

On Tap

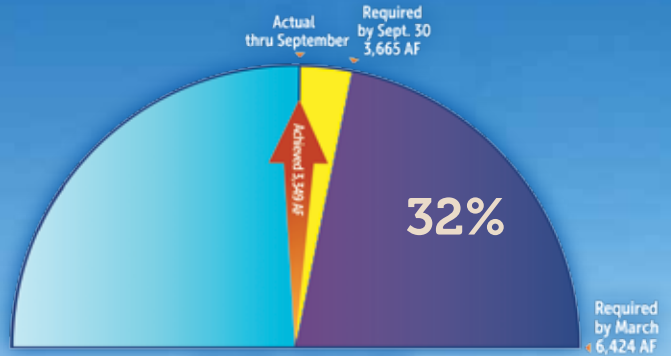


Securing Your Water Supply

Western water news, info and tips  Fall 2015

Keep saving; Governor-mandated **32 percent** target is within reach!

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June 2015 - February 2016
State-mandated Reduction Goal = 6,424 AF or 32%

1 AF = 325,851 gallons
September 30, 2015

Lake Oroville



How Dry Are We?

While it took our customers some time to adjust to the state-mandated 32 percent cutback, you have picked up the pace in the following months to reach full water-saving stride.

Western salutes your efforts, but more efficiency will still be needed to hit our 32 percent mandate from Governor Brown.

Water usage started slow, reaching just 17 percent for June. However, due to your actions and assistance from unseasonal summer storms to lower demand, savings ratcheted up to 31 percent in July, 28 percent in August and 32 percent in September.

As it will be more difficult to save water in the fall with less outdoor water use, please continue to do what you're doing plus a little bit more. One way assured to obtain the savings needed is through the flip of a page from your calendar. Now that we're in fall, plants need less water, so you can dial back the amount of time irrigating.

Customers can also go to wmwd.com to learn about available rebates on water-saving appliances and fixtures or sign up to participate in our free Efficiency Evaluation, where certified staff will review your water-use history and usage at your property to help identify ways to increase water savings.

As we make our way to winter, please be mindful that it's recommended to reduce from three to only two days of irrigation per week and observe the following mandatory actions:



To get to that next water-saving level, please continue to do what you're doing an even a little bit more.

- Landscape watering is prohibited on all days of the week from 8 a.m. to 8 p.m.
- Irrigation run-off from property must be eliminated.
- Hoses must have automatic, shut-off nozzles.
- All leaks, improperly adjusted sprinklers, or other water conduits/fixtures that need repair must be corrected within 96 hours of District notification.
- No washing down sidewalks, driveways, patios or other paved or hard surface areas.
- Turn off landscape irrigation during or within 48 hours of rain.

Western allows for two notices of violation, then a penalty per day would apply based on meter size.

Fall back to *less irrigation* this autumn

Let fall be your time to harvest water savings

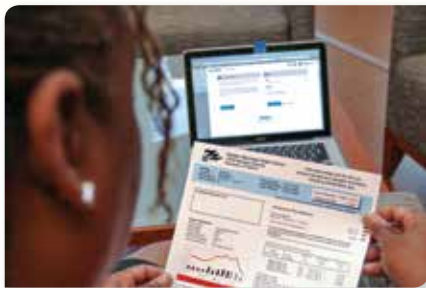
Make adjustments to your irrigation controller to meet the governor's mandate today.



Although they have yet to change their appearance, plants actually go dormant immediately after summer requiring less water. Compound it with days gradually getting shorter, and it isn't uncommon for all of us to keep watering landscapes giving them 40 to 70 percent in excess of the water they need.

To prevent overwatering at the close of summer, reduce irrigation run times by one to three minutes for each station and cut back from three days a week irrigation as temperatures and daylight hours decrease.

Also, be sure to turn your irrigation system off in the event of rain and leave it off three to seven days after the event. Replace system batteries at least twice a year, which keeps the system from ignoring programming and overwatering without you aware of it.



All existing online and autopay customers are reminded that they'll need to re-register to participate in our enhanced online bill pay program.

Pardon our dust...

Western is in the process of creating a more functional online bill pay experience that will allow you to make a payment from anywhere through the highest security standard around. Given the importance of protecting customers date, Western is moving to a more secure system. Unfortunately, this will require customers to sign up again.

Once complete, enjoy:

- Increased security
- Increased functionality
- Increased options to pay your bill at any place anytime

Like never before! Whether making an online payment or having the bill amount automatically withdrawn from your bank account, Western is ready with a hassle-free experience for you!

Get your rain barrel; 'Godzilla' is lurking

Much has been made of the potential pending "Godzilla" El Niño. However, despite the name, it may give us a monster amount of rain but not the snow needed in Northern California to better take us out of our four-year drought.

The phenomena, which starts with warmer water from the South Pacific moving east toward South America, has been determined to be one of the strongest on record. The typical increased rains that accompany the event, according to meteorologist, depends on one thing: location.

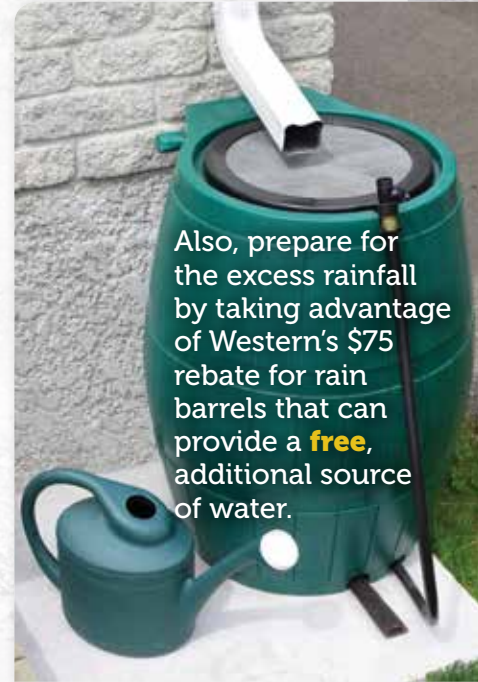
There's the chance the rain could fall too far south or be too warm, contributing sparsely to the snowpack needed to import water from Northern California and the Colorado River Basin. For success, the rains need to come soon, fall steadily and last long. Before they do, be prepared.

It's a good idea to protect your property by checking your ceiling for stains or leak spots, your roof for loose tiles where water can accumulate, your rain gutters to ensure they are free from leaves and debris, trimming trees to eliminate fall hazards and stocking up on sandbags available at city and county fire stations.

Also, prepare for the excess rainfall by taking advantage of Western's \$75 rebate for rain barrels that can provide a free, additional source of water. According to studies, every inch of rain that falls on a 1,000-square foot roof is capable of producing 6,000 gallons of free water!

With barrels available at a variety of storage capacities and shapes to fit anywhere in your yard, the rain capturing possibilities with this El Niño could be endless.

For more information about our rebates, go to SoCalWaterSmart.com.



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Call 811 for free utility line identification services *before* excavation

Before you start digging underground for a project, dial 811 (also known as Dig Alert) to make sure you know what exactly lies beneath.

During excavation you're likely to encounter vital pipelines – from utilities to cable – virtually anywhere you may dig. To prevent the likelihood of damaging these important facilities, disrupting service and being responsible for the repair, call 811 or go to digalert.com.

Using this service, which is also a law, will disperse someone to identify lines on your property for free. All users of the service should allow a minimum of two days for a response.

Visit digalert.com to read examples of projects that would require their assistance.



**Know what's below.
Call 811 before you dig.**

Using this service, which is also a law, will disperse someone to identify lines on your property for free.

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Vice President

Western offers bill payment assistance

Need a little help?

Western is pleased to offer bill payment assistance to qualified low-income residential water and sewer customers. To qualify, you must be a current participant of the CARE program offered by your gas or electric company and:

- Have a past due account
- Have access to a copy of your most recent natural gas or electric bill verifying your CARE discount
- Have a gas or electric bill that matches the name on your Western account. If the names don't match, the name on the gas or electric bill must be added to the water account.
- The amount of assistance is equal to the lessor of the account balance or \$150.



Western is pleased to offer bill payment assistance to qualified low-income residential water and sewer customers.

This assistance cannot be used toward payment of a deposit and is subject to funding availability from Western. For more information email billing@wmwd.com or call 951.571.7104

General Information
951.571.7100

Billing
951.571.7104

After-hours Emergencies
951.789.5109

Landscapes Southern
California StyleSM
Water-efficiency Garden
951.571.7236

Rebate Hotline
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On Tap

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8 a.m. to 5 p.m.

Forward your comments and suggestions to the Community Affairs Office at the above address or via email to outreach@wmwd.com



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