

# customer Pipeline



September • October 2010

## You Can Do More on ebmud.com

We strive to make it easy for you to get your EBMUD-related questions answered and tasks accomplished, so you can check off more boxes of that ever-growing to-do list. At [www.ebmud.com](http://www.ebmud.com), you can of course manage your account and pay your EBMUD bill online. But did you know our website offers so much more?

### Go for a walk.

Is it time to get out for some fresh air? Get a hiking permit and learn where you can walk your dog or ride your horse on EBMUD lands. Check hours and locations for EBMUD reservoirs and trails both in the East Bay and the Sierra foothills.

### Protect the bay.

What you put down the drain can affect the health of San Francisco Bay. Learn about choosing everyday products that are less-toxic, such as cleaning products and soaps, and find out how to best dispose of those old medicines, mercury thermometers, and fertilizers. A clean bay begins with you.

### Protect yourself.

In the EBMUD service area, you could experience hazards ranging from the most severe, a major regional earthquake, to localized landslides, flooding, fires and wind damage. Get advice on storing emergency water supplies and information on disaster preparedness.

### Get new water service.

Moved into that swell new place? Go online to quickly set up new water service.

### Be green: save water and money.

Homeowners and businesses can get tips on water-wise plants, rebates, free items, and more at EBMUD's WaterSmart Center.

### Get a job.

Looking for a new job? See what openings are available at EBMUD.

### Do business with EBMUD.

We strive to buy local. If you're a business owner, find out how to register with us and discover the wide range of materials, supplies and professional services that EBMUD purchases annually in the marketplace.

### Get the latest information.

Get up-to-the-minute information about EBMUD's water supply.

### Find out what that project is next door.

Are EBMUD crews working near your home or business? Find out what projects are being planned or are underway to improve your water supply.

### Tell us what you think.

Most importantly, we want your opinion about our web services. What works for you? Is something missing, or incorrect? Let us know—just click the “+ feedback” link on the lower right of any page, or go to [Contact Us](#).



# WaterSmart Businesses Commended

EBMUD recognized seven businesses and institutions for outstanding water-use efficiency in 2010. Together these EBMUD customers reduced their annual water use by more than 69 million gallons in 2009—that's enough water to serve about 650 households for an entire year. Saving water also improves the businesses' bottom line, slashing thousands of dollars of costs.

2010 WaterSmart Business certificates were awarded to five facilities run by public agencies, so their communities benefit from the savings. Castro Valley Sanitary District made indoor and outdoor changes and reduced water use 82 percent annually. The City of El Cerrito installed high-efficiency plumbing fixtures at City Hall and established a water budget tailored to the needs of the landscape in the San Pablo Avenue median, more than halving the water

used in these two areas. The City of Hercules planted drought tolerant, native plants and installed a central irrigation control system for Frog Pad Park and John Muir Parkway. The City of San Leandro

installed low-water-use landscaping and stormwater retention basins to control runoff in the Senior Center Car Park. And the Social Security Administration upgraded plumbing fixtures, installed low-water use landscaping, and developed an employee water efficiency education program at the Frank Hagel Federal Building in Richmond.

Blackhawk Homeowners Association changed out old landscaping with new, low-water-use plants. Captain Vineyards in Moraga installed dry-farming drip irrigation and cut water use 60 percent. Congratulations to the East Bay's 2010 WaterSmart Certificate recipients!

If you own or work for an East Bay business, look into the WaterSmart Business certificate program. You get expert assistance in evaluating water use, and you may qualify for rebates on water conserving technology.



**Businesses implementing water-efficient best practices receive a certificate that can be publicly displayed for three years.**

## A Clean Bay Begins at Your Sink

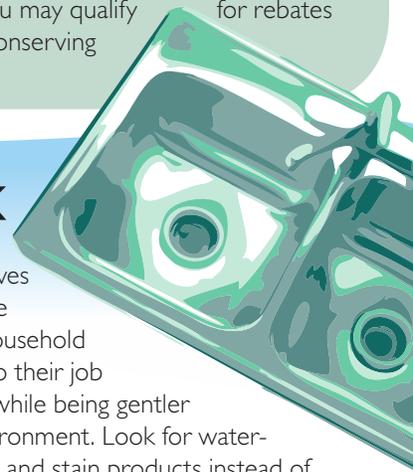
Most of us know that leftover liquid cleaners and other liquid products don't go in the trash. If the label says poison, corrosive, toxic, ignitable or reactive, then it's a household hazardous waste. That means it's unsafe for landfills, because such wastes can cause gas build-ups that start fires or can leach out of landfills into water sources. Some people think diluting these types of liquids by pouring them down the kitchen sink is a solution. But remember, what goes down your sink goes to the sewer and ultimately to San Francisco Bay. Even in small

amounts, some of the chemicals in household hazardous wastes can interfere with the environmentally safe and effective microorganisms that break down and eliminate waste products at EBMUD's wastewater treatment plant and protect San Francisco Bay.

Before you reach for the faucet, read your household product label. Leftover oil-based paints and stains, cleaners, oils and pesticides contain potentially hazardous ingredients and should never be poured down a sink! Help keep San Francisco Bay clean and take those unwanted household chemicals to a household hazardous waste disposal facility.

Alternatives are available for most household uses that do their job effectively while being gentler on the environment. Look for water-based paint and stain products instead of solvent-based or oil-based ones. Avoid cleaning products containing chlorinated compounds, petroleum distillates, phenols and formaldehyde.

Remember, what goes down the drain ends up in the Bay, so a clean Bay begins with you! Visit [www.ebmud.com/cleanbay](http://www.ebmud.com/cleanbay) or call (510) 287-1651 for more information on how you can keep the Bay healthy.



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MUNICIPAL UTILITY DISTRICT**

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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.



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