



EMWD reports...

NOVEMBER 2008



EMWD continues evaluation of Water Budgets and Tiered Rates

Recognizing the need to ensure long-term water reliability and revenue stability, EMWD's Board directed staff to develop a water budget-based tiered rate structure that will encourage water use efficiency and that is fair and equitable to customers.

Under water budget-based tiered rates, customers will pay the lowest rates for the water they need and higher rates for excessive or wasted water, as this excess water costs the District more to produce and distribute. The current uniform (non-tiered) rates do not address the increasingly higher cost of imported water nor do they encourage customers to use only what they need.

Following are some of the factors that are being developed for Generalized Water Budgets effective April 1, 2009:

Indoor water use

A typical size household needs a certain amount of water for bathing, washing dishes and clothes, and other necessities. Staff is currently researching the amount of water a typical person needs on a daily basis as well as the typical number of people in a household.

Outdoor water use


A typical family uses more than 50 percent of their total water use outdoors and often half of that is wasted on over-irrigation! A typical lot size in EMWD's service area requires a predictable amount of water each month for landscaping, although the amount needed will vary based on weather. For example, in summer much more water is needed compared to winter months. Historical weather data may be used to estimate outdoor needs for each month. Furthermore, EMWD will receive daily localized weather information to provide accurate weather data, thus allowing the customer to receive adequate water each month.

Water

Budget-Based Tiered Rates

are scheduled to go into effect on **April 1, 2009**

Under water budget-based tiered rates, customers will pay the lowest rates for the water they need and higher rates for excessive or wasted water.



A typical family uses more than **50 percent** of their total water use outdoors and often half of that is wasted on over-irrigation!

Continue on Page 4

We've Got Rebates!

Take advantage of one of the following residential rebate programs to save water **AND get some cash back!**

- Synthetic Turf Rebate - \$0.50 per square foot
- Rebates for Rotating Nozzles for Pop-up Spray Heads - \$6 per nozzle
- Rebates for Smart Controllers - \$145 plus \$6.50 per station over 12 stations
- High Efficiency Toilet Rebate – up to \$300
- High-Efficiency Clotheswasher Rebate- \$285

For more info, visit www.emwd.org or call EMWD's Conservation Hotline at (951) 928-3777 ext. 4517.



Replacing pop-up spray heads with rotating nozzles is simple and can be done in a matter of minutes.



There are a number of ways to save water...
...and they all start with you.

The cost of water is increasing. Energy costs for pumping water have increased dramatically and continue to do so. Imported water supplies are restricted by environmental and regulatory issues, and drought cycles are impacting reserves. Agencies across California must now develop additional sources at a much higher cost, such as desalination projects to make salt water drinkable.

WATER – USE IT WISELY

In March 2008, Metropolitan Water District, the wholesale agency which sells imported water to 26 member agencies – including EMWD – adjusted its rates and supply surcharges which amount to a 14.3 percent increase effective January 2009. As a result, many Southern California agencies have already implemented, or will be implementing, rate increases. Several agencies are also looking into restrictions against water waste and tiered water rates. In September, EMWD began enforcing Ordinance 72.23 which prohibits water waste from runoff on properties. A rate increase will be considered in January 2009, and a new water budget-based tiered rate billing structure is scheduled for implementation in April 2009.

WATER – USE IT WISELY

No one can control what Mother Nature provides. We have very little control over regulatory and environmental issues that affect our ability to import water. What we do have the power to control is how we use our water.

WATER – USE IT WISELY

EMWD is committed to helping customers lower their water bills by providing a number of ways to use water wisely. Visit www.usewaterwisely.org to find more information about:

- **FREE** Residential Water Surveys
- **FREE** High Efficiency Toilet Direct Install Program
- Rebates for Water Efficient Devices
- Ideas for Water Efficient Landscaping
- Tips on Using Water Wisely



Imported water supplies are restricted by environmental and regulatory issues, and drought cycles are impacting reserves. Agencies across California must now develop additional sources at a much higher cost.

Photo courtesy Metropolitan Water District of Southern California.

Stop Runoff!

EMWD's revised Water Use Efficiency Ordinance 72.23 subjects customers who waste water through runoff to financial penalties. In addition, new homes are required to install only water efficient landscapes.

Water may not pool or collect to the point of running off property, i.e. water running onto another property, walkway, driveway and/or street. Residential customers who receive three or more violations for water waste within a calendar year will have a penalty added to their water bill.

Follow these tips to help avoid penalties...



Mulch!

- **Mulch!** Spread a 2"-3" layer of mulch around plants to help reduce runoff.
- **Aerate your lawn!** Puncture your lawn so water can easily soak in rather than run down the street.
- **Take advantage of rebate programs** for rotating nozzles for pop up spray heads, smart irrigation controllers, synthetic turf and more!

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



Use a Broom!

Use Water Wisely



Stop Runoff!

Preparing for Emergencies with Golden Guardian

Disaster preparedness is serious business at Eastern Municipal Water District where annual emergency response and preparedness exercises have been conducted for more than a decade. *"We stand prepared to meet the needs of the communities we serve,"* says Tony Pack, EMWD General Manager.

In November, EMWD will participate in Golden Guardian, a state-wide emergency exercise that tests California's capability to respond and recover during major disasters.

Golden Guardian 2008's exercise, the Great Southern California ShakeOut, will be the largest earthquake drill in United States history. It will focus on a simulated, catastrophic 7.8 magnitude earthquake along the southern portion of the San Andreas Fault. During and after the simulated earthquake, EMWD will respond to scenarios likely to occur in a quake this size. Scenarios will include damage to conveyance pipes, reduction in water supplies to customer homes and businesses, damaged wastewater pipes, and treatment facilities.

EMWD strives to always provide safe and reliable water and wastewater services to its customers. Participating in The ShakeOut simulation will allow EMWD to evaluate existing plans and identify opportunities for improvement.



Visit us on the Internet at
www.emwd.org

Published every other month by the
Community Involvement Department
of Eastern Municipal Water District

2270 Trumble Rd.,
P.O. Box 8300
Perris, CA 92572-8300

Editor: April Blakey

EMWD reports...is designed to keep
EMWD's customers and the public
informed of matters affecting them.

EMWD Board of Directors

- Division 1: Philip E. Paule
Division 2: Joseph J. Kuebler, CPA
Division 3: Randy A. Record
DIRECTOR OF METROPOLITAN
WATER DISTRICT
Division 4: Ronald W. Sullivan
VICE PRESIDENT
Division 5: David J. Slawson
PRESIDENT

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 Hotline

Call main number, then ext. 4517

Water Quality

Call main number, then ext. 6337

Systems Outages, Trouble Calls

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



The Water Use Efficiency
Ordinance No. 72.23, effective
September 1, 2008, stipulates
that new homes will be given
80 percent as much water as
existing for outdoor water use.

New vs. existing homes

The Water Use Efficiency Ordinance No. 72.23, effective September 1, 2008, stipulates that new homes will be given 80 percent as much water as existing homes for outdoor water use. In other words, they will be entitled to a smaller water budget than homes built prior to September 1, since there is an opportunity to design them to meet the requirements.

The District will be sending Shadow Bills in the February 2009 bill statements to give customers a good representation of their bill as if they were billed with a Water Budget. These Shadow Bills will be for information purposes only. Individualized Water Budgets will be implemented in 2010.

EMWD's Board of Directors is expected to consider water budget assumptions and tiered rates this month with a public hearing tentatively scheduled in January 2009. For more information, call (951) 928-3777 or visit www.emwd.org.

Tiered Rates Shadow Bill Coming Soon...

In **February 2009**, your statements will include an additional page to explain how tiered rates will affect your bills starting in April. It will show your February bill under our current uniform (non-tiered) rate structure, based on your water use. Then for comparison, it will also show your February consumption under your Generalized Water Budget and Tiered Rates. This will be for information only; you will pay the amount indicated on your actual bill – not the amount associated with the tiered rates. Look for this in your February statement.