

customer Pipeline



September • October 2017

Protecting the environment from watershed to bay

Wherever your feet land in the East Bay, you enjoy special proximity to our watershed. It's closer than you think! When you open your eyes to nature, you can see evidence of water's journey from the watershed to EBMUD reservoirs, through storm drains to creeks, into homes and businesses, from sinks to sewers, and back out as wastewater, which EBMUD cleans and releases to the San Francisco Bay.

EBMUD has been the custodian of beautiful watershed lands in the East Bay and Sierra foothills for nearly a century. Close to home, our biologists monitor fish, wildlife and plant species on about 28,000 acres of East Bay watershed lands, which provide needed protection and habitat for a wide variety of plant and animal species, and provide a natural haven for the public to enjoy. Watershed lands surround five local reservoirs: Briones, San Pablo, Upper San Leandro, Chabot and Lafayette, plus one basin without a reservoir: Pinole Valley. EBMUD reservoirs store high-quality Sierra Mountain water that travels in massive quantities through large aqueducts to get to your tap.

These lands have been largely protected from development and human disturbance. From local creeks and watersheds to San Francisco Bay, these open space corridors remind us that nature in our backyards needs our help. Whether you are reading this near water—a river, a creek, the bay—or whether you are miles away in the hills and valleys of the East Bay, know that we all play a role in protecting our watershed and local waterways.



Join us in our mission to protect the environment. EBMUD offers ways to learn, volunteer, tour and recreate on our watershed.

TAKE A HIKE Join more than 2 million like-minded hikers, horseback riders, wildlife watchers and all-around environmental volunteers along 80 miles of EBMUD trails. Follow the waterways for sparkling lake views, and take in stately redwoods, fluttering wildflowers, wooded glens and open grasslands. Buy a trail permit at ebmud.com/recreation/buy-trail-permit.

LEARN OUTDOORS Each fall, EBMUD rangers host outdoor classrooms to teach children how to enhance habitats, stabilize soils and restore disturbed creeks and lands. Schools can reserve up to three sessions of up to 40 students each school year. Email recreate@ebmud.com to find out more.

GET THE BIGGER PICTURE
Look for our flipbook on Watershed to Bay at ebmud.com/cleanbay

JOIN A CREEK GROUP Year round, faithful, down-to-earth volunteers step forward for local coastal and creek cleanups. Stand in stride with these environmental champions every third Saturday in September for the annual California Coastal Cleanup Day, or at any other of the many events these groups host.



Best water quality

EBMUD customers drink some of the best water on the planet. And the EBMUD team works day and night to protect that water.

Exceptional events in the past few years have challenged EBMUD water quality experts, including historic drought, taste altering algae, and disinfection byproducts.

Our core mission is to deliver high-quality water, no matter the circumstances, to protect public health. We are serious about that duty.

Because water quality is so important to us, EBMUD is pleased to announce new programs and information to help.

- EBMUD has rolled out a new lead test voucher program. Although we removed all known lead service lines from our system years ago, we want to empower you to test the plumbing in your home or business if you suspect it may expose you to lead. At no cost to you, you may request a voucher for a certified lab to test your tap water. EBMUD also is reaching out to schools to offer lead tests of the plumbing on their campuses.
- We're taking short and long-term actions to reduce the amount of disinfection byproducts, including trihalomethanes, in EBMUD water. These byproducts form when chlorine, used to kill pathogens, interacts with organic material, which increased with heavy runoff after the drought. EBMUD water continues to meet every state and federal standard for safe drinking water and we're carrying on important work to limit THM formation.

For nearly a century, EBMUD has committed to providing you with the highest quality water. These new programs double down on our commitment to you.

If ever you have a question about your water, visit ebmud.com/waterquality or call us at 1-866-403-2683.

For details about the lead voucher program visit ebmud.com/lead.



The 16th Mile

EBMUD has always emphasized the essential need to invest wisely in our infrastructure. Over the years, we have taken care of the system that we all depend on for every sip of water in the East Bay. But we have an aging system of pipes.

To get ahead of the rate at which pipes break, EBMUD is committed to increasing our pipe replacement rate from a historical average of 10 miles per year to 40 miles per year. Emergency main breaks are expensive to repair and inconvenient for our customers.

Proactively replacing more pipe is an ambitious goal that requires us to take a new look at how we do our work.

In January 2016, we rolled out a new program to examine how to get more pipe in the ground. Thanks to new, reliable materials and creative methods of working, after a full fiscal year, we are proud to say that we installed 160 percent more pipe than our historical average. We were shooting for 15 miles (up from the historic 10) and got to 16.

These new pipes will improve our system and will last for generations. And, as with every major undertaking, it's important to recognize accomplishments big and small and recognize those who helped us get there.

Thank you, EBMUD customers, for your support. Without your steadfast resolve to invest in this system, we couldn't have exceeded our goal.



 **EAST BAY MUNICIPAL UTILITY DISTRICT**
P.O. Box 24055 • Oakland, CA 94623
1-866-403-2683
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.