

customer Pipeline



January · February 2022

Conserving water? Keep it up!

Recent rainfall and the prospect of more is cause for celebration. But we have a long way to go to refill depleted reservoirs. Our drought outlook greatly depends on how much rain and snow we receive in the next few months, and weather models indicate things could go either way.

What can I do to conserve?

These cool months are a great time to update your home and irrigation systems with innovative water monitoring tools, leak detection technologies and drought-friendly landscaping. EBMUD offers several ways to help you conserve for free or with rebates to offset costs.

- 1 First things first, turn off your outdoor irrigation if you haven't already and let nature's rains do their job.
- 2 Set up your EBMUD account online and sign up for water leak alerts, high-use notifications and free water reports to help track your water use. Go to ebmud.com/mywaterinfo.
- 3 Consider installing a flowmeter, a smart device that measures real-time water use through your

plumbing and sends customizable alerts through a convenient web portal or mobile app. EBMUD offers a rebate of up to 50 percent of the cost, up to \$200 per device.

4 Next, install and apply for your rebate on a smart irrigation controller, which automatically adjusts watering schedules based on local weather and site conditions so your plants and trees get just the amount of water they need – and don't get watered when it's raining.

5 Finally, ditch your thirsty lawn for plants adapted to our summer dry climate. Right now our Super Rebate program offers double the dollars for projects meeting sustainability requirements. Learn more at ebmud.com/watersmart.

What is EBMUD doing?

We're asking a lot, but we're right there with you. Through *water conservation*, *improved efficiency* and *water supply diversification*, EBMUD is employing long-term strategies and innovative technologies to better manage our vast infrastructure and get the most out of our water supplies to ensure a resilient water future – together.



Are we still in a drought?

EBMUD will evaluate our water supply and drought status in late April 2022. Visit ebmud.com/drought for the latest updates.

Pardee Reservoir, September 2021



make every drop count

Rain means runoff

Winter storms deliver the snow and rain we desperately need. But they also trigger surges in wastewater. EBMUD manages and treats these flows to protect public health and the environment, in particular San Francisco Bay.



In the East Bay, stormwater and wastewater are carried through different underground systems. When it rains, storm drains collect runoff to protect properties and streets from flooding and send it directly to the Bay. Wastewater from homes and businesses flows through the sanitary sewer system – owned and operated by the city or sanitary district – and then to EBMUD wastewater facilities where we treat it and release it to the Bay.

But there's a twist. Stormwater seeps through saturated soils and cracked sewer pipes into the wastewater system. During heavy rains, wastewater flows increase dramatically from about 50 million gallons to 500 million gallons per day!

EBMUD works with cities to identify leaks and fix their aging sewer infrastructure by measuring flows, following smoke and dye

tests through pipes, and using cameras. We've spent more than \$14 million and identified 485 sources of stormwater infiltration in the regional system. Cities have rehabilitated 180 miles of sewer pipes, or 11 percent of the total collection system.

You have an important role. Half the pipes in the wastewater system are private sewer laterals (PSLs) that connect homes and businesses to city sewer mains. If you buy a property, complete a remodel above \$100,000, or change water meter size, you must certify your PSL as leak-free.

EBMUD operates the Regional Private Sewer Lateral Program, which just commemorated its 10th anniversary. One third of all laterals, over 500 miles of pipe, are now certified in our wastewater service area. These efforts go a long way to protect your property, public health, and the environment.

Sewer and PSL accomplishments through 2021

- 550** miles of leak-free PSLs
- 180** miles of sewer pipe rehabilitated
- 460** million gallons of diverted urban runoff treated
- 485** identified leaks

By ensuring your PSL is leak-free, you protect your property, public health, and the environment



PSL inspection

FOR MORE INFORMATION, VISIT EBMUD.COM/PSL



**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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