customer '



May June 2020

Here When You Need Us Most







THE EBMUD PROMISE IS SIMPLE

We will deliver clean, affordable water to the people of the East Bay, and treat wastewater before safely releasing it to San Francisco Bay.

Every one of EBMUD's 2,000 employees has sworn this civil service oath, no matter the disaster.

If an earthquake strikes, we're prepared for the major work to fix our systems. If droughts loom, we're poised to bring water from new locations, use recycled water and enact emergency conservation methods to make the most of every drop. During storm surges, we're on guard to protect San Francisco Bay from untreated wastewater. And last fall, when homes, businesses and critical facilities in California were de-energized for days during high fire danger periods, EBMUD worked through those power shutoffs, in the dark, to ensure the water never stopped flowing.

Recently, when the state and counties we serve ordered us to shelter-in-place to slow the spread of the highly contagious coronavirus, EBMUD again stood strong.

We activated our Emergency Operations Team to ensure water and wastewater operations continued uninterrupted. We provided necessary equipment so our crews could continue to work safely in the streets, while many of our other employees continued to do essential work from home. We streamed audio of our Board of Director meetings online, provided safe public trail access and staffed critical facilities that send water to your taps, and discharged your wastewater safely to San Francisco Bay.

It takes a team of highly committed employees to deliver unfailing service, and that is our commitment to you. We will work through every emergency to serve you.

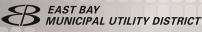
Trouble paying your water bill? We can help. Visit ebmud.com/CAP for information on payment options during times of financial stress.











P.O. Box 24055 • Oakland, CA 94623 I-866-403-2683 www.ebmud.com

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.

Connect with us:







