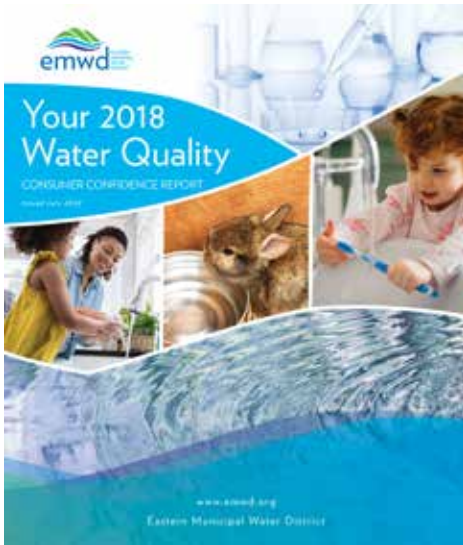


EMWD Releases Annual Water Quality Report



At Eastern Municipal Water District (EMWD), delivering safe and reliable water service to our customers is our top priority.

Each year in July, EMWD releases its Consumer Confidence Report (CCR), or water quality report, which details the results of more than 50,000 water quality tests performed by EMWD on more than 8,000 water samples during the previous calendar year.

In 2018, EMWD carefully tested for 200 contaminants and impurities from its 29 drinking water sources. Once again, EMWD continues to meet or surpass all drinking water quality standards established by the United States Environmental Protection Agency and the State Water Resources Control Board.

EMWD understands and maintains a dedication to investments in state-of-the-art treatment facilities and water quality testing practices to ensure that your water supply is safe. It is a commitment that is at the forefront of our mission as an organization.

You can find EMWD's 2018 CCR at www.emwd.org/CCR, or request a paper copy by calling **951-928-3777, ext. 3430**.

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EMWD Offers Wide Range of Water-Saving Programs

EMWD's enhanced WaterWise Plus program offers a range of consumer-driven programs to help promote efficient water use, including regional and local rebate programs.

Among the programs that customers may participate in:

- EMWD is offering free residential water-use surveys for its customers. These surveys will help identify any potential inefficiencies at residential properties and also make recommendations for how customers may become more efficient.
- Customers who wish to remove turf grass from their homes and replace it with qualified drought-tolerant landscaping may remove up to \$2 per square foot in rebates from The Metropolitan Water District of Southern California. More information may be found at www.socalwatersmart.com.
- EMWD is offering free residential drip kits to qualifying customers to help convert landscape irrigation areas from spray to drip irrigation. Each kit is valued at \$245 and includes enough material to convert between 250-400 square feet of planter beds to highly efficient drip irrigation. For more information, please visit www.emwd.org/dripkit.



WATERWISE PLUS

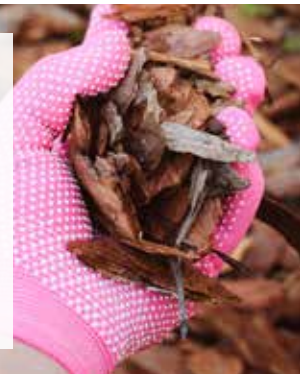
Doing More With Your H₂O

For more information on EMWD's WaterWise Plus programs, please visit www.emwd.org or contact EMWD's Conservation department at [951-928-3777](tel:951-928-3777), ext. 3322.



— SUMMER TIP —

Apply 3 to 4 inches of mulch over exposed soil to save water and prevent weed growth.



LANDSCAPE INDUSTRY Improving Irrigation Efficiency

9 billion

gallons of water per day is used for residential outdoor water use.

25,000

gallons of water

could be wasted in one six-month season by having just one broken sprinkler head.

As much as

50%

of the water we use outdoors is wasted due to inefficient watering methods and systems.



Data from United States Environmental Protection Agency



EMWD APPROVES NOMINAL RATE ADJUSTMENT

EMWD's Board of Directors on June 19, 2019, approved nominal water and sewer rate increases that reflect the increased costs of imported water, rising maintenance and environmental regulatory costs, and investments in technology and infrastructure.

Water consumption rates for the typical customer will increase by approximately 3 percent, effective on bills dated on or after January 1, 2020. Sewer rates will also have a nominal increase.

EMWD has taken proactive steps to minimize rate increases, including investments in local water supplies, alternative energy, technology advances such as smart meters, and the aggressive pursuit of grants.

For more information, including how EMWD rates compare with others, visit www.emwd.org/rates.

Slow the Flow

If water is applied too quickly, it can cause the water to run off of the landscape and into the street.



Check Sprinkler Heads

Ensure that sprinkler heads are properly placed and set up so they aren't irrigating the sidewalk.



Use Low Volume Irrigation

Use drip irrigation, micro-sprinklers, or bubbler irrigation for planting beds and narrow strips of vegetation.



Install a Rain Sensor

A rain sensor detects rain and shuts off an irrigation system.



Smart Irrigation Month is an Irrigation Association initiative to increase awareness of the value of water use ... and grow demand for water-saving products, practices and services.

For more great resources, visit: www.smartirrigationmonth.com

EMWD REPORTS

July 2019

2270 Trumble Road
P.O. Box 8300
Perris, CA 92572-8300
www.emwd.org

"EMWD Reports" is designed to keep EMWD's customers and the public informed of matters affecting them. It is published every other month.

EMWD Main Phone Number:
951.928.3777

EMWD Customer Service:
800.426.3693

Job Hotline: ext. 3300

Conservation Hotline: ext. 3322

Water Quality: ext. 3327

Systems Outages, Trouble Calls:
ext. 6265 or 800.698.0400

Public and Governmental Affairs:
ext. 3430
PublicandGovtAffairs@emwd.org

30902-I-0105

Enhancing Customer Self-Service Options

EMWD is dedicated to ensuring that customers have a seamless and successful experience when contacting EMWD to retrieve or update account information, pay a bill, set a payment arrangement, and much more!

Customer self-service options provided by EMWD continue to grow with the launch of a dedicated customer service phone number. Customers as can now call **1-800-426-3693** to reach the Customer Service department directly to check account balances, pay bills, and more.

In addition to the dedicated customer service phone number, EMWD also offers eBill (online bill pay), Auto Pay, and Pay-by-Phone (951-383-6055).

EMWD Keeps Customers Informed of Continuous Water Usage

In an effort to minimize continuous water usage and the negative impacts to customer water bills, EMWD encourages customers to keep their contact information and contact preferences up-to-date. EMWD customers may sign up for leak detection notifications via text, email or voicemail.

To update your information and contact preferences, visit emwd.org/update.

