

## Drought Is Over; Water-Saving Habits Are Forever

On April 7, 2017, California Governor Jerry Brown issued a formal end to the years-long California drought. The drought was originally declared on January 17, 2014.

EMWD would like to thank all our customers for their efforts to use water efficiently, not only during the drought emergency, but also as a way of life. Every drop saved is another drop available during future drought cycles.

While the drought may be over, we can all be prepared for the next drought cycle. Customers can learn more about the water-saving programs and rebates that are available for EMWD's residential, commercial, and multi-family customers. Please see the "May is Water Awareness Month" sidebar on page 3 for a quick summary and visit [www.emwd.org/rebates](http://www.emwd.org/rebates) for more details.

Thank you again for all your efforts to use water wisely every day.



**Loving water means  
saving water.**

### WHAT'S INSIDE?

- EMWD Working in Your Neighborhood - page 2
- Smart Meter Installation Project - page 3
- Water-Saving Rebates and Program - page 3
- Contact us - page 4
- Online Service Options - page 4

# Is EMWD Working in Your Neighborhood?

In an effort to promote customer confidence and public safety, EMWD wants to make sure that our employees and contractors are easily recognizable while working within the communities we serve.

EMWD's field staff are typically identifiable through blue, company-issued uniforms with EMWD's logo prominently displayed on their chest. The staff will also be in a marked vehicle and carry EMWD-issued identification badges.

EMWD employees will never show up to your home unannounced unless there is an urgent issue, and they will never ask to enter your residence, unless they have previously scheduled an appointment with you. EMWD employees and our contractors will never attempt to sell products such as water line insurance, water softeners, or water quality testing.

Should a customer wish to verify an EMWD employee, they may ask for the employee's name and employee identification number or contractor name. The customer may then call our 24-hour Integrated Operations Center and request to verify that the individual is an employee or official contractor.

Our Integrated Operations Center may be contacted by calling 951-928-3777, ext. 6265.



# Smart Meters Are On The Way

EMWD strives to provide customers with the latest technology to help track water use and be notified of potential leaks within their systems.



To meet those objectives, EMWD has been replacing more than 1,000 water meters per month with updated smart meters that allow real-time usage information to be relayed back to EMWD. Nearly half of all residential accounts in EMWD's 555 square mile service area already have the new meters in place.

EMWD is also working on a new website tool that will allow customers to access account information in real time. This means you will be able to better monitor water use throughout the month and receive updated information on water costs. The portal will be launched after the majority of customers have smart meters, which will be within the next two years.

EMWD recently launched a continuous use notification pilot program for customers with smart meters. When seven gallons of water or more passes through a smart meter up to 72 hours straight, customers receive communication from EMWD to let them know that water has been used continuously, and they may wish to check for leaks on their property.

This safe and secure metering technology is environmentally friendly and reduces fuel costs by using a more efficient staffing model and having fewer vehicles on the road.

## ARE YOU AWARE OF EMWD'S REBATES AND PROGRAMS?

In honor of May as Water Awareness Month, we wanted to highlight the variety of rebates and programs that EMWD offers to help you save water.

### Residential:

- Rebates for indoor and outdoor water-saving devices
- Residential Drip Retrofit Kit Program
- Smart Controller Direct Install Program
- Free Deep Drip Watering Stakes
- Free Conservation Packet
- Free Outdoor Water Efficiency Kit
- The Gas Company's Energy Savings Assistance Program

### Commercial and Multi-Family:

- Rebates for indoor and outdoor water-saving devices
- Commercial and Multi-Family Drip Rebate Program
- Free Deep Drip Watering Stakes
- Public Agency Landscape Program
- Water Savings Incentive Program
- Landscape Irrigation Survey
- Large Landscape Program

For more information, please visit [www.emwd.org](http://www.emwd.org)

## EMWD REPORTS

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

## CONTACT US

**EMWD Main Phone Number:**  
951.928.3777 or 800.426.3693

**Automated Billing System:**  
Main number, then press 2

**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](mailto:PublicandGovtAffairs@emwd.org)

30902-I-0083

# Service At Your Fingertips

**EMWD is working to meet the needs of our customers by offering convenient online and phone options for doing business with us. Currently, the following services are available to all customers:**

- **Check account balance and due date**
- **Start and stop service**
- **Pay bills online or over the phone at 951.383.6055**
- **Complete variance requests**
- **Sign up for electronic notifications**
- **Update contact information/preferences**

**EMWD encourages customers to visit our website at [www.emwd.org](http://www.emwd.org) to learn more about what we have to offer such as AutoPay and Level Payment Programs.**

**EMWD is continually expanding its online account management options that can be accessed through our website at [www.emwd.org](http://www.emwd.org). We would love to hear from you about additional services or improvements you would like to see. Please visit [www.emwd.org/onlinetools](http://www.emwd.org/onlinetools) or email [webmaster@emwd.org](mailto:webmaster@emwd.org) to give us your suggestions.**

