



March 17, 2020

EBMUD provides essential water and wastewater services in the midst of Coronavirus pandemic

OAKLAND, CA - As our East Bay communities and the State of California work to slow the spread of Coronavirus, East Bay Municipal Utility District assures customers that critical water and wastewater services will continue uninterrupted.

"During this public health crisis, EBMUD stands with our community to protect public health by providing safe, reliable water – and we will continue to do so for the duration of the Coronavirus pandemic," says EBMUD Board President Marguerite Young. "I'm grateful for EBMUD staff who work around the clock to provide great quality water. It's one less thing our customers have to worry about during this difficult time."

TAP WATER IS SAFE

EBMUD water treatment plants are designed to eliminate pathogens including viruses and bacteria. The Coronavirus does not affect EBMUD's drinking water supply. All EBMUD tap water remains safe.

NO DISCONNECTIONS TO WATER SERVICE

EBMUD will not disconnect customers' water service due to billing/payment issues during this health emergency. It's important that all customers have access to clean water, in particular for hand washing. If your water has been shut off due to non-payment, please call EBMUD Customer Service at 1-866-403-2683 to make arrangements to restore service.

In addition, EBMUD's Customer Assistance Program helps reduce bills for customers facing economic hardships. For more information, go to www.ebmud.com/cap.

Note that planned construction or maintenance may result in minor water service interruptions for no more than four hours.

PUBLIC MEETINGS ARE BEING RE-PRIORITIZED

In-person community meetings with more than 10 people are being cancelled, postponed, or will be held virtually to respect current public health guidelines.

BOARD MEETINGS CONTINUE

Board of Directors meetings will continue to be held every 2nd and 4th Tuesday, at 375 11th Street Oakland until further notice. EBMUD provides audio and videos of past meetings, and will provide real-time audio streaming beginning with the March 24, 2020 regular board meeting. Visit www.ebmud.com/board-meetings.

RECREATION AREA RESTRICTIONS

Due to the shelter in place order, and to protect the health and safety of park visitors, both Lafayette Reservoir Recreation Area and San Pablo Recreation Area are closed. Because this situation is changing quickly, check www.ebmud.com/recreation for the latest information on East Bay trails and Sierra foothills recreation areas and trails.

BUSINESS CONTINUITY

EBMUD's business continuity plans are in place to ensure that we continue to maintain drinking water quality and wastewater services.

EMPLOYEE HEALTH

EBMUD employees are sworn civil servants and disaster workers who work around the clock -- including during emergencies. Because of the nature of our work, many crews are on the ground, continuing to install and maintain vital infrastructure. EBMUD is limiting employees' direct contact with customers where possible and instituting telecommuting, virtual meetings and social distancing where appropriate.

Contact

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