



THE ACWD AQUEDUCT

News and Information for the Customers of the Alameda County Water District



Message from the General Manager

Welcome to this edition of our newsletter and thank you for taking the time to stay informed about the work Alameda County Water District is doing on behalf of our community. We value your trust and are committed to keeping you informed with honesty and transparency.

Providing safe, reliable drinking water is essential to public health, quality of life, and our local economy. It is also a complex and increasingly costly responsibility. Like many households and businesses, the District faces rising costs for routine operations. We understand these same pressures affect our customers, and we approach any rate adjustment thoughtfully and with care.

In this issue, you'll read about new rates effective March 1. This previously approved 4% increase is necessary to maintain reliable service, support ongoing operations, and continue critical infrastructure investments.

This newsletter goes beyond rates to spotlight the people and practices that keep our community thriving. Inside, you'll meet Ricardo A., a dedicated member of our team who responds to water emergencies rain or shine to ensure reliable service when it matters most. You will also find practical tips on efficient irrigation, information on available rebates, and helpful guidance if your water is ever temporarily off. When we work together, we can ensure a sustainable water future for our community. Thank you for your continued support and for trusting us to deliver safe, reliable water every day.

Ed Stevenson, General Manager



Water Rates Update: Supporting Essential Services

Every drop of water from your tap depends on a complex system working behind the scenes and around the clock. From treatment plants and pipelines to reservoirs and pumping stations, your local water system is carefully designed, maintained, and operated to deliver safe, reliable, high-quality drinking water every day. Your water rates help fund this essential work, including compliance with rigorous environmental regulations, maintenance and replacement of aging infrastructure, long-term water supply planning, debt obligations for critical capital projects, and the skilled professionals who work on your behalf every day. Maintaining a safe and resilient water system requires ongoing investment and thoughtful long-term planning.

After a series of public meetings, the ACWD Board of Directors adopted a two-year rate plan in February 2025. The second year of this plan includes a 4% increase to bimonthly service and consumption charges, effective March 1, 2026. Water bills that include service dates before and after March 1 will be prorated accordingly. For more information about the rate plan and the public process conducted by the District, visit acwd.org/rates.

Planning water rates with community input

Like many public agencies, the District regularly reviews our rates to reflect the cost of providing essential services—and the quality of service our customers expect. Later this year, ACWD will begin a public process to develop the next two-year rate plan. The public is encouraged to attend meetings and provide comments directly to the Board of Directors.



Attend meetings & stay informed

Tentative meeting dates:

- July 30, 2026
- August 27, 2026
- September 24, 2026

ACWD Headquarters

43885 S. Grimmer Blvd., Fremont

The final schedule, meeting materials, and information will be posted online once details are available. To learn more, visit acwd.org/rates.



Modernize Your Irrigation System and Save Water with ACWD Rebates

Spring is the perfect time to give your irrigation system a checkup to prevent costly water waste! Run your sprinklers manually and check for leaks, damaged sprinkler heads, and water pooling. Confirm that your irrigation controller has a backup battery (if applicable), runs as programmed, and is set to water in the early morning (before 10 a.m.). Make sure water only reaches your landscape, not sidewalks or driveways.

If you spot worn or inefficient sprinklers, upgrade to high-efficiency irrigation hardware, such as water-efficient sprinkler nozzles, spray bodies, or rotors. For maximum water savings, consider installing a Weather-Based Irrigation Controller. These adjust watering based on local weather, soil moisture, and plant needs. Save time and money while keeping your landscape thriving.



ACWD offers rebates for qualifying **Weather-Based Irrigation Controllers** and high-efficiency **irrigation hardware**. It's a simple, cost-effective way to modernize your system and maximize your savings!

Make this spring your most water-smart season yet. To explore these and other rebates, visit acwd.org/rebates.



The People of ACWD



Ricardo A.
Utility Worker 2

Whether he's waiting for his favorite NFL team, the Raiders, to win the Super Bowl or carefully determining how to repair a water main leak at any point in ACWD's 930 miles of pipeline, Ricardo A., Utility Worker 2, believes one quality makes all the difference: patience.

As a skilled water professional, Ricardo is one of 40 utility workers on the front lines responsible for repairing critical infrastructure to keep clean water flowing day and night throughout ACWD's service area of Fremont, Newark and Union City.

Why did you want to work in the water industry as a Utility Worker? Before joining ACWD, I worked as a landscape technician in my family's business for four years. I became interested in the water industry after seeing live videos on Instagram of utility workers in action. Watching crews fix pipes with gigantic streams of water shooting straight up into the air, operate heavy machinery, and make repairs in all kinds of weather was exciting. I never imagined the work would be this intense and spontaneous! No two days are alike, and it's a lot of fun.

What's a project or moment on the job that you're especially proud of? I was recently promoted to Crew Leader (Utility Worker 2), and on my very first assignment, nothing went as planned. That experience taught me an important lesson: how to turn setbacks into opportunities to learn and improve.

What skills or qualities are most important for being successful in your role? I'm responsible for overseeing three to four other utility workers, so teamwork and communication are critical. Clear communication helps ensure everyone understands the assignment, stays safe, and completes the work efficiently. This job also requires quick thinking and hands-on problem solving, especially when responding to water emergencies at all hours or working in tight spaces, bad weather, or challenging terrain.

If your job had a theme song, what would it be? "Eye of the Tiger." We're like warriors out there, doing whatever it takes to get the job done and keep the water flowing for our customers.

What do you like to do outside of work? Outside of work, I enjoy spending time with my five-year-old son. Whether I'm taking him to jiu-jitsu practice or just heading to the park, he keeps me busy and keeps life fun.



No Water? Here's What to Check

We know how frustrating it can be to turn on the tap and find no water. If this happens, here are the most common reasons and what you can do.

Check Your Main House Valve: The house valve is a valve typically located where the water line enters your home, usually ahead of the water spigot – in your front yard, or another location, such as a basement, crawl space, garage, or utility room. The handle is usually red, grey, or green and shaped like a wagon wheel or a lever. If the valve has been turned to the off position, turning the wheel counterclockwise or ensuring the lever is straight up and down parallel with the pipe, will turn it on.

Emergency Repairs in the Area: If you notice signs of a hit fire hydrant, water main break, or see active work by ACWD utility workers, there may be an emergency in the area, and your water may be temporarily off while repairs are being made. ACWD crews work 24/7, and water will be restored as quickly as possible.

Be prepared with an emergency water supply: at least 2 gallons of water per person, per day, enough for 3-7 days.

Planned Improvements: Your home or business may be in an area where ACWD has scheduled main renewal or other improvements. In that case, you should have received a mailer and/or door hanger notifying you if temporary water service interruptions are required while improvements are made. Notice is given so customers can prepare and plan ahead. We try to schedule these improvements at

times that minimize impact, and water is usually restored within a few hours.

Missed Payments: If your water service is interrupted due to a missed payment, we're here to help. You can quickly restore service by contacting our Customer Service team at 510-668-4200, option 6, during normal business hours, or visit acwd.org/customerservice.

ACWD offers multiple options for customers to manage bill payments, including our Help on Tap assistance program for income-qualified customers and eBilling and autopay, which take the guesswork out of payment due dates. To see if you qualify for Help on Tap, visit acwd.org/HOT.

24-Hour Emergency Line: If you have checked these common causes and still do not have water, please call 510-668-6500. We are here for you, 24/7!



Around the clock, water is treated, tested, and delivered through more than 930 miles of pipelines to homes, schools, and businesses. *Fill up with Tap* tells that story – a reminder that behind every refill, ACWD is working 24/7 to provide safe, great-tasting water you can trust.

To learn more about your drinking water sources, visit acwd.org/yourwater.

BOARD OF DIRECTORS

Aziz Akbari, President
John Weed, Vice President
James G. Gunther
Judy Huang
Paul Sethy

Board meetings are open to the public and generally held in the ACWD Board Room, 43885 South Grimmer Blvd., Fremont, with optional participation via Zoom, unless otherwise noted. Please visit www.acwd.org for board meeting dates.

Ed Stevenson, General Manager

BUSINESS OFFICE

43885 South Grimmer Blvd., Fremont, CA 94538
510-668-4200 | www.acwd.org
24-Hour Emergency Line: 510-668-6500

