

HOW TO: READ YOUR WATER BILL

JANUARY 2023

P 951.928.3777
T 800.426.3693
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2270 Trumble Road
 Perris, CA 92570

PO Box 8300

Perris, CA 92572-8300

A. Summary of Charges: Any previous balance and new charges.

B. Water Usage History: How much water you've been using for the past 3 months.

C. Water Budget/Sewer Block Data: Based on your household size and landscape area. Sewer blocks are assigned to customers that are on water budget-based tiered rates and are billed directly by EMWD for sewer service. Block rates are as follows:

Block	Number of People in Household	Sewer Rate Calculation
1	1 - 2	60% of current sewer rate
2	3 - 4	100% of current sewer rate
3	5 - 6	125% of current sewer rate
4	7 or more	170% of current sewer rate

1. Customer Name and Account: Use this information to register for MyAccount.

2. Due Date: When the bill must be paid to prevent possible late fees.

3. No. of Days: The number of days in your billing period. This number is used to calculate your water budget and daily water and sewer service charges.

4. Next Read Date: When we expect to read your meter for the next billing cycle. Actual read date may vary.

5. Activity Since Last Bill: Summary of account activity since your previous bill.

6. Water Charges: Includes daily water service rate and charge, water supply and reliability projects charge, and water consumption amount, rate(s), and charge(s). Water budget customers are charged based on how much water is used in relation to their water budget.

7. Sewer Charges: Includes daily sewer service rate and sewer system capital projects fee; water budget customers that are directly billed by EMWD for sewer charges will see a sewer service charge rate that is a percentage of the daily rate according to their assigned sewer block.


8. Other Agency Charges: As a courtesy, EMWD collects charges for other agencies in your community. For example, in the cities of Perris and San Jacinto, EMWD may be billing for sewer charges. Phone numbers to call regarding these charges are printed on the back of the bill.

9. Total Amount Due: The total amount includes any previous balance and new charges.

10. Informational Messages: Are printed at the bottom of every bill, above the pay stub.

ABOUT YOUR BILL

Review the sample EMWD billing statement below and the descriptions on the left to understand your charges. See the reverse side for EMWD's glossary of terms.



Pay Bill: 951-383-6055 or www.emwd.org/eBill
 Contact Us: 800-426-3693 / 951-928-3777

Summary of Charges

Water Charges	39.48
Sewer Charges	35.87
TOTAL AMOUNT DUE	75.35

Meter Information

Meter No.	Previous Read	Current Read
12345678	2656	2664

Water Usage History
Current Year:

Read Date	# Days	Billing Units	Usage in Gal.*	Average GPD+
03-Oct	32	8	5984	187
01-Sep	31	15	11220	361.935
01-Aug	27	11	8228	304.741

* 1 Billing Unit = 748 Gallons
+ GPD = Gallons per Day

Water Budget/Sewer Block Data

Total Water Budget: 20
 Based on Household Size: 4 people
 Landscape Area: 2,825 sq ft
 Conservation Factor: 0.80
 Sewer Block: 2

Activity Since Last Bill

Period/Quantity	Amount
Amount of Last Bill	96.64
Payment Received - Thank You	-96.64
Balance Forward	0.00

Water Charges

Period/Quantity	Rate	Amount
Water Service	32 Day(s) 0.48/day	15.36
Supply and Reliability Capital Projects	32 Day(s) 0.155/day	4.96
Low Volume	4 billing units 1.14/unit	4.56
Budgeted	4 billing units 3.65/unit	14.60
Total Water Charges	8 billing units	39.48

Sewer Charges

Period/Quantity	Rate	Amount
Sewer Service	32 Day(s) 1.02/day	32.64
Sewer System Capital Projects	32 Day(s) 0.1009/day	3.23
Total Sewer Charges		35.87

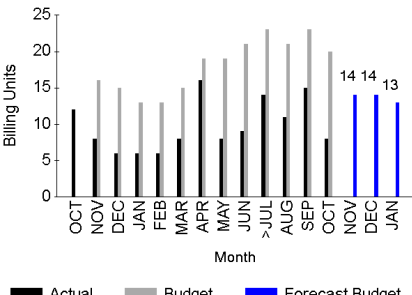
Other Agency Charges

Agency Name	Amount
	2.19
Total Current Charges	77.54

TOTAL AMOUNT DUE 77.54

Customer Information:
CUSTOMER NAME: EMWD CUSTOMER
ACCOUNT NUMBER: 500012345
SERVICE ADDRESS: 2270 TRUMBLE RD
SERVICE PERIOD: 09/02/23 to 10/03/23
BILL DATE: 10/04/23
DUE DATE: 10/24/23
NO. OF DAYS: 32
NEXT READ DATE: 11/02/23

Usage Graph:



^ Usage for Month(s) marked by ^ exceeds Graph

**YOUR ACCOUNT IS ENROLLED IN AUTOPAY
DO NOT MAIL A PAYMENT**

Please see reverse side for additional information

Detach and return this section with your check payable to EMWD.

Page 1 of 1

ACCOUNT NUMBER 500012345
Total Amount Due 77.54
 Bill Date 10/04/23

77.54

It's our privilege to serve you.

Please do not send cash. Please do not use staples.

Address Change - Complete on Reverse

Amount Enclosed

EMWD CUSTOMER
 2270 TRUMBLE RD
 PERRIS, CA 92572

Eastern Municipal Water District
 PO Box 845484
 Los Angeles, CA 90084-5484

Eastern Municipal Water District

HOW TO: READ YOUR WATER BILL

RATE PAYERS GLOSSARY OF TERMS

EMWD uses a number of terms on the billing statement. Please review these terms for more detailed information.

Next Read Date: The next read date is the next time the meter is scheduled to be read for billing purposes. We will make every attempt to read on this date. However, due to emergencies, EMWD reserves the right to modify the read date if necessary.

Water Charges

Commodity, Low Volume, Budgeted, Excessive, Wasteful: These charges are for water actually used. Charges vary depending on the area of water delivery, the source of water supply, and the energy it takes to deliver it to the property. Residential customers on water budgets are billed at the "Tier 1 - Low Volume" rate for the first 20 percent of the monthly water budget. The remaining 80 percent of the monthly water budget is billed at the "Tier 2 - Budgeted" rate.

Water Service: The water service charge covers the cost of customer services such as reading and maintaining meters, processing bills, posting payments and repairing water mains. Daily service charges are applied to open accounts whether water is used or not. Charges vary with the size of the meter, the number of units served, and the location within EMWD's service area.

Billing Units (BU): 1 billing unit (BU) equals one hundred cubic feet (748 gallons). Some accounts may be billed in acre feet. Billing units are rounded to the nearest whole number.

Water Supply & Reliability Capital Projects: The water supply & reliability capital projects fee provides funds for investing in the preservation and protection of local water supply with projects such as recycled water and desalination.

Meter Rental: The meter rental fee is a per day rental fee charged to temporary hydrant meter accounts in lieu of a daily service charge.

Sewer Charges

Sewer Service: The sewer service charge covers the cost of collecting, transporting, treating, and disposing of sewage; and for maintenance of treatment plants and sewer facilities.

Sewer System Capital Projects: The sewer system capital projects fee provides funds for future sewer system capital improvement projects, major maintenance, and upgrades.

Other Charges

Other Sewer: The other sewer charge is assessed to accounts within the cities of Hemet, San Jacinto, and Perris where sewage is transported by a collection system owned by another agency and delivered to an EMWD treatment plant.

Sewer Cost Allocation: The sewer cost allocation charge is assessed to accounts within the City of Hemet city limits, or sphere of influence. Questions or disputes about the sewer cost allocation charge should be directed to the City of Hemet at 951-765-2350.

City Service: The city service charge is billed as a courtesy for the City of Hemet for their storm drain system costs. Questions or disputes about the city service charge should be directed to the City of Hemet at 951-765-2350.

Utility Tax: The utility tax charge is billed as a courtesy for the cities of Canyon Lake or Moreno Valley. Questions or disputes about the utility tax charge should be directed to the City of Canyon Lake at 951-244-2955 or the City of Moreno Valley at 951-413-3080.

Returned Payment Fee: A returned payment fee is assessed on all payments returned by the bank unpaid. When a payment is returned by the bank unpaid, water service may be discontinued without further notice.

Security Deposit: A security deposit is assessed to all new accounts. It may also be assessed or increased on accounts that are shut off due to non-payment.

Due Date: The due date is the date bills are due and payable. Accounts become past due five (5) days after the due date. Payment arrangements may be available. Please contact our Customer Service department as soon as possible.

Late Fee: A late fee may be assessed when monthly billing charges have not been paid in full by the due date of the bill.

Reconnection Fee: A reconnection fee is assessed to services that are shut off for non-payment.

Disputed Bills: Should you question this bill, please request an explanation and/or re-reading of your meter within 10 days of the billing date by calling 800-426-3693.

DELINQUENCY TIMELINE

The process described below outlines how EMWD handles delinquent accounts.

- Day 1** Monthly bill mailed
- Day 21** Bill due
- Day 26** First Past Due Notice mailed; \$25 late fee assessed
- Day 30** Next monthly billing statement mailed
- Day 35** Second Past Due Notice mailed
- Day 45** First Automated Call Payment Overdue Reminder
- Day 55** Third Past Due Notice mailed
- Day 60** Next monthly billing statement mailed. Lien may be placed against owner property for outstanding balance.
- Day 65** Second Automated Call - Payment Overdue Reminder
- Day 65** FOR MULTI-FAMILY TENANTS ONLY: Final Notice of Shut Off delivered
- Day 72** Final Past Due Notice mailed
- Day 77** Door hanger notice left at property
- Day 83** Water service is shut off due to non-payment
- Day 88** Account closed for non-payment; deposit applied to balance (if applicable); outstanding balance reported to collections

