



Notice of Public Hearing

PROPOSED CHANGES TO WATER AND WASTEWATER RATES

Regular Board meeting begins at 1:15 p.m. Tuesday, June 10, 2025
EBMUD Board Room, 375 11th Street, Oakland, CA
SEE INSIDE FOR DETAILS

On Tuesday, June 10, 2025, the East Bay Municipal Utility District (EBMUD) Board of Directors will consider proposed changes to EBMUD water and wastewater rates at a public hearing scheduled for 1:15 p.m. If approved by the Board, the Fiscal Year 2026 (FY2026) rates would take effect July 1, 2025; Fiscal Year 2027 (FY2027) rates would take effect July 1, 2026.

Depending on where your property is located, your EBMUD bill may include charges imposed by other local agencies, such as sewer charges. This notice pertains only to water and wastewater rates imposed by EBMUD. EBMUD is a not-for-profit utility. EBMUD's rates directly finance the East Bay's water and wastewater systems. Rate revenue is supplemented by bond funds, hydropower sales, grants, new connections fees, and other revenue sources.



Want to learn more about EBMUD's rates? Attend our **Water Wednesday Webinar: Investing in the Future, the Proposed Budget, Rates, and Charges** on Wednesday, May 21, 2025 at 6:00 p.m.

See ebmud.com/rates for web access details.

Proposed Water & Wastewater Rates

EBMUD is proposing to change the rates for its water and wastewater charges based on its most recent cost-of-service (COS) rate studies. The proposed changes to the current rates are listed in this notice. **Impacts to a customer's bill depends on water use and other factors. For example, a single-family household using 125 gallons of water per day would see an increase of \$3.77 per month in water charges (about 12¢ a day). The same customer, if receiving wastewater service, would see an increase of \$2.31 per month (or 8¢ a day) in wastewater charges.**

The table below shows example impacts of the proposed rates on the monthly charges for single-family customers over a range of water and wastewater use. Most customers are billed on a *bimonthly* basis so charges on the bill will be approximately double those shown below.

For FY2026–FY2027, EBMUD proposes rates to:

1. Operate and maintain the water and wastewater systems and address increased costs for energy, chemicals, and labor.
2. Accelerate investment in the critical water and wastewater systems for our next century of service. New investments in our system make up almost half of EBMUD's expenditures. Infrastructure investments enable us to adapt to climate change, preserve water quality, and renew infrastructure.
3. Meet increasingly more stringent water and wastewater environmental regulations that seek to address emerging contaminants.
4. Maintain financial stability through the strategic use of debt.

Example Impacts on Single-Family Residential Monthly Charges*

Residential Service	Current Rates	Proposed Rates As of July 1, 2025	Change	Proposed Rates As of July 1, 2026	Change
Water†					
25th Percentile – 3 units (~ 75 gallons per day)	\$51.71	\$50.52	-\$1.19	\$53.80	\$3.28
50th Percentile – 5 units (~ 125 gallons per day)	\$62.53	\$66.30	\$3.77	\$70.60	\$4.30
75th Percentile – 9 units (~ 225 gallons per day)	\$88.23	\$100.38	\$12.15	\$106.88	\$6.50
95th Percentile – 19 units (~ 475 gallons per day)	\$169.80	\$196.80	\$27.00	\$209.53	\$12.73
Mean – 7 units (~ 175 gallons per day)	\$73.35	\$82.08	\$8.73	\$87.40	\$5.32
Wastewater Treatment‡					
Typical (median) – 4 units (~ 100 gallons per day)	\$25.88	\$28.05	\$2.17	\$30.40	\$2.35
Maximum – 9 units (~ 225 gallons per day)	\$34.28	\$37.15	\$2.87	\$40.25	\$3.10

* EBMUD bills most of its customers bimonthly (once every two months) for water use and wastewater discharge in units of centum cubic feet (CCF). 1 CCF = 748 gallons = 1 unit.

† Using 5/8" or 3/4" water meter, which is typical for single-family residential homes.

‡ EBMUD provides wastewater treatment service for customers in Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont, and the Stege Sanitary District (El Cerrito, Kensington, and part of Richmond).

Basis for Calculating the Proposed Rates and Charges

The proposed rates and charges are consistent with EBMUD’s cost of service (COS) rate studies for the water and wastewater systems. For further details about how the rates and charges are developed, visit ebmud.com/rates. Documents comprising the District’s written basis for the proposed changes to the water and wastewater service charges are available at ebmud.com/rates. A printed copy of the written basis will be mailed to a party upon request and will be available at the District’s Office of the Secretary for review.

The map on the reverse page depicts both the water and wastewater service areas. EBMUD provides wastewater treatment service for customers in Alameda, Albany, Berkeley, Emeryville, Oakland, Piedmont, and the Stege Sanitary District (El Cerrito, Kensington, and part of Richmond).

EBMUD’s Water Charges have four components:

- 1. Water Service Charge:** The Water Service Charge is based on the meter size of the property receiving water service and is calculated to recover a portion of EBMUD’s costs, including meter reading, billing, repairs, maintenance of meters and water laterals, customer service, and other administrative costs.
- 2. Water Flow Charge:** The Water Flow Charge is calculated per unit of water delivered to a property. It recovers a portion of EBMUD’s costs, including water supply, treatment and distribution costs. For single-family residential customers, the charge consists of three tiers with increasingly higher rates per unit of water to reflect a higher cost of service.
- 3. Elevation Surcharge:** The Elevation Surcharge is calculated to recover the cost of power and facility costs required to pump water to higher elevations.
- 4. Private Fire Service Charge:** A Private Fire Service Charge is applicable to properties that have private fire service connections. It recovers EBMUD’s costs for providing service to private fire service meters.

Together the components of the water charges are structured to proportionately recover the costs of providing water service.

If the EBMUD Board of Directors declares a drought, EBMUD may assess a temporary Drought Surcharge that is applicable to all potable water customer accounts. The Drought Surcharge corresponds to increasingly severe stages of drought from Stage 1 to 4 and is charged on each unit of water used during the billing period. The surcharge is calculated to recover costs of providing supplemental water, losses of revenue, and other drought-related costs. The Drought Surcharge applies to the potable Water Volumetric Rate as follows: Stage 1-up to 5%, Stage 2-up to 10%, Stage 3-up to 20%, and Stage 4-up to 30%. Prior to assessing a Drought Surcharge, EBMUD will adopt a drought budget that reflects the most current and updated drought-related costs.

The surcharge will be developed to be consistent with EBMUD’s updated drought budget and COS rate study and will not exceed the Drought Surcharge percentages. The maximum Drought Surcharge in terms of dollars per unit of water used that could be added to the Water Volumetric Rate during a Stage 4 drought and would be: Single-Family Residential Tier 1: \$2.37 (FY2026), \$2.52 (FY2027); Tier 2: \$2.75 (FY2026), \$2.92 (FY2027); Tier 3: \$3.24 (FY2026), \$3.45 (FY2027); Multi-Family Residential \$2.49 (FY2026), \$2.66 (FY2027); All Other \$2.56 (FY2026), \$2.72 (FY2027). Under a Stage 4 drought in Fiscal Year 2027, the typical single-family residential customer using 5 units of water per month would pay a Drought Surcharge of no more than \$12.60 per month (about 41¢ a day). The actual surcharge in any drought stage may be less than the maximum rates indicated above, depending on the costs of the drought.

Monthly Service Charge

\$ per meter size*
FY2026-Proposed Effective July 1, 2025 • FY2027-Proposed Effective July 1, 2026

Meter Size (in inches)	Current		FY2026		FY2027	
	Water Service	Private Fire Service	Water Service	Private Fire Service	Water Service	Private Fire Service
5/8 or 3/4	\$35.48	\$18.88	\$26.85	\$8.52	\$28.60	\$9.07
1	\$53.60	\$25.95	\$40.94	\$14.20	\$43.60	\$15.12
1-1/2	\$98.91	\$43.51	\$76.14	\$28.40	\$81.09	\$30.25
2	\$153.23	\$64.59	\$118.37	\$45.44	\$126.06	\$48.39
3	\$298.19	\$120.91	\$252.14	\$99.41	\$268.53	\$105.87
4	\$461.24	\$184.21	\$428.13	\$170.42	\$455.96	\$181.50
6	\$914.09	\$360.08	\$956.12	\$383.43	\$1,018.27	\$408.35
8	\$1,457.58	\$571.13	\$1,132.11	\$454.44	\$1,205.70	\$483.98
10	\$2,091.61	\$817.32	\$1,624.90	\$653.26	\$1,730.52	\$695.72
12	\$2,906.86	\$1,133.86	\$2,258.49	\$908.88	\$2,405.29	\$967.96
14	\$3,722.02	\$1,450.45	\$2,892.07	\$1,164.50	\$3,080.05	\$1,240.19
16	\$4,718.40	\$1,837.38	\$3,666.46	\$1,476.93	\$3,904.78	\$1,572.93
18	\$5,714.75	\$2,224.29	\$4,440.84	\$1,789.36	\$4,729.49	\$1,905.67

* Most single-family residential customers are served by a 5/8" or 3/4" meter. To check your meter size, see your EBMUD bill.

Water Flow Charge

\$ per unit per month (1 unit = 748 gallons)
FY2026-Proposed Effective July 1, 2025 • FY2027-Proposed Effective July 1, 2026

Category and Tiers	Current Water Volumetric Rate	FY2026 Water Volumetric Rate	FY2027 Water Volumetric Rate
Single-Family Residential			
TIER 1: up to 7 units†	\$5.41	\$7.89	\$8.40
TIER 2: over 7, up to 16 units†	\$7.44	\$9.15	\$9.74
TIER 3: over 16 units†	\$9.83	\$10.79	\$11.49
Multi-Family Residential	\$7.65	\$8.31	\$8.85
All Other Accounts	\$7.62	\$8.52	\$9.07
Nonpotable/Recycled Water	\$5.93	\$6.37	\$6.78

† 7 units = 172 gallons per day, 16 units = 393 gallons per day.

Elevation Surcharge

\$ per unit per month (1 unit = 748 gallons)*
FY2026-Proposed Effective July 1, 2025 • FY2027-Proposed Effective July 1, 2026

ELEVATION BAND 1			ELEVATION BAND 2			ELEVATION BAND 3		
Current	FY2026	FY2027	Current	FY2026	FY2027	Current	FY2026	FY2027
\$0.00	\$0.00	\$0.00	\$1.10	\$1.25	\$1.33	\$2.27	\$2.67	\$2.84

* To check your elevation band, see your EBMUD bill.

EBMUD’s Wastewater Charges have five components:

1. **Wastewater Service Charge:** The Wastewater Service Charge is a monthly charge per account and is calculated to recover a portion of EBMUD’s costs of providing wastewater services.

2. **Wastewater Flow Charge:** The Wastewater Flow Charge is based on a customer’s metered water use. The charge recovers a portion of EBMUD’s costs of providing wastewater services.

3. **Wastewater Strength Charge:** The Wastewater Strength Charge is based on the estimated amount of waste constituents that a customer discharges into the sewer system and is calculated to recover EBMUD’s costs of treating such waste constituents. As residential customers’ discharge of wastewater strength is fairly homogeneous, the strength charge is the same for all residential customers residing in buildings with fewer than 5 dwellings. For non-residential customers and for buildings with more than 5 dwellings, the amount of wastewater strength discharged varies significantly with the amount of flow, so the strength charge is assessed based on the metered water use and strength estimates for the type of business operated.
4. **SF Bay Pollution Prevention Fee:** The San Francisco Bay Pollution Prevention Fee is a monthly charge that recovers EBMUD’s cost to administer pollution prevention programs required by EBMUD’s wastewater discharge permit.

5. **Wet Weather Facilities Charge (collected on the property tax bill):** The Wet Weather Facilities Charge pays for costs associated with inflow and infiltration of stormwater into the sanitary sewer system. This annual charge is calculated based on parcel/lot size to account for each lot’s capacity to contribute inflow and infiltration during a wet weather event.

Wastewater Service, Flow and Strength Charges for Single-Family Residential and Multi-Family Residential with 2–4 Dwellings

FY2026-Proposed Effective July 1, 2025 • FY2027-Proposed Effective July 1, 2026

Description	Current	FY2026	FY2027
Service Charge (\$ per account, per month)	\$9.29	\$10.08	\$10.94
Flow Charge (\$ per unit - Up to 9 units max., 1 unit = 748 gallons)	\$1.68	\$1.82	\$1.97
Strength Charge (\$ per dwelling, per month)	\$9.67	\$10.49	\$11.38
SF Bay Pollution Prevention Fee (\$ per dwelling, per month)	\$0.20	\$0.20	\$0.20

Public Hearing, Protest and Objection Procedures

On Tuesday, June 10, 2025, at the regular Board meeting that begins at 1:15 p.m., the Board of Directors will hold a public hearing on the proposed changes to the water and wastewater rates in the EBMUD Boardroom, 375 11th Street, Oakland, California, 94607-4240. EBMUD board meetings are livestreamed on EBMUD’s website at ebmud.com/boardmeetings. A link for virtual participation in board meetings is made available 72 hours prior to regular board meetings on the same webpage.

Public Comment and Participation:

The EBMUD Board of Directors will hear oral comments and consider all Protests, Objections and staff responses to Objections at the public hearing. Oral comments at the public hearing will be recorded in the public record of the hearing but will not be counted as a Protest or Objection. Only written protests and written objections will be counted as formal Protests under Proposition 218. At the conclusion of the public hearing, the Board will consider adopting the proposed water and wastewater rates described in this notice. The Board may impose the proposed rates if timely written Protests are not submitted by property owners or customers of record on behalf of a majority of the parcels affected by the proposed changes.

Protest Procedure (Cal. Const., art. XIII D, § 6(a)):

The owner of record of any parcel upon which the water and wastewater rates are proposed for imposition, or a customer of record who is not the property owner (e.g., a tenant), may submit a written Protest to one or more proposed rate changes (“Protest”); however, only one Protest will be counted per identified parcel. Any Protest must:

- (1) state the specific rate change for which the Protest is being submitted;
- (2) provide the location of the identified parcel (by customer account number, street address, or assessor’s parcel number); and (3) include the name and signature of the party submitting the Protest.

If a party is protesting one or more proposed rate changes, the party should identify the rate or rates that is being protested. All Protests must be received by EBMUD prior to the conclusion of the public comment portion of the public hearing.

Protests must be mailed to EBMUD, ATTN: Director of Finance, MS 218, PO Box 24055, Oakland, CA 94623-1055 or delivered in person at 375 11th Street, Oakland, CA, 94607-4240. Protests submitted by email, fax, or other means will not be accepted as a Protest.

Separate Exhaustion of Administrative Remedies Procedure (Gov. Code § 53759.1):

The owner of record of any parcel upon which the water and wastewater rates are proposed for imposition, or a customer of record who is not the property owner (e.g., a tenant), may submit a written objection (“Objection”) to the District. Any Objection must:

- (1) state the specific rate change for which the Objection is being submitted;
- (2) provide the location of the identified parcel (by customer account number, street address, or assessor’s parcel number); (3) include the name and signature of the party submitting the Objection; (4) indicate the submission is an Objection; and (5) specify the grounds for alleging the District’s noncompliance with Proposition 218. Please note the specified grounds must be sufficiently detailed to allow the District to determine whether alterations to the proposed rate changes are needed. By way of example, an Objection stating a proposed rate change violates Proposition 218, without providing detail explaining the basis for this claim, is insufficient.

Objections must be received by 11:59 p.m. on Monday, June 2, 2025. Failure to timely submit an Objection will bar any right to challenge the fee or charge through a legal proceeding. All timely Objections received will also be counted as a Protest. Any Objection received after 11:59 p.m. on Monday, June 2, 2025 and before the close of the public comment portion of the public hearing will only be considered and counted as a Protest.

Objections must be mailed to EBMUD, ATTN: Director of Finance, MS 218, PO Box 24055, Oakland, CA 94623-1055 or delivered in person at 375 11th Street, Oakland, CA, 94607-4240. Objections submitted by email, fax, or other means will not be accepted as an Objection.

Wastewater Service, Flow and Strength Charges for Non-Residential and Apartment Buildings with 5+ Dwellings

\$ per unit (1 unit = 748 gallons) • FY2026-Proposed Effective July 1, 2025 • FY2027-Proposed Effective July 1, 2026

	Current	FY2026	FY2027		Current	FY2026	FY2027
Service Charge (\$ per account, per month)	\$9.29	\$10.08	\$10.94	SF Bay Pollution Prevention Fee (\$ per acct.)*	\$5.48	\$5.48	\$5.48
Combined Strength and Flow Charges by Business Classification Code (BCC) \$ per unit				Combined Strength and Flow Charges by Business Classification Code (BCC) \$ per unit			
2010	Meat Products	\$11.74	\$12.74	\$13.82			
2011	Slaughterhouses	\$11.24	\$12.20	\$13.24		All Other Business Classifications†	\$3.75 \$4.07 \$4.42
2020	Dairy Product Processing	\$9.21	\$9.99	\$10.84			
2030	Fruit and Vegetable Canning	\$7.41	\$8.04	\$8.72		Multi-Use Accounts‡	
2040	Grain Mills	\$7.38	\$8.01	\$8.69		Food Service, Bakery, and Domestic	
2050	Bakeries (including Pastries)	\$12.76	\$13.84	\$15.02	A	0-9% Food, 91-100% Domestic	\$3.75 \$4.07 \$4.42
2060	Sugar Processing	\$7.29	\$7.91	\$8.58	B	10-19% Food, 81-90% Domestic	\$4.15 \$4.50 \$4.89
2077	Rendering Tallow	\$22.15	\$24.03	\$26.07	C	20-29% Food, 71-80% Domestic	\$4.55 \$4.93 \$5.35
2080	Beverage Manufacturing/Bottling	\$5.54	\$6.01	\$6.52	D	30-39% Food, 61-70% Domestic	\$4.94 \$5.36 \$5.82
2090	Specialty Foods Manufacturing	\$23.82	\$25.84	\$28.04	E	40-49% Food, 51-60% Domestic	\$5.34 \$5.79 \$6.29
2600	Pulp and Paper Products	\$6.33	\$6.87	\$7.45	F	50-59% Food, 41-50% Domestic	\$5.73 \$6.22 \$6.75
2810	Inorganic Chemicals Manufacturing	\$8.15	\$8.84	\$9.59	G	60-69% Food, 31-40% Domestic	\$6.13 \$6.65 \$7.22
2820	Synthetic Material Manufacturing	\$1.91	\$2.07	\$2.25	H	70-79% Food, 21-30% Domestic	\$6.53 \$7.08 \$7.68
2830	Drug Manufacturing	\$4.11	\$4.46	\$4.84	I	80-89% Food, 11-20% Domestic	\$6.92 \$7.51 \$8.15
2840	Cleaning and Sanitation Products	\$8.31	\$9.02	\$9.79	J	90-99% Food, 1-10% Domestic	\$7.32 \$7.94 \$8.62
2850	Paint Manufacturing	\$16.03	\$17.39	\$18.87	K	0-9% Bakery, 91-100% Domestic	\$3.75 \$4.07 \$4.42
2893	Ink and Pigment Manufacturing	\$5.80	\$6.29	\$6.82	L	10-19% Bakery, 81-90% Domestic	\$4.66 \$5.05 \$5.48
3110	Leather Tanning and Finishing	\$22.14	\$24.02	\$26.06	M	20-29% Bakery, 71-80% Domestic	\$5.56 \$6.02 \$6.54
3200	Earthenware Manufacturing	\$4.50	\$4.88	\$5.29	N	30-39% Bakery, 61-70% Domestic	\$6.46 \$7.00 \$7.60
3300	Primary Metals Manufacturing	\$3.56	\$3.86	\$4.19	O	40-49% Bakery, 51-60% Domestic	\$7.36 \$7.98 \$8.66
3400	Metal Products Fabricating	\$2.08	\$2.26	\$2.45	P	50-59% Bakery, 41-50% Domestic	\$8.26 \$8.96 \$9.73
3410	Drum and Barrel Manufacturing	\$22.54	\$24.46	\$26.54	Q	60-69% Bakery, 31-40% Domestic	\$9.16 \$9.93 \$10.78
3470	Metal Coating	\$2.26	\$2.45	\$2.66	R	70-79% Bakery, 21-30% Domestic	\$10.06 \$10.91 \$11.84
4500	Air Transportation	\$2.97	\$3.22	\$3.49	S	80-89% Bakery, 11-20% Domestic	\$10.96 \$11.89 \$12.90
4951	Groundwater Remediation	\$1.74	\$1.89	\$2.05	T	90-99% Bakery, 1-10% Domestic	\$11.86 \$12.86 \$13.96
5812	Food Service Establishments	\$7.71	\$8.37	\$9.08			
6513	Apartment Buildings (5+ units)§	\$3.75	\$4.07	\$4.42			
7000	Hotels, Motels with Food Service	\$5.55	\$6.02	\$6.53			
7210	Commercial Laundries	\$4.99	\$5.41	\$5.87			
7215	Coin Operated Laundromats	\$3.74	\$4.06	\$4.41		Flow Charges and Strength Charges for Permit Accounts#	
7218	Industrial Laundries	\$14.17	\$15.37	\$16.68		Flow Charge per unit per month	\$1.68 \$1.83 \$1.99
7300	Laboratories	\$2.68	\$2.91	\$3.16		Strength Charge per pound	
7542	Automobile Washing/Polishing	\$3.55	\$3.85	\$4.18		Chemical Oxygen Demand	\$0.17 \$0.19 \$0.21
8060	Hospitals	\$3.41	\$3.70	\$4.01		Total Suspended Solids	\$0.71 \$0.78 \$0.85
8200	Schools	\$2.51	\$2.72	\$2.95			

* SF Bay Pollution Prevention Fee for apartments (5 or more dwellings) will be \$1.00 per month for both FY2026 and FY2027.

† Includes dischargers of only segregated domestic wastes from sanitary conveniences.

‡ If you have a Multi-Use account, EBMUD sent you a letter when your account was established noting the calculated percentage of domestic and food service/bakery use, which can be used in conjunction with this table to determine your blended maximum rate. If you have any questions, please contact EBMUD Customer Service 1-866-403-2683.

§ Minimum combined monthly service, flow and strength charges for 6513 Apartment Buildings (5 or more dwellings) is currently \$57.64 and is proposed to increase to \$62.53 (FY2026) and \$67.84 (FY2027).

Existing wastewater unique strength permit customers will receive information with this notice on how the proposed flow and strength charges will impact their FY2026 and FY2027 wastewater bill.

Annual Wet Weather Facilities Charge

\$ per lot • FY2026–Proposed Effective July 1, 2025 • FY2027–Proposed Effective July 1, 2026 • Collected on the property tax bill • For properties that do not receive a property tax bill, charges will be billed directly to the property owner.

Current			FY2026			FY2027		
Small lot 0–5,000 sq ft	Medium lot 5,001–10,000 sq ft	Large lot >10,000 sq ft	Small lot 0–5,000 sq ft	Medium lot 5,001–10,000 sq ft	Large lot >10,000 sq ft	Small lot 0–5,000 sq ft	Medium lot 5,001–10,000 sq ft	Large lot >10,000 sq ft
\$147.38	\$230.16	\$526.00	\$159.90	\$249.72	\$570.70	\$173.48	\$270.94	\$619.20

Investing in the Future

For more than a century, EBMUD has supported the East Bay's health, economy, and environment with high-quality water and award-winning wastewater treatment. The proposed Fiscal Year 2026 and Fiscal Year 2027 Biennial Budget addresses the need to renew aging infrastructure, maintain water quality, protect the environment, and ensure financial sustainability.

Aging infrastructure remains one of EBMUD's most pressing challenges. EBMUD's 10-year Capital Improvement Program reflects significant planned investments for critical water and wastewater infrastructure. Customer rates support EBMUD's needs to upgrade treatment plants and pumping facilities, pipelines, and sewer interceptors.

These improvements will help EBMUD prepare for earthquakes, droughts and wildfires, and address new challenges brought on by a changing climate, such as intense storms, wildfires, new contaminants, varying water sources, stormwater infiltration, and nutrient loads in San Francisco Bay.

Financial stability underpins the budget framework, with a focus on balanced expenses, debt, and rates. Fulfilling our community's needs requires financial strength. EBMUD navigates its long-term fiscal health by balancing expenses, debt financing, and customer rates in ways that maintain our effectiveness at a reasonable price.

EBMUD remains committed to its role as an essential public partner responsible for managing the critical infrastructure that allows our communities to thrive.

Water and Wastewater Service Areas



Notice of Public Hearing: Proposed Changes to Water and Wastewater Rates

**REGULAR BOARD MEETING BEGINS AT 1:15 p.m.
TUESDAY, JUNE 10, 2025
375 11TH STREET, OAKLAND, CA 94607-4240**

For more information about the proposed Fiscal Year 2026 and Fiscal Year 2027 budget, rates, and charges for water and wastewater services, or about how to save water, contact us at

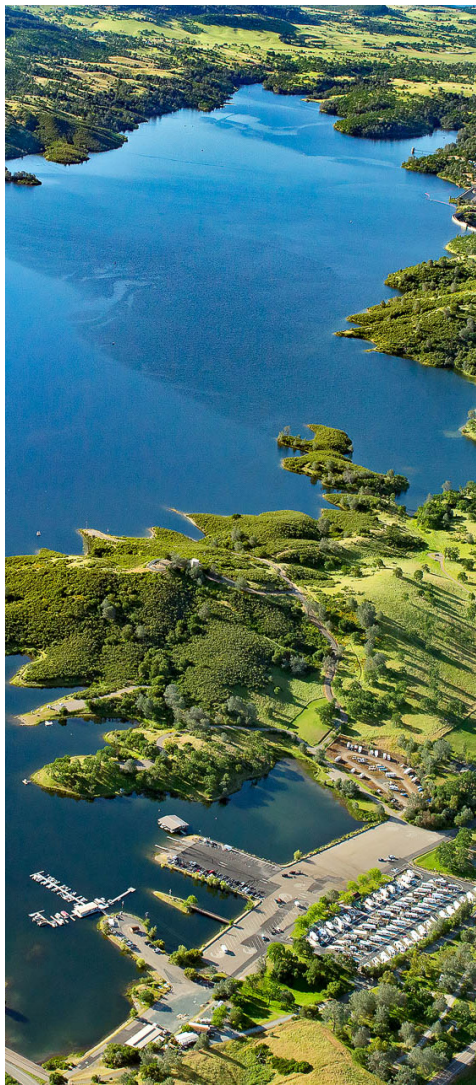
若要更多關於2026—2027財政年度預算、用水及排污費提案或如何節約用水的資訊，請用下列網址或電話

Para más información sobre propuestos cambios a las tarifas y servicios de agua y aguas residuales para los años fiscales 2026 y 2027, o sobre cómo ahorrar agua, contactenos a

ebmud.com/rates • 1-866-403-2683

FLORENCE WATERS
1243 PIPELINE ST
OAKLAND, CA 94607-1234

*If you are not responsible for paying an EBMUD bill,
please forward this notice to the EBMUD account holder
or property owner.*



Need help with your EBMUD bill?



Most customers are billed bimonthly for the previous two-months water use. Scan the QR code to learn how to read your EBMUD bill.

EBMUD ensures reliable water services for 1.4 million people and wastewater treatment for 740,000 people in the East Bay. EBMUD is committed to ensuring fair and reasonable rates. If you have trouble paying your EBMUD bill, please contact us right away.

For qualifying customers, EBMUD offers discounted rates through the Customer Assistance Program. Call 866-403-2683, Monday–Friday, 8:00 a.m.–4:30 p.m., or visit ebmud.com/assistance for payment plans, extensions, and other resources.