

GROUNDWATER MANAGEMENT

Bringing Tax Dollars Back to the Community

EMWD was selected by the U.S. Department of the Interior to provide a tour and briefing of its planned Purified Water Replenishment facilities to U.S. Department of the Interior Secretary Deb Haaland (pictured). The U.S. Department of the Interior has committed \$10 million in funding to the project through the Bipartisan Infrastructure Law. EMWD has also previously received a \$17.5 million commitment for the project through the U.S. Bureau of Reclamation Water Infrastructure Improvements for the Nation Act. Learn more about the positive impact federal funding has on our local water supply at emwd.org/newsroom.

INSIDE THIS ISSUE

Preparing for Purified Water Replenishment

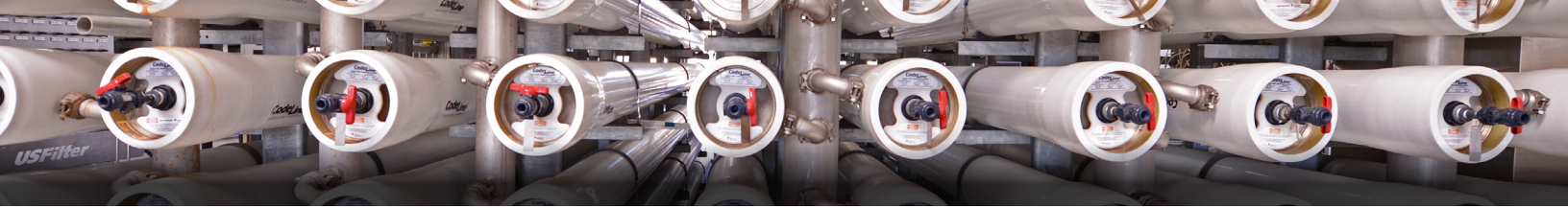
Groundwater is an important source of our region's water supplies. Learn about the investments we are making to make it sustainable for the future.

Funding for Turf Removal Program Increases

Removing your grass and replacing it with climate appropriate landscape is now easier than ever with the help of EMWD's highest per square foot rebate.

Ask EMWD: Payment Assistance Options

EMWD is committed to working in partnership with customers. Learn about our Payment Assistance programs in our Ask EMWD section.



EMWD's Advanced Water Purification Facility is the Next Step toward Water Reliability

Since its inception, EMWD has used forward-thinking methods to provide a safe and reliable water supply to all of its customers. To address the communities water needs, EMWD has developed and implemented projects and management practices that make the most of its water supply from imported, local, and recycled water resources.

Purified Water Replenishment is the next phase of EMWD's Groundwater Reliability Plus initiative, which has improved the quality and quantity of water in our local groundwater basins.

In 2024, EMWD anticipates beginning construction on its Advanced Water Purification Facility, which will be located adjacent to our San Jacinto Valley Regional Water Reclamation Facility. The Advanced Water Purification Facility will use ultra filtration and reverse osmosis to purify recycled water.

The purified water will blend with additional treated water prior to being pumped into replenishment ponds, where it will be further purified through a natural purification process. Water pumped from the ground will go through one final cleaning step before it is sent to homes and businesses. Learn more at emwd.org/GWRPlus.



Investing in Our Infrastructure

Department of the Interior Secretary Deb Haaland, Congressman Mark Takano (CA-39th) (pictured left) and staff from the Department of the Interior and the United States Bureau of Reclamation met with EMWD officials and regional dignitaries such as leadership from the Soboba Band of Luiseño Indians in early-August for a briefing of EMWD's Purified Water Replenishment program and a tour of the future Advanced Water Purification Facility.

EMWD routinely meets with its legislative officials, but Department of the Interior Secretary Haaland's visit marked the highest-ranking administration official to tour an EMWD facility in the organization's 73-year history.

EMWD is honored to share our successes with Secretary Haaland and we look forward to a continued partnership with the Department of the Interior and the United States Bureau of Reclamation that benefits our water supplies and our customers. These programs are critical to enable water providers throughout the west adapt to a changing climate and to meet the needs of a growing population and to protect water supplies and quality for future generations. Keep up with EMWD and our intergovernmental partnerships by following us on social media [@easternmuni](https://twitter.com/easternmuni) or by visiting emwd.org/newsroom.



Department of the Interior Secretary Deb Haaland speaks with General Manager Joe Mouawad

Did You Know?

Check out these facts and more at emwd.org/AnnualReport

EXTERNAL FUNDING



EMWD is among the nation's most successful agencies in securing external funding and in 2022, EMWD received more than \$115 million in grants and low-interest loans from state and federal funding agencies to help offset costs that would otherwise be shouldered by its customers.



#1 in Riverside County for Customers Securing Funding

The Low Income Household Water Assistance Program (LIHWAP) is a temporary emergency program to help low-income families with assistance with their water and sewer bills—up to \$15,000. In 2022, EMWD received \$748,709 in payments, which is the highest amount of any agency in Riverside County.

A GROWING REGION

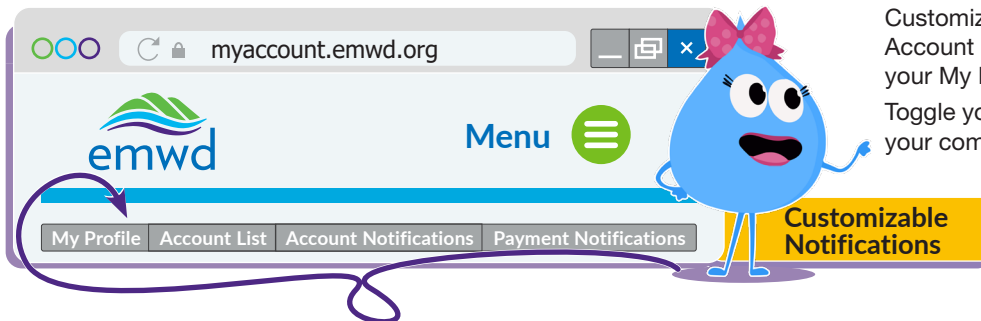


EMWD's communities are some of the fastest growing in California and its service area is only 43% built out. EMWD completed investments in water, wastewater, and recycled water totaling \$159,997,000 million dollars in 2022, with the flagship project being the Perris II Desalination Facility.

How to Set-Up Your Customized Notifications



Hi! I'M SAVVY THE WATER DROP. I'M HERE TO HELP YOU NAVIGATE YOUR MYACCOUNT PORTAL.



Customizable notification services are available in the Account Notifications and Payment Notifications tabs of your My Profile.

Toggle your letter, email, text, and voice call alerts to fit your communication style.

Notifications can be sent to you based on various activities.

You can update your preferences any time! Get started at myaccount.emwd.org.



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EMWD Main Phone Number:
951.928.3777

EMWD Customer Service:
800.426.3693

Careers: emwd.org/joinemwd

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

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







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Dig Up Your Grass and Dig into Savings

EMWD and The Metropolitan Water District of Southern California are now contributing \$2 each, for a total of \$4 per square foot, for the SoCal WaterSmart Turf Removal Program. EMWD customers are eligible for rebate funding if they remove grass and replace it with climate appropriate landscaping and a qualifying ground cover such as rock, mulch, or decomposed granite. Customers are encouraged to apply for funding and receive approval prior to beginning work at their property. Get started on your rebate application by visiting emwd.org/socal-watersmart.




NOW INCREASED TO \$4 PER SQ.FT.

TURF REMOVAL REBATES

Stay WaterWise

- ✔ Increased from \$3 to \$4
- ✔ Reduce outdoor watering
- ✔ Transform your home or business
- ✔ Replace turf with climate appropriate landscaping
- ✔ Must reserve rebate prior to starting project*


Get Started


EMWD.ORG/SOCAL-WATERSMART


* Approval of rebate applications are on a first-come, first-serve basis and subject to funding availability. Submitting a reservation request or application does not guarantee approval or payment.


Does EMWD help customers with paying their bills?

EMWD understands that our customers may experience periods of financial hardship, which is why we offer several options for bill payment assistance. EMWD wants to help customers from having unreasonable balances and avoid shut-offs.



Payment Extensions
Extend your due date.


Payment Arrangements
Short- or long-term payments.


Water Budget Rate Structure
Water use efficiency helps you stay within your water budget.


Help2Others Payment Assistance
\$200 per qualifying low-income customer.


Budget Billing (Level Pay Plan)
Equal monthly payments.


Low Income Household Water Assistance Program
A federally funded grant. You do not have to repay it.

Find the best option for you by visiting our website at emwd.org/payment-assistance-programs.

