

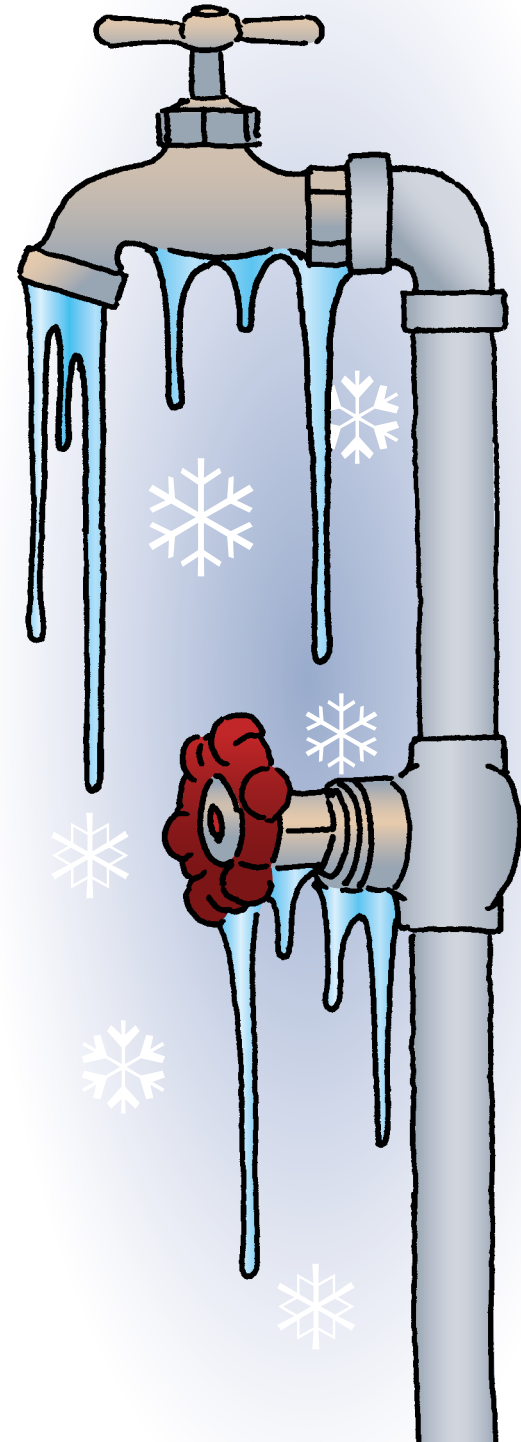
Protect Your Pipes from Freezing

In the winter months, be prepared for freezing nighttime temperatures.

Exposed water lines and valves can be damaged if the water inside them freezes. Water expands as it freezes, and the force of expansion can be enough to crack pipes or break joints. Plumbing exposed to the open air is most vulnerable to freeze damage—usually automatic irrigation valves or where the water service line enters a building. Wrap exposed parts with insulating material from your hardware or home improvement store. Please do not try to prevent freezing by opening a faucet to keep the water moving in the pipes. This

would be an unnecessary waste of water.

Automatic irrigation valves control water to a set of sprinklers or drip emitters. You should be able to locate a shut-off valve in the water line that feeds the irrigation valves. To protect from freeze damage, shut this valve off. Then use your irrigation timer to turn on each valve for about a minute to drain water from the valves and pipes. Be sure to turn your timer off for the winter. Just remember to open the shut-off valve(s) and test your irrigation system before starting it back up in the spring.



Delta Legislation—What's Next?

The Mokelumne River, EBMUD's primary water source, flows into the Sacramento-San Joaquin Delta, a diverse and fragile ecosystem that is the epicenter of California's water system. While Delta flows do not supply EBMUD, the Delta is critical to our water supply reliability (the pipelines from our Sierra foothills reservoir run across it, *below*) and fishery protection programs.

The State Legislature recently passed sweeping legislation to change the way the Delta is managed and how water is delivered throughout the state. Significant

questions remain about how the \$50 billion worth of work set in motion by the legislation will be funded.

EBMUD supports Delta restoration efforts that protect and restore this critical resource while also assuring reasonably priced, reliable water supplies for our customers. In 2010, we will work with the Legislature to maintain the reliability of our water supply and ensure a fair method for paying for Delta restoration programs. Stay tuned for more updates.



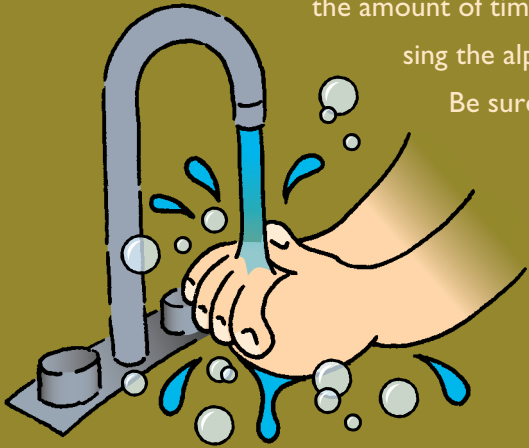
Keeping Yourself and the Bay Healthy

With the flu season upon us, keeping yourself and your family healthy is likely a priority. You might be tempted to reach for antibacterial products—but the effect on the San Francisco Bay could be harmful.

Medical experts recommend hand washing and scrubbing for at least 20 seconds to control infection. This is

the amount of time it takes to sing the alphabet song.

Be sure to turn off the water while you scrub and sing to save water and energy.



Antibacterial products commonly contain one of two active ingredients: triclosan or triclocarban. Studies have shown that these compounds may not break down quickly enough to be completely removed from the wastewater treatment process and may cause unintended impacts to the Bay's aquatic life. So what is a Bay-safe option? The American Medical Association says that regular soap and water are just as effective at preventing illness as antibacterial soaps.

Triclosan and triclocarban can also be found in toothpaste, dish detergent, cutting boards, cleaning products, and even clothing. To help keep the Bay clean, look for products without these ingredients.

For more information about antibacterial compounds and keeping our Bay healthy, see www.ebmud.com/cleanbay or contact EBMUD's Environmental Services hotline at cleanbay@ebmud.com or (510) 287-1651.

25 Years of Contract Equity

In 1984, EBMUD adopted its first policy to ensure a business environment where discrimination is not allowed. The policy goal was for the racial and ethnic diversity of the East Bay to be reflected in the contractors and businesses from which EBMUD purchased goods and services, equipment, and hired for facilities construction, and professional and financial consultation.

The current Contract Equity Program was created in 1998 based on the District's commitment to nondiscrimination, to

promote small business and local business participation, and to enable all qualified, competitive contractors to legitimately compete for contract awards.

The level of EBMUD contracting with historically underutilized businesses (ethnic minorities and women) has grown from approximately eight percent in 1984 to 35 percent in 2009. This past year marked the highest level of ethnic minority business

participation in the history of the program. Fair, active, and open competition enhances the likelihood that we will receive the best value for our ratepayers' dollars.



customer Pipeline

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Board meetings are open to the public and held the second and fourth Tuesdays of each month at 1:15 pm in the EBMUD Board Room, 2nd Floor, 375 Eleventh Street, Oakland.

Dennis M. Diemer, *General Manager*

Where to call for...

- Questions about your EBMUD bill
- Emergencies or open hydrants (24 hrs.)
- EBMUD street work information
- Water conservation questions

Call toll-free 1-866-40-EBMUD (1-866-403-2683)

- Jobs Hotline: (510) 287-0742
- TTY/TDD for hearing impaired: (510) 763-1035