



Western's proposed water and sewer rate adjustment

Share your thoughts with new customer survey

Western's Board of Directors will host its third Board workshop on Monday, March 22, 2021, at 6 p.m. This will be a Special Board Meeting to educate the Board and public about a new rate proposal that will help water and sewer rates keep pace with the increasing costs of providing safe, reliable water and wastewater (sewer) services.

To ensure the public is adequately informed and customers have the opportunity to share their thoughts and get questions answered, Western's staff will also host a series of virtual customer informational sessions in April.

Should the Board move forward with a proposal, a formal public hearing to make a decision will be scheduled in early June.

To view past workshop materials and recordings, or to learn more about the proposal and upcoming meeting dates, visit wmwd.com/2021ProposedRates.

We're listening!

Western customers encouraged to take an online survey

We invite all Western customers to take our online survey to gauge your understanding and awareness of the proposed rate adjustment process. Your anonymous responses will also guide our future communication efforts.

The survey should take 3 to 5 minutes to complete.

If you have questions about the survey, contact Western's Strategic Communications department at 951.571.7119 or [email](#).



[Take the survey](#)

How will this affect my bill?

A median monthly residential rate increase of 2.1 to 3.5 percent is being proposed and could take effect with bills issued on or after July 1, 2021, with a modest increase for an additional three years. The change amounts to a monthly residential bill increase of approximately \$2.33 to \$3.90.



Rates that keep pace with the rising costs of services are essential for Western to continue providing safe, reliable water and wastewater (sewer) services, now and into the future. Moving forward with the adjustment now will also help avoid higher increases in the future.

[Learn more](#)

From the coffee you brew to the simplicities of flushing your toilet or taking a shower, all these tasks are important to your quality of life.

What is Western doing to control costs?

Western works 24/7 to ensure you have safe, reliable, water and wastewater (sewer) services just when you need them. Western is always looking for ways to control costs by:

- **Improving access to local groundwater** from agreements with Riverside Public Utilities (RPU), Eastern Municipal, and Elsinore Valley Municipal water districts will increase our access to future local supply sources.
- **Improving technology** by initiating a [Smart Meter Replacement program](#) where Western is replacing all meters in our retail service area.
- **Controlling labor costs** where employees have agreed to pick up the full 8 percent of the employee's portion of retirement while maintaining our current full-time workforce without adding any new positions.
- **Enhancing operational efficiencies** by implementing 14 different projects that have created an annual savings of more than \$1.2 million, which is essential to keeping rates as low as possible.
- **Securing grant funding** by enhancing our grant procurement efforts and seeking grant dollars to support critical projects which lower the financial impact for our customers. In the last five years, Western has been awarded more than \$27 million to support major system improvements to increase reliability that give customers more control of their water use.

[Learn more](#)

Join the conversation

The public is invited to participate in the discussion over [Zoom](#) on Monday, March 22 at 6 p.m.

The Board workshop will cover:

- How the rate-setting process works
- An overview of the proposed rate adjustment
- Technical aspects of calculating the proposed rate adjustment
- Responses to your frequently asked questions
- An opportunity to offer your comments



[Join the conversation](#)

Unable to attend the Board workshop?

For anyone unable to attend the March 22 Board workshop and wishing to participate, you can submit a written comment by 4:30 p.m. on Sunday, March 20, by visiting [our website](#) or emailing the [board secretary](#).

Following the meeting, a recording of the workshop will be posted on Western's website.

Stay informed by visiting the [Western website](#). To get notified of future customer information sessions and community meeting presentations, [subscribe to "2021 Proposed Rate Adjustment" notifications](#).

Please join us in securing your water future!

Thank you,
Team Western

SECURING YOUR
WATER FUTURE

