

JANUARY 2001

EMWD

REPORTS...

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EASTERN MUNICIPAL
WATER DISTRICT

NEW DESIGN MAKES BILLS EASIER TO READ

EMWD's monthly bills are becoming easier to read and understand!

Beginning in mid-January, customers will be receiving the redesigned bills. By the February cycle, all bills will be in the new format.

An important new feature will be a water use comparison showing how much water the customer has used in each of the three most recent months compared with the amount used in the same three months of the previous year.

Usage comparisons are often helpful to customers who want to conserve water because they can tell whether the amount used is out of line with what they used in the past.

We've also eliminated unnecessary or duplicative information and backgrounds, standardized terminology, improved the size and style of the print, and used clearer headings.

Payment dates and amounts show up better, and explanations of particular elements on the bills have been improved.

Most months, bills include useful information printed in a special, brief message near the bot-

tom of the bill's face. Those messages will now be easier to read.

Even the back of the bills has been improved.

In the past, explanatory information printed on the back had to be very light to prevent technical problems with our equipment. On the new bill, we've been able to overcome many of those problems, so that important information will be easier to read, too.

We believe you'll find the redesigned bills to be a considerable improvement. However,

there will be yet another

feature for sight-impaired customers. EMWD will offer a "large type" bill to those who request it. Information on how to get this special format is available upon request to the billing department.

Because the print will be so much larger, there won't be room for some of the explanatory information shown on the new, regular bills. That means for some customers the decision on which style is best will be a bit of a trade-off. We urge customers to read and evaluate the regular new bills for a month or two before deciding to request the large-type bills. J

SEE THE NEW BILL DESIGN INSIDE!



EASTERN MUNICIPAL WATER DISTRICT
 WITHIN THE 909 AREA CODE
 OUTSIDE THE 909 AREA CODE
 WEBSITE

P.O.Box 8301
 Perris, CA 92572-8301
 909-426-3693
 909-928-3777
 www.emwd.org

CUSTOMER NAME: JOHN & MARY AGUA
ACCOUNT NUMBER: 123456789
SERVICE ADDRESS: 17189 VIA RIO LN
SERVICE PERIOD: 07/25/00 to 08/23/00
BILL DATE: 08/24/00
DUE DATE: 09/05/00

NO OF DAYS: 29
SCHEDULE READ DATE: 09/25/00

Summary of Charges

Water Charges	31.19
Sewer Charges	13.46
UTILITY TAX	2.68
TOTAL AMOUNT DUE	47.33

Meter Information

Meter No.	Current Read	Previous Read
882066	2993	2976

Water Usage History

current year:

Month	# Days	Billing Units	Usage in Gal.*	Avg. Daily Usage-Gal.
August	29	17	12716	438
July	32	18	13464	421
June	31	13	9724	314

previous year:

Month	# Days	Billing Units	Usage in Gal.	Avg. Daily Usage-Gal.
August	29	17	12716	438
July	33	21	15708	476
June	30	10	7480	249

* 1 Billing Unit = 748 Gallons

Previous Charges

Amount of last bill		51.03
Payment received - Thank you	08/21/00	CR 51.03
Balance Forward		0.00

Water Charges

Period/Quantity	Rate	Amount
Water Service 29 Day(s)	.198/day	5.74
Water Commodity 17.0000 billing units	1.49700/unit	25.45
Total Water Charges		31.19

Sewer Charges

Period/Quantity	Rate	Amount
Sewer Service 29 Day(s)	.464/day	13.46

OTHER AGENCY CHARGES:

UTILITY TAX	2.68
Total Current Charges	44.65

TOTAL AMOUNT DUE 47.33

Special Information:
 Have you checked our Conservation Hot Line recently?
 (909) 928-3777, press 3 on the main menu and follow recorded instructions. New messages each month to help you save water and money.

Please see reverse side for additional information

Detach and return this section with your check payable to EMWD.

It's our privilege to serve you.

ACCOUNT NUMBER 123456789
 Service Address 17189 VIA RIO LN
 Total amount due 47.33
 Bill Date 08/24/00
 Due date 09/05/00

Amount enclosed

Please do not send cash.
 Please do not use staples.

JOHN & MARY AGUA
 17189 VIA RIO LN
 MORENO VALLEY, CA 92557-7189

026081

EMWD
 P.O. BOX 8301
 Perris, CA
 92572-8301

000005929001 0 000000004733 1

KEY

- A quick-and-easy summary of charges and amount due, so you don't have to read all the details to the right if you don't want to.
- Water Usage History tells you how much water you've been using compared with last year.
- This information tells you the dates of service covered by this bill and the number of days in that period. The number of days is important in calculating sewer service charges and the daily service charge portion of the water charges. The bill date is usually the last day of the service period.
- The due date tells you when the bill must be paid to prevent possible penalty fees.
- The scheduled read date is when we expect to read your meter for the next billing cycle. Because this is an estimate, actual read dates can vary by a day or two.
- A summary of activity on your account since your previous bill. You can check to be sure payments were posted, for example.
- Water charges in detail with amount of water used.
- Sewer service charges in detail with the rate per day and the number of days.
- Any charges EMWD may be collecting as a courtesy to other agencies in your community. Do not call EMWD with questions about these charges. Phone numbers to call are printed on the back of the bill.
- The total amount due should agree with the total shown at item 1.
- Any special messages are printed here.
- The payment stub must accompany your payment for proper credit. Tear it from the main part of the bill at this dotted line.
- Please enter the actual amount you are paying in this box to ensure proper credit.
- The new bills will come with a windowed envelope for you to use in returning payment. Be sure the stub is inserted in the envelope so this address can be read through the window.



**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,
then select Option 2

**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

POSTER ARTIST FETED IN L.A., SACRAMENTO

Christopher Perez, a sixth-grade student in teacher Mary Edmundson's class at Hemet's Dartmouth Middle School, was honored by The Metropolitan Water District's board of directors November 14th.

The day was set aside for a professional-style art exhibit at MWD's headquarters in Los Angeles. The display was devoted to



EMWD director Clayton A. Record, Jr., displays the prize-winning "water wise" poster drawn by Hemet sixth-grader Christopher Perez.

outstanding posters drawn by students throughout southern California. All the posters were related to "Using Water Wisely" and were selected from local water agencies' annual poster contests.

The talented young man was a grand prize winner in Eastern Municipal Water District's poster contest last spring.

MWD officials said Christopher's poster was the only one that included water for use in agriculture and in transportation. His poster also included the use of water for drinking and bathing, and features "Fred the Fish" as its main character.

In January, Christopher's work and that of other budding artists will be displayed at the California state capitol building in Sacramento. The youngsters will be guests of honor at a reception for members of the state legislature and other VIPs. J

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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.

**EMWD
Board of Directors**

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(Eff. Jan 9, 2001)*