



Additional Proposed Revisions to Policy 4.14 – Reimbursement of Director Expenses

Board of Directors

March 25, 2025

Derek McDonald, General Counsel

Overview

November 2023 Board Retreat – Board asked staff to draft governance policies
Board provided comments/feedback on draft governance policies during various Committee and Board meetings starting in June 2024

- September 24 Finance/Administration Committee – Final Board edits on three governance policies received (including Policy 4.14 – Reimbursement of Director Expenses)
- November 26 Board meeting – Board adopted Board Governance Manual and staff recommendation to finalize three governance policies (including Policy 4.14) through District's review process

Additional Policy 4.14 edits (*after November 2024*)

Key additional proposed edits for discussion

Delete mileage reimbursement for attending regular, adjourned regular, special and committee meetings of the Board

Add *“Each Director may be reimbursed for attendance at only one conference per year (that requires significant travel and lodging), unless the Director’s attendance at a conference is necessary because the Director serves on a joint powers authority, regional committee or other body required to meet at the conference”*

Add *“Prior to the beginning of each fiscal year, the Secretary will provide the Board with a draft calendar of conferences and activities for the fiscal year that may require reimbursable lodging, registration or airfare. By June 10 of each year, each Director shall provide the Secretary with a written forecast of the Director’s planned event attendance for the fiscal year. The written forecast can include conferences or activities that were not on the draft calendar provided by the Secretary. The Secretary will submit the forecasts to the Board President for review and approval”*

Clarifying language re: travel cancellations not reported in time and approved by the Board President may result in the Director being responsible for any non-refundable costs borne by the District

Next Steps

- Discussion and feedback from Board on additional edits proposed to Policy 4.14
- Update Policy 4.14 based on feedback
- Present updated policy during upcoming Finance/Administration Committee for review and Board meeting for approval

Questions?





Single-Family Residential Accounts Arrearage Management Update

Board of Directors
March 25, 2025

Andrew L. Lee, Director of Customer & Community Services

Agenda

- Background
- Arrears after Pandemic Relief
- Managing Outstanding Customer Debt
- Observations
- Recommendations
- Questions and Discussion

Background

- Recognize the human right to water
- COVID-19 has underscored the importance of water
- Water service termination disproportionately affects low-income customers in disadvantaged communities
- Ensure compliance with Proposition 218
- More progressive alternatives to address delinquencies than water service shutoffs

Background

Board Resolution No. 35211-20 adopted on December 8, 2020 for delinquent bills for Single-Family Residential (SFR) accounts:

- Ensure customer support programs are comprehensive and reaching out to customers most in need of assistance
- Implement use of flow restrictors but only after District has exhausted all available means of outreach and assistance
- Expand District Lien Program to include owner-occupied SFR
- Ensure cost of flow restrictors are not subsidized by other customers
- Place delinquent account in collections no later three months after installation and continued non-payment
- Ensure adequate notice to customers prior to installation of flow restrictor

Background

Water service shutoffs will continue in some circumstances:

- Device tampering to restore normal water flow after a flow restrictor is installed
- Water theft activities
- Conditions that impose threat to public health

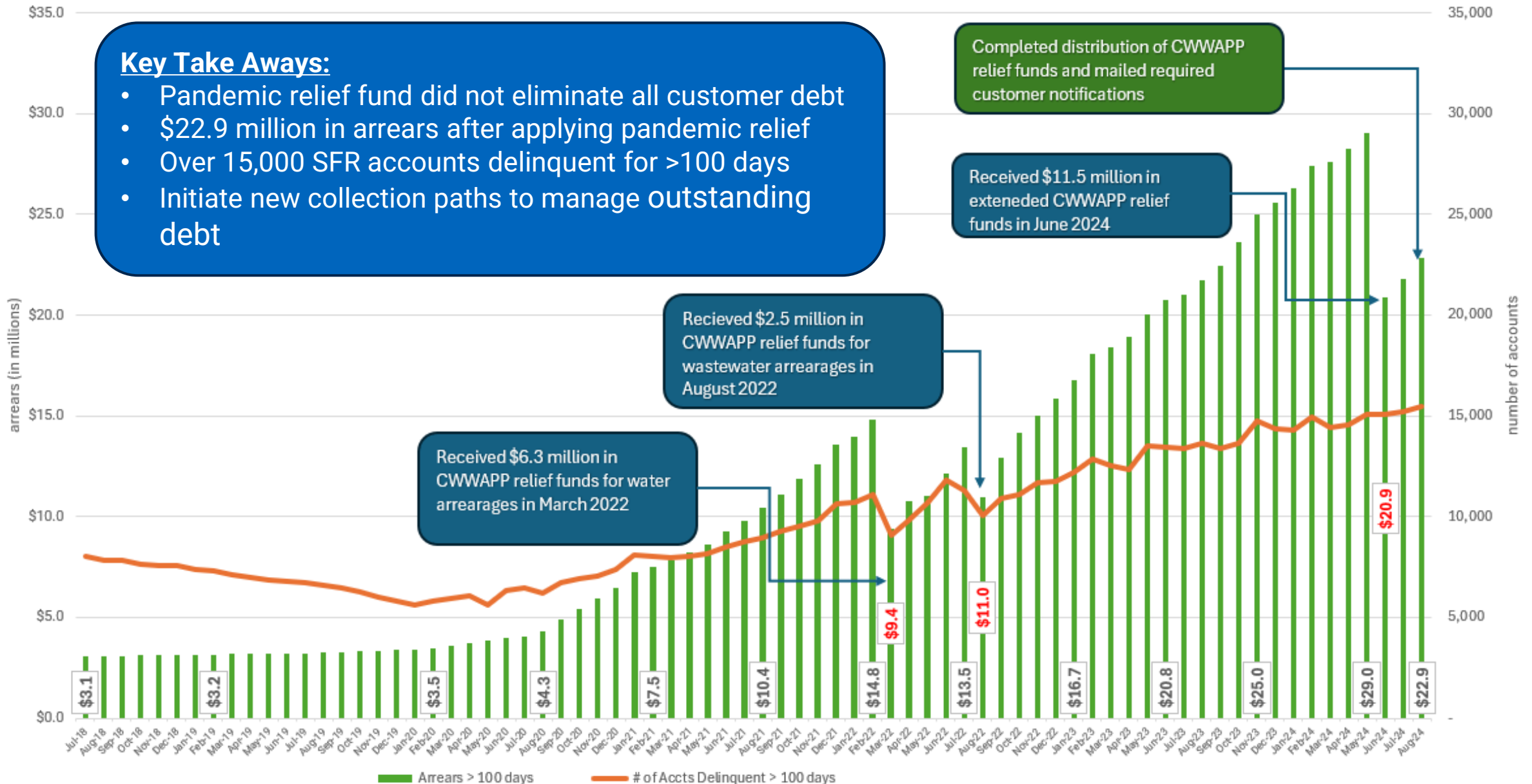
Program Implementation

- Planned implementation to begin following the termination of State of Emergency on February 28, 2023
- Postponed due to the expansion of the California Water and Wastewater Arrearages Payment Program (CWWAPP)
- CWWAPP relief funds applied to all eligible accounts in August 2024
 - Customers received \$20.3 million CWWAPP relief funds and \$3.2 million from the Low-Income Household Water Assistance Program
- Initiated new collection process in September 2024

Arrearage Trends

Key Take Aways:

- Pandemic relief fund did not eliminate all customer debt
- \$22.9 million in arrears after applying pandemic relief
- Over 15,000 SFR accounts delinquent for >100 days
- Initiate new collection paths to manage outstanding debt



Arrearage by Customer Segment

Tenant Occupied (Flow Restrictor)			
Ward	# of Accts	Sum of Arrears	CAP Accts
1	2,503	\$2,771,580	130
2	445	\$768,045	10
3	867	\$1,341,323	57
4	835	\$1,173,077	65
5	1,496	\$2,382,039	128
6	3,275	\$6,460,214	268
7	1,371	\$1,388,205	65
Total	10,792	\$16,284,483	723

Owner Occupied (Property Tax Transfer/Lien)			
Ward	# of Accts	Sum of Arrears	CAP Accts
1	909	\$1,078,734	34
2	289	\$529,272	3
3	485	\$814,501	19
4	355	\$551,248	17
5	503	\$758,917	20
6	1,236	\$2,335,248	78
7	493	\$531,678	11
Total	4,270	\$6,599,598	182

Path 1 - Tenant-Occupied SFR Accounts

- Collection path for tenant-occupied SFR accounts
 - Past due postcard reminders (sent September 2024)
 - Service Interruption Notice mailed to unresponsive customers 7 days prior to installation
 - Door hanger left two days prior to installation
 - Returned to install flow restrictor
 - Conducted follow-up inspections
- 10,792 SFR accounts delinquent for 100+ days and subject to the flow restrictor
- Focus on initial 2,693 accounts with >\$2,000 delinquent balance



Images of flow restrictor

Progress – Accounts Subject to Flow Restrictor

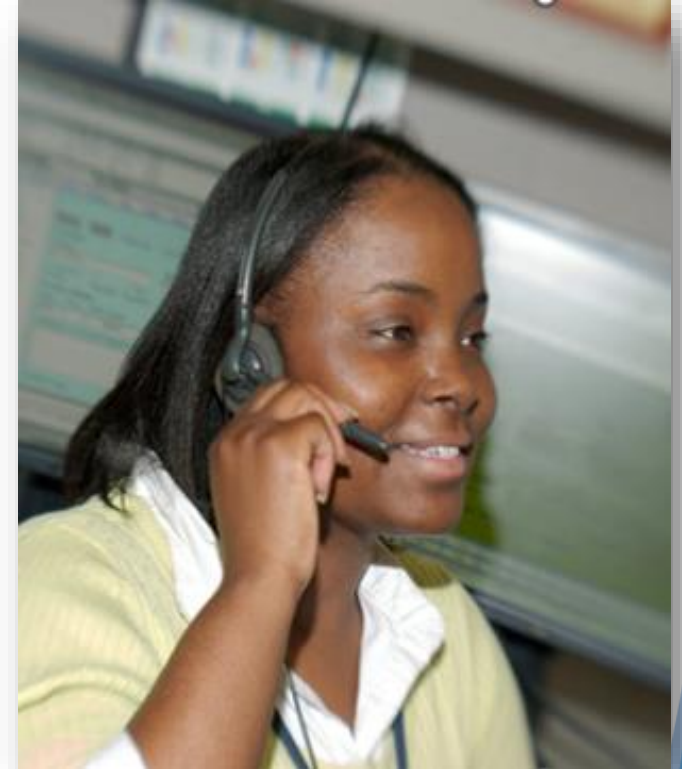
County	No. of Delinquent Accounts	Closed Accts	Total Arrears	No. of Customers Made Payments	Payments Received	% of Customers Responded
Alameda	2,272	377	\$6,986,893	1,125	\$1,476,437	61%
Contra Costa	421	62	\$1,504,138	253	\$517,567	78%
Total	2,693	439	\$8,491,031	1,378	\$1,994,004	64%*

* There are 530 accounts pending flow restrictor installation. Those accounts were excluded from the response rate percentage.

- Out of the 346 accounts with flow restrictors, 79 have been installed for over 90 days and would be subject to third-party debt collection
- 640 accounts with payment plans defaulted
- **Projected Impact:** Based on data collected through each phase of outreach for the initial group of 2,693 customers, it is anticipated **1,571 accounts** may end up living with the flow restrictor after completion of the backlog of 8,099 accounts

Path 2 - Owner-Occupied SFR Accounts

- Collection path for owner-occupied SFR accounts
 - Past due postcards reminders (sent August 2024)
 - Intent to Lien and Hearing Notices (sent October 2024)
 - Lien filing (began in November 2024)
 - Intent to Transfer Notice will be mailed in May 2025
 - Public hearing in July 2025
 - Transfer to property tax roll in August 2025
- 4,270 accounts delinquent for 100+ days and subject to property liens



CSR assisting customer

Progress – Accounts Subject to Liens

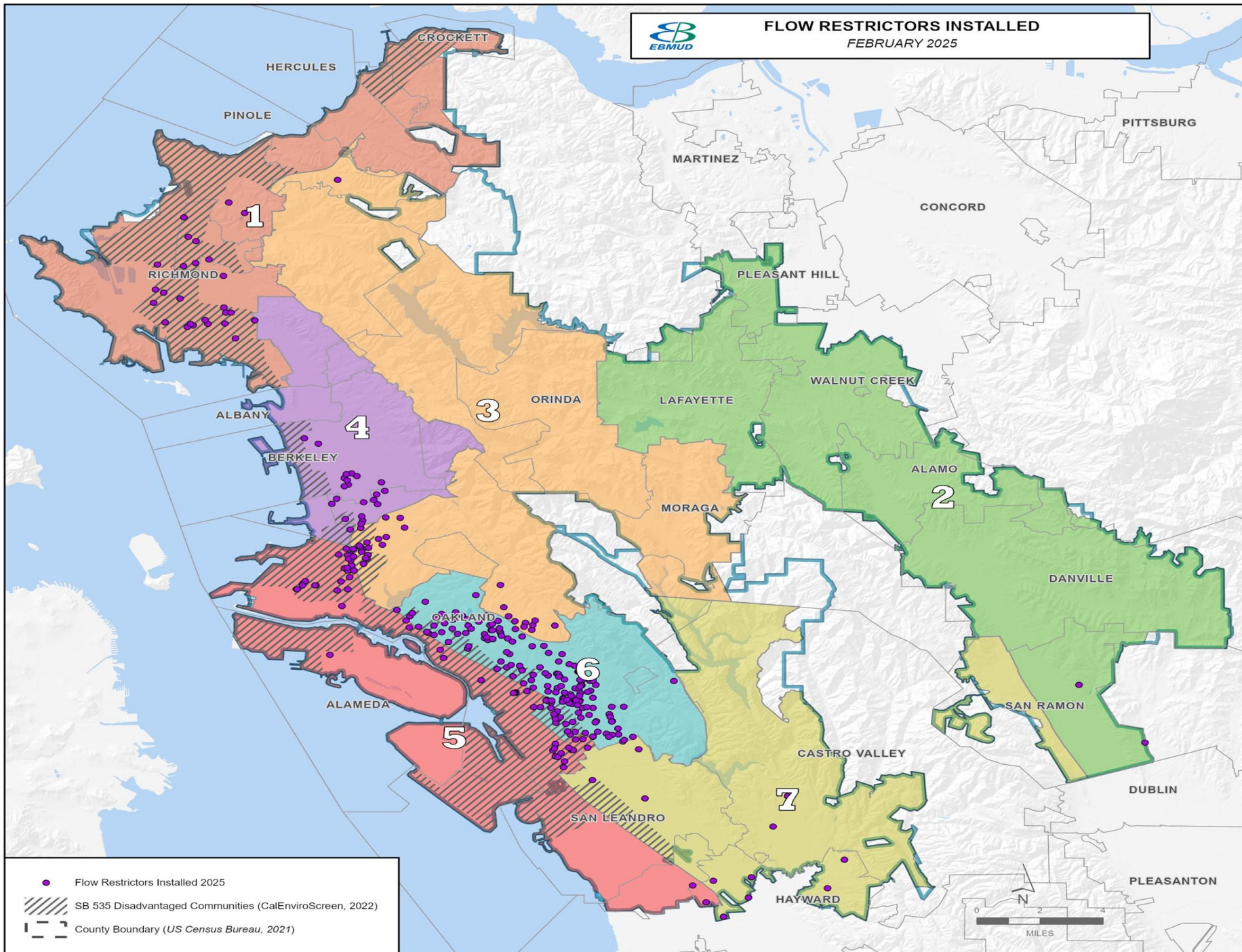
County	No. of Delinquent Accounts	Total Arrears	No. of Payments Made After Outreach	Payments Received	% of Customers Responded
Alameda	2,778	\$4,605,959	1,869	\$1,818,279	67.2%
Contra Costa	1,492	\$1,974,751	1,030	\$979,670	69.0%
Total	4,270	\$6,580,710	2,899	\$2,797,949	67.8%

- Some accounts made partial payments and carried an overdue balance
- 569 accounts with payment plans defaulted and will result in a lien
- **Projected Impact:** Based on data from the Multi-Family Residential Lien Program, projected to recover up to 90% of total arrears



FLOW RESTRICTORS INSTALLED

FEBRUARY 2025

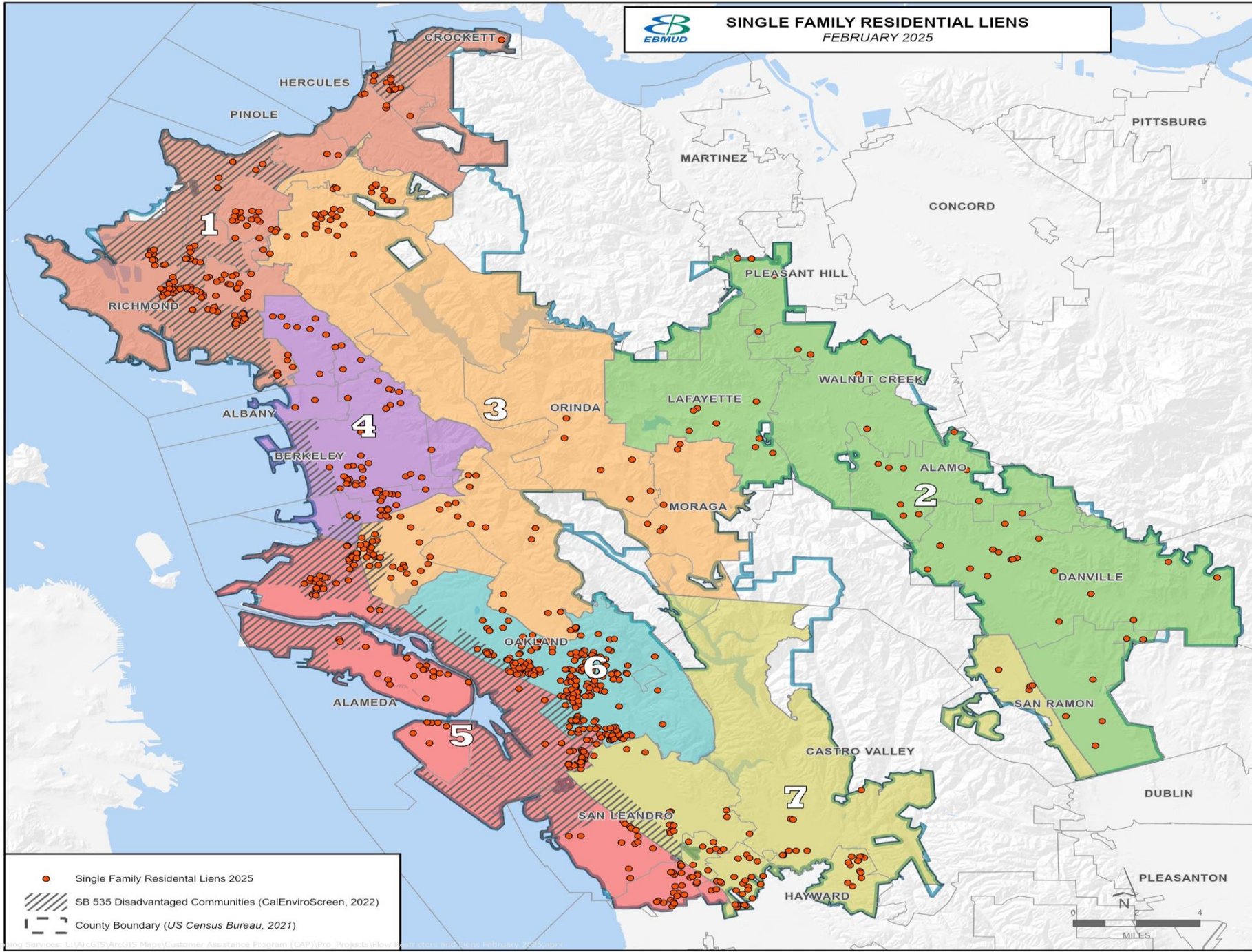


- Flow Restrictors Installed 2025
- SB 535 Disadvantaged Communities (CalEnviroScreen, 2022)
- County Boundary (US Census Bureau, 2021)





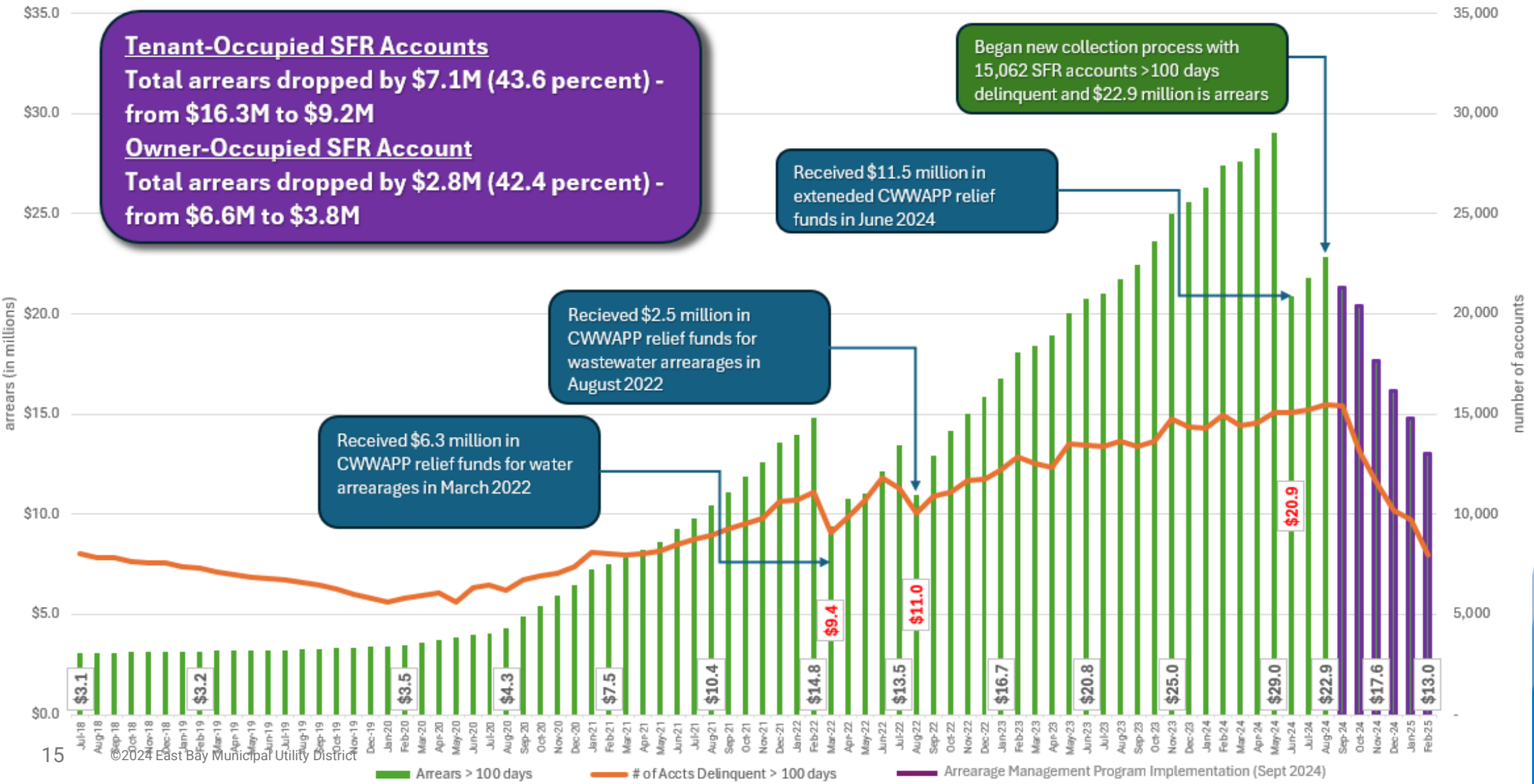
SINGLE FAMILY RESIDENTIAL LIENS
FEBRUARY 2025



- Single Family Residential Liens 2025
- SB 535 Disadvantaged Communities (CalEnviroScreen, 2022)
- County Boundary (US Census Bureau, 2021)



Delinquency and Arrearage Trends (>100 days)



Observations

- Flow restrictor installation requires significantly more resources than shutoffs
 - Installation takes between 20 minutes and 90 minutes vs. shutoff which takes five minutes
 - Installation and removal require two staff vs. one staff for shutoff
- Five accounts with the flow restrictor showed a significant increase in water use after their flow has been restricted
- In-person outreach yielded minimal success
- The number of customers seeking payment plans has increased significantly



Recommendations

Continue to implement the program with some modifications

- For continued non-payment of accounts after flow restrictor is installed for more than three months:
 - Add a live account third-party collection process (e.g., wage garnishment) and keep accounts active, OR
 - Shutoff water service, write off delinquent debt, and send account to third-party collections
- Add water service shutoffs for accounts that have had a flow restrictor installed and removed after a payment plan is setup, subsequently defaulted, and unwilling to work with the District
- Add water service shutoffs for any accounts where the customer had made a threat against the safety of District staff
- Explore new engagement process with third-party for customers that do not respond to the flow restrictor (90+days) in lieu of water service shutoff



Questions & Discussion



Pardee Reservoir



Water Supply Update

Board of Directors

March 25, 2025

Roberto C. Cortez, Manager of Water Operations



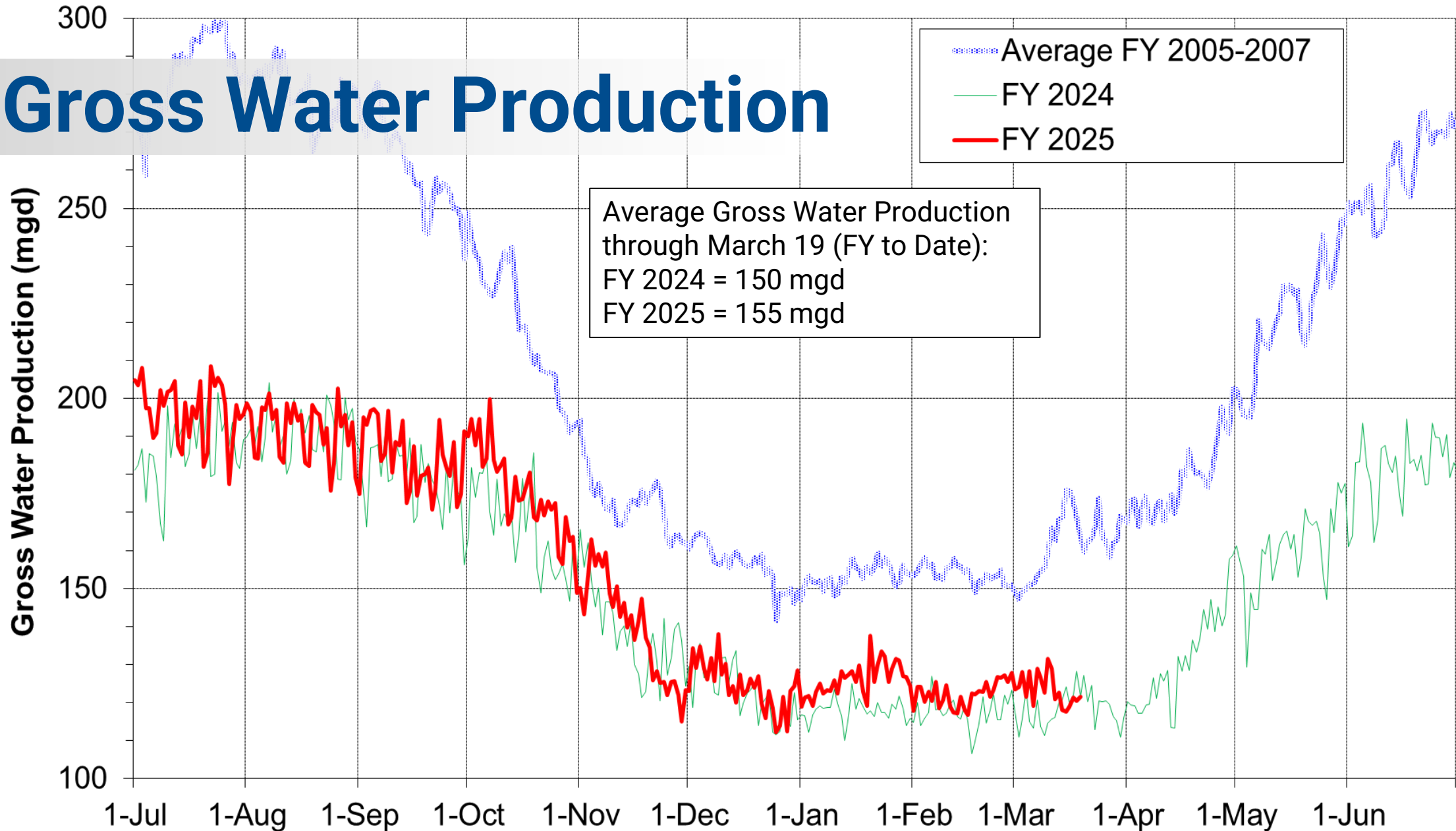
Briefing Topics

- Current Water Supply
- Water Supply Projections

Current Water Supply

A blue-tinted photograph of a river flowing over rocks, with dense trees in the background. The river is the central focus, with water cascading over numerous dark, rounded rocks. The background is filled with a thick forest of trees, their leaves appearing as a textured canopy. The overall scene is serene and natural.

Gross Water Production



Reservoir Storage

As of 3/19/2025	Current Storage	Percent of Average	Percent of Capacity
Pardee	180,670 AF	97%	89%
Camanche	320,730 AF	111%	77%
East Bay	136,210 AF	100%	91%
Total System	637,610 AF	104%	83%

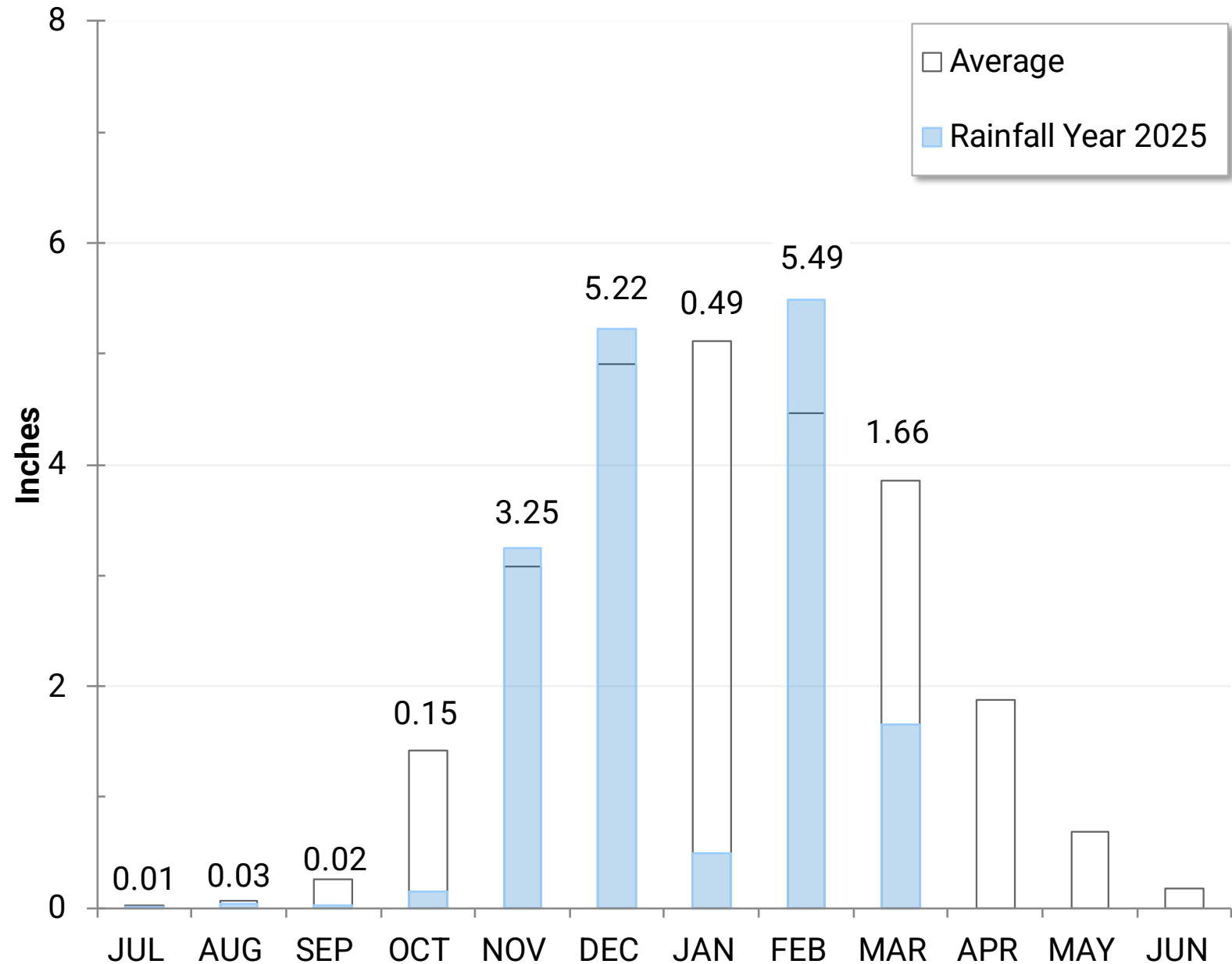
AF: Acre-Feet

Precipitation as of March 19

East Bay: 16.3"
(73% of average)

Weather Station Details

- USL WTP
- Lafayette Reservoir
- Data collected since 1953

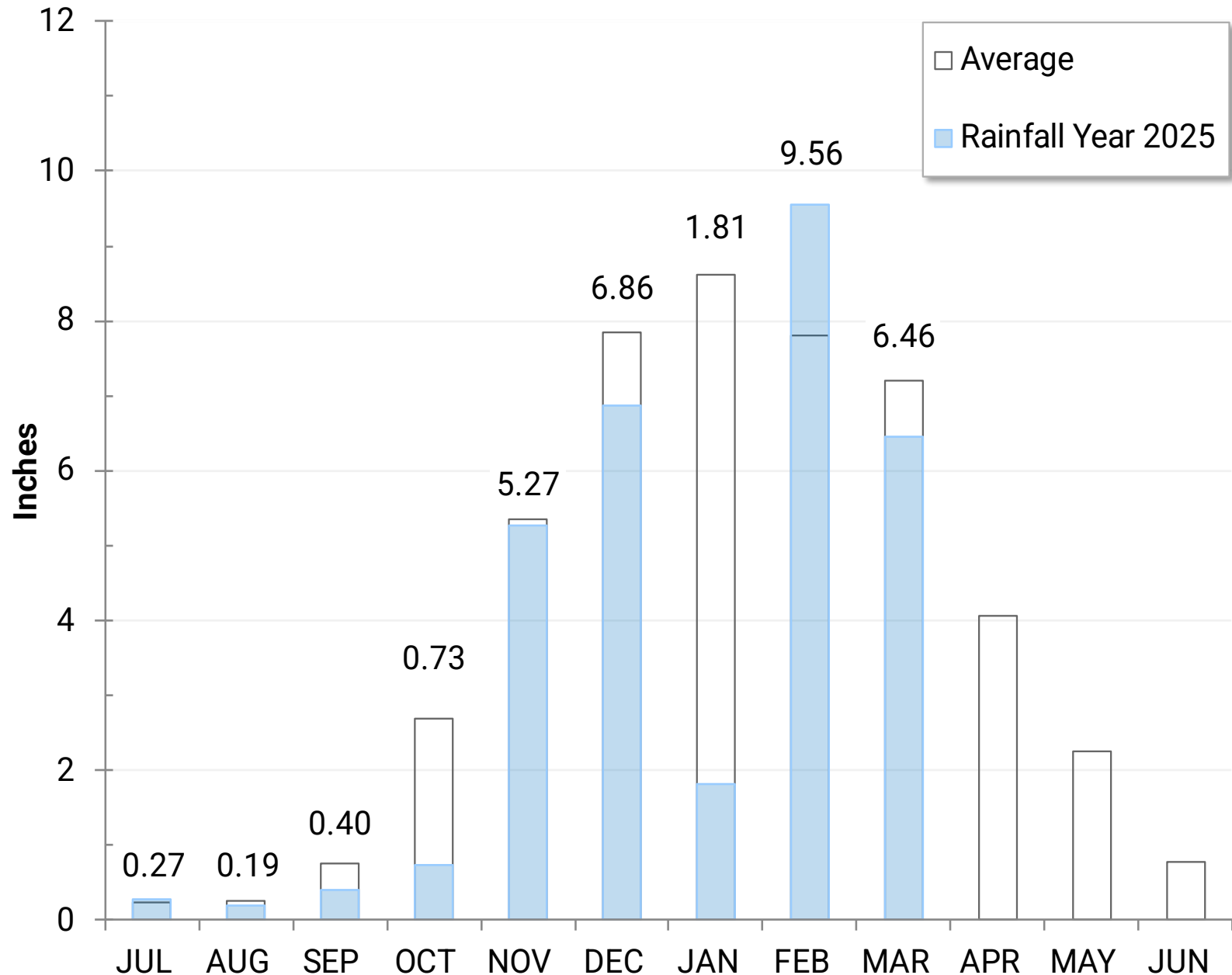


Precipitation as of March 19

Mokelumne: 31.6"
(82% of average)

Weather Station Details

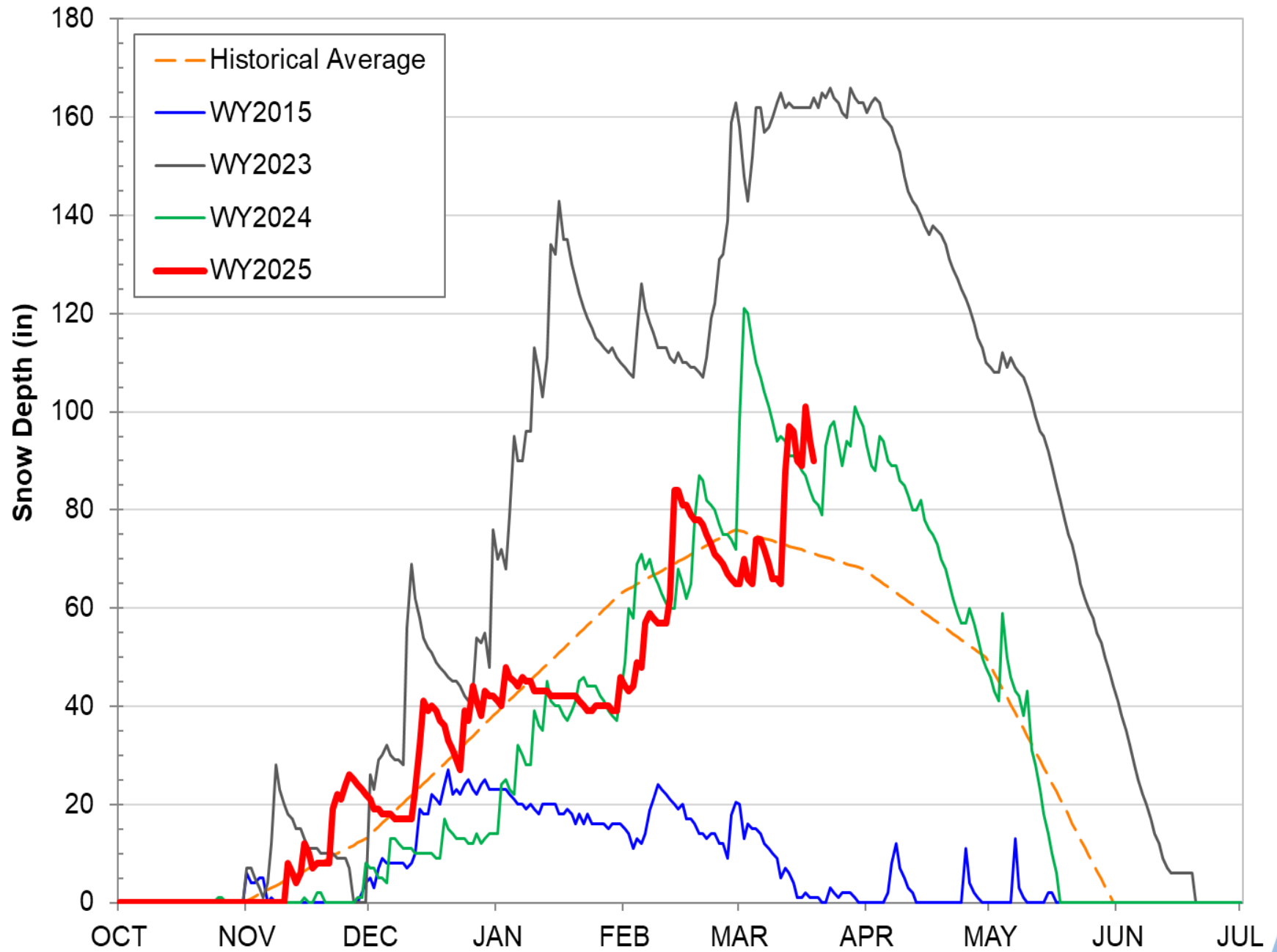
- Calaveras Big Trees
- Caples Lake
- Salt Spring Reservoir
- Tiger Creek Power Station
- Data collected since 1930



Caples Lake Snow as of March 19

Snow Depth – 90”
(127% of average)

Snow Water
Content – 23.8”
(86% of average)

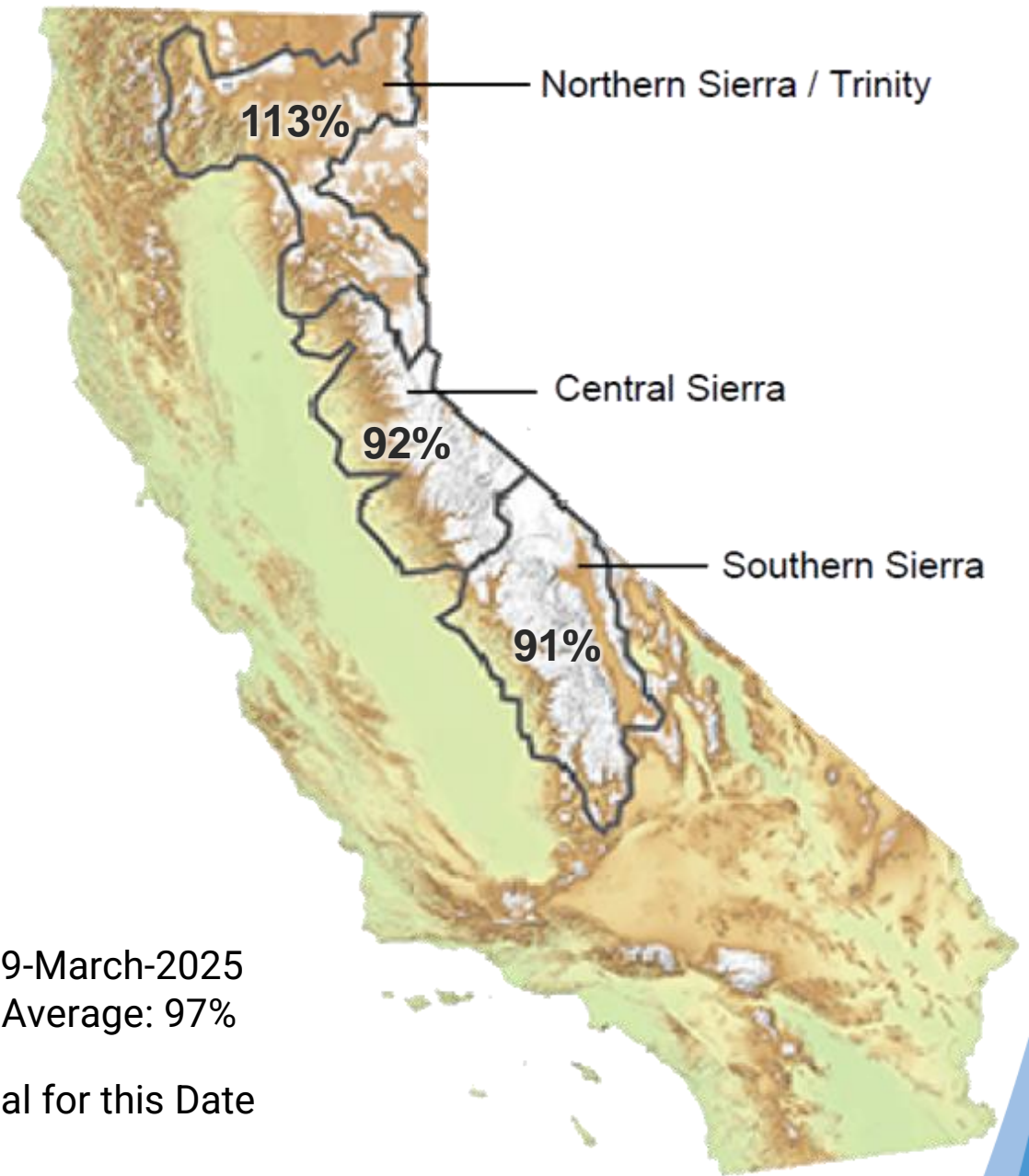




Snowpack as of March 19

Snow Water Equivalent:

92% of Normal in Central Sierra



Data for: 19-March-2025
Statewide Average: 97%

% of Normal for this Date

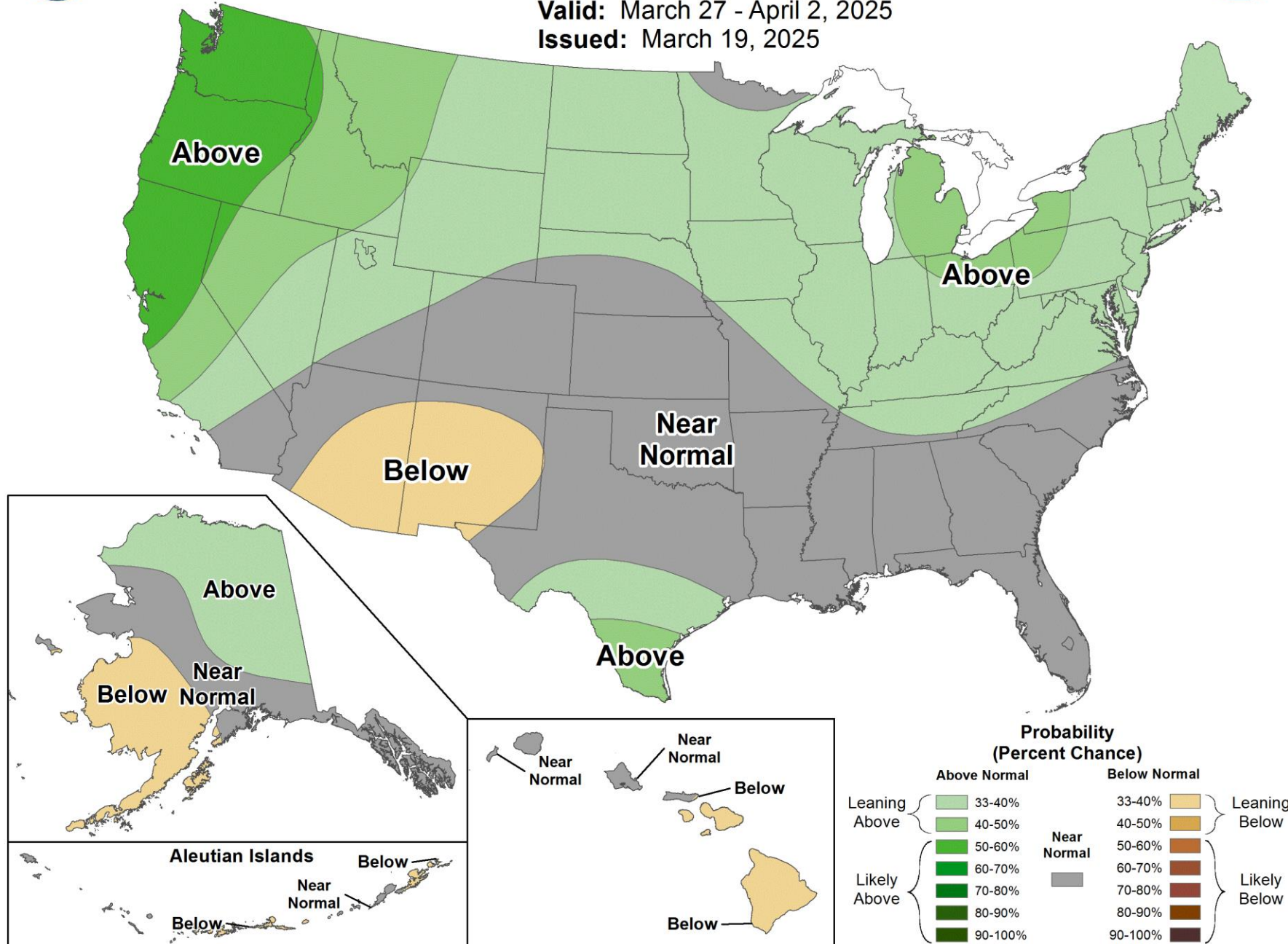
Water Supply Projections



8-14 Day Precipitation Outlook

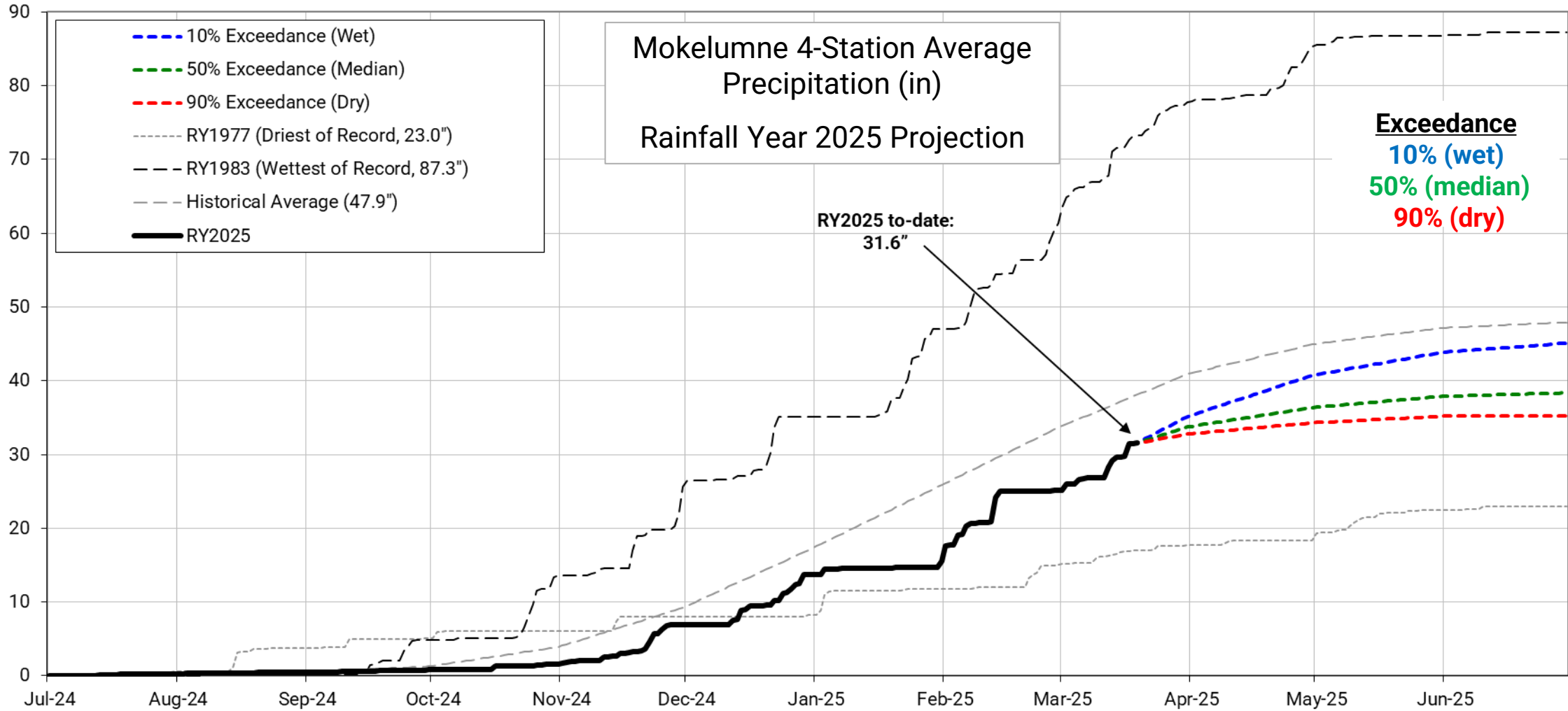


Valid: March 27 - April 2, 2025
Issued: March 19, 2025



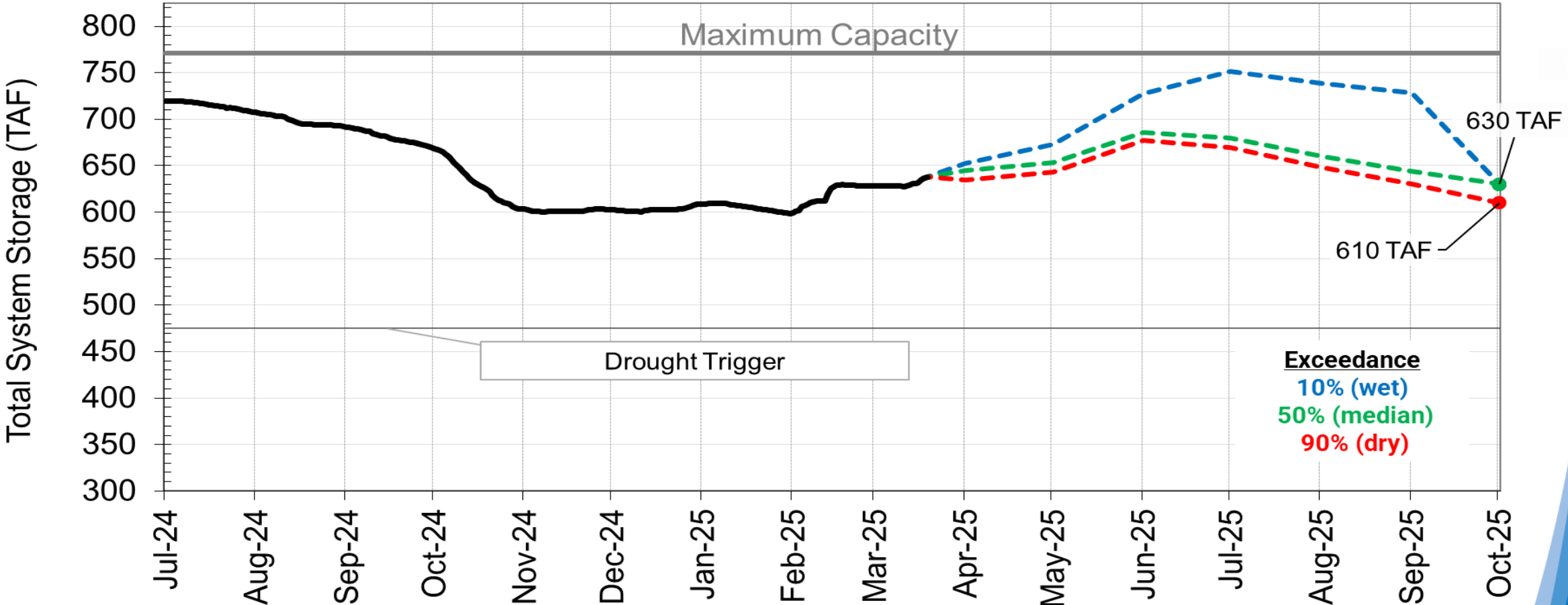
Projected Precipitation

Mokelumne Precipitation Rainfall Year 2025



End of Season Storage

2025 Total System Storage Projections





Questions?





Community Water Academy

Board of Directors
March 25, 2025

Kelly Zito, Special Assistant to the General Manager

Overview of the Community Water Academy

- Annual academy for Community Leaders providing “behind the scenes” look into EBMUD water and wastewater’s system with tours and presentations from subject matter experts
- Goal to create EBMUD ambassadors who can share our messages with their communities
- Approximately 35 participants per year from various backgrounds including local government, non-profits and education



Community Water Academy 2025 Itinerary

- **Day 1: Welcome to EBMUD: Background, History and Overview of our System (Dirs. Young and Chan)**
 - Wed. April 2, 2025: Adeline Maintenance Center
- **Day 2: Protecting Public Health: Safe Drinking Water and Emergency Preparedness (Dir. Gómez)**
 - Wed. April 9, 2025: Walnut Creek Water Treatment Plant
- **Day 3: From Poop to Power: EBMUD's Wastewater Treatment Plant (Dirs. Oddie and Lewis)**
 - Wed. April 16, 2025: Main Wastewater Treatment Plant
- **Day 4: To the Source: Tour to Pardee Dam & Mokelumne Fish Hatchery (Dir. Smith)**
 - Fri. April 18, 2025: Orinda Watershed, Pardee Dam, Mokelumne Fish Hatchery
- **Day 5: EBMUD's Commitment to Community and Diversity + Closing Ceremony (Dir. Katz)**
 - Wed. April 23, 2025: Berryman Reservoir and Vintage Berkeley





Questions?

