

customer Pipeline



March • April 2022

WATER SMARTS START AT THE SOURCE

Managing a natural resource as precious as water for 1.4 million customers in an era of climate change is more complex and critical than ever. At EBMUD, we're adapting to meet this challenge – today and into the future.



Your water supply begins as snow and rain that feed the Mokelumne River.

Water supply management starts with our hydrographers who monitor snow, rainfall, and environmental conditions in the East Bay and across the 575-square miles of mountains and foothills tumbling from the Sierra Nevada that feed the Mokelumne River, the source of 90 percent of our drinking water.

EBMUD engineers use these observations and long-term hydrologic statistics to project the amount of water we expect to collect in our reservoirs. They develop operations plans that must balance our drinking water needs with our flood control and environmental stewardship responsibilities, as well as the water rights of other stakeholders on the Mokelumne.

But our 90 years of historical data could become less predictive as new weather patterns emerge. Last year we captured

far less runoff than forecasted as drought-parched soil and thirsty plants absorbed water we expected would end up in our reservoirs. A warmer atmosphere means more evaporation and a shrinking snow-pack. And climate change could be contributing to more extreme rain and snowfall patterns. This winter, record high precipitation in October and December alternated with record dry conditions in November and January.

"We are in uncharted waters, and every last drop is going to matter," says Supervising Hydrographer Jeff Toone. "The better we can refine our techniques, the better we can use this water judiciously."

EBMUD is collecting new soil moisture measurements, employing remote-sensing technologies, adjusting statistical models, and working with government agencies

to track atmospheric rivers. This helps us improve our water supply forecasts and informs our investments in supplemental supplies and conservation efforts.

"We've built resilience into our system," says Senior Civil Engineer Chris Potter, "and we'll continue to follow the science as we adapt to an uncertain future."

NOTHING BUT THE BEST

In 2020 and 2021, your drinking water was consistently the highest quality, surpassing every state and federal public health requirement. Read the annual water quality report at ebmud.com/waterquality.



Pardee Reservoir's low water level marks another dry year.



Hydrographers Jessica Wood, Jason Koenig, David Hansen and Jeff Toone conduct maintenance and sensor calibrations at a weather monitoring station in the Sierra Nevada.

Always here for you

When Covid-19 emerged, no one could have predicted the countless ways our world would change or how long we'd face this challenge. Two years into the pandemic, few things are as they were before. But at EBMUD, we've shown up every day to keep the water running and treat wastewater before releasing it to San Francisco Bay. You've counted on us, and our commitment to you remains as steadfast as ever.

The spread of Covid-19 underscored EBMUD's role in safeguarding public health with each hand wash and every flush. We activated our Emergency Operations Team, monitored our supply chain, and adjusted protocols to keep our employees safe, even on the front lines. And all the while, we've forged ahead to maintain and upgrade the aging infrastructure we all rely on.

It hasn't been easy, but it's the way we work. Every EBMUD employee is dedicated to providing safe, reliable water and wastewater services, no matter what. We have improved the backbone pipes of our system so we can respond if an earthquake strikes. When droughts take hold, we secure extra water sources, mobilize community conservation and continue to harness recycled water. During storms, we're on guard to protect San Francisco Bay from untreated wastewater. And when fire danger arises, we work through public safety power shutoffs to ensure the water never stops flowing and wastewater is continually treated.

It takes a team of dedicated employees to provide dependable service, and that is our commitment to you. We will work through every emergency to serve you, come what may.

PANDEMIC ACHIEVEMENTS 2020-2021

0	water service shutoffs due to delinquency
42	miles of water main pipes replaced
46	billion gallons of wastewater treated
102	billion gallons of water delivered
678	conservation rebates provided
700	million dollars spent on water and wastewater improvements
1,220	water saving devices installed
1,864	main breaks repaired
9,000	enrollees in the Customer Assistance Program (CAP)
40,000	water quality tests performed
224,000	calls fielded by customer service representatives



Check out EBMUD's multi-media Biennial Report for Fiscal Years 2020-21, "On the Front Lines: A Report to our Community." Visit ebmud.com/biennialreport.



EAST BAY 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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