



# EMWD reports...

JULY 2008

## Use Water Wisely...Stop Runoff!

HELP PROTECT PRECIOUS WATER SUPPLY RESOURCES BY ELIMINATING WATER WASTE.

Originally adopted in 1991, EMWD's Water Use Efficiency Ordinance is refined and updated to meet strategic objectives as needed. The most recent revision approved by the Board of Directors provides long-term water reliability for existing and future customers through water use efficiency measures such as eliminating water waste by:

- ◆ Applying penalties to all customers for water waste pertaining to runoff.
  - Previously, penalties only applied to commercial, industrial and institutional accounts.
- ◆ Requiring water-efficient landscaping for all new development
  - Previously, this applied only to large landscapes (3,000 square feet or larger).

In the past, EMWD has encouraged water-efficient landscaping and enforced water waste restrictions for its commercial, industrial and institutional customers by:

- Working with County of Riverside to develop water-efficient ordinance No. 859, which established water-efficient landscape standards for new development in the County.
- Offering rebate/grant programs.
- Performing landscaping water audits.
- Incorporating water-efficient landscaping principles into water budgets.
- Sending water waste (runoff) notification letters.
- Assessing penalties for water budget violations (In 2007, approximately \$500,000 was assessed).
- Offering free guest towel and bed linen placards for hospitality industry customers.

EMWD's residential customers have also been encouraged to eliminate water waste through:

- Free landscape workshops.
- Free conservation packets.
- Free residential water surveys.
- Rebate programs.
- Water waste notification letters.

**USE WATER  
WISELY!  
STOP  
RUNOFF**



**Beginning September 1, 2008,** customers who receive three or more violations for water waste within a calendar year will have a penalty added to their water bill. Violations of the ordinance restrictions are cumulative over a 12-month period with penalties as follows:

**1st violation:** The District will issue a written warning.

**2nd violation:** The District shall issue a final written warning.

**3rd violation:** A \$100 surcharge will be added to the customer's water bill.

**4th violation:** A \$200 surcharge will be added to the customer's water bill.

**5th and subsequent violations:** A \$300 surcharge will be added to the customer's water bill.

Any money collected from penalties will be dedicated to funding conservation programs. To review the Water Use Efficiency Ordinance 72.23, log onto [www.usewaterwisely.org](http://www.usewaterwisely.org).



EMWD works with cities in its service area to notify them of water waste (runoff) in their rights of way and to encourage the use of water-efficient landscaping techniques for public areas.

# Water Saver Showcase



Do you have a water-efficient landscape?

## Planning one?

Send us a photo of your water-efficient landscape or landscape renderings and we'll showcase it on [www.usewaterwisely.org](http://www.usewaterwisely.org)! Please email us at [Commlnvolve@emwd.org](mailto:Commlnvolve@emwd.org) with your name, address, digital photos and what you like about your landscape.

## Have you substantially reduced your water use? Tell Us!

EMWD would like to recognize and congratulate customers who have taken steps to save water. Email [Commlnvolve@emwd.org](mailto:Commlnvolve@emwd.org) to submit your water saving information.

Find out how you can convert to a water-efficient landscape and/or cash in on rebates for replacing water wasting appliances and devices inside and outside your home or business by logging onto [www.usewaterwisely.org](http://www.usewaterwisely.org).



## How to stop runoff to avoid penalties!

- ◆ Mulch! Spread a 2"-3" layer of mulch around plants to help reduce runoff.
- ◆ If you have any runoff from your irrigation, you're watering too much! Program your irrigation controller to cycle and soak. *For example, irrigate for 5 minutes, wait an hour, and then irrigate 5 more minutes.*
- ◆ Use drip irrigation for trees, shrubs, and perennials when possible.
- ◆ When irrigating slopes...  
If possible, apply less water on the bottom of the slope and increase the application at the top of the slope.  
If a slope is irrigated all on the same zone, consider changing irrigation nozzles to ones that deliver semicircular patterns so more water is delivered upslope.
- ◆ Irrigate between 9 pm and 6 am (currently required per EMWD's Water Shortage Contingency Plan Stage One status). To further minimize evaporation, irrigate between midnight and 6 am.
- ◆ Do not irrigate in windy weather.
- ◆ Reduce water pressure in irrigation systems that release a fine mist that easily blows away. Open the irrigation valve box cover and look for the round "faucet type handles" on top of each valve. These are made to be turned for adjustment just like a faucet handle!
- ◆ Take advantage of rebate programs for rotating nozzles for pop up spray heads, smart irrigation controllers, synthetic turf and more!

**For more info, visit [www.usewaterwisely.org](http://www.usewaterwisely.org)**

## Get EMWD Reports...via email!

Be the first to know! Sign up to receive the EMWD newsletter in your email inbox at [www.emwd.org/news/newsletter.html](http://www.emwd.org/news/newsletter.html).



## HET DIRECT INSTALL PROGRAM

For a limited time only, Eastern Municipal Water District water customers can save **WATER** and **MONEY** by changing old water guzzling toilets to new High Efficiency Toilets (HET) through the HET Direct Install Program.



This program includes  
**FREE** toilet(s) with seat(s)  
**FREE** installation  
**FREE** disposal of old toilet(s)

*Note: Handicap models cost \$38.00 per unit.*

The HET Direct Install Program is available to customers that meet the following criteria:

- Participants must have individual residential EMWD water billing account number
- Participants must be replacing an older toilet that flushes 3.5 gallons per flush or more
- Customers have not participated in any other toilet programs such as the rebate or distribution events

*HETs installed are permanent and are available in white only. Old toilets will be destroyed.*

The program is funded by EMWD and the Metropolitan Water District of Southern California. It is administered by California Water Conservation Co. (CWCC), an independent contractor and not an agent of the funding agencies.

For more information or application, visit [www.toiletprogram.com](http://www.toiletprogram.com) or call **(888) 878-6818** or **(951) 956-2181**.

Additional toilet rebate programs are available as well as rebates for synthetic turf, smart controllers, rotating nozzles for pop-up spray heads, and clothes washers. Visit [www.emwd.org](http://www.emwd.org) for more information.

## SAVE WATER & GET CASH BACK THIS SUMMER

Here are some more water efficiency tips to help save water during hot summer months:

- If your landscape primarily consists of turf grass, more than half of your water is likely used outdoors. You can cut outdoor water use 25 to 50 percent by replacing non-functional turf with water-efficient plants.
- Sweep your driveways and sidewalks instead of hosing them down.
- Adjust your lawn mower to a higher setting (3-4 inches) during the summer, allowing the grass blades to grow longer. This helps shade the ground to retain moisture.
- If you have an evaporative air conditioner, direct the water drain line to a flowerbed, tree base, or lawn.
- Cover your swimming pool with an insulated cover. A covered pool can save up to 900 gallons per month due to evaporation, wind, and sun exposure.

Take advantage of one of the following residential rebate programs to save water AND get some cash back!

- Synthetic Turf Rebate
- Rebates for Rotating Nozzles for Pop-up Spray Heads
- Rebates for Smart Controllers
- High Efficiency Toilet Rebate
- High-Efficiency Clothes Washer Rebate

For more info, visit  
[www.emwd.org](http://www.emwd.org)



Visit us on the Internet at  
[www.emwd.org](http://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](mailto:CommInvolve@emwd.org)

## Conservation

Call main number, then ext. 4221

## Water Quality

Call main number, then ext. 6337

## Systems Outages, Trouble Calls

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

## EMWD continues investigation of tiered water rates

In recent years, many of EMWD's  
customers have requested this  
type of structure.



The EMWD Board of Directors continues to investigate opportunities to implement a tiered water rate structure to encourage all customers to use water wisely, moving away from the current uniform rates. In May, the Board authorized staff to move forward with a rate analysis to determine a tiered rate structure for EMWD customers.

A tiered rate structure is different than EMWD's current non-tiered (uniform) rate structure where customers pay the same amount of money per unit of water regardless how many units they use. Tiered rates promote water use efficiency. Under a tiered rate structure, the price of water increases with each tier, providing customers an incentive to limit water use to amounts associated with the lower tiers.

EMWD is investigating tiered rates as an additional method for providing customers with long-term water reliability. Uncertainties with imported water supplies – our largest source – continue to grow in complexity due to drought, regulatory requirements, and environmental factors, necessitating prudent use of this precious resource.

EMWD customers can take advantage of free water surveys to identify water-saving options for residential homes and landscapes. EMWD also offers several rebate programs to help customers save water and money!

For more information, log onto [www.emwd.org](http://www.emwd.org) or call (951) 928-3777.

**TWO WAYS TO CLICK YOUR WAY TO A \$25 GIFT CARD  
FROM A LOCAL HOME IMPROVEMENT STORE!**

### 1) HELP US GET IT RIGHT!

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

### 2) TELL US HOW WE'RE DOING!

Take our online Customer Satisfaction Survey and you'll be entered in our monthly drawing for a \$25 gift card. Log onto [www.emwd.org](http://www.emwd.org) today!