

EMWD Projects Are Customer-Service Driven

EMWD is committed to investing in technology that allows for long-term cost savings and improved customer service. As part of that commitment, we are improving our meter reading method by replacing manually-read water meters with electronic meters that can be read through advanced metering technology.

EMWD is currently upgrading more than 1,000 meters per month. Doing so will not only increase our efficiency and save on fleet fuel and maintenance costs, but allow us to provide better customer service well into the future.

The new metering technologies allow EMWD to better track water usage and notify customers of potential leaks on their properties. In the future, customers will be able to track their usage throughout the month, better plan for their monthly bill and have a more complete understanding of their water use habits and how they may become more efficient.

EMWD currently offers a variety of options for customers to pay their bill, including through eBill at www.emwd.org or by calling 951-383-6055.



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Updated Cost of Service Study Continues

EMWD staff are continuing to work with an independent, third-party consultant to complete an updated, comprehensive cost of service study for water and wastewater services.

That study will provide the foundation for proposed changes to our rate structure that the EMWD Board of Directors will consider in the spring of 2017. It will also help us align water budgets with updated state standards for both indoor and outdoor water budgets.



We will continue to communicate the proposed changes to all customers over the next few months as the study is finalized and the Fiscal Year 2017/2018 budget is developed.

What Do You Want Out of www.emwd.org?

At EMWD, our job is to make your life easier. We don't think you or any other customers should ever have to give a second thought to water supply or quality, wastewater services or recycled water services. We also want your help customizing EMWD's communications.

What online tools do you believe can be improved or what new tools would you like to see available at www.emwd.org. Please visit www.emwd.org/onlinetools to submit your suggestions or email us at webmaster@emwd.org. We look forward to hearing from you!

Cost-Effective and Environmentally-Focused



As an organization that is committed to being a good steward of the environment, we have proactively invested in a number of cost-effective programs that ensure we are doing our part to minimize our impact on the environment.

We currently operate six solar power generation complexes that provide power to our headquarters, four reclamation



plants and desalination facilities. These solar facilities are anticipated to save ratepayers more than \$1 million annually over the life of the system. In addition to solar energy, we also use digester gas fuel cells at two of our water reclamation facilities and microturbines at its headquarters.

We continue to look for new ways to expand our green technologies – including through various water use efficiency programs that will further reduce the need for energy to pump water. By doing so, we are ensuring we are doing our part to protect the environment.

EMWD REPORTS

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Main number, then press 2

Job Hotline: ext. 3300

Conservation Hotline: ext. 3322

Water Quality: ext. 3327

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Drought Outlook

We were lucky to see some rain this fall, and the winter season started off well too. However, the state remains in drought conditions.

In early 2017, the State Water Resources Control Board (SWRCB) will discuss and potentially vote on adopting long-term water conservation standards that are intended to better prepare the State for future droughts brought on by climate change and other factors.

Among the proposed changes are permanent bans on wasteful practices which include: hosing down hardscapes and excessive outdoor irrigation that results in runoff. Additionally, the SWRCB will take a look at agencies' efforts to increase water use efficiency; and strengthening agencies' response to drought. On behalf of its customers, EMWD will actively engage with the SWRCB throughout the process on behalf of its customers.

For the latest drought information, please visit our drought webpage at www.emwd.org/drought or call our drought hotline at 951-928-3777 ext. 4540. To learn more about how the California WaterFix could help capture and store more water when its available, please visit www.californiawaterfix.com.

