

# PROGRAMS: PAYMENT ASSISTANCE

**P** 800.426.3693

**P** 951.928.3777

2270 Trumble Road  
Perris, CA 92570

PO Box 8300  
Perris, CA 92572-8300

Find the best option for you by contacting our Customer Service department Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. or visit [www.emwd.org/payment-assistance-programs](http://www.emwd.org/payment-assistance-programs).

**Note:** All bill payments are subject to EMWD Billing Policies.

## EMWD IS HERE TO HELP!

EMWD understands that our customers may experience periods of financial hardship, which is why we are committed to working in partnership with customers to prevent the accumulation of unreasonable balances and to avoid shut offs.



**Payment Extensions:** If you need more time to pay your water bill, don't wait to let EMWD know. Schedule a payment extension by using EMWD's My Account portal at [myaccount.emwd.org](http://myaccount.emwd.org).



**Payment Arrangements:** Getting behind on bill payments can be stressful. Request short-term or longer-term payment arrangements to suit your unique situation, [myaccount.emwd.org](http://myaccount.emwd.org).



**Budget Billing (Level Pay Plan):** Give yourself peace of mind with fixed monthly payments. Divide your bills for the next year into eleven equal payments. Enroll by contacting EMWD's Customer Service department at 800.426.3693.



**Help2Others Payment Assistance Program:** In partnership with United Way of Inland Valley, EMWD provides financial assistance to qualified, low-income customers, visit [inlandsocaluw.org/help2others](http://inlandsocaluw.org/help2others).



**Additional Support:** EMWD is actively seeking new partnerships and program opportunities to help its customers. Find the most up to date information at [www.emwd.org/payment-assistance-programs](http://www.emwd.org/payment-assistance-programs).

