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:

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. For more water saving tips, please visit 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
- Email: 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 or call our Drought Status Hotline at 951-928-3777 ext. 4540. You can also go to www.emwd.org/billestimator to see how your bill could be impacted if you exceed your water budget.

Sincerely,
EMWD Customer Service Department