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Securing Your Water Supply

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August 17, 2011

Residential Customer
89812 Main Street
Riverside, California 92508
Account number: 0072444 084249

Water Service Address: 89812 Main Street, Riverside

Water Budget Criteria: 3 persons per household and 2,439 square feet of irrigated area

Dear Residential Customer:

On July 13, following a public hearing, Western's Board of Directors approved the implementation of a new Water Budget Rate Structure. The goal of this letter is to communicate with you about the basic components of your water budget and how to request adjustments if the established criteria is not correct for your property. If you would like additional information about Western's decision to implement a Water Budget Rate Structure or how water budgets are calculated, please visit wmwd.com or give us a call.

About the Water Budget Rate Structure

The new rate structure provides every Western customer with an individualized water budget designed to meet your efficient indoor and outdoor water needs, regardless of your household or property size. Water budgets are calculated primarily based upon the number of persons that live in your home and the irrigated area on your property. Customers who are efficient, remaining within their water budget, will pay the lowest rates. Customers who exceed their water budget will pay higher water rates to cover the higher costs associated with their excessive water use.

How Your Water Budget is Calculated

Your individual water budget is based on the 2010 U.S. Census local estimate of three persons per household and Western's estimate of your irrigated area of **2,439** square feet. *(Please read below about how to adjust these factors if this is incorrect.)* Irrigated area includes landscaping, agricultural crops and personal vegetable or flower gardens. As weather changes, your outdoor water budget will increase or decrease.

In order to ensure every customer receives an accurate outdoor water budget, Western has assigned every water user to one of more than 240 climate micro-zones in the District's service area. The individual climate micro-zones, approximately one square kilometer each, have unique climate conditions based on temperature, humidity, solar radiation and wind. It's these climate conditions that determine how much water your plants and landscaping require. These same climate conditions are used to calculate your outdoor water budget.

Projecting Future Water Budgets

Although Western cannot forecast the exact weather months in advance, we can use historical information to project typical trends to help you plan for changes in water use. The following tables illustrate a low and high approximation of your water budget based on recent history. **The estimates provided are not your exact water budget.** Your actual water budget will be based on the actual weather of each billing period as it occurs. The values below are provided as a guide to approximate the range of your potential water budget.

Table 1: Your estimated water budget (in billing units) based on low historical weather data

	Indoor	Outdoor	Total		Indoor	Outdoor	Total
Jan	7	2	9	Jul	7	13	20
Feb	7	3	10	Aug	7	11	18
Mar	7	5	12	Sep	7	7	14
Apr	7	9	16	Oct	7	5	12
May	7	10	17	Nov	7	3	10
Jun	7	10	17	Dec	7	2	9

Table 2: Your estimated water budget (in billing units) based on high historical weather data

	Indoor	Outdoor	Total		Indoor	Outdoor	Total
Jan	7	4	11	Jul	7	18	25
Feb	7	4	11	Aug	7	15	22
Mar	7	8	15	Sep	7	11	18
Apr	7	13	20	Oct	7	8	15
May	7	15	22	Nov	7	4	11
Jun	7	15	22	Dec	7	4	11

1 Billing Unit = 748 gallons

Adjusting Your Water Budget

Your water budget is based on the criteria listed on page one of this letter. However, we're committed to making sure everyone has a customized water budget that provides the water necessary for their efficient needs. The rate structure includes simple steps to adjust the water budget established for your home, should you have a legitimate need for more water. For example, if you have more than three people in your family, if there is a swimming pool on your property, if you own horses or if you have more irrigated landscaping than we show. To request an adjustment, please complete the enclosed form and return it in the postage-paid envelope provided.

In closing, it's our hope to work with each of you to make this a smooth and successful transition toward greater efficiency for you and our region. Thank you for your partnership.

Sincerely,

WESTERN MUNICIPAL WATER DISTRICT
 Timothy Barr
 Water Use Efficiency Manager