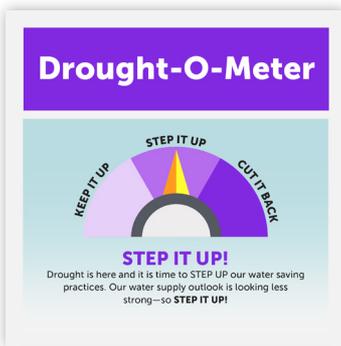


Drought! It's back...

Western is prepared and you know what to do

While much of the state and western United States is experiencing prolonged dry conditions and declared drought, Western is prepared to meet our customers water supply needs, even during prolonged drought conditions. Western continues to invest in programs and facilities that further expand water supply reliability for customers and have reduced our reliance on imported water by increasing local water supplies to our customers by nearly 40 percent.

And we can't forget the significant water savings our community has achieved. Thanks to our customer's water-saving efforts, we have seen residential water usage go down by nearly 30 percent in the last decade. All these efforts have resulted in the region starting this year with more water in storage facilities than ever before.



Step it up!

While we have water to meet your needs today, we cannot be certain if we are at the end of a short drought or facing the beginning of a long-term drought. We are encouraging every customer to stay committed to using water efficiently and taking advantage of our water-saving programs so that we can keep our region ahead of the drought curve.

Learn more about drought preparedness at wmwd.com/Drought.



SMH

There's nothing fabulous about wasting water.

#StepItUpIE

What's Inside



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Plan for seasonal water budget adjustments

Take control of your water usage during a drought

As the days become shorter and the nights become cooler, plants and grass go dormant, which means they need less water to stay alive. As a result, your outdoor water budget decreases. Be sure to decrease your irrigation schedule for the change in weather. And remember, when it rains, you can often go days or even weeks without watering.



I SPRAY WATER SO FAST, YOUR SOIL CAN'T ABSORB IT ALL.

I REQUIRE MORE TIME BUT I USE LESS WATER



**DO YOU
KNOW
HOW TO
WATER
IN THE
FALL**

TRADITIONAL NOZZLE WATERING SCHEDULE

GRASS

2 Days per week

3 cycles
4 minutes each

TREES/SHRUBS

1 Day per week

3 cycles
3 minutes each

HIGH EFFICIENT NOZZLE WATERING SCHEDULE

GRASS

2 Days per week

3 cycles
15 minutes each

TREES/SHRUBS

1 Day per week

2 cycles
23 minutes each

**Sample drought schedule based on the average landscape in Western's service area.*

**Sample drought schedule based on the average landscape in Western's service area.*

CUT IT OFF

Cut minutes off your irrigation. Keep cutting until your plants tell you to stop, or let a new controller do it for you.

Up to \$300 for weather-based irrigation controllers



TAKE IT OUT

Western is now offering \$5 per square foot of turf removed for the first 1,000 square feet.

\$5 per square foot



SWITCH IT UP

Western offers a \$5 per nozzle rebate for high efficiency sprinkler nozzles

\$5 per nozzle



5 INDOOR TIPS TO SAVE 15% IN ONLY 15 MINUTES



Run your dishwasher only when it is full



Switch to a low-flow shower head



Check your toilets and faucets for leaks



Commit to washing only full loads of laundry



Limit showers to no more than 5 minutes

**The Governor is calling on all Californians to voluntarily reduce their water usage by 15%. Learn more at wmwd.com/drought.*

Take control of your billing account

Update your contact info and plan for repayment

Western Municipal Water District's Board of Directors voted to end the COVID-19 freeze on late fees and water shutoffs due to non-payment. Beginning with bills issued on or after Dec. 1, 2021, Western will restart late payment fees and interest. Additionally, on Dec. 31, 2021, California's statewide shutoff moratorium will end, making past-due water service accounts subject to shutoff due to non-payment after required customer notifications.

Western is committed to working with our customers to arrange for the repayment of past-due account balances. As Western resumes traditional billing operations, there are several assistance programs available to help customers.

Get the latest info

Connect with Western's Customer Service team or login to your online account to make sure your contact information is correct. Wrong information could cause you to miss key updates.

Start planning for repayment

Connect with Western's Customer Service team to set up a payment arrangement, or visit wmwd.com/PaymentAssistance to review eligibility requirements for assistance programs offered by Western, the County of Riverside, and the State of California.

Enroll in AutoPay

Western customers can pay their water bill automatically each month from their bank account or credit card. Visit wmwd.com/BillPay to enroll.

Contact Western for more assistance

If you have questions or need help with your billing account, contact Western for free help.

You can connect with us at **951.571.7104** or billing@wmwd.com.



New Director appointed to Division 4 seat

Recently, the Riverside County Board of Supervisors appointed Laura Roughton to Western's Division 4 seat. The appointment comes after the seat was left vacant by the passing of former Director Donald D. Galleano. Division 4 includes the communities of Eastvale, Jurupa Valley, and Norco.

Roughton is a long-time resident of the represented area, living within the Division 4 boundaries for more than 30 years. She most recently served as the Jurupa Valley City Council representative to the Western Riverside Council of Governments and to the One

Water One Watershed Steering Committee under the Santa Ana River Watershed Project Authority.

The Division 4 Director's seat will be placed on the ballot for the November 2022 general election. The newly appointed Director will hold the office until the general election results are certified. Learn more about Western's Board of Directors at wmwd.com/BoardOfDirectors.

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	Laura Roughton
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**

Connect with us!    

Email: outreach@wmwd.com

 Printed on recycled paper