

FOR THE LOVE OF WATER

Water. We love it. It supports us and a lot of what we love in this world.

You've probably never thought much about it because it's always there for you. But, the safe, reliable, high-quality water that supports the things you love, thinks about you...a lot.

At Western Municipal Water District (Western), we think about water all day, so you don't have to. All you need to know is that Western will always be here for you to make sure we have enough water for all your needs.

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bringing you safe and
reliable water service



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Your water's journey

Western's local networks provide you safe, high-quality water and reliable wastewater (sewer) services 24 hours a day, 7 days a week, 365 days a year.

FROM THE SIERRAS

SIERRA NEVADA MOUNTAINS

LAKE OROVILLE

STATE WATER PROJECT

IMPORTED WATER

HENRY J. MILLS
WATER TREATMENT PLANT

STORMWATER CAPTURE/
GROUNDWATER RECHARGE BASIN

Riverside
Customers

IMPORTED AND LOCAL
GROUNDWATER TO YOUR HOME

WATER TANKS

LOCAL WATER

Groundwater Aquifer

Western imports water from Northern California. This water travels a great distance to get to you. We work to bring snowflakes from the Sierra Nevada Mountains to Riverside and Murrieta. Western also sources local water by treating groundwater and capturing rainwater and stormwater runoff to recharge local groundwater basins.

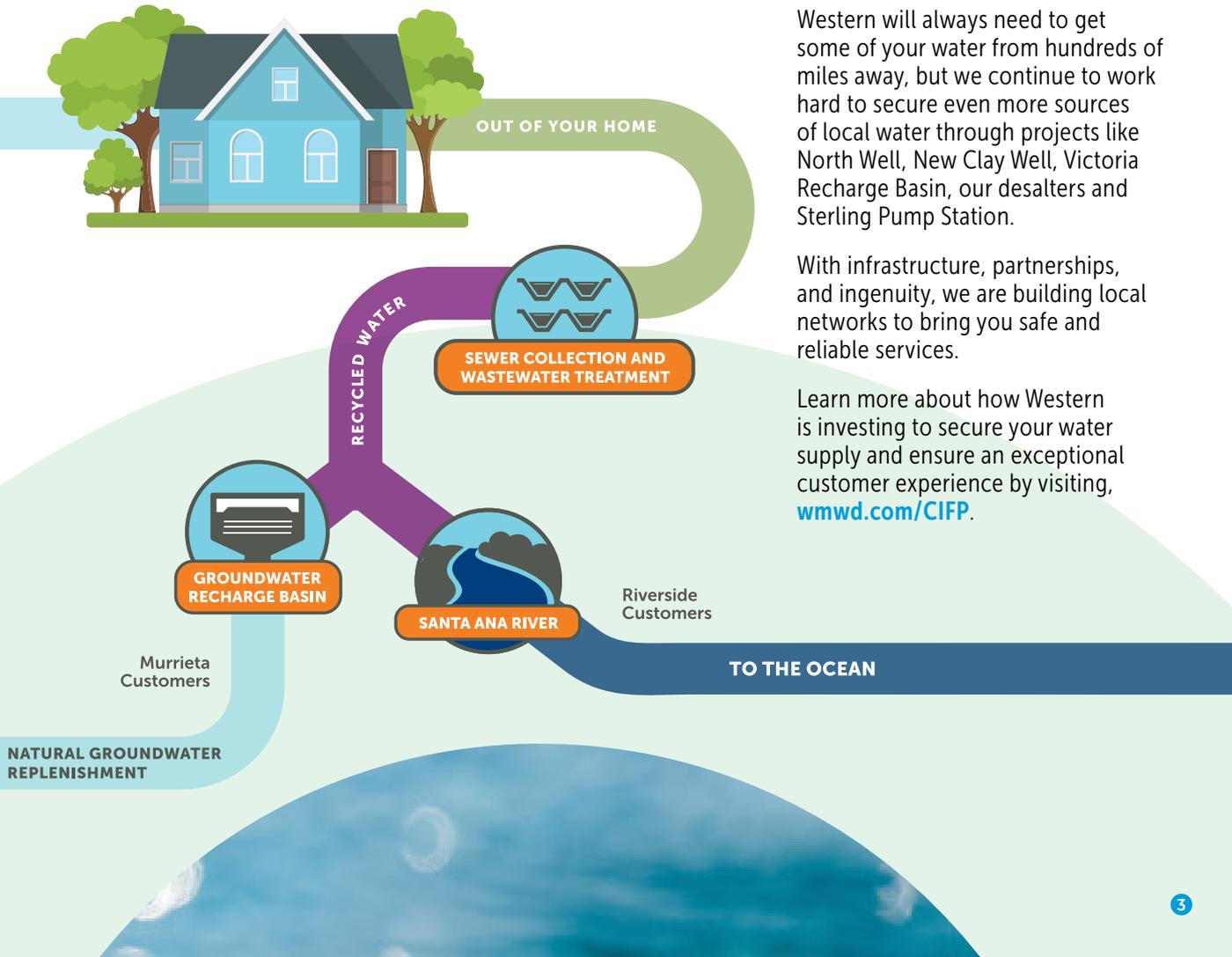
Our top priority is to make sure that the quality of your water meets and exceeds state and federal standards.

This means we blend local and imported water, then test it more than 30,000 times per year at more than 175 testing sites throughout our service area. To make it to your home, Western pumps your water to the water tanks and reservoirs that connect to the pipeline system to your home.

Western will always need to get some of your water from hundreds of miles away, but we continue to work hard to secure even more sources of local water through projects like North Well, New Clay Well, Victoria Recharge Basin, our desalters and Sterling Pump Station.

With infrastructure, partnerships, and ingenuity, we are building local networks to bring you safe and reliable services.

Learn more about how Western is investing to secure your water supply and ensure an exceptional customer experience by visiting, wmwd.com/CIFP.



FOR THE LOVE OF OUR COMMUNITY

Western knows that water is not the only thing on our community's mind this year. During these challenging times, there are a variety of resources available to support economic recovery for residents and businesses.

In alignment with Governor Newsom's Executive Order N-42-20, Western will continue to temporarily suspend water shutoffs due to non-payment. Western has also extended for its residential customers a suspension on the imposition of late payment penalty fees. It is important to note that Executive

Order N-42-20 does not eliminate the obligation of water customers to pay for water service, nor does it reduce the amount a customer already may owe to Western.

If you are experiencing financial hardship as a result of the COVID-19 (Coronavirus) pandemic, contact Western's Customer Service team immediately to discuss payment assistance. Western's Customer Service team can be reached Monday through Friday, 8 a.m. to 5 p.m., at 951.571.7104 or via email to billing@wmwd.com.

COVID-19 resources in Western's service area

County of Riverside	rivcoph.org/coronavirus	951.955.1000
City of Murrieta	murrietaca.gov	951.461.6091
City of Riverside	riversideca.gov/COVID19	951.826.5311
County of Riverside Community Action Partnership	capriverside.org	951.955.4900
Inland Empire Small Business Development Center	inlandempiresbdc.org	951.781.2345
Fair Housing Council of Riverside County	fairhousing.net	951.682.6581
United Way of Inland Valleys	uwiv.org/covid-resources	951.697.4700

Western Municipal Water District

Board of Directors

DIVISION 1	Steve Adams
DIVISION 2	Gracie Torres
DIVISION 3	Brenda Dennstedt
DIVISION 4	Donald D. Galleano
DIVISION 5	S.R. "Al" Lopez

Website: wmwd.com

General Information: **951.571.7100**

Customer Service/Billing: **951.571.7104**

Pay your bill online wmwd.com/BillPay

After-hours Emergencies: **951.789.5109**

Email: billing@wmwd.com

Stay connected

Tune into our Board Meetings via livestream. Meetings are held the first and third Wednesday of each month at 9:30 a.m.

Agendas are posted online in advance of each meeting and recordings are made available following each meeting. For access to agendas, livestream and recordings, visit wmwd.com/BoardMeeting.

 [@WesternMWD](#)

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SAVE THE DATE

Virtual Western Water 411

DATE Thursday, Nov. 19, 2020

TIME Two times to choose from:
11 a.m. to 1 p.m. or 6 to 8 p.m.

Hop online and get the 411 on your local water supply. Stay for a live Q&A with Western's General Manager Craig Miller.

More details coming soon!

OnTap

Western water news, info and tips

is published by Western Municipal Water District
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8 a.m. to 5 p.m.

Forward your comments and suggestions to the Strategic Communications Office at the above address or via email to outreach@wmwd.com.

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