

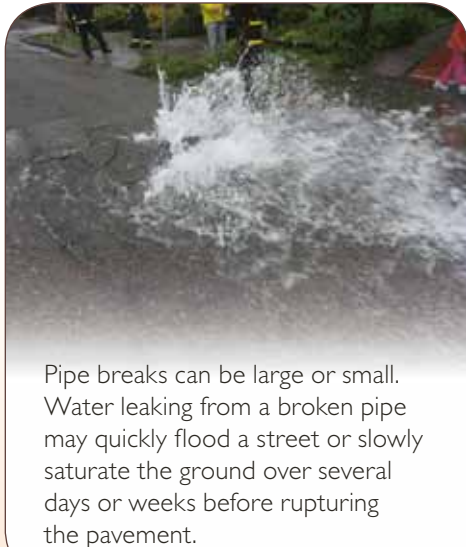
customer Pipeline



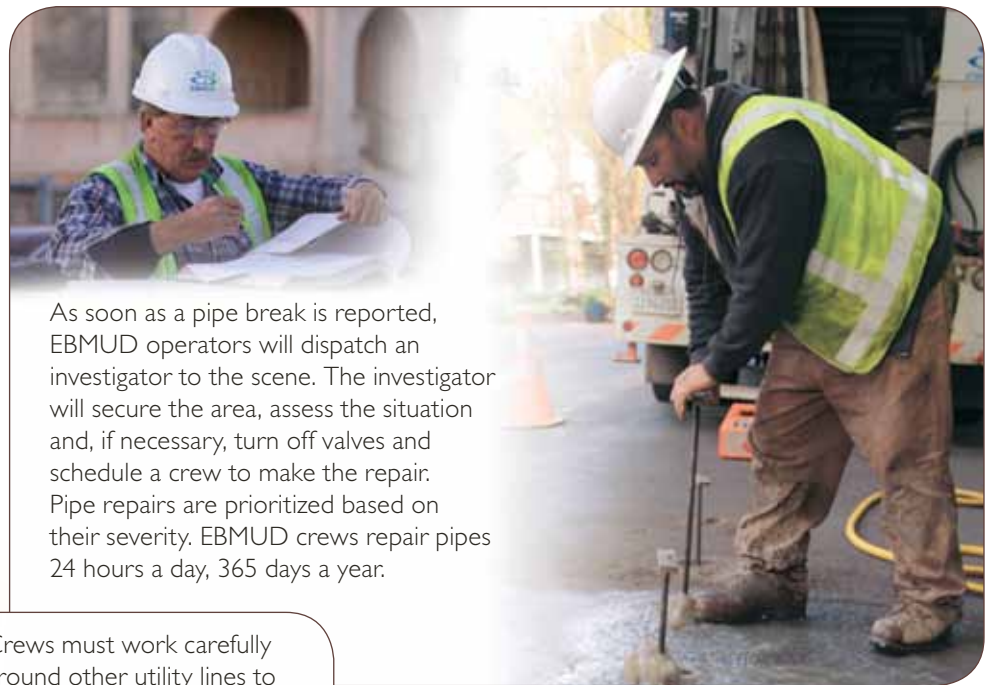
November • December 2012

Pipeline age, corrosion, ground movement or soil conditions can cause breaks. It may happen on the street where you live, work or shop.

What happens when water pipes break underground?



Pipe breaks can be large or small. Water leaking from a broken pipe may quickly flood a street or slowly saturate the ground over several days or weeks before rupturing the pavement.



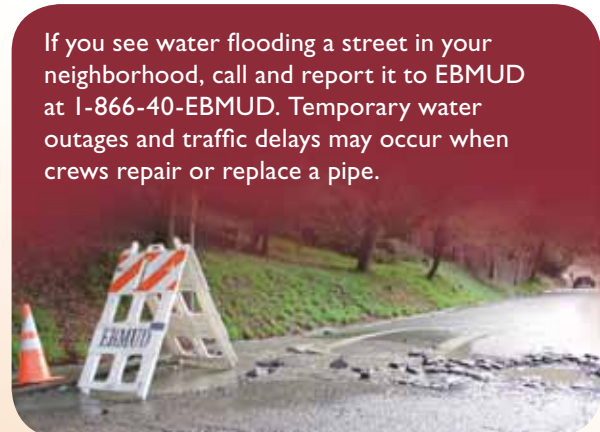
As soon as a pipe break is reported, EBMUD operators will dispatch an investigator to the scene. The investigator will secure the area, assess the situation and, if necessary, turn off valves and schedule a crew to make the repair. Pipe repairs are prioritized based on their severity. EBMUD crews repair pipes 24 hours a day, 365 days a year.



Crews must work carefully around other utility lines to repair pipes and resume water service to customers as quickly as possible.

Repairs can take a few hours or days depending on their complexity and the terrain.

Sometimes replacing a deteriorated pipe is better than repairing it each time it breaks. As the water system ages, upgrading local infrastructure is becoming a higher priority.



If you see water flooding a street in your neighborhood, call and report it to EBMUD at 1-866-40-EBMUD. Temporary water outages and traffic delays may occur when crews repair or replace a pipe.



Beware of imposters

Keep your family and home safe.

Be wary of unexpected visitors at your door claiming to be from the water company.

Please ask to see photo identification if an EBMUD employee is at your doorstep and asks to come inside. Employees carry their id with their name, photo and employee number visible.

Home plumbing inspections, water conservation audits and tap water tests by EBMUD employees are always scheduled beforehand with the homeowner. Meter readers and field representatives who may visit your property are always uniformed. Maintenance crews fixing a leaky pipeline on your block drive EBMUD vehicles.

If you want to confirm that someone is an EBMUD employee, you can call EBMUD 24 hours a day at 1-866-403-2683 to confirm who is at your doorstep. We want you to be safe.

If you are suspicious of someone claiming to be from EBMUD, do not let them into your home. Dial 911.



Turn your kitchen grease into power

Meet East Bay neighbors Elizabeth and Grete. They know a clean Bay begins with each of us. During the last holiday season, they collected all the fat, oil and grease (FOG) from their own and their neighbors' kitchens. After filling several containers, they disposed of the FOG the best way possible: at a residential cooking oil and grease disposal site.

Instead of dumping FOG down the drain, clogging their street's sewer and possibly causing a sewage overflow down the line, all the neighbors' FOG was recycled into biogas!

Fat, oil and grease used to be considered waste; now they are green energy sources. EBMUD converts FOG and organic wastes into renewable energy to power its wastewater treatment plant.

Elizabeth and Grete share these tips for disposing of your home's or neighborhood's FOG:

- 1. Scrape** greasy food, baked goods and pastries into your compost bin. Order a free grease scraper at www.ebmud.com or by calling 510-287-1651.
- 2. Wipe** greasy pots, pans and dishes with a paper towel or newspaper before washing.
- 3. Collect** and store FOG, like bacon grease, frying oil, meat drippings and any other fats that congeal, in a sealed container in the refrigerator until you have enough to warrant a trip to a disposal site.
- 4. Go** to the disposal site on a sunny or warm day because fats are easier to pour and scrape out of containers when they are in a liquid or semi-solid state.
- 5. Wear** old clothes or gloves when you go to a cooking oil and grease disposal site because splatters happen.
- 6. Hold** tight to your containers. FOG makes them slippery and if you drop them into the disposal bins, they cannot be recycled into biogas.

Be like Elizabeth and Grete.

All EBMUD residential customers can dispose of their FOG at the EBMUD treatment plant located at 2020 Wake Avenue in Oakland. Or, visit www.ebmud.com/cleanbay to find a drop-off location near you.

 **EAST BAY
MUNICIPAL UTILITY DISTRICT**
P.O. Box 24055 • Oakland, CA 94623
1-866-40-EBMUD (1-866-403-2683)
www.ebmud.com

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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.