



ELSINORE VALLEY

MUNICIPAL WATER DISTRICT

THE WATER LOG

Elsinore Valley Municipal Water District · Customer Newsletter · Summer 2024



ENSURING QUALITY WATER FOR OVER 70 YEARS COMMITTED TO CLEAN, SAFE WATER

Elsinore Valley Municipal Water District (EVMWD) provides clean, safe water for homes and businesses. For over 70 years, EVMWD has been your trusted water supplier, guaranteeing reliable and consistent water flow 24/7.

EVMWD's operations rely on 180 skilled employees who work diligently to manage water and wastewater operations. These employees dedicate themselves to delivering high-quality water that meets the community's needs.

EVMWD prioritizes investing in infrastructure to ensure long-term water supply reliability. We have committed \$586 million to modernize our system, making it more resilient to the challenges of a changing climate. This investment ensures EVMWD can continue to provide safe and reliable water for decades to come.

EVMWD places a strong emphasis on water quality. We conduct over 34,000 water quality tests annually, verifying that the water delivered to our customers meets the highest standards of safety and cleanliness. This commitment to water quality is essential for protecting public health and safety.

Through their investments in infrastructure and commitment to water quality, EVMWD is ensuring that the community has access to clean, safe water both now and in the future.

CALLING ALL LOCAL ARTISTS: "BEING WATER WISE IS..." POSTER CONTEST COMING SOON



2023-2024 artwork by Skyler Schultz, 3rd Grade, Herk Bouris Elem.

Attention students in grades TK-8! Are you ready to showcase your creativity and love for water conservation? We are excited to announce our upcoming poster contest, "Being Water Wise Is..." This is your chance to express what water conservation means to you through art!

Are you a teacher? Do you know a teacher or have a student in grades transitional kindergarten through eighth grade? If so, keep an eye out for the poster contest. Information will be announced when the 2024 school year starts. Start sharpening your pencils, dust off your paint brushes, and start thinking of ideas now.

NEXGEN: ENHANCING SERVICE AND SAVING MONEY INNOVATIVE ASSET MANAGEMENT FOR A RELIABLE FUTURE

In November 2023, EVMWD launched NexGen, a new maintenance tracking and asset management software. Guided by EVMWD's Strategic Plan, this program enables staff to manage physical assets like equipment and buildings efficiently.

Benefits:



Smart Financial Decisions: Knowing asset value helps keep rates stable.



Continuous Service: Regular system checks and preventative maintenance greatly reduce major breakdowns.



Reduced Outages: Better maintained assets minimize unplanned service interruptions.



Cost Savings: Planned maintenance programs maximize asset life and supports effective budgeting which keeps operational costs low.

NexGen provides real-time service call updates, allowing employees to see ongoing work and reported issues. This improves internal communication, speeds up service and enhances the customer experience. The software includes a preventative maintenance schedule and creates work orders to extend asset life. It can also forecast replacement intervals and estimate costs which aids in budgeting for the future.

Looking forward, we plan to introduce a customer interface portal by early 2025. This will allow customers to report issues online or through an app, making it easier than ever to stay connected with us.

By leveraging NexGen, we are proactively managing our assets to reduce costs and improve service reliability. This means fewer service interruptions and a more dependable water supply for our community. Proactive maintenance through NexGen also helps prevent major issues, ultimately saving money and keeping rates stable.

EVMWD continuously strives to be innovative. By utilizing NexGen, we demonstrate our commitment to providing reliable and affordable water services, ensuring our community continues to thrive.



Canyon Lake Water Treatment Plant



Lee Lake Dam



Regional Water Reclamation Facility



ELSINORE VALLEY

MUNICIPAL WATER DISTRICT

BOARD OF DIRECTORS

- Darcy M. Burke, Division 1
- Harvey R. Ryan, Division 2
- Chance Edmondson, Division 3
- Vacant, Division 4
- Andy Morris, Division 5

HOURS OF OPERATION

Monday to Thursday
7:30 a.m. to 5:30 p.m.
Friday
7:30 a.m. to 4:30 p.m.



WE CARE ABOUT OUR COMMUNITY

OUR COMMUNITY MATTERS TO US. THAT'S WHY WE OFFER THE RARE PROGRAM, PROVIDING LOW-INCOME RATE ASSISTANCE FOR WATER AND/OR SEWER BILLS.

To qualify, customers must meet income requirements and, specific water usage criteria for water bill assistance.

Funded by unrestricted allocations from the EVMWD board of directors, this program mirrors the California Public Utilities Commission CARE Program. Eligible customers will receive a credit on their water bill (based on usage) and/or a credit on their sewer bill.

Visit evmwd.com/Assistance or call 951-674-3146 to learn more.

INNOVATION WATER PROJECTS FOR A SUSTAINABLE FUTURE IMPROVING WATER QUALITY AND SUPPLY

EVMWD is committed to providing safe, reliable water to its customers through critical infrastructure projects.

Upgrades at Canyon Lake Water Treatment Plant (CLWTP):

To improve plant reliability and address PFAS contamination, EVMWD allocated funding for CLWTP upgrades, including a double-barrier approach using granular activated carbon and ion exchange. Construction will begin in late 2024, with completion expected by 2027. The project includes advanced treatment technologies that will integrate advanced filtration, disinfection, and purification processes to further enhance water quality and meet or exceed updated regulatory requirements.

Lee Lake Wells Project:

The Lee Lake Wells project enhances the local water supply, ensuring safe, reliable water. With an estimated cost of \$11.6 million, the project includes two new wells, PFAS treatment infrastructure with advanced GAC technology, and a pump station. Benefiting from a regional grant cost share, this initiative will ensure the production of safe, reliable, and compliant water, strengthening local water resources' resilience.

Regional Water Reclamation Facility (RWRF) Expansion:

In late 2023, EVMWD initiated a significant expansion project at the RWRF to increase its daily water treatment capacity by 4 million gallons. The excavation work, reaching depths of up to 20 feet, utilized de-watering wells to manage a high groundwater table. This effort was to accommodate the installation of new treatment process equipment to accommodate our region's growth. The project involves the installation of an additional belt press, the demolition of four drying beds, and the renovation of the operations building, which includes the addition of new lab spaces. A bypass system was implemented to ensure uninterrupted operations during construction. The expansion project, scheduled for completion in 2027, will meet the region's future wastewater treatment needs and improve overall treatment efficiency.

LOCAL RESIDENT WINNER IN WATER-WISE LANDSCAPE CONTEST

An EVMWD customer won the Inland Empire Landscape Contest, recognizing water-efficient landscaping in Southern California. The contest highlights the beauty and practicality of sustainable landscaping. Congratulations to all participants for their commitment to water efficiency!

