

## eBill and Pay-by-Phone Updates Coming Soon

In Fall 2017, EMWD will be debuting a variety of new features within our eBill and Pay-by-Phone account information systems. The enhancements are designed to simplify the customer service experience when paying your bill or getting basic account information such as balance and due date.

Both systems will feature a more user-friendly design and have the ability to post real-time payment information to customer accounts.

The updated eBill website will feature new options such as a streamlined account registration process and text alert options for bill and payment reminders.

The updated Pay-by-Phone system will be able to automatically lookup account information based on caller ID, and customers will have the option to save their payment information so future Pay-by-Phone payments are even faster.

EMWD is also in the process of redesigning our main website and would love to hear your ideas. Please tell us at [www.emwd.org/onlinetools](http://www.emwd.org/onlinetools) or email [webmaster@emwd.org](mailto:webmaster@emwd.org).



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# Get Smart this July!

July is Smart Irrigation Month and EMWD has programs available to assist our customers in saving water on outdoor irrigation.

EMWD's Smart Controller Direct Install program is a share-of-cost program with EMWD paying up to \$270 toward a new weather-based irrigation controller. The customer pays the balance of the controller with payments spread over three years.

Weather-based irrigation controllers will automatically adjust irrigation times based on daily weather patterns, helping to ensure plants receive the water they need. A licensed and bonded contractor will install the controller and weather sensor.

EMWD also offers discounts on a drip retrofit kit to help reduce wasteful irrigation in planter beds. Customers can receive a voucher to pick up a retrofit kit for \$50. The kit normally retails for \$199.

For more information on these and other water-saving programs and rebates, please visit our website at [www.emwd.org/rebates](http://www.emwd.org/rebates) or contact us at 951-928-3777, ext. 3322.

**LANDSCAPE INDUSTRY**  
**Improving Irrigation Efficiency**

**9 billion** gallons of water per day is used for residential outdoor water use.

**25,000** gallons of water could be wasted in one six-month season by having just one broken sprinkler head.

As much as **50%** of the water we use outdoors is wasted due to inefficient watering methods and systems.

Data from United States Environmental Protection Agency

**Slow the Flow**  
If water is applied too quickly, it can cause the water to run off of the landscape and into the street.

**Check Sprinkler Heads**  
Ensure that sprinkler heads are properly placed and set-up so they aren't irrigating the sidewalk.

**Use Low Volume Irrigation**  
Use drip irrigation, micro-sprinklers, or bubbler irrigation for planting beds and narrow strips of vegetation.

**Install a Rain Sensor**  
A rain sensor detects rain and shuts off an irrigation system.

**JULY SMART IRRIGATION MONTH**

Smart Irrigation Month is an Irrigation Association initiative to increase awareness of the value of water use ... and grow demand for water-saving products, practices and services.

For more great resources, visit: [www.smartirrigationmonth.com](http://www.smartirrigationmonth.com)

# EMWD Goes Greener

EMWD has a longstanding commitment toward environmental responsibility and reducing its carbon footprint. Recently, it continued those efforts with additional investments in green energy to help power its fleet vehicles.



EMWD recently added two electric vehicles and plans on adding more as it replaces more vehicles as needed in future budget cycles. EMWD recently installed an electric vehicle charging station with five docks at its headquarters in Perris. The station can be expanded as demand increases.

The electric charging stations are part of a larger commitment toward renewable energy at its facilities. EMWD's Perris headquarters are powered by solar energy and microturbines and other major facilities have alternative energy investments such as solar power and biogas fuel cells.

## LEVEL PAYMENT PLANS MAKE SUMMER BILLS A BREEZE

EMWD wants to help you anticipate what their bills will be, especially in the summer months when water usage rises along with summer temperatures.

EMWD's Level Payment Program is designed to provide customers with equal monthly payments over 11 months, based on their historical water usage over the course of a year. The last month of the annual Level Payment Program cycle will allow customers to settle any outstanding balances by billing the customer for the difference or providing a credit to the account, based on actual usage.

The Level Payment Program is available to any customer who:

- Is billed for water and/or sewer directly by EMWD;
- Has no outstanding arrears due on their account when the first bill is issued; and
- Has a record of at least six (6) months of water usage within the past year.

For more information, please visit [www.emwd.org/lpp](http://www.emwd.org/lpp) or call 951-928-3777.

## EMWD REPORTS

July 2017

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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.

## 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

**Systems Outages, Trouble Calls:**  
ext. 6265 or 800.698.0400

**Public and Governmental Affairs:**  
ext. 3430  
[PublicandGovtAffairs@emwd.org](mailto:PublicandGovtAffairs@emwd.org)

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# Water Wise Lifestyle Notes for Summer

Just a few ideas to help you be more water wise outdoors for the summer season...

## Lawns

1. **Catch water in an empty tuna can** to measure sprinkler output. 3/4 to 1 inch of water is enough to apply each time you water your lawn.
2. **Water your summer lawns once every three days** and your winter lawn once every five days.
3. **Adjust your lawn mower to the height of 1.5 to 2 inches.** Taller grass shades roots and holds soil moisture better than short grass.



## Pools

1. **Cover it!** Depending on weather conditions like heat, wind, sunlight, and humidity, your water level can drop a quarter of an inch each day just from evaporation!
2. **Turn off any water features.** Waterfalls and fountains increase the amount of water exposed to the air and sunlight which leads to extra evaporation.
3. **Reduce water temperature.** Warmer water evaporates faster, so don't help it by heating it!



## ANNUAL WATER QUALITY REPORT AVAILABLE

Once again, EMWD has met or surpassed all drinking water standards set forth by the State Water Resources Control Board and the United States Environmental Protection Agency. The 2016 report is available on EMWD's website at: [www.emwd.org/2016ccr](http://www.emwd.org/2016ccr).

