

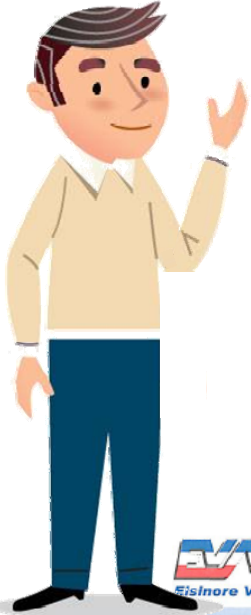
# Your New EVMWD Bill

## Meet Elsinore Eddie

Elsinore Eddie is a typical EVMWD customer. His yard is well-kept with grass, shrubs and a section of native plants. He waters about 4,700 square feet or about 60% of his property.

The Elsinore Valley Municipal Water District knows Elsinore Eddie needs enough water to care for his family of four and his landscaping, so the district has designed a new rate structure that will provide plenty of water for indoor and outdoor use and encourage efficiency at the same time.

Below is a comparison of what Elsinore Eddie's water bill looked like before July 1, 2009, and how it looks now.



### FORMER TIER RATE STRUCTURE



Visit [www.evmwd.com](http://www.evmwd.com) for 24-hour account access and valuable information, including conservation tips

Bill Date: 04/27/2009 Home Phone: [Redacted] Account Number: [Redacted]  
 Customer: Elsinore Eddie Work Phone: [Redacted]  
 Billing Period: 07/01/2009—07/30/2009 Cell Phone: [Redacted]  
 Days of Service: 30 Days  
 Email Address: [Redacted]  
 Customer Service: (951) 674-3146, Option 1

### NEW WATER BUDGET RATES



Visit [www.evmwd.com](http://www.evmwd.com) for 24-hour account access and valuable information, including conservation tips

Bill Date: 08/01/2009 Home Phone: [Redacted] Account Number: [Redacted]  
 Customer: Elsinore Eddie Work Phone: [Redacted]  
 Billing Period: 07/01/2009—07/30/2009 Cell Phone: [Redacted]  
 Days of Service: 30 Days  
 Email Address: [Redacted]  
 Customer Service: (951) 674-3146, Option 1

**Have a larger family and property than Eddie?**  
 Customers with more family members, larger properties or other special needs will be able to apply for a variance to their water budget to ensure they are being charged fairly.  
 For more information, go to [www.evmwd.com/conservation](http://www.evmwd.com/conservation).

| Consumption: |    | Total CCF | Total Gallon | Gal Per Day |
|--------------|----|-----------|--------------|-------------|
| CURRENT      | 20 | 14,960    | 499          |             |
| LAST YEAR    | 20 | 14,960    | 499          |             |

|                              |                    |                        |                |
|------------------------------|--------------------|------------------------|----------------|
| Tier 1: 5 CCF                | 5.00 ccf           | (3,740 gal) X \$1.18 = | \$5.90         |
| Tier 2: 15 CCF               | 15.00 ccf          | (8,228 gal) X \$1.70 = | \$25.50        |
| <b>Total Water Charge:</b>   |                    |                        | <b>\$31.40</b> |
| Service Charge:              | Fixed Meter Charge |                        | \$13.35        |
| Power Charge:                | 20 ccf X \$0.3900  |                        | \$7.80         |
| Sewer Charge:                | 30 days X 1.3817   |                        | \$41.45        |
| <b>Total Current Charges</b> |                    |                        | <b>\$94.00</b> |

Conservation Is Key... Activity Since Prior Statement

### Detail of Current Charges & Adjustments

| Historical Comparison: |    | CCF Used | Total Gallons | Days | Gal Per Day |
|------------------------|----|----------|---------------|------|-------------|
| Current                | 20 | 14,960   | 30            | 499  |             |
| Last Year              | 20 | 14,960   | 30            | 499  |             |

|   |                   |
|---|-------------------|
| <b>Daily Water Budget This Billing Period</b> | .90 CCF / 673 gal |
| <b>Daily Water Budget Next Billing Period</b> | .90 CCF / 673 gal |

| Rate Block                | Gallons | CCF Billed | Rate   | Block Total |
|---------------------------|---------|------------|--------|-------------|
| 1: Low Volume Discount    | 7,200.0 | 9.6 X      | \$1.74 | = 16.70     |
| 2: Conservation Base Rate | 7,779.2 | 10.4 X     | \$2.32 | = 24.12     |
| 3: Inefficient            | 0       | 0.00 X     | \$4.64 | = 0.00      |
| 4: Excessive              | 0       | 0.00 X     | \$6.96 | = 0.00      |
| 5: Wasteful               | 0       | 0.00 X     | \$9.28 | = 0.00      |

|                              |         |   |           |                 |
|------------------------------|---------|---|-----------|-----------------|
| <b>Total Water Charge:</b>   |         |   |           | <b>40.82</b>    |
| Service Charge:              | 30 Days | X | \$ 0.4617 | 13.85           |
| Power Charge:                | 20 CCF  | X | \$ 0.4100 | 8.20            |
| Sewer Charge:                | 30 Days | X | \$ 1.4250 | 42.75           |
| <b>Total Current Charges</b> |         |   |           | <b>\$105.62</b> |

# We've added new features to your water bill's back page - see the dark text below!



Elsinore Valley Municipal Water District

Visit our website at [www.evmwd.com](http://www.evmwd.com) to access account information, make payments, search for water conservation tips and other great information!

## What is Elsinore Valley Municipal Water District?

EVMWD is a special district, a type of local, independent government organization, whose specific mission is to provide water and wastewater services to customers within our boundaries, while being responsible stewards of water resources and following sound economic principles. As a public agency we provide these services to our customers "at cost." All actions, policies and expenditures are governed by a publicly elected Board of Directors.

## Glossary of Terms:

**CCF**— A unit of measure for volume that signifies 100 Cubic Feet. 1 CCF is equal to 748 gallons.

**Service Charge**— A flat daily charge for meter service based upon meter size which recovers administrative costs associated with delivering water service and repairing existing water facilities. The charge is billed for all open accounts with water service whether water is used, or not.

**Power Zone**— A charge based on the number of CCF billed which recovers the cost of electricity to pump water to certain elevations, or Power Zones.

**Sewer Charge**— A charge for collecting, transporting, treating and disposing of waste water. All residential customers with sewer service are billed a flat daily charge whether water is used, or not. Commercial customers are charge a minimum flat charge for water use under a specified amount and a per CCF charge for water usage over a specified amount.

**Water Budget**— The amount of water allocated to a residential property, or landscape irrigation meter, that details the amount of water that is budgeted for interior and exterior usage.

## How is my Water Budget determined?

Please see [www.evmwd.com/conservation](http://www.evmwd.com/conservation) for variance forms if you have more than 4 persons in your home, or other circumstances.

**Interior:** # of Persons in Home x 60 gallons per day = Interior Daily Budget

Example: 4 Persons x 60 gallons per day = 240 gal per day  
30 Billing Days x 240 gallons = 7,200 gal, or 9.6 CCF

## Exterior:

Your outdoor water budget is determined by a formula that includes the amount of water various types of landscape need to survive, square feet of your property's irrigated area and the weather.

((ETo X Landscape Needs Factor) / Conversion Factor (to convert to gallons)) X Landscape Sq. Ft.

Example: ((57.33 X .60) / 1.6043) X 4,704 Sq. Ft. = 100,859 gallons or 134.83 CCF, 11.2 CCF/Month

The total annual water budget is NOT divided equally among all months. Instead, more water is allocated to the summer months when it is hot, than the cooler winter months, when less water is needed.

Summer Exterior Budget (May-Sept): 11.2 CCF X 1.48 = 16.6 CCF per Summer Month

Winter Exterior Budget (Oct-Apr): 11.2 CCF X .66 = 7.4 CCF per Winter Month

ETo (Evapotranspiration Rate) - The amount of water used by various plants that is evaporated into the air. As of July 2009, the rate that is used by EVMWD is 57.33 inches per year, which can change.

Landscape Needs Factor - A % that incorporates the type of plant and the irrigation efficiency. EVMWD uses a factor of .60 which assumes a mix of high and low water using plants and an irrigation system with average efficiency.

## District Information

Office Location: 31315 Chaney St  
Lake Elsinore, CA 92531  
Mailing Address: EVMWD  
PO Box 3000  
Lake Elsinore, CA 92530  
Website: [www.evmwd.com](http://www.evmwd.com)  
Customer Email: [ihaveavoice@evmwd.net](mailto:ihaveavoice@evmwd.net)  
Main Phone: (951) 674-3146  
Customer Fax: (951) 674-1752  
Office Hours: Mon-Thu, 7:30am-5:30pm  
Fri, 7:30am-4:30pm

## Want To Help Conserve Water?

If you see water being wasted around the District, give us a call or send an email and provide us with details!

**(951) 674-3146, ext. 8892 (voicemail)**

**[stopwaterwaste@evmwd.net](mailto:stopwaterwaste@evmwd.net)**

## Did You Know You Can Use Your Water Meter To Detect Leaks?

Meters have a red device called a "tattletale," (either a sweep hand, small triangle) that measures small amounts of water passing through the meter & will help you test for leaks.



See our website to find out more about your meter!

1. Shut off all running water inside and outside your home.
2. Check the tattletale. If it is slowly spinning, you may have a leak.
3. Repeat the test to be certain all water is off.
4. If you suspect a leak, try to locate and fix it immediately.

## We have the solutions for your busy life!

Access your account & make payments 24/7. Click on "My Account" on the District's home webpage, or call 951-674-3146 and select Option 1. No extra charge for Visa, MasterCard, American Express or Discover. All payments are immediately posted to your account.

Want to enroll in Auto Pay? Sign up is easy at [www.evmwd.com](http://www.evmwd.com). Register to access your account and enroll in this easy program!