



«Service Address»  
«Service City», «Service State» «Service Zip»

## **Important Notice Regarding Potential Further Reductions In Your Water Budget!**

August 13, 2015

Dear Valued Customer:

Eastern Municipal Water District (EMWD) is currently in Stage 4a of its Water Shortage Contingency Plan in response to the exceptional drought conditions that continue to affect the State of California. A Stage 4 drought status reduces customers' outdoor water budgets according to the following levels:

- Stage 4a - Outdoor water budgets reduced 10 percent (EMWD current status)
- Stage 4b - Outdoor water budgets reduced up to 50 percent
- Stage 4c - Outdoor water budgets reduced up to 100 percent

Stage 4 also eliminates the Tier 3 (Excessive) water use category. That means all water used above your indoor and outdoor water budgets will be charged at the Tier 4 (Wasteful) water use rate.

### **Where are we at now with our water savings?**

In May, the State Water Resources Control Board (the State Water Board) ordered customers of cities and water agencies in the state to reduce water consumption between eight and 36 percent, with the intent of achieving Governor Brown's drought directive for a 25 percent total reduction in statewide water consumption. Under the State Water Board's order, EMWD customers are required after June 1, 2015 to reduce overall water use by 28 percent (compared to 2013 data).


In June, EMWD customers reduced overall water use by 15 percent – far short of the State mandated reductions. While approximately 70 percent of our customers are now consistently using less than 50 percent of their outdoor water budgets, many customers are still falling short of the target. As a result, we received a notice of violation from the State Water Board with direction to take additional steps necessary to further reduce our customers' water usage.

### **What could happen next?**

In order to avoid penalties being imposed on our customers by the State Water Board, EMWD will consider moving to a Stage 4b drought status in September. This action will depend on additional water use reduction through the end of August. **Moving to Stage 4b drought status would reduce customers' outdoor water budgets up to 50 percent.**

**What do we need you to do?**

If you are already using 50 percent or less of your outdoor water budget, please keep up the good work! We really appreciate your efforts. You can see if you are meeting this reduction on your bill:



P.O. Box 8300  
Perris, CA 92572-8300

WITHIN SOUTHERN CALIFORNIA 800-426-3693  
OUTSIDE SOUTHERN CALIFORNIA 951-928-3777  
WEBSITE [www.emwd.org](http://www.emwd.org)

**CUSTOMER NAME:** EMWD CUSTOMER  
**ACCOUNT:** 153459-01  
**SERVICE ADDRESS:** 2270 TRUMBULE RD  
**SERVICE PERIOD:** 01/13/15 to 02/12/15  
**BILL DATE:** 02/13/15  
**DUE DATE:** 02/29/15  
**NO. OF DAYS:** 30  
**NEXT READ DATE:** 03/13/15

Summary of Charges	
Balance Forward	0.00
Water Charges	205.38
Sewer Charges	31.11
<b>TOTAL AMOUNT DUE</b>	<b>236.49</b>

**Previous Charges**

Period/Quantity	Amount
Amount of Last Bill	52.87
Payment Received - Thank You	(52.87)
Balance Forward	0.00

**Water Charges**

Period/Quantity	Rate	Amount
Water Service	367/day	11.01
Supply and Reliability Capital Projects	.05753/day	1.73
Indoor Use	7 billing units	12.55
Outdoor Use	9 billing units	29.52
Excessive	0 billing units	0.00
Wasteful	14 billing units	150.57
<b>Total Water Charges</b>	<b>30 billing units</b>	<b>205.38</b>

**Water Usage History**

Read Date	# Days	Billing Units	Usage in Gal.*	Average GPD*
Feb 12	30	30	22440	748
Jan 15	34	8	5984	176
Dec 12	28	8	5984	214

**Water Budget/Sewer Block Data**

Indoor Allocation: 7 BU  
Based on Household Size: 3 people  
Outdoor Allocation: 9 BU  
Landscape Area: 1,920 sq ft  
Sewer Block: 2

\* 1 Billing Unit = 748 Gallons  
+ GPD = Gallons per Day

**Water Budget/Sewer Block Data**

Indoor Allocation: 7 BU  
Based on Household Size: 3 people  
Outdoor Allocation: 9 BU  
Landscape Area: 1,920 sq ft  
Sewer Block: 2

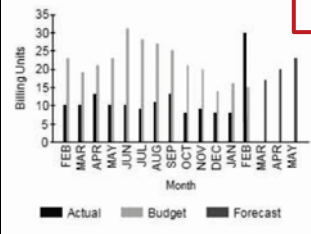
IMPORTANT CUSTOMER MESSAGES ARE LOCATED IN THIS AREA.

**Water Charges**

Period/Quantity	Rate	Amount
Water Service	367/day	11.01
Supply and Reliability Capital Projects	.05753/day	1.73
Indoor Use	7 billing units	12.55
Outdoor Use	9 billing units	29.52
Excessive	0 billing units	0.00
Wasteful	14 billing units	150.57
<b>Total Water Charges</b>	<b>30 billing units</b>	<b>205.38</b>

**Water Budget/Sewer Block Data**

Indoor Allocation: 7 BU  
Based on Household Size: 3 people  
Outdoor Allocation: 9 BU  
Landscape Area: 1,920 sq ft  
Sewer Block: 2



Make sure your *Outdoor Use* is 50 percent or less of your *Outdoor Allocation*

**If you are using more than 50 percent of your outdoor water budget, please reduce your outdoor watering immediately.**

**What can you do to cut your outdoor watering in half?**

- **Cut the number of days you water in half!** Watering only 1-2 days per week is an excellent way to use 50 percent or less of your outdoor water budget!
- **Cut the time you water in half.** For example, if you're currently watering for 6 minutes at a time, reduce it to 3 minutes.
- **Use your outdoor water budget as your guide.** If your outdoor water budget is 22 billing units, cut down your water use to only use 11 of those billing units. Keep in mind that outdoor budgets change every month due to weather conditions. Your billing statement provides a 3-month forecast of upcoming budgets. For more information on reading your billing statement, please visit our website at [www.emwd.org](http://www.emwd.org). **For more water saving tips, please visit [www.emwd.org/WaterWiseTips](http://www.emwd.org/WaterWiseTips).**

**What else can you do to save water?**

You can let us know if you see water waste! Water waste reports may be submitted via the following methods:

- Online: [www.emwd.org/reportwaterwaste](http://www.emwd.org/reportwaterwaste)
- Email: [conservation@emwd.org](mailto:conservation@emwd.org)
- Phone: 951-928-3777, ext. 3306
- Mail: EMWD, Attn.: Water Waste, PO Box 8300, Perris, CA 92572-8300
- Mobile App: Available on Android and iPhone platforms  
Search for "EMWD Water Waste Reporter"

Thank you for your efforts to comply with the State Water Board's order and to save water during this historic drought!

For up-to-date drought status information, please visit [www.emwd.org/drought](http://www.emwd.org/drought) or call our Drought Status Hotline at 951-928-3777 ext. 4540. You can also go to [www.emwd.org/billestimator](http://www.emwd.org/billestimator) to see how your bill could be impacted if you exceed your water budget.

Sincerely,  
EMWD Customer Service Department