

# customer Pipeline



July • August 2022

## Make it count in the drought

**Summer is here,** and hot weather means more water use. But in this deepening drought, every gallon counts. About 28 percent of residential water is used outdoors, so that's the place to look for savings.

Follow EBMUD's lead and embrace drought-tolerant landscaping and the wise use of technology. We offer rebates to replace thirsty turf with watersmart plants, and to install efficient drip irrigation systems and smart controllers to

keep your plants healthy without water waste. We offer coupons for mulch to help your garden retain soil moisture and we will even pay up to half the cost of a flowmeter to track your water use and alert you to leaks, indoors and out.

### 8 Ways to Save



**Limit irrigation**  
to 3 days a week between dusk and dawn and shorten watering times.



**Fix your leaks**  
Inspect irrigation lines, especially if they run on timers when you aren't watching.



**Avoid runoff**  
Check that sprinklers water your plants, not patios, sidewalks, or streets.



**Nozzle your hose**  
Trigger nozzles reduce water waste.



**Grab a broom**  
Using water to wash driveways and sidewalks is prohibited.



**Bucket brigade**  
Catch cold water from your shower and give it to a garden or potted plants.



**Max the mulch**  
Maintain 2-4 inches to retain soil moisture and control weeds.



**Go golden**  
It's OK if your lawn takes on summer highlights.

### WE'RE SAVING ALONGSIDE YOU

EBMUD employs a variety of technologies to detect and repair leaks in our distribution system. Our elevated drought response mandates 10 percent conservation District-wide, tightened restrictions on outdoor water use, and reinstatement of the Excessive Use Penalty Ordinance for high-volume customers. [Learn more at ebmud.com/drought](http://ebmud.com/drought).



# Your dollars at work

**As** EBMUD marks its 99th birthday, we continue to invest in the safe and reliable water and wastewater services the East Bay depends on every day.

We are upgrading our water treatment plants so they can purify water from alternative sources in the face of climate change. We're rehabilitating aging pipelines to minimize leaks and maximize reliability. We're replacing neighborhood storage tanks to keep treated water fresher longer. And we're investing more in recycled water programs.

To fund these necessary infrastructure improvements, EBMUD's 2-year budget includes a rate increase of 4 percent for water service and 4 percent for wastewater service. This increase was approved in June 2021 and took effect on July 1, 2022. The change increases an average customer's bill by \$2.66 a month, or \$5.32 per bimonthly bill.



Separately, to help offset the purchase of supplemental water supplies, EBMUD approved a temporary 8 percent drought surcharge as part of its declaration of a Stage 2 drought. It will be applied to customers' flow charges on the volume of water used.

For an average single-family home using 200 gallons of water per day, that translates to about 10 cents a day. The surcharge will remain in place until the

drought emergency declaration is lifted and is expected to recover approximately half of the estimated \$64.5 million needed to manage the drought this year. EBMUD will pay for the remaining drought expenses, and the cost of bringing in extra supplies this past year, with reserves.

Rest assured, EBMUD manages ratepayer funds responsibly and transparently. On May 6, Moody's Investors Service bestowed its highest bond rating upon EBMUD, making us the only water utility in California to receive this top assessment. Moody's recognizes EBMUD is a leader in ensuring safe and reliable water supplies while maintaining long-term financial stability, despite the challenges of a statewide drought and the COVID-19 pandemic.

EBMUD has been serving the East Bay for nearly a century and remains committed to responsible financial stewardship now and into the future.

 **EAST BAY  
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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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