

## SECURING YOUR WATER SUPPLY

### *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.

Did you know that your water flows through hundreds of miles of open aqueducts and pipelines to get to you here, in Southern California? 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. Western is constantly planning and investing in the systems that deliver water to and out of your home.

## IT RAINED. IT SNOWED. STILL IN A DROUGHT.

### *Slow your water flow*

November and December brought much needed rain and snow to California but it wasn't enough to solve the drought crisis. Western is working hard to increase our local water storage capabilities, and we need your help.

### How can you help? Use less water.

Take small actions like switching out old appliances for more water-wise options or visit our H2O Depot to pick up free water efficiency items to install around your home.



## SET

### SURVEY IT

Let our experts inspect your irrigation system. Visit our website at [wmwd.com/LandscapeSurvey](http://wmwd.com/LandscapeSurvey) to sign up for a free landscape evaluation to help you maximize savings.

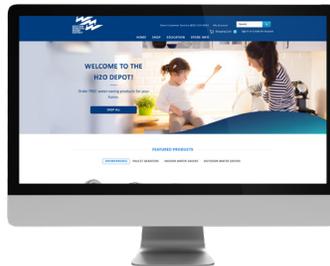


## SAVE

### Western H2O Depot

Access free tools shipped directly to your home to help you save more.

[WesternH2ODepot.com](http://WesternH2ODepot.com)



## REBATE

### WASH IN EFFICIENCY

Save water and money with a new water efficient model. Switching out your old washing machine can save 1,800 gallons of water every year!



### SCHEDULE IT

Remove a section of grass and replace it with water-wise plants. Western offers a rebate of \$5 per square foot, for the first 1,000 square feet of turf removed.



### OLD TOILETS WASTE

Save water and money with a new water efficient model. Switching out your old toilet can save 13,000 gallons of water every year!



Apply for a rebate at:  
[wmwd.com/Rebates](http://wmwd.com/Rebates)



## MASTER GARDENER

*Become a savvy water-wise gardener with our free workshops.*



Worried that being water-efficient is going to sacrifice your landscape's beauty? Join our monthly workshops that discuss landscape, efficiency, and more! [Learn more at wmwd.com/MasterGardener.](http://wmwd.com/MasterGardener)

### Upcoming Workshops:



- March 12 | Low-water edible gardening
- April 9 | Fire-safe gardening
- May 14 | Rain gardening techniques
- June 11 | Tree care



Like what you see? Pick up a free copy of the *Landscapes with Style* guide at Western's office.



### 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](http://wmwd.com)

General Information: 951.571.7100

Customer Service/Billing: 951.571.7104

Pay your bill online: [wmwd.com/BillPay](http://wmwd.com/BillPay)

After-hours Emergencies: 951.789.5109

Email: [billing@wmwd.com](mailto:billing@wmwd.com)



**Do not let your bill become stagnant**

Did the pandemic impact your life? You are not alone. Those bills may have piled up and now you are worried about late fees and so much more. Western recently reinstated its delinquency process and we are encouraging customers to plan for repayment of overdue bills.

#### Start planning for repayment

Connect with Western's Customer Service team to set up a payment arrangement, or visit [wmwd.com/PaymentAssistance](http://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](http://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 Monday through Friday, 8 a.m. to 5 p.m.

You can connect with us at **951.571.7104** or [billing@wmwd.com](mailto: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](http://wmwd.com/BoardMeeting).

#### Follow us on our Social Media:

@WesternMWD



Western water news, info and tips

Western Municipal Water District

14205 Meridian Parkway, Riverside, California 92518

Forward your comments and suggestions to the above address or [outreach@wmwd.com](mailto:outreach@wmwd.com).