


Consumer Confidence Report
eCCR Certification Form
(To be submitted with a copy of the CCR)

Water System Name: Alameda County Water District

Water System Number: CA0110001

The water system named above hereby certifies that its Consumer Confidence Report was distributed on May 1st 2024 – June 30th, 2024 (date) to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water (DDW).

Certified by: Name: Mike Wickham
Signature: 
Title: Water Production Manager
Phone Number: (510) 668-6516 Date: 07/24/2024

To summarize report delivery used and good-faith efforts taken, please complete this page by checking all items that apply and fill-in where appropriate:

- CCR was distributed by mail or other direct delivery methods (attach description of other direct delivery methods used).
- X CCR was distributed using electronic delivery methods described in the Guidance for Electronic Delivery of the Consumer Confidence Report (water systems utilizing electronic delivery methods must complete the second page).
- X “Good faith” efforts were used to reach non-bill paying consumers. Those efforts included the following methods:
 - X Posting the CCR at the following URL: www.acwd.org/2023CCR and <https://www.epa.gov/ccr>
 - Mailing the CCR to postal patrons within the service area (attach zip codes used)
 - Advertising the availability of the CCR in news media (attach copy of press release)
 - Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)
 - X Posted the CCR in public places (attach a list of locations) *Distributed at ACWD booths during community fairs and outreach programs*
 - Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools
 - Delivery to community organizations (attach a list of organizations)
 - Publication of the CCR in the electronic city newsletter or electronic community newsletter or listserv (attach a copy of the article or notice)
 - X Electronic announcement of CCR availability via social media outlets (attach list of social media outlets utilized) *Facebook and Twitter*
 - Other (attach a list of other methods used)

- X For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following URL: www.acwd.org/2023CCR and <https://www.epa.gov/ccr>
- For privately-owned utilities: Delivered the CCR to the California Public Utilities Commission

Consumer Confidence Report Electronic Delivery Certification

Water systems utilizing electronic distribution methods for CCR delivery must complete this page by checking all items that apply and fill-in where appropriate.

- X Water system mailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available website where it can be viewed (attach a copy of the mailed CCR notification). URL: www.acwd.org/2023CCR
- Water system emailed a notification that the CCR is available and provides a direct URL to the CCR on a publicly available site on the Internet where it can be viewed (attach a copy of the emailed CCR notification). URL: www._____
- Water system emailed the CCR as an electronic file email attachment.
- Water system emailed the CCR text and tables inserted or embedded into the body of an email, not as an attachment (attach a copy of the emailed CCR).
- Requires prior DDW review and approval. Water system utilized other electronic delivery method that meets the direct delivery requirement.

Provide a brief description of the water system's electronic delivery procedures and include how the water system ensures delivery to customers unable to receive electronic delivery.

Alameda County Water District (ACWD) provided written notice of the availability of the 2023 CCR and included a direct URL to this report in the District's Aqueduct Newsletter. This newsletter was mailed to all physical addresses within ACWD's service area between May 1st and June 30th, 2024. Additionally, the Aqueduct Newsletter is available on ACWD's website. In the newsletter, a phone number is provided for customers to request hard copies of the 2023 CCR if they are unable to receive electronic delivery.

This form is provided as a convenience and may be used to meet the certification requirement of section 64483(c), California Code of Regulations.

THE ACWD AQUEDUCT

News and Information for the Customers of the Alameda County Water District

Aerial photo of Alameda Creek, Fremont



Message From the General Manager

As stewards of our community's most vital resource, ACWD proudly presents our annual Water Quality Report - a testament to our unwavering commitment to providing you and your family with drinking water you can trust. The 2023 report showcases our dedication to surpassing standards and underscores our pursuit of excellence in serving our community. Because of its findings, customers can rest assured that the water quality from your tap meets strict water quality standards, which are based on rigorous tests outlined by state and federal regulators. You can read the 2023 report at acwd.org/2023CCR.

This newsletter also includes an insightful article addressing our water supply amidst the ever-present challenges of climate change. While our local supply is sufficient, which is excellent news after the state was plagued by drought for years, it is crucial to emphasize the importance of water use efficiency, especially given the ongoing challenges posed by climate change and its effects on California's water supply.

I also invite you to attend upcoming workshops on water rates. These workshops will engage with you, our customers and ratepayers, to ensure transparency and understanding of the rate-setting process. We encourage your input in this important process.

Your water rates fund significant investments to modernize the water distribution system, ensuring ACWD can continue delivering reliable and sustainable water service into the future. Also, read more on page 2 about current infrastructure projects to address seismic vulnerability.

Thank you for your continued trust and support of the people who work hard every day to serve you.

Ed Stevenson, General Manager



Water Finance Workshops

Join ACWD for a series of financial workshops focusing on ensuring water rates are sufficient to fund the cost of water service. Topics will include the District's current financial status, expenditure forecasts, and water rate-setting matters such as rate structures and the allocation between fixed and variable consumption charges. Participate in the meetings and provide your input.

Financial workshops:

July 18 • August 22 • September 26

Details about the workshops and how to attend will be available closer to the workshop dates.* For more information, visit acwd.org/rates.

**Workshop dates are current as of May 1.*



2023 Water Quality Report is Now Available

ACWD is pleased to share that in 2023, your drinking water continued to meet or surpass the drinking water quality standards required by both state and federal regulatory agencies.

The 2023 annual Water Quality Report, also known as the Consumer Confidence Report (CCR), is available online. This report provides the results of thousands of analyses of the annual drinking water tests ACWD performs to maintain high-quality drinking water for our customers.

The report also provides information on water supply sources, the importance of protecting our critical water resources, upgrades to ACWD's infrastructure, and more.

To view the 2023 annual Water Quality Report and learn more about your drinking water, visit acwd.org/2023CCR. If you would like a paper copy of the 2023 Water Quality Report mailed to you or to speak with someone about the report, please call (510) 668-6500.



Providing a Reliable Supply of Water in a Changing Climate

California is again facing an extraordinary weather year following a series of record-breaking wet and dry seasons over the last three years. Despite these challenges, ACWD's water supply is healthy, thanks to rain and snow earlier this year.

PREPARING FOR CLIMATE RESILIENCE

How does a water provider prepare for an uncertain climate future? With a robust, diversified portfolio of water supplies and diligent adaptive planning! Learn about the Climate Adaptation Plan, which ACWD developed to help identify and navigate climate risk and uncertainty. To learn more, visit acwd.org/CAP.

Extreme drought used to occur once in 30 years; today, we've experienced two within the past decade. We approach these extreme weather events as opportunities to learn, adapt, and prepare for the future. ACWD is working on a new Water Supply Master Plan to evaluate even greater weather extremes and much more. To learn more about the plan and participate in future efforts, visit acwd.org/waterresourcesplanning.



The People of ACWD



Gisselle D.
Water Use Efficiency Specialist II

Working toward a more sustainable future and reliable water supply, Gisselle D., Water Use Efficiency Specialist II, is passionate about protecting the environment. Her passion is demonstrated in her work, providing support and resources to ACWD customers about water conservation and the vehicle she selected when purchasing her first car – a charming electric Kia.

HOW DID YOU GET STARTED IN THIS FIELD OF WORK? I have always enjoyed nature! As a family tradition, my mom and I would go on hikes or long walks every weekend. I became more conscious of environmental issues in high school, which led to my majoring in Environmental Studies at Santa Clara University. While in college, I had internships in energy and waste management. I was ecstatic about the opportunity to explore the water industry when I started at ACWD.

WHAT IS ONE THING YOU WISH PEOPLE KNEW ABOUT YOUR JOB? The Water Use Efficiency Division has many components, including managing rebate programs and developing new programs based on state-wide initiatives and the local needs of Fremont, Newark and Union City. My job also entails outreach, education and compassion when speaking with our customers who may be experiencing challenging situations related to their water use. It makes me smile when I can address a customer's concern.

WHAT DO YOU LIKE MOST ABOUT THE WORK YOU DO? I like and value the opportunity to make a difference in how people interact with the environment. The impact can be as small as providing a more efficient faucet aerator or as large as transforming a lawn into a water-efficient landscape with mulch and California native plants. I truly enjoy helping customers decrease their water usage, especially in California, which has a history of drought.

WHAT KIND OF MISCHIEF DID YOU GET INTO AS A CHILD? As a kid, I sometimes stayed up late and overindulged in playing my favorite Nintendo DS game, Pokémon. I hid under a blanket and turned the volume low when I was playing to avoid getting into trouble; however, my parents somehow knew that I was not sleeping, and I got caught. Now, I indulge in movie nights, walks with my dog and tend to my plants.



Listen to some of Gisselle's favorite songs on ACWD's Spotify Channel!



Water Rate Dollars Fund Supply Reliability

Investments in Water Main Renewal and Seismic Improvements

As a Bay Area water agency, ACWD knows the importance of planning and preparing water infrastructure for earthquakes and other disruptions. We do that by making seismic upgrades and improvements to the water distribution system. This work is essential, and it reinforces the water system by replacing aging pipelines so the homes and businesses in Fremont, Newark and Union City are better prepared for emergencies.

ACWD's District-wide Main Renewal and Seismic Improvement Program includes major investments every year to improve water supply reliability. Proactive pipeline improvements help protect the District and our customers from emergency repairs caused by system leaks. ACWD is excited to announce that two significant improvements to the water distribution system are underway.

WHAT'S HAPPENING

ACWD is replacing aging water pipelines, fire hydrants, water service laterals, associated fittings, and other water system accessories. This proactive Main Renewal and Seismic Improvement approach means:

- Fewer leaks and disruptions to your water service
- Improved water system hydraulics throughout the community
- Enhanced seismic reliability in the event of a major earthquake
- Replacement of 60-year-old water mains with new, seismically resilient pipes
- Reduced maintenance costs, saving ACWD and our customers money in the long run

WHAT TO EXPECT DURING CONSTRUCTION

- Some construction activities may cause temporary disruptions, such as noise or limited road access.
- ACWD will work diligently to minimize water service interruptions, but brief water shut-offs will be necessary to connect affected water service to new pipelines.
- ACWD-appointed contractors will provide at least 24-hour notice before any planned service interruptions.

For project details and to learn more about these investments, visit acwd.org/MRSIP.

CURRENT PROJECT EXAMPLES

to improve water supply reliability

Driscoll Road Main Renewal Project (Fremont):

- Project details: Installation of approximately 1.5 miles of 12-inch and 16-inch diameter welded steel pipeline
- Project timeline: Start date February 2024 with expected completion in approximately 18 months
- Location: Driscoll Road, from Mission Boulevard to Timber Creek Terrace

Central Newark Thornton Avenue Project (Newark):

- Project details: Installation of approximately 1 mile of new water pipeline
- Project timeline: Start date May 2024 with expected completion in approximately one year
- Location: Thornton Avenue between Cedar Boulevard and Cherry Street

The ACWD Aqueduct A publication of the Alameda County Water District



BOARD OF DIRECTORS

James G. Gunther, President
Judy Huang, Vice President
Aziz Akbari
Paul Sethy
John Weed

Board meetings are open to the public and generally held in the ACWD Board Room, 43885 South Grimmer Blvd., Fremont, with optional participation via Zoom, unless otherwise noted. Please visit www.acwd.org for 2024 board meeting dates.

Ed Stevenson, General Manager

BUSINESS OFFICE

43885 South Grimmer Blvd., Fremont, CA 94538
510.668.4200 | www.acwd.org
24-Hour Emergency Line: 510.668.6500

