

## Dedicated to Supporting the Agricultural Community

EMWD is dedicated toward serving and supporting its local agricultural community, which has a rich and longstanding heritage throughout our service area.

EMWD recently partnered with nearly a dozen agricultural customers and the Irrigation Training and Research Center at Cal Poly San Luis Obispo to do on-site assessments of existing irrigation infrastructure used by local farmers. In addition, sensor-equipped drones provided high-resolution analysis of crops and watering patterns.



The program was funded by the United States Bureau of Reclamation and EMWD will use the results to support future grant funding applications that will focus on providing agricultural customers with device rebate programs and support increased water use efficiencies on crops.

Many agricultural customers have been leaders in water use efficiency programs and, through investments in recycled water, continue to use water responsibly.



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# Automated Metering Helps You Use Water Efficiently



EMWD is using smart metering technology to assist its customers in becoming more water efficient.

As part of its expedited process of upgrading

all water meters within its service area to smart meter technology, EMWD has been able to assist thousands of customers in identifying potential leaks at a property through prolonged and sustained usage.

In 2017, EMWD notified more than 12,000 customers of potential leaks and more than 95-percent took corrective action and no longer show continuous water usage. Customers are notified through their preferred method of communication – email, text or phone.

EMWD is replacing approximately 5,000 meters per month and anticipates all meters will be equipped with smart meter technology by mid-2019. EMWD will be adding a customer portal to help monitor usage in real-time, project monthly bills, and identify potential leaks.

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

## 2018 Poster Contest “Get Savvy About Water”

The 2018 “Get Savvy About Water Conservation” poster contest for children in grades TK-5 is highlighting 18 overall winners!

Help us select our fan favorites! Beginning on February 1, 2018 and continuing through the end of March 2018, you will be able to go online and vote for your favorite poster.

The top five winners will be recognized at an event in April 2018 and will then move on to a regional poster contest with The Metropolitan Water District of Southern California.



2017 Metropolitan Water District Poster Contest Winners

## Vote for Your Fan Favorites!

Starting February 1, 2018, cast your vote for your top five posters at [emwd.org/Pick5Posters](http://emwd.org/Pick5Posters).

# New Water Budgets and Rates In Effect on January Bills

EMWD's Board of Directors on November 15, 2017, adopted a new rate structure effective on bills dated on or after January 1, 2018. The price per billing unit for all four tiers was reduced as part of EMWD's commitment to provide value to its customers.

Under the revised rate structure, customers will now be given a combined water budget that factors in both indoor and outdoor use in alignment with evolving state standards. The first 20 percent of a customers' water budget will be billed at Tier 1 rates, with the balance billed at Tier 2. Any overages will continue to be billed at Tier 3 and Tier 4, based on volume.

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

## Enhanced Pay-By-Phone Features

EMWD has launched enhanced features to our Pay-By-Phone interactive voice response (IVR) system.

Customers who call from a phone number linked to their account can now experience even more convenience when our system recognizes the linked account number. You can opt-in to this feature and check your account balance, billing and payment history, and make a payment, all without entering your account number.

For more information, visit [emwd.org/BillPay](http://emwd.org/BillPay). To pay your bill using our Pay-By-Phone system, call 951.383.6055.

emwd  
Sign Up On Our Enhanced  
eBill Management Site

simple free secure

**SIGN UP TODAY**

eNOTIFICATIONS  
TAKE ADVANTAGE  
OF NEW FEATURES!  
VIEW HISTORY  
PAPERLESS BILLING  
MANAGE  
MULTIPLE ACCOUNTS  
ONLINE PAYMENTS  
AUTOPAY

**emwd.org/eBill**

## EMWD REPORTS

Jan/Feb 2018

2270 Trumble Road  
P.O. Box 8300  
Perris, CA 92572-8300

emwd.org

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“EMWD Reports” is designed to keep EMWD customers and the general 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

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ext. 6265 or 800.698.0400

**Public and Governmental Affairs:**  
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# FREE HOME WATER SURVEY

SCHEDULE YOUR SURVEY TODAY!



EMWD offers a FREE Home Water Survey to its residential customers who are having trouble staying within their water budget. This is a comprehensive indoor/outdoor survey designed to help check for leaks, provide a recommended irrigation schedule, check your irrigation system for inefficiencies, and provide rebate information on water efficient devices

For more information, visit [emwd.org/UseWaterWisely](http://emwd.org/UseWaterWisely). To schedule your survey, contact the Conservation department at 951.928.3777, extension 3322.

