





AVOID THE PENALTY!


Residential customers who receive **three or more violations for water waste** within a calendar year **will have a penalty** added to their water bill. Violations of the ordinance restrictions are cumulative over the 12-month period with penalties as follows:

 **1st violation:**
Written warning

 **2nd violation:**
Final written warning

 **3rd violation:**
\$100 surcharge on customer's water bill

 **4th violation:**
\$200 surcharge on customer's water bill

 **5th or more violations:**
\$300 surcharge on customer's water bill

Any money collected from penalties will be dedicated to funding conservation programs. Customers may appeal violations. However, customers are to pay water bills, penalties, and non-compliance charges in accordance with due dates. If an appeal is upheld in favor of the customer, a refund may be processed.

Use Water Wisely



Stop Runoff!

Penalties for Water Runoff Now Effective!

Revised ordinance requires water efficient landscapes in new development and assesses penalties for water waste (runoff).

Residents can save money and improve water supply reliability by making minor changes to avoid letting water run off their property. EMWD's revised Water Use Efficiency Ordinance, **effective Sept. 1, 2008**, will subject customers who waste water through runoff to financial penalties. In addition, new homes will be required to install only water efficient landscapes.

The Water Use Efficiency Ordinance, revised in May 2008, encourages existing and future customers to make water efficiency a permanent way of life. EMWD's ordinance stipulates that:

- ◆ **Water efficient landscaping is required for all new development**, including the front and back yards of new homes and common areas. Water efficient landscapes designed with appropriate plant materials and efficient irrigation devices ensure their ability to comply with an annual water budget.
 - Previously, this applied only to large landscapes (3,000 square feet or larger).
- ◆ **All customers seen wasting water with runoff will be notified and subject to penalties.** (Water may not pool or collect to the point of running off the property, i.e. water running onto another property, walkway, driveway and/or street).
 - Previously, penalties only applied to commercial, industrial and institutional accounts.

Customers can review **EMWD's Ordinance 72.23** and get water saving tips and rebate information by logging onto **www.usewaterwisely.org**.

Synthetic Turf Rebates

To date, EMWD has processed 17 rebates for residential customers (15,878 square feet) and two rebates for commercial / industrial / institutional customers (79,854 square feet) for nearly \$29,000. In addition, Perris Union School District and the City of Moreno Valley have installed a combined 390,104 square feet of synthetic turf and anticipate more than \$290,000 in rebates through the public sector program. The combined total of 485,836 square feet of synthetic turf represents more than 68 acre feet of water saved each year.

That's enough water to supply 136 average households for a year!

Water Saver Showcase

Here's what some EMWD customers are doing to create water-efficient landscapes and save water...



Steve Jacobs from Moreno Valley was the first in the Sunnymead Ranch Association to apply for and receive approval for synthetic turf. He also applied for and received the EMWD rebate!

Carla Honore from Moreno Valley says, "I like that my backyard landscape is low maintenance and that it requires very little water."



Norm Demain from Menifee took the following steps to reduce water usage:

- ◆ Installed a weather based smart controller
- ◆ Installed a re-circulating pump to reduce water wasted waiting for hot water to arrive at faucets
- ◆ Installed rotator nozzles for lawn area
- ◆ Installed ultra-low flow (1.28 gallons per flush) toilets and a low flow shower head
- ◆ Installed drip watering throughout the landscaping

Show us your water efficient landscape or tell us what steps you've taken to save water!

Email Commlnvolve@emwd.org with your name, address, digital photos, what you like about your landscape, and/or your water-saving information!

Hydrant Flushing Water isn't necessarily wasted



In order to maintain the highest water quality possible, fire hydrants must be periodically opened up and allowed to run for up to 30 minutes. This practice is a critical element for improving water quality. However, it can result in up to 20,000 gallons of water runoff.

EMWD makes every effort to eliminate water waste during the hydrant flushing process by directing the water toward catch basins where it percolates into the ground to be used later as a groundwater resource. Capturing the water from the fire hydrant is problematic due to the velocity and quality of the water.

EMWD also tests for flow and pressure at hydrants to ensure adequate capacity and fire protection capabilities.

Construction Sites Use Water Wisely

Construction crews use water from water trucks to control dust and provide safe work zones. Crews utilize the minimum amount of water needed for these purposes, and the water usually percolates back into the ground for later use as an EMWD groundwater resource.

Beware of Possible Scams

EMWD was recently notified of a possible scam where customers are told that if they do not sign up for a discount program, their water would be disconnected. This is **NOT** a valid EMWD program or message. If you receive a call like this, please gather as much information as possible (name, phone number, etc.) and call EMWD at **(951) 928-3777**.

Customer Satisfaction Survey Feedback

Many of our customers have commented on EMWD's online bill payment system and phone wait times through the Customer Satisfaction surveys.

As a result of this valuable feedback, EMWD has changed its online payment system so customers can now create a login name and password instead of using their account number. Additional improvements are under review.

EMWD makes every effort to answer calls as quickly as possible. However, wait times can be longer than desired when customer service representatives are assisting other customers. We are continuously working on improvements in this area and appreciate your patience. In the meantime, here are a few tips to help you get the quickest service possible:

- ◆ The better times to call are generally between 9 am and 2 pm Tuesdays through Thursdays.
- ◆ Use our automated systems to pay with a check or credit card.
Phone: (951) 928-3777 option #2.
Online: <http://billpay.emwd.org/emwdwebapp/Login.aspx>.

Let us know how we may improve your level of satisfaction with our services. The Customer Satisfaction Survey is available online at www.emwd.org or postage paid survey cards are available in the EMWD lobby.

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.

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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 2

Job Hotline

Call main number, then ext. 2185

Community Involvement, Education

Call main number, then ext. 4226
CommInvolve@emwd.org

Conservation

Call main number, then ext. 4221

Water Quality

Call main number, then ext. 6337

Systems Outages, Trouble Calls

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



Tiered Billing Set for Spring 2009

To encourage customers to use water wisely, EMWD will implement a water budget-based tiered rate structure in two phases.

Phase 1 includes implementing a generalized water budget by **March 2009** where indoor and outdoor water use is estimated for customer groups based on a predefined per person amount, average lot size, and weather information.

Phase 2 will implement individualized water budgets by **January 2010** with indoor and outdoor water use estimated for each account based on actual household size, actual landscape size, and daily weather information.

Implementing water budget-based tiered rates is an important step toward providing customers with long-term water reliability.

A water budget-based tiered rate structure differs from EMWD's current non-tiered (uniform) rate structure where customers pay the same amount of money per unit of water regardless how many units they use. Under the new structure, if a customer stays within the budgeted amount, they pay the base rate. If they use more than the budgeted amount, they pay a higher rate for the excess usage. This structure promotes fairness for customers who use water efficiently and penalizes customers who waste water.

For more information, log onto www.emwd.org or call (951) 928-3777.



You can save water and possibly lower your water bill with FREE residential water surveys!

A water survey by conservation specialists **is free** to qualified EMWD residential customers. Professional representatives trained in water conservation and irrigation practices will provide...

- ① A complete evaluation of your indoor water use
 - a. Free low flow fixtures such as shower heads and faucet aerators.
 - b. Detection of any leaks.
 - c. Information on rebates.
- ② A complete evaluation of your outdoor water use
 - a. Examination of irrigation system and landscaping.
 - b. Detection of any leaks.
 - c. Information on rebates.

For more information, or to schedule a residential water survey, call WaterWise Consulting Inc. at (888) 987-9473.

WaterWise Consulting Inc. services are provided by Eastern Municipal Water District as a benefit to customers by helping them use water wisely.