me know on two occasions that I may have a potential leak that I was completely unaware of – that's five-star customer service!"



Field customer service representative leaves a doorhanger alerting customer of atypical water usage.



Mesa Water Notify Keeps You Informed

Through our Mesa Water Notify system, we are able to send messages to our customers via email and text. Be sure we have your most current email address and mobile phone number, so that we can reach you in real-time in the event of an emergency. Call our Customer Services Department at 949.631.1200 today to update your contact information.

Staff Splash: Meet Hester “Fritz” Petropoulos

Please welcome Fritz Petropoulos, our new Water Use Efficiency and Education Coordinator.

Q: How did you get into the water industry?

A: After more than 15 years as a classroom teacher, I became the Education Coordinator at the Orange County Mosquito and Vector Control District – a role I had for seven years. When I saw the opportunity to join Mesa Water, I thought I could grow professionally and switch from educating about how standing water attracts mosquitoes, to informing customers about local, reliable, clean and safe water.

Q: What are you most excited about in your new role at Mesa Water?

A: I am excited to enhance our water use efficiency program and work with customers to help them use water wisely.

Q: What would people find surprising about Mesa Water?

A: The water we provide is truly 100% local. We don't take any water from the Colorado River or Northern California – we're the only water district in Orange County to achieve that distinction.

Q: What is your favorite water themed movie?

A: It has to be Splash! The movie has an amazing cast, and the lobster scene is unforgettable!



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



Calling All High School and College Student Cinematographers! Enter Video Contest for a Chance to Win \$1,000!

Mesa Water's Annual Video Contest for high school and college students is now open! Local students who live in or attend high schools and colleges in the Mesa Water service area, are encouraged to submit a creative video (60 seconds or less) answering one of these questions:

- What does it mean to you that Mesa Water is 100% local? – #PurelyLocal
- Why is it safe to drink Mesa Water straight from the tap? – #ByeByeBottled
- Why do you love Mesa Water? – #ILoveMesaWater

Visit [MesaWater.org/VideoContest](https://www.mesawater.org/VideoContest) for rules and a chance to win \$1,000!

Spring Into Water-Wise Routines

As temperatures increase and rainfall decreases, it's time for residents and businesses to plan for a water-wise spring. Mesa Water customers understand the importance of water use efficiency. Since most indoor water use is captured and recycled, efficient outdoor water use is where the community can make the greatest impact. Kickoff spring with these helpful tips to encourage water use efficiency around your home or business:

- Plant California-friendly trees and plants.
- Adjust sprinkler heads and fix leaks.
- Invest in a smart sprinkler timer.
- Cover bare soil with mulch.

Remember that requirements around wasteful water use remain in place. While grass at residential properties or grass used for recreation and community events can be watered according to Mesa Water's suggested efficient watering schedule, a ban on watering any grass at commercial, industrial and institutional properties that is non-functional remains in effect. Please note these other important requirements:

- Wait to water lawns until 48 hours after rainfall.
- Use hoses with shut-off nozzles when washing vehicles or watering landscaping.
- Sweep instead of hosing down hard or paved surfaces.

Learn more at [MesaWater.org/BeMesaWaterWise](https://www.mesawater.org/BeMesaWaterWise)



[MesaWater.org](https://www.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.

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