

THE ACWD AQUEDUCT

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

Lago Los Osos, Fremont



Message from the General Manager

At ACWD, our mission is to provide you with a reliable, sustainable supply of high-quality drinking water at a reasonable price. Behind the tap in your home or business is a dedicated team of water professionals working around the clock to ensure that water flows continuously, safely and sustainably.

Every investment we make – from water main improvements to resource planning – is guided by our responsibility to serve our customers with excellence today while preparing for tomorrow.

Right now, we are in the process of updating two major guiding documents: the Water Resources Master Plan, and most recently, the Strategic Plan. The Water Resources Master Plan has been underway for nearly two years and will chart a path to 2050 for long-term water supply planning. The Strategic Plan, which has been in development for the past year, is a five-year plan focusing on six pillars to ensure the District meets the evolving needs of our customers and community. Both plans remain in progress and reflect input from community members, staff and the ACWD Board of Directors – because building a resilient water future requires all of us.

In addition to planning for the future, we're actively investing in today's infrastructure. Read more about some of the seismic improvements being made to ensure water supply reliability to our customers on page 2.

Through careful planning, community engagement, and continuous investments, our vision is clear: Quality Water, Thriving Community. With your continued partnership, we will meet today's needs and prepare for the challenges ahead, ensuring that future generations can rely on the same trusted service you rely on today.

Thank you for entrusting us to deliver water and service to you and your family!

Ed Stevenson, General Manager



Water Supply Planning for the Future: A Look Ahead

ACWD is planning for your water future with an update to our Water Resources Master Plan! This long-term planning document guides smart investments in our system and water supplies to ensure that we are prepared to deliver sustainable, reliable and high-quality water for our community into the future.

ACWD completed its last comprehensive Water Resources Master Plan in 1995. That plan brought major projects to life – like the Newark Desalination plant (Yes, we have a brackish water desalination facility!) and kept our system strong for 30 years.

Progress Made to Date

Over the past two years, we have worked with community members, elected officials, staff and other subject matter experts to draft a new plan that looks to 2050 and beyond to address emerging challenges to water supply, community needs, and necessary infrastructure investments to continue to provide the Tri-City area with quality water.

To accomplish this goal, we have considered every water supply option available – from existing sources like the Alameda Creek and the Niles Cone Aquifer, to new, innovative projects like bay desalination, recycled water and more – and put together a plan that draws on the best options available to meet cost, demand and reliability targets through the near and long-term future.

This plan will shape future investments and help to minimize costs to customers by identifying projects that best meet the community's needs. To learn more about this exciting effort, visit acwd.org/waterresourcesplanning.



A Roadmap for the Future: Strategic Plan Update

Over the past year, ACWD has been working to update its **Strategic Plan**, our roadmap for setting priorities and guiding important work on behalf of the community.

The update comes at a pivotal time. With challenges like **climate change, advancing technology, emerging regulations, and a changing workforce**, the plan is designed to ensure we're ready to meet today's needs while preparing for tomorrow. Key areas of focus include:

- Delivering **cost-effective, reliable, high-quality water service**
- Ensuring a **sustainable water supply**
- Maintaining **financial stability and transparency**
- Supporting a **healthy, engaged workforce**
- Strengthening **emergency preparedness and response**
- Promoting **clear communication with our customers**

As part of this update, the ACWD Board of Directors is also considering refreshed guiding statements:

- **Vision:** Quality Water, Thriving Community
- **Values:** Service, Safety, Trust, Resilience, Collaboration, Stewardship
- **Mission:** To provide our customers with reliable, sustainable, high-quality water service at a reasonable price.

This draft update reflects extensive input from customers and the community, the Board of Directors, staff, and our regional partners, including four public workshops, informational presentations, and feedback sessions. The updated plan is expected to be finalized in late 2025. To learn more and access it when available, visit acwd.org.



The People of ACWD



Caroline A., Emergency and Security Services Planner

As an Emergency and Security Services Planner, Caroline coordinates across internal departments and external agencies to strengthen preparedness, response and recovery efforts. She's tasked with protecting our most valuable assets across the service area – facilities, pipelines, water, and importantly, our employees.

She's updating the District's emergency response plan and developing new training programs to help employees prepare for many types of emergencies – including human-caused incidents, natural disasters, and water system incidents that may jeopardize the District's ability to fulfill its mission. She's also strengthening partnerships with local cities, the county and other agencies so we're ready to respond together when emergencies happen.

What inspired you to pursue a career in this field? Growing up, I was always involved in volunteering and knew I wanted to pursue a career in public service. After earning my master's in public administration, I began my career at East Bay Municipal Utility District in the HR Department and later supported the Security and Emergency Preparedness team. During that time, I completed development trainings with the Federal Emergency Management Agency and California's Office of Emergency Services, which sparked my passion for

emergency management and ultimately led me to ACWD. As a Union City native, working at ACWD is especially meaningful! I get to give back to the community I call home and help ensure clean, reliable drinking water for future generations. Being part of the water industry has also deepened my appreciation for its value in our everyday lives.

How do you stay connected to the community outside of ACWD? Outside of work, I've always loved giving back through volunteering. While living in Union City, I served on the City's Park and Recreation Commission for 11 years. After moving to Fremont, I completed the Leadership Fremont program and now represent ACWD on its Steering Committee. Volunteering has allowed me to strengthen my leadership skills while connecting with and learning from the diverse communities we serve. I believe democracy happens every day through the choices we make to contribute to our communities, and volunteering is one of the most meaningful ways I can give back.

If you could spend a free day doing anything, what would it be? My perfect free day involves anything where my fur babies, Tibbers, Cha Cha and Guinness, can come along. Some of our favorite stops are Coyote Hills Regional Park, Niles Community Park and the Alameda Creek. It's hard to stay away from work when our service area is so beautiful!



Upgrading Union City's Water System for Reliability and Safety



Installation of a new water main.

To strengthen water system reliability in Union City, ACWD has proactively launched the Alvarado Niles Pipeline Seismic Improvement Project. This water system improvement project will upgrade old pipelines with 1.9 miles of 14- and 16-inch steel pipe and associated fittings, valves, water service laterals, fire hydrants, and other accessories to reduce water main breaks and help us restore water service after an earthquake more quickly.

Why We're Doing This Work

This new water main is part of ACWD's extensive 930-mile distribution system – much of it underground and unseen. The project highlights the consistent, proactive work we do all year long to ensure water infrastructure is reliable, reducing service interruptions and keeping long-term costs down for customers.

Easy Way to Pay

Simplify your life with eBilling and automatic payments! Access your bills anytime, reduce paper waste, automate payments, and more. For convenient payment options and eco-friendly billing, sign up or log in at portal.acwd.org.

When to Expect This Work to Take Place

Exploratory potholing work began in September 2025; the pipeline construction is scheduled to start in December 2025. The final segment of the project is anticipated to be completed by spring 2027.

What to Expect During Construction

The project will improve long-term system reliability in Union City; however, there will be temporary impacts during construction.

- Traffic impacts around active work zones
- Short, scheduled water interruptions while crews connect upgraded water mains

We are working closely with the City of Union City, James Logan High School and community partners to minimize disruption in this busy corridor.

Where is This Work Happening

This project includes the installation of new pipe and infrastructure on Alvarado-Niles Road between Santa Maria Drive and Almaden Boulevard, and between Central Avenue and Decoto Road. In addition, a short segment of pipe will be installed on Smith Street near the Union Pacific Railroad tracks.

Stay Informed

For details about the Main Renewal and Seismic Improvement Program, including ongoing and upcoming projects, visit acwd.org/MRSIP.

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