

## Leak Detection Program Reduces Water Loss and Increases Water Supply Resiliency

Mesa Water is among 18 water retailers participating in the Municipal Water District of Orange County's (MWDOC) Distribution System Leak Detection Program, now in its fourth year. The program helps Mesa Water reduce water loss by detecting leaks on the water distribution main lines, meter connections, and other fixtures. MWDOC technicians use acoustic leak detection technology to locate leaks before they surface, shortening their runtime, avoiding collateral property damage, and saving hundreds of acre-feet (AF) of water per year. The data gathered highlights that Mesa Water's infrastructure is in excellent shape.

"MWDOC has surveyed nearly 200 miles of Mesa Water's service area, helping reduce water loss by more than 33 AF of water per year and almost \$30,000 in avoided water costs per year," said Mesa Water District General Manager Paul E. Shoenberger, P.E. "Our customers have also benefitted from the program, saving nearly \$17,000 on their water bills after repairing leaks found by MWDOC. Mesa Water is a proud early adopter of this program and plans to continue to utilize MWDOC's leak detection services to provide reliable, affordable and safe drinking water as efficiently as possible."

The program has helped fix nearly a thousand hidden leaks throughout Orange County since 2019 and helps local agencies comply with upcoming water loss control regulations currently being developed by the State Water Resources Control Board.



## Real Estate Community Gathered for an Afternoon of Water Education Hosted by Mesa Water

Mesa Water recently hosted an informational event for REALTORS® and apartment owners where Mesa Water's General Manager, Paul Shoenberger provided a presentation about our 100% local water and why that's important to prospective homebuyers, property owners and tenants. The event capped off with an "Ask Us Anything" session, led by members of the Mesa Water Board of Directors, which provided an opportunity for engaging dialogue and feedback from community members.



If you would like to have a representative of Mesa Water speak at your organization, please contact us at [info@mesawater.org](mailto:info@mesawater.org) or 949.631.1201.

## Customers Highly Satisfied with Mesa Water's Water Reliability and Customer Service

Mesa Water has once again received high satisfaction scores from its customers in its recent annual survey. The valuable feedback from more than 800 respondents will continue to drive Mesa Water's customer service efforts and will help shape future programs and goals. Check out how we did!

**96%** of customers are satisfied with Mesa Water's efforts to provide reliable water.

**90%** of customers are satisfied with their water service.

**9-in-10** customers are satisfied with ability to reach a customer service representative and their courtesy, knowledge and expertise.

For a summary of the survey's findings, visit [MesaWater.org/about/customer-survey](https://www.mesawater.org/about/customer-survey).

### Staff Splash: Meet Kyle Barker

Kyle Barker, senior operator, is committed to helping ensure a local, reliable source of water for our customers.

#### Q. How did you start your career in the water industry?

A: I started taking classes at a local college in order to prepare for the state exam for operator certification. After taking classes, I was able to get on as a temporary operator; it has been great and I have not looked back.

#### Q: What do you love most about Mesa Water?

A: I enjoy the camaraderie of the employees at the District, as well as the relationship we have with our wonderful customers.

#### Q: What would people find surprising about your job?

A: The amount of time and dedication that goes into getting local, reliable, clean, safe water to our customers.

#### Q: Do you have a hobby outside of work?

A: I enjoy volunteering at my church and riding my mountain bike.



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



### Happy Holidays from Mesa Water

Thank you for the privilege of serving you! This year, Mesa Water celebrated its 10th anniversary of providing you with 100% local, reliable, clean, safe water – the only water district in Orange County to fulfill water demand entirely from local groundwater supplies, and not dependent on more expensive imported water. In 2023, and in years to come, it is our commitment to continue to bring you the safe, high-quality water you depend on every day.

Have a safe and happy holiday season from our Mesa Water family to yours!



[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's Board meets the second Wednesday of each month. Regular meetings begin 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

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