



EMWD reports...

NOVEMBER 2006

\$92 million worth of "rainmaking"—it's another side of the water biz

Whether you operate a household, a coffee shop or a water agency, it's always easier to spend money, than to make it.

So where's your monthly water payment going? It goes to pay for the energy needed to pump water out of the ground or buy it from out of the area, to treat it and move it to your neighborhood. It goes to monitor and ensure that it's safe to drink. Your payment goes for all types of operation and maintenance. The same concept goes for wastewater too.

But when EMWD wants to spend money to provide service to more customers in the next few years, do we turn to those same customers who pay monthly bills? No. The District gets its funding for new facilities primarily from "connection fees" associated with building new homes and from state, federal and other types of grants and loans.

So successful is EMWD, in fact, that the District has been awarded grants and low-or-no-interest loans totaling some \$92 million in the past five years. Several EMWD staff members actively



Construction of the Perris Desalter Phase 1 was helped by a \$15 million grant from proposition 13 funds.

pursued grants that have helped pay for desalination facilities in Sun City (\$15 million), recycled water system expansion in Hemet (\$6.2 million), and groundwater recharge and recovery programs in the San Jacinto Valley (\$5 million).

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EMWD's goal is to acquire \$5-10 million a year in grants and other funding for needed programs. It's much more difficult to acquire that much money than to spend it. But EMWD is lucky to have several talented individuals who might, in other industries, be known more appropriately as "rainmakers." But then, this is the water biz, after all.



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A partial list of other large grant and loan-funded projects that have been awarded so far to EMWD's customers throughout its 555-square-miles service area includes:

Water.....

- Pipeline replacements in Sun City area
- Desalination recovery, enhancement and brine concentration and disposal study
- Microfiltration plant construction and expansion

Recycled Water.....

- Temecula Valley Effluent Pipeline construction
- Pipeline extensions in the San Jacinto Valley
- Agricultural in-lieu water supplies
- Wetlands marsh modifications

Groundwater.....

- Water harvesting and stream restoration
- Monitoring groundwater basins, nitrogen studies in soils, and developing a regional water resources database

Energy.....

- Microturbine electrical generation
- Electrical generator retrofitting
- Clean diesel engine retrofitting
- Absorption chillers
- Reclamation plant digester upgrades

Conservation & Education.....

- California Friendly Landscaping programs
- School support dealing with water resources

EMWD educates tomorrow's leaders

This year, EMWD's Education Program will reach over 60,000 students in the District's service area in grades K-12, informing tomorrow's leaders about such pertinent issues as water quality and conservation. Education Specialist Malea Ortloff has already arranged over 165 presentations and tours, a theatre assembly program that will reach 30,000 students and a poster contest to name just a few of the most popular activities.

For more information about the education program, contact Malea Ortloff at (951) 928-3777 ext. 4405 or ortloffm@emwd.org or log onto www.emwd.org.



Briar Clear . 3rd Grade
Teacher: Carolyn DeMoss
Valle Vista Elementary School
Hemet Unified School District

Don't hold, please

Did you know that the population in EMWD's service area has nearly doubled since 1990? With so many new customers, there has been a dramatic increase in the number of phone calls received for customer service, and it is inevitable that EMWD may have to ask customers to "hold please." However, efforts such as hiring additional employees, improving processes and upgrading technology are continually being made to keep hold times to a minimum.

Currently, a major project is underway to upgrade several computer programs to a new technology that will enhance and improve EMWD's ability to provide the best customer service possible. Transitioning to a new, faster and more efficient customer information and billing computer system is a huge undertaking and could impact customer services. During the next several months, many EMWD employees will be training on the new system, which could cause longer-than-usual hold times and make contacting some employees more difficult.

EMWD would like to remind customers that many of the requests made over the phone can be handled on-line. So, don't hold, please; instead, log on to www.emwd.org for the following services:

- Starting or ending water service
- Viewing your billing statements
- Paying your bill anytime, using a MasterCard, Visa, or personal checking accounts

If, after checking out the Website, it is still necessary to call EMWD, the best times to call are Tuesday through Thursday between 9:00 am and 2:00 pm. Peak calling hours are daily from 8:00 am to 9:00 am and 2:00 pm to 5:00 pm, and peak calling days are Mondays and Fridays.

If it's not live-it's not EMWD... Recently a customer reported receiving an automated message on her answering machine from someone who identified himself as being a district employee, and requested a payment of \$140.00. When the customer called EMWD to ask about the message, she was informed that EMWD does not use automated messaging to collect money.

So remember if there isn't a live person requesting payment, it is **NOT EMWD** calling!! Customers who suspect something is not quite right about a call or action by EMWD are encouraged to call 951-928-3777, ext. 4376, to report or verify it.

Penny for your
thoughts not enough?
How about \$25?



EMWD is offering you the chance to get paid for telling us what you think. You can win a \$25 gift card for your local nursery or home improvement store just for filling out an online survey!

Many \$25 gift cards have already been awarded to EMWD customers throughout our service area. Simply log onto www.emwd.org, complete the Customer Satisfaction Survey located on our home page, and earn a chance to get paid quite a few pennies for your thoughts.

Visit us on the Internet at
www.emwd.org

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Editors: Peter Odencrans
and Donna Jacomet

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

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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 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

“Fall back” applies to more than just our clocks

Turning back irrigation controllers when setting back our clocks at the end of Daylight Savings time is a great idea!

The date to “fall back” this year was October 29. If you haven't adjusted your controller, why not take a few minutes right now to decrease the run time? It only takes a few minutes and it will instantly begin saving you money and conserving water.

Fall is a great time to garden in Southern California, especially when planting California native plants. Here are some gardening tips for fall:

Every three weeks, cut back watering time by 10 percent until winter rains arrive.

Replace non-functional turf with California Friendly plants; they use far less water, save you money and will return your yard to a more natural, native look.

Create a compost bin with leaves and garden waste. This compost becomes great mulch to use in the spring and helps the soil retain moisture, reduce weeds and avoid erosion.

Prolong plant life by not over watering.

For more water savings resources, log on to:
www.emwd.org/conservation and www.bewaterwise.com.



*Through rebates,
workshops, surveys
and more, Eastern
Municipal Water
District helps you
to run your home or
business better*

www.emwd.org
951.928.3777 ext. 4221

Reflecting Our True Nature
The basis for a California Friendly home or business