



**Board of Directors**

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James Wall, Director

*Providing Outstanding Service Since 1963*

December 20, 2021

Board of Directors  
Triunfo Water & Sanitation District  
Ventura County, California

**PROPOSED “YEAR IN REVIEW” LETTER TO  
TRIUNFO WATER & SANITATION DISTRICT CUSTOMERS**

**Summary**

In several years past, the Board of Directors of Triunfo Water & Sanitation District (TWSD) has directed staff to prepare and mail a “Year in Review” letter to the entire TWSD customer base (i.e., wastewater customers listed on the Ventura County property tax rolls). Such letters typically highlighted TWSD’s activities and accomplishments of the past year, as well as pertinent issues facing the district going forward. At the November 22, 2021 TWSD Board Meeting, Director Orkney requested an item be placed on the December Board meeting agenda to consider a similar letter for 2021. If approved, such a letter would be prepared for mailing to customers in January 2022. Staff reviewed the TWSD’s activities and accomplishments from January 1, 2021 to date and prepared an initial draft of content for the Board’s consideration (attached). Please contact me at 818-400-9278 or email [swarren23@roadrunner.com](mailto:swarren23@roadrunner.com) if you have any questions or need additional information.

**Fiscal Impact**

The estimated cost for preparing, printing, and mailing the “Year in Review” letter to customers depends on the design complexity and chosen format (e.g., a single-color self-mailer versus a more complex full-color design mailed in an envelope). Based on a database of 10,100 customer addresses, staff estimates the total cost to range from \$6,500 to \$8,300, depending on the Board’s preferences. Such expense is not included in the 2021-2022 TWSD Budget; thus, approval of a budget adjustment would be necessary.

**Recommendation**

It is recommended that the Board consider the proposed content and estimated cost of a “Year in Review” letter to be mailed to all TWSD customers and direct staff accordingly.

A handwritten signature in blue ink that reads "Sandy Warren".

SANDY WARREN - CONSULTANT

REVIEWED AND APPROVED:

A handwritten signature in blue ink that reads "Mark Norris".  
\_\_\_\_\_  
Mark Norris - General Manager

Attachment

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## **Triunfo Water & Sanitation District**

### **2021 Year in Review – Draft for Board Review**

*In 2021, the Board of Directors and staff of Triunfo Water & Sanitation District worked diligently to continue providing customers with a superior level of customer service. This included dedicated response to the challenges posed by California's persistent drought, continued progress toward District independence, enhanced public outreach, and further development of the innovative Pure Water Project.*

#### **Ongoing California Drought Prompts Diligent Triunfo Response**

Throughout 2021, California remained in the grip of a severe drought. In line with Governor Newsom's request for stepped up water conservation statewide, the Triunfo Board of Directors implemented Stage 1 of the District's Water Shortage Contingency Plan in September, adding additional water use limitations to the permanent restrictions already in place. These affect the more than 14,000 residents of Oak Park who receive their potable water service from Triunfo.

Triunfo purchases 100% of its potable water from sources outside of the service area through the Metropolitan Water District of Southern California via Calleguas Municipal Water District. This water is delivered primarily through the State Water Project from Northern California. On December 1, the California Department of Water Resources announced a 0% initial allocation from the State Water Project for the coming year.

A 0% allocation means available water supplies will be prioritized to satisfy the health and safety needs of residents and businesses, but not for typical outdoor irrigation. Looking ahead, significant restrictions on outdoor watering may be required if snowpack conditions in the northern Sierras do not improve this winter.

Triunfo's water service customers have already done a commendable job in reducing water usage over the past several years. Nevertheless, current drought conditions require even more concerted effort, particularly if unseasonably dry conditions persist into 2022.

#### **Triunfo Continues Progress Toward Independent District Status**

Beginning in 1977, Triunfo Water & Sanitation District's administrative and operational services were provided through a contract with Ventura Regional Sanitation District. In

2020, the Board of Directors voted to begin the process of bringing those services in-house and becoming a fully independent organization. Over the past year, Triunfo made significant progress in its efforts to do so.

As of July, all management, engineering, accounting, billing, and general administrative services are provided by a dedicated staff of Triunfo employees. In December, recruiting began for field management and operations staff to complete the staffing process. In 2022, it is the District's goal to move from the office space it currently rents from Ventura Regional Sanitation District and establish a local office within its service area.

Triunfo staff can be reached at the following numbers:

Water Service	800-613-0901
Sanitation Service	805-658-4690
Clerk of the Board	805-658-4642
Administration	818-889-8996
Emergencies (24/7)	805-389-9406

## **Triunfo Reaches Out to Customers With Cost Savings and Education**

Public outreach has long been a Triunfo priority, and this was no exception in 2021. The District's water service customers enjoyed continued access to valuable conservation rebates for such items as high-efficiency clothes washers, smart irrigation controllers, rain barrels, and more. Turf replacement rebates through the Metropolitan Water District of Southern California increased 50% from \$2 to \$3 per square foot. More than \$### in rebates was paid out to Triunfo customers during the year.

In November, Triunfo established a Water Customer Assistance Program that offers a \$15 discount on monthly water bills for customers who meet specific income requirements. Information on this and the Water Conservation Rebate Program is available on the District's website: **triunfowsd.com**.

Customer education also received significant attention in 2021. In October, Triunfo sponsored a hands-on drip irrigation workshop at Mae Boyar Park. Earlier in the year, in response to social distancing requirements, the District offered online classes in water-wise gardening, turf replacement, and fire-wise landscaping.

Triunfo enhanced its social media presence during the past year through Facebook and LinkedIn. Additionally, customers who wish to receive regular updates on the District's activities can sign up to receive Triunfo's email newsletter. Details are on the website: **triunfowsd.com**.

## **Pure Water Project Wins Awards; Demonstration Facility Opens for Tours**

The innovative Las Virgenes-Triunfo Pure Water Project garnered a couple of significant industry awards in 2021. In March, the Association of California Water Agencies honored the project with its annual WaterReuse Award, and in August the California Association of Sanitation Agencies recognized the project with its annual Award of Excellence in the category of Innovation and Resiliency.

After delays caused by social distancing restrictions associated with the Covid-19 pandemic, the Pure Water Project Demonstration Facility opened its doors for public tours in November. Visitors can view the water treatment process on a small scale and taste the water it produces. The adjacent Sustainability Garden is also part of the tour. The Demonstration Facility is located at 4232 Las Virgenes Road in Calabasas. To schedule a visit, register at [triunfowsd.com](http://triunfowsd.com).

The pilot project is a preview of the final purification plant, scheduled for completion in 2030, which will provide 1.6 billion gallons of locally sourced drinking water annually. Triunfo, in its Joint Powers Authority partnership with Las Virgenes Municipal Water District, launched the Pure Water Project to comply with strict new regulatory wastewater discharge requirements for Malibu Creek, and to enhance the region's long-term water supply.

Detailed information about the project can be found at [ourpureh2o.com](http://ourpureh2o.com).

## **Triunfo Water & Sanitation District Board of Directors – 2021**

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