

PROGRAMS: PAYMENT ASSISTANCE

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2270 Trumble Road
Perris, CA 92570

PO Box 8300
Perris, CA 92572-8300

Find the best option for you by contacting our Customer Service department Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. or visit www.emwd.org/payment-assistance-programs.

Note: All bill payments are subject to EMWD Billing Policies.



EMWD IS HERE TO HELP!

EMWD understands that our customers may experience periods of financial hardship, which is why we are committed to working in partnership with customers to prevent the accumulation of unreasonable balances and to avoid shut offs.



Payment Extensions: If you need more time to pay your water bill, don't wait to let EMWD know. Schedule a payment extension by using EMWD's My Account portal at www.myaccount.emwd.org.



Payment Arrangements: Getting behind on bill payments can become daunting. Request short-term or longer-term payment arrangements to suit your unique situation, www.myaccount.emwd.org.



Budget Billing (Level Pay Plan): Give yourself peace of mind with fixed monthly payments. Divide your bills for the next year into eleven equal payments. Enroll by contacting EMWD's Customer Service department at 800.426.3693.



Help2Others Payment Assistance Program: In partnership with United Way of Inland Valley, EMWD provides financial assistance to qualified, low-income customers, visit www.emwd.org/help2others.



Water Budget Based Rate Structure: EMWD's rate structure is designed to provide the lowest rates to our customers who stay within their water budget. If you need assistance in lowering your water use, please contact our Water Use Efficiency staff at conservation@emwd.org or 951.928.3777, ext. 3322.



Low Income Household Water Assistance Program (LIHWAP): The LIHWAP is a temporary emergency program from the state of California to help low-income families with assistance on past due water and sewer bills – up to \$2,000. LIHWAP is a grant. You do not have to repay it. Learn more at www.csd.ca.gov/waterbill.



Additional Support: EMWD is actively seeking new partnerships and program opportunities to help its customers. Find the most up to date information at www.emwd.org/payment-assistance-programs.