Assessments are conducted to determine how vulnerable drinking water sources are to contamination. Assessments have been completed by John H. Weed, Water Production Manager, at (510) 668-6516.

- Desalted or desalinated water for watershed protection, disinfection treatment, bacteriological quality, and operational standards
- Microbials

Highly trained analysts and certified water treatment plant operators in our state-certified monitoring extends beyond the State Board’s criteria. PFAS are synthetic compounds found in many consumer and firefighting products. The State Water Resources Control Board, Division of Drinking Water, and the State Water Resources Control Board, Division of Drinking Water, jointly regulate PFAS in California. PFAS are regulated by the California Environmental Protection Agency (CalEPA).

The 2019 annual Water Quality Report, also known as the Consumer Confidence Report (CCR), is available for view online. This report provides the results of thousands of analyses of drinking water tests ACWD performs each year to maintain high-quality drinking water for our customers.

The report also provides information on water supply sources, the importance of protecting our critical water resources, lead testing of drinking water at Tri-City schools and information on per-and polyfluoroalkyl substances (PFAS) monitoring.

To view the report and learn more about your drinking water, please visit www.acwd.org/2019CCR.

If you would like to have a paper copy of the 2019 annual Water Quality Report mailed to you or would like to speak with someone about the report, please call 510.668.6500.
The People of ACWD

She is "kind of a big deal" at ACWD. Customers come in to pay their bill just to see and talk to her; she is a ray of sunshine and loves interacting with the public. Meet Patty, customer service representative extraordinaire.

CAN YOU TELL US HOW YOU STARTED AT THE DISTRICT?
In 2006, I was coaching a Fremont baseball team when approached by a parent who had seen an opening for a Customer Service Rep position at ACWD and thought I would be perfect for the job - fast-forward 13 years, and they were spot on! I love our customers, and nothing makes me happier than to work on an issue with them and resolve it together. It is the best feeling to put a smile on a customer’s face!

HOW WERE YOU AFFECTED WHEN THE ACWD LOBBY CLOSED TO CUSTOMERS IN RESPONSE TO THE COVID-19 PANDEMIC?
I am grateful that I am still able to work and provide service to our customers. I love interacting with people and miss face-to-face communication if I am not able to see customers or coworkers. If you know me, my favorite saying is, "I’m always working on my social skills!"

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?
You can find me at a bowling alley near you! I bowl three times a week at Cloverleaf Bowl in Fremont and my daughter bowls in tournaments all over Northern California. I love spending time with my family and occasionally you might find me on a buffalo slot machine!

ACWD Offers Help on Tap & More to Assist Customers

Help on Tap provides income-qualified customers a $25 bi-monthly water bill credit. With recently increased income limits, we hope to extend the program to more than the 800 customers enrolled who receive benefits totaling $150 per year. The program benefits, guidelines and application are available at www.acwd.org/HOT.

We recognize that many customers may experience economic hardships as a result from the COVID-19 pandemic. To assist during these challenging times, ACWD has suspended:

- Late fees
- Water shutoffs due to late/non-payment

Customers should continue to pay their water bills to avoid balance accruals.

For questions about the Help on Tap program or for bill payment options and arrangements, please visit www.acwd.org, call 510.688.4200, or e-mail customerservice@acwd.com.

Water Main Improvements Preserve Reliability in Union City

ACWD continues to make improvements to its water transmission and distribution system to maintain water service reliability for our customers. The Alvarado-Niles Pipeline Seismic Improvement Project will improve the seismic reliability and hydraulic performance of the water system along Alvarado-Niles Road in Union City. The existing pipeline will be replaced with a new, seismically designed welded steel pipe. All water service lines and fire hydrants along the project alignment will be replaced.

The project will be completed in two phases. Phase 1 will replace about 1.7 miles of the water system between Union City Boulevard and Central Avenue. The work will begin in mid-May and construction work will continue through November. Phase 2 is expected to begin construction in 2021.

We know large construction projects can be disruptive and are implementing several measures to minimize impacts to the surrounding community. These include careful planning for traffic controls in coordination with the City of Union City, and special design and construction methods to minimize water service outages for our customers. The project, which is part of ACWD’s Main Renewal and Seismic Upgrades Program, is another way ACWD is working to be sure your water is always there when you need it. Learn more at www.acwd.org/MRSUP.

Customer Conservation and ACWD Planning Offset Dry Year

We are in one of the driest years in 148 years of recorded local history. However, with ACWD’s careful planning and customers’ continued conservation, our water supply is resilient. Though you may be concerned we are headed into another drought, we are not calling for any drought related actions. In fact, ACWD’s preparation and investments in outside water supply sources will help carry us through the dry year and prepare us for the range of possibilities in 2021. With our customers committed to using water wisely and efficiently, we will be able to weather a dry year together.

For information on ways you can save water, visit www.acwd.org/conserv.

The ACWD Aqueduct  A publication of the Alameda County Water District

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Board meetings are open to the public and generally held in the ACWD Board Room; 43885 South Glimmer Blvd., Fremont, unless otherwise noted. Please visit www.acwd.org for 2020 board meeting dates and details.