Message From The General Manager

On March 12, ACWD activated our Emergency Operations Center to ensure staff have a healthy workplace and can carry out duties in a safe manner. Residents and businesses in the cities of Fremont, Newark and Union City depend on us to provide essential drinking water services, and I am confident that we will continue to fulfill that critical mission and provide the service that you expect and deserve.

As part of that effort, we closed our lobby doors to protect the public and our employees from the spread of COVID-19. Like many businesses, our customer-facing functions have changed, but we are here for all your water-related needs!

Our 24/7 service remains to address immediate emergency needs. Additionally, our field crews and contractors are on the streets installing water mains and making repairs, and our treatment plants and water quality labs continue to treat and test your water to ensure it is safe.

ACWD is building upon our water quality program by taking a proactive approach to monitor all our water supplies for Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS). I understand customers may have concerns when hearing the term PFAS concerning drinking water. But this is certain, your water remains safe and ACWD’s water quality continues to meet or surpass all drinking water quality standards.

We will never waver from this commitment. Please read the accompanying article in this newsletter for more information.

It is important now more than ever to stay connected and informed. I invite you to attend our virtual board, committee, or informational meetings. Although it may be by way of a computer monitor, it is a great way to learn about the work we do and to engage with the board of directors. Also, connect with us on social media where we provide information on our programs and projects.

I look forward to the day we can reopen our doors to the public. In the meantime, we at ACWD will do our part to ensure that our community is safe and healthy.

Robert Shaver, General Manager

ACWD’s Proactive Approach to PFAS Monitoring

Recently, Perfluoroalkyl and Polyfluoroalkyl Substances, known as PFAS, have received widespread attention. These manmade chemicals have been used since the 1940s to manufacture waterproof, stain-resistant and non-stick products, including carpets, fabrics, cookware, personal hygiene products, electronics, and paper packaging. PFAS are persistent in the environment and can impact water quality.

SPECIFIC CONTAMINANTS OF INTEREST

Two substances, Perfluorooctanoic acid (PFOA) and Perfluorooctanesulfonic acid (PFOS), have been assigned Notification Levels, health-based advisory levels, by the California State Water Resources Control Board.

VOLUNTARY MONITORING

In June, ACWD began a voluntary program to monitor PFAS in our untreated source and treated water. While PFOA and PFOS were detected in some of our groundwater sources at levels above the Notification Levels, in the treated water delivered to our customers, the levels were either non-detect or below the Notification Levels. Your drinking water remains safe and meets all drinking water quality standards.

OUR WORK CONTINUES

ACWD will continue to monitor PFAS, identify potential sources, evaluate operational strategies to mitigate impacts and investigate possible treatment alternatives. Visit www.acwd.org/PFAS for additional information and detailed monitoring results.

New Payment Options Available

The District now accepts Google Pay and Apple Pay. Sign up for these payment options or others at www.acwd.org/paymybill.

- Join the nearly 30,000 customers enrolled in Autopay
  Automatic payment can be made by e-check, debit card or credit card - all with no fees
- Sign up for e-billing and reduce the amount of mail that comes to your home

Customer Service is available to assist you during regular business hours at 510.686.4200 while the office remains closed to the public due to COVID-19.

Quick Tip: Irrigating Effectively

Fall means shorter days and less irrigation needed. Cut back watering by as much as 50 percent until you completely shut off your irrigation system in the winter. Summer months require the most irrigating, but your watering schedule should never be more than 3-4 days per week.

Learn more at www.acwd.org/conserve.
The People of ACWD

With an eye for creativity and a knack for design, meet Carlos, a Civil Engineer in our Project Engineering Division. His photographs are in many District outreach materials, including this issue’s cover photo!

WHAT DOES A CIVIL/STRUCTURAL ENGINEER DO AT ACWD?
I help design improvements to our system and oversee their construction. I am currently working on a renovation of a booster station to improve water pressure. It is an intricate task to fit a thousand components into a small concrete box while keeping it accessible for maintenance.

HOW DID YOU GET INTO THIS FIELD?
The Loma Prieta earthquake. I was seven at the time, and memories of that event piqued my interest in structural engineering. Years later, as a Fremont resident during the 2015 drought, the District’s customer communications caught my attention. It sounded like a chance to be part of something important, and in 2018 I joined the ACWD team.

WHAT DO YOU ENJOYING DOING OUTSIDE OF THE OFFICE?
I like visiting local parks with my son and showing him the wildlife – nature is all around us, even in the middle of town. A fun fact, my wife and I were married at Quarry Lakes, and now I am part of the agency responsible for its water management - it is such a beautiful place. I also enjoy building and painting scale models and miniatures. During these times of caution, I’m missing my board game buddies!

Virtual Tour of Fish Passage Projects in Alameda Creek

Have you ever wondered how a fish ladder works? Are you curious about the operation of rubber dams in Alameda Creek? We will answer these questions and more, plus give a first-ever behind-the-scenes public tour of our fish passage projects. Join us for a virtual, interactive tour in celebration of Imagine a Day Without Water.

Wednesday, October 21, 2020
11 a.m. - 12 p.m.
Register at www.acwd.org/tours
The tour will be posted to this webpage for future viewing.

Water Pipeline Upgrades in Newark

Improvements continue to our water transmission and distribution system to renew aging infrastructure and maintain reliable water service for our customers. The Souza-Concord Main Renewal Project will improve the water system’s reliability and hydraulic performance in two residential areas in Newark. Construction will continue into January 2021. A project map and details are available at www.acwd.org/SouzaConcordProject.

We know large construction projects can be disruptive and are using several measures to minimize impacts to the surrounding community. These include careful planning for traffic controls in coordination with the City of Newark, and special design and construction methods to reduce water service outages. The project, which is part of ACWD’s Main Renewal and Seismic Upgrades Program, is another way for ACWD to be sure your water is always there when you need it.

Commitment to Financial Transparency

Interested in learning more about District finances? Stay informed with the latest audited financial statements, budgets and other financial reports at www.acwd.org/finance.

Learn more about rates at www.acwd.org/rates.

Virtual Learning Tools Take Over K-12 Water Education Program

We are proud to offer a fun and engaging water education program as a free resource for K-12 educators in the Tri-City area. We have updated our program to meet distance learning needs. It features interactive tools and lessons, correlated to Next Generation Science Standards and Common Core Science Standards.

FREE TEACHING RESOURCES
Educators will find online materials that encourage students to explore the role of water in their lives. Our partnership with performance artists, ZunZun, combines science, music and movement to teach water education wherever students are learning. Live and pre-recorded video sessions are available and ready to complement online teaching plans. Our comprehensive approach to water education includes an annual student video competition (WaterClips) for students in grades 6-12, water experiment demo videos; interactive games; and educator workshops. The water education program information is at www.acwd.org/watereducation.

The ACWD Aqueduct A publication of the Alameda County Water District

BOARD OF DIRECTORS
Judy C. Huang, President
Aitz Akbari, Vice President
James G. Gunther
Paul Sethy
John H. Weed

Board meetings are open to the public and generally held in the ACWD Board Room, 43855 South Grimmer Blvd, Fremont, unless otherwise noted. Please visit www.acwd.org for 2020 board meeting dates and details.

Robert Shaver, General Manager

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