Message From The General Manager

"With the new day comes new strength and new thoughts," Eleanor Roosevelt.

With 2020 in the rearview mirror, I am eager for what lies ahead. And though we turn the corner of tough times, I would like to recognize the tremendous efforts of the ACWD team during the COVID-19 pandemic.

The past year was unprecedented, requiring changes for us all. Our staff made quick adjustments to ensure seamless service of our 24/7 operation of water treatment, supply, delivery and emergency repairs. And I thank you, our customers, for your flexibility through it all.

With the announcement of shelter-in-place orders, our employees adapted operations to protect our workforce’s safety to ensure the continuous delivery of safe drinking water.

Despite the pandemic’s uncertainty, we know our planning and resiliency will see us through.

I am proud of ACWD employees for working past obstacles we have never faced. While balancing family commitments - caring for school-aged children, elderly parents, or extended family – employees did not skip a beat and maintained high service levels. I express my sincere thanks and gratitude for the commitment of ACWD’s water professionals.

While there may be things that test us, rest assured, just as we have been for the last 107 years, ACWD will continue to serve our community providing safe, reliable drinking water to your tap. We will get through this together and apply what we have learned to make ACWD even more efficient and resilient.

Robert Shaver, General Manager

Water Main Cleaning is Underway

We Answer Your Frequently Asked Questions

Water main cleaning occurs each January through June to improve water quality and remove sediment buildup in pipes that may cause discolored water. Here are answers to some common questions:

Q: How can I find out if my street is included in this year’s schedule?
A: There are a few ways to find out if, and when, your street will be cleaned. Visit acwd.org/maincleaning and you will have two search options:
   - Search a map by street address
   - Access a street list for cities of Fremont, Newark and Union City, by date

Alternatively, customers can call 510.668.6500 and we can look it up for you!

Q: I noticed that the water main on my street is not being cleaned this year, why is that?
A: One-fourth of the District’s service area is cleaned annually. This means that mains are cleaned once every four years. However, main cleaning for all cul-de-sacs and dead-end mains occurs annually.

Q: Will I have water on the day of scheduled main cleaning?
A: While customers may notice a slight drop in pressure on the day of cleaning, service usually remains unaffected.

Q: The water from my faucet is brown. Is it harmful?
A: Sediments normally collected on the bottom of mains are stirred-up during cleaning. Although discolored, the water remains safe to drink. It is recommended that customers avoid doing laundry the day cleaning occurs on your street because discolored water can stain clothing.

Q: What time should I expect crews to be in the neighborhood to perform main cleaning?
A: Mains can be cleaned anytime between 7 a.m. and 4 p.m., based on the day’s schedule and may not occur directly in front of your home or business. Although crews make every effort to keep on schedule, it may be subject to change.

For further assistance, please call Operations Administration at 510.668.6500, Monday through Friday from 8 a.m. to 5 p.m. or visit acwd.org/maincleaning.

Board of Directors Votes to Fargo Rate Increase in 2021

Recognizing the financial hardship many in the community are experiencing because of the COVID-19 pandemic, the Board of Directors voted December 10, 2020, to forgo a proposed 2 percent rate increase in 2021. The decision came following deliberations at two public workshops, in August and October 2020, dedicated to water rates.

Public participation is encouraged as the District plans to resume discussions on water rates later this year with a series of financial workshops. To learn more about water rates, visit acwd.org/rates.
The People of ACWD

She started at the District 32 years ago as a work experience student from Washington High School. Today, she is one of our most tenured and knowledgeable employees. Meet Elvia, Office Assistant in the Operations Department.

WHAT IS UNIQUE ABOUT YOUR WORK?
I grew up in Fremont, the same city where I still work and live. Because of that, I have a strong connection to the community and our customers. I always want to make sure I resolve their issues, and when they get off the phone with me, they are confident in the water that ACWD provides because it truly is the best!

WHAT KIND OF CALLS DO YOU TAKE?
A variety of calls come into the Operations Department. Currently, customers inquire about main cleaning. Our annual Main Cleaning Program starts each January and people have questions about when their street is scheduled for cleaning, the water’s safety, and how to handle discolored water. I am happy to answer all their questions and concerns and assure them the water is safe.

I am bilingual and help our Spanish speaking customers. I grew up speaking Spanish at home with my parents and five siblings and know the importance of receiving critical information from someone who explains it in a way, or language, that is familiar. I care about our customers.

WHAT DO YOU ENJOY DOING OUTSIDE OF WORK?
I have a big family, and I love to spend time with them. Someday soon, I hope we can do things like we used to - wine tasting in Livermore and cheering on our favorite teams, the LA Galaxy and Golden State Warriors.

Tri-City Students Are 30 Seconds Away From Winning $500

Water emergencies happen and area students can help ACWD spread the word about emergency preparedness with 30 second videos created for this year’s theme, Water Emergencies – Plan & Prepare, for a chance to win up to $500.

The second annual WaterClips Student Video Contest is open to all students, in grades 6 – 12, within the cities of Fremont, Newark or Union City.

Contest deadline is Friday, April 2, 2021 at 11:59 p.m. For more information, visit acwd.org/waterclips.

Your Smart Water Connection Coming Soon

ACWD is investing in the future of our community by installing Advanced Metering Infrastructure, or AMI. While we have offered many conservation programs over the years, what our customers have requested the most is a water-use monitoring device—and now we are providing one.

With AMI, meters are read remotely, enabling customers to:
• Detect potential leaks early
• Reduce surprise water bills
• View up-to-date water usage

A user-friendly online customer portal will allow quick access to your account.

Adding to the list of benefits, AMI will increase operational efficiencies, reduce costs to the District, and decrease our carbon footprint. Installations begin March 2021, with full implementation in Fremont, Newark and Union City by December 2023.

Learn more at acwd.org/AMI.

Two Major Planning Initiatives Coming to Fruition Spring 2021

A thriving community depends on safe and reliable water to meet the needs of residents and businesses, which is why ACWD will complete two critical planning initiatives this spring that will ensure your water is there when you need it.

The 2020-2025 Urban Water Management Plan (Plan) addresses many new requirements, including an updated Water Shortage Contingency Plan (WSCP). The 2020-2025 Plan will also include an appendix on reducing reliance on the Sacramento-San Joaquin Delta, with the same appendix to be retroactively applied to the 2015-2020 Plan for consistency with the Delta Plan Policy WR P1 (Reduce Reliance on the Delta). The public will have a chance to comment on the 2020-2025 Plan, the updated WSCP, and the Reduce Reliance on the Delta appendix later this spring before Board adoption by July 1, 2021.

The Water Efficiency Master Plan (WEMP) identifies a strategy to meet the District’s short-term water use efficiency goals and provides a framework to meet long-term water supply needs. Water demands identified in the WEMP informed UWMP analyses. The WEMP will be unveiled at a virtual Public Information Meeting this spring before the Final WEMP is approved by the Board.

The UWMP (2015-20) and current water supply planning information is available at acwd.org.

The ACWD Aqueduct A publication of the Alameda County Water District

BOARD OF DIRECTORS
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John H. Weed, Vice President
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Judy C. Huang
Paul Sethy

Board meetings are open to the public and generally held in the ACWD Board Room, 43885 South Grimmer Blvd, Fremont. Please visit www.acwd.org for 2021 board meeting dates.

Robert Shaver, General Manager

BUSINESS OFFICE
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510.668.4200 | www.acwd.org
24-Hour Emergency Line: 510.668.6500

Tap water is safe to drink and bottled water is only necessary as an emergency supply.