

THE ACWD AQUEDUCT

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



Issue 4, 2021



Message From The General Manager

As you read this newsletter, you will notice a theme – drought! With winter upon us, we hope for a steady stream of cold and wet weather systems to help refill California's severely depleted reservoirs. Unfortunately, long-term weather forecasts continue to predict a dry winter with much of California receiving well below normal levels of precipitation. This season's rainfall has not made enough of an impact on local or statewide water storage to pull us out of this drought and water demands continue to stress supplies. We must work together to save water for our future.

Once this drought passes, and it will, there will be another. California's climate is prone to drought, and climate change will create more prolonged, more frequent droughts throughout the west.

Knowing the forces at hand and preparing for the unforeseen, ACWD takes a long-term approach to water supply planning and to prepare for the projected needs of our community.

Even still, continued dry conditions would require that customers ramp up their already notable conservation efforts.

As a longtime member of our community, I know the resolve of ACWD's customers, the commitment made to conserve our water supplies and to protect our natural resources. ACWD shares this commitment with investments in water supplies and additional water storage, as well as the new metering technology and water quality and conservation programs noted in this newsletter.

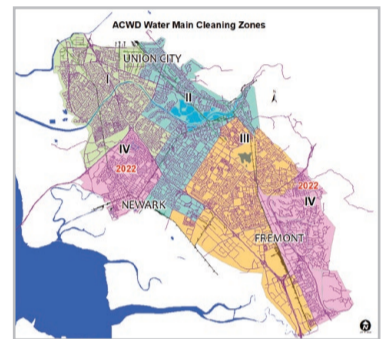
I thank our customers who continue to be mindful of their water use and encourage even the simplest actions to save water now. The future of our water supplies does depend on it.

Ed Stevenson, General Manager



Annual Program Improves Water Quality & Delivery System Performance

Every January through June, ACWD crews clean water mains to maintain the high-quality of your tap water. ACWD divides the Tri-City area into four zones for cleaning and systematically cleans one zone per year and all dead-end mains in the Tri-City area every year. In 2022, Zone IV, highlighted in magenta color on the map, will be cleaned.



ACWD will modify the 2022 program to help conserve more water due to drought while complying with regulations and maximizing system water quality.

Visit acwd.org/maincleaning or call 510.668.6500 in the beginning of January 2022, for program details including:

- Frequently asked questions
- Street lists of neighborhoods scheduled
- What to do if you experience discolored water following main cleaning
- Program updates



Drought is here.

Take one action today to save water.

Following two critically dry years, all signs point to a third dry year ahead for California in 2022. The pressures on water supplies all around California are real. Water storage in the State's major reservoirs have been at an unprecedented low. Locally, 2020 was the 2nd-driest year in 150 years of rainfall records! With uncertainty about what the weather will bring this winter, we ask customers to save water to meet State goals and help preserve our precious supplies.

WAYS TO REDUCE WATER USE

- Find and fix leaks
- Reduce unnecessary toilet flushes
- Reduce shower times by 1-2 minutes
- Remove lawn and install water efficient plants
- This winter, only irrigate during extended dry periods and prioritize water for your trees

For more tips and drought updates, visit acwd.org/drought.

SAVE WATER AT HOME AND WORK

Rebates and programs are available for residential and business customers. For details, visit acwd.org/rebates.

PRESERVE YOUR TREES DURING DROUGHT

Trees are a valuable resource in our community providing environmental benefits. We need trees to outlast the drought, and you can help them do so with these tips:

- Avoid over-pruning
- Water trees early in the morning
- Use mulch to retain soil moisture

For more tree care tips and other water saving ideas, visit SaveOurWater.com.



ONE SAVES WATER
Action. Person. Community.



The People of ACWD



Garth, Human Resources Analyst

He started at the District 29 years ago as a work experience student from Washington High School in Fremont. At the time, he was hoping to get a lifeguarding job during the summer, little did he know he had already started his career with ACWD. Over the years, he would finish high school, and college, while working at the District. Meet Garth, our superstar Human Resources Analyst that does it all!

WHAT DOES A HUMAN RESOURCES ANALYST DO? I have the opportunity and pleasure to work with future and current employees and retirees. My position allows me to wear many different hats, and I love to work on different projects. I'm one part of a talented team, that handles recruitments, benefits administration, employee relations, and labor relations.

WHY DID YOU CHOOSE TO WORK AND STAY AT ACWD FOR NEARLY THREE DECADES? The District shares the same values that I do. It cares about people in the community I grew up in and provides water service to people I love. It's an agency that is community-focused and dedicated to public service. I've only had one employer in my career, and I don't think I could have found a better place.

WHAT DO YOU LOVE ABOUT YOUR JOB? I love being able to meet and help people. From guiding them through the recruitment process, adding a child to an employee's benefits, to retirement – even in a small way, I help during significant moments in people's lives. I am also fortunate to work alongside some fantastic co-workers who over the decades, have become friends.

IF YOU COULD INTERVIEW ANYONE, WHO WOULD IT BE AND WHY? David Bowie. I saw him perform a couple of times and have always felt his influence on the music I enjoy today. His style, intelligence, and his innovation in music, has left an indelible mark on me.



District Reviews Water Rates

After forgoing a rate increase in 2021 to recognize the financial hardship many customers experienced during the pandemic, the District conducted a public review of its finances to determine if a rate increase would be necessary in 2022. Based on this public review, a water rate increase is needed to address rising employee compensation, water purchase, infrastructure, and general operating costs. In addition, the District is also considering reestablishing special water shortage emergency rates (sometimes called drought surcharges). These special rates would only be implemented as needed to maintain financial stability during a declared water shortage emergency.

The District will mail a formal notice to all customers if proceeding with a rate increase. To recap the public financial review and the latest information, including the dates of future meetings when the Board will consider water rates, visit acwd.org/rates.



Student Videos Help Increase Water Conservation Awareness

Our future depends on reliable water, so who better to share conservation messaging than students! Tri-City students in grades 6 – 12 can be the star of their video and help shape our future by raising awareness about the importance of water conservation through 30-second videos. Entries will be judged and awarded cash prizes totaling over \$1,500 for placing first, second, or third in two categories (junior high and high school).



The contest runs January 3 through March 25. For contest details, visit acwd.org/waterclips.



Advanced Metering Technology Aids in Water Conservation

Drought is here, and ACWD is taking action to help customers better understand their water consumption with Advanced Metering Infrastructure, AMI. With near real-time data, AMI allows customers to monitor water use and more quickly identify leaks.



With 3,300 successful AMI meter upgrades complete, ACWD is continuing with installations bringing the benefits of AMI to all customers in Fremont, Newark and Union City by December 2023.

HOW CUSTOMERS WILL KNOW WHEN METER UPGRADES ARE HAPPENING

Customers will receive a letter in the mail and a door hanger 10 working days before AMI meter upgrades. A second door hanger will be left when the meter upgrade is complete.

For a list of how AMI will benefit you and to learn more, visit acwd.org/AMI.

Customer Service Lobby Open
Monday – Friday, 9 a.m. - 4 p.m.