

Is the water meter hidden? Trim back landscaping to keep the meter accessible

Winter rains can lead to rapid growth of shrubbery, grass, vines and groundcover on your property. When this happens it can block access to the water meter box and delay your meter reading and bill.

Please help us serve you better by trimming back your landscape 30 inches around the meter box and six feet above it. The water meter should be accessible from the street and be clear of physical hazards to ensure accurate readings by EBMUD every billing cycle.

Excessive landscaping can result in slippery and hazardous working conditions for EBMUD meter readers. Tick bites have been reported in areas with tall grasses and brush. Lyme disease, a debilitating neurological disease, can be contracted from ticks.

When landscaping obstructs access to a meter box or damages a meter cover, EBMUD must spend extra time and money to notify customers and send out additional staff to reread the meter, remove the obstruction and make repairs.

EBMUD employees need clear access to water meter boxes to complete customers' bimonthly reading. When landscaping obstructs the meter it can delay your reading and pose a work hazard to the meter reader.



A customer's failure to provide adequate access to the water meter can result in an obstructed meter charge of \$27 per billing period.

Help us serve you better by keeping the meter box accessible and the area around it clear of physical hazards.

Questions? Please contact EBMUD at 1-866-40-EBMUD or visit www.ebmud.com.



Where is the water meter?

The water meter likely is located in a cement box in front of your house or business, near the curb.

Remove shrubbery and groundcover 30 inches around and six feet above the water meter box to make it accessible to EBMUD meter readers.



Less soap cleans better and protects the Bay

When it comes to soap, more is not better for you, your washing machine, dishwasher or the environment.

Too much detergent can leave a residue that builds up on your skin, clothes, towels, surfaces and dishes.



On your next load try using half as much soap or detergent as is recommended on the bottle and see how well EBMUD's high-quality water works with today's concentrated products to clean your dishes and clothes.

Using less soap is an easy way for you to help protect the San Francisco Bay. If fewer chemicals go down your drain, then fewer chemicals ultimately end up in the Bay.

Even better choices for the Bay are environmentally-friendly soaps, detergents and cleaners that easily biodegrade and do not contain ingredients that can harm the environment, such as antibacterial agents, persistent and toxic fragrances and phosphates.

Find environmentally-friendly cleaning products by looking for these logos that show the product is certified by Green Seal or Design for the Environment.



Winter plumbing do's and don't

Freezing nighttime temperatures can damage exposed water lines and automatic irrigation valves that control the water to your sprinklers and drip emitters.

If water freezes inside exposed water lines and valves, the force of expansion can be enough to crack pipes or break joints.

DON'T Try to prevent freezing by opening a faucet to keep the water moving in the pipes. This is an unnecessary waste of water.

DO Wrap exposed plumbing parts with insulating material from your hardware or home improvement store.

DO Protect automatic irrigation valves from freeze damage by shutting off the valve in the water line that feeds those valves. Then, use your irrigation timer to turn on each valve for a minute to drain water from the valves and pipes.

DO Turn your irrigation system off for the winter and let the rains and cooler weather care for your plants.

DO Open the shut-off valve(s) and test your irrigation system before starting it back up in the spring.



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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.