



## Take the plunge this summer!

With summer temperatures that reach triple digits, it is important for EMWD customers to use water wisely, especially during peak water consumption periods. With your help, EMWD can ensure a reliable water supply for the future. So, what can you do? **Take the plunge this summer...pledge today to save!**

Pledge to reduce your water consumption by taking advantage of one or more of our residential programs including rebates on ultra-low-flush toilets, high-efficiency clothes washers, weather based irrigation controllers and/or a free conservation information packet.

By pledging to save water, you'll receive a **FREE** pair of "Ride the Conservation Wave <sup>SM</sup>" sunglasses.\*\*



Also, check out EMWD's water saving resources online at [www.emwd.org/conservation](http://www.emwd.org/conservation) or call (951) 928-3777, ext. 4226 to request our **Water Wise Living** brochure.

You can save water and money! **So, take the plunge this summer...pledge today to save!**

\*July 1, 2005 to September 30, 2005. Participation is voluntary.  
\*\*Available while supplies last.  
For more information, call (951) 928-3777, ext. 4226

Please complete the information on this form, detach and return it with your bill payment or to the address listed below. You can also download this form online at [www.emwd.org](http://www.emwd.org).

I pledge to reduce my water consumption and request more information about one or more of the following programs (check one or more):

- Up to \$75 rebate on ultra-low-flush toilets (when replacing pre 1994 models)
- \$110 rebate on a qualifying high-efficiency clothes washer
- \$65 rebate on a weather based irrigation controller     Conservation information packet

By returning this form, my "Ride the Conservation Wave <sup>SM</sup>" sunglasses will be sent to the mailing address given below.

Name: \_\_\_\_\_  
Account #: \_\_\_\_\_  
Installation/Service Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Email: (optional): \_\_\_\_\_

Mail to: Eastern Municipal Water District c/o Community Involvement Department  
PO Box 8300 Perris, CA 92572-8300

# Comprométase hoy a ahorrar agua

Comprométase a reducir su consumo de agua al aprovecharse de uno o más de nuestros programas residenciales en los que se incluyen bonos de reembolso en retretes de consumo reducido de agua, lavadoras de alto rendimiento, controladores de riego en base al clima y/o un paquete gratuito de información sobre conservación. ¡Puede ahorrar agua y dinero!

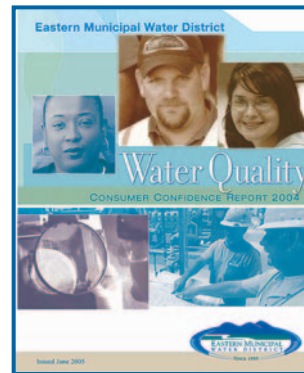
Al comprometerse a ahorrar agua, recibirá

**GRATIS** unos lentes de sol de la marca “Ride the Conservation Wave<sup>SM</sup>.”

Para obtener más información, registre sobre [www.emwd.org](http://www.emwd.org) y seleccione “EMWD en Español.” Además, consulte en Internet los recursos de ahorro de agua de EMWD visitando [www.emwd.org/conservation](http://www.emwd.org/conservation) (sólo disponible en inglés) o llamando al (951) 928-3777, ext. 4221 para pedir la guía **Consejos Para Ahorrar Agua.**

## EMWD Consumer Confidence Report

Look for EMWD’s annual **Consumer Confidence Report** in your mailbox this month. This report contains important information about EMWD’s drinking water sources, quality, regulations and programs that protect your health. Be an informed customer by taking a few minutes to read this valuable report.



## EMWD receives awards for financial excellence

EMWD received two awards for its **Comprehensive Annual Financial Report for the Year Ended June 30, 2004.**

The first is an award for “Outstanding Financial Reporting” from the California Society of Municipal Finance Officers (CSMFO).

The second is the “Certificate of Achievement for Excellence in Financial Reporting” awarded by the Government Finance Officers Association. This is the highest form of recognition in governmental

accounting and financial reporting, and its attainment represents a significant accomplishment by a governmental agency and its management.

This is the second year in a row that EMWD has received both of these awards. The Comprehensive Annual Financial Report can be viewed online at [www.emwd.org/emwd/financial.html](http://www.emwd.org/emwd/financial.html) then click on “EMWD Financial Statement for 2003-2004.”

# Residential water customer satisfaction survey

In January 2005, EMWD and other California Municipal Utilities Association members contracted with RKS Research and Consulting (RKS) to conduct a Residential Water Customer Satisfaction Survey. The survey results represent an initial benchmark assessment of EMWD's performance measured against municipal water utilities across California.

RKS surveyed 250 EMWD (plus 500 California) customer heads of household that pay the utility bill, asking them nearly 90 questions on aspects of their utility's performance, including:

- Water quality
- Water supply
- Drinking water sources and filtration
- Customer service, satisfaction and value
- Utility communications and image
- Billing and pricing
- Value-added products and services
- Demographic profiles.

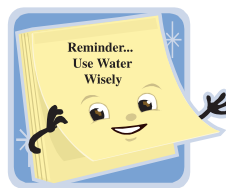
The results of the survey showed the customers appear to be very satisfied with EMWD's overall performance. Satisfaction ratings (average score of 8.4 along the scale where 10 = very satisfied and 0 = very dissatisfied) are well above statewide averages:

One particular area of strength was EMWD's billing. Customers awarded high ratings to the bill for being easy to understand, accurate and providing the information they

need. Opportunities for improvement include a need for EMWD to provide:

- Additional communication with customers about meeting future water supply needs, community involvement and information about customer service.
  - More information about water quality, specifically (taste and mineral content). More than half (55%) of EMWD customers now purchase bottled water for drinking.
- Look for more information on these subjects in future issues of this publication as well as the EMWD website. For more information about the Residential Water Customer Satisfaction Survey, log on to [www.emwd.org](http://www.emwd.org).

## Just a Reminder...



Water demand is at its highest during the hot summer months. To help remind our customers to use water wisely, our meter readers will note if they see water being used inefficiently on their routes.

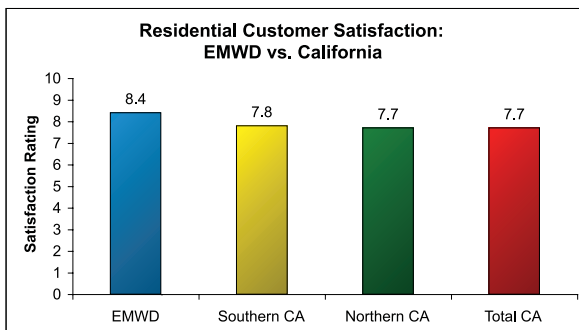
Those customers will be sent a courtesy letter to remind them to use water wisely.

Please remember to:

- Repair broken sprinklers
- Sweep driveways and walkways instead of hosing them down
- Use a pistol-grip sprayer when washing your vehicle
- Water your lawn appropriately
- Avoid excessive run-off
- Fix leaky spigots

Need help creating a watering schedule for your automatic sprinklers? Metropolitan Water District's watering calculator can help. You can find the link on our home page at [www.emwd.org](http://www.emwd.org) then click on "MWD's Sprinkler Index." For more information on how you can use water wisely, log onto [www.emwd.org/conservation](http://www.emwd.org/conservation) or request a copy of our "Water Conservation Resource Guide" by calling (951) 928-3777, ext. 4226.

**Residential Customer Satisfaction:  
EMWD vs. California**



JULY 2005

**EMWD reports...**

Visit us on the Internet at  
[www.emwd.org](http://www.emwd.org)

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EMWD reports...is designed to keep  
EMWD's customers and the public  
informed of matters affecting them.

Forward your comments to the EMWD  
Community Involvement Department at the  
mailing address above.

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EMWD Main Number  
within Southern California  
(800) 426-3693 (toll free)

**Elsewhere**

(951) 928-3777

Automated Billing Information  
Call main number, then press 8

Job Inquiries  
Call main number, follow  
recorded instructions

Conservation Information  
Call main number, then press 3

Community Involvement, Education  
Call main number, then ext. 4226

Water Quality  
Call main number, then ext. 6337

System Outages, Trouble Calls  
Call main number, then ext. 6265  
or 1-800-698-0400

# Go "California-Friendly" with free landscape workshops



Matilija Poppies or "Fried Eggs"  
(Romneya coulteri)

## It's that time of year again!

Don't miss out on our **FREE** upcoming landscape workshops!

**September 10**

"California-Friendly" Landscape  
Plants

**September 24**

Composting and Green Waste  
Recycling (Bins for sale after  
workshop - checks only please)

**October 8**

Landscape Watering and Fertilizing  
- Scheduling, Sprinkler Timer  
Programming and Soils

**October 22**

Basic Irrigation - Design, Drip and  
Maintenance

**November 5**

"California-Friendly" Landscape  
Plants including water education  
activities for children ages 7 to 11  
coordinated by EMWD's Education  
Specialist (this workshop only).

All workshops are on Saturdays  
from 8:30 a.m. to noon at EMWD's  
board room at 2270 Trumble Road  
in Perris. Look for registration  
information with your August bill.