

THE ACWD AQUEDUCT

Alameda Creek, Fremont

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



Message From The General Manager

Each new year brings an opportunity for reflection on the past and a look forward to the promise of what lies ahead. At ACWD, we strive to improve our service to Fremont, Newark and Union City, whether it is to increase our water supply reliability, improve our work processes, or to leverage new technology. We welcome new opportunities to innovate and improve services we provide to all of you, our customers.

As we welcome 2020, I am pleased to present our newly designed newsletter, The ACWD Aqueduct. We hope you will appreciate the fresh design and new graphics. One thing will remain - it is still chock full of content. From information on rates and efficiencies, conservation rebates, or our new student video contest, we hope that you agree that our NEW newsletter keeps you informed about the many programs and activities going on at ACWD.

In 2018, ACWD completed our five-year strategic plan. Decisions on potential programs and projects are guided by five strategic goals - cost-effectiveness and value, water supply, finance, workforce, and communication. So, you'll see that each newsletter article includes an icon that aligns with each of these five main strategic goals.

A LOOK AHEAD

In 2020, we continue work to improve our stewardship of Alameda Creek, implement Advanced Metering Infrastructure to allow customers greater control of water use and conservation, expand school education programs and community engagement, and proactively work to strategically invest in infrastructure replacement and new water supplies to meet the District's long-term water supply reliability goals.

To ring in another calendar year, I raise my glass of healthy and reliable tap water to all of you. May 2020 bring health and happiness to you and yours!

Cheers, Robert Shaver



New Water Rates Effective March 1, 2020

As of March 1, customers will see an increase of 4 percent to both the fixed service charge and the per-unit water consumption charge on their bills. This is the second phase of a two-year rate increase that was approved at a public hearing on February 7, 2019. Increasing rates is not an easy decision to make - it came following six public financial workshops during 2018 and a study by an independent financial consultant.

RATE IMPACTS ON RESIDENTIAL CUSTOMERS

For the average residential customer using 16 units of water every two months (about 200 gallons per day) and with a 5/8 or 3/4 inch meter, the increase will be \$5.02 on each bill, or \$2.51 per month.

EFFICIENCIES OFFSET INCREASES

The District continues to operate responsibly and efficiently to keep our operating costs low, thus helping to keep our water rates in the lowest third of those charged by 30 water agencies in our region. One thing will not change, the District will never compromise water quality standards.

To view a full schedule of water charges effective March 1, please visit www.acwd.org/rates.



Get Paid to Remove Your Water Thirsty Lawn

ACWD offers rebates of up to **\$1,500** to single-family residential customers and up to **\$20,000** to commercial, industrial, multifamily, and homeowners association customers who convert lawns to water-efficient landscapes. Rebates are based on the square footage (\$1 per square foot) of lawn replaced. Water efficient landscapes are beautiful and provide long-term benefits. You can save money on water bills, fertilizer and maintenance, and reduce yard waste, greenhouse gas emissions and energy consumption, while increasing wildlife habitat. Learn more about this rebate program by calling 510.668.4218 or going to www.acwd.org/rebates.

GARDEN DESIGN IDEAS AND INSPIRATION

Visit one of the demonstration gardens in your area to get ideas and inspiration! Demonstration gardens show the beauty and environmental benefits of plants adapted to our dry summer and wet winter climate.

- **ACWD's Water-efficient Landscape Demonstration Garden** is located at 43885 South Grimmer Blvd. in Fremont and is accessible to the public at all times.
- **The Quarry Lakes Demonstration Garden** by the UC Master Gardener Program of Alameda County is located at 2100 Isherwood Way in Fremont. For garden hours visit www.ebparcs.org. There is a \$5 entry fee.



Fremontodendron
'California Glory'



The People of ACWD



Voltaire, Facility Maintenance Electrician

With 11 years under his belt here at ACWD, Voltaire is considered one of the best at what he does, a Facility Maintenance Electrician.

HOW DID YOU GET INTO THE ELECTRICAL FIELD?

I started in the Army Reserves where I was trained on electrical, refrigeration and equipment repair. After 6 years in the Reserves, I knew that my passion was in the electrical field where I am challenged with different projects and get to solve problems. That passion continues at ACWD where I work with a great group of skilled individuals and we are able to collaborate and create solutions that are best for the District, and our customers.

WHAT DO ELECTRICIANS DO AT ACWD?

We install and maintain electrical equipment, power generation and emergency backup systems used in water production, treatment, distribution and office facilities. We also install and maintain communication systems throughout the District as well as video surveillance, access control, and life and safety systems. We are constantly on the move!

WHAT WORK PROJECT ARE YOU MOST PROUD OF?

Hands down, the Capital Improvement Project where we replaced all of the programmable logic controllers (PLCs) at Treatment Plant No. 2 in Fremont. PLCs and related software provide behind-the-scenes control of many of our water systems' operations - you can think of them as the brains of our facilities. The electrical team identified thousands of wires and devices and then produced a drawing used to build and install new panels. Once complete, we tested every valve and part to ensure it was functioning properly. Our electrical team worked with a great team of ACWD engineers, instrument technicians and outside contractors to make this project a success.

WHAT DO YOU ENJOY OUTSIDE OF WORK?

My wife and I are quite busy with our three children. From going to sporting events to watching them perform, they keep us very busy. We look forward to travelling in the future and spending more time doing photography.



Video Contest Trifecta

Create Content, Educate the Community and Win Some Cash!



Calling all Tri-City students in grades 6-12 with a passion for making videos and talent of storytelling - enter ACWD's WaterClips student video contest! Create a 30 second video to educate our customers

in Fremont, Newark and Union City about important water topics. Videos will be judged for prizes and students with the winning videos will receive scholarships up to \$500!

WATERCLIPS 2020 THEMES

Students are invited to create fun and engaging videos about one of the following topics:

- The value of clean drinking water
- Say goodbye to single use water bottles and drink tap water
- A day without water

Students can compete individually or as a team. Each student video submission must be sponsored by a teacher at the student's school. The deadline to submit entries is Friday, April 3, 2020.

TEACHER PRIZES

Video submissions require teacher support and we want to recognize that effort! Teacher prizes will be awarded for sponsoring the most student videos and winning entries.

For more information about the WaterClips student video contest and a complete list of rules go to www.acwd.org/waterclips or send an e-mail to waterclips@acwd.com.



2020 Water Main Cleaning Boosts Water Quality

Bringing our customers high quality water means maintaining the water main system. Each January, ACWD embarks on a main cleaning program to clear water mains of sediment and debris.

WHAT IS THE CLEANING PROCESS?

The cleaning process involves high velocity water passing through mains, forcing debris to clear and improving water quality. The high-pressured flow of water scours the main's interior to remove build up inside the pipes.

HOW WILL THE CLEANING PROCESS AFFECT ME?

If cleaning occurs in your neighborhood, you may temporarily notice reduced water pressure, discolored water or sediment in your water. This will pass shortly after cleaning is complete and your water remains safe to drink. However, we suggest that you refrain from washing light-colored laundry when your street is scheduled, as the stirred up sediment may cause discoloration.

WHAT IF I NOTICE A CHANGE IN MY TAP WATER?

If you notice discoloration in your water, run the outside front hose faucet and/or the cold-water faucet in the bathtub for a few minutes, or until it runs clear. If it is still not clear, repeat the process after waiting an hour. Since year-round conservation is important, capture that water and use it for plants or flushing toilets.

WHEN WILL ACWD BE IN MY NEIGHBORHOOD?

To find out if your street is included in the 2020 schedule or for more information, visit www.acwd.org/maincleaning or call us at 510.668.6500.

Main cleaning occurs Monday through Friday (except holidays) between 7 a.m. to 4 p.m. through June 2020.

BOARD OF DIRECTORS

Judy C. Huang, President
Aziz Akbari, Vice President
James G. Gunther
Paul Sethy
John H. Weed

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 2020 board meeting dates.

Robert Shaver, General Manager

BUSINESS OFFICE

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