



Online billing... offered as latest customer option

Responding to customers' requests, EMWD is offering an online bill payment option. In March, customers will be able to view their accounts online or use the phone to get their account information and make payments at their convenience.

Using secured sites (128-bit encryption), customers will be able to use their Master Card or Visa credit cards, or their personal checking accounts to pay bills anytime, day or night. EMWD also accepts payments through online banking programs, such as Quicken, MS Money, Wells Fargo Bank and others.

To access this new feature, go to www.emwd.org and click on the bill-paying icon on the home page. Or click on **YOUR WATER SERVICE** or **WASTEWATER SERVICE** and then click on the bill-paying icon to access the same information.

With the large numbers of new customers in EMWD's 555-square-mile service area, we're doing our best to provide more services that our customers want. Customers can review their personal billing information for free. To conduct payment transactions, a \$2.75 convenience fee reimburses EMWD for most of the costs associated with performing real-time Internet transactions in an easy, secure and reliable manner.

As alternatives to mailing checks or paying in person at EMWD headquarters, 14 offsite authorized payment centers are also available throughout our service area. And for those customers who prefer stable bills summer and winter, EMWD offers a level pay plan.

Our customer service representatives typically respond each week to some 3,600 to 3,800 phone calls. A large number of these calls concern balance due dates, previous payment information, or meter reading questions.

Those questions now can be answered online or by telephone through an interactive voice response (IVR) system. The interactive phone system can also be accessed 24 hours a day. In English or Spanish, customers can learn their account information, check



their payment history, or request a fax of this personal information and a list of the offsite payment locations. New features with the IVR now include making payment arrangements or paying by credit card or check. Later this year, EMWD expects to offer direct-debit paying and other options. It's your choice.

Where does the money go?

Have you ever wondered what you are paying for when you pay your water commodity charge each month? Water commodity is the charge for the water that you use during the month and is broken down into billing units. Each unit of water equals 748 gallons of water or 100 cubic feet. EMWD is able to determine your monthly billing unit usage by reading your meter.

The water commodity charge is organized into different costs that vary depending on where you live. The following chart shows the average breakdown of water, operations and delivery, support, and replacement costs.

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Recycled water benefits Lake Elsinore

After a thorough, controlled treatment process to remove pathogens from wastewater, recycled water becomes a useful product for commercial and agricultural users. Recycled water is used for landscaping and irrigation purposes and, at a third the rate of fresh water, it is cost effective. Now Lake Elsinore is able to take advantage of the benefits that recycled water has to offer.

Lake Elsinore is shallow and generally loses more than four feet of water a year to evaporation. The Santa Ana Regional Water Quality Control Board has approved discharge of high-quality, recycled water from EMWD's eight-mile pipeline in Wasson Canyon to Lake Elsinore. The discharge will help stabilize the lake level and better manage EMWD's recycled water storage capacity system. EMWD's system-wide storage capacity is at 75 percent.

According to Greg Millar, Systems Control Manager, "Our primary goal is to deliver 3,700 acre feet of recycled water to the lake...and keep about half our storage capacity between Moreno Valley and Temecula Valley Regional Water Reclamation Facilities."

By early February, EMWD had discharged more than 2,000 acre-feet of recycled water at Wasson Canyon. Most of that controlled release helped to augment Lake Elsinore. The remainder flowed through channels to the Santa Ana River.

Demands for recycled water drop during the cooler winter months. While demands are down, recycled water is held temporarily at 10 different EMWD locations. EMWD can store more than two billion gallons (6,640 acre feet) of recycled water, which equals more than two months of typical recycled water production.



Getting up early is for the birds...

You'll have to get up early, but EMWD now offers you the opportunity to catch a glimpse of hundreds of ibises, egrets, and blackbirds swirling from wetlands in San Jacinto.

EMWD operates a manmade, multipurpose wetlands at its San Jacinto Regional Water Reclamation Facility. It is supplied with highly treated recycled water and is a rich oasis of migratory and local birds. In partnership with the Audubon Society, EMWD is offering free tours of its wetlands on the second Saturday of the month for the next three months - March 13, April 10, and May 8. There are two tours on each tour day, the first beginning at 6 a.m. and the second beginning at 8 a.m. Tour guides will be Sherri Stange and Steve Adkison of the San Bernardino Valley Audubon Society. No reservations will be taken.

The Audubon Society's mission is to "conserve and restore natural ecosystems, focusing on birds, other wildlife, and their habitats for the benefit of humanity and the earth's biological diversity." The Audubon Society helps people of all backgrounds and ages to learn about sustaining important bird populations through community education programs.

According to Jolene Allred, EMWD Education Specialist, "We're excited about this new partnership with the Audubon Society because they share our goal of fostering a sense of stewardship for water and habitat. With Sherri and Steve's expertise, we're now able to offer extraordinary guided tours of this unique wildlife area."

Bring your family and friends to take advantage of this opportunity to visit the EMWD wetlands at the San Jacinto Valley Regional Water Reclamation Facility. For directions, visit us at www.emwd.org and click on "Water Education" or call (909) 928-3777, ext. 4226.

The EMWD wetlands is open to the public only with escorted tours. Tours will be canceled on rainy days.

CAPE Award earned for excellence

Eastern Municipal Water District (EMWD) has earned the distinguished bronze level California Awards for Performance Excellence (CAPE) award after a competitive, rigorous application process. EMWD is the first water district in the state of California to achieve this honor. The CAPE program is a non-profit foundation dedicated to helping California's private companies and public sector agencies achieve world-class results through the principles and criteria of the Malcolm Baldrige National Quality Award.



- Emphasis on social responsibility
- Initiatives to help employees learn and develop their full potential
- Reliable information hardware and software capability
- Valuable perception of employees
- Strong safety culture
- Focus on the future
- Successful collaborative efforts

According to Anthony J. Pack, EMWD General Manager, "The CAPE award is a significant accomplishment for EMWD. However, we still have a lot of growing to do. We have recognized areas where improvement is needed and will work toward accomplishing those goals."

The Baldrige Award was established in 1987 and was named after Malcolm Baldrige, Secretary of Commerce from 1981 until his death in 1987. Baldrige's contributions of efficiency and effectiveness in government inspired the creation of the Malcolm Baldrige program.

"The employees of EMWD made an outstanding contribution to the CAPE Award process," said John Ward, EMWD Program Manager. "Their history of solid performance demonstrated positive results in all areas of the criteria including strategic planning and customer satisfaction."

"The CAPE award benefits our customers in the long run because it provides a tool for us to identify our strengths and weaknesses, enabling us to provide better service. Through an organized approach we can manage a culture change of performance awareness and continuous improvement resulting in improved planning and overall long-term health."

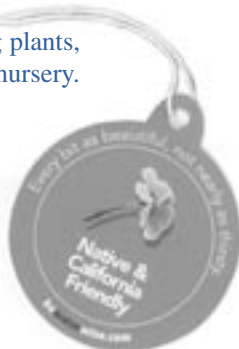
Some of EMWD's strengths and outstanding practices noted by the CAPE board of examiners were:

EMWD will be formally recognized for the achievement on April 16, 2004, in San Diego during the California Council for Excellence 10th annual Conference and Awards ceremony.

Get friendly with natives

As you shop for landscaping plants, look for this tag at your local nursery. It identifies plants that are native and "California Friendly", meaning they are well adapted to our area and thrive on little water once they're established.

To find a retailer near you, log on to: bewaterwise.com.



Mark Your Calendar

What: Community Water Festival

When: Saturday, May 1, 2004, 10 a.m. - 5 p.m.

Where: The Promenade Mall in Temecula

Why: Kids and adults will enjoy theater, games and prizes while learning more about water. Many water agencies and cities will be involved in teaching water conservation and the environment through dynamic interactive and educational activities.

Want to know more? Call (909) 296-6948

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

Billing Inquiries in Perris and
Sun City call main number

Elsewhere (toll free)
1-800-426-3693

Automated Billing Information
Call main number, then press 8

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

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Call main number, then ext. 6337

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Call main number, then ext. 6265
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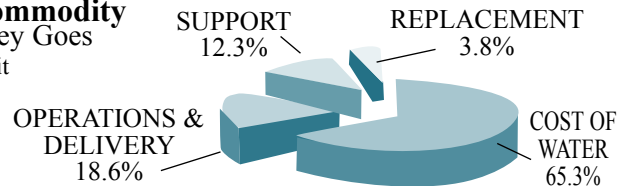
Where does the money go? continued from the first page

Commodity Costs*

(1 billing unit = 748 gallons = 100 cubic feet)

Cost Components	\$/Acre Foot	\$/Billing Unit	% of Total
Cost of Water	\$428.65	\$0.984	65.3%
Operations & Delivery	\$121.98	\$0.280	18.6%
Support	\$ 81.01	\$0.186	12.3%
Replacement	\$25.00	\$0.057	3.8%
Total	\$656.64	\$1.507	100.0%

EMWD Water Commodity Where Your Money Goes 1 Billing Unit



Operating costs include the cost of delivering water through the system that includes labor, materials, energy, and chemicals.

Support costs include maintenance, laboratory, source control, water distribution operators, and electrical expenses.

Replacement costs include dollars used for replacement of old infrastructure and system improvement projects necessary to provide uninterrupted service.

The water cost varies depending on the source of water that you receive, the area of water delivery, and the energy it takes to deliver it to the property. Water cost provides revenue for water purchased from Metropolitan Water District, tunnel seepage credits, and the costs associated with the Menifee Desalter and the new Perris Water Filtration Plant.

Your water comes from two main sources: imported water and ground water.

Approximately 80% of EMWD's potable water demand is supplied by imported water from Metropolitan Water District through its Colorado River Aqueduct and its connections to the State Water Project.

Approximately 20% of EMWD's potable water demand is supplied by EMWD groundwater wells. The majority of the groundwater produced by EMWD comes from its wells in the Hemet and San Jacinto area, where it is also served. The water cost for Southwest Hemet and the former Fruitvale area is lower than other areas because it includes only well water. Well water is less expensive than imported supplies.

* Excluding Southwest Hemet and former Fruitvale area.