

# customer Pipeline



November • December 2016

## Major improvements underway at heart of our system

**B**uilt in 1935, the Orinda Water Treatment Plant—the heart of the EBMUD water distribution system—is undergoing bypass surgery. Every day, this plant delivers more than 120 million gallons of great water to 800,000 customers. It keeps our Mokelumne supply filtered, treated and flowing to your taps.

This critical \$22 million project will upgrade treatment, flow and power systems. To do this, the plant must be shut down from November 2016 through April 2017. This is no small feat.

To keep you in water during this shutdown, EBMUD is running all water treatment plants in our system. Some customers now are receiving water from a different source (like our local San Pablo or Upper San Leandro reservoirs). The work to get them running in sync has been considerable.

Although you'll never see it, these crucial improvements will provide flexibility to better operate the plant. Power, treatment and chemical systems, as well as process monitoring equipment will all be upgraded. This will allow us to split the plant in two to perform regular maintenance on half of the plant while the other half is still operating.

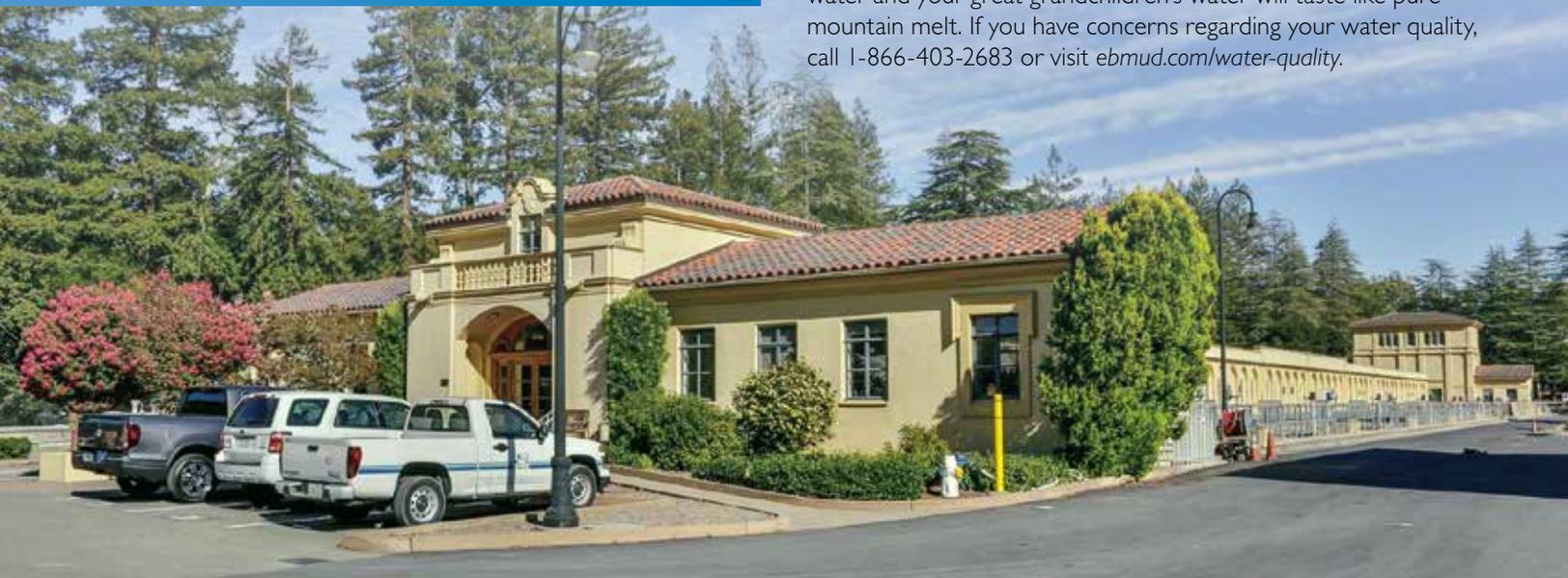
We have planned these upgrades for many years and are proud to kickoff the hard work to build these improvements.

If you experience a change in your tap water, please practice patience with us while we extend the life of our largest, most vital water treatment plant. Remember that a little sacrifice today will pay off in spades. This brief period of change assures your water and your great grandchildren's water will taste like pure mountain melt. If you have concerns regarding your water quality, call 1-866-403-2683 or visit [ebmud.com/water-quality](http://ebmud.com/water-quality).



*Engineering and Water Treatment experts discuss the \$22 million upgrade to Orinda Water Treatment Plant, the heart of our water distribution system.*

Do you notice a difference? Operational changes may affect the taste and smell of your tap water. Chilling your water can reduce these effects. Your water meets all Safe Drinking Water Act standards.



# WIPES CLOG PIPES



Don't believe the hype that you can flush that so-called "flushable" wipe. Despite many marketing claims, "flushable" wipes do not breakdown in water. They clump together in sewer systems and clog sewage

treatment equipment. An independent consumer report in 2014 even found that a "flushable" wipe would not break down in water after being mixed by a kitchen mixer for 10 minutes. That's not to say that wipes are bad; they're just not good for the system that cleans our wastewater so it can safely be discharged into the San Francisco Bay. If it's not one of the 3-Ps: poop, pee or (toilet) paper, throw it in the trash to protect your toilet, our pipes, and the filters we all rely on to keep our Bay healthy.

LAST  
CALL

December 31 is your LAST CALL for EBMUD toilet and clothes washer rebates. Learn more at [ebmud.com/rebates](http://ebmud.com/rebates)

## The mystery of toilet water, solved

You flush and the water disappears. But do you know what happens after water from your toilet goes down the drain? Take a tour of EBMUD's Wastewater Treatment Plant in Oakland. We offer free tours for East Bay residents and students in middle and high school. Our expert tour guides will reveal how we keep the San Francisco Bay clean by treating wastewater and how you can take steps to protect the environment. Hint: toss those not-so-flushable wipes and other items in the trash, not the toilet.

Follow the wastewater journey from your private sewer laterals into city sewers that feed pipes that carry the wastewater into EBMUD's plant. There, at the base of the Bay Bridge, wastewater generated from residents and businesses is cleaned to meet strict standards. The toilet talk continues as we show you how poop is transformed into power as part of our waste-to-energy program. You'll never look at toilet flushing the same way again!

**Sign up at [ebmud.com/wwtp-tours](http://ebmud.com/wwtp-tours).**



**EAST BAY  
MUNICIPAL UTILITY DISTRICT**

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### 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.



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