

EMWD News and Information

Public and Governmental Affairs Department
PublicandGovtAffairs@emwd.org
951.928.3777, ext. 4219



Perris Customers Transition to EMWD Services After City of Perris System Consolidation

Perris, CA (October 7, 2024) — Eastern Municipal Water District (EMWD) and the City of Perris have finalized the consolidation of the city’s water and sewer systems, which will deliver greater continuity and benefits to residents.

Beginning October 15, 2024, EMWD will become the water and wastewater provider for more than 4,000 customers previously served by the city. The [two areas](#) transitioning to EMWD service are the Downtown Perris Water System and the North Perris Water System, located just west of the Lake Perris dam.

Over the past few years, the city evaluated options to either transfer or continue operating the two systems. The city ultimately approached EMWD about a system consolidation, and in September, it was approved by the Perris City Council and EMWD’s Board of Directors.

“This is a great example of two public agencies working together to provide the most effective and efficient service for their shared customers,” said EMWD Board Director Jeff Armstrong, who represents the Perris and Menifee areas. “We look forward to bringing our new customers the same value, quality and reliability we have delivered to residents throughout the rest of the city for many years.”

EMWD previously served approximately 80 percent of the city. Existing EMWD customers will see no financial or service-level impacts.

“EMWD has been a leader in our community for nearly 75 years, and the City of Perris is confident in the quality of services that EMWD will deliver,” Perris Mayor Michael Vargas said. “We know this move will be in the best interest of our residents and we are appreciative of the partnership with EMWD throughout the entire consolidation process.”

Perris customers will experience the same benefits EMWD provides to their nearly 1 million other customers throughout its service area, including:

- Timely and accurate billing that takes place each month.
- A safe and reliable water supply that surpasses all state and federal drinking water standards.
- Access to EMWD’s MyAccount portal to pay bills, manage account information, and much more.
- Resources for those in need, including payment extensions, level pay plans and the Help2Others payment assistance program.

- Eligibility to participate in EMWD's [Landscapes for Living](#) program, which assists customers with creating more water efficient outdoor spaces.

Customers will see no disruptions during the transition between the two agencies. EMWD will honor the city's annual 10 percent rate increases through the 2027-28 fiscal year.

Existing Perris customers will receive a final bill from the city in mid-to-late October, which is payable to the city at www.cityofperris.org. The first bill from EMWD will be sent in November. Customers may pay EMWD at myaccount.emwd.org or by phone at 1-800-426-3693.

For more information, please visit www.emwd.org/perris-consolidation.

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Eastern Municipal Water District is the water, wastewater service and recycled water provider to nearly one million people living and working within a 601-square mile service area in western Riverside County and northern San Diego County. It is California's sixth-largest retail water agency, and its mission is "To deliver value to our diverse customers and the communities we serve by providing safe, reliable, economical and environmentally sustainable water, wastewater and recycled water services." More information can be found at www.emwd.org.