



EMWD reports...

JANUARY 2007

Accepting applications through

February 15, 2007

EMWD's NEW Residential Landscape Irrigation Distribution Event – March 3, 2007

Attend our Residential Landscape Irrigation Distribution Event to receive a free landscape irrigation package that can help you reduce irrigation water use by up to 30 percent!

Eastern Municipal Water District's

New Residential Landscape

Irrigation



Distribution Event

EACH PACKAGE CONTAINS:

- irrigation controller with a seasonal adjust feature*
 - multi-stream rotator heads for turf grass areas only
 - rain sensor
- *only if old controller (if applicable) is traded in

EVENT DETAILS:

- When:** Saturday, March 3, 2007
appointments begin at 8:30 am
- Where:** EMWD's Administrative Center-Board Room
2270 Trumble Rd., Perris, CA

EMWD customers must first qualify to participate in this event and must attend the **ONE DAY ONLY EVENT**

TO QUALIFY YOU MUST:

- be a direct residential customer of EMWD
- have lived at the same residence for two years or more
- have an inside mount only (such as garage)
- submit an application to EMWD by February 15, 2007 (for an application go to www.emwd.org or call 951-928-3777, ext. 4531)
- mail, fax or deliver a completed application to:
EMWD
Attn: Irma Rodriguez
PO Box 8300
2270 Trumble Rd.
Perris, CA 92572-8300
PHONE: 951-928-3777, ext 4531 **FAX:** 951-928-6171

ONCE APPROVED YOU WILL:

- receive an appointment time and a reservation number
- bring your old controller (if applicable) to our **ONE DAY ONLY WORKSHOP ON MARCH 3, 2007**, and exchange it for your landscape irrigation package
- be required to report monthly for one year the current percentage setting of your irrigation controller (EMWD will send you monthly reminders)

Rates FOR 2007

We've all heard the expression, "There's no such thing as a free lunch." That's true as much for utility rates as it is for hamburgers and fries. To provide reliable service, EMWD frequently reviews its revenues and expenditures, and projects its likely financial obligations over the next several years.

Depending on the decisions of EMWD's board of directors in January, water and sewer service rates may be increased slightly. Typical residential customers could see an increase of about \$1 a month each for water and sewer service.

All customers were notified in November of a public hearing on rates January 3, 2007. EMWD will publicize decisions made then through news releases and other ways, including EMWD's website, www.emwd.org.

EMWD captures award for "California Friendly" Landscape Pilot Program

EMWD was honored in December as the winner of the 2006 Theodore Roosevelt Environmental Award of Excellence in Conservation and Natural Resources Management. Established in 1993 by the Association of California Water Agencies (ACWA), this award recognizes excellence among California water agencies for innovative programs in natural resources management that enhance or protect the environment while meeting public needs. ACWA has 447 members making it the largest coalition of public water agencies in the country.



Awards are given in three categories, based on initial capital investment. EMWD's "California Friendly" Landscape (CFL) Pilot Program was named the winner in the \$100,000 to \$1 million category.

The CFL Pilot Program is a collaborative effort with the U.S. Bureau of Reclamation (USBR), Metropolitan Water District of Southern California (MWD), and the Building Industry Association of Southern California (BIA). The primary goal is to significantly improve water efficiency in new homes on a regional scale and promote adoption of "California Friendly" landscape standards.

Other key elements of the CFL Pilot Program:

- Attempts to reduce residential water use by showcasing the latest conservation technology
- Regional and national home builders KB Home, Shea Homes and John Laing Homes are participating in this one-of-a-kind program
- Proves that CFLs can thrive on up to 50 percent less water than the traditional style turf landscape
- Reduces green waste, water runoff and pavement degradation
- As CFLs are incorporated into standard building specifications, technologies, materials, and plants will become more readily available and cost-efficient
- If CFL principles were to be incorporated into builders' standard specifications, the water savings for the residential sector, alone, could amount to at least 11,000 acre feet per year based on the projected increase in the number of homes in EMWD's area—139,000—over the next 30 years

According to ACWA President Randy Fiorini, "The three winning projects are top-notch examples of the lasting environmental legacy water agencies are working every day to build for future generations."



EMWD lends a *helping* hand

EMWD's strategic plan encourages its employees to be socially responsible by participating in the life of the community. One way that employees collaborate in this effort is through the "Hands Across the District" campaign.

Employees established the program several years ago to help a few local families by collecting donations of clothing, toys, food and other necessities to make the holiday brighter. The program continues each year with local school districts providing the names of families in need of assistance.

Employees make donations out of their own pockets. According to Laura Zamora, EMWD employee and Hands Across the District committee member,



EMWD employees deliver many boxes of presents

"EMWD's employees are incredible! They are very generous, and so quick to donate and voluntarily help out. Each year the program gets better and better. We started out sponsoring four or five families and this year we're sponsoring eight. When gifts are delivered, the kids are so excited, smiling ear-to-ear, and parents are so grateful, many have tears in their eyes."



Back by popular demand...

Free toilet distribution and recycling event

EMWD is planning another **FREE** toilet distribution and recycling event for residential customers only. If you currently have a toilet installed in your home that uses 3.5 or more gallons per flush, you have the opportunity to **SAVE WATER & MONEY!**

High-efficiency toilets use up to 20,000 gallons less water annually than non-conserving toilets and function as well or better than other water-guzzling toilets which can use up to 7-gallons per flush.

Toilet distribution will be held on March 31, 2007, where you can pick up your **FREE** high-efficiency toilets. Then, return on Saturday, April 14 to recycle the old fixtures. Reservations are required.

It's Easy to Participate!

Call (800) 485-2321 to reserve a **FREE** high-efficiency toilet or for more information. Eligible customers will be given the distribution and recycling event location and a reservation number. Offer limited to three toilets per household for the first 1,000 toilets.

Did you know?

An acre-foot of water is 325,900 gallons, or enough water to cover an acre of land the size of a football field with one foot of water. An average California household typically uses one-half acre-foot of water per year and over half of that water is used outdoors.



Visit us on the Internet at
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 and
suggestions to EMWD Community
Involvement Department at the
address above or via e-mail at
CommunityInvolvementGroup
@emwd.org

EMWD Board of Directors

Division 1: Phil Paule
NEW DIRECTOR

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Division 3: Randy A. Record
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METROPOLITAN WATER DISTRICT

Division 4: Ronald W. Sullivan

Division 5: David J. Slawson
VICE PRESIDENT

EMWD Main Numbers

Toll free number within
Southern California

800-426-3693

Main Number
951-928-3777

Automated Billing Information

Call main number: 951-928-3777
then press 8

Job Inquiries

Call main number, then press 3

Community Involvement, Education

Call main number, then ext. 4226

Water Quality

Call main number, then ext. 6337

Systems Outages, Trouble Calls

Call main number then ext. 6265
or 1-800-698-0400

EMWD Recognizes Supplier Excellence

EMWD relies on numerous suppliers that enable us to produce superior products and services for our stakeholders. Realizing the value of our suppliers is a good thing; recognizing and rewarding them is even better. To accomplish this, EMWD established the annual Supplier Recognition Award.

This award allows EMWD to systematically identify, rank and monitor our suppliers' performance in areas such as quality, timeliness, customer service and accuracy. Supplier performance is tracked throughout the year, and, using a detailed ranking system, a winner is determined.

EMWD is proud to announce that Advance Business Graphics (ABG) is the winner of the Supplier Recognition Award for 2006. ABG, with two corporate offices in Mira Loma and six sales offices throughout Southern California, has been in business for over 50 years and has done work for EMWD since 1999. At their digital imaging center they generate over five million pieces of mail per month.

In addition to providing custom design and printing services, ABG prints and mails all EMWD's customer bills and notices, which amount to about 6,700 statements per day. According to Dan Howell, Director of EMWD's Purchasing Department, "ABG was honored with the 2006 Supplier Recognition Award because of their superior service record, outstanding customer service, and commitment to continuous improvement."



From left to right: Jose Guardado, Jack Thompson III, Gary Bianco, Jorge Jimenez, Dan Ablett