



Photo by: Justin Scott, Electrical Services Controls Technician II

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2020 WATER QUALITY REPORT NOW AVAILABLE

The annual report provides information on source and quality of drinking water

ANNUAL RATE ADJUSTMENTS APPROVED

EMWD's strong financial standing means minimal rate increases for 2022-23

INVESTMENTS PREPARE REGION FOR DRY TIMES

Proactive investments prepare our region to ensure water supply reliability

ANNUAL CONSUMER CONFIDENCE REPORT NOW AVAILABLE

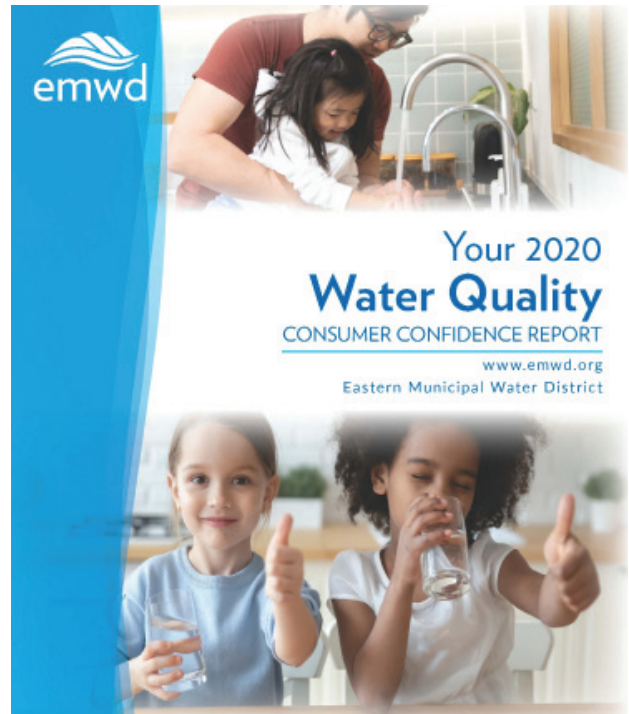
EMWD has published our annual water quality report, which lets customers know the source and quality of their drinking water supplies.

Each year, the Consumer Confidence Report must be available to customers on or before July 1. The report is available electronically and printed copies may also be requested.

EMWD is proud to again meet and be superior to all state and federal drinking water standards established by the United States Environmental Protection Agency and the State Water Resources Control Board.

In 2020, EMWD conducted more than 45,000 water quality tests to monitor and ensure quality. EMWD uses state of the art treatment processes to help deliver you a high-quality drinking water source.

To view the report, please visit www.emwd.org/ccr



EMWD APPROVES 2022-23 RATE ADJUSTMENTS

EMWD's Board of Directors on June 16, 2021, approved a water and sewer rate increase of approximately 1.8 percent, effective January 1, 2022. This rate adjustment addresses the increased cost of imported water, rising maintenance and regulatory costs. As a government agency, EMWD provides services based on the actual costs of operation and maintenance. Please visit www.emwd.org/rates-and-fees for more information.

EMWD PREPARED TO MEET CUSTOMER NEEDS

As many counties in California and the western United States have already made formal drought declarations, EMWD is proud of the proactive investments our customers have made to ensure water supply reliability.



EMWD has long been a statewide leader in preparing for the cyclical nature of water supplies. Our investments in recycled water, groundwater desalination, and in our Groundwater Reliability Plus program have provided significant water security for our region, even when imported water supplies may be limited. The Metropolitan Water District of Southern California, of which EMWD is a member agency, has also worked to have record amounts of water in storage entering this year.

With California facing another dry year, EMWD customers can be assured that we are prepared to meet your needs, even in times of statewide water supply challenges. For more information, please visit www.emwd.org/water-supply.

EDUCATION VIDEO CONTEST WINNER SELECTED

EMWD is proud to announce that Robyn Romo, a student at Canyon Springs High School in Moreno Valley, is the winner of our inaugural video contest for high school students that highlights where EMWD's water supplies originate and what happens after they use it.

Students researched and created the video focusing on where EMWD's water supplies come from, including local groundwater and water imported from The Metropolitan Water District of Southern California through the State Water Project and Colorado River Aqueduct systems.

EMWD's award-winning education program reaches out to more than 60,000 students in normal years to teach them about water, wastewater and recycled water services through a variety of grade-appropriate programs, including classroom presentations, field trips, and various contests.

To view a copy of the video, please visit www.youtube.com/easternmuni.

EMWD REPORTS

July 2021

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Conservation Hotline: ext. 3322

Water Quality: ext. 3327

Systems Outages, Trouble Calls:
ext. 6265 or 800.698.0400

Public and Governmental Affairs:
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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.

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COMING SOON: NEW FEATURES ON EMWD'S MYACCOUNT PORTAL

By Fall 2021, EMWD will introduce new features to its MyAccount portal. The new features come as EMWD works to upgrade its Customer Information System which will also give customers more control over their account and access to even more information.

Expanded Customer Self-Service Options: Sign up for level-payment plans, bill review, transfer service from one property to another, and update information preferences, including information to calculate water budgets.

Notification Preferences: Customers are in charge of how they receive their account information. Get notifications via email or text regarding bill alerts, continuous water usage warnings, water budget threshold notifications and more!

Account Analytics: View detailed analytics to compare historical water usage month-to-month or year-to-year. The new comparison view offers insights catered to customers usage to help you understand your water consumption and ultimately save water, time and money.

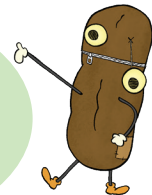
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ASK EMWD!

Have a question
about your water
or wastewater
services?



Submit your questions on:
www.emwd.org/ask-emwd
for a chance to have it featured in our
monthly eConnect newsletter!