

Protecting the bay together

EBMUD treats the wastewater you send down your drains to protect the San Francisco Bay. But when winter storms arrive, water in saturated soil can seep through cracks in aging private and public sewer pipes that lead to our Wastewater Treatment Plant.

Average wastewater flows can spike dramatically during heavy rains – from about 50 million gallons to 500 million gallons a day! That can overwhelm our systems and lead to partially untreated sewage spills.

EBMUD continually invests in our infrastructure and improves operational efficiencies to handle heavy flows. There are also important steps you can take to help keep our environment healthy.

CHECK YOUR SEWER LINE

Private sewer laterals, or PSLs, are the pipes that carry wastewater from your home or business to city sewers in the street. There are as many feet of underground PSLs as city sewer mains, and leaks can spell trouble for the environment and for building occupants.

If you are within EBMUD's wastewater service area and plan to sell your property, complete a remodel above

\$100,000, or change water meter size, you must certify your PSL as leak-free. Learn more at ebmud.com/psl.

COMPOST FATS & GREASE

Put cooking fats, oils and grease (aka "FOG") in your compost or garbage, not down your drain. FOG can clog pipes and lead to sewage backups in your home (gross!) or congeal in public sewer mains, causing costly blockages that can send sewage into streets and

threaten the environment (double gross!). Scrape FOG from plates, pots and pans into the compost before washing your dishes. Learn more at ebmud.com/fog.

DON'T FLUSH WIPES

So-called "flushable" wipes do not break down like toilet paper. Wipes clog pipes and belong in the trash. Google the term "fatberg" if you need convincing. Only flush the 3 Ps – pee, poop and (toilet) paper.



Assistance when you need it

EBMUD provides safe and affordable water for all of our 1.4 million customers. Our high-quality water costs just over a penny a gallon, but we know even modest rates can be a financial challenge to some. That's why we proudly offer an industry-leading Customer Assistance Program (CAP) and other opportunities to help you manage your bill.

Apply
for CAP!

To apply for
CAP or learn more
about EBMUD's other bill
management options, please visit
ebmud.com/assistance

or call us at
866-403-2683
M-F, 8 a.m.-4:30 p.m.

CAP provides qualified low-income residential customers with discounts on a portion of their bills – up to half their water charges and up to 35 percent of their EBMUD wastewater charges. Thousands of ratepayers across the East Bay benefit, as they have since we launched the program back in 1987. In August this year, EBMUD reached a significant milestone when CAP enrollments surpassed 10,000 customers for the first time.

We've also partnered with Richmond Community Foundation (RCF Connects) on the EBMUD Water Lifeline program, which supports CAP customers who are facing an emergency and cannot pay their water bills. CAP customers can call RCF Connects at **510-779-3200** to inquire about one-time bill assistance.

Even if you are ineligible for CAP, other help is available. All customers, regardless of income, may request a payment extension or make alternative payment arrangements. Reach out. We're here to work with you.

On the flip side, if you wish to assist neighbors who are struggling to pay their water bills, we invite you to donate to EBMUD Water Lifeline. Funds are directly used to reduce eligible customers' bills. Our community is strongest when we work together. Your generosity will help ensure everyone in the East Bay has access to the clean, safe water we all need. To donate or learn more, start by visiting ebmud.com/waterlifeline.



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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.

Connect with us:



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