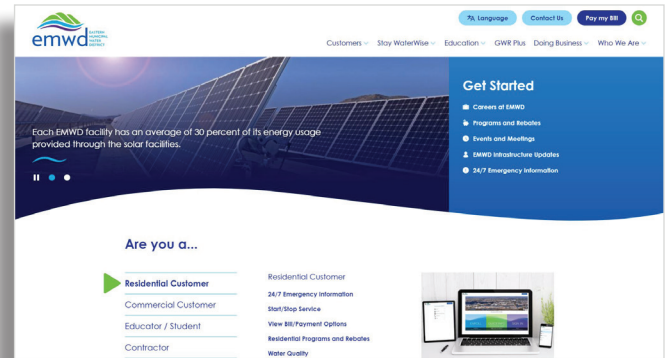


## EMWD launches redesigned website, focusing on customer engagement and mobile responsiveness

EMWD recently launched a redesign of its public-facing website. The redesigned site brings forward EMWD's branding in a way that focuses on targeted customer engagement, self service options and mobile responsiveness.

After extensive research and customer feedback, EMWD has enhanced the design of the site to cater to the variety of customers and communities it serves. For example, the new site boasts targeted areas for residential and commercial customers; educators, students and children; and contractors, developers and vendors. Additionally, research showed that nearly 50 percent of visitors to the site were visiting from a mobile device. Therefore, enhanced mobile responsiveness was a priority with the new design.

Check out the new design and the many self service options available at [www.emwd.org](http://www.emwd.org).



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# Investing in groundwater supply and sustainability through Groundwater Reliability Plus

EMWD is proud to continue its investments in groundwater quality and sustainability through Groundwater Reliability Plus (GWR Plus). GWR Plus encompasses EMWD's actions and investments to improve the quality and quantity of water in our local groundwater basins.

EMWD has long been a leader in groundwater management and meets approximately 15 percent of its current demand from local groundwater supplies. Since its early years as a groundwater agency, EMWD's history of groundwater supply management has included its recycled water program, desalination program, water use efficiency programs and, most recently, its healthy sewers program.



EMWD's recycled water program, which is among the most robust in the nation, meets approximately one-third of EMWD's water supply needs. This program is continually expanded to help further reduce the demand on drinking water supplies.



EMWD's desalination program extracts salt from local groundwater basins, helping to provide long-term water quality benefits. In 2019, EMWD will begin construction on a third groundwater desalination facility that will help the program provide enough water for nearly 30,000 households.



EMWD's healthy sewers program is a public education program that promotes the responsible disposal of prescription medications and fats, oils and grease. By keeping the wastewater collection system free of contaminants, EMWD can help sustain a high-quality recycled water supply and ultimately protect groundwater quality.

GWR Plus will soon include a water banking program, which will allow for water imported from northern California during wet or normal years to seep into local aquifers to be stored for use during dry years. This project will also help improve water quality in the region and keep groundwater basins sustainable.

To learn more about GWR Plus, visit [www.emwd.org](http://www.emwd.org) or [www.gwrplus.org](http://www.gwrplus.org).

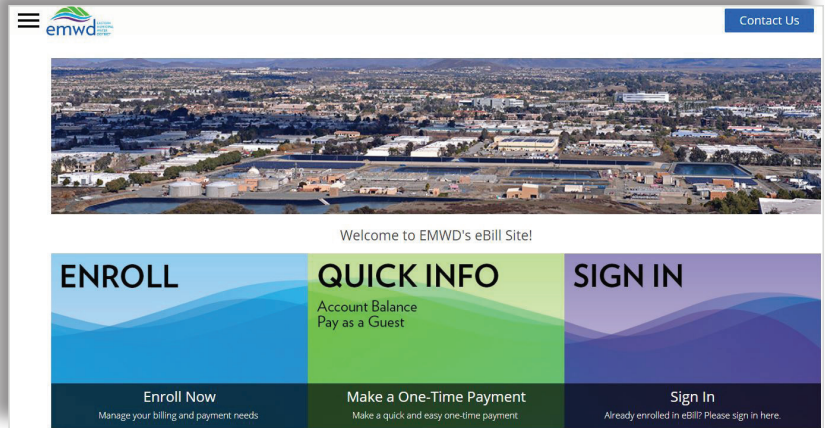


# EMWD adds convenience with a variety of customer self service options

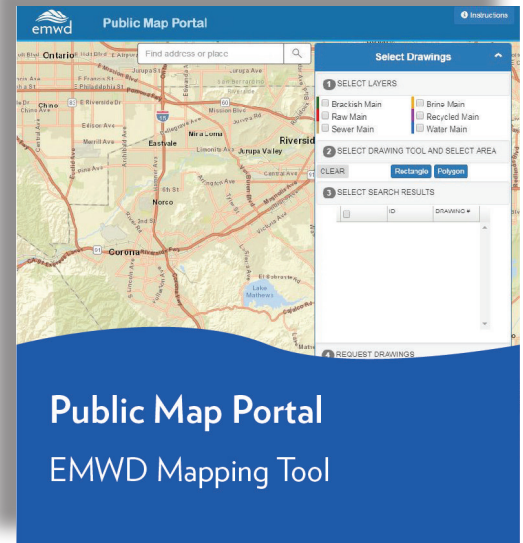
To better serve it's customers and community, EMWD offers a variety of self service tools. Whether you are a customer, educator or looking to do business with EMWD. These self service tools provide an added level of convenience and engagement.

Customers can now experience the convenience of online bill viewing and payments; pay-by-phone options; and various online forms for start/stop service and budget variance adjustments. Educators can easily engage with our Education department to order curriculum and program supplies. And those looking to do business with EMWD have access to an online Public Map Portal.

All of this, and more, are available through EMWD's newly redesign website. Visit [www.emwd.org](http://www.emwd.org) to choose your self service tool.



Experience the convenience of our NEW pay-by-phone Fast Track system!  
951.383.6055 (Hablamos Español)



Public Map Portal  
EMWD Mapping Tool

## EMWD REPORTS

February 2019

2270 Trumble Road  
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Contributor: Kevin Pearson

“EMWD Reports” is designed to keep EMWD customers and the general public informed of matters affecting them. It is published every other month.

## CONTACT US

**EMWD Main Phone Number:**  
951.928.3777 or 800.426.3693

**Automated Billing System:**  
Main number, then press 2

**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

30902-I-0101

# CONNECT WITH EMWD

## Visit Us Online

emwd.org

### Get Social By Following Our EasternMuni Handle

Engage with our Education Department using EMWDeducation



EMWD reminds customers to be aware of false claims, deceptive sales pitches and other scare tactics used by some water treatment companies to sell expensive and unnecessary water treatment systems. If you have questions about your water quality, please call 951-928-3777, ext. 3327.