


# Oct Water Matters Customer Newsletter

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Check out our Oct 2023 Water Matters newsletter and learn how to protect your pipes while enjoying the holidays. Other stories include Bill Payment Assistance programs and participation in a new MSWD Community Survey.

## Supporting Documents

Oct 2023 Water Matters Customer  
Newsletter 461.21 KB



**WaterMatters**   
October 2023

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**Protect Your Pipes During Family Gatherings**

With the holidays fast approaching, many will be gathering and preparing meals for their families and friends. When you cook with fats, oils, and grease (FOG), your first instinct is to pour it down the drain or rinse your pan in the sink directly after cooking. Unfortunately, pouring these substances down the drain is one of the most common sources of plumbing issues both in homes and the wastewater system.

Substances such as butter, gravy, food scraps and salad dressings build up inside pipes, eventually leading to clogs that can cause overflows into your home, expensive visits from the plumber and backups in the sewer system.

Liquids such as oil, turkey drippings or bacon grease should be poured into a can or old container, then placed in the garbage. Food waste, including cheses and avocados, should also go in the trash. And don't forget to wipe greasy cooking pans out with a paper towel before washing.



**Behind on your bills? Help is available!**

MSWD believes supporting our neighbors builds a stronger, more connected community. Due to restrictions in California's Constitution, MSWD cannot offer discounted water rates or bill credits/forgiveness to customers. However, the District offers payment plans to help customers bring their accounts current.

MSWD has also partnered with multiple community agencies to help customers in need. The Low Income Household Water Assistance Program (LIHWAP) is an emergency assistance program to help low-income families with past due water/sewer bills. To qualify, you must be a Riverside County resident, have an unpaid water/sewer bill, and meet income guidelines.

MSWD has also partnered with United Way of the Desert to create Help2Others, a fund that provides bill assistance to low-income customers. MSWD employees and vendors contribute thousands of dollars each year to Help2Others and United Way of the Desert to meet this need.

Eligible MSWD customers who participate in Help2Others can receive a \$100 credit on their water bill once in a 12-month period.

To learn more about LIHWAP, Help2Others and other assistance programs available to MSWD customers, visit [www.MSWD.org/billassistance](http://www.MSWD.org/billassistance) or call 760.329.6448.

**Your Voice Matters! Community Survey on its Way**

MSWD wants to hear from our community to determine the most important priorities for the next five+ years. The District has partnered with Probotsky Research, an independent survey research firm, to conduct a statistically valid and representative community survey about the District's water and wastewater services.

Customers will receive an English/Spanish invitation asking them to participate and provide feedback. Customers may receive a survey by:

- Phone call
- Email
- Text

On behalf of MSWD, we thank you for your participation in our survey. Your input will help us identify ways to serve you better now and in the future.



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