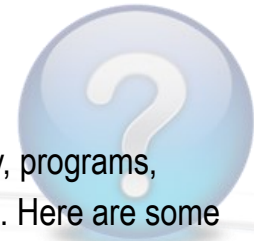


# ACWD Pipeline Connects



With an average of 3,400 monthly calls, it is apparent that customers are inquisitive about water — quality, programs, conservation, and more. ACWD is happy to answer your questions, and welcomes customer engagement. Here are some answers to your frequently asked questions:

**Is tap water safe to drink?** Yes! ACWD's water meets or surpasses all state and federal drinking water standards for public health and safety.

**Where is my water meter?** Generally, water meters are found near the curb in front of the home. The meter will be covered by a lid and labeled "water" or "ACWD."

**Is there a discount program for my water bill?** Help on Tap provides a \$15 bimonthly bill credit to those who qualify.

**Is there a program where someone will come out to my residence to show me what I can do to save water?** Yes. Every summer ACWD partners with the City of Fremont and the City of Union City to offer free water and energy audits to our customers.

**I have a leak at my meter. Who is responsible for this repair?** ACWD is responsible for the materials and water quality up to and including the customers' water meter. The customer is responsible for the materials on their side of the meter including the service line and all the building's internal plumbing.



If you have questions, please call 510.668.4200 or visit [www.acwd.org](http://www.acwd.org)

*Providing a reliable supply of drinking water to Fremont, Newark and Union City since 1914.*

