

SPECIAL RATE NOTICE

PROPOSED RATE PLAN (BEGINNING JULY 1, 2025)

You're invited to attend a public hearing about proposed changes to your rates and charges

Western Municipal Water District's (Western Water) Board of Directors will host a public hearing to consider changes to the water and sewer rates and charges (rates) outlined in this document.

Date	Wednesday, June 4, 2025
Time	6 p.m.
Location	Western Water Board Room 14205 Meridian Pkwy Riverside, CA 92518
Virtual	Zoom link will be available at: WesternWaterCA.gov/BoardMeeting

QUESTIONS, COMMENTS & PARTICIPATION

The cost-of-service study, which provides the written basis and calculations for how the proposed rates were determined, is available at WesternWaterCA.gov/COSS or Western Water's main office. Printed copies are mailed upon request.

Members of the public may comment at the public hearing on the proposed changes. Public comments are recorded in the public record. Oral comments made during the public hearing will not constitute valid written protests for purposes of determining whether a majority protest exists, unless accompanied by a written protest. If you own the property or are a tenant who pays rates directly to Western Water, you may submit one written protest and/or one written legal objection. For general questions, call (951) 571-7104 or email customerservice@wmwd.com.

WHAT IS A WRITTEN PROTEST?

Under Proposition 218, property owners and customers of record may submit one written protest per parcel. A written protest is a general statement opposing the proposed rates and will be used to determine if a majority protest exists. A majority protest exists if protests are submitted on behalf of a majority of separate parcels subject to the rates. If a majority protest exists, the rates cannot be adopted.

To be valid, a written protest must include:

- The property owner/customer name, parcel number, and/or service address.
- State whether the letter responds to the proposed water or sewer rates or both.
- Be hand-signed (if mailed or dropped off) or include an image of the property owner's/customer's signature (if submitted electronically).

There is a 120-day statute of limitations for challenging rates, which begins on the rates resolution adoption date.

Written Protests must be received by the end of the public comment portion of the public hearing on June 4, 2025.

WHAT IS A WRITTEN LEGAL OBJECTION?

Under Assembly Bill 2257, property owners and customers of record may also submit a written legal objection. For properties with multiple accounts, each account holder may submit one written legal objection. A written legal objection identifies substantive legal issues with the proposed rates.

To be valid, a written legal objection must include:

- The property owner/customer name, parcel number, and/or service address.
- State whether the legal objection is for the proposed water or sewer rates or both.
- Specify the grounds for alleging Western Water's noncompliance with Proposition 218. Stating that the rates are too high, or illegal, is insufficient to constitute a valid written legal objection.
- Include the name and signature of the person submitting the written legal objection.

Failure to submit a valid written legal objection by **May 27, 2025, at 5 p.m.**, will bar any right to challenge the rates through a future legal proceeding. You may be limited to the legal issues raised in your valid written legal objection.

Written Legal Objections must be received by Tuesday, May 27, 2025, at 5 p.m.

By Mail

Western Municipal Water District
Attention: Board Secretary
14205 Meridian Parkway
Riverside, CA 92518

In Person

Outdoor dropbox at:
14205 Meridian Parkway
Riverside, CA 92518

At the Public Hearing

Hand-delivered to Board Secretary
Western Water Board Room
14205 Meridian Parkway
Riverside, CA 92518

By Email

boardsecretary@wmwd.com



ENSURING WATER FOR EVERY MOMENT

Behind every drop is a team dedicated to ensuring water is there when you need it — so you can focus on life's important moments, not your water service. As a public agency, Western Water reinvests every dollar collected into securing, operating, and maintaining the water system.

WHERE DOES YOUR MONEY GO



MAINTAINING LONG-TERM SYSTEM RELIABILITY

We operate 24/7 to maintain the infrastructure and systems that deliver water seamlessly to your home or business. By addressing issues proactively, we avoid costly, large-scale disruptions that can interrupt service and lead to emergency repairs. Your rates fund the systems and services that secure, store, deliver, and recycle water so it's always there for life's big and small moments.

We must address the rising costs of providing safe, reliable water. Staying ahead of these challenges ensures we remain a reliable water provider today and in the future. This proposed four-year retail water and sewer rate plan ensures Western Water keeps pace with those rising costs while implementing more gradual and consistent rate increases, offering more stability for both Western Water and our customers.

Proactive investments prevent costly disruptions



PIPELINES

TREATMENT FACILITIES

RESERVOIRS

COST DRIVERS IN WATER SERVICE

You're not alone if you've felt the pinch of rising grocery bills or gas prices. Like your household budget, Western Water has also been impacted by inflation, higher energy costs, and the increasing price of materials. Every step of delivering your water — from securing water supplies to treatment to delivery — has become more expensive, and Western Water rates reflect these realities.

By proactively managing these rising costs, we've minimized their impact on customers — but incremental adjustments are still necessary to deliver your water.

RISING COSTS FROM OUR WATER SUPPLIER

Water management in California is complex and ever-changing. From climate change to infrastructure needs, we're navigating challenges that require foresight and investment.

Maintaining and operating the infrastructure that delivers water across our region is a major cost driver of water services. The Metropolitan Water District of Southern California (Metropolitan), which supplies a significant portion of your water, is facing increased costs to sustain and manage its system — costs that remain steady even when water use decreases in response to conservation and wet weather. Metropolitan rates have doubled in the last 15 years, and an average annual increase to Western Water of more than 7% is expected over the next four years.

THE REALITIES OF WATER DELIVERY

Reliable water service means you never have to think twice about turning on the tap, but it doesn't just appear. Water is sourced, moved, treated, and stored through a complex, energy-intensive process.

Transporting this water requires massive pipelines, pumping stations, and reservoirs, all working together to move it across hundreds of miles. The cost of service isn't about the water itself, it's about the infrastructure, energy, people, and logistics required to deliver it reliably.



Shipping the average **monthly** household water use of **137,000 pounds** by freight would cost **\$147,000**.

STATE REGULATIONS COME WITH CHALLENGES

California's increasingly stringent water quality regulations impact both our local and imported water supplies, which means increased treatment and efficiency program costs to meet state requirements. This also limits the availability of lower cost local supplies. Less local supply means Western Water must buy more expensive imported water, which means higher rates for customers like you.



YOUR WATER BUDGET

Understand your water budget to take control of water usage.

YOUR INDOOR WATER BUDGET | TIER 1



Indoor = People per household X 55 gallons per day X # of days in billing cycle ÷ 748

YOUR OUTDOOR WATER BUDGET | TIER 2

Outdoor water budgets adjust monthly based on weather conditions and landscaping water needs. Staying within your outdoor water budget throughout the year requires you to take action to change irrigation schedules with each season.



Outdoor = Irrigated Landscape Area X Average Daily Evapotranspiration (weather data) X Landscape Efficiency Factor X .623 X # of days in billing cycle ÷ 748

HOW RATES WORK WITH YOUR WATER BUDGET

Efficient		Inefficient	Unsustainable
TIER 1 100% budget INDOOR	TIER 2 OUTDOOR	TIER 3 54% of Tier 2 water budget	TIER 4 All excess water use

When used together, water budgets and tiered rates reward efficient water use with the lowest possible water bill.

Residential Customers

Your total monthly water budget (water budget) is the sum of your indoor and outdoor water budgets. When water usage stays within your water budget, you pay Tier 1 and 2 rates, Western Water’s lowest cost water. Tier 3 and 4 rates are charged for water use that exceeds a customer’s water budget. Tier 3’s width is equal to 54% of the Tier 2 budget. These rates are more expensive because they include additional costs for customer support programs designed to help customers with water use in Tiers 3 or 4 get back into budget.

Commercial Customers

Some commercial customers have a dedicated irrigation meter for outdoor watering. These “irrigation” or “landscape” customers are billed at the Tier 2 rate since 100% of their water use is outdoors.

Some commercial customers have a mixed-use water meter. For “mixed-use” customers, the water budget is calculated using a three-year rolling average of prior monthly use, and 30% is billed at the Tier 1 rate and 70% at the Tier 2 rate. Commercial customers are also subject to Tier 3 and Tier 4 rates.

The water budget for schools with mixed-use meters is calculated using the student count plus the school’s irrigated area, if applicable.

Outdoor water budgets are calculated using a landscape efficiency factor (LEF), which determines how much water is allocated for landscape irrigation. Currently, the commercial LEF is 0.80. To align with state regulations and Model Water Efficient Landscape standards, Western Water will change the LEF from 0.80 to 0.63 for existing commercial customers and 0.45 for new commercial construction, effective July 1, 2025.

Learn more about how tiered rates work with your water budget at WesternWaterCA.gov/WaterBudget.

PROPOSED WATER SERVICE RATES

A median residential customer will see an average monthly bill increase of 7.4%, or approximately \$14.81 per month, in the first year. Impacts will vary based on individual customers and their water use. If approved, the proposed rates will go into effect with all water use and service charges appearing on billing statements issued on or after July 1, 2025.

		PROPOSED RATES Effective with water use and service billed on or after:			
VARIABLE CHARGES	CURRENT	07/01/25	07/01/26	07/01/27	07/01/28
Commodity Charge (per HCF, 1 HCF = 748 gallons)					
Tier 1	\$2.09	\$2.28	\$2.48	\$2.70	\$2.95
Tier 2	\$3.59	\$3.84	\$4.10	\$4.38	\$4.67
Tier 3	\$4.73	\$5.21	\$5.59	\$5.95	\$6.17
Tier 4	\$5.31	\$5.60	\$5.98	\$6.34	\$6.56
Pumping Charge (per HCF)					
Power Zone 101	\$-	\$-	\$-	\$-	\$-
Power Zone 102	\$0.16	\$0.17	\$0.18	\$0.19	\$0.19
Power Zone 103	\$0.21	\$0.23	\$0.25	\$0.27	\$0.29
Power Zone 104	\$0.27	\$0.27	\$0.28	\$0.28	\$0.29
Power Zone 105	\$0.79	\$0.85	\$0.91	\$0.97	\$1.03
Power Zone 106	\$0.42	\$0.48	\$0.54	\$0.61	\$0.69
Water Reliability Charge (per HCF)	\$0.42	\$0.42	\$0.42	\$0.42	\$0.42
FIXED CHARGES	CURRENT	07/01/25	07/01/26	07/01/27	07/01/28
System Charge (per month) - based on meter size					
5/8" Meter	\$29.09	\$31.61	\$34.34	\$37.31	\$40.54
3/4" Meter	\$39.99	\$43.46	\$47.23	\$51.33	\$55.80
1" Meter	\$61.89	\$67.25	\$73.08	\$79.41	\$86.30
1.5" Meter	\$116.88	\$126.93	\$137.84	\$149.69	\$162.57
2" Meter	\$139.39	\$151.22	\$164.05	\$177.97	\$193.08
3" Meter	\$337.20	\$365.92	\$397.09	\$430.92	\$467.63
4" Meter	\$662.55	\$720.24	\$782.95	\$851.12	\$925.23
6" Meter	\$1,479.47	\$1,608.91	\$1,749.67	\$1,902.75	\$2,069.22
8" Meter	\$1,972.04	\$2,144.08	\$2,331.13	\$2,534.50	\$2,755.61
10" Meter	\$2,410.00	\$2,677.34	\$2,974.33	\$3,304.27	\$3,670.80
12" Meter	\$2,954.53	\$3,396.14	\$3,903.76	\$4,487.26	\$5,157.98
MWD Readiness-to-Serve Charge (per month) - based on meter size					
5/8" Meter	\$1.70	\$2.10	\$2.08	\$2.19	\$2.32
3/4" Meter	\$2.55	\$3.15	\$3.12	\$3.28	\$3.49
1" Meter	\$4.24	\$5.25	\$5.21	\$5.47	\$5.81
1.5" Meter	\$8.48	\$10.49	\$10.41	\$10.94	\$11.62
2" Meter	\$10.18	\$12.59	\$12.49	\$13.13	\$13.94
3" Meter	\$25.44	\$31.47	\$31.23	\$32.81	\$34.86
4" Meter	\$50.87	\$62.94	\$62.47	\$65.63	\$69.72
6" Meter	\$114.46	\$141.62	\$140.55	\$147.66	\$156.88
8" Meter	\$152.61	\$188.82	\$187.40	\$196.88	\$209.17
10" Meter	\$203.48	\$251.76	\$249.87	\$262.51	\$278.89
12" Meter	\$286.15	\$354.04	\$351.37	\$369.15	\$392.19

PROPOSED SEWER RATES

Just like your drinking water, your wastewater's journey from your home through the sewers to a local treatment facility and back out into the environment is complex.

Western Water has established several sewer service areas based upon the treatment facility and the collection system used to serve customers. The proposed rates are calculated to proportionately allocate the operations, maintenance, and capital replacement costs of providing service to each customer category according to their sewer service area. Customers are billed a fixed amount each month for sewer service.

RESIDENTIAL CUSTOMERS

The rates for residential customers are based on an equivalent dwelling unit (EDU). One EDU is the quantity of sewage an average single-family residential customer contributes to the sewer system. Each residential home is assigned one EDU.

COMMERCIAL CUSTOMERS

Commercial customers are assigned EDUs based on their expected peak sewage flows relative to an average single-family residential customer. The EDU amounts for commercial, industrial, and institutional customers can be found on the customer's billing statement.

		PROPOSED RATES			
		Effective with sewer service billed on or after:			
	CURRENT	07/01/25	07/01/26	07/01/27	07/01/28
Western Water Recycling Facility Sewer Rate (Rate per EDU, per month)					
Residential/Commercial	\$79.96	\$85.67	\$91.85	\$98.52	\$105.65

HOW WILL THE NEW RATES IMPACT MY MONTHLY BILL?

The sample billing comparison below represents the water and sewer charges for a median residential customer with four people in the home, 4,639 square feet of irrigated landscape area, connecting via a 3/4" meter in Power Zone 102, and using 21.73 billing units of water per month.



COMMERCIAL CUSTOMERS ONLY

PRIVATE FIRE SERVICE RATES

A private fire service is a dedicated water pipeline for fire suppression use, which accommodates the rapid delivery of large volumes of water in the event of a fire.

MONTHLY SYSTEM CHARGE					
PROPOSED RATES					
Effective with water service billed on or after:					
PIPE DIAMETER	CURRENT	07/01/25	07/01/26	07/01/27	07/01/28
3-inch	\$11.72	\$12.90	\$13.54	\$14.53	\$15.14
4-inch	\$16.46	\$17.67	\$18.56	\$20.01	\$20.90
6-inch	\$33.47	\$34.76	\$36.57	\$39.69	\$41.61
8-inch	\$62.80	\$64.25	\$67.64	\$73.62	\$77.31
10-inch	\$106.92	\$108.61	\$114.37	\$124.67	\$131.02
12-inch	\$168.08	\$170.08	\$179.14	\$195.42	\$205.46

UNDERSTANDING YOUR WATER BILL AND RATE STRUCTURE

Western Water’s rate structure for water service includes variable and fixed charges.

VARIABLE CHARGES

The variable charges described below are based on the number of units of water delivered to a property during the billing period. A “unit” of water is one hundred cubic feet (HCF), equal to 748 gallons.

Commodity charge

This is the cost of water used during the billing period, paying for the cost to purchase water and/or pump and treat water from local wells. The charge also recovers some costs of operating and maintaining the entire drinking water system.

Reliability charge

This charge pays for capital expenditures for infrastructure that enhances local water supply reliability. This charge also supports building projects that lessen our need to import water from Northern California.

Pumping charge

This is the cost of energy to move water to the Western Water storage reservoir that serves your area. Due to their location and elevation, some service areas, or power zones, require more energy than others. To find your power zone, visit WesternWaterCA.gov/MyPowerZone.

FIXED CHARGES

Fixed charges support the system of pipelines, pumps, and reservoir tanks needed to meet the total potential demand from all Western Water customers at any given time. The potential capacity demand is reflected by the size of the meter serving each property. The larger the meter, the greater the potential capacity demand and the greater the fixed charge.

System charge

This charge recovers a portion of Western Water’s costs, such as system maintenance, repair and replacement, water treatment, water quality testing, environmental compliance, and administrative costs.

MWD Readiness-to-Serve charge

Metropolitan supplies most of Western Water’s imported water. This charge supports their system and storage facilities that reliably deliver supplies from more than 500 miles away during emergencies, droughts, outages, and variability in local supplies.

PASS-THROUGH PROVISION

The proposed Commodity, MWD Readiness-to-Serve, Pumping, and/or Sewer charges are based on current and estimated future rates and charges to be imposed on Western Water by our third-party water and sewer treatment providers, and energy providers.

Should the actual rates and charges imposed on Western Water by our third-party providers be higher than estimated during the rate setting process, Western Water is proposing to pass through to our customers the incremental difference by increasing the proposed rates of the Commodity, MWD Readiness-to-Serve, Pumping and/or Sewer charges. Such pass-through increases, if any, will not exceed 12% per year. In no event will such rates be increased by more than the cost of providing water and/or sewer service.

RATE INFORMATION SESSIONS

We strive to remain transparent and educate our customers about what to expect during proposed rate adjustments.

Through our rate information sessions, we want to hear your feedback, address any concerns you may have, and keep you informed about rate changes and water initiatives.

Virtual | Tuesday, April 29, 2025 | 4 p.m.

Riverside | Tuesday, April 29, 2025 | 6:30 p.m.
14205 Meridian Pkwy, Riverside, CA 92518

Murrieta | Wednesday, April 30, 2025 | 6 p.m.
8 Town Square, Murrieta, CA 92562

For virtual meeting link and more information, visit [WesternWaterCA.gov/Rates](https://www.westernwaterca.gov/Rates).

HAVE QUESTIONS OR NEED ASSISTANCE?

This notice is intended to convey general information about the proposed rates. For more information about the proposed rates and/or payment assistance programs, visit [WesternWaterCA.gov/Rates](https://www.westernwaterca.gov/Rates), email us at customerservice@wmwd.com, or call us at (951) 571-7104.



@WesternWaterCA

