



EMWD reports...

JANUARY 2009

Water Budgets and Tiered Rates Q&A

How can I find out what my water budget will be?

Pending approval of tiered rates at the January 7th Board meeting, all customers will receive a customized letter called a shadow bill with their February and March billing statements to show how water budgets and tiered rates will affect them individually.

Actual bills with tiered rates will arrive in April 2009. Customers will see their water budget for the current billing period as well as an estimated water budget for the next three months.

To get an estimated budget today, visit www.emwd.org and use the new **online water budget calculator!**

What are water budgets based on?

The total water budget is based on indoor and outdoor water budgets. All single family residential customers will begin with an indoor water budget to accommodate 3 people per household based on Census data. All customers will have an outdoor water budget set on their property's estimated irrigated area, based on County parcel data and GIS information.

What if I need more water than my budget gives me?

Customers may apply for a variance to their water budget to adjust the number of people in a household, landscape area, or for a special circumstance such as a home daycare facility. Variance forms will be available to download at www.emwd.org. Customers may also call Customer Service at (951) 928-3777 to request a form.

What if I think I'm going to go over my budget?

Customers may take advantage of a variety of programs and rebates such as a home water audit, High Efficiency Toilet Direct Install program, or rebates for indoor and outdoor water-efficient devices.



Implementing **water budget-based tiered rates** is an important step toward maximizing water use efficiency for all EMWD customers. For more information, call (951) 928-3777 or visit www.emwd.org.

The Total Water Budget is based on indoor and outdoor water budgets.



Look for your shadow bill in **February 2009**

Water Saver Showcase



Here's what some EMWD customers are doing to create water-efficient landscapes and save water...

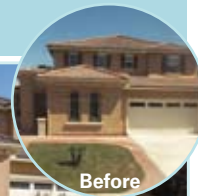
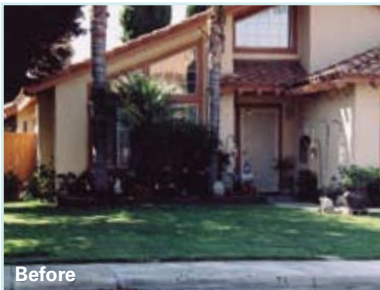
“I'm saving a solid 1/3 off my bill, have little maintenance and it's very beautiful compared to grass, especially in the spring.”

– MARV NOREN



“With the need to conserve water, at the beginning of this year we had the front yard taken out and replaced with concrete. To still be able to have some landscaping we had three raised flower boxes put in. We planted low water usage plants using water saving sprinklers in them. We still

have some work to do but the savings in our water bills are terrific, our usage last year for Sept. was 725 (average daily usage in gallons), currently for the same month – 349 gallons. We all need to do our share in conserving our water some not as drastic as the removal of your yard but everybody can do something.” – V B POWELL



“We have removed two palm trees and entire front lawn so that we can provide crushed rock and cactus plants - seemingly appropriate for our geographic location. We installed 5 cubic yards of crushed rock in place of previous lawn. This action will assist us to conserve water! We are the first in our immediate area to make this change and our neighbors quite impressed!”

– RICHARD AND FELICIANA LIEDAHL

“My landscape uses very little water and is easy to maintain.”

– APRIL BLAKEY



Things to Note...

HET Direct Install Program

EMWD has learned that some companies are misrepresenting themselves as vendors for EMWD's High Efficiency Toilet (HET) Direct Install Program. EMWD only contracts with California Water Conservation Company (CWCC) for its HET Direct Install Program. While customers may purchase and install an HET device through another company, they may not receive a warranty on the installation, removal of the old toilet, contact information for assistance after the install, or be covered by insurance if damage is done to their property during installation.

Customers whose toilets are installed by CWCC receive warranty paperwork for the toilets as well as the installation, are covered by insurance in the event any damage is done to their property, have old toilets removed at the time of appointment, and are eligible for future technical assistance from EMWD. To apply for the EMWD HET Direct Install Program, visit www.toiletprogram.com or call (888) 878-6818 or (951) 956-2181.

Backflow Device Theft Prevention

EMWD has experienced an increase in thefts of backflow devices due to the scrap value of bronze used in these devices. Customers can help prevent thefts of backflow devices by...

- **Painting the device.** Paint acts as a deterrent since painted metal is less valuable.
- **Camouflaging the device.** Fake rocks work well to hide devices. Just be sure to keep a one-foot clearance around it.
- **Installing a device with less metal.** There are some approved models that utilize plastic, making them less valuable to thieves.
- **Enclosing the device in a locking enclosure.** Keep in mind that backflow devices must be tested annually and the tester will need access to your device during that time.

For more information on backflow devices and theft prevention, please log onto www.emwd.org.

Beware of Possible Scams

EMWD was recently notified of a possible scam where customers receive a letter supposedly from EMWD requesting verification of their social security and drivers license numbers. The letter states that if they do not respond, their water would be disconnected. This is **NOT** a valid EMWD mailing. If you receive a letter like this, please call EMWD at (951) 928-3777.

Payment Agencies

As a convenience to customers, EMWD accepts payments from authorized payment centers throughout the District's service area. To find out the location of a payment center near you, visit www.emwd.org or call (951) 928-3777. Customers can always make payments at EMWD's Main Office at 2270 Trumble Road (off the 215 freeway at Hwy 74 East), Monday through Friday from 8 am to 5 pm.



Visit us on the Internet at
www.emwd.org

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EMWD reports...is designed to keep
EMWD's customers and the public
informed of matters affecting them.

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EMWD Main Numbers

Toll free number within
Southern California
800-426-3693

Main Number
951-928-3777

Automated Billing Information

Call main number: 951-928-3777
then press 2

Job Hotline

Call main number, then ext. 2185

Community Involvement, Education

Call main number, then ext. 4226
CommInvolve@emwd.org

Conservation Hotline

Call main number, then ext. 4517

Water Quality

Call main number, then ext. 6337

Systems Outages, Trouble Calls

Call main number then ext. 6265
or 1-800-698-0400

You can SAVE WATER and possibly LOWER your WATER BILL with FREE Residential Water Surveys!

A water survey by conservation specialists is free to qualified EMWD residential customers. Professional representatives trained in water conservation and irrigation practices will provide...

1. A complete evaluation of your indoor water use

- ✓ Free low flow fixtures such as shower heads and faucet aerators.
- ✓ Detection of any leaks.
- ✓ Information on rebates.

2. A complete evaluation of your outdoor water use

- ✓ Examination of irrigation system and landscaping.
- ✓ Detection of any leaks.
- ✓ Information on rebates.

For more information, or to schedule a residential water survey, call WaterWise Consulting Inc. at (888) 987-9473.

WaterWise Consulting Inc. services are provided by Eastern Municipal Water District as a benefit to customers by helping them use water wisely.



THREE ways to click your way to a \$25 gift card
from a local home improvement store!

1) Let Us Know About Your Water Use!

We'd like your feedback regarding water use efficiency. Complete a short survey at www.usewaterwisely.org for a chance to win a \$25 gift certificate to a home improvement store.

2) Tell Us How We're Doing!

Take our online Customer Satisfaction Survey and you'll be entered in our drawing for a \$25 gift card. Log onto www.emwd.org today!

3) Help Us Get It Right!

We're updating our contact information database. Help us get it right by logging onto www.emwd.org and clicking on the "get it right" link in the lower left corner of your screen. Everyone who completes the online form will be entered into a drawing for a \$25 gift card.