

# customer Pipeline



July • August 2017

## Zero trees. Zero fees.

The days of sifting through paper piles, searching for stamps, writing checks, and missed or late payments are o-v-e-r, because paying your water bill just got e-a-s-y. Enroll in paperless bills on [ebmud.com/zero](http://ebmud.com/zero) and make your water bill payments in a flash with zero fees and zero trees required.

Just as we focus on managing the money entrusted to us, we know managing your money and bills is important

to you. With our new and improved secure payment system, you can get ahead and always be on time by scheduling automatic payments from your bank account. And you have options to pay wherever you choose: pay your bill via text message, or log in online to pay anytime. The best part? Enroll and there are zero convenience fees.

### Stay in touch

We're moving from your mailbox to your inbox. We'll send you an email reminder when your bill is ready and, if you choose, alert you by text message.

### Why go online —your personal dashboard

Our newly designed portal shows your account balance, bill statement and payment history straight from your dashboard – on any of your devices. Keep informed not just about your account, but on important issues in our Customer Pipeline newsletter. Stay updated on our water supply, conservation efforts, rebates and new programs to better serve you.

**Visit [ebmud.com/zero](http://ebmud.com/zero) to enroll today.**

Look for new EBMUD rates to support critical system investments this July. Get the details at [ebmud.com](http://ebmud.com) or look for the message at the top of your bill.



# It's Smart Irrigation Month

This summer, water your landscape like a pro and make best use of our shared precious resource by avoiding these common mistakes:

**Mistake 1** Watering shrubs and trees with that old sprinkler system can waste water by spraying everywhere.

**Quick Fix** Switch out sprinklers with drip irrigation for your garden. Learn more about EBMUD's drip irrigation rebates at [ebmud.com/watersmart](http://ebmud.com/watersmart).

**Mistake 2** Overwatering lawns, too often, too fast.

**Quick Fix** Never water a lawn for 15 consecutive minutes at a time. Instead, run spray irrigation in three, 5-minute sessions, especially if there's a slope. This allows water to soak into the soil and reduces runoff.

**Mistake 3** Watering too much and too often, resulting in shallow roots and weed growth.

**Quick Fix** Water deeper, but less often, to encourage roots to grow down. They'll need less water in the future.

**Mistake 4** Watering the same amount every month.

**Quick Fix** Adjust your watering schedule according to the seasons. When days are long and hot, plants need the most water. As days shorten and cool, plants need less water. Leave the number of minutes you irrigate the same for both spray and drip irrigation, but add or subtract days per week as the seasons change. Remember to reset your irrigation controller after a power outage.

## July/August watering schedule

Plant type	Water needs	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun
Lawn <i>East of Hills</i>	High	💧	✗	💧	✗	💧	✗	✗
Lawn <i>West of Hills</i>	High	💧	✗	✗	✗	💧	✗	✗
Shrubs	Medium	✗	💧	✗	✗	✗	💧	✗
Shrubs	Low	✗	✗	✗	💧	✗	✗	✗
Natives	Low	Water established natives (3 years and older) once per month. They adapt well to wet winters and dry summers. Water new natives (less than 3 years old) once per week.						
Trees	Usually Low	Water established trees (3 years and older) one deep irrigation per month. Water new trees when showing signs of stress.						

# Get help managing your bill

Managing your home, family, life and bills is a constant balance. We understand. Every day here at EBMUD we're balancing water storage and deliveries, staff, and maintaining infrastructure to serve our East Bay customers. While we invest each year to make sure your tap turns on every second you need it—we also work to keep your bills reasonable.

If you're ever feeling out of balance and have difficulties paying your bill, we can help. We offer payment extensions and payment arrangements to allow you more time.

We also offer a Customer Assistance Program to help low-income residential customers pay their bimonthly water bill. Qualifying customers can receive assistance for up to:

- half the standard service charge
- half the consumption charge (up to 1,050 gallons per person per month)
- 35% of the wastewater service and flow charges, if applicable

Call us at 866-403-2683 or visit [ebmud.com/CAP](http://ebmud.com/CAP). And remember, reducing your water use can lead to permanent savings.



 **EAST BAY MUNICIPAL UTILITY DISTRICT**  
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### Board of Directors

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### EBMUD Mission Statement

To manage the natural resources with which the District is entrusted; to provide reliable, high-quality water and wastewater services at fair and reasonable rates for the people of the East Bay; and to preserve and protect the environment for future generations.