

Leaks Uncovered

Even at the most water efficient homes, leaks can be frequent visitors. Be a leak detective this spring and find leaks hiding in and around your home.

Leaks' not-so-secret hiding places



Toilets

Check for leaks by placing a few drops of food coloring or dropping dye tablets (available at ebmud.com) into the toilet tank, then wait 15 minutes. If a worn flapper is causing a leak, colored water will appear in the bowl. When replacing the flapper, make sure to choose the right brand for your toilet.

Shower

Are you lathering with only a trickle of water from the showerhead while your feet get soaked? The shower diverter valve may be at fault. The fix? Replace the spout.

Water heater

A puddle of water around the bottom of the tank may indicate a leak. If the tank wall is corroding, it's likely time to get a new energy-saving model. Also check the pressure release valve for failure (it's the copper pipe on the side of the water heater). If it is warm or hot to the touch, it could be a pricey leak, but an easy fix.

Faucets

Fix this leak by replacing worn washers or tightening the faucet fixture.

House and irrigation lines

Check for overly green or soggy spots between the meter and the house valve or wet spots elsewhere that may indicate an irrigation leak. Listen for sprinkler and drip systems that generate hissing sounds while not irrigating.

Visit ebmud.com/leaks to read EBMUD's homeowners guide. You'll learn how to fix common leaks and determine if the source of the leak is indoors or outside.

Leak sleuth

For more information on finding indoor and outdoor leaks, order our *WaterSmart Home Survey Kit*, at ebmud.com/store



Plumbing triage on your streets

Water reaches your tap through an underground system of more than 4,200 miles of pipes called mains. When pipes leak, main breaks occur. Breaks can happen daily because of ground movement, corrosion, soil conditions or age. Last year, EBMUD crews fixed a record-breaking 1,155 main breaks—about three per day.

But if more than one main needs repair at a time, how do we decide which leak gets fixed first?

Leak repairs are prioritized based on how big their impact is on people and streets.

When an EBMUD leak investigator arrives at a main break, he or she categorizes the break as either an emergency that must be repaired immediately or a leak that can hold for at least one day.

If a main break is classified as an emergency, a repair crew is sent out right away—day or night. We won't leave the job site until the pipe is fixed and the water is turned back on. Most emergency breaks are repaired within eight hours.

If the leak is small enough, it is put in the repair queue. Most non-emergency breaks are repaired within one to seven days. They may look minor, but because they could be indicative of a larger, more significant break somewhere down the pipeline, those leaks are monitored and fixed as soon as a crew is available.

To view the latest information about emergency water shutdowns in your area, visit ebmud.com/alerts. To report a water emergency, call us at 1-866-403-2683.



Paying for drought

After four years of drought, EBMUD made up for shortages last year by purchasing 19 billion gallons of water, or about a four-month supply of water, from the Sacramento River.

This emergency water traveled to local reservoirs via the Freeport Regional Water Facility, which EBMUD completed in 2011 precisely for crises such as this severe drought.

During a drought, water is scarce and EBMUD must both purchase additional water supplies and increase operating costs.

In 2015, the Board of Directors adopted a four-stage system of drought rates including temporary surcharges and declared a Stage 4 drought emergency.

The Stage 4 drought surcharge for the average EBMUD household that normally uses about 7,500 gallons per month is \$8.08 each month in addition to their normal usage charges.

Although rain has been strong this winter, we continue to plan for another dry year and if needed, purchase additional water in 2016.

EBMUD is continuing to monitor our water supply outlook and conditions statewide. In April, the Board of Directors will evaluate EBMUD's drought status, conservation levels, water restrictions and other measures.

Visit ebmud.com/drought to get the latest drought news.

EBMUD DROUGHT STATUS



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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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