

customer Pipeline



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Tap into a vast water system

Eight glasses of water, a short shower, a few loads of laundry, a spray of water on your plants: an average East Bay household uses more than 230 gallons of water each day, indoors and outdoors. But, what does it take to deliver water to 1.3 million people in the East Bay?

100,000 number of Olympic-sized swimming pools that could be filled with the 66 billion gallons of drinking water EBMUD produces yearly

170 number of neighborhood water reservoirs and tanks

90 distance in miles three aqueducts carry water from the Sierra to the East Bay

1/2"–9' range of water pipe diameters

53 average age of water distribution pipelines in the service area

4,200 total miles of underground water pipes in the distribution system—if placed end-to-end they would stretch from Oakland to Atlanta and back

5 number of facilities that treat water

9 types of pipe material used underground, including iron, steel, cement and plastic

1/4 miles above sea level water is pumped to homes and businesses in the East Bay hills

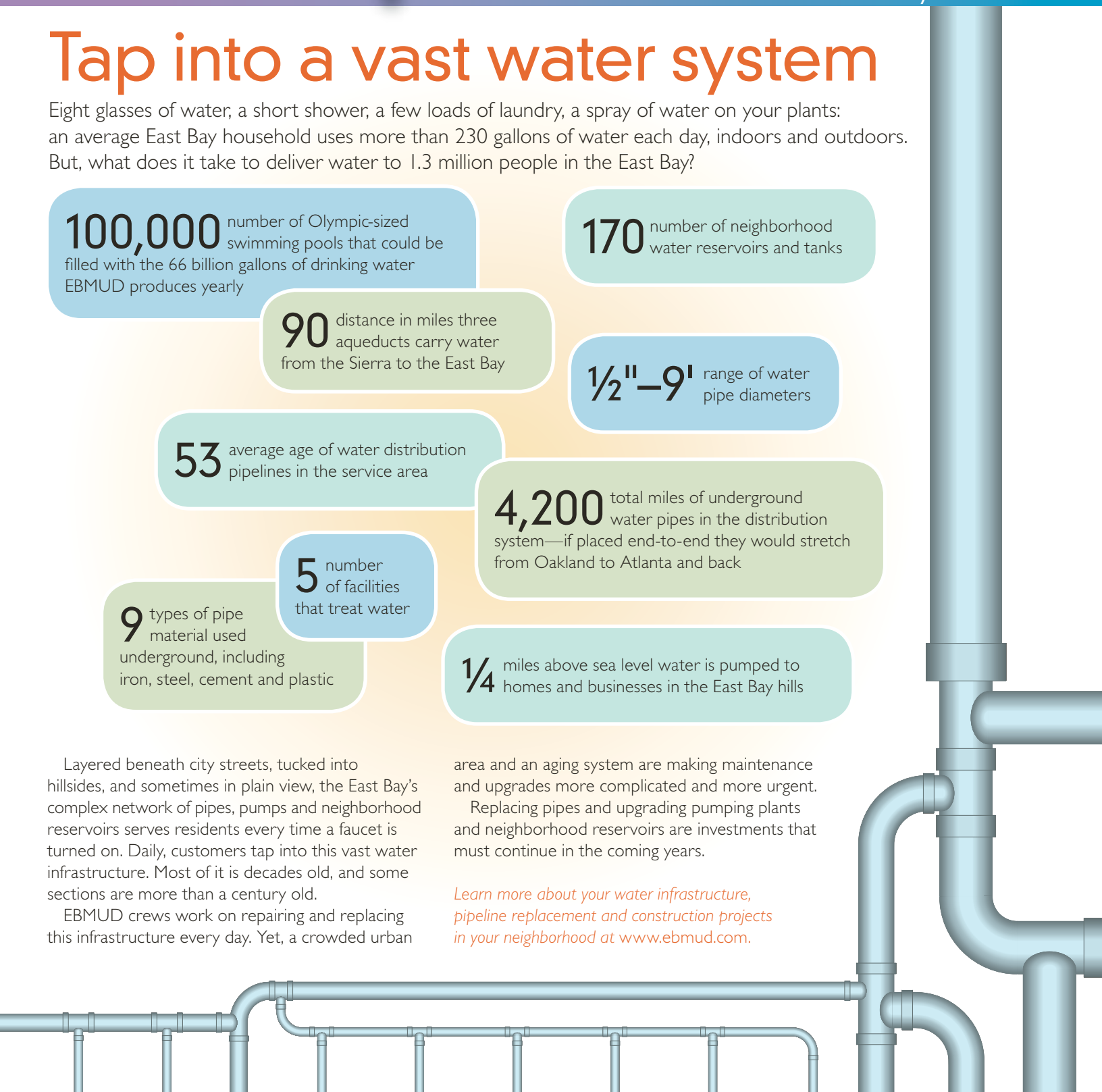
Layered beneath city streets, tucked into hillsides, and sometimes in plain view, the East Bay's complex network of pipes, pumps and neighborhood reservoirs serves residents every time a faucet is turned on. Daily, customers tap into this vast water infrastructure. Most of it is decades old, and some sections are more than a century old.

EBMUD crews work on repairing and replacing this infrastructure every day. Yet, a crowded urban

area and an aging system are making maintenance and upgrades more complicated and more urgent.

Replacing pipes and upgrading pumping plants and neighborhood reservoirs are investments that must continue in the coming years.

Learn more about your water infrastructure, pipeline replacement and construction projects in your neighborhood at www.ebmud.com.



Be clean and creative at the crafts table

Crafters, hobbyists and artisans alike create beautiful objects every day. Yet, those who enjoy painting, metalwork, jewelry making, furniture refinishing and traditional photo developing may be using toxic solutions.

Some harsh chemicals and metals found at crafts tables and in workshops are hazardous to the environment and should never be poured down the drain. They might not be removed by the wastewater treatment process, and instead may wind up in San Francisco Bay where they can be harmful to plants, animals and marine life.

Minimize toxic waste from your art-making and crafting with these three steps:

- 1. Recognize toxic solutions** among your art-making and crafting supplies. Look out for products labeled ignitable, poison, corrosive, toxic or reactive.
- 2. Dispose of leftovers** or unused toxic solutions at your local household hazardous waste facility.
- 3. Substitute your supplies** with less toxic solutions. Choose water-based instead of solvent-based materials. When cleaning metalwork, opt for detergent solutions instead of solvents or acids. Use metal-free paint.

To learn how a clean Bay begins with you, call 510-287-1651 or visit www.ebmud.com/cleanbay.

Read the labels on your arts and crafts supplies carefully. Toxic solutions may be found in

- paints, pigments and lacquers
- thinners and removers
- turpentine
- ceramic glazes
- patina solutions
- copper enamels
- photographic fixer and toners
- reactive cyanide solutions used in photography, pigment and jewelry making

Dry winter, prudent summer

Reservoirs in the Sierra and East Bay were brimming with water last fall after a wet 2011, but an unusually dry January and February raised concerns about water shortage.

Luckily, spring rains have improved the water supply levels and while reservoirs are not completely refilled, the outlook is good.

Because our drinking water comes mostly from Sierra snowmelt and rainfall, this year's dry winter was a good reminder to all of us that conservation is the first choice and easiest way to stretch water supplies. This summer and fall remember to

- **Find household leaks** and save water indoors and out with a free EBMUD WaterSmart Home Survey Kit.
- **Upgrade to a high-efficiency model** clothes washer, toilet and irrigation timer.
- **Make WaterSmart plant choices** for your yard and garden and convert all or parts of your thirsty lawn to sustainable landscaping.

Contact EBMUD before you upgrade appliances or convert to sustainable landscaping and find out if you're eligible for a rebate. Visit us at www.ebmud.com/watersmart or call 1-866-40-EBMUD.



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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.