

# customer Pipeline



May • June 2017

## Reliable service: What will it cost you?

**E**BMUD is investing in the complex infrastructure that brings you high-quality tap water and protects San Francisco Bay with outstanding wastewater treatment. Our next two year budget aims to maintain these critical, yet aging systems. We will continue to rehabilitate pipelines, and upgrade the water treatment plants, tanks, reservoirs and wastewater facilities that serve you every minute of every day.

Over the next two years and beyond, our skilled staff will inspect and repair the aqueducts and tunnels that carry pristine Mokelumne River water 90 miles to the East Bay. We'll upgrade computer, instrumentation and structural support systems, and build new steel water storage tanks. We'll improve pumping and treatment plants, and replace more miles of aging water mains each year. We also will increase preventative maintenance to reduce leaks and emergency main breaks by adding more skilled staff to reduce overtime. And we'll repair our large sewer collection interceptors, wastewater treatment and odor control systems.

As a public, not-for-profit agency, we work hard to make smart decisions about how to use your dollars. Through cost-savings, we set aside

—and now will use—Rate Stabilization Funds to keep rates manageable as we recover from drought. Each year, we become more efficient energy users. We also generate and sell hydroelectric, solar and biogas energy to offset costs, and we're more innovative with how we maintain and operate our systems. Additionally, we protect the watershed lands that, in turn, protect the quality of your drinking water.

Whether we deliver one gallon of water or 130 million gallons, the infrastructure that delivers this resource and treats our waste must be maintained. Our nearly 2,000 employees do this vital work 24 hours a day, 7 days a week.

Join us as we head into the next era of EBMUD's nearly century-old mission to provide reliable, great-tasting, high-quality water today and for future generations.

**More information at [ebmud.com](http://ebmud.com)**

### How will this affect my bill?

To support these critical facility investments, EBMUD is proposing rate increases.

#### July 1, 2017

- 9.25% for water charges
- 5% for wastewater charges

#### July 1, 2018

- 9% for water charges
- 5% for wastewater charges.

These increases will be less than \$5 per month for water and less than \$1 per month for wastewater for an average household using 200 gallons per day.



# Drink from the sink

Whether you're young in age or young at heart, a refreshing drink of water from your tap never gets old. The secret is in the source: pure mountain snowmelt from the Sierra foothills delivered straight to you.

Your tap water costs less than a penny per gallon. When was the last time you could buy bottled water for a penny? When you drink from the sink, you not only make best use of your hard-earned money but you also create less waste. More than 80 percent of recyclable plastic bottles end up in landfills, and most bottled water tastes exactly like our tap water.

Visit [ebmud.com/drinktap](http://ebmud.com/drinktap) for more reasons to ditch bottled water and make the switch to fill your glass—or your reusable bottle—at the sink.

Need more proof that tap is tops? Despite all the challenges that the historic statewide drought presented, our water met or surpassed every state and federal standard for safe drinking water last year. The 2016 Annual Water Quality Report is now available

online. In it, you will read how our management and protection of watershed lands and reservoirs, and treatment and testing ensure your tap water is the highest quality, and oh so good.

**Get your water quality report at [ebmud.com/wqr](http://ebmud.com/wqr)**



# Renew. Reinvest. Ready.



At EBMUD, our staff is constantly on the move to upgrade and rehabilitate our vital water mains. With 4,200 miles of pipe, we are committed to increasing the miles of pipe we replace each year. By this summer, we'll have met our year's goal to replace 15 miles of pipe by using an innovative technology that gives an old pipe a new life.

We have test-driven this trenchless technology in Richmond, San Pablo and Walnut Creek with great results. This new method—one of many new ways EBMUD is investing your dollars in our system—allows us to thread a structural liner into an old pipe, basically rebuilding the pipe from the inside out. Like a snake shedding old skin for new, this technology is faster than conventional pipe installation and less disruptive to neighborhoods, making it a definite contender for the future renewal of our system in the East Bay.

Looking forward, we'll be the first in the nation to try out a new-to-the-market lightweight plastic pipe that's so innovative, Cornell University wants to study it with us. Now that's what we call ground-breaking technology.

**EAST BAY MUNICIPAL UTILITY DISTRICT**  
 P.O. Box 24055 • Oakland, CA 94623  
 1-866-403-2683  
[www.ebmud.com](http://www.ebmud.com)



#### Board of Directors

John A. Coleman • Andy Katz • Doug Linney  
 Lesa R. McIntosh • Frank Mellon  
 William B. Patterson • Marguerite Young

#### General Manager

Alexander R. Coate

#### 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.