

THE ACWD AQUEDUCT

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

Shinn Pond, Fremont



Message from the General Manager

At ACWD, delivering safe and reliable water is at the heart of what we do—but it’s only part of our story. Behind the scenes, our team of 242 dedicated employees work around the clock, seven days a week, to uphold the highest standards across every aspect of our operations.

We take great pride in serving more than 342,000 customers throughout our community. Every day, our staff works diligently to test, monitor, and safeguard your water—from its source, through our treatment facilities, and all the way to your tap. This continuous work ensures that only high-quality water reaches your home or business.

Each year, we compile and publish a comprehensive Water Quality Report, which shares the results of thousands of tests conducted throughout the year. We’re pleased to let you know that the 2024 report is now available—and once again, the results confirm that your drinking water meets or surpasses all state and federal regulatory standards.

While you know us for reliable water service, “quality” runs through everything we do—from infrastructure upgrades to water conservation and education programs, from careful financial stewardship to resource management. Our commitment is also seen in the everyday efforts of our field crews, lab technicians, engineers, and customer service staff who work tirelessly to support our community.

In this issue, we’re shining a light on some of the important work happening throughout the District—and the people making it all possible. You’ll also find information about exciting career opportunities at ACWD. If you’re looking for meaningful work that makes a difference, we invite you to consider joining our team.

As always, we’re here to help. If you have any questions, ideas, or feedback, don’t hesitate to reach out. We’re listening.

Ed Stevenson, General Manager



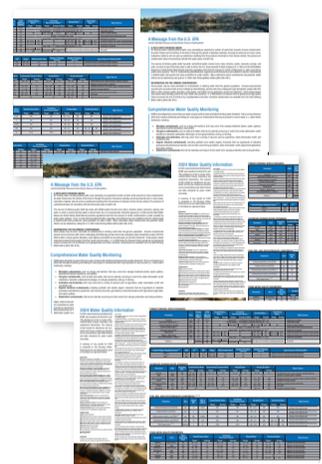
2024 Water Quality Report is Now Available

The results are in and ACWD is pleased to share that in 2024, your drinking water continued to meet or surpass the drinking water quality standards required by both state and federal regulatory agencies.

The 2024 annual Water Quality Report, also known as the Consumer Confidence Report (CCR), is available online. This report provides the results of thousands of analyses ACWD performs to ensure we maintain high-quality drinking water for more than 342,000 customers.

The report also provides information on water supply sources, the importance of protecting our critical water resources, ways to create an emergency water supply using tap water, and more.

To view the 2024 annual Water Quality Report and to learn more about your drinking water, visit acwd.org/2024CCR. If you would like a paper copy of the 2024 Water Quality Report mailed to you, or to speak with someone about the report, please call 510-668-6500.



Serve Your Community with a Rewarding Career at ACWD

Are you looking for a rewarding career and a chance to serve the Tri-City community and our environment? Consider a career at ACWD helping to manage water resources and deliver essential services to residents and businesses. ACWD offers impactful work and career growth through development and advancement, and we’re always seeking qualified, creative, and customer-focused people to join our innovative, diverse, and effective team.

We’re committed to attracting and retaining top talent for meaningful work that benefits the community in an environment where creativity, teamwork, integrity, and open communication are valued.

To explore current job opportunities and employee benefits, visit acwd.org/jobs.



ACWD staff viewing project plans.

Store an Emergency Water Supply

The next Bay Area earthquake or other natural disaster could leave you without running water for a week or more. Prepare now by storing at least two gallons of water per person, per day and prepare for a minimum of 3 to 7 days. If you have pets, prepare for their needs too. Learn more ways to prepare for a water emergency by visiting acwd.org/emergency-preparedness.





The People of ACWD



Ethan B.
Administrative Analyst 2

Ethan's official job title is Administrative Analyst 2, but his job can be best described as "other duties as assigned." He's one of the many employees with a diversified skillset that make ACWD a lean and effective organization.

What are some of your many varied duties? I lead the grants team – a group of District leaders and subject-matter experts who match up District projects with grant opportunities. The program is an important piece of keeping our cost of service reasonable for customers. As an example, we recently secured a \$12 million grant for the Alvarado Niles Pipeline Seismic Improvement project.

I also lead our customer assistance program, Help on Tap. It's another piece of the affordability puzzle for the District – customers who are approved receive a credit to offset the bi-monthly service charge, which is \$66.30 right now. When I took over the program about 300 customers were enrolled; it's up to about 1,800 now. Lately, I'm also focusing on the District's planning efforts and assisting on an update to the District's Strategic Plan as well as the Water Resources Master Plan.

What do you like most about working for ACWD? There are so many impressive people at the District doing great work, which is rewarding to be a part of. It's also a good environment - it's not stressful coming into the office, even when things are hectic. I've also found that it's a place where hard work, diligence, and willingness to try new things are rewarded - getting outside of my lane has led to cool new opportunities.

What do you do when you're away from work? I have too many hobbies – I play and listen to music, cook, try to stay fit, and I like to travel. My favorite destinations have been Germany, France, and Cambodia.

What's something unique about you? I like to use digital spreadsheets for just about everything. For example, my wife and I make movie watchlists and organize them by theme, then leave notes and ratings so we can revisit later. I also use a spreadsheet to keep track of dinners and meal prep. I have dinner records dating going back to March 2020.



ACWD Water Supply Outlook Good at End of Rainy Season

Despite some dry stretches near the start of spring, ACWD appears to be in good shape with its water supply the rest of this year, and going into next year, thanks to a diversified water portfolio and adequate, though slightly below average local rainfall.



Alameda Creek

Rainfall totals bordered somewhere between normal and dry with areas of California farther north having an especially wet year. ACWD continues to reap benefits of an extremely wet 2023 followed by another relatively wet year in 2024, locally and throughout the state. Reservoir levels in the state are above average.

PLANNING FOR TOMORROW

ACWD has a diverse water supply portfolio with approximately 40% coming locally from Alameda Creek watershed runoff and our own local Niles Cone Groundwater Basin, another 40% imported from the State Water Project, and 20% from the San Francisco Public Utilities Commission Regional Water System, sourced primarily from Hetch Hetchy reservoir in the Sierras.

ACWD continues planning for the future of your water supply. The District is working on a Water Resources Master Plan that will guide our long-range water supply strategy and inform many aspects of District planning over 25-years. When complete, it will inform critical decision making on infrastructure, water supply investments, and water resource policies.

RESOURCES TO HELP YOU USE WATER EFFICIENTLY

ACWD reminds customers to continue to use water wisely. We offer a variety of water conservation rebates and programs to help our customers save water (and money) at home and in the workplace. Learn about free conservation kits, do-it-yourself home water use surveys, leak detection tablets, and the Water Savings Assistance Partnership Program by visiting acwd.org/conserve.



Main Renewal Project Wraps Up in Eastern Fremont

ACWD has completed another project necessary to reliably deliver safe drinking water to our customers. Crews recently wrapped up the Driscoll Road Main Renewal Project in eastern Fremont that replaced about 1.5 miles of 12-inch and 16-inch diameter water main with new welded steel pipelines, associated fittings, valves, water service laterals, fire hydrants, and other water system accessories.

This new water main represents just a small segment of the incredibly vast and mostly unseen 900-mile network of water mains comprising ACWD's distribution system. The project highlights the consistent, proactive work ACWD does all year long to ensure its infrastructure is in tip-top shape, ensuring minimal service interruptions and helping to prevent excessive maintenance costs from being passed on to ratepayers.

A SYSTEM-WIDE EFFORT

ACWD's Main Renewal and Seismic Improvement Program evaluates the right pipelines to replace and when. Numerous factors can come into play when selecting which water mains to renew, repair, or outright replace such as age of the pipeline, material, soil conditions, history of leaks, proximity to fault lines, and more.

The Driscoll Road Main Renewal Project was along Driscoll Road between Timber Creek Terrace and Mission Boulevard and on Paseo Padre Parkway between Gomes Road and Driscoll Road. The new water main boosts system hydraulics and seismic reliability and provides for faster restoration of service following an emergency.

While the project was mid-sized in terms of scope and size, ACWD and its contractor worked closely with the City of Fremont, nearby schools, businesses, and residents to minimize impacts to the neighborhood. This included working longer hours when school was out of session and taking other steps to minimize community impacts in this high-traffic corridor.

You can learn more about the Main Renewal and Seismic Improvement Program and its ongoing and upcoming projects by visiting acwd.org/MRSIP.

BOARD OF DIRECTORS

Judy Huang, President
Aziz Akbari, Vice President
James G. Gunther
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

