

WASTEWATER TREATMENT

Wastewater Collections is Keeping it Flowing

EMWD's wastewater collections team provides first-class service to keep its sewer system operational. EMWD has a three-year rotation to clean nearly 2,000 miles of sewer pipeline and inspect its 40,000 manhole covers. With the aid of a Rover and Closed Circuit Television system the crews identify areas with blockages, root intrusions, or breaks in the sewer line so that corrective action may be taken. These efforts keep the sewer system flowing and help prevent sewer spills, which can cause public health risks and costly administrative penalties. Learn how you can help us maintain a healthy sewer at www.emwd.org/sewersmart.

INSIDE THIS ISSUE

How to Maintain Healthy Sewers

Patrick the Poo ponders how you can take simple steps to help us maintain a healthy sewer system and be sewer smart this holiday season.

Smart Customer Tools

MyAccount Portal allows you to customize your notification services, pay your bill quickly and helps you efficiently manage your water usage.

Ask EMWD: How to Report Water Waste

Water running on the sidewalk? Report water waste in the community by completing the form online or by contacting our Water Use Efficiency Team.



EMWD's Temecula Valley Regional Water Reclamation Facility is one of four wastewater treatment facilities servicing customers in EMWD's service area.

EMWD Encourages Customers to be Sewer Smart this Holiday Season

EMWD is proud to have the region's largest wastewater collection system and to help protect public health through the responsible and environmentally sustainable treatment and reuse of wastewater. EMWD currently treats more than 49 million gallons of wastewater every day, transforming it into a high-quality recycled water supply.

With families gathering for large meals this holiday season, EMWD wants you to responsibly dispose of fats, oils, and grease (FOG). When FOG is poured down the drain, they begin to harden as they cool and can cause costly blockages in customers' homes and in EMWD's sewer collection system.

EMWD customers can do their part to protect EMWD's nearly 2,000 miles of sewer system pipelines – and the drains and sewer lines on their own property – by practicing these habits:



BE SEWER SMART



Dispose of fats, oils, and grease (FOG) that are the byproduct of fatty holiday meals such as turkey, roast beef, and bacon responsibly.

When FOG cools, it hardens in drain lines and can cause blockages in homes and sewer lines in the street.

Properly dispose of FOG by pouring it into a can or jar, or by wiping up the cooled FOG with paper towels, and dispose of it in a trash can.

Avoid flushing unused medications down drains or toilets.

When medications enter the wastewater collection system, they can end up in recycled water and ultimately in the local groundwater basins.

Dispose of unused medications by returning them to a pharmacy drop off center or by mixing them with kitty litter or coffee grounds to deactivate the medications and place in a trash can.

Avoid placing "flushable" wipes down the toilet.

Wipes do not break down like toilet paper and can remain intact for years while submerged in water, causing costly blockages in the drain lines of homes and damage equipment at wastewater treatment facilities.

All wipes, including those labeled "flushable" wipes, should be disposed of in a trash can.

For more information on how to be Sewer Smart, please visit www.emwd.org/sewersmart.

Tools for Smart Water Budgeting



Hi! I'M SAVVY THE WATER DROP. I'M HERE TO HELP you NAVIGATE your MYACCOUNT PORTAL.



Did you know that up to 60% of your annual water use is outside your home? That's why it is important to know how much water you can save by being more efficient outdoors.

Smart Meter

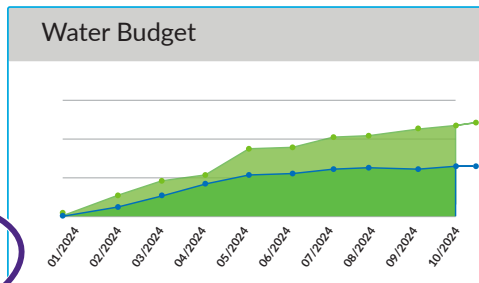
60% of your annual water use is outside your home



WATER BUDGET FORECAST

Predict your future water usage with the My Account Forecast Tool. Enter your recent usage to compare Actual Usage to Budget Forecast in a personalized graph.

- Home
- Bills & Pay
- Transactions
- Billed Usage
- Smart Meter
- Compare
- Service Requests



Customize your notifications! You are in charge of how you want to receive your account information. Get notifications via email or text regarding bill alerts, continuous usage warnings, water budget threshold notifications and more.

Make the most of all the smart tools available by logging in to your account portal at myaccount.emwd.org.

Notifications



COMPARE HISTORICAL USAGE

Water

Compare Last Bill

You used **5 CCF** more water compared to your previous bill

Usage on your current bill dated **Jan 3, 2024**

12 CCF

Usage on your previous bill dated **Dec 1, 2023**

7 CCF

Why was your consumption more?

There were **33** days in your current billing period compared to **29** days in your previous billing period

Check out our water conservation tips to help you save!

Compare Year Over Year

Month	Consumption (CCF)
Apr	8
May	9
Jun	12
Jul	9
Aug	14
Sep	17
Oct	12
Nov	8
Dec	7
Jan	12



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EMWD Main Phone Number:
951.928.3777

EMWD Customer Service:
800.426.3693

Careers: emwd.org/joinemwd

Conservation Hotline: ext. 3322

Water Quality: ext. 3327

Systems Outages, Trouble Calls:
ext. 6265 or 800.698.0400

Public and Governmental Affairs:
ext. 3430

PublicandGovtAffairs@emwd.org

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



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www.emwd.org

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Walk with the Birds

EMWD is again hosting its monthly birding tours at its San Jacinto Wetlands. The tours run through April 2024.

The free, family-friendly tours will take place on the second Saturday of each month at EMWD's Wetlands, where guests can view more than 120 species of birds that call the facility their permanent or temporary home. Previous tours have spotted bald eagles at the site.

The tours begin at 8 a.m. and last approximately two hours. To reserve your spot at an upcoming tour, visit www.emwd.org/bird-walks.

Bird Webcam Livestreamed 24/7

Can't make a tour? Then check out our live webcam at our San Jacinto Wetlands. You might see local and visiting birds having a swim, building a nest, or catching a meal. Check it out at www.emwd.org/wetlands.

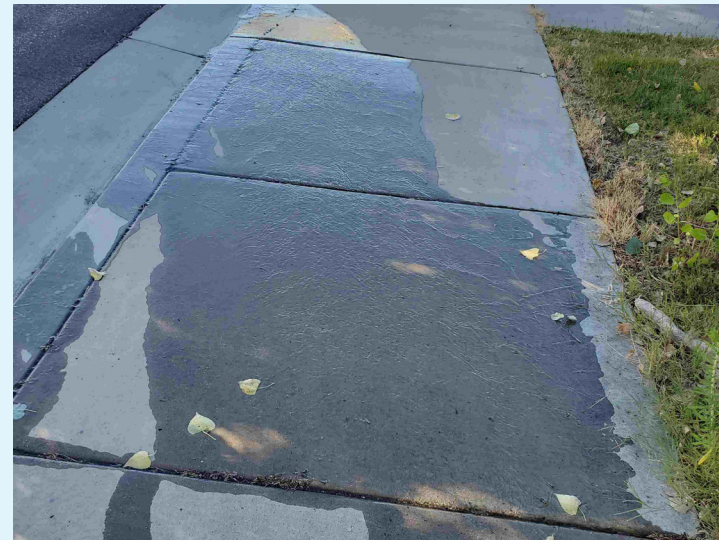


How do I report water waste in the community?

Do you notice water streaming on the sidewalk, in the roadway, or flowing on your footpath during your daily stroll or commute to work?

Let's all work together and use water efficiently. Report water waste online at emwd.org/report-water-waste or by contacting our Conservation department at 951.928.3777 ext. 3306.

We appreciate your help in staying water wise and saving precious water resources.



2023-24 TOUR SCHEDULE:

- December 9, 2023
- January 13, 2024
- February 10, 2024
- March 9, 2024
- April 13, 2024



VIEW OUR WEBCAM
LIVESTREAMED 24/7 AT
EMWD.ORG/WETLANDS

