



EMWD REPORTS • MAY 2020

EMWD: Reliability You Can Count On

At EMWD, the reliability of your water and wastewater systems is of utmost important to us.

For generations, our customers have invested in a diverse water supply and infrastructure that has given them the confidence that when they turn on the tap or flush, EMWD is here for them with safe and dependable services.

During these recent times, it is that system reliability that allows us to be here for you so that you can focus on all the other things that matter in the lives of you and your loved ones.

Be sure to check out this issue to learn more about the water supply sources and infrastructure that work to bring you the reliability you deserve.



Reliability In Your Water Supply...

EMWD knows that a diverse and resilient water supply portfolio is critical to ensure continued reliability for our customers. That is why we have invested in multiple sources of drinking water, so that you can be confident that there will always be a safe drinking water supply when you need it.



As a member of The Metropolitan Water District of Southern California (MWD), EMWD receives a portion of its water from the State Water Project. This high-quality drinking water supply is also used to replenish groundwater basins and improve local groundwater quality.



The Colorado River Aqueduct is a valuable source of drinking water that happens to flow right through EMWD's service area. Owned by MWD, the system helps provide additional imported water supply reliability to our service area.



Desalination is not just for the ocean. EMWD operates two groundwater desalination facilities in Menifee, with a third under construction. We also operate water filtration plants in Hemet and Perris that use treatment technologies such as microfiltration and ultraviolet disinfection.



EMWD uses local groundwater and is active in groundwater replenishment. EMWD is currently expanding its ability to put more water into the groundwater basin during years with heavy rainfall.



...And In Your Infrastructure

A reliable water supply is only as good as the infrastructure that brings it to your home or business and takes it away. That is why EMWD has invested in the pipelines, treatment facilities and technology to safely meet your water and wastewater needs 24/7/365.

EMWD has more than 80 water storage tanks – which stabilize pressure in the system – and nearly 90 pump stations and 2,500 miles of pipeline to provide you with a reliable water supply whenever you turn on the tap.



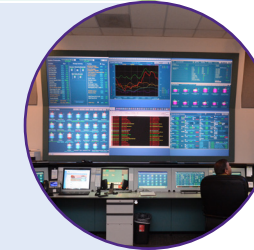
A reliable and safe sewer system also protects local groundwater supplies and public health. That is why EMWD operates nearly 2,000 miles of sewer pipelines to help bring everything you flush to one of our four regional water reclamation facilities where we turn wastewater into recycled water.



You can do your part in keeping our wastewater system safe and reliable by avoiding flushing sanitary or "flushable" wipes, which do not break down over time. Remember, only flush pee, poop and toilet paper to help prevent sewer blockages that could impact your house.



EMWD's Integrated Operations Center is a state-of-the-art facility that is staffed 24 hours per day to make sure our system is performing as expected and helps us respond quickly if there is an unexpected service interruption.



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2270 Trumble Road
P.O. Box 8300
Perris, CA 92572-8300
www.emwd.org

"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

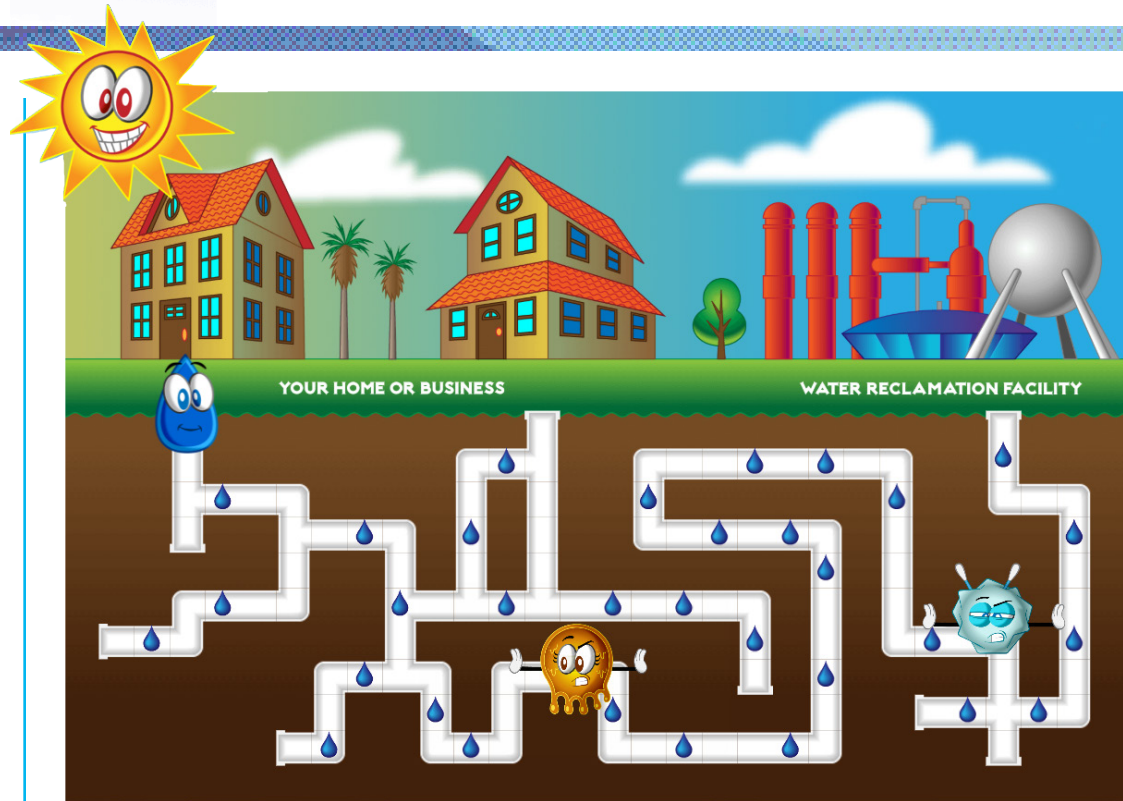
Conservation Hotline: ext. 3322

Water Quality: ext. 3327

Systems Outages, Trouble Calls:
ext. 6265 or 800.698.0400

Public and Governmental Affairs:
ext. 3430
PublicandGovtAffairs@emwd.org

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Continuing Education With EMWD

With school children at home for an extended period of time as we all work to protect public health, EMWD wants to help provide learning opportunities and activities.

EMWD's award-winning education program has a variety of free web-based resources to help students learn about water and wastewater issues.

By visiting www.emwd.org/Education, parents can help their children engage through the interactive game "Gobi's A-MAZE-ing Adventure," download fun activity pages, or read EMWD's series of fun educational books that were developed by local students as part of our "Write-Off" contest.