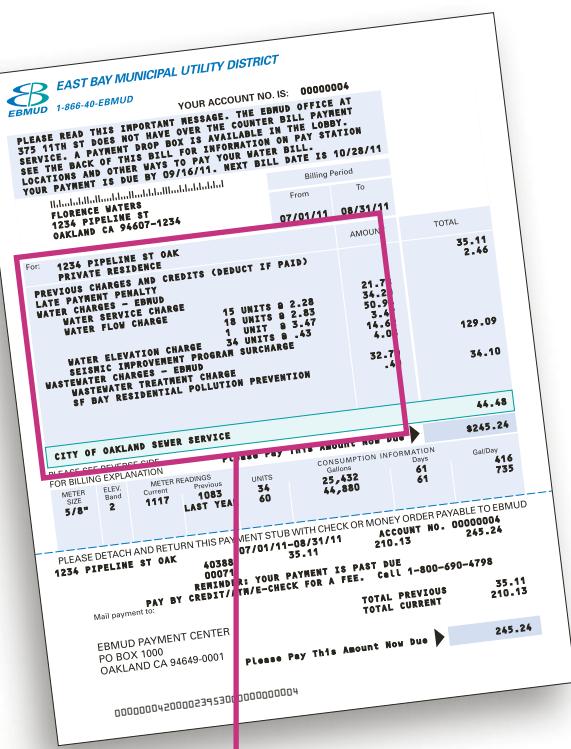


customer Pipeline



July • August 2011

Your EBMUD bill charges explained



EBMUD sets rates and charges to cover the costs of the water and wastewater services it provides. All residential customers receive a bill every two months. There may be up to four water service charges on this bill.

- 1 Water service charge** pays for use of the water meter, fire protection and customer service.
- 2 Water flow charge** pays for the volume of water delivered to your property.
- 3 Water elevation charge** pays for the increased power and facility costs needed to pump water to locations 200 or more feet above sea level.
- 4 Seismic improvement program surcharge** pays for system-wide seismic improvements.

Customers in the cities of Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont, and in the Stege Sanitary District service area of El Cerrito, Kensington and part of Richmond receive additional charges on their bimonthly bill for wastewater treatment services.

- 5 Wastewater treatment charge** pays the cost of treating wastewater from your property before it is released to San Francisco Bay.
- 6 SF Bay residential pollution prevention charge** pays for education and outreach that teaches customers how to keep pollutants out of the wastewater system and San Francisco Bay.

For: 1234 PIPELINE ST OAK PRIVATE RESIDENCE	AMOU
PREVIOUS CHARGES AND CREDITS (DEDUCT IF PAID)	
LATE PAYMENT PENALTY	
WATER CHARGES - EBMUD	
1 WATER SERVICE CHARGE	21.1
2 WATER FLOW CHARGE	34.2
3 WATER ELEVATION CHARGE	50.0
4 SEISMIC IMPROVEMENT PROGRAM SURCHARGE	3.1
WASTEWATER CHARGES - EBMUD	14.0
5 WASTEWATER TREATMENT CHARGE	4.0
6 SF BAY RESIDENTIAL POLLUTION PREVENTION	32.1
CITY OF OAKLAND SEWER SERVICE	
<small>PLEASE SEE REVERSE SIDE</small>	

Sewer service charges and utility user taxes are not EBMUD charges, but rather fees collected on behalf of other municipalities and agencies. These charges vary and do not apply to all customers.

- 7 Sewer service charge** pays for wastewater collection for residential customers in the cities of Berkeley, Emeryville and Oakland, and for those living in the service area of the Oro Loma Sanitary District.

The **utility user tax** is a voter-approved tax charged to customers in El Cerrito and Hercules. Beginning this fall, the utility user tax will appear on the bimonthly EBMUD bill of those customers, as well as customers in the city of San Pablo.

Wastewater rate dollar

EBMUD processes about 70 million gallons of wastewater per day from 650,000 customers along the Bay's east shore from Richmond to San Leandro. Wastewater is collected by municipal sewer systems and delivered to EBMUD's wastewater treatment plant in West Oakland. (pictured below)

The average EBMUD residential wastewater customer pays \$16 per month for wastewater treatment services and pollution prevention programs that protect San Francisco Bay.

In 2010, the EBMUD wastewater system offset approximately 70 percent of its electric use by producing renewable energy. This



year, the addition of a 4.5 megawatt low-emissions turbine allows the wastewater treatment plant to generate an abundance of power—and sell renewable energy generated from waste back to the grid.

This is where each wastewater rate dollar goes.

41¢

Wastewater Service

Operations and engineering at the wastewater treatment plant, water quality laboratory that conducts more than 20,000 water quality tests per year; and wet weather facilities that prevent untreated sewage from flowing into San Francisco Bay.

36¢

Infrastructure Improvements

Repayment of bonds that have been sold to pay for long-term infrastructure investments at wastewater treatment facilities.

13¢

Pollution Prevention

Education programs, outreach and environmental services to reduce pollution by industrial, commercial and residential customers.

8¢

Administration

Human resources, finance, information technology and other internal support services.

2¢

Customer Service

Billing and collections services.

\$1 Total

Redistricting process begins

The 2010 Census figures have arrived. This summer, EBMUD evaluates its seven ward boundaries to ensure each is of comparable size and equally represented by the publicly-elected board of directors. Do you have questions about redistricting? Contact the EBMUD Office of the Secretary at 510-287-0404.



**EAST BAY
MUNICIPAL UTILITY DISTRICT**

P.O. Box 24055 • Oakland, CA 94623
1-866-40-EBMUD (1-866-403-2683)
www.ebmud.com



Printed on recycled paper

Board of Directors

John A. Coleman • Katy Foulkes • Andy Katz
Doug Linney • Lesa R. McIntosh • Frank Mellon
William B. Patterson

General Manager

Alexander R. Coate

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.