

EMWD Introduces ‘My Account’ Customer Portal

EMWD customers will now have an array of new features available on our website.

In January, EMWD is introducing “My Account,” a one-stop customer service portal that will incorporate all of the best functions of its existing eBill system with exciting new features that will provide our customers with more information on their water use, streamline bill payment options, and more.

The new customer options are part of a multi-phase approach to deliver more self-service features in the coming years.

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EMWD's Desalination Program Increases Water Supplies

Did you know that desalination is not just for the ocean?

As part of its commitment to a reliable water supply, EMWD has one of the state's premier groundwater desalination programs and is currently constructing its third desalter in Menifee to further expand the program.

The Perris and Menifee areas have groundwater that is too salty to drink. By removing salts through reverse osmosis, EMWD is able to turn this salty water into clean and reliable drinking water. EMWD removes 75 tons of salt each day and sends it through a regional brine line where it is ultimately discharged into the ocean. This also helps improve local groundwater quality.

Once commissioned in 2021, the Perris II Desalter (rendering above) will mean EMWD can supply enough water through its desalters to nearly 30,000 households each year. That is nearly double current capacity.

For more information on EMWD's Desalination Program, please visit www.emwd.org to learn more!

EMWD Receives Record \$36M Groundwater Grant

Already one of the most successful agencies in California in its efforts to secure external funding, EMWD in late 2019 received its largest grant in its history.

The State Water Resources Control Board awarded EMWD \$36.3 million in funding for its proposed Perris North Groundwater Program, which is a long-term solution to improve groundwater quality in the Moreno Valley area. The program would further reduce reliance on imported water supplies.



The funding comes from the voter-approved Proposition 1 Water Bond of 2014. EMWD continually seeks external funding opportunities so that it makes beneficial use of its available water supply resources and keep costs low for customers in the process.

EMWD has active state and federal legislative programs that have helped gain overwhelming support for the proposed program. EMWD received more than 20 letters of support from project proponents -- including state and federal elected officials -- that helped secure the funding allocation.

The Perris North Groundwater Program is currently in the preliminary design phase and, pending funding approval and cooperative agreements, would then move into the design and construction phase.

EMWD REPORTS

January 2020

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:
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800.426.3693

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Conservation Hotline: ext. 3322

Water Quality: ext. 3327

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30902-I-0112

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Many of the My Account features have been requested by customers – and EMWD has worked to incorporate those options into its expanded online services.

As a result of the Smart Meter replacement program that completed in 2019, the My Account customer portal will offer the ability to view water usage by month, day and hourly intervals.

The My Account customer portal will debut in January 2020 on EMWD's website at www.emwd.org. Be sure to check online for more information!



FEATURES AVAILABLE IN 2020

- Access to hourly, daily, and monthly water usage data
- Ability to easily manage multiple accounts
- Track water usage events specific to your property, such as filled pool, installed water efficient appliances, etc.

FEATURES TO LOOK FORWARD TO IN 2021

- Ability to track current water use against forecasted water budget
- Ability to set up specific water budget notifications
- Start, stop or transfer service
- Update account information and communication preferences
- Sign up for billing and payment specific notifications

Starting with January bills, EMWD customers will see nominal rate increases for both water and sewer service. These rates were adopted by EMWD's Board of Directors in June 2019 to reflect the increased costs of imported water, maintenance and environmental compliance.