

customer Pipeline



November • December 2017

From the mountains to your home

In the beautiful Sierra Nevada, a pristine river named Mokelumne breaks free. Carrying snowmelt and rain to the west, its ultimate destination is the Sacramento/San Joaquin Delta, and then the San Francisco Bay. But well before it reaches its natural outlet, EBMUD's 345-foot-tall, 1,337-foot-long Pardee Dam walls-off the water's path and fills in Pardee Reservoir. From Pardee Reservoir, the East Bay drinks.

EBMUD's three primary aqueducts connect directly to Pardee Reservoir, located at the confluence between Amador and Calaveras counties and collecting water from a 577-square-mile watershed. These tremendous aqueducts, named after the Mokelumne River, can carry as much as 325 million gallons of water over 90 miles to 1.4 million EBMUD customers in Alameda and Contra Costa counties.

Once in the East Bay, this mountain water is stored in large reservoirs—San Pablo, Upper San Leandro and Briones, along with rainwater that falls directly in the East Bay.

Every minute of every day, EBMUD treats Sierra snowmelt fortified with local runoff to the highest standards set by the

state and federal government. We send it through an integrated system of pipes that extend underground for 4,200 miles throughout every city, neighborhood and street in our East Bay service area. The water travels from large distribution pipes into smaller service lines that connect to plumbing in hundreds of thousands of homes and businesses. Every faucet in and outside of your home brings you that high-quality mountain-fresh water the moment you need it.

While this is the basic path that our water takes, there is so much more to learn. EBMUD provides educational resources and offers speaker presentations. For materials for your classroom, visit ebmud.com/store/teacher-materials. To request a speaker for your class or organization, visit ebmud.com/about-us/community-activities/request-speaker.

EBMUD also is a proud sponsor of our next generation of water wizards. Once again this year, EBMUD will contribute \$600 for Water and Wastewater Awards at the Alameda and Contra Costa County Science Fairs. To learn more about how to participate, visit www.acsef.org or www.ccpartnership.org/science-fair



Pardee Dam



Mokelumne Aqueducts



Take a drink from the sink

Everything but the kitchen sink

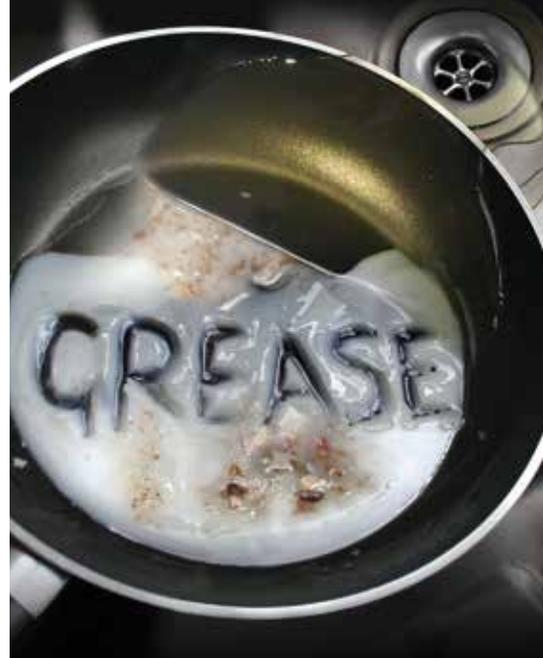
EBMUD salutes all the chefs out there baking, roasting and frying away, but we also want to share with you a recipe that could spell disaster in your home. We're talking about clogged drains that could lead to sewage backups.

Fats, oils, grease, meat drippings, lard, shortening, and all other greasy foods stick to your home's plumbing the same way they stick to your ribs. And while the human body can burn the calories with exercise, drains get more congested as water causes the grease to harden inside each pipe — even if the water is warm and soapy. Too much can cause a major plumbing problem that is sure to spoil your holiday cheer, and can even cause problems for our wastewater treatment facilities that protect the San Francisco Bay.

During the holidays and year-round, remember to scrape the fat off your pan and toss it in the compost or garbage bin. You can use a paper towel, or order a free plate scraper at ebmud.com/store/water-conservation/plate-scraper.

Got a lot of fat? Take your large loads of grease and oil to a residential cooking oil drop-off location near you. Visit ebmud.com/cleanbay for more information.

Remember, your plate can be piled high with all the fixings, but your kitchen drain should keep a fat-free diet year round.



Paving a better way

EBMUD continuously looks for new ways to improve our work. One area where new collaborations have started to pay off is in paving.

- To repair a broken water main or install a new pipeline, we have to break open your street. That can be anything from a small hole to hundreds or thousands of square feet.
- Once our work on the water main is complete, we fill the hole with a fine gravel or sand, compact it, then lay hot asphalt to patch it temporarily.



- We aim to replace the temporary with permanent paving within 30 days after we finished the job, weather permitting (no rain and temps above 50 degrees), by grinding away the old street and overlaying new asphalt.
- We work within restrictive hours and crowded streets, so some larger projects can take longer.

We've become closer partners with city agencies to either pave a road together, or coordinate schedules so a city can repave its road right after we've replaced a main.

In the last two years, EBMUD has completed seven major projects in close coordination with the cities of Oakland, Richmond and Orinda. The projects generated a total of nearly 650,000 square feet of newly paved roads.

Either the cities provided materials and EBMUD completed the labor, or EBMUD paid the city to complete the paving for us.

While cost savings were mostly neutral, we shared valuable information about a new grind-and-overlay technique that makes paving more efficient, and we improved relationships by working on a shared timeline. Our teamwork means we can quickly get in and out and leave you with a brand new road and even more reliable water service. That's paving the better way.

Learn more: watch a video of EBMUD's paving projects at work at ebmud.com.



**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.



Printed on recycled paper