

# customer Pipeline



May • June 2013

## How are water and wastewater rates set?

**E**BMUD is led by a publicly elected board of directors. Board members represent seven wards within the EBMUD service area.

The board of directors regularly holds public meetings to evaluate programs, infrastructure needs and costs of water and wastewater treatment services.

Every two years, the Board sets rates to cover the costs of providing water and wastewater services, infrastructure improvements, watershed protection and sufficient cash reserves for natural disasters and other events. Based on those rates, your EBMUD bill lists the bimonthly charges for water and wastewater service to your home or business.

Depending on where you live, there may be three or four water service charges on your bill.

First, you are charged a water service charge that pays for the water meter, customer service and fire protection.

Second, you are charged for the volume of water you use every two months. As you use more, you pay a higher rate for more units of water. These tiered rates encourage water conservation.

Third, all customers pay a surcharge for system-wide seismic improvements that began after the Loma Prieta earthquake. Those improvements protect critical infrastructure.

Last, depending on your elevation, you may be charged an additional amount to pump water to your tap.

Customers in the cities of Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont, and in the Stege Sanitary District service area of El Cerrito, Kensington and part of Richmond receive additional charges for wastewater on their bimonthly bill.

Those wastewater charges pay for treatment of everything that you flush down the drain. They also cover the costs of pollution prevention programs to keep San Francisco Bay clean and the generation of renewable energy and recycled water. Charges are based on the type of customer, wastewater strength and volume.

Any additional charges you see on your bill are non-EBMUD fees we collect for municipalities and agencies. These sewer and utility user fee charges vary by municipality and do not apply to all customers.



This June, the Board of Directors considers a water and wastewater rate increase to take effect July 1. Visit [www.ebmud.com](http://www.ebmud.com) for information about the two-year budget, rates and charges.

# How much does it cost to replace one mile of water pipe?

More than 4,200 miles of pipelines deliver water to East Bay homes, schools, businesses and hydrants. Most of this underground distribution system is decades old. In some neighborhoods pipes are more than a century old.

EBMUD tracks pipe performance to decide when it is more cost-effective to replace a deteriorated pipe rather than repairing it each time it breaks. Over the next five years, EBMUD plans to replace more than 50 miles of water pipes.

## It costs an average \$2.4 million to replace one mile of water pipe.

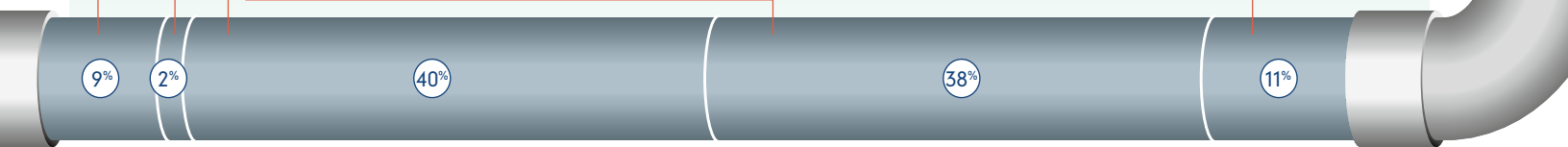
**9% Planning, design and survey** Pipes may be replaced because they have aged and are prone to leaks, or to improve water pressure and flow in your neighborhood.

**2% Administrative, regulatory and permitting costs** Replacement costs increase as limited working hours, greater traffic controls and special soil disposal are required.

**40% Equipment and materials** Pipe costs vary depending on the material used. Areas with greater seismic risk or varying soil conditions require different types of pipes.

**38% Installation and inspection** Thousands of miles of underground utility lines create congestion and more difficult working environments than when the pipes were first installed decades ago.

**11% Paving** EBMUD coordinates with local cities and agencies to plan replacements at the same time as other utility and street projects. This reduces the impact to neighborhoods.



## Prepare for a WaterSmart summer



Hot summer days are near. Use springtime to convert your thirsty lawn to plants better suited to our local climate and upgrade your irrigation hardware to more efficient models.

You may qualify for an EBMUD water conservation rebate for your yard and garden investments if you:

- Convert high-water-use lawns to sustainable landscaping and change sprinklers to drip irrigation.
- Replace conventional sprinkler nozzles with high-efficiency nozzles and traditional irrigation controllers with self-adjusting models.
- Install pressure regulators and submeters to improve your irrigation system performance.

Qualified residential customers may receive rebates up to \$2,500 and commercial customers may receive up to \$20,000.

**Visit [www.ebmud.com/watersmart](http://www.ebmud.com/watersmart) for details on rebates and more water conservation tips.**

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### EBMUD Mission Statement

To manage the natural resources with which the District is entrusted; to provide reliable, high-quality water and wastewater services at fair and reasonable rates for the people of the East Bay; and to preserve and protect the environment for future generations.