Moulton Niguel Water District Recognized for Delivering Enhanced Service to Customers

By Medha Patel

Moulton Niguel Water District, which recently received the state’s highest environmental and economic award, continues to earn recognition for its customer service tools and innovation. The District was recently honored by Government Technology for its online customer portal, MyWater MNWD.

“We’re incredibly honored to accept this award and will continue to find new ways to serve our customers,” said Moulton Niguel President Brian Probolsky. “Moulton Niguel is committed to developing cost-effective tools and technologies that improve service and save our customers money.”

As part of its 2019 Special Districts Program, Government Technology honored Moulton Niguel within its Technology Innovation Citizens category, which recognizes special districts that have utilized technology to improve service delivery to citizens. Additionally, it highlights special districts who continue to enhance user experience, accelerate access to services, and improve overall service to the customers they serve.

“In everything that we do, our customers come first,” said Moulton Niguel Director Duane Cave. “We want to make it easy for our customers to interact with their water district.”

Moulton Niguel’s award-winning 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, access money-saving water rebates, learn about conservation programs, and enroll in paperless billing. First launched two years ago, more than 45 percent of the District’s customers have enrolled in the portal.

Moulton Niguel has established itself as a leader in water technology innovation. Last fall, Amazon honored Moulton Niguel Water District for best practices in cloud innovation – the only water district in the world to receive such recognition. The agency has also been recognized by the WaterNow Alliance with its Impact Award for accelerating innovative and sustainable water solutions.

In 2017, Moulton Niguel Water District was honored with the Association of California Cities – Orange County’s “Golden Hub of Innovation Award” for using water data tools to save customers nearly $20 million in recycled water.

Orange County Water Association
OPERATOR EXPO
Product Exhibition & Operator Competition

Thursday, September 19, 2019
8:00 am to 1:30 pm
Rattlesnake Reservoir Park, Irvine

VALUABLE OPERATOR TRAINING
2 Contact Hours  ●  Sign-In Begins at 7:30 am
Training Topics To Be Announced

For further details on the Event, and Information on Exhibiting or Sponsorship, see Page 6 & 7
MWDOC Appoints Robert R. McVicker
Director of Division Three

Former OCWA President Brings Extensive Experience to Board

The Municipal Water District of Orange County (MWDOC) has appointed Robert R. McVicker, a semi-retired civil engineer with a long history in the water industry, as Director of Division 3. Director McVicker will fill the seat formerly held by Wayne S. Osborne, who retired in April 2019. Director McVicker will represent the areas of Cypress, Fountain Valley, Los Alamitos, Stanton, Westminster, the western portion of Garden Grove, and nearby portions of unincorporated Orange County.

“Bob McVicker is extremely knowledgeable about the complexities of water management. He has an extensive background in Orange County water issues and is a welcome addition to the Board,” said Director Jeffery M. Thomas.

“I am humbled and honored to be selected for this appointment,” said McVicker. “I look forward to working with my colleagues on the MWDOC Board to ensure safe reliable water continues to be abundant for Orange County.”

Director McVicker brings more than 35 years of experience in the water industry to the MWDOC Board, working for nearly a dozen agencies as an engineer and a consultant. He is a member of several water industry organizations including the American Water Works Association, the American Society of Civil Engineers, and the Orange County Water Association where he served as a past president.

Director McVicker is a graduate of Humboldt State and received his Master’s degree at Utah State. He lives in Fountain Valley with his wife, Gloria.

City of San Clemente Wins MWDOC-Wyland OC Mayor’s Challenge

The Municipal Water District of Orange County (MWDOC) and the Wyland Foundation are excited to announce that the City of San Clemente has been named the 2019 winner of a water-efficient demonstration garden – or pocket park – for their community’s stellar participation in the 8th annual Wyland National Mayor’s Challenge for Water Conservation. The public park will serve as an open model for water-wise landscaping and smart irrigation, and will demonstrate to visitors that with the right design, plant palette, and watering equipment, any outdoor space can be functional, efficient, and beautiful.

“We congratulate the historic town of the Nixon Western White House, the City of San Clemente and their citizens for their unwavering commitment to use water more efficiently,” says MWDOC Board President Brett R. Barbre. “Protecting our water resources now, and for future generations is a responsibility we all share, and this year San Clemente is leading the way.”

Each April, cities across the nation compete in the Wyland National Mayor’s Challenge for Water Conservation (‘National Challenge’ or ‘Challenge’). This noteworthy, month-long competition encourages people from coast-to-coast to make a series of mindful pledges to use water more wisely. This year, Orange County secured nearly 30,000 total pledges, which is equivalent to a potential savings of nearly 105 million gallons of water. Since the introduction of the OC Breakaway Competition in 2017, Orange County participation in the National Challenge has increased by more than 15,000 pledges – a growth of nearly 27 million gallons of water pledged to be saved by OC citizens.

For the 2019 Challenge, the City of San Clemente alone collected almost 2,700 pledges from community members committing to reduce the city’s water use by over 9 million gallons from now until next April when the Challenge begins again.

Additional top performing OC cities include Laguna Beach, Irvine, Mission Viejo, and Laguna Niguel. Together, these OC cities pledged to save nearly 55 million gallons of water over the next year.

MWDOC, the Wyland Foundation, and their participating sponsors and partners wish to congratulate and sincerely thank all Orange County citizens who participated in this year’s Challenge. The numbers from the 2019 competition clearly show that Orange County is water smart.

Interested in Participating in OCWA?

Many Volunteer Opportunities are Available

Looking for a way to give back to your professional community, meet new people within the industry, and contribute — in a meaningful way — to the mission and goals of the Orange County Water Association? Your help is wanted in a variety of posts. We need social support for the summer Golf Tournament and winter Holiday Party, and professional assistance with SafetyFest and our Operator Training events.

It’s an exciting, fun way to expand your contacts, gain visibility within the profession, and find rewarding benefit in helping others. Talk to one of the officers or members of our Board, or the chair of the committee you’d like to assist. Contact information is on Page 8, or visit our website, www.OCWater.org.
There’s no Association meeting in June, but our Industry Insight event returns with a special guest in July.

Metropolitan Water District’s Brad Coffey will provide his take on a topic of interest to the Southern California water community. Met speakers are a consistently strong draw at our event, and Mr. Coffey’s presentation should continue this tradition. So make plans now to join us July 17. You won’t want to miss this!

About Our Speaker

Brad Coffey currently leads the Water Resource Management Group at Metropolitan Water District of Southern California. In this role, he and his team plan for the region’s long-term water supply, manage imported and local water resource programs, advance water-use efficiency, and prepare for droughts and a changing climate.

Brad started at Metropolitan in 1990 as an assistant engineer. In a variety of increasingly responsible positions, he developed process design criteria for the $1.2 billion ozone retrofit, investigated perchlorate contamination on the Colorado River, and managed Metropolitan’s five large water treatment plants. Most recently, Brad served as Assistant Manager for the Water System Operations Group. In this capacity, he helped manage more than 900 employees who import, treat, and deliver water throughout Southern California. Through this work, Brad has authored or co-authored over 80 publications and conference presentations.

A registered professional engineer and water treatment operator in California, Brad earned degrees in mechanical and environmental engineering from Virginia Tech. He also holds a Master of Public Administration degree from the University of Southern California.

Wednesday, July 17, 2019

Dave & Buster’s Restaurant  ♦  Irvine Spectrum Entertainment Center
11:30 am: Registration  ♦  12:00 – 1:30: Lunch & Presentation

OCWA Members with Reservations…… $30  Non-Members with Reservations……… $45
OCWA Members without Reservations…. $45  Non-Members without Reservations…… $45

Reservations must be made by EOB, Tuesday, July 16, to qualify for the Reservation Rate. Cancellations received AFTER this date CANNOT be refunded.

To make reservations, please go to the OCWA website: www.ocwater.org

For more information, contact Leticia Villarreal at (714) 378-3201
Please identify yourself by name and membership number.

RSVP IS A FINANCIAL COMMITMENT. NO-SHOWS WILL BE BILLED
40th Annual Golf Tournament
Enjoyed by All Competitors

The annual OCWA Golf Tournament, held this year on June 3 at Strawberry Farms Golf Course in Irvine, was acclaimed by all as an unqualified success.

Played on a beautiful, Southern California June day, over 100 golfers turned out for a great tournament, a time of golf and camaraderie.

A big part of the day’s success was due to the help provided by the many volunteers. We’re indebted to Paige Fundament and Camilla Howe from Michael Baker International, Janet Ortega and Peace Maari from Hazen and Sawyer, Chelsea Roy from PACE Advanced Water Engineering, and Hope Hofseth with Strawberry Farms Golf Course.

We’ll have complete coverage of all the day’s winners in an upcoming issue of Water Matters. Until then, however, we would like to express again our appreciation for the generous support of all our sponsors, without whom our event would not be possible.

Our sincere thanks and appreciation to all our Sponsors. Their generous support helps ensure our Golf Tournament remains a tremendous success, year after year.

Corporate Sponsors
The following companies joined with OCWA to sponsor this year’s Golf Tournament.

| AES Water Inc.                      | Darik Walton |
| American Flow Control              | Blair Schueler |
| Atkinson, Andelson, Loya, Ruud & Romo | Jeff Hoskinson |
| Bingham and Taylor                 | Mark Delancellotti |
| Bush and Associates                | Shem Hawes |
| Civiltec Engineering, Inc.         | Monte Roberts |
| Cla-Val Company                    | Nolan Foran |
| Clow Valve Company                 | Mike Metts |
| DUDEK                              | Blake Kidd |
| Ford Meter Box Co.                 | Terry Gillespie |
| GCI Construction                   | Michael Bodart |
| General Pump                       | Dave Jones |
| Guida Surveying, Inc.              | Steve Friedman |
| Hazen and Sawyer                   | Ralph Guida |
| HDR                                | Randy Kato |
| JCM Industries/Tripac              | Jeff Hull |
| Kato Landscaping                   | Matt Armstrong |
| Leighton                           | John Nagle |
| M & H Valve                        | Tom Roberson |
| Michael Baker International        | Kevin Cornejo |
| MISCO Water                        | Paul Allison |
| Mueller Systems                    | C. Robert Sears |
| MWH Constructors                   | Jeff Cooper |
| National Meter And Automation      | Andy Komor |
| Paulus Engineering, Inc.           | Jason Paulus |
| Project Partners                   | Kimo Look |
| Psomas                             | Mike Swan |
| Richard Slade & Associates         | Richard Slade |
| Stantec                           | Jim Cathcart |
| TE Roberts Inc.                    | Tim Roberts |
| TE Roberts Inc.                    | Justin Roberts |
| Tetra Tech                         | Mark Bush |
| Tesco Controls                     | Shain Thomas |
| TRIPAC                             | Bill Foster Sr |
| TRIPAC                             | Bill Foster Sr |
| Trench Shoring                     | Al Scappaticci |
| Trench Shoring                     | Al Scappaticci |
| West Yost                          | A.J. Connell |

Enjoyed by All Competitors
Based on feedback from participants and the record-breaking turnout, this year’s SafetyFest was a resounding success! Over 115 water and wastewater utility staff met at the City of Santa Ana Public Works Yard for a day of networking and learning.

Up to 6 Safety Contact Hours were available to those who attended the six state-approved trainings held throughout the day. Presentations included: Accident Prevention; Dig Alert; Active Shooter Response in the Field & Yard; Heat Illness Prevention; and Coordinating with Fire Agencies Everyday.

At the end of the day everyone walked away with new tools and resources they can use to protect themselves and the communities they serve; as well as a greater appreciation for their roles as “shepherds” of public health and safety.

Instrumental in helping pull this together was Kelly Hubbard, MWDOC, who organized and orchestrated the whole day, made arrangements for all the presenters, and helped the program run so smoothly. Also, special thanks goes to Nabil Saba, Water Resources Manager, Bryan Lopez, Public Works Safety Coordinator, and the Staff at City of Santa Ana for all the signage, the setup of the room, and the cleanup afterwards. Our event owes its success in large measure to their support.

In addition, the following people and organizations earned our gratitude for the help they provided coordinating the many facets of the day’s events: Bobby Young, Treasurer, OCWA, for overseeing the activities; Dave Jones, Board Member, OCWA, and Gregorio Estrada, President, OCWA, for registration; Kelly Hubbard, MWDOC, for CEUs; and Richard Jones Pit BBQ for catering both the country-style breakfast and the BBQ for lunch.

Thank you to everyone who attended and participated in the 11th Annual Orange County Water Association SafetyFest. See you next year!
Orange County Water Association

OPERATOR EXPO
Product Exhibitions & Team Competitions

This annual event provides a great opportunity for quality continuing education, a chance to gather information on new products and learn more about current technologies directly from the experts, and an excellent opportunity to socialize with others in the industry.

This Specialized CE Training and Vendor Exhibition ranks among OCWA’s Premier Events, and the Tapping Competition is a great way to build teamwork and meet others.

Space Goes Quickly so Sign-Up ASAP. You won’t want to miss it!

Thursday, September 19, 2019
7:30 a.m. to 1:30 p.m.
Rattlesnake Reservoir
4769 Portola Parkway, Irvine

★ Vendor Exhibits .................. All Day
★ Vendor Set-Up .................. 7:00 am
★ Operator Training ‘Check In’ .................. 7:30 am to 8 am
★ Operator Training (2 Sessions) ........ 8 am to 10 am
★ Pipe Tapping Competition ........ 10 am to Noon
★ Horseshoe Competition ........ 10 am to Noon
★ CATERED BBQ LUNCH .......... Noon to 1 pm
★ Opportunity Drawing ........ 1 pm

Catered Lunch: Tickets: $45.00 each

Door Prizes needed; please bring to event.
Sponsorship Opportunities are Available:
Sponsor: $200.00 ★ Exhibitor: $300.00

Sponsors receive recognition at the event, have their name on a banner, and are recognized in the OCWA newsletter.

Reservations can be made on the OCWA website:
www.ocwater.org
or you may email Bobby Young at byoung@etwd.com

OPERATOR TRAINING (2 Contact Hours)
Operator training courses will be offered for hands on training in select industry skills. We haven’t finalized the arrangements yet, but expect to have detailed information available soon. This is a great opportunity to gain 2 contact hours for certifications. Certificates will be provided for attendees.

Attendees may sign up for the training on the OCWA website, www.ocwater.org, or contact Bobby Young at byoung@etwd.com

VENDOR EXHIBITION
Last year, we had over 20 vendors from the water industry display their latest products and services. There were pipe suppliers, tank suppliers, valve suppliers, meter suppliers and more on hand to demonstrate their products and answer questions. This is a great opportunity to meet multiple suppliers in one place and get information that will benefit your agency or project. Since the venue is outside, some vendors have live demonstrations of their products. Come see the best and latest products in the water industry!

OPERATOR COMPETITION (Pipe Tapping Contest)
This is the 12th year of the pipe tapping contest. This is a great opportunity to build teamwork among staff. The pipe tapping contest will follow the same rules as the AWWA competition. Each team will be given two chances at the pipe tap. All material – except the tapping machine – is provided by OCWA. Trophies are awarded to the first and second place teams. Agencies may have multiple teams. Contact Randy Lovan at (949) 439-0423 if your agency is interested in competing. Attendees and observers enjoy the benefit of networking with operators from other agencies, which helps improve the overall industry.

HORSESHOE COMPETITION
Our Horseshoe Competition is back by popular demand! There is a limit of two teams per Agency with two contestants per team. This will be a single-elimination competition. Complete contest rules are available online at www.ocwater.org. To participate, teams must be registered to attend the Operator Training/Team Competition Event. All registrations must be made before 5 pm on Tuesday, September 17. To register, write Bobby Young at byoung@etwd.com.

Remember: SIGN UP NOW!
Sponsor & Exhibitor Opportunities available for

Orange County Water Association
Operator Expo
Product Exhibitions & Team Competitions

Thursday, September 19, 2019
7:30 a.m. to 1:30 p.m. (Set-Up Begins at 7 a.m.)
Rattlesnake Reservoir • 4769 Portola Parkway, Irvine

☐ YES! I would like to participate in the OCWA Annual Exhibition and Operator Training Event

I wish to participate as:

☐ Exhibitor ($300*)

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Product or Service Displayed

*Exhibitors receive covered exhibitor space for set-up and display (please let us know if you have any special needs or requirements), prominent listing in all on-line and associated advertising, and lunch for all participants.

☐ Sponsor ($200**)

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**Sponsors will be prominently displayed in all on-line and associated advertising, as well as be listed on event-day signage.

Enclosed, please find a check payable to Orange County Water Association in the amount of: ____________________________

Mail this form, with your check, to:

Orange County Water Association
P.O. Box 51404 • Irvine, California 92619-1404

Please respond by Thursday, September 5, 2019, to ensure adequate space is available.

Questions? Please contact Bobby Young, (949) 837-7050, or via email at: byoung@etwd.com
ARE YOU INVOLVED IN THE WATER INDUSTRY IN ORANGE COUNTY?
If yes, then consider becoming a member of the Orange County Water Association (OCWA).
OCWA mission is to foster advancement in the Water Works Industry, set high standards for potable water, exchange ideas and work for standard policies and procedures of mutual help during water emergencies, disseminate information for the education of the general public in the use of water and its value to civilization and aid in water research.

ORANGE COUNTY WATER ASSOCIATION
BY THE NUMBERS

OVER 230 MEMBERS

120+ Companies Represented

SAVE $100+/yr with membership event discounts

45+ AGENCIES REPRESENTED

50+ YEARS OF SERVICE TO ORANGE COUNTY

AS A MEMBER OF OCWA YOU WILL RECEIVE THE FOLLOWING BENEFITS

Build Your Network

- **Monthly Meetings**: Reduced fees for our monthly meetings which provide an opportunity to hear from local leaders on new and innovative projects, and meet other local water industry professionals.
- **Annual Holiday Party**: The annual holiday party brings together over 200+ members and guests.
- **Annual Golf Tournament**: This member only event draws 100+ water professionals. The event features prizes and a non-scramble format.
- **Expand Your Contacts**: Members gain access to OCWA’s vast member directory.

Advance Your Career

- **Board Positions**: Earn a position on the Board to gain leadership.
- **Gain Visibility**: Gain opportunities to present your agency/company’s projects or programs to our local network.
- **Committee Positions**: As a member, consider joining one of various committees.

Education and Training Opportunities

- **Monthly Newsletter**: Jobs, projects, local water news, regulatory and legislative updates each month.
- **Safetyfest**: Earn CEUs from State approved training sessions.
- **Annual BBQ**: This Operator Training Event, offers CEUs, over 20 vendor exhibitions, and a Pipe Tapping Contest.

To join OCWA visit our website at: ocwater.org/join-us
Three new videos that highlight the innovation and commitment of member agencies are now available for members to use in their education efforts. They are the latest in the planned 10-episode series titled “California H2O: Flowing for the Future.” Produced by JComm, Inc. in collaboration with member agencies, the videos are approximately 4-5 minutes long and provide member agencies a great tool in educating their communities about important water issues. There are also shorter, promotional versions of all the videos to use on social media.

“These videos are informative, visually engaging and easy to understand,” said ACWA Executive Director Dave Eggerton. “I hope member agencies find them a helpful tool in educating the public about key water issues and the innovative and positive work of the water industry across the state.”

Topics available are:

♦ “Saving For a Dry Day” explores the ongoing efforts to increase water storage throughout the state and better measure and map California’s biggest reservoir, the Sierra snowpack.

♦ “A Safe Supply” looks at local efforts to forge collaborations and use state-of-the-art water treatment technology to ensure delivered water is safe to drink.

♦ “Tractors and Tech” showcases the increasingly sophisticated measures used to improve the efficiency of agricultural irrigation.

♦ “Investing in Our Future” explores innovative ways in which water agencies are maximizing cost-effectiveness when replacing aging infrastructure.

♦ “Fixing the Bay-Delta. What’s at Stake” examines the key issues that make the Delta one of the state’s most crucial water resources.

♦ “Small Changes, Big Impact” highlights how water agencies have helped Californians embrace a more water-efficient way of life through education and rebate programs.

Members are encouraged to download the videos and incorporate them into ongoing public education efforts. The final four episodes will debut at ACWA’s 2019 Fall Conference & Exhibition in San Diego. The first six videos are available at www.acwa.com/h2ovideo. Questions about the video series can be directed to ACWA Director of Communications Heather Engel at heathere@acwa.com or (916) 441-4545.