



Providing Outstanding Service Since 1963

Leon Shapiro, Chair
Jane Nye, Vice Chair
Janna Orkney, Director
Raymond Tjulander, Director
James Wall, Director

December 19, 2022

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

PROPOSED “YEAR IN REVIEW” LETTER TO TWSD 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. Staff reviewed the TWSD’s activities and accomplishments from January 1, 2022 to date and prepared an initial draft of content for the Board’s consideration (attached).

Fiscal Impact

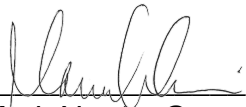
The estimated cost for preparing, printing, and mailing the “Year in Review” letter to customers depends on the design complexity and chosen format (e.g., a single-color self-mailer versus a more complex full-color design mailed in an envelope; please see last year’s sample attached). Based on a database 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 FY2022-2023 Adopted 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.

BECKY HAYCOX, PUBLIC INFORMATION OFFICER

REVIEWED AND APPROVED:



Mark Norris, General Manager

Triunfo Water & Sanitation District 2022 Year in Review – DRAFT

2022 has been a challenging year for Triunfo Water & Sanitation District (TWSD), dealing with the area's ongoing drought, and all that that entails for our valued customers, including further water usage restrictions.

We also reached milestones and had successes, of which we're proud. It has been a pleasure serving the more than 30,000 people that make up our service area, striving to be the best resource we can possibly be for our water and sanitation customers, and continuing our efforts to provide exceptional customer service.

The Las Virgenes-Triunfo Joint Powers Authority (JPA) continues its efforts to provide customers of the Las Virgenes-Triunfo service area with access to a renewable, affordable, and sustainable source of water. You can read more about this exciting project (and schedule a tour) at [/www.ourpureh2o.com](http://www.ourpureh2o.com).

Until recently, TWSD was operated in part under contract by a regional service provider. The TWSD board decided to become a fully independent special district; in 2022, to better serve its customers, TWSD moved its district headquarters and staff to Westlake Village.

"As an independent agency, we now have the flexibility to better address the unique needs of the communities we serve," says Leon Shapiro, 2022 Chairman of the Triunfo Board of Directors.

Triunfo Transitions into an Independent Water Agency

In addition to field services staff, Triunfo Water & Sanitation District moved its administrative and customer service offices to Westlake Village.

The new address is:

**370 North Westlake Blvd., Suite 100
Westlake Village, CA 91362**

Business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Phone numbers remain the same and can be accessed at www.triunfowsd.com/contact.

TWSD Will Celebrate 60 Years in 2023

Originally established as Triunfo County Sanitation District in 1963, TWSD has made great strides.

In 1964, TWSD and Las Virgenes Municipal Water District (LVMWD) launched the Las Virgenes-Triunfo Joint Powers Authority (JPA), to better manage water resources in its service area.

In 1993, TWSD expanded its operations to include potable water service with the purchase of Metropolitan Development's Metropolitan Water Company, located within the District's Oak Park service area.

TWSD also supplies recycled water for irrigation of parks, schoolyards, homeowner association landscapes, and roadway greenbelts. In 2017, TWSD expanded that service, and increased its operating efficiency, with the purchase of Calleguas Municipal Water District's recycled water system.

Today, with its transition to an independent water agency and move to Westlake Village, TWSD continues to better serve its valued customers.

Drought and Conservation Response

We are all in this together! We thank our water customers for their continuing efforts to conserve water by limiting watering times, replacing showerheads, replacing their turf, and so much more. We all hope for rain this winter and easing of the drought, but must prepare for ongoing dry conditions into 2023.

You can get the latest news about water use restrictions, conservation tips, rebate news, and more at <https://www.triunfowsd.com/news-press>.

- **Outdoor Watering Restrictions**

At its September 19 meeting, the TWSD board of directors approved reducing the amount of once-a-week sprinkler irrigation time per water station from 15 to 10 minutes as required by the Metropolitan Water District.

Directors also approved restricting outdoor water usage by customers of TWSD to one day per week, effective June 1. This is in response to a directive from the Metropolitan Water District (MWD) to cities and districts that receive their water supply from the State Water Project.

- **Recycled Water Fill Station Provides Supplemental Supply for Customers**

TWSD reminds customers that free recycled water is available to them through the Las Virgenes-Triunfo Recycled Water Fill Station in Calabasas.

Be a Smart Consumer with TWSD's Customer Portal

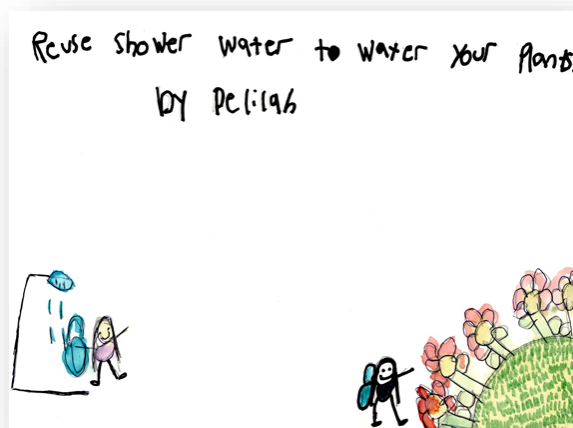
The TWSD Water Service Customer Portal set-up is quick and easy and allows you to

- review your water use history in near real-time
- receive email/text notifications when your meter registers continual flow or use above the set limits

Access the Customer Portal here: [URL]

Connecting with the Community

Water Smart Summer Classes: During the summer, TWSD held four free sessions to help customers make the most of every drop when it comes to outdoor water use. Certified instructors from the Master Gardeners of Ventura covered subjects such as lawn replacement alternatives, California natives, fire- and water-smart landscaping, and drought-tolerant gardening, design, and maintenance.



Artwork by Delilah Bovatsek, a second grader at Brookside Elementary School in Oak Park, was selected by the Metropolitan Water District of Southern California (MWD) to appear in its 2023 print calendar and digital library. [READ MORE](#)

Getting Social: TWSD has expanded and deepened its outreach through social media, including Facebook, Twitter and LinkedIn. A monthly e-newsletter is also distributed. TWSD shares important water use information, conservation tips, and more.

You can connect with TWSD's social channels and e-news by going to www.triunfowsd.com/contact.



JPA News

Schedule Your Tour of the Pure Water Demonstration Facility!

The Las Virgenes-Triunfo Joint Powers Authority invites valued customers and community partners to come and taste the advanced purified recycled water and discover how the Pure Water Project will be the first sustainable water source for our region while also maintaining the JPA's commitment to environmental stewardship of the Malibu Creek Watershed.

LVMWD staff will be on-site to help answer questions about the new facility and the advanced water treatment process that goes on within.

Schedule an in-person tour or watch a video tour now: www.ourpureh2o.com

Triunfo Water & Sanitation District Board of Directors – 2023

[NEW LIST TBD]

Leon Shapiro, Chair

Jane Nye, Vice Chair

Janna Orkney, Director

James Wall, Director

Raymond Tjulander, Director

Connect with us

- [insert website URL]
- [insert QR code to contact form]
- [insert social media icons]

The mission of Triunfo Water & Sanitation District is to meet current and future needs of our customers by providing potable water, recycled water, and wastewater services. We are committed to providing services that are reliable, high quality, cost efficient, and delivered in a customer-friendly manner. The District will judiciously manage its assets and finances, effectively plan for future needs, protect the environment, and work to maintain public trust and confidence. TWSD serves east Ventura County, including Oak Park, Lake Sherwood, Bell Canyon, and the Westlake Village and North Ranch portions of Thousand Oaks.

For reference: 2021 YEAR IN REVIEW (front)

2021 Year in Review



Triunfo Water & Sanitation District provides your wastewater collection and treatment service. You are one of more than 30,000 people whom we serve in east Ventura County, including Oak Park, Lake Sherwood, Bell Canyon, and the Westlake Village and North Ranch portions of Thousand Oaks. If you are a resident of Oak Park, you also receive your potable water service from us. Additionally, we provide recycled water to a variety of customers within our service area.

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



Pure Water Project Wins Awards; DEMONSTRATION FACILITY OPENS FOR TOURS

Triunfo Water & Sanitation District supplies about 2 million gallons of recycled water each day for irrigation of parks, school grounds, and greenbelt areas within our service area. The innovative Las Virgenes-Triunfo Pure Water Project represents a major expansion of our recycled water program, and the project garnered two 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 trunfowsd.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 and drought resilience.

Detailed information about the project can be found at ourpureh2o.com.

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 toward that goal.

As of July 2021, 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.

The move to independent district status will help control operating costs, enhance customer service, and provide long-term operational stability.

For reference: 2021 YEAR IN REVIEW (back)

2021 Year in Review *cont.*



Triunfo Reaches Out to Customers WITH COST SAVINGS & 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 \$11,000 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: trunfowd.com. A Wastewater Customer Assistance Program will be implemented in 2022 – details will be announced in the coming months.

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 wishing to receive regular updates on the District's activities can sign up to receive Triunfo's email newsletter. Details are on the website: trunfowd.com.



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 a 15% reduction in water use 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 2022.

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, depending on supply conditions.

Triunfo's water service customers have already done a commendable job in reducing water usage over the past several years. While the region enjoyed significant rainfall in December, and a healthy snowpack in the northern part of the state will boost short-term State Water Project supplies, the wise use of water remains an essential need from a long-term perspective.



Board of Directors – 2022	How to Contact Us
Leon Shapiro, Chair	Water Service 800-613-0901
Jane Nye, Vice Chair	Sewer Service 805-658-4690
Janna Orkney, Director	Clerk of the Board 805-658-4602
Raymond Tjulander, Director	Administration 818-889-8996
James Wall, Director	Emergencies (24/7) 805-389-9406

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