

EASTERN MUNICIPAL WATER DISTRICT

# 2023

YEAR IN REVIEW





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**EMWD Main Phone Number:**  
951.928.3777

**EMWD Customer Service:**  
800.426.3693

**Job Hotline:** ext. 3300

**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.



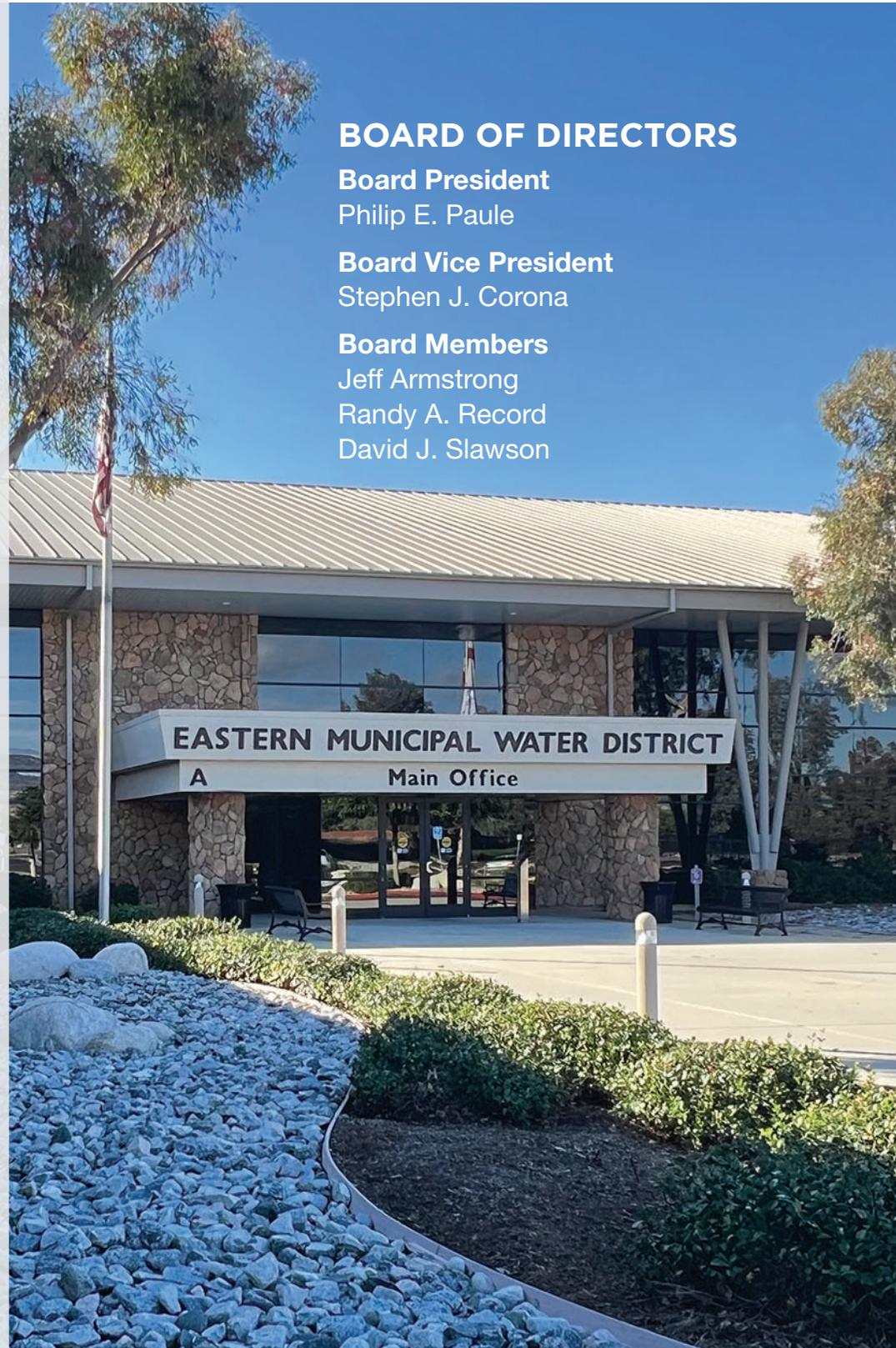
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www.emwd.org

## BOARD OF DIRECTORS

**Board President**  
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**Board Vice President**  
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**Board Members**  
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Randy A. Record  
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## EMWD: Leading the Way in 2023 with External Funding, Sustainable Solutions, and Customer Service

Eastern Municipal Water District (EMWD) is pleased to present its 2023 Year in Review. The purpose of this report is to highlight the many accomplishments we can all collectively celebrate.

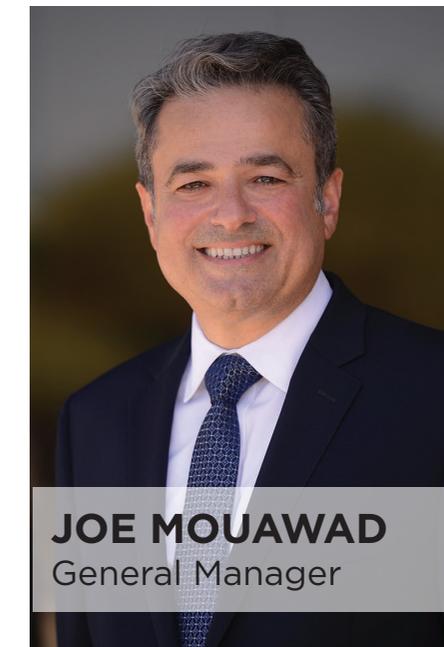
One of the highlights of 2023 was EMWD's selection by the United States Department of the Interior (DOI) to provide a briefing and tour of its planned Purified Water Replenishment (PWR) project to Secretary of the Interior Deb Haaland. The visit was the result of the DOI's United States Bureau of Reclamation (USBR) commitment of \$10 million in funding to EMWD's planned PWR program through the Bipartisan Infrastructure Law. EMWD previously received a \$17.5 million commitment for the project through the USBR's Water Infrastructure Improvements for the Nation Act. This funding was part of EMWD's strategic priority and efforts to secure external grant funding for our customers and bring tax dollars back into the community.

EMWD's PWR program will use ultrafiltration and reverse osmosis to purify recycled water and use it to increase the quality and quantity of the local groundwater basin, where it will one day become a drinking water source. This purified water process uses advanced technology and is part of EMWD's commitment to customers to provide a safe and sustainable local water supply that will significantly benefit our customers for many generations to come.

While EMWD secured more than \$3.3 million in additional new funding throughout 2023, our partnerships are not just with funding agencies. They are most importantly with the customers who we are committed to serving every single day.

In 2023, EMWD helped to deliver nearly \$1.4 million dollars of financial assistance to customers in need and who were at risk for service disconnections due to nonpayment, including \$1.19 million through the federally funded Low Income Household Water Assistance Program (LIHWAP) and an additional \$208,500 through the locally administered Help2Others program. EMWD staff take pride in knowing that our work has benefited our communities and local economies while also establishing the groundwork for future successes that will maintain EMWD as the standard within our industry.

I'm proud that our customers can trust that we are working in their best interest while promoting long-term initiatives in support of our mission. As one of California's largest and most progressive water agencies, EMWD is committed to operational efficiency, sound planning, responsible investments, and an industry-leading safety culture. The result is cost-effective, safe and reliable services that nearly one million people rely on every day.



**JOE MOUAWAD**  
General Manager

Joe Mouawad, P.E.  
General Manager

# SAFETY AND TECHNOLOGY DRIVEN

## SAFETY OVERVIEW

Safety first is at the forefront of EMWD's decision making each day. EMWD has developed an industry-leading safety program that spans decades as evidenced by its membership and consistent renewal in the California Occupational Safety and Health Administration (Cal OSHA) Voluntary Protection Plan/STAR program since 1999.

## 2023 INJURY AND ILLNESS RATES

 **1.09%** Injury Rate  
Industry Rate: 4.9%

**0.18%** Lost Workday Rate  
Industry Rate: 1.7%



## TECHNOLOGY OVERVIEW

EMWD is a technology-focused organization that has implemented industry best practices to increase operational efficiency, reduce energy demand, and protect customer data and operations through sound investments.

## TEXT-TO-DISCONNECT PROGRAM

**56.40%** Cancellation rate

**\$961,860** Costs avoided by texting customers about impending disconnection for non-payment.

## REDUCED ENERGY DEMAND

- EMWD shuts down high-use facilities daily between 4 p.m. and 9 p.m. when energy rates are the highest.
- EMWD reduces energy demand by up to 4.2 megawatts, equivalent to 200 residential homes of energy use, when it shuts down use at wells and treatment plants as part of its Demand Response Action Mechanism partnership with Southern California Edison. EMWD receives approximately \$250,000 annually for its participation in the program.

## CYBERSECURITY

- Investments in cybersecurity protect EMWD's systems against potential threats. EMWD employees go through regular cybersecurity training to protect the systems that operate our critical infrastructure around the clock.



## “SAFETY FIRST WEEK” KICKS OFF COMMITMENT TO OUR FOCUS ON WORKFORCE SAFETY

After kicking off the year with the launch of “Safety First Week,” employees furthered their commitment to safety with an overwhelming increase in near miss and unsafe condition reporting, as well as a downturn in injuries.

# SERVICE BY THE NUMBERS

## CUSTOMER SERVICE

EMWD has taken significant steps to reduce paper waste and reduce costs to its customers through its paperless billing efforts. Participation in paperless billing has increased by 14% in the past 5 years.

**1,675,966** total customer bills generated  
In 2023, 51% of EMWD customers opted into paperless billing

**138,620** total customer calls

**166,167** total water service accounts

**273,328** total sewer service accounts

**841** recycled water connections

**1.5** million electronic payments processed

**10%** AutoPay increase



## MY ACCOUNT

**12,386** smart forms submitted

**35,589** automatically processed payments

## WALK-INS

**11,595** payments received in the lobby

## CUSTOMER SATISFACTION

**10,517** escalation resolutions

**4.2** English customers satisfaction score (out of 5)

**4.1** Spanish customer satisfaction score (out of 5)

**4.2** average top scoring category (out of 5): Courtesy and Professionalism

# WATER QUALITY AND TAP WATER

## WATER QUALITY

EMWD tests its water quality on a daily basis as part of its commitment to meet state and federal water quality standards.

EMWD tested its ...

**34** drinking water sources

for... **380** contaminants and impurities

**8,308** drinking water samples collected

**46,348** tests performed to monitor and ensure drinking water quality

## WE'VE GOT THE TAP ON FOR YOU 24/7/365

**2** water filtration plants

**3** desalination plants

**14** active domestic wells

**15** active brackish (salty) groundwater wells

**79** storage tanks

**94** active pump stations

**2,244** new water connections

**2,463** total miles of water pipeline  
60 miles added in 2023

# SERVICE BY THE NUMBERS

## WINE COUNTRY SEWER PROJECT

EMWD's northern and southern wine country sewer projects are funded in part by the American Rescue Plan Act (ARPA), in partnership with the County of Riverside.

### PROJECT TIMELINE:

**Estimated Start Date:**  
Summer 2024.

**Anticipated Completion:**  
Winter 2026.

### Project Benefit:

Will provide the infrastructure necessary for the anticipated economic development of Temecula's Wine Country.

### Environmental Benefit:

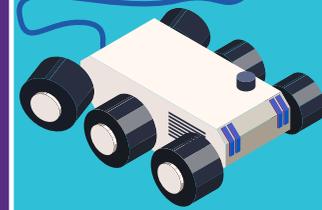
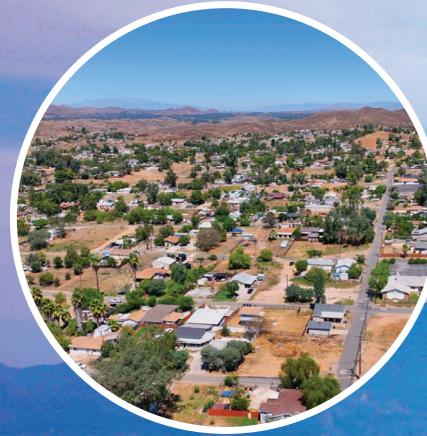
The project will further protect groundwater quality by eliminating the need for septic systems, which leach into local groundwater supplies.

# WASTEWATER

EMWD's commitment to keeping sewers healthy resulted in national recognition in 2023 when popular mascot Patrick the Poo was recognized by the National Association of Clean Water Agencies with its Excellence in Public Information and Education Award. But Patrick was not the only one who helped keep the sewer system flowing throughout the year.

EMWD's wastewater collections and treatment teams combined to keep nearly 2,000 miles of sewer pipeline and 49 million gallons a day of wastewater flowing to four reclamation facilities, where it became highly-treated recycled water that benefits the community. By doing their part, EMWD's wastewater teams have helped protect public and environmental health for the benefit of our customers.

Coming Down The Pipeline: EMWD has received American Rescue Plan Act funding from the County of Riverside to fund the expansion of wastewater collection systems in Mead Valley and Temecula's Wine Country. Additionally, it continues to advance work on an expanded sewer system in the Quail Valley community of Menifee.



EMWD uses a Closed Circuit Television system tool that allows it to identify areas with blockages, root intrusions, or other breaks in the sewer line so that corrective actions may be taken.



Hello! I'm Patrick the Poo! I'm EMWD's award winning mascot who teaches the community how they can maintain a healthy sewer.

## EMWD'S RECYCLED WATER PROGRAM ACCOUNTS FOR MORE THAN ONE THIRD OF OUR WATER SUPPLY AND WE CONTINUE TO STRIVE FOR 100% BENEFICIAL REUSE IN OUR SERVICE AREA

EMWD maintained its position as one of the nation's premier recycled water providers through its partnerships and commitment to find innovative solutions to expand recycled water service. Among the successes was the continued expansion of recycled water in French Valley. This expanded service brought recycled water to parks, schools and streetscapes in the growing community – including through a strategic partnership with Valley-Wide Recreation and Park District. EMWD received national recognition for its recycled water efforts when it claimed the 2023 WateReuse National Award of Excellence for its retrofit program at The Lakes at Hemet West.



### Project Benefit

By using recycled water, EMWD is able to reduce its reliance on imported water supplies and create a culture of sustainability and water supply resiliency.



### Continued Expansion

EMWD's Recycled Water Accelerated Retrofit Program has converted more than 50 sites from potable to recycled water and has been nationally recognized for its innovation.



# RECYCLED WATER

## RECYCLED WATER AT A GLANCE

**38%**  
OF EMWD'S  
WATER SUPPLY  
PORTFOLIO



- **Agricultural Customers**  
18,743 Acre Feet
- **Environmental**  
2,919 Acre Feet
- **Landscape**  
3,936 Acre Feet
- **Wholesale**  
1,332 Acre Feet
- **Golf Courses**  
1,340 Acre Feet
- **Recreational**  
604 Acre Feet

# WATER PORTFOLIO

EMWD continues to invest in a diverse water supply portfolio that provides reliability for its customers, even during times of historic water supply challenges across the western United States.



In 2023, record-setting rainfall to start the year provided significant relief for reservoirs throughout the State Water Project system. The Colorado River system continues to face challenges as states across the west work to put in place new agreements to reduce water use.

EMWD's investments in local water supplies paid dividends for our customers during these times. EMWD's Perris II Desalter, commissioned in mid-2022, was operational throughout the 2023 calendar year and EMWD continued to be a national leader in recycled water use, which accounted for more than one-third of its water supply portfolio.

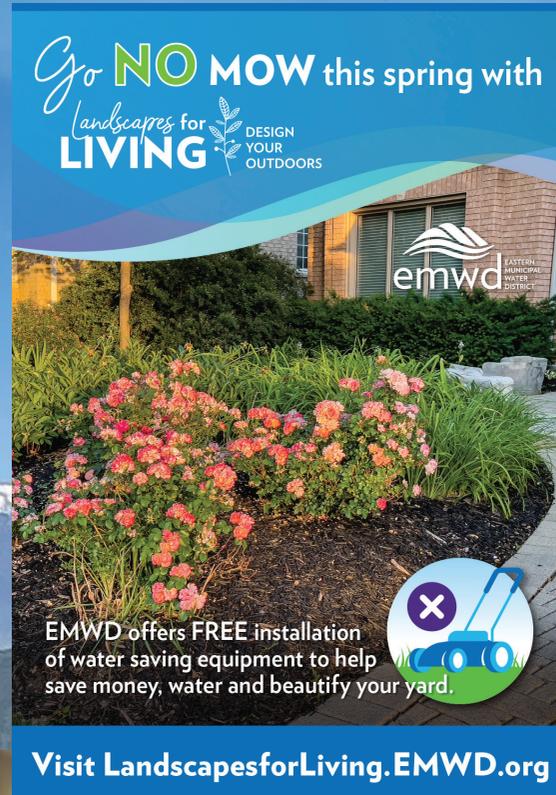
Each year, EMWD invests in its future. In 2024, it will break ground on a series of water supply development projects, including its Purified Water Replenishment Advance Water Treatment Facility and its San Jacinto Valley Groundwater Treatment Facility.



- ### EMWD'S WATER SUPPLY PORTFOLIO
- **Recycled Water**  
45,274 Acre Feet (38%)
  - **Groundwater**  
6,842 Acre Feet (8%)
  - **Desalters**  
13,536 Acre Feet (10%)
  - **Colorado River and State Water Project from MWD**  
57,804 Acre Feet (44%)

## WATER USE EFFICIENCY

EMWD has been a statewide leader in fostering a culture of water use efficiency among its customers through programs and policies adopted to advance sustainability. In the spring of 2023, record-setting rain and snow helped reverse a years-long drought. As a result of dramatically improved water supply conditions, in April 2023 EMWD moved to Stage 1 of its Water Shortage Contingency Plan. In Stage 1, EMWD's permanent water use efficiency regulations remain in place and customers are asked for a voluntary 10% reduction in water use.



Go **NO MOW** this spring with  
*Landscapes for LIVING* DESIGN YOUR OUTDOORS



EMWD offers FREE installation of water saving equipment to help save money, water and beautify your yard.



Visit [LandscapesforLiving.EMWD.org](https://LandscapesforLiving.EMWD.org)

# FOCUSSED ON EFFICIENCY

## 2023 WATER USE EFFICIENCY STATS

### WATER BUDGETS

Customers that stay in their water budget

**86%** Residential

**88.8%** Non-Residential

### REGIONAL REBATES

In 2023, customers continued to Stay WaterWise with Regional Rebates

Installed **277** high efficiency clothes washers

Converted **367,312** square feet of spray irrigation to drip irrigation

Replaced **555,125** square feet of grass

Installed **176** smart controllers

### LANDSCAPES FOR LIVING

In 2023, customers saved money, water, and created beautiful front and back yards with EMWD's award-winning Landscapes for Living program, which offers customers rebates and FREE installation of water saving equipment. This year, EMWD's Landscapes for Living program helped EMWD customers...

Install **408** weather-based irrigation controllers

Improve irrigation with **3,964** high-efficiency sprinkler nozzles



# ADVOCATING FOR OUR CUSTOMERS

## BRINGING TAX DOLLARS BACK TO THE COMMUNITY



\$ 27.5 Million\*

\$ 18.62 Million\*

\$ 3.3 Million

in Purified Water Replenishment project funding commitments

in American Rescue Plan Act funding commitments

in grant funding received in calendar year 2023

## FINANCIALS AT A GLANCE



- Property Taxes (14%)
- Water & Recycled Water Sales (37%)
- Sewer Service Charge (27%)
- Water and Sewer Connection Fees (17%)
- Other Non-Operating Revenues (5%)



- Purchased Water (16%)
- Water & Recycled Water Operations (18%)
- Sewer Operations (15%)
- General and Administrative (12%)
- Depreciation and Amortization (28%)
- Interest Expense (7%)
- Other Expense (4%)

AAA | FitchRatings

600 Employees



EMWD successfully returned tens of millions of tax dollars back to its service area in 2023 through its advocacy efforts.

EMWD was selected by the Department of the Interior to provide a briefing and tour of its planned Purified Water Replenishment (PWR) facilities to the Department of the Interior Secretary Deb Haaland.



EMWD closely worked with federal, state and local legislators to bring in external funding to reduce costs to customers and to strengthen its longstanding partnerships with its elected officials.

EMWD General Manager Joe Mouawad served on a White House Infrastructure Grant Roundtable with Congressman Raul Ruiz and Presidential Infrastructure Advisor Mitch Landrieu.

\*Total grant funding received to date for projects.

# MANAGING INFRASTRUCTURE

## FORWARD THINKING INFRASTRUCTURE

EMWD has continued to invest in modernized and forward-thinking infrastructure to prepare for anticipated growth in its service area, which is just 43% built-out. To ensure that it has the water and wastewater facilities to meet the needs of the state's fastest growing region, EMWD has invested in its Capital Improvement Plan.

In 2023, EMWD completed 17 projects totaling \$118 million. It is part of a five-year CIP that will invest more than \$686 million in our region's infrastructure future.

Among the major projects completed in 2023 were the Cactus II Feeder pipeline in Moreno Valley and the French Valley Recycled Water Distribution system in French Valley.



43%

of EMWD's service area is currently built-out



# CUSTOMER ENGAGEMENT



Throughout 2023, EMWD continued to provide first-class customer service and community engagement, including the 2023 State of the District, and do its part to assist those customers who needed support.

EMWD has been continually recognized for its ongoing commitment to engaging with its customers and stakeholders through a variety of programs, initiatives, and strategic communications programs. EMWD has:

- Reached 1 million+ customers each quarter through newsletters, e-blasts, text messages and letters/postcards
- Placed over 80 informational advertisements and sponsorships in local digital and print media
- Participated in 100+ community meetings and events
- Visited over 2,500 students for in classroom or virtual presentations
- Hosted 50+ educational tours of EMWD facilities
- Interacted with more than 44,000 students throughout our service area by facilitating two student contests.

## AWARDS AND HONORS

- PRSA-IE Polaris Award**  
The Drop Podcast
- PRSA-IE Capella Award**  
2022 Year in Review Publication
- CAPIO Award of Distinction**  
Media Event Perris II Desalter
- Utility of the Future**  
Lakes at Hemet West Recycled Water Retrofit

- WaterReuse Transformational Innovation Award**  
Lakes at Hemet West Recycled Water Retrofit
- Government Finance Officers Association Certificate of Achievement**  
Annual Comprehensive Financial Report



## SOCIAL MEDIA

@ EASTERNMUNI

Increased following:

**2,371** Facebook

**3,224** Twitter

**1,527** Instagram



**4,032** LinkedIn

# A MORE SUSTAINABLE FUTURE



EMWD is proud of its commitment to environmental sustainability and has continued to expand its clean energy investments to reduce its carbon footprint.

In 2023, it began the installation of five Tesla battery storage facilities, which will allow EMWD to purchase electricity at less expensive times during the day and use it when costs are higher. Over the next decade, it will save EMWD ratepayers \$3 million in energy costs.



EMWD continues to expand its clean energy fleet and over the next two years, nearly half of its fleet vehicle replacements will be alternative fuel and zero emission units. In 2023, EMWD approved the installation of more than 90 publicly accessible electric vehicle charging stations at its Perris headquarters.



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