



EMWD

reports...
NOVEMBER 2004

AVOID THE WAIT!

Tap into our online customer service options

The recent surge in development in EMWD's service area has resulted in a dramatic increase of telephone calls to EMWD. Some customers are experiencing long periods of time on hold or having to abandon their calls. EMWD staff is making every effort to resolve this situation as quickly as possible by adding staff and improving technology and processes.



We encourage you to take advantage of the following alternative ways to contact EMWD regarding your water service.

- You may request new service by going online to www.emwd.org and clicking on the **request service** icon. Here you can print a copy of the application, complete it, and fax it to EMWD. (Soon, you will be able to complete the application and submit it online).

- Billing statements can be viewed and paid online using MasterCard or Visa credit cards, or personal checking accounts anytime, day or night. This feature can be accessed by going online to www.emwd.org and clicking on the **bill-paying** icon on the home page. Your telephone number must be on record with the Customer Service department in order for the online bill payment function to work.
- EMWD also accepts payments through online banking programs, such as Quicken, MS Money, Wells Fargo Bank and others.

If you need to speak to a customer service representative, the best times to call are Tuesday through Thursday between 9 am and 2 pm. Mondays and Fridays are peak calling days.

EMWD realizes the impact and inconvenience that extended on-hold waiting periods impose on you. EMWD's goal is to provide timely and efficient customer service. Every effort is being made to achieve that goal and to be more responsive to your needs. Your patience and cooperation are appreciated.

Conservation helped meet summertime water demands

This past summer's water demand was the highest ever for EMWD customers, due to the day-in, day-out high temperatures and to new homes and businesses.

Comparing the average daily water demand for June through September, EMWD's 108,000 customers this year used about 13 percent more than the same time last year. Compared with 2002, demand was only eight percent higher. (See graph on back page)

"Although we had some one-day spikes that closed in on 170 million gallons a day, we managed to keep all customers throughout the District in water," Greg Millar, EMWD's systems control manager, said. "What also helped was the response we got from our customers to make every effort to conserve their water use whenever possible. That gave us the chance to replenish our system during the off-peak hours."

Throughout the year, EMWD's customers need on average 70-80 million gallons a day. Customers range from Moreno Valley to Temecula, and from parts of Canyon Lake to Hemet and San Jacinto. It's not unusual for summer demands to be twice the annual average.

"We're pleased that we've gotten through another summer without any significant problems," Millar said. "That was also due in large part to our employees who made a number of short-term operating changes that pushed more water through the system."

EMWD produces about 20 percent of its supplies from local groundwater, mainly in the San Jacinto Valley, and depends on the remainder from Metropolitan Water District's Skinner Filtration Plant in Winchester, and Mills Filtration Plant in Riverside.

Until additional water supplies are made available from other major projects within two years, "we're asking our customers to keep a keen eye on their water use so we can continue to provide service without any interruptions."

Some short-term solutions are to increase production from existing and soon-to-be complete desalination plants in Sun City, groundwater well improvements, substituting recycled water wherever feasible for irrigation that currently uses fresh water, and operational changes within current and new facilities. "Those changes could increase our short-term production by another 10-12 percent," Millar said.

That will help us get by until we complete building or expanding microfiltration plants for imported water that flows through EMWD's service area. Additional desalination projects are also under construction.

By 2025, EMWD expects its customers to require 162,000 acre-feet of water annually, up from 100,000 acre-feet today. In addition to major new facilities, projected water demands per capita are expected to drop 25 percent through a combination of conservation and increased use of recycled water.

DID YOU KNOW?

EMWD's one-day peak demand came July 15 when customers turned on their taps for 167.9 million gallons.

Construction Snapshot

EMWD has been busy making infrastructure improvements and installing new systems throughout its service area to ensure safe and reliable water and wastewater services. Here is a “snapshot” of some of the projects that EMWD is currently working on as part of a nearly \$500 million capital improvement program:



Perris Basin Desalination Facility under construction.

- **Perris Basin Desalination Facility**

The reverse osmosis desalination plant will enhance the supply of potable water by treating brackish (salty) groundwater as part of EMWD’s salinity management program.

Project Cost: \$18,932,600

Estimated Completion Date: April 2005

- **Temecula Recycled Water Pipeline**

The pipeline will help to manage the outflow of recycled water from the Temecula Valley Regional Water Reclamation Facility, while providing an expanded supply of recycled water to the Temecula, Murrieta, Wildomar and Lake Elsinore areas.

Project Cost: \$ 39,000,000

Estimated Completion Date: Winter 2005

- **Perris Water Filtration Plant Expansion**

Expansion to the existing water filtration plant will provide an additional 10 million gallons/day (MGD) of filtered potable water to Perris and Moreno Valley.

Project Cost: \$24,525,000

Estimated Substantial Completion Date: July 2006

- **Hemet Water Filtration Plant**

The new 10 MGD filtration plant will provide needed water supply to accommodate growth in the Hemet/San Jacinto area.

Project Cost: \$45,960,000

Estimated Substantial Completion Date: June 2006

- **Manzanita II Tank & Supply Pipeline**

The construction of the 3.2 million gallon tank in Moreno Valley will provide storage for various pressure zones that currently have a combined storage deficiency of 1.2 million gallons.

Project Cost: \$3,640,000

Estimated Completion Date: May 2005



Water recycling: The treatment and reuse of wastewater to produce water of suitable quality for landscaping and irrigation purposes.

NOVEMBER 2004

EMWD reports...

Visit us on the Internet at
www.emwd.org

Published every other month by
Eastern Municipal Water District
2270 Trumble Rd., P.O. Box 8300,
Perris, CA 92572-8300.

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

- Division 1: Rodger D. Siems
- Division 2: Richard R. Hall, President
- Division 3: Randy A. Record, Vice
President and Director of the
Metropolitan Water District
- Division 4: Ronald W. Sullivan
- Division 5: David J. Slawson

EMWD Main Number
(951) 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

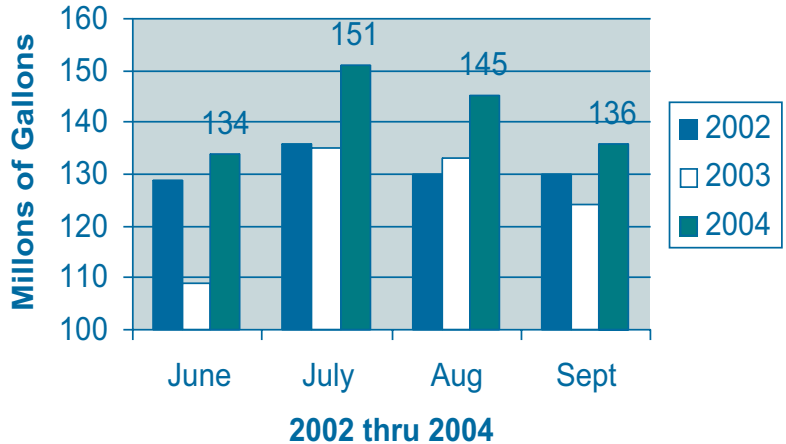
Conservation Information
Call main number, then press 3

Community Involvement, Education
Call main number, then ext. 4226

Water Quality
Call main number, then ext. 6337

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

Average Daily Water Use



Conservation Corner

As the weather cools down, set the timer on your sprinklers back to 1-2 days per week, about 10 minutes per day. For detailed information on resetting your controller go online to www.bewaterwise.com.

For more information on how you can "Ride the Conservation WaveSM" all year long, visit us online at www.emwd.org/conservation.

