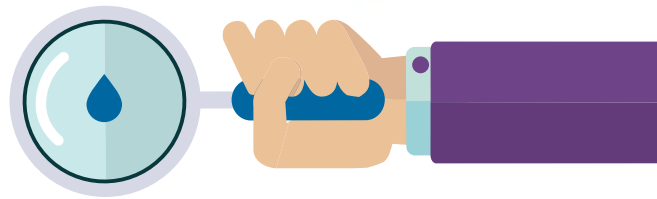


Triunfo Water & Sanitation District provides your wastewater collection and treatment service. You are one of more than 30,000 people whom we serve in east Ventura County, including Oak Park, Lake Sherwood, Bell Canyon, and the Westlake Village and North Ranch portions of Thousand Oaks. If you are a 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 WateReuse 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](https://www.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 and drought resilience.

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

# 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: [triunfowsd.com](http://triunfowsd.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: [triunfowsd.com](http://triunfowsd.com).



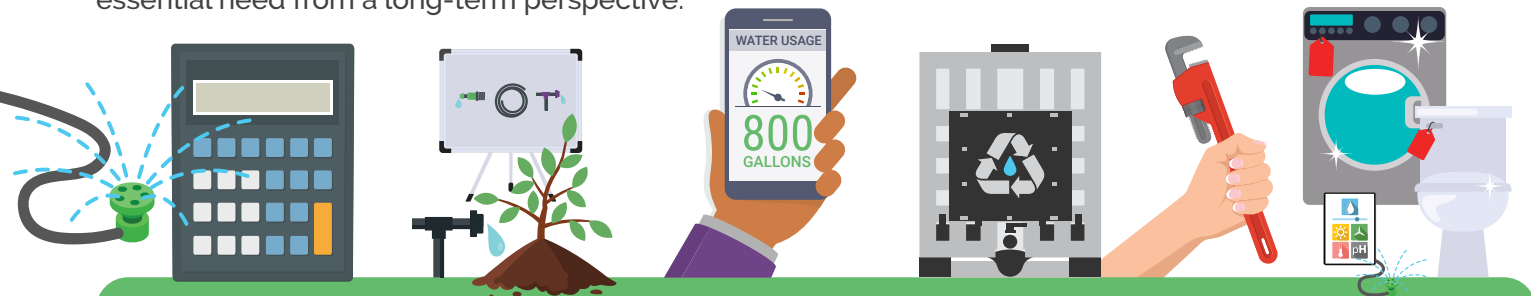
# Ongoing California Drought PROMPTS DILIGENT TRIUNFO RESPONSE

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

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

## How to Contact Us

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