

customer Pipeline



May • June 2020

Here When You Need Us Most

THE EBMUD PROMISE IS SIMPLE

We will deliver clean, affordable water to the people of the East Bay, and treat wastewater before safely releasing it to San Francisco Bay.



Every one of EBMUD's 2,000 employees has sworn this civil service oath, no matter the disaster.

If an earthquake strikes, we're prepared for the major work to fix our systems. If droughts loom, we're poised to bring water from new locations, use recycled water and enact emergency conservation methods to make the most of every drop. During storm surges, we're on guard to protect San Francisco Bay from untreated wastewater. And last fall, when homes, businesses and critical facilities in California were de-energized for days during high fire danger periods, EBMUD worked through those power shutoffs, in the dark, to ensure the water never stopped flowing.

Recently, when the state and counties we serve ordered us to shelter-in-place to slow the spread of the highly contagious coronavirus, EBMUD again stood strong.

We activated our Emergency Operations Team to ensure water and wastewater operations continued uninterrupted. We provided necessary equipment so our crews could continue to work safely in the streets, while many of our other employees continued to do essential work from home. We streamed audio of our Board of Director meetings online, provided safe public trail access and staffed critical facilities that send water to your taps, and discharged your wastewater safely to San Francisco Bay.

It takes a team of highly committed employees to deliver unfailing service, and that is our commitment to you. We will work through every emergency to serve you.

Trouble paying your water bill? We can help. Visit ebmud.com/CAP for information on payment options during times of financial stress.



Essential Work Moves Ahead

EBMUD's work is essential. On any given day, EBMUD is working on more than 100 capital projects to design, rebuild or extend the life of our aging infrastructure. These projects improve water quality and system reliability, ensuring that for generations to come, the East Bay will have excellent water and a clean, healthy San Francisco Bay.

During shelter-in-place, EBMUD continued to move forward on projects needed to operate, maintain and repair the District's water delivery system, or to protect San Francisco Bay.

All told, between November 2019 and April 2020, EBMUD reinvested more than \$150 million worth of rate dollars into projects to improve the East Bay's water and wastewater systems.

EBMUD completed improvements to two water treatment plants, seven reservoirs and storage tanks, and five pumping plants. In six months, we installed nearly eight miles of pipes, and 10,000 devices that help prevent pipe corrosion. We also improved our digester (used to break down organic waste) and two interceptors for wastewater treatment.

The EBMUD system is vast: more than 4,200 miles of water pipelines, two reservoirs in the Sierra Nevada foothills and five in the East Bay, six water treatment plants, 164 neighborhood water storage tanks, and 135 pumping plants. EBMUD's wastewater system encompasses 29 miles of

sewer interceptors, 15 pumping plants, three wet weather facilities and the Main Wastewater Treatment Plant at the foot of the Bay Bridge. Improving this enormous infrastructure is a nonstop effort. To find out the status of specific projects, check ebmud.com/construction.



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

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.

Connect with us:

