

# customer Pipeline



July • August 2020

## The Science of Water



**O**ne of the most amazing things about the EBMUD water you drink is what's not in it. Bacteria, viruses, metals, dirt—these can all be present in the water that melts off the Sierra Nevada Mountains and meanders into rivers and lakes before EBMUD collects it, treats it and sends it to your tap.

Using ever-improving science, technology and engineering, EBMUD filters out particles from raw water, disinfects it to remove contaminants and distributes it from our treatment plants through thousands of miles of pipes to your faucet. Think about that: EBMUD produces about 160 million gallons of delicious, clean, safe water—enough to fill about 2.5 billion drinking glasses—every day.

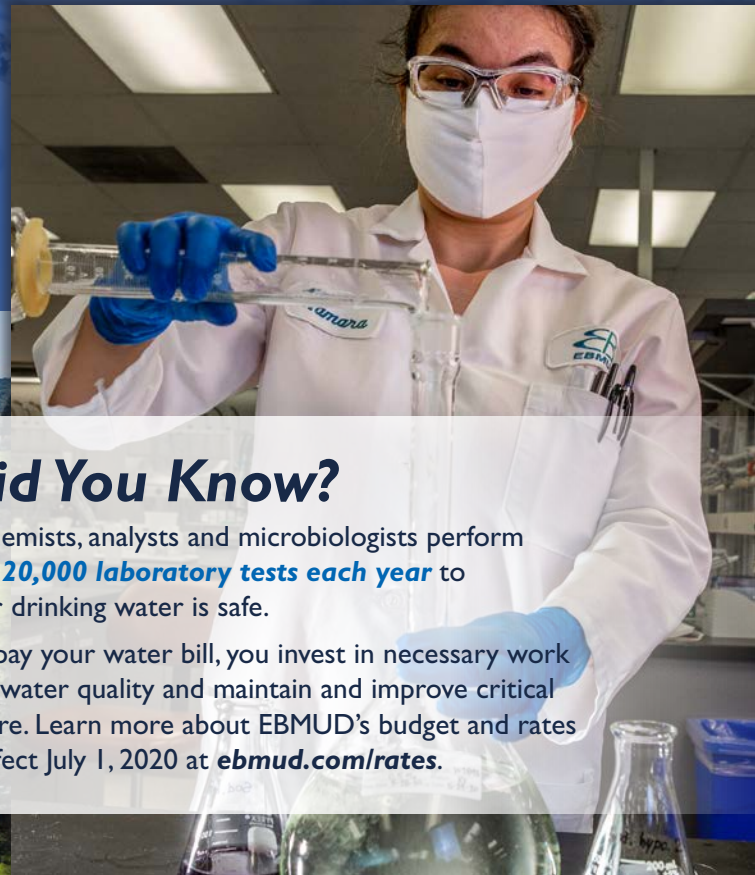
To do that, our staff of water treatment plant operators work 24 hours a day, seven days a week running highly specialized equipment. Testing instruments detect impurities, and a sequence of steps that include aeration, sedimentation, filtration, chemical disinfection and ozonation remove the impurities or adjust the composition of the water so that when it reaches your tap, our water meets all regulatory and water quality guidelines.

Like making a cake, the recipe for water treatment is precise. And like a seasoned baker, EBMUD continually tweaks the formula to adjust for many variables.

If unaccounted for, elevation and oven temperature can affect the consistency and taste of a cake. Similarly, things like algae, which naturally bloom in hot summer months, and bacteria, which are found everywhere in nature, affect how EBMUD treats your water.

Next time you take a sip from the sink, remember—it's what's **not** in the water that makes it so wonderful.

*El Sobrante Water Treatment Plant*



### Did You Know?

Teams of chemists, analysts and microbiologists perform **more than 20,000 laboratory tests each year** to ensure your drinking water is safe.

When you pay your water bill, you invest in necessary work to monitor water quality and maintain and improve critical infrastructure. Learn more about EBMUD's budget and rates that take effect July 1, 2020 at [ebmud.com/rates](http://ebmud.com/rates).

# A New Trail Map

## In Time for a New Normal

*“Everybody needs beauty as well as bread, places to play in and pray in, where nature may heal and give strength to body and soul alike.”*

—John Muir

Fast forward 108 years, and that quote has never rung more true.

To encourage more people to explore our precious watershed land and 90 miles of local trails, EBMUD is pleased to announce a brand new East Bay trails map. Using Geographic Information System mapping technology, this map shows detailed trail locations and access points, elevations, amenities, and connections to other trail systems, as well as insider tips. As COVID-19 restrictions allow, trail permit holders can pick up a map at Lafayette Reservoir, San Pablo Reservoir, or Orinda Watershed Headquarters.

EBMUD is still abiding by shelter-in-place orders and adjusting access to trails and recreation areas. Please practice social distancing and bring a face covering. To stay abreast of changes to access and visitor restrictions in the East Bay and to get addresses for map pick up, visit [ebmud.com/eastbaytrails](http://ebmud.com/eastbaytrails).

While you're there, check out the online trail map's advanced features, including 3-D viewing. You can also find out how to get a paper map for EBMUD trails in the Sierra Nevada foothills, including the Mokelumne Coast to Crest Trail. Keep an eye out for a virtual tour of our favorite East Bay hikes, coming soon!

Have a favorite hike? Share your photos and descriptions with us on Facebook and Twitter @ebmud. Use the hashtag #ebmudtrails to add to the stream of best hikes in the East Bay.

EBMUD rangers are intimately familiar with the more than 57,000 acres in our watershed. This summer, check out some of their favorite hikes:

Overall Favorites:

Oursan Trail, Redwood Trail from Valle Vista to East Ridge

Most Accessible:

Riche Loop Trail

Best Morning Hikes:

Inspiration Trail, Skyline Trail

Best Evening Hike:

Rocky Ridge Loop Trail

Best Hidden Hike:

Pinole Ridge Trail

Best Hike with Dog or Horse:

King Canyon Trail



 **EAST BAY MUNICIPAL UTILITY DISTRICT**  
P.O. Box 24055 • Oakland, CA 94623  
1-866-403-2683  
[www.ebmud.com](http://www.ebmud.com)

### 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.

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