

# customer Pipeline



May • June 2021

## Dollars and sense

The pandemic has underscored the importance of EBMUD's role in safeguarding public health with every hand wash and every flush. EBMUD, a not-for-profit public agency, supports your East Bay water and wastewater systems with a budget and rates designed to protect public health and infrastructure.

As part of EBMUD's two-year rate plan, the District is proposing rate increases of 4% for water service and 4% for wastewater service in the first year and an additional 4% for each service in the second year. If approved, the rates would take effect July 1, 2021 (Fiscal Year 2022) and July 1, 2022 (Fiscal Year 2023), respectively. To explain the proposed rates, EBMUD has mailed a Proposition 218 notice to property owners and customers in the EBMUD service area. The EBMUD Board of Directors will consider the proposed rates at a public hearing on June 8, 2021 at 1:15 p.m.

For updates and details on the budget process, visit [ebmud.com/rates](http://ebmud.com/rates).

### Bill breakdown for average single family residential customer

	FY22	FY23
<b>Proposed % rate increase</b>	4%	4%
<b>Water bill monthly increase</b>	\$2.53	\$2.66
<b>Wastewater bill monthly increase</b>	\$0.89	\$0.98

See back page for your dollars at work

### Get help with your EBMUD bill

EBMUD offers a Customer Assistance Program (CAP). If you qualify, the CAP program can reduce your water bill by up to 50% and your wastewater bill by up to 35%. Learn more at [ebmud.com/CAP](http://ebmud.com/CAP).

## Eyes on water supplies

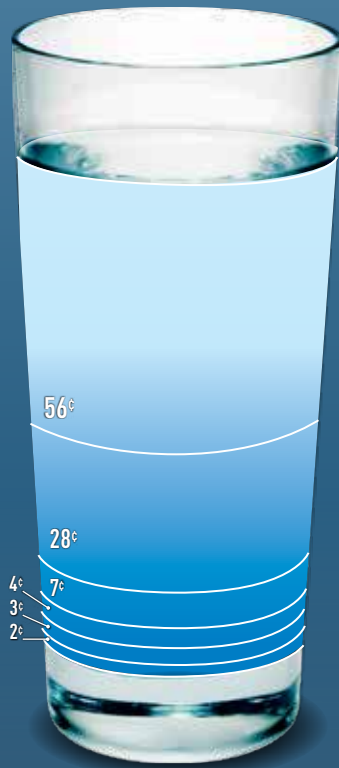
EBMUD continuously monitors water supplies and plans for dry times. After two exceptionally dry California winters, EBMUD is tracking the remaining rainy season in the Mokelumne River watershed and local watersheds. To stay updated on our water status, visit [ebmud.com/watersupply](http://ebmud.com/watersupply).



*Chiam, a Water Distribution Crew Foreman, turns an underground valve in downtown Oakland during a new pipeline installation.*

# Water: Your rate dollar at work

EBMUD provides high-quality drinking water for 1.4 million customers in Alameda and Contra Costa counties.



**Infrastructure improvements** 56¢  
Pipelines, reservoirs, treatment plants, pumping plants

**Water service** 28¢  
Storage, treatment, delivery, system maintenance

**Administration** 7¢  
Internal support services

**Customer service** 4¢  
Call center, education, water conservation, billing, collection

**Natural resource management** 3¢  
Public recreation, watershed management, fisheries program

**Regulatory compliance** 2¢  
Ensures all drinking water standards are met or surpassed

**\$1 total**

# Wastewater: Your rate dollar at work

EBMUD treats approximately 56 million gallons of wastewater daily for 740,000 customers along San Francisco Bay, protecting public health and the environment.

**42¢ Infrastructure improvements**  
Wastewater treatment plant facilities, sewer interceptors

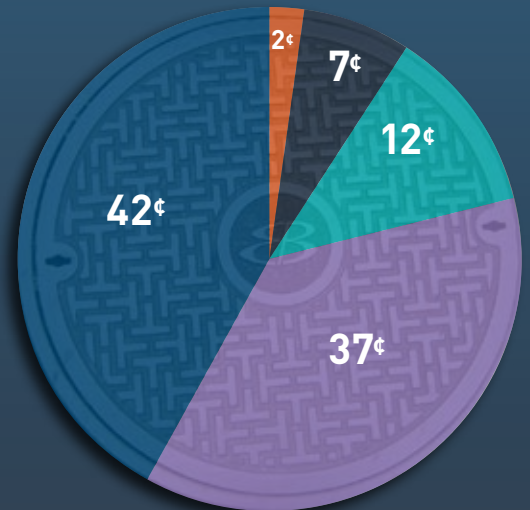
**37¢ Wastewater treatment**  
Operations and maintenance of main treatment plant and wet weather facilities

**12¢ Environmental/regulatory compliance**  
Pollution prevention, water quality lab, inflow/infiltration control

**7¢ Administration**  
Internal support services

**2¢ Customer service**  
Call center, education, billing, collection

**\$1 total**



**EAST BAY MUNICIPAL UTILITY DISTRICT**  
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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.

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