



EMWD's Wetlands at the San Jacinto Valley Regional Water Reclamation Facility

Photo by: Garrett Bissonette, Pipeline Construction Utility Worker II

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### **EMWD LAUNCHES LANDSCAPES FOR LIVING**

The new water use efficiency program provides rebates, resources for customers

### **NEW FEATURES COMING TO MYACCOUNT PORTAL**

The customer-focused changes will provide more options beginning soon

### **FILL STATIONS HELP STUDENTS REMAIN HYDRATED**

With schools reopening, be sure to include a reusable bottle with those supplies

# EMWD HELPS YOU DO YOUR PART DURING DROUGHT WITH NEW LANDSCAPE PROGRAM

Here's some helpful news you can use...EMWD has launched an exciting new program for residential customers, called Landscapes for Living, which includes FREE installation of water-efficient equipment and home consultations—PLUS rebates!

EMWD created Landscapes for Living to help its residents save money, water and easily design low-maintenance front and backyards perfectly suited for their needs.

All residential customers with irrigated landscapes—areas in front and backyards currently being watered—are eligible to participate in the program and can recover up to 100% of project costs!

To get started, visit [landscapesforliving.emwd.org](https://landscapesforliving.emwd.org) to view available rebates and free services and choose the right combination for your yard. While you're there, check out beautiful landscape designs you can do yourself or give to your landscaper to create!



# EXCITING CHANGES COMING TO MYACCOUNT!

EMWD will soon be introducing new features to its MyAccount customer portal that will further enhance the customer service experience.

In the coming months, EMWD will expand self-service options, allowing customers to sign-up for level-payment plans, transfer service from one property to another, and calculate water budgets.

Customers will be able to sign up for text or email alerts about billing, continuous usage warnings, water budget thresholds and more. New analytics will help customers compare their historical water usage and better understand their water consumption in an effort to help save water and money.

Be sure to check out [www.myaccount.emwd.org](http://www.myaccount.emwd.org) in the coming weeks to see all the exciting new updates we have planned.

## MAKE A REUSABLE BOTTLE PART OF BACK-TO-SCHOOL SUPPLIES

With students across the region returning to in-person education this fall, EMWD wants to remind parents that keeping your student hydrated throughout the day is important.

EMWD has Water Bottle Fill Stations at 114 schools throughout its service area. Students can bring a reusable bottle filled with EMWD tap water, then easily and safely refill it at a fill station with clean and safe drinking water at no cost.

The award-winning program has saved the equivalent of more than 250,000 disposable plastic bottles from entering landfills.

For more information on the program, please visit [www.emwd.org/wbfsprogram](http://www.emwd.org/wbfsprogram).



# 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 PREPARED FOR ONGOING DROUGHT CONDITIONS

As California continues to experience worsening drought conditions, EMWD is prepared to meet the needs of our customers thanks to the investments in a diverse and reliable water supply portfolio. EMWD has spent decades preparing for the cyclical nature of droughts.

EMWD is asking customers for 25 percent voluntary conservation. The best way to achieve this is to find opportunities to be more efficient with outdoor irrigation, such as using a weather-based irrigation controller or converting planter beds to a drip irrigation system.

For the latest on statewide and local drought conditions, please visit [www.emwd.org/water-supply-status](http://www.emwd.org/water-supply-status).

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## ASK EMWD!

Have a question  
about your water  
or wastewater  
services?



Submit your questions on:  
[www.emwd.org/ask-emwd](http://www.emwd.org/ask-emwd)  
for a chance to have it featured in our  
monthly eConnect newsletter!