



# EMWD reports . . .

November 2000

## "HOW SAFE IS MY TAPWATER?"

**T**apwater in America is the safest in the world.

In California, your tapwater must meet the toughest purity standards in America.

Water served by EMWD meets or beats all established federal and state standards.

That sounds mighty safe, and it is. But Eastern and other water agencies are trying to do even better.

Drinking water treatment involves both disinfection and, in many cases, filtration.

Groundwater -- which comes from local wells -- usually does not need filtration to remove undesirable constituents, but it is effectively chlorinated for disinfection right at the well-head, to protect from possible diseases, before being blended into the distribution system.

Three-quarters of the tapwater in EMWD's system, however, is imported -- some from the Colorado River and the rest from northern California through the State Water Project.

The imported water is classed as "surface water", and it goes through vigorous filtration as well as disinfection, to ensure its safety when it reaches you.

Surface water served through EMWD's system is filtered and disinfected by the Metropolitan Water District (the agency that imports the water for us) before it enters our pipelines. Way back in 1984, Metropolitan was one of the first water suppliers to switch from straight chlorine to a combination of chlorine and ammonia, called "chloramines", to disinfect water. "Met" continues to use that process today, even while pursuing still newer and better disinfection processes.

One advantage of using chloramines is that it creates fewer disinfection byproducts.

However, as the name indicates, chloramination still relies heavily on chlorine. Additionally, Eastern uses chlorine for disinfection of that well water

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## EMWD INTERNET SITE IS OPERATIONAL

**W**e're happy to announce yet another way you can get in touch with us here at the water district!

EMWD's Internet site on the Worldwide Web is up and running. You can find it at [www.emwd.org](http://www.emwd.org). Anyone with computer access to the Internet can reach the site.

It is an ambitious first step into the -net, with more than 150 pages of assorted information about Eastern and its many services and activities.

There's a section on how to read your bill and another on reading your water meter. You can arrange for an EMWD speaker to present a program for your organization. You'll learn all about our remarkable constructed wetlands project that cleans up wastewater while providing a beautiful wildlife environment.

You'll have an opportunity to "Meet EMWD" and our board of directors and senior management, as well as to learn how we are organized. All the latest news about the district and the full text of most of our



publications and reference sheets are available. There's also information about employment opportunities, purchasing procedures and how to do business with the district.

For the more technically minded, there is considerable information about groundwater basins, sources of

imported water and more. Basic financial information about EMWD is also available at the web site.

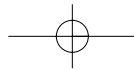
You'll find water conservation tips, information about our school education program and interesting water facts.

Throughout the web site, there are numerous opportunities to send messages directly to us about a variety of subjects. There are also scores of links to other, water-related web sites.

We don't yet have online account information and bill-paying available, but we hope to add those services before long.

So, take the plunge! Sample our web site at [www.emwd.org](http://www.emwd.org) and let us know how you like it. ▲

[www.emwd.org](http://www.emwd.org)



## HOLIDAY SEASON IS UPON US ONCE AGAIN!



**I**t hardly seems possible we're almost through the year 2000! Wasn't it just last week we were thinking about all those Y2K "bugs"?

But the bugs didn't bite, and it has been a banner year in western Riverside County!

Here at EMWD, we are proud to have celebrated 50 years of safe and reliable water and wastewater service to the families of our region. Eastern is recognized as an industry leader, and we pledge to our 440,000 customers that we will continue to be the very best at what we do for the next half-century.

The board of directors, senior management and more than 450 employees of Eastern Municipal Water District take this opportunity to wish everyone the happiest of Thanksgivings, a joyous holiday season, and Happy New Year 2001! ▲

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## CALIFORNIA'S WATER IS AN INTERESTING STORY

**W**ith over 30 million people in California and five-and-a-half billion on earth, water has become increasingly precious.

Ninety-seven percent of the earth's water is saltwater. Another two percent is locked up tight in glaciers or at the poles. That leaves one percent of all the water in the world to meet all human and agricultural needs! And there isn't any more of it being created.

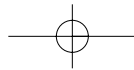
Here in California, an incredible 200 million acre feet of rain and snow falls in a typical year. That's more than 2 million gallons a year for every man, woman and child in the state!

The trouble is, distribution isn't as great as supply. About 75 percent of the precipitation is in the northern part of the state, and about 75 percent of the water demand - agricultural, industrial and domestic - is in the southern part. That's why California needs some of the greatest water transportation systems on earth.

Our lifestyle affects how much we use. Landscaping accounts for up to half of home water use, showers for about 15 to 18 percent, and toilets consume about 17 to 20 percent of our water.

When we use the slogan, "Use Water Wisely," we mean it. Each of us must support continued conservation and wise water use. ▲

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**WATER DISTRICT  
PHONE NUMBERS**

**EMWD  
Main Number**  
(909) 928-3777

**BILLING INQUIRIES**  
In Perris and Sun City  
call main number  
Elsewhere (toll free)  
1 - (800) 426-3693

**JOB INQUIRIES**  
Call main number, follow  
recorded instructions

**CONSERVATION  
INFORMATION**  
Call main number,  
then press 3

**COMMUNITY  
INVOLVEMENT,  
EDUCATION**  
Call main number,  
then ext. 4226

**WATER QUALITY**  
Call main number,  
then ext. 6238

**SYSTEM OUTAGES,  
TROUBLE CALLS**  
Call main number, then  
ext. 6265 or (toll free)  
1 - (800) 698-0400

CLIP and SAVE

**How Safe - from page 1**

we mentioned earlier.

According to the World Health Organization, and numerous other experts, "Disinfection by chlorine is still the best guarantee of (microbe-free) safe water." Chlorine also provides a residual effect in our pipelines throughout the distribution system, assuring water safety all the way to your tap.

A sophisticated and effective process is in place, and has been for years, to ensure your tapwater is safe.

Our 2000 annual Water Quality Report was distributed by direct mail to every EMWD customer in June. It lists many of the substances for which we monitor and treat your water, and it will tell you how much of each is in the water.

We encourage you to take the time to read that report. EMWD's tapwater meets all those rigid standards -- or better them!

If you'd like another copy, call us at (909) 928-3777, Ext. 6238 during normal business hours. Or you can read or download a copy of the report at our new Internet web site, [www.emwd.org](http://www.emwd.org). ▲

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EMWD reports ... is designed  
to keep EMWD's customers and  
the public informed of matters  
affecting them.

Forward your comments to the  
EMWD Community Involvement  
Department at the mailing  
address above.

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