

EASTERN MUNICIPAL WATER DISTRICT

2022

YEAR IN REVIEW





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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

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



BOARD OF DIRECTORS

Board President

Philip E. Paule

Board Vice President

Stephen J. Corona

Board Members

Jeff Armstrong

Randy A. Record

David J. Slawson

2022: A YEAR WORTH CELEBRATING

Eastern Municipal Water District (EMWD) is proud to look back at 2022 as a year in which we continued to look toward the future by planning and implementing a wide range of projects and programs that will significantly benefit our customers for many generations to come.

As one of California's largest and most progressive water agencies, EMWD has a successful history of industry-leading efforts that provide reliability and value to our nearly 1 million customers throughout western Riverside County. As a testament to that, EMWD received the Utility of the Future award for the third consecutive year, this time highlighting EMWD's education program.

In June 2022, EMWD completed work on its state-of-the-art Perris II Desalination facility, which was partially funded with \$22.5 million in grant assistance from the State Water Resources Control Board and more than \$10 million from the United States Army Corps of Engineers. The dedication event for this facility not only celebrated the infrastructure completion, but the partnerships that have been invaluable in EMWD's successes.

While EMWD secured more than \$100 million in grant funding throughout 2022, our partnerships are not just with funding agencies. They are most importantly with the customers who we are committed to serving every single day.

In 2022, EMWD increased engagement opportunities – both in-person and virtually – to ensure we had a well-informed customer population. This included our Purified Water Replenishment Open House and increased collaboration with local school districts that are helping to educate our future customers about the value of water and wastewater.

As California faced another historic drought, EMWD was uniquely positioned to meet the needs of its customer base without imposing severe drought restrictions to residential customers or business operations. This was a direct result of our long-term planning and infrastructure investments. We also continued to provide customer assistance programs to those most in need to ensure water reliability and equity to our diverse customer base.

The purpose of this 2022 Annual Report is to highlight the many accomplishments we can all collectively celebrate. EMWD staff take pride in knowing that our work has benefited our communities and local economies while also establishing the groundwork for future successes that will maintain EMWD as the standard within our industry.



JOE MOUAWAD
General Manager

Joe Mouawad, P.E.
General Manager

CUSTOMERS SERVICED

211,538 total customer calls

268,117 total sewer service accounts

162,923 total water service accounts

MY ACCOUNT

13,713 smart forms submitted

3,644 automatically processed

7,181 to start service

21% increase in auto-payments

WALK-INS

13,532 payments received in lobby



CUSTOMER SATISFACTION

14,091 escalation resolutions

4.2 customer satisfaction score (out of 5)

4.5 average top scoring category *Knowledge and Understanding*

WE'VE GOT THE TAP ON FOR YOU 24/7/365

SERVICE BY THE NUMBERS

2 Water Filtration Plants

3 Desalination Plants

2,594 miles of pipeline

94 pump stations

79 storage tanks

EMWD tested its

31 drinking water sources

for

206 contaminants and impurities

EMWD collected

9,212 water samples

and performed

39,363 tests to monitor and ensure quality

KEEPING IT FLOWING

4 Regional Water Reclamation Facilities

49 million gallons per day of wastewater treated

51 active sewer lift stations

14,843 manholes inspected

630 miles of pipeline cleaned

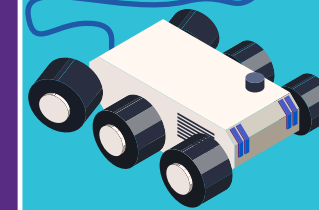
280 manhole repairs

20 sewer lateral repairs

7 subsidence repairs

WASTEWATER

EMWD's wastewater collections team in 2022 continued to provide first-class service and kept EMWD's sewer system operational. EMWD has a three-year rotation to clean nearly 2,000 miles of sewer pipeline and inspect its 40,000 manhole covers in an effort to protect sewer spills, which can cause public health risks and costly administrative penalties.



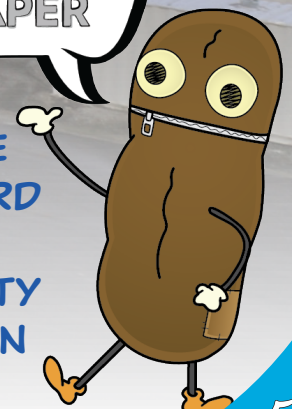
In 2022, EMWD added a new tool through a Closed Circuit Television system that allows it to identify areas with blockages, root intrusions, or other breaks in the sewer line so that corrective actions may be taken.

**DON'T BE A PAIN
IN THE DRAIN
OR RUSH TO FLUSH**

**BE
SEWER
SMART**

ONLY FLUSH THE 3 P'S:
**POO, PEE, &
PAPER**

HELLO! I'M PATRICK THE POO! I'M EMWD'S AWARD WINNING MASCOT WHO TEACHES THE COMMUNITY HOW THEY CAN MAINTAIN A HEALTHY SEWER.





BENEFICIAL REUSE OF RECYCLED WATER SUPPLIES

EMWD in 2022 continued to be a state leader in providing recycled water service to the community. EMWD sold more than 39,000 acre feet of recycled water in fiscal year ended 2022, with approximately two-thirds of that to its agricultural customers. EMWD continued to support the expansion of recycled water in the community through its successful Accelerated Retrofit Program.

A LEADER IN RECYCLED WATER

ACCELERATED RETROFIT PROGRAM SPOTLIGHT:

The Lakes at Hemet West is a community of nearly 700 mobile homes with a nine-hole golf course.

Through EMWD's Accelerated Retrofit Program it successfully removed 360,000 square feet of turf grass and modernized its irrigation system.

The community realized significant savings in both potable water and overall water usage because of its commitment to use recycled water.

In 2022, EMWD relaunched its strategic campaign to promote recycled water in the community through the design and deployment of hundreds of banners and yard signs to educate the community on why some areas were able to remain green during the drought.



RECYCLED WATER AT A GLANCE

37%

OF EMWD'S WATER SUPPLY PORTFOLIO



- Agricultural Customers**
24,830 Acre Feet (63%)
- Environmental**
5,007 Acre Feet (13%)
- Landscape**
4,765 Acre Feet (12%)
- Wholesale**
1,950 Acre Feet (5%)
- Golf Courses**
1,583 Acre Feet (4%)
- Recreational**
1,193 Acre Feet (3%)
- Construction**
80 Acre Feet (0.2%)

RESPONDING TO HISTORIC TIMES

80% of customers on average stay within their water budgets

Throughout 2022, EMWD remained in Stage 3a of its Water Shortage Contingency Plan, which asked customers to stay within their water budget and eliminated variances for filling of pools or establishing new landscapes.

The Colorado River and the State Water Project reached record lows in 2022. EMWD was able to rely more heavily on its local water supplies to ensure continued service to its customers due to its proactive investments in water supply reliability and allocation-based rate structure.

STATEWIDE BAN ON COMMERCIAL, INDUSTRIAL AND INSTITUTIONAL IRRIGATION

EMWD coordinated closely with commercial, industrial and institutional (CII) customers to identify opportunities for landscape transformation and compliance with statewide prohibitions on nonfunctional turf irrigation.

4 CII Workshops
10 HOA Presentations and Workshops



- EMWD'S WATER SUPPLY PORTFOLIO**
- Recycled Water**
54,771 Acre Feet (37%)
 - Groundwater**
13,854 Acre Feet (9%)
 - Desalters**
7,306 Acre Feet (5%)
 - Colorado River and State Water Project from MWD**
73,802 Acre Feet (49%)

EMWD continued to provide award-winning resources to its customers to help them achieve and sustain long-term improvements in water use efficiency at their homes and businesses. EMWD's Landscapes for Living program provided a one-stop resource for residential customers.

FREE LANDSCAPING EVALUATION, EQUIPMENT AND INSTALLATION

It's as Easy as 1-2-3!

- 1 VISIT & CHOOSE
- 2 GET INSPIRED
- 3 \$SAVE

emwd
Landscapes for Living

Get Started at LandscapesforLiving.emwd.org

FOCUSED ON EFFICIENCY



EMWD continues to be on the cutting edge of water use efficiency as we continue to promote the replacement of nonfunctional turf, especially in parkways and medians, through programs like our Turf Replacement Rebate as well as our Accelerated Retrofit Program, which removes turf and converts landscapes to recycled water supplies.

In addition, EMWD is working to develop additional measures to address nonfunctional turf.



Despite record warm temperatures and one of the driest years on record, EMWD customers remained efficient, using 119 gallons per capita, per day—a reduction of four gallons from 2021 figures and a 44 percent reduction since 2000.

In 2022, EMWD Customers...

Received

46  **HOME SURVEYS**

Removed

513,673  **SQUARE FEET OF GRASS**

Installed

954  **SMART CONTROLLERS**

and in partnership with **SoCalGas** installed

403  **HIGH EFFICIENCY CLOTHES WASHERS**

ADVOCATING FOR OUR CUSTOMERS

EMWD resumed in-person advocacy meetings in Washington, D.C., in 2022 and was active in state and regional advocacy efforts to effectively influence policy, legislation, regulation, and funding opportunities in a manner that benefits EMWD's customers through returning tax dollars to our region. EMWD continued to have one of the top state and federal advocacy programs in 2022, resulting in a number of efforts that will directly benefit customers through infrastructure investments.



Congressman Mark Takano (CA-41) received EMWD's 2022 Water Champion Award, which is presented annually to an individual who shows exemplary service in helping EMWD achieve its mission.

Congressman Takano's efforts to secure funding – and bring our ratepayers' Federal tax dollars back to the region – have provided and will continue to provide a better quality of life for residents by improving water supply reliability.

2022 was capped by a \$17.5 million appropriation from the U.S. Bureau of Reclamation to help advance EMWD's planned Purified Water Replenishment program. Combined with a previous \$10 million appropriation for the program, it now marks the largest federal grant funding total EMWD has received for a single project. EMWD also secured funding on a variety of other investments.

FINANCIALS AT A GLANCE



- Property Taxes (13%)
- Water & Recycled Water Sales (40%)
- Sewer Service Charge (26%)
- Water and Sewer Connection Fees (16%)
- Other Non-Operating Revenues (5%)



- Purchased Water (19%)
- Water & Recycled Water Operations (16%)
- Sewer Operations (13%)
- General and Administrative (6%)
- Depreciation and Amortization (27%)
- Interest Expense (7%)
- Other Expense (12%)

#1 in Riverside County for customers securing funding from LIHWAP



LOW INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM
In 2022, EMWD received \$748,709 in payments, which is the highest amount of any water agency in Riverside County.

AAA|FitchRatings

600 Employees

EMWD continued to invest in its local communities, which are among the fastest growing in the state. EMWD completed investments in water, wastewater, and recycled water totaled \$159,997,000 million dollars in 2022, with the flagship project being the Perris II Desalination Facility.

In addition, dozens of other Capital Improvement Projects that were worked on in 2022 continue to advance as EMWD sets the stage to provide for its communities in future generations.

MANAGING INFRASTRUCTURE

BRINGING TAX DOLLARS BACK TO THE COMMUNITY



\$ 27.5 Million

in Purified Water Replenishment project funding

\$ 18.62 Million

in American Rescue Plan Act funding

\$ 116 Million

in grant funding commitments



4,010  new water connections

5,039 new sewer equivalent dwelling units

26  capital improvement projects completed

180+ capital improvement projects in 5-year plan

38%  of EMWD's service area is currently built-out

LOOKING II OUR FUTURE

EMWD'S PERRIS II DESALTER SETS THE STAGE FOR OUR REGION'S WATER SUPPLY FUTURE

In June 2022, EMWD celebrated the completion of its Perris II Desalination Facility with a dedication event attended by statewide and local dignitaries, partner organizations, news media, and EMWD staff. The Perris II Desalter will provide enough water each year for approximately 15,000 households in the region.

The event was attended by Joaquin Esquivel, Chair of the State Water Resources Control Board, which provided \$22.5 million in grant funding to support the project. Esquivel spoke of the importance of local water supply investments and praised EMWD's efforts. The United States Army Corps of Engineers, which contributed more than \$10 million in in-kind facilities, also spoke highly of the desalination program and the partnerships involved.



EMWD'S PERRIS II DESALTER

 **5.4 Million**

gallons of water treated every day

 **22.5 Million**

in funding received from State Water Resources Control Board

 **15 Thousand**

households served by the facility annually

 **10+ Million**

in-kind funding received from the U.S. Army Corps of Engineers

SOCIAL MEDIA

@EASTERNMUNI



Increased following:

2,058 Facebook

3,180 Twitter

1,387 Instagram

3,286 LinkedIn

PODCAST



Introduced The Drop Podcast

IN THE NEWS

54 press releases



186 media stories mentioning EMWD

FACILITY TOURS



EMWD expanded the offerings of its education program, which included new tours of the Perris II Desalination Facility and the Hemet Water Filtration Plant.

23 educational facility tours

OPEN HOUSE



EMWD's Purified Water Replenishment Open House provided customers a chance to learn about EMWD's proposed program.

300+ customers attended

AWARDS AND HONORS



Utility of the Future Award Classroom education program

WaterReuse Transformational Innovation Award Closed Circuit Reverse Osmosis pilot project

CAPIO EPIC Award Landscapes for Living micro-website

CAPIO Award of Distinction Communications and Marketing Landscapes for Living program

Government Finance Officers Association Certificate of Achievement Annual Comprehensive Financial Report



HYDRATION VAN



EMWD's Hydration Station Van provided the community with high-quality, refreshing tap water as an environmentally friendly and fun alternative to using bottled water at events.

12+ community events attended

AN ENGAGING YEAR





EMWD is a national leader in water use efficiency efforts. Through its allocation-based rate structure, EMWD has helped its customers adopt a culture of efficiency.

A MORE SUSTAINABLE FUTURE

EMWD continues to be a leader in sustainability efforts that provide long-term benefits to the environment and established EMWD as an industry front-runner in adapting to climate change. EMWD has invested in solar energy programs that provide significant environmental benefits, is modernizing its fleet vehicles to be further reliant on clean energy, and has a long-term strategic priority to further reduce its carbon footprint while reducing financial impacts to customers.



 **1 Million** generated through the sale of renewable energy credits over three years

56.6 Million ^{kWh} estimated annual generation of renewable energy, all of which EMWD sells to others

11 active renewable energy projects



6 bird walk tours **159** bird walk tour attendees **1,300+** wetlands webcam views

EMWD's San Jacinto Wetlands help shine a light on its environmental commitments. The area was constructed in partnership with the U.S. Bureau of Reclamation as a low-tech, low-energy method to treat wastewater by naturally removing nitrates and nitrites via bulrush, and is now home to EMWD's education center and its popular bird walks, where the public can learn about our environmental stewardship.



EMWD's Beekeeper First program contracts with a local beekeeping company to protect and relocate live bees that are found at EMWD facilities or within customers' water meter boxes.

By safely removing and relocating bees whenever possible, EMWD is being an environmentally responsible partner by protecting the honeybee population, which has been steadily declining worldwide.

200+ safe bee removal workorders



PRSR STD
US POSTAGE
PAID
PERRIS, CA
PERMIT NO.10

2270 Trumble Road
PO Box 8300
Perris, CA 92572-8300

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