

THE VALUE OF WESTERN

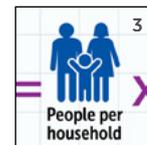
You may only know Western Municipal Water District (Western) as the people who send you a bill every month. But what you may not know is that there's a lot going on behind that bill to make sure you receive safe, high quality, reliable drinking water and wastewater (sewer) services 24 hours a day, 7 days a week, 365 days a year. Western is constantly planning and investing in the systems that deliver water to and out of your home.

Did you know that your water flows through hundreds of miles of open aqueducts and pipelines to get to you here, in Riverside and Murrieta? It's a pretty long journey, but thanks to infrastructure, partnerships and ingenuity, we are able to provide an incredible value to our customers when it comes to providing vital drinking water service, reliable sewer service, and environmentally responsible wastewater treatment.

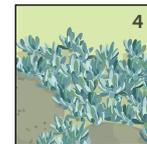
We think about your water all day, so you don't have to. Delivering value today and for future generations!



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THE VALUE OF WESTERN

(Continued)

WESTERN WATER. Delivering value to your tap.

From more than 700 miles away, your water starts in the Sierra Nevada Mountains, traveling all the way to our beautiful region that has been built on rock with limited local water supplies.

To make sure your water's journey is a smooth one, Western is always investing in your water delivery and treatment system. From the facilities that treat and test your water, pumps that act like an engine to transport your water from one place to another, to the tanks that store your water before pressurized pipes give your water a final push into your home, Western reinvests every customer dollar back into providing value to the communities we serve.

Planning for today and future generations, Western will continue working to secure local and regional water supply resources through the daily operation and maintenance of critical facilities. Facilities like our New Clay Well and North Well in the city of Murrieta, and the Victoria Recharge Basin and Arlington Desalter in the city of Riverside increase our access to local groundwater sources, which are vital to our region and reduce our reliance on imported water.



WESTERN PROGRAMS. Delivering value to our community.

Yes, our love for water is why we do what we do. But it doesn't stop there! Our love for the communities we serve drives us to deliver an even greater value.

In addition to investing in water supply projects, Western invests on behalf of our customers in water use efficiency programs, water and wastewater education, career development for the next generation, teaching California-style gardening, and so much more. Supporting and empowering our customers and the communities we serve to take control of their water usage, saving water and money!

Learn more about Western and customer programs at wmwd.com/Customers.

Understanding your water budget

Take control of your water usage



Western customers can take control of their water usage by first understanding how their total monthly water budget is calculated. Water budgets and tiered rates encourage water use efficiency and help us protect water supply resources.

Your total monthly water budget includes your indoor and outdoor water budgets. The number of billing units in your total monthly water budget varies each month depending on days within the billing cycle and local weather information. Therefore, you will receive a higher water budget during longer billing cycles and in the warmer summer months.

YOUR INDOOR WATER BUDGET

The indoor water budget formula uses 60 gallons per person per day, which is based on studies of efficient water use.

$$\begin{array}{ccccccc} \text{INDOOR} & = & \text{People per household} & \times & \text{60 gallons per person} & \times & \text{Number of days in the billing cycle} & \div & \text{748} & \text{Conversion factor} \end{array}$$

If you need to update the number of people in your home, contact Western's Customer Service team at 951.571.7104 or submit a Water Budget Adjustment request online at wmwd.com/WaterBudget.



YOUR OUTDOOR WATER BUDGET

Your outdoor water budget is calculated using the following information:

- Daily weather data close to your home
- Irrigated landscape area in square feet
- A landscape factor

$$\begin{array}{ccccccc} \text{OUTDOOR} & = & \text{Irrigated landscape area} & \times & \text{Evapotranspiration (weather data)} & \times & \text{Landscape factor} & \times & \text{.62} & \text{Conversion factor} \end{array}$$

To update your irrigated landscape area, contact Western's Customer Service team at 951.571.7104 or submit a Water Budget Adjustment request online at wmwd.com/WaterBudget.

New year, new garden!

Get ready to plant using a Western landscape style

No one likes brown lawns. We can help drought-proof your yard and show off your colorful, water-efficient style. No matter your garden style and yard maintenance experience level, Western can help inspire you to create the dreamy garden or curbside appeal you've always wanted.

Below are landscapes with *style!*



Butterfly Style



In the Butterfly Style garden, joy arrives on delicate wings visiting a banquet of color. Such a feast invites winged royalty. Monarchs, Queens, Admirals and Ladies might grace you with their presence. This garden can also inspire an appearance from other flying friends including Swallowtails, Checkerspot, Skippers and Blues.



Succulent Style

Chalksticks? Flapjacks? Tall Slippers? Blue Fox Tails? The names bring a smile to your face, while the plants bring joy to your garden in this stylish succulent design.



Desert Style

Doing less means more joy in this garden style. A little space (not too close!), a little water (not too much!), and a little color (not all at once!). Desert landscaping creates dreamy low maintenance yards and charmingly accent homes in hot and dry climates.

For landscape inspiration and details about how you can manage water usage, visit wmwd.com/LandscapeStyleGuide.





WATER YOUR New Year's resolutions?

5 H2O inspired resolutions for a refreshing 2021



COVER YOUR POOL

Every month, evaporation can cause you to lose hundreds of gallons of water from your backyard pool. This year reduce evaporation and save thousands of gallons of water while reducing pool refill frequency.



CHANGE THE WAY YOU WASH FRUITS AND VEGETABLES

Constantly running your faucet over your unwashed fruits and veggies wastes dozens of gallons of tap water. Instead, fill a bowl or pan with enough water to soak your fruits and vegetables.



UNWRAP A REBATE AND SWITCH TO A HIGH-EFFICIENCY TOILET

Modern toilets are made to be efficient when it comes to water use. This means saving money and water! Make a resolution to switch to a water-saving commode. Unwrap your rebate at wmwd.com/Rebates.



TAKE CONTROL OF WATER USAGE

With a better understanding of how your water budget is calculated, you can make a commitment this year to dialing back irrigation timers during the evening and colder months of the year.



CHANNEL YOUR INNER MASTER GARDENER

Southern California native plants thrive with little water and minimal care requirements. There is a wide variety of native plants that you and your water bill will fall in love with. Get more details about our next workshop at wmwd.com/MasterGardener.

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 know 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	inlandempire sbdc.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

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DIVISION 2	Gracie Torres
DIVISION 3	Brenda Dennstedt
DIVISION 4	Donald D. Galleano
DIVISION 5	Fauzia Rizvi

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.

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-  [@BeingWaterWise](https://twitter.com/BeingWaterWise)
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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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