

customer Pipeline



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Invest in Resilience

Water lines are life lines and their resilience affects our recovery after disaster.

The Bay Area underground terrain is quite complex. EBMUD's water lines are buried in bayside soils, which can liquefy in earthquakes; they pass through tree-lined hillsides, which are subject to landslide and wildfire; and cross fault lines, where earth movement can tear them apart.

Your rate dollars fund crucial investments in our water and

wastewater infrastructure. These investments help protect our community against disaster and improve our ability to recover from a major water outage. At EBMUD, emergency preparedness is a priority. We've spent hundreds of millions of dollars on seismic upgrades to shore up the backbone of our system with improvements to pumping plants, reservoirs, water treatment plants and large transmission pipelines.

As we head into EBMUD's next 100 years of service, we are focusing on diversifying water sources and renewing our system so we're more resilient to the myriad of hazards that we face.

Beginning with local water storage, EBMUD has more than a dozen projects in the works to replace drinking water reservoirs—some more than a century old—with modern equivalents that give us more control over flow and storage, which will be vital during emergencies.

New pipelines also are on the horizon. Currently, we replace up to 15 miles of distribution pipes every year—a 50 percent increase from just four years ago—and we're working toward more miles every year. We're using the newest materials and technologies available to rebuild our system. Our inventory of materials now includes

earthquake resistant pipes and pipe lining approaches that accelerate repairs and reduce neighborhood disruptions.

To reduce the threat of large, damaging wildfires, EBMUD conducts prescribed burns and uses grazing animals and mechanical methods to chew, chip and clear brush that could otherwise fuel fires. Additionally, where possible, EBMUD plants native species that reduce fire risk. EBMUD is always preparing for emergencies, work that will continue for decades to come. We also work with cities and counties to create realistic response and recovery plans.

After a Major Disaster:



EBMUD will provide water for critical facilities, like hospitals, first.



Crews will assess damage throughout our service area to prioritize repairs. Customers in areas with smaller distribution pipes may be out of water for longer periods.



If you don't have water, use your emergency storage – 2 gallons per person (plus pets) per day for 3-7 days – until water distribution centers are established in your city.



If you have water, you'll need to know whether it's safe to drink. Check ebmud.com and ebmud.com/emergency-preparedness.



Every Cloud Has a Silver Lining

Throughout history, civilization has withstood earthquakes, severe storms, floods, landslides and wildfires. Even when we are prepared, emergencies can leave us with little more than our lives. However, preparing for emergencies can mean the difference between feeling strong and feeling helpless.

When the deadliest wildfire in California history hit Butte County in Northern California in November 2018, many died and thousands more lost their homes. Among them was Fay, a retired EBMUD employee. After decades of participating in EBMUD emergency preparedness discussions, exercises and trainings, when

the Camp Fire appeared in her backyard, Fay was ready to go. She grabbed her already-packed go-bag and evacuated ahead of many others.

"I'm not a victim," Fay says of her escape. "I'm a survivor."

You Are Not Alone

Emergencies strike not only individuals, but communities, too. So don't try to prepare for one on your own. Throughout the Bay Area, neighborhood associations are devising group emergency plans and stocking communal supplies so they can

help each other when it matters most.

In Oakland, Hiyasmin started an emergency preparedness group within her 16-unit gated community. In three years she and her neighbors have prepared emergency go-bags, purchased

water storage containers, created emergency evacuation maps and meeting locations, trained on how to manually open the gate should there be a power outage, created a list of residents with CPR training, and taken inventory of all pets, allergies and other special needs.

"I'm a native Californian so I'm very aware of what can happen," Hiyasmin says. "Then when I had a child, I felt I needed to be more prepared. We're far from done, but we're at a point where we feel good about it."

What You Need:

- **WATER** – two gallons per person per day for 3-7 days. Don't forget your pets! Water in your toilet tank, water heater and swimming pool can count toward storage.
- **POWER** – flashlights and batteries, portable cooking stove, phone chargers.
- **FIRST AID** – medications, toiletries, personal care products.
- **CONTACT LIST & DOCUMENTS** – phone numbers, emergency contacts, evacuation plans, and critical documents (insurance, mortgage, account, and financial information).

Learn more at ebmud.com/emergency-preparedness.



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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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