

# Understanding Your Water & Sewer Bill

EVMWD customers have been on a budget-based rate structure since 2009. Because customers have control over the amount of water they use, a tiered system of water rates allows customers to be charged according to the water they use, within a set “water budget.”

## Your Water Bill

### Fixed Charges vs. Tiered Water Rates

The rate structure is comprised of two components: a fixed charge (the “**FIXED MONTHLY SERVICE CHARGE**”); and a variable volumetric water consumption charge (the “**TIERED WATER RATE**”).

The **FIXED MONTHLY SERVICE CHARGE** is based on the size of the water meter serving a property and is designed to recover a portion of the “fixed costs” that are incurred to make water service available – regardless of how much water (volume) is used. Examples include water meter repair and replacement, meter reading, billing and customer service.

The **TIERED WATER RATE** is based on the volume of water delivered to a property and consists of three or four tiers (based on customer classification) with higher rates as the water use increases.

The rate structure has five customer classifications: residential, commercial, institutional, irrigation and recycled. Each residential, irrigation and recycled water customer is allocated a reasonable amount of water based on that customer’s particular needs. This allocation is referred to as a “water budget.” All water used by a residential customer within their assigned indoor and outdoor water budget is billed at the Tier 1 and Tier 2 rate, respectively. Water use that exceeds a property’s water budget is charged the higher Tier 3 and Tier 4 rates, as it costs EVMWD more to secure the additional water supply.

## Your Sewer Bill

In 2018, EVMWD moved from a fixed sewer rate to a variable rate, which covers costs for collecting and transporting sewage to the treatment plant, chemical supplies and disposal.

The residential variable rate structure reduces the fixed charge and includes a variable rate based on the number of people living in the home.



Questions about your water or sewer bill? Visit [www.evmwd.com/budget](http://www.evmwd.com/budget) or call our customer service team at (951) 674-3146.

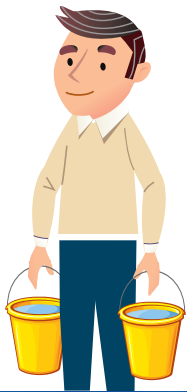
# Water Budget Tiers Made Simple

Eddie is a typical EVMWD customer and is conscientiously doing his part to reduce water use at home.



## TIER 1

Eddie thinks of his family's water budget as buckets of water they have for efficient use all month. The first bucket is for essential indoor water use including drinking, cooking and washing.



## TIER 2

Eddie knows he has limited water in the second tier for outdoor water and he only uses what he absolutely needs to keep his California friendly landscaped yard looking good all year.



## TIER 3

When Eddie has variations in his water use because of house guests or the kids using the hose on a hot summer day, he slips into the third tier and pays more for that extra bucket of water.



## TIER 4

If Eddie sees that his water use dips into the excessive bucket, he uses Aquahawk to look for leaks and more ways to reduce his water use. Eddie can also contact EVMWD for a water audit to investigate why his water use is greater than usual.

Use our online bill estimator to estimate the new rates on your own bill at:  
[www.evmwd.com/calculator](http://www.evmwd.com/calculator)