

customer Pipeline



November • December 2018

A secure water future as climates change

The climate is changing, and with it, droughts can become more severe. Regulations that govern water supply are changing too. As a leader in sustainability, EBMUD is at the forefront of planning for an uncertain future by diversifying our water supply portfolio.

Each winter and spring, EBMUD captures rain and snowmelt in our East Bay and Sierra Foothills reservoirs. Normally there's enough water in the Mokelumne River watershed to meet the needs of our customers, fish and wildlife, and users downstream. These legacy practices are our primary function. We strongly promote water conservation, too. To ensure water for the East Bay, we also focus on new and diverse water supply options for operational flexibility in dry years.

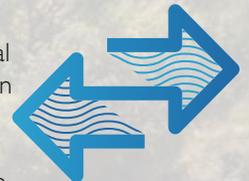
Recycling

About six percent of our supply now comes from previously used – and highly treated – water. We provide it for irrigation, cooling systems and industrial uses. As public acceptance of recycled water broadens, we'll invest more into this smart water reuse. In the next decade, we also will consider whether recycled water can meet more types of water needs.



Transferring

Just a year after the Freeport Regional Water Facility was built, California began to show signs of drought. Several years later, we activated the facility and, for the first time ever, drew water from the Sacramento River. Purchase and transfer agreements with irrigation districts and rice farmers accounted for 30 percent of our supply in 2015 and helped us ease the strain during that critical drought. Now that transfers are a proven approach, we're working toward longer-term agreements with more agencies and private property owners in Placer, Yuba and Sacramento counties. We'll consider storing water in Contra Costa Water District's Los Vaqueros Reservoir Expansion Project, too.



Groundwater Banking

With partners in the Central Valley, we can now bank Mokelumne River water in an underground aquifer. Through an agreement with the North San Joaquin County Water Conservation District, this year we provided surface water to property owners in the San Joaquin Basin to irrigate their fields, preserving an equal amount of water in the aquifer for shared use in the future. Through this collaboration we will see mutual benefits for our customers and our agricultural partners, with hopes for expansion.



Give a Water Lifeline

What would you give for a hot shower, clean hands, or a tall glass of water? What would you give for a clean kitchen or fresh water to brush your teeth? If you could turn on the faucet for another, would you?

As a public water supplier and integral member of the Bay Area community, EBMUD is committed to providing continued access to safe, clean water at reasonable rates. Although the San Francisco Bay Area is in a time of strong economic growth, some people struggle to pay for necessities, such as water. Through our Customer Assistance Program, EBMUD provides discounts on water bills for qualified customers. Unfortunately, sometimes that aid isn't enough.

So EBMUD created Water Lifeline.

The Water Lifeline program began as an EBMUD employee donation campaign: a way for EBMUD employees to directly and immediately help the community we serve. Now, EBMUD has

partnered with two great Bay Area charities — St. Vincent De Paul of Alameda County and Catholic Charities of Contra Costa County — to connect Water Lifeline with the public.

Through Water Lifeline, you can now make a tax-deductible donation through these charities to cover a CAP customer's outstanding bill and avoid a shutoff. The charities also assist these customers to budget for these bills in the future.

Keeping a nearly century-old water and wastewater system in top condition takes significant investment and strong financial management. EBMUD knows firsthand how important it is to balance finances as we work to keep our rates as low as possible.

At home, we know that you, too, are working hard to manage your finances. To learn if you qualify for the EBMUD Customer Assistance Program visit ebmud.com/cap. **To make a donation to help others, go to ebmud.com/lifeline.**

The Value of Water

It takes:

- 19 gallons to grow one apple
- 1,230 gallons to yield one steak
- 2,110 gallons to make one pair of shoes

For every:

- One job in the water industry
3.68 jobs are added to the economy
- One dollar invested in infrastructure
\$6 in returns are generated

EBMUD

Water Lifeline



**EAST BAY
MUNICIPAL UTILITY DISTRICT**

P.O. Box 24055 • Oakland, CA 94623
1-866-403-2683
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:



Printed on recycled paper

N-D 2018 320 M