

# BOARD OF DIRECTORS EAST BAY MUNICIPAL UTILITY DISTRICT

375 – 11<sup>th</sup> Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

# AGENDA Finance/Administration Committee Tuesday, June 24, 2025 10:00 a.m. Boardroom 375 11th Street Oakland, CA 94607

Committee Members: Directors Valerie D. Lewis {Chair}, Andy Katz, and Jim Oddie

# \*\*\* Please see appendix for public participation instructions\*\*\*

# **ROLL CALL:**

**<u>PUBLIC COMMENT</u>**: The Board of Directors is limited by State law to providing a brief response, asking questions for clarification, or referring a matter to staff when responding to items that are not listed on the agenda.

## **DETERMINATION AND DISCUSSION:**

1.	Monthly Investment Transactions Report	(Skoda)
2.	Private Water Service Line Repair Plans – Marketing Partnership	(Lee)

## **ADJOURNMENT:**

### **Disability Notice**

If you require a disability-related modification or accommodation to participate in an EBMUD public meeting, please call the Office of the Secretary (510) 287-0404. We will make reasonable arrangements to ensure accessibility. Some special equipment arrangements may require 48 hours advance notice.

## **Document Availability**

Materials related to an item on this Agenda that have been submitted to the EBMUD Board of Directors within 72 hours prior to this meeting are available for public inspection in EBMUD's Office of the Secretary at 375 11th Street,Oakland, California, during normal business hours, and can be viewed on our website at <u>www.ebmud.com</u>.

W:\Board of Directors - Meeting Related Docs\Agendas 2025\2025 Finance-Adm Committee\06242025 finance-admin agenda.docx



# **Finance/Administration Committee Meeting**

EBMUD Board committee meetings will be conducted in person and accessible via Zoom. These meetings are live streamed on the District's website.

<u>Online</u>\* https://ebmud.zoom.us/j/92433162059?pwd=emM4YjRrQTJtK3M0NnAxTDRoVzh5Zz09</u> Webinar ID: 924 3316 2059 Passcode: 282322

<u>By Phone\*</u> Telephone: 1 669 900 6833 Webinar ID: 924 3316 2059 Passcode: 282322 International numbers available: <u>https://ebmud.zoom.us/u/kdjdx0Kd06</u>

\*To familiarize yourself with Zoom, please visit https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

**Providing public comment** - *The EBMUD Board of Directors is limited by State law to providing a brief response, asking questions for clarification, or referring a matter to staff when responding to items that are not listed on the agenda.* 

- Each speaker is allotted 3 minutes to speak; the Board President has the discretion to amend this time based on the number of speakers
- The Secretary will track time and inform each speaker when the allotted time has concluded
- Comments on **non-agenda items** will be heard at the beginning of the meeting
- Comments on agenda items will be heard when the item is up for consideration
- The Secretary will call each speaker in the order received

### In person

• Fill out and submit a blue speaker card which is available in the meeting room

### Via Zoom

- Use the raise hand feature in Zoom to indicate you wish to make a public comment <u>https://support.zoom.us/hc/en-us/articles/205566129-Raising-your-hand-in-a-webinar</u>
  If you participate by phone, press \*9 to raise your hand
- When prompted by the Secretary, please state your name, affiliation if applicable, and topic

Submitting written comments or materials

- Email written comments or other materials for the Board of Directors to SecOffice@ebmud.com
- Please indicate the meeting date and agenda item number or non-agenda item in the subject of the email. Contact information is optional.
- Please email by 4 p.m. the day prior to the scheduled regular meeting; written comments and other materials submitted to the Board of Directors will be filed in the record.

To view the livestream of Board meetings, please visit: https://www.ebmud.com/about-us/board-directors/board-meetings/

# EAST BAY MUNICIPAL UTILITY DISTRICT

DATE:	June 20, 2025
MEMO TO:	Board of Directors
THROUGH:	Clifford C. Chan, General Manager CCC
FROM:	Sophia D. Skoda, Director of Finance 303
SUBJECT:	Monthly Investment Transactions Report

# SUMMARY

In accordance with Policy 4.07 – Investments, staff prepares a monthly transactions report for the Finance/Administration Committee to review and for the Board to consider each month. The Committee will review the May 2025 report at the June 24, 2025 Finance/Administration Committee meeting.

# DISCUSSION

Pursuant to Policy 4.07, staff prepares a monthly report of investment transactions (buys, sales, deposits, withdrawals) as well as transactions that occur as a feature of the securities held (interest, calls, maturities). Information on portfolio performance, balances, and other factors is presented in the quarterly investment report.

In May 2025, the portfolio increased from \$581.5 million to \$695.8 million. Net transactions increased the total by \$109.5 million. Interest received added \$4.9 million to the portfolio. Deposits into short-term liquidity funds totaled \$188.2 million, and the District withdrew \$65.7 million. The District purchased \$162.5 million in securities, and \$173.5 million in securities matured. No securities were called or sold. Net transactions at the District's commercial bank resulted in a decrease of approximately \$2.0 million.

## NEXT STEPS

This item will be brought to the Board for consideration at its June 24, 2025 meeting.

## CCC:SDS:rlh

Attachment: May 2025 Monthly Investment Transactions Report

I:\Sec\2025 Board Related Items\Committees 2025\062425 Finance Ctte\FIN - Monthly Investment Transactions Report May 2025.docx

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# Monthly Investment Transactions Report May 2025

This report is presented to the Board pursuant to Government Code Section 53607 and in accordance with the District's Investment Policy 4.07.

The attached report details transactions in the District's portfolio as follows:

•	Month	ly Investment Transactions Summary	Page 1
•	Month	ly Investment Activity	Page 2
	0	Buys	Page 3
	0	Deposits	Page 4
	0	Matured	Page 5
	0	Calls	Page 6
	0	Sales	Page 7
	0	Withdrawals	Page 8
•	Month	ly Interest Activity	Page 9
	o I	nterest Received (Transferred to Wells Fargo)	Page 10
	o I	nterest Received (Reinvested)	Page 11

ohia Skoda (Jun 6, 2025 16:36 PDT)

06/06/2025

Approved by: Sophia D. Skoda, Finance Director

Date

SDS:KM:SLS



# EAST BAY MUNICIPAL UTILITY DISTRICT Monthly Investment Transactions Summary

### May 2025

	Beginning	Monthly Net	Monthly Interest	Ending
Portfolio	Balance*	Transaction Activity	Activity	Balance
001 - Water System Consolidated	404,969,509	104,000,000	259,461	509,228,970
007 - Wastewater Consolidated	94,873,562	10,000,000	77,844	104,951,406
049 - Ferc Partnership	2,211,518	-	-	2,211,518
009 - BACWA	2,501,890	-	-	2,501,890
015 - DERWA	1,105,760	-	-	1,105,760
002 - FRWA	1,105,760	-	-	1,105,760
014 - IICP	166,419	-	-	166,419
010 - UMRWA	70,767	-	-	70,767
003 - Employees Retirement	10,756,239	(2,486,000)	-	8,270,239
099 - Wells Fargo**	63,721,512	(2,049,483)	4,553,432	66,225,461
Total	581,482,935	109,464,517	4,890,737	695,838,189

\* Portfolio balance presented at face value.

\*\*Wells Fargo's month-end available balance per bank statement. Gross amount; not allocated by fund and not included in balances above.

A portion of the balance in Wells Fargo is swept to a money market fund to increase investment earnings.

Sherry Sarcos

Prepared by: Sherry Sarcos, Accounting Technician

Kevin Ma

Reviewed by: Kevin Ma, Accounting Supervisor

David Glasser

Approved by: David Glasser, Controller

06/06/2025 Date 06/06/2025 Date 06/06/2025 Date



							Non-Investment	Net Transaction
Portfolio	Buys	Deposits	Matured	Calls	Sales	Withdrawals	Transactions*	Activity
001 - Water System Consolidated	147,500,000	153,000,000	(150,500,000)	-	-	(46,000,000)	-	104,000,000
007 - Wastewater Consolidated	15,000,000	24,000,000	(23,000,000)	-	-	(6,000,000)	-	10,000,000
049 - Ferc Partnership	-	-	-	-	-	-	-	-
009 - BACWA	-	-	-	-	-	-	-	-
015 - DERWA	-	-	-	-	-	-	-	-
002 - FRWA	-	-	-	-	-	-	-	-
014 - IICP	-	-	-	-	-	-	-	-
010 - UMRWA	-	-	-	-	-	-	-	-
003 - Employees Retirement	-	11,245,000	-	-	-	(13,731,000)	-	(2,486,000)
Investment Activity Total	162,500,000	188,245,000	(173,500,000)	-	-	(65,731,000)	-	111,514,000
099 - Wells Fargo	(162,500,000)	(188,245,000)	173,500,000	14)		65,731,000	109,464,517	(2,049,483)
Total			-	1		-	109,464,517	109,464,517

\*Non-investment transactions are net receipts and expenditures in Wells Fargo resulting from activities other than investment and interest transactions detailed in this report.

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06/06/2025

06/06/2025

Reviewed by: Steven Goodman-Leibof, Principal Mgmt Analyst

nth

Approved by: Robert L. Hannay, Treasury Manager

Date

Date



Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Buys										
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLB 0 11/6/2025	313385NX0	5/15/2025	5/16/2025	11/6/2025	8,000,000	7,840,307	1	7,840,307
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLB 4.27 11/14/2025	3130B6HB5	5/15/2025	5/19/2025	11/14/2025	19,500,000	19,500,000	÷	19,500,000
001 - Water System Consolidated	US Treasuries	T-Note 1.625 5/15/2026	912828R36	5/19/2025	5/20/2025	5/15/2026	40,000,000	39,041,807	8,832	39,050,639
001 - Water System Consolidated	US Treasuries	T-Note 3.625 5/15/2026	91282CHB0	5/19/2025	5/20/2025	5/15/2026	40,000,000	39,801,563	19,701	39,821,264
001 - Water System Consolidated	US Treasuries	T-Note 3.625 5/15/2026	91282CHB0	5/15/2025	5/16/2025	5/15/2026	40,000,000	39,814,063	3,940	39,818,003
					Total		147,500,000			
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FHLB 0 11/6/2025	313385NX0	5/15/2025	5/16/2025	11/6/2025	500,000	490,019	-	490,019
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FHLB 4.27 11/14/2025	3130B6HB5	5/15/2025	5/19/2025	11/14/2025	4,500,000	4,500,000	<u>_</u>	4,500,000
007 - Wastewater Consolidated	US Treasuries	T-Note 1.625 5/15/2026	912828R36	5/19/2025	5/20/2025	5/15/2026	5,000,000	4,880,226	1,104	4,881,330
007 - Wastewater Consolidated	US Treasuries	T-Note 3.625 5/15/2026	91282CHB0	5/19/2025	5/20/2025	5/15/2026	5,000,000	4,975,195	2,463	4,977,658
					Total		15,000,000			



Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Deposits										
001 - Water System Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/15/2025	5/15/2025	N/A	51,000,000	51,000,000	242	51,000,000
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/15/2025	5/15/2025	N/A	51,000,000	51,000,000	1977	51,000,000
001 - Water System Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/15/2025	5/15/2025	N/A	51,000,000	51,000,000	( ( <b>m</b> ))	51,000,000
					Total		153,000,000			
007 - Wastewater Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/15/2025	5/15/2025	N/A	8,000,000	8,000,000	840	8,000,000
007 - Wastewater Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/15/2025	5/15/2025	N/A	8,000,000	8,000,000	070	8,000,000
007 - Wastewater Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/15/2025	5/15/2025	N <b>/A</b>	8,000,000	8,000,000	( ( <b>H</b> ))	8,000,000
					Total		24,000,000			
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	5/23/2025	5/23/2025	N/A	5,627,000	5,627,000	340	5,627,000
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	5/9/2025	5/9/2025	N/A	5,618,000	5,618,000	((=)	5,618,000
					Total		11,245,000			
099 - Wells Fargo	Cash	WELLS FARGO Cash	CASH2017	5/31/2025	5/31/2025 Total	N/A	2,503,949 <b>2,503,949</b>	2,503,949	0.53	2,503,949

190,748,949 190,748,949 - 190,748,949



Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Matured										
001 - Water System Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	2,500,000	2,500,000	2	2,500,000
001 - Water System Consolidated	<b>US</b> Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	35,000,000	35,000,000	12	35,000,000
001 - Water System Consolidated	<b>US Treasuries</b>	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	40,500,000	40,500,000	-	40,500,000
001 - Water System Consolidated	<b>US</b> Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	72,500,000	72,500,000	a	72,500,000
					Tota	I	150,500,000			
007 - Wastewater Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	2,000,000	2,000,000	-	2,000,000
007 - Wastewater Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	5,000,000	5,000,000	9	5,000,000
007 - Wastewater Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	6,500,000	6,500,000		6,500,000
007 - Wastewater Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	9,500,000	9,500,000		9,500,000
					Tota	l	23,000,000			

EBMUD		EAST BAY MUNICIPAL UTILITY DISTRICT Monthly Investment Activity May 2025							10
Portfolio Name	Asset Class	Description	CUSIP/Ticker Tra	de Date Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Calls									

\*No Transactions this Period\*

EBMUD	-	EAST BAY MUNICIPAL UTILITY DISTRICT Monthly Investment Activity May 2025								
Portfolio Name Sales	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total

\*No Transactions this Period\*

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Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Withdrawals										
001 - Water System Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/28/2025	5/28/2025	N/A	8,000,000	8,000,000		8,000,000
001 - Water System Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/12/2025	5/12/2025	N/A	4,000,000	4,000,000	<del>.</del>	4,000,000
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/30/2025	5/30/2025	N/A	4,000,000	4,000,000	7.0	4,000,000
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/28/2025	5/28/2025	N/A	8,000,000	8,000,000	щ <u>э</u>	8,000,000
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/12/2025	5/12/2025	N/A	4,000,000	4,000,000		4,000,000
001 - Water System Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/30/2025	5/30/2025	N/A	6,000,000	6,000,000	<u>1</u> 2	6,000,000
001 - Water System Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/28/2025	5/28/2025	N/A	8,000,000	8,000,000	5	8,000,000
001 - Water System Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/12/2025	5/12/2025	N/A	4,000,000	4,000,000	<u>2</u> 9	4,000,000
					Total		46,000,000			
007 - Wastewater Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/28/2025	5/28/2025	N/A	2,000,000	2,000,000	20	2,000,000
007 - Wastewater Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/28/2025	5/28/2025	N/A	2,000,000	2,000,000	-	2,000,000
007 - Wastewater Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/28/2025	5/28/2025	N/A	2,000,000	2,000,000	<u>_</u> :	2,000,000
					Total		6,000,000			
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	5/30/2025	5/30/2025 Total	N/A	13,731,000 <b>13,731,000</b>	13,731,000	-	13,731,000



	Total Interest	Interest Transferred	Net Interest
Portfolio	Received	to Wells Fargo*	Activity (Reinvested)**
001 - Water System Consolidated	4,033,836	(3,774,375)	259,461
007 - Wastewater Consolidated	778,617	(700,773)	77,844
049 - Ferc Partnership	-	-	-
009 - BACWA	6,098	(6,098)	-
015 - DERWA	18,181	(18,181)	-
002 - FRWA	12,560	(12,560)	-
014 - IICP	4,516	(4,516)	-
010 - UMRWA	3,355	(3,355)	-
003 - Employees Retirement	33,574	(33,574)	-
Interest Transactions Total	4,890,737	(4,553,432)	337,305

	099 - Wells Fargo	-	4,553,432	4,553,432
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Total	4,890,737	214 <b>-</b> 1	4,890,737

\*Coupon and other interest received; reinvestment unavailable.

\*\*Coupon and other interest payments reinvested in specific portfolio.

Sherry Sarcos

Prepared by: Sherry Sarcos, Accounting Technician

Kevin Ma

Reviewed by: Kevin Ma, Accounting Supervisor

David Glasser

Approved by: David Glasser, Controller

06/06/2025

Date

06/06/2025

Date

06/06/2025

Date



Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Interest Received (Transferre	d to Wells Fargo)									
001 - Water System Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025	845		2,069,375	2,069,375
001 - Water System Consolidated	US Treasuries	T-Note 3.625 5/15/2026	91282CHB0	5/15/2025	5/15/2025	5/15/2026		1	435,000	435,000
001 - Water System Consolidated	US Treasuries	T-Note 4.5 11/15/2025	91282CFW6	5/15/2025	5/15/2025	11/15/2025			900,000	900,000
001 - Water System Consolidated	US Treasuries	T-Note 4.625 11/15/2026	91282CJK8	5/15/2025	5/15/2025	11/15/2026	S. <del></del>	( <del>*</del> )	370,000	370,000
								Total		3,774,375
007 - Wastewater Consolidated	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A			97,648	97,648
007 - Wastewater Consolidated	US Treasuries	T-Note 1.625 5/15/2026	912828R36	5/15/2025	5/15/2025	5/15/2026	372	S <del>5</del> 6	40,625	40,625
007 - Wastewater Consolidated	US Treasuries	T-Note 2.25 11/15/2025	912828M56	5/15/2025	5/15/2025	11/15/2025	3 <b>4</b> 3	(e)	45,000	45,000
007 - Wastewater Consolidated	US Treasuries	T-Note 2.75 5/15/2025	91282CEQ0	5/15/2025	5/15/2025	5/15/2025		1 A	316,250	316,250
007 - Wastewater Consolidated	US Treasuries	T-Note 3.625 5/15/2026	91282CHB0	5/15/2025	5/15/2025	5/15/2026		•	108,750	108,750
007 - Wastewater Consolidated	US Treasuries	T-Note 4.625 11/15/2026	91282CJK8	5/15/2025	5/15/2025	11/15/2026	( <b>7</b> 4)		92,500	92,500
								Total		700,773
003 - Employees Retirement	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A	1724	Total	33,574	33,574 <b>33,574</b>
002 - FRWA	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A		-	12,560	12,560
								Total	,	12,560
009 - BACWA	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A	9 <b>7</b> :	1.74	6,098	6,098
								Total		6,098
010 - UMRWA	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A	843		3,355	3,355
								Total		3,355
014 - IICP	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A	()•()		4,516	4,516
								Total		4,516
015 - DERWA	Cash	WELLS FARGO Cash	CASH2017	5/1/2025	5/1/2025	N/A	1.54		18,181	18,181
								Total		18,181

- 4,553,432 4,553,432



Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/ Dividends	Total
Interest Received (Reinveste	ed)									
001 - Water System Consolidated	Local Government Investment Pool	CAMP LGIP	CAMP6035	5/3/2025	5/3/2025	N/A	( <b>a</b> )	С.	81,860	81,860
001 - Water System Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/1/2025	5/1/2025	N/A	150	55	51,135	51,135
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/1/2025	5/1/2025	N/A		-	59,945	59,945
001 - Water System Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/1/2025	5/1/2025	N/A	( <u>12</u> 6)	1 - C	66,521	66,521
								Total		259,461
007 - Wastewater Consolidated	Local Government Investment Pool	CAMP LGIP	CAMP6035	5/3/2025	5/3/2025	N/A	470		33,890	33,890
007 - Wastewater Consolidated	Money Market Mutual Funds	Federated MM	GOFXX	5/1/2025	5/1/2025	N/A	(**)		12,338	12,338
007 - Wastewater Consolidated	Money Market Mutual Funds	Morgan Stanley MM	MVRXX	5/1/2025	5/1/2025	N/A	( <u>2</u> 5)	1. A.	14,451	14,451
007 - Wastewater Consolidated	Money Market Mutual Funds	State Street MM	GVMXX	5/1/2025	5/1/2025	N/A	181	2.00	17,165	17,165
								Total		77,844

- - 337,305 337,305

# EAST BAY MUNICIPAL UTILITY DISTRICT

DATE:	June 20, 2025
MEMO TO:	Board of Directors
THROUGH:	Clifford C. Chan, General Manager
FROM:	Andrew L. Lee, Director of Customer and Community Services
SUBJECT:	Private Water Service Line Repair Plans – Marketing Partnership

# SUMMARY

At the August 27, 2024 Finance/Administration Committee meeting, staff presented a proposal for the District to explore a partnership with a home warranty provider (Provider) to offer customers Private Water Service Line Repair Plans (Plans). The partnership would allow a competitively selected Provider to use the District's logo to market their Plans directly to District customers. In return, the Provider would pay the District a flat fee, which the District would use to support its Customer Assistance Program (CAP). The Committee approved staff to issue a request for proposals (RFP) to identify a Provider and bring a recommendation to the Committee for further direction. Staff will provide an update on this item at the June 24, 2025 Finance/Administration Committee meeting.

## DISCUSSION

Utilities around the country have partnered with Providers to offer private water service line insurance plans to their customers. These Plans offset a customer's costs if emergency repairs to their private water service lines are needed. In return for the use of the utility's logo, the Provider pays the utility to market these Plans to their customers. Since 2018, the District has shared information with customers about Plans offered by Providers but has not entered into a partnership with any single Provider.

The Plans cover costs associated with repairs of the homeowner's private service lines. This could include private exterior water lines, sewer lines, and interior plumbing. The partnership allows the District to collaborate with the Provider on marketing the program by allowing use of its logo and reviewing all materials prior to distribution. The Provider is responsible for acquiring customer information independently but could work with the District to validate the information to ensure only customers eligible for the Plan will receive the marketing materials.

The Provider is responsible for responding to customer inquiries 24 hours a day, 365 days a year, handling customer billing claims, and vetting and dispatching local licensed and qualified contractors.

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# Selection Process

An RFP was posted on the District's website and sent to two potential bidders. The District received two proposals, and both met the minimum qualifications set by the District. Through a competitive evaluation process, United Service Partners Private Label, Inc. doing business as SLWA Insurance Services, a HomeServe company (HomeServe) was selected based on having met all the District's business and technical requirements.

# The Provider

HomeServe has offered water service line repair services in North America since 2003 and has extensive experience working with small and large utilities in California. They currently partner with 42 different utility and municipal partners in California including California Water Service, San Jose Water, Alameda County Water District, and Contra Costa Water District.

HomeServe has an extensive Customer Service Center, including bilingual support for over 300 languages. All repairs and replacements are performed by licensed plumbing contractors and the repairs are under a one-year warranty. Over the past three years, HomeServe received 32,000 post-claim surveys in California with an average rating of 4.8 out of 5 stars. HomeServe covers the cost of all marketing campaigns, including the cost of designing, printing, and mailing materials to customers. The District will review and approve all marketing materials prior to distribution.

HomeServe proposes the following pricing plan for District customers:

Product	No. of Claims	Max Coverage per incident	Annual Coverage	Monthly	<b>Pricing</b>
Exterior Water				Year 1	\$2.99
Service Line	Unlimited	\$12,000	Unlimited	Year 2+	\$3.49

HomeServe will also provide District customers access to HomeServe Cares, which offers free repairs for low-income customers who need an emergency repair but are not enrolled in a Plan or cannot afford the repairs.

## Partnership Fee

HomeServe will provide the District a fixed fee of \$600,000 annually through the term of the agreement regardless of the number of District customers that enroll in their Plan. The proposed agreement term is three years with four one-year options to renew, potentially providing the District up to \$4.2 million in non-rate revenue. These funds will support the District's CAP. Currently, over 11,000 customers are enrolled in CAP, a 17 percent increase in the past 18 months. The fee from the Partnership would allow the District to provide CAP benefits to an additional 1,400 households.

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# NEXT STEPS

If the Committee supports the selection of HomeServe, staff will bring this agreement to the Board for consideration at its July 8, 2025 meeting. If the Board approves the agreement, the District will begin implementing the program in the first quarter of Fiscal Year 2026.

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