

## Delivering Quality, Reliability, and Value to a Tap Near You



EMWD is committed to providing customers a safe and reliable water service at an affordable cost.

To fulfill that commitment, EMWD utilizes a state-of-the-art laboratory—conducting tests up to 100 tests each day, totaling nearly 40,000 water quality tests each year—so that each customer can be confident that the water from their tap exceeds all state and federal drinking water standards.

In a world where more than 3.4 million people die every year from preventable waterborne disease, EMWD is able to exceed these drinking water standards and achieve water quality objectives through a variety of treatment processes, including ultrafiltration (one step beyond microfiltration), reverse osmosis and ultraviolet disinfection.

Reliable water service is critical for accessible fire flow. Catastrophic fire events continue to be a threat to our community and reliable water systems must be maintained with vigilance to assure necessary pressure and availability for fire suppression efforts.

Providing a safe and reliable service to our customers through a proactive commitment to fiscal responsibility is a top priority for EMWD. EMWD is able to offer this precious resource at an exceptional value. In fact, you can fill 10 one-gallon jugs with tap water for less than one penny, making tap water a much better value than bottled water. Plus, EMWD tap water is just as safe, if not safer than bottled water.

For more information, visit [emwd.org/TapInto](http://emwd.org/TapInto).

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# CivicSpark Fellowship Program Dedicated to Building Capacity for Local Governments

Are you a college graduate interested in a career in the water industry? Consider a paid fellowship through CivicSpark. Each year, EMWD hosts two CivicSpark AmeriCorps Water Fellows, with fellowships starting in September.

CivicSpark is a Governor's Initiative AmeriCorps program dedicated to building capacity for local governments to address climate change and water management issues in California, administered by the Local Government Commission in partnership with the Governor's Office of Planning and Research. Fellows are called on to address critical water issues in their placement region and help their placement organization develop the tools it needs to respond to future water challenges.

This year, fellows will serve 11 months with EMWD in either the Water Supply Planning or Interagency Relations departments where they will learn transferable job skills, build strong professional networks, and contribute to achieving local and statewide water management goals.



According to Anna Garcia, who completed the program in 2017, "working with EMWD as a fellow was a career-starting opportunity. Through my year of service, I was able to learn about the many career paths available within the water industry and see for myself which path I would most enjoy. EMWD staff were not only encouraging and open to helping me grow as a water industry professional, but they truly made me feel like a part of the team." She successfully competed for an open position at EMWD and is now a Water Resources Specialist Associate in the Water Supply Planning department.

For more program information, visit [civicspark.lgc.org](http://civicspark.lgc.org).

*Photo Caption: Top left to right: Current CivicSpark Fellows Sky Eigen and Sam Kennard; bottom left to right: 2017-18 CivicSpark Fellows Abbey Pizel and Anna Garcia. Anna is now an EMWD Water Resources Specialist Associate in Water Resources Planning.*

# Impacts of Environmental and Regulatory Compliance



Each year, as part of EMWD's commitment to keeping customers and the public informed of matters affecting them, EMWD shares the average annual costs associated with environmental and regulatory compliance.

EMWD's first priority is to protect public health and the environment while delivering high quality water, recycled water and wastewater services. To accomplish this, EMWD must comply with a wide range of environmental and regulatory requirements set forth by federal, state and regional agencies. These requirements include mandatory water conservation, air quality emission limits, potable water quality and treatment processes, recycled water quality and treatment processes, recycled water reuse and disposal practices, salt disposal, hazardous materials standards, and biosolids management requirements.

As a result, EMWD customer rates reflect approximately \$3.60 per month to cover the environmental and regulatory costs related to providing water services and approximately \$4.09 per month related to providing wastewater (sewer) service.

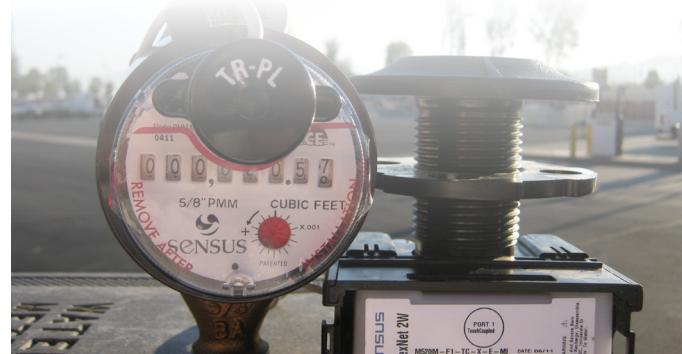
# Providing Customers Cost-Efficient Technologies

As part of its effort to install automated water meters throughout its service area, EMWD has completed more than 110,000 meter upgrades. EMWD anticipates having all of its more than 150,000 water meters upgraded by spring 2019.

Automated Meter Infrastructure (AMI) is a safe and reliable technology that allows for a real-time data link between the meter and EMWD, allowing for timely customer notifications of potential water leaks and future access to monitor water usage up to the hour.

AMI significantly reduces the need for vehicle trips and employee hours dedicated to reading meters, which reduces costs and limits EMWD's environmental footprint.

The \$12 million AMI program is funded in part by grants from the California Department of Water Resources for programs that increase water conservation and energy savings and reduce carbon emissions.



## EMWD REPORTS

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

emwd.org

Editor: Michelle Adams  
Contributor: Kevin Pearson

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## 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-0094

## WATER USE EFFICIENCY PROGRAMS

### Residential Drip Retrofit Program

EMWD is offering a Residential Drip Retrofit Kit at a discounted rate. Participants will be eligible to receive a \$199 Drip Retrofit Kit for the discounted price of \$50. This kit covers 250 to 400 square feet of planter beds.

### FREE Conservation Packet

This informative packet is filled with water-saving ideas, tips, and techniques.

### FREE Home Water Survey

EMWD offers a FREE Home Water Survey to its residential customers that are having trouble staying within their water budget. This is a comprehensive indoor/outdoor survey designed to help check for leaks, provide a recommended irrigation schedule, and provide rebate information.

## INDOOR DEVICE REBATES



**High Efficiency Clothes Washers**  
\$150 Rebate



**Premium High Efficiency Toilet**  
1.06 gallons per flush or less  
\$40 Rebate

## OUTDOOR DEVICE REBATES



**Weather-Based Irrigation Controllers**  
\$145



**Rotating Sprinkler Nozzles**  
Min Qty = 30 Nozzles  
\$2 per nozzle



**Rain Barrels**  
Max Qty = 2 Barrels  
\$35 per barrel  
**Cisterns** \$350



**Soil Moisture Sensor System**  
\$145

For more information and online rebate application, visit [SoCalWaterSmart.com](http://SoCalWaterSmart.com).