



News from EMWD

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For Immediate Release

Public workshops to explain tiered water rates

Perris, CA (February 19, 2009)—To help residential customers of Eastern Municipal Water District better understand the new billing structure for water budgets and tiered rates that become effective March 1, three workshops have been scheduled. For convenience, customers may wish to attend one of the two-hour workshops at the following locations and times:

- Thursday, March 5, 6 pm at EMWD's board room, 2270 Trumble Road, Perris
- Tuesday, March 10, 6 pm at Towngate Community Center, 13100 Arbor Park Lane, Moreno Valley
- Wednesday, March 11, 6 pm at Diamond Valley Lake Visitors' Center, 2325 Searl Parkway, Hemet

Customer service representatives and others will be on hand to make hands-on calculations and discuss their specific accounts. To do so, customers planning to attend should bring their February or March 2009 water bills. They are also encouraged to RSVP to 928-3777, ext. 4226, or comminvolve@emwd.org.

Variance forms will also be available, as will information about EMWD's rebates.

Rather than charge the same amount for every billing unit used as has been traditional, water budgets and tiered rates are designed to reward efficient water use and discourage water waste.

Customers can review the tiered rates structure and a water budget calculator at:

http://www.emwd.org/water_service/UnderstandingTieredRates.html.

One feature of EMWD's water budget structure that is different from other utilities and some other water agencies is that Tier 2 (outdoor water use) varies according to the weather so a larger volume is permitted during hotter, drier months. Estimated square footage of customers' irrigated area is also incorporated into the water budget calculation.

EMWD has sent "shadow bills" in February and will continue in March to give customers an idea how their water use during those billing periods would have been reflected under the tiered structure. EMWD customers will receive bills with their actual tiered rates beginning with bills received in April.

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EMWD is the freshwater, wastewater service and recycled water provider to a 555-square mile area from Moreno Valley southward along the I-215 corridor to Temecula and eastward to Hemet and San Jacinto. Approximately 675,000 people live and work in this area. In addition to its own water customers, EMWD supplements water to eight local water agencies and municipalities that have their own water departments. EMWD operates four water reclamation facilities and treats some 46 million gallons of wastewater daily. More information can be found at EMWD's web site www.emwd.org.

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