

Salinity Negatively Impacts the Water Cycle

One of the biggest challenges all water agencies face is the impact of salts in our water supplies. Salts are often naturally occurring, but the impacts of what we do in our homes and businesses can also have a significant effect on water quality and treatment costs.

When customers use water in their homes, particularly with water softeners, salts are discharged into the sewer system. Because the wastewater treatment process does not remove salts, the recycled water has higher salinity levels which ultimately percolates into groundwater supplies.

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Portions of EMWD's service area include naturally brackish (salty) groundwater. While not as salty as the ocean, the treatment process to remove these salts from our water supply is done through reverse osmosis, which is an energy intensive process.

EMWD currently operates two groundwater desalination facilities in Menifee and a third is anticipated to be completed in 2021. These reverse osmosis facilities extract approximately 25,000 tons of salt annually and discharge it to the ocean through regional brine lines.

You can help reduce salinity by eliminating use of self regenerating water softeners, which can discharge up to a pound of salt per day into the wastewater collection system.

Instead, customers may want to consider a salt-free anti-scaling device. These systems are becoming more accessible and do not add salt into the sewer system. Customers may also opt for a portable exchange tank water softening service, which provides the same service as a self-generating water softener, but the salts are removed by the water softener service provider and discharged responsibly into a permitted facility.

EMWD: Helping Keep Communities Safe

As part of our efforts to provide safe and reliable water service to the cities and communities we serve, EMWD supports fire safety.

EMWD owns and operates approximately 23,000 fire hydrants throughout its water service area. These hydrants are critical pieces of infrastructure to help our local fire service agencies protect lives and property at our homes, businesses and communities.



As California continues to experience major wildfire threats, EMWD is prepared to respond to a Public Safety Power Shutoff (PSPS) event. These events authorize an electric provider to shut off power in areas where high fire danger conditions exist.

In the event of a PSPS event or other emergency within the service area, EMWD has backup generators installed at critical locations and more available to power the essential equipment needed to continue delivering high quality water service and reliable wastewater service to customers as well as fire response personnel if needed.

For more information on EMWD and emergency preparedness, please visit www.emwd.org.

EMWD REPORTS

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"EMWD Reports" is designed to keep EMWD's customers and the public informed of matters affecting them. It is published every other month.

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:
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When Life Changes, Your Account Does Too

We know that life happens - families grow, phone numbers change, and you may add landscaping to your property.

EMWD encourages customers to let us know of any of these changes so that we may update your water budget and account information. Doing so will allow us to ensure your budget is tailored to your current household size and landscape area and allow us to properly notify you in the event of a potential leak at your property.

For more information, please visit www.emwd.org/billing-and-account-management or contact our Customer Service Department at **800-426-3693**.