

Western's Board of Directors approve new water and sewer rates

Your rates keeping pace

On June 2, 2021, Western Municipal Water District's (Western) Board of Directors adopted new water and sewer rates to keep pace with the rising costs of providing service. The new rates will be reflected on billing statements received on or after July 1, 2021, and each July for the next three years.

In the first year, bills for the average residential customer will increase between \$2 to \$4 per month depending on where you live, and if you also receive sewer services from Western. Residential, commercial business, agricultural, landscape, and commercial customers with private fire service, and those who receive sewer service from Western, will see a rate adjustment on their monthly billing statements.

While we understand nobody likes to see a bill go up, the rates support Western's 24/7 ability to provide you with safe, reliable water and wastewater (sewer) services when you need them. These increases will help Western respond to the rising costs of purchasing imported and local water;

complying with state mandated water quality requirements; collecting and treating wastewater; and maintaining and operating the production, distribution and collection systems to and from your property. This will make sure that our system continues to operate for generations to come.

This rate increase is supported by extensive data from a formal cost-of-service study conducted by Western staff and audited by a third-party financial firm. It is by no means an attempt to recover any losses from the COVID-19 pandemic. In fact, Western is a municipal water district governed by the laws of California and cannot, and will not, charge you more than what is necessary to provide your service.



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To learn more about your new water budget and rates, visit: wmwd.com/Rates





Western is here to help.

We offer an array of payment assistance programs for customers in need of support.

If you are finding it difficult to pay your bill or if you are experiencing financial hardship as a result of the COVID-19 (Coronavirus) pandemic, contact Western's Customer Service team to discuss payment assistance options. 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. You can also learn more about the various programs at wmwd.com/PaymentAssistance.

Payment Arrangements

For all Western customers

If you need more time to pay your bill, don't wait until you are past due, let Western know immediately. You can schedule a payment for a future date or commit to a payment schedule. Learn more at wmwd.com/PaymentAssistance.



Low-Income Bill Pay Assistance

For all Western customers who are income-eligible

Western offers bill payment assistance to qualified low-income residential water and wastewater (sewer) customers. Customers can receive up to \$150, or the total amount due on the bill, whichever is less. The maximum amount of assistance per 12-month period is \$150. Learn more at wmwd.com/PaymentAssistance.





Community Action Partnership of Riverside County

*For Western customers who are income-eligible
and reside in the County of Riverside*

Riverside County administers the federally-funded Low-Income CAP Cares Program, which provides utility payment assistance to low-income customers in Riverside County. Learn more and apply at [CAPRiverside.org](https://www.capriverside.org).



County of Riverside United Lift Emergency Rental Assistance Program

*For Western customers who are income-eligible
renters and reside in the County of Riverside*

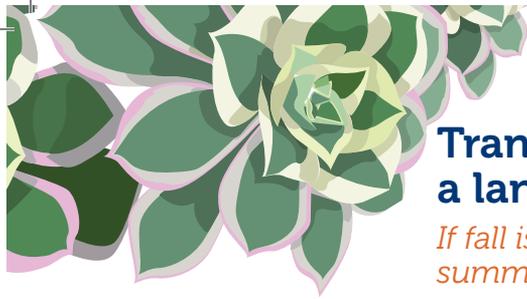
United Lift provides one-time rental assistance support to cover up to 12 months of unpaid rent, and funds may also be used to pay past due utilities. Learn more and apply at [UnitedLift.org](https://www.unitedlift.org).



California's COVID-19 Rent Relief

*For Western customers who are income-eligible
renters and reside in the State of California*

Eligible renters can apply for landlords to be reimbursed for 80 percent of each eligible renter's unpaid rent between April 1, 2020, and March 31, 2021. The landlord must agree to waive the remaining 20 percent of unpaid rent for that specific time period. Learn more at [HousingKey.com](https://www.housingkey.com).



Transform your turf to a landscape with style

If fall is perfect for planting, then summer is perfect for planning.

Removing turf grass is one of the best ways to reduce your water use. And to assist, Western is offering customers \$3 per square foot of turf removed. To help you get started, Western suggests that you check out our new Landscape Style Guide that makes transforming your landscape easy with eight different options to find your perfect design.

Reserve your turf rebate at socalwatersmart.com and plan your new yard at wmwd.com/LandscapeStyleGuide.



Rebate **H2O**

An enhanced rebate for long-term savings

Western is offering its water customers enhanced rebates to help save money while using water efficiently. Learn more at wmwd.com/Rebates.



Remembering Director Donald D. Galleano

On Wednesday, June 2, Western was informed of the passing of one of its long-standing, beloved board members and a regional water champion, Donald D. Galleano.



A champion of regional water interests, Director Galleano joined Western's Board of Directors in 2004. He represented Division 4 with pride and integrity. In addition to the communities he served, our entire region benefited from Director Galleano's leadership on the Metropolitan Water District of Southern California Board and the Chino Basin Watermaster Board.

Western's heartfelt condolences are with Director Galleano's family and loved ones.

Western Municipal Water District

14205 Meridian Parkway, Riverside, CA 92518

Board of Directors

- Division 1 **Mike Gardner**
- Division 2 **Gracie Torres**
- Division 3 **Brenda Dennstedt**
- Division 4 **Vacant**
- 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

wmwd.com/BoardMeeting

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.



Western water news, info and tips

is published by **Western Municipal Water District**

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