



# EMWD

# reports...

SEPTEMBER 2004

## Summer heat raises thirst-quenching demand

EMWD delivered more water than ever to thirsty customers in July. The daily average was 151 million gallons, with a new one-day peak of 168 million gallons on July 15.

Throughout the year, EMWD generally serves about 70-80 million gallons a day.

These record-breaking daily demands were about 12 percent higher this July than the same time last year.

EMWD has plans in place to meet demands through water resource development, infrastructure improvements and conservation.

## Water resource development, infrastructure improvements and conservation

Here are some of the things we're doing to address that issue. EMWD has a nearly \$500 million capital improvement program that invests heavily in major infrastructure projects that will serve us and our children dependably for decades to come.

- Enhanced groundwater and conjunctive use projects that use selected groundwater basins to store imported water like a bank account
- Desalination projects that remove salt from brackish groundwater
- Microfiltration of supplies from Metropolitan Water District that flow through EMWD's service area

- Recycled water, with EMWD remaining as one of California's four largest recycled water providers
- Existing wells refurbished, newer wells that incorporate design efficiencies and additional tank storage for day-to-day operations

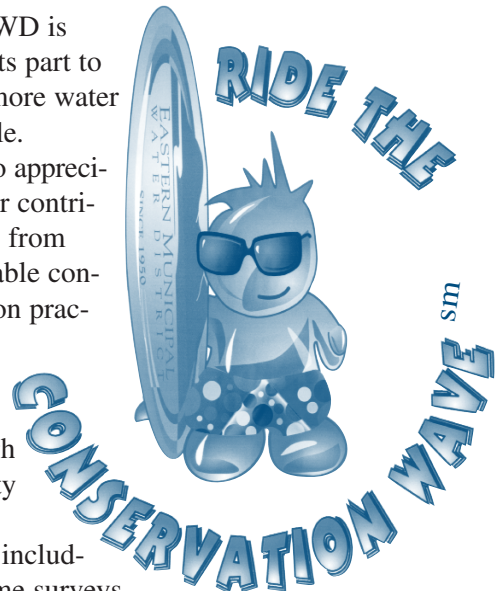
## We all have responsibilities

EMWD is doing its part to make more water available.

We also appreciate your contributions from reasonable conservation practices.

Through a variety of programs, including home surveys, rebates and other good conservation practices, EMWD customers have saved more than two billion gallons since 1992.

This summer and next, we face short-term water supply challenges due in part to the drought, which is shaping up to be one of the most severe in 500 years. Even though we during hot spells.



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## Biting back:



# EMWD takes charge of mosquito control

With all the recent news about the West Nile Virus, EMWD has received some inquiries from customers about the vector control measures being taken to keep the mosquito population in check at the EMWD wetlands.

The wetlands consists of ponds and marshes used to treat recycled water, which can be a breeding ground for mosquitoes. The highest risk of mosquito bites exists in the water of the bulrush area at dawn and after sunset. According to Jet Somsuvanskul, San Jacinto Regional Water Reclamation Plant Manager, insecticides are being used to control the mosquito population by killing both larvae and adult mosquitoes. Gambusia, a guppy-like fish that eats mosquito larvae, are also used. These measures have significantly reduced the mosquito population at the wetlands.

The California Department of Health Services suggests the following tips to decrease exposure to mosquitoes and the infections they carry:

- Avoid spending time outside when mosquitoes are most active, especially at dawn and dusk
- Wear long pants, long sleeve shirts and other protective clothing when outdoors
- Apply insect repellent containing DEET according to label instructions
- Make sure that doors and windows have tight fitting screens that are free of tears or holes
- Eliminate all sources of standing water on your property
- Contact your local mosquito and vector control agency if there is a significant mosquito problem where you live or work



## Alternative ways to contact EMWD

If you're one of some 4,000 customers who typically call EMWD during the week, you might like to be reminded there are other ways you can transact business with us faster or easier, day or night.

For general information, most customers' questions can probably be handled by Email at [billing@emwd.org](mailto:billing@emwd.org) or [comminvolve@emwd.org](mailto:comminvolve@emwd.org).

To pay a bill, customers can use touch-tone phones to access our new Interactive Voice Response to check account information, billing or payment history, receive a fax of this information, make payment arrangements or make a payment. For that, call (951) 928-3777, and then press 8.

Or if you prefer doing business online, try out EMWD's Interactive Web Response system. For paying bills by Internet, customers should open their web browsers and go to <http://www.emwd.org>. Open the icon "Pay or Review Your Bill Online," and follow directions. Payments can be made by MasterCard, Visa or by personal check.

## Word to the wise: Leave manhole covers alone!

Sewer pipeline manhole covers are not only heavy, tampering with them can be dangerous—make that fatal—to your health.

Manhole cover hazards:

1. Sewer systems can collect toxic gases
2. Enclosed spaces offer environments in which black widow spiders thrive
3. Covers are awkward and heavy, and some people have lost fingers while tampering with them
4. In EMWD's service area, some pipelines can be as much as 46 feet below street level
5. An individual could be swept away by the current

## Staying within our budget

Even after experiencing a population boom and a continuing drought, the new fiscal year for EMWD began July 1 with rates unchanged for existing customers.

In July, EMWD's board of directors approved a \$137.9 million operating budget, reflecting a budget \$10 million higher than the year before. The new budget includes no immediate rate hikes.

A mid-year water rate adjustment in January 2005 is expected to include a 2.5 percent increase based on the expected Consumer Price Index, and a \$25 per acre-foot increase from EMWD's major supplier, Metropolitan Water District. Sewer rates will also increase in January 2005, ranging from 1.8 to 4.9 cents per day, depending on the expenses associated with serving the many communities in a 555 square mile service area.

What this means for typical households is a rate adjustment of approximately \$1-2 per month.

Part of EMWD's mission is to provide its services in an economical, efficient, and responsible manner. According to EMWD's General Manager, Anthony Pack, "We review our staffing and operating levels continuously and we incor-

porate 'Performance Excellence' based on the Malcolm Baldrige National Quality Award criteria to achieve our budgeted goals and improve on standards we have already established."

## Attention pond and aquarium owners...



EMWD uses two types of disinfectant throughout the District: chloramines (a compound of chlorine and ammonia) and chlorine, depending on the water source. Chloramines can be harmful to fish.

Because of the drought conditions in EMWD's service area, your water source may change from time to time to accommodate demand. This means that chloramine levels in your water may vary from day to day.

Pond and aquarium owners should make it a regular practice to dechlorinate their water before adding it to their fish habitat. Dechlorinating agents remove chlorine and ammonia and help protect fish from varying levels of chloramines in the water. Visit your local aquarium supply store for information on the dechlorinating agent that is best for your fish.

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[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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**EMWD Main Number  
(951) 928-3777**

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Sun City call main number  
Elsewhere (toll free)  
1-800-426-3693**

**Automated Billing Information**  
Call main number, then press 8

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Call main number, then ext. 4226

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Call main number, then ext. 6337

**System Outages, Trouble Calls**  
Call main number, then ext. 6265  
or 1-800-698-0400

## Board of Directors public meeting change

Want to see and hear policies as they are discussed and made by EMWD? You're always welcome to attend public meetings that will be expanded beginning in September 2004. Two work sessions will be held September 8 and 22, beginning at 9 a.m., while board meetings those same days will begin at 1 p.m.

The public is always invited to attend work sessions, where issues are generally discussed in more detail, and at board meetings, where actions are taken. In the past, EMWD's directors usually held morning work sessions twice a month and afternoon board meetings only once a month. But to make it easier to keep in mind and to address the high volume of issues discussed, EMWD's board of directors decided to expand its meeting schedule.

Residents can always check EMWD's website for upcoming work session and board meetings, as well as review previous meetings.

Public meetings are generally held on the first and third Wednesdays of the month, but it's always best to check the calendar or call (951) 928-3777, ext. 4235 to be sure. Note that meetings in September are an exception.

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continue to build facilities that will be online within the next few years, we ask for your continuing help in conserving water, especially during hot spells.

Water is something none of us can afford to waste. Instead, we'd appreciate it if you'd "Ride the Conservation Wave.<sup>sm</sup>"

