

The ACWD Aqueduct

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

Fall, 2019

A Message From The General Manager

With information at our fingertips, it seems that any question can be answered quickly. When I have a query, I can easily pick up my smartphone and voilà, within seconds I have the answer. But, is it so? We live in a society with information seemingly everywhere. It can, at times, be information overload. How we sort out what we hear, retain what we've read, or act on depends on our interests and beliefs.

I recognize our customers are surrounded daily by reports in the news, online, social media, and through personal and professional networks. And ACWD's messages may not always rise to the top – a lot is going on in the world and your time is important. But, when it comes to water quality, water service, or the safety of your drinking water, ACWD is here if questions arise. We are a resource of skilled professionals – from accountants to chemists, engineers to water treatment plant operators – we are trained experts in all things water.

Recently, per – and polyfluoroalkyl substances, or PFAS, a collective term for a large group of synthetic chemicals that include perfluorooctanoate (PFOA) and perfluorooctanesulfonate (PFOS), have gained a lot of attention primarily because of its widespread use and potential adverse health effects caused by exposure to PFOA and PFOS in drinking water. So what are PFAS? Well, they have been around for decades and were used to make carpets, clothing and cookware. They were also used for firefighting at airfields and other industrial processes. Although no longer manufactured in the United States, the compounds may still be present in imported materials.

I am happy to report that PFAS chemicals are not in your ACWD drinking water. When tested, our water was non-detect for PFOA and PFOS. And because ACWD does not have drinking water wells in areas that would likely result in exposure, the California Division of Drinking Water currently requires no additional testing requirements of our agency. We continue to meet all state and federal drinking water quality standards. Should regulations change, so too will our testing and reporting practices.

I know our customers are inquisitive and we're happy to share information. If you have questions or general interest, I encourage you to click through our website, visit our online frequently asked questions page, read our annual water quality report, attend our board meetings, or if you prefer, give us a call – we're here to help. But, since you're reading this newsletter, you're already a step ahead.

Robert Shaver, ACWD General Manager

Water Main Cleaning Program 2020



ACWD prepares to kick-off our annual main cleaning program to improve water quality.

Just as a car needs routine maintenance - oil changes, engine flushing and tune-ups – so do our water mains. The annual cleaning removes debris from the water main, and like your car, following preventative maintenance ensures optimal performance and in our case, better water.

Year-round we work to deliver the highest quality water to our customers but over time naturally-occurring minerals and sediment can accumulate in underground water pipes. If accumulation occurs, customers could notice a change in taste and odor and routinely cleaning the pipes helps with these effects. We “flush” the lines using high-velocity water from hydrants to clean mains removing sediment build-up to make way for improved water quality.

Because cleaning can stir up debris, customers may notice discolored water temporarily during the cleaning period, usually lasting 1-2 hours. The water remains safe but washing light-colored laundry during this time should be avoided.

The 2020 program will occur from January through June. Visit www.acwd.org/maincleaning to view the main cleaning schedule toward the end of 2019 and see if your neighborhood is included in the 2020 program. Schedule updates will be posted periodically so please revisit the site for regular updates.

www.acwd.org/paymybill

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Call 510.668.4200 or visit www.acwd.org/paymybill for more information.

Customer Feedback Will Assist in Long-Term Water Conservation Programming

ACWD has launched a Water Efficiency Master Planning effort to identify strategies to meet the District's long-term water use efficiency goals. We want your input! Please go to: www.acwd.org/wemp to answer a brief survey about your conservation efforts and interests. As an ACWD customer, you may also receive a phone call or email within the next couple of months from a national research firm hired by the District to obtain more detail about our customers and their conservation efforts. Thank you in advance for your assistance and support!

THE PEOPLE OF ACWD

She defines the term “service with a smile” and provides excellent internal and external customer service. Meet Selina, a Human Resource Analyst who has been with the District for six years and is well-known for her upbeat attitude, outgoing personality and overall zest for life. From the moment an applicant clicks submit on their employment application, to greeting them at their interview, and finally onboarding them as a new employee, Selina has her hands in it all.



Selina

How did you get in the HR field?

Early on in my career, I was a receptionist for a school district and I worked in the front lobby. I loved it! There was constant interaction with the public; I was always helping and guiding people and the department director took notice. He approached me one day and said, “You belong in HR. You are great with people and so outgoing, you would be a perfect fit.” And the rest is history; I moved to the HR Department and he was right, it is exactly where I belong. I can’t imagine working in any other field because I love meeting new people. All the daily interactions motivate me.

In your job, what gives you satisfaction?

I get satisfaction from serving current and potential employees who rely on my services. I start the hiring process by working with managers who are looking for an exceptional new employee and I try to find the best fit. I love to watch the process evolve and when it works out for both the candidate and the manager it makes it all worth it.

During the hiring process, I see these candidates and I get to know them a bit. Sometimes they apply several times, so to see them get hired and succeed makes me so happy.

What do you enjoy doing outside of work?

I love music, dancing and going to concerts. This past year, I made a pact with a friend that we would attend a different concert each month for a year. I recently saw Janet Jackson and Lionel Richie! Both were great and gave amazing performances.

My grandbabies are also a big part of my life! I have three grandsons that I adore and we love going to the Oakland Zoo and playing baseball.

Since you are so involved in the recruitment process, do you have any tips for future candidates?

Get a good night’s sleep the night before your interview, arrive early on the day-of to mentally prepare and be sure to explain in detail why you are the right person for the job!

Act Fast, Last Chance for Toilet Rebates

Do you know that one of the biggest water wasters in the home is old toilets? Sure, there can be a lot of culprits – inefficient clothes washers, water-wasting showers (listening to your favorite song...on repeat!), or the elusive silent leak, but think about it, we use the toilet daily; several times a day. So what happens when you have a pre-1994 water-hog toilet? If you guessed you’re wasting water you guessed correctly. But, waste not, want not. We have a solution for you but you have to act fast.

ACWD’s high-efficiency toilet rebates provide customers up to \$100 per toilet when replacing older models. The program expires on December 31 so don’t waste time and get to saving today!

Visit www.acwd.org/consERVE for more information and a list of qualifying toilets.

Anna’s Adventures



Anna the Steelhead Trout

“It has been several months since my last update and what a whirlwind it has been! The seasons have changed but my adventures in Alameda Creek continue.” *This update is to provide some insight on Anna the Steelhead Trout’s adventures!*

“In the spring I saw earth-moving equipment break ground on the second fish ladder in Alameda Creek. Let me tell you how excited I am for this project! When complete in 2021, my steelhead friends and other migrating fish will be able to travel up the creek to spawning areas in the watershed upstream.

As summer approached and the temperature rose, I spent my days practicing my backstroke and cooling in the babbling brook of Alameda Creek. It is a majestic place and provided the perfect surroundings for a fish like me to meander about. We fish can “smell” water and I can tell you that the water in the creek is so fresh and clean!

But don’t take my word for it, you can ask the thousands of people who rode bikes, walked or ran along Alameda Creek during the September 22 Niles Canyon Stroll and Roll event. To most traveling Highway 84 by car, Alameda Creek is an afterthought as travelers navigate the winding two-lane road with no room for straying eyes. But the corridor connecting people from Fremont to Sunol and beyond is surrounded by the beauty of the creek and the canyon hills above. The event gives humans a chance to revel in the splendor of my playground and witness firsthand all Alameda Creek has to offer; it is much more than a thoroughfare, not to mention the habitat it provides.

With winter upon us, I say onward and upward to my migrating fish friends. And to provide a little inspiration for your journey – add “Don’t Stop” by Fleetwood Mac to your playlist!”

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A publication of the Alameda County Water District

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Board meetings are open to the public and held in the ACWD Board Room, 43885 South Grimmer Blvd., Fremont. Please visit www.acwd.org for 2019 Board meeting dates.

Robert Shaver, *General Manager*

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