

customer Pipeline



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Water Recycling: Stretching Our Supplies

Recycled water has protected Bay Area investments in landscaping and parks from episodic droughts for nearly a century. EBMUD currently supplies more than 9 million gallons per day of recycled water to customers. By 2040, we expect to have 20 million gallons per day of recycled water in use, which during times of drought will reduce the overall system demand for potable water by about eight percent.

EBMUD customers use recycled water for irrigating landscapes, including parks, greenbelts, community and school sports fields, business parks and private and public golf courses. Recycled water also is used to control dust on construction sites and for flushing toilets. EBMUD works closely with local businesses that use large volumes of water for industrial processing to find ways to replace potable water with recycled water. One example is the Chevron refinery in Richmond, which began using recycled water in the mid-90s, and today meets the majority of its needs—7.5 of the 11 million gallons per day it uses—with recycled water.

Thanks to recycled water partnerships with the West County Wastewater District, the City of San Leandro and the Dublin San Ramon Services District, EBMUD can stretch water supplies throughout its water service area. A long-range plan, Water Supply Management Program 2040, identifies opportunities for expanding water recycling for more irrigation and industrial processes (see map). By working with customers to conserve limited drinking water supplies, we can reduce the need for severe rationing during future droughts.



Checked Your Hoses Lately?

It's a good idea to invest a few minutes in maintaining your personal water system—your water heater and the pipes that deliver water to your appliances—by taking these easy steps annually.

Flexible hoses connect your sink, toilet, washing machine and dishwasher to household water pipes. Many of these hoses are made of rubber or have rubber components, and over time all rubber plumbing components will deteriorate. Check them to make sure

the material is in good shape. Also, always check the hose connections for leaks and use Teflon tape to create a tight seal. Many leaks occur without warning, but one sign to watch for is greasy-textured black flakes when you run the hot water. That's an indicator of a deteriorating rubber hose. When you replace flexible hoses, opt for copper flex tubing or high-quality rubber tubing labeled "chloramine resistant" for the longest life. You can call in a plumber or do the replacement yourself.

Sewers 101: Protect Your Home and the Bay

Protecting your household sewer lines begins at your sink. Many favorite holiday dishes are high in fats and oils, and those elements can cling to your sewer line and cause a back-up. Scraping plates, pots and pans before washing or loading the dishwasher helps avoid clogs. EBMUD offers free plate scrapers to make this job easier — simply order online at ebmud.com/cleanbay. EBMUD also recycles used oils from turkey fryers and other big deep-fryers for homeowners. You can drop off the used oil for recycling at EBMUD's Wastewater Treatment Plant at 2020 Wake Avenue, Oakland, or call 510-287-1651 for more locations.

Protecting the bay begins in your yard. A pipe called a private sewer lateral connects your home sewer line to the sewer main owned by your city or sewer service agency. Age, ground movement and other circumstances cause cracks in private sewer laterals and allow rainwater to enter the sewer system during storms. All the extra water flow can overwhelm wastewater pipes and treatment facilities and cause untreated sewage to flow into San Francisco Bay.

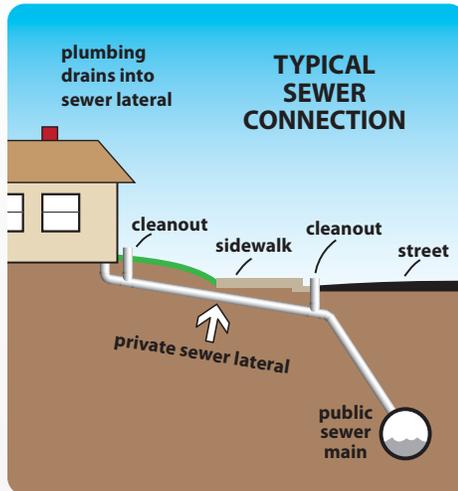
To protect the Bay, the United States Environmental Protection Agency and the

California Regional Water Quality Control Board are working with EBMUD and local sewer service agencies to ensure property owners maintain their private sewer laterals. Beginning in 2011, all property owners in the EBMUD wastewater service area (which includes Alameda, Albany,

Berkeley, Emeryville, El Cerrito, Piedmont, Kensington, Oakland and parts of Richmond) will be required to show that their private sewer lateral is free of defects when the property is going to be sold. Private sewer lateral inspection and repair requirements also will be triggered by some types of renovation work.

Several communities already have local private sewer lateral maintenance

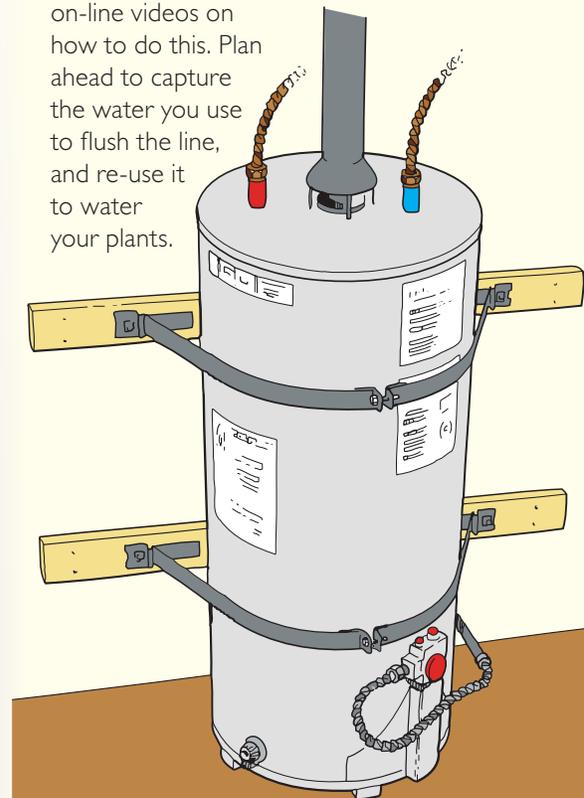
programs in place. The new regional program expands the requirements to new cities and modifies the requirements for some existing programs. More information about when the new requirements go into effect and what you will need to do to comply with new laws affecting private sewer lateral maintenance is available at www.ebmud.com/cleanbay. The San Francisco Bay is one of our greatest local treasures. Together, we can all help keep it healthy.



Damaged sewer laterals allow storm water to improperly flow into the sewer system, potentially overwhelming wastewater treatment capacity and harming the Bay.

Get Yourself Into Hot Water

To get the full life out of a water heater, some simple maintenance is needed annually. Before beginning, review your water heater's manual for safety tips. Water heaters can leak because of a tank problem or a pressure relief valve problem. Check around the bottom of the tank for signs of water and touch the discharge line a few feet away from the heater (the discharge line typically goes either to a floor drain or outside your home). If the discharge line is warm, you may have a leak and you'll want to investigate further. To get a full life from your water heater, you'll also want to flush out the tank to remove accumulated sediment. Check your operating manual or on-line videos on how to do this. Plan ahead to capture the water you use to flush the line, and re-use it to water your plants.



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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.