

THE ACWD AQUEDUCT

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

Aerial photo of Quarry Lakes Groundwater Recharge (and Recreation) Area, Fremont



Message From the General Manager

This year, ACWD is proudly celebrating a significant milestone—110 years of delivering safe, high-quality drinking water to our valued customers in Fremont, Newark, and Union City. Our operations began in the early 1900s, initially supplying water for agriculture, and have since evolved into a comprehensive water supply, production, and distribution network. Today, our 930-mile network of pipes serves a diverse community and various industries, reaching homes, high-rises, office parks, factories, schools, hospitals, and more.

How has ACWD maintained its operation as the Tri-City area's water provider for 110 years? By proactively embracing change, evolving, advancing, and consistently investing in water infrastructure and treatment technologies. I am pleased to announce the recent completion of our newest water treatment facility, which specializes in removing per- and polyfluoroalkyl substances (PFAS). These manufactured chemicals are known for their persistence in the environment. The construction of this critical infrastructure provides for the removal of PFAS from groundwater, which is such an important local resource in our diverse supply portfolio. Be sure to read more about the innovative technology we're using to protect your water supply now and in the future.

Another newer service we offer is the My Smart Water Connect portal, making it easier for customers to monitor their water usage, receive leak alerts, sign up for convenient payment options, and more. Read on for more information.

I also invite you to read more in this newsletter about how we can all work together toward greater water use efficiency as we face the challenges of climate change and the need to address the state's new regulation, "Making Conservation a California Way of Life," to reduce urban water usage.

There's a saying, "The more things change, the more they stay the same." While we are committed to adapting and responding to change, we're also mindful of the importance of continuing successful programs for our community. The water main cleaning program is an example of an essential service enhancing water quality, and the WaterClips Student Video Contest gives our amazing local students a chance to showcase their creativity for scholarship prizes.

Of course, our service is only possible with dedicated staff. Get to know one of our valued and talented staff members, Terry L. Terry is a key member of our team, and I hope you'll enjoy reading about the vital role he plays in ensuring the optimal performance of ACWD facilities.

At ACWD, we take great pride in serving our customers as we have since 1914, by adhering to our mission of providing high-quality water you can count on. As always, your input is valued, and I welcome your feedback as we work hard to continuously improve our services.

Ed Stevenson, General Manager



My Smart Water Connect

Make the switch today! Log into My Smart Water Connect, ACWD's customer portal, at portal.acwd.org.

The user-friendly portal is secure and allows you to:

- Review your billing history
- Manage your personal information
- Track your usage and sign up to receive leak alerts, and more

ADDED FLEXIBILITY

Electronic Billing: eBilling options allow you to receive your bills directly via email. You'll get timely notifications and have easy access to your statements. Going paperless not only helps the environment but also ensures you never miss a payment due date.

Automatic Payments: Set up automatic payments through My Smart Water Connect and enjoy peace of mind knowing your bills are paid on time, every time: no more late fees or missed deadlines. Forms of payment accepted include electronic check, debit and credit cards.



Innovative Technology Improves Groundwater Quality

ACWD's newest water treatment facility is online, treating 6 million gallons of water every day. This facility, which removes PFAS from local Peralta-Tyson Wellfield and Mowry Wellfield groundwater using ion exchange (IX), is a significant step toward ensuring high-quality drinking water for customers.



Image of the ion exchange vessels at ACWD's new PFAS Groundwater Treatment Facility

PFAS, a group of synthetic chemicals widely used in consumer and industrial products, has impacted many water supply sources nationwide. Their ubiquitous presence in the environment has required water agencies to address their effects on water quality.

At ACWD's new PFAS Groundwater Treatment Facility, groundwater passes through IX vessels where PFAS binds to resin, ensuring the removal of PFAS chemicals from the water and improving water quality before it enters the distribution system. The selection of IX technology was based on its proven effectiveness.

With an investment of nearly \$23 million, this project was fast-tracked and completed in 20 months. It was constructed on ACWD's existing Blending Facility site and built for expansion, if needed.

ACWD remains committed to maintaining water quality that continues to meet or surpass all drinking water quality standards, now and in the future.

For information on understanding PFAS and ACWD's PFAS monitoring results, visit acwd.org/PFAS. For more information on the Groundwater PFAS Treatment Facility and the District's other infrastructure investments, visit acwd.org/currentprojects.



The People of ACWD



Terry L.
Facilities Maintenance Worker

From work to play, Terry's life is entrenched in water. A Fremont native with a lifelong love of nature's most valuable resource, it is no wonder he has committed 28 years of service to ACWD. From fishing in the quarry of Rhodes and Jamieson and playing in Alameda Creek as a child, to spending his days in the bay and ocean, this avid saltwater fisherman loves reeling in a fresh catch when he's not serving the community he grew up in.

TELL US ABOUT YOUR CONNECTION TO WATER. Some of my fondest memories are of times spent with my father on the water. He taught me to fish and, at the age of ten, to dive for abalone. My love for fishing has continued throughout my life, and I spend most of my free time on or near the ocean. My wife and I enjoy camping and vacationing at Lake Tahoe and the Garden Island of Kauai. I feel at home anywhere near water. And my career is centered around water. For 22 years, I worked in the Distribution and Maintenance Division, putting a lot of fire, domestic, and irrigation water service lines in the ground for some of the area's largest manufacturing companies. During this time, I also responded to service line leaks. Many times, as we worked through the night

to restore water service, customers showed gratitude by offering hot tea or even a meal. Those acts of kindness have stayed with me. And it's through the delivery of water that I have interacted with people of different cultures and backgrounds within the cities we serve. I've met some amazing people during my tenure at ACWD.

WHAT IS YOUR TYPICAL WORKDAY? One of the things I enjoy about my job is that every day is different. One day, I will troubleshoot the HVAC system; the next day, I will conduct preventative maintenance inspections on water storage facilities. However, my most rewarding task is building the coveted retirement clock made from an old water meter given to staff with 15 years or more of service upon retirement. That is an honor. I also maintain multiple certifications: water distribution grade II certification, crane operator certification, class A driver's license, and, of course, though not work-related, my scuba diver certification.

WHAT IS SOMETHING THAT MAY SURPRISE PEOPLE ABOUT YOU? I am a space nerd. Astronomy fascinates me, and I enjoy watching documentaries to understand the universe better.



State Adopts New Regulation for Making Conservation a California Way of Life

Fueled by recent droughts and to help prepare for the challenges of climate change, California adopted a regulation intended to foster long-term water use efficiency practices to help address the state's limited water supplies. The regulation assigns water use objectives for ACWD's service area - not for individual customers or businesses. The water use objectives provide for reasonable, efficient water use for all residential, commercial, and outdoor needs.

Your efforts to conserve make a difference and are key in helping ACWD achieve the new water use objectives. ACWD offers many resources for customers to improve efficiency year-round. This winter, turn down irrigation systems since cooler temperatures and rain mean landscapes require less irrigation, and consider participating in ACWD's rebate programs:

- **Rain Barrel Rebate** - \$50 per barrel. Capture rain for irrigation.
- **Lawn Be Gone Rebate** - \$2 per square foot of grass replaced with water-efficient landscape.
- **Weather Based Irrigation Controller Rebate** - \$75+ tax for purchasing a smart controller that adjusts your irrigation system to the weather automatically.

To apply for these rebates, visit acwd.org/rebates. For more information on the regulation, visit acwd.org/efficiencygoals.



Water Main Cleaning through April 2025

The cleaning of water mains is happening now at various locations throughout Fremont, Newark, and Union City. This program removes fine sediment buildup in pipes that may cause discolored water. To find out if your street is included in this year's schedule, visit acwd.org/maincleaning.



The Power of the Sun

ACWD's Clean Energy Program is harnessing the power of the sun with a multisite solar photovoltaic project powering water infrastructure with sunlight and reducing carbon emissions by over 2,000 tons annually!



ACWD Water and Me

It's time for the annual WaterClips Student Video Contest for students in grades 6 - 12. Get those cameras rolling and creativity flowing for a chance to win scholarships up to \$500! Create a 30-second video based on this year's theme, "ACWD Water and Me." Teachers can win, too. Learn more at acwd.org/WaterClips.



BOARD OF DIRECTORS

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

Board meetings are open to the public and generally held in the ACWD Board Room, 43885 South Grimmer Blvd., Fremont, with optional participation via Zoom, unless otherwise noted. Please visit www.acwd.org for board meeting dates.

Ed Stevenson, General Manager

BUSINESS OFFICE

43885 South Grimmer Blvd., Fremont, CA 94538
510.668.4200 | www.acwd.org
24-Hour Emergency Line: 510.668.6500

