



Customer Assistance Program Initiatives Update

Finance/Administration Committee

January 27, 2026

Charles Bohlig, Manager of Water Conservation

Agenda


- Background
- Pilot Program Design and Implementation
- Findings
- Next Steps

Background

- Board supported development of a pilot program to support Customer Assistance Program (CAP) participants with leak repairs and efficiency upgrades
- Surveyed 9,000 CAP households
 - Customers reacted positively towards the pilot
 - Difficulties paying for one-time leak repairs
 - Unable to afford replacement of inefficient fixtures
 - Seek additional assistance to lower water use

Pilot Program and Design

- Partnership with Richard Heath & Associates (RHA)
 - RHA administered PG&E's Energy Saving Assistance Program for low-income households
- Eligible fixtures include
 - Toilets, showerheads, faucet aerators, outdoor hose bibs, and indoor leak repair(s)
- Invitation letters mailed to CAP customers in January 2024
- Nearly 1,000 customers expressed interest



Limited Free Plumbing Assistance Program

As part of EBMUD's Customer Assistance Program (CAP), you're eligible for a limited time free plumbing assistance program to save water, energy, and lower your utility bills.

If needed, EBMUD will install new high-efficiency toilets, upgrade inefficient fixtures, and repair basic household leaks such as leaky faucets.

Common Improvements include:

- New high-efficiency toilets to replace old models
- New showerheads
- Shower diverter repairs
- Water heater pressure relief valve repairs
- Hose bib repairs
- Basic indoor leak repairs

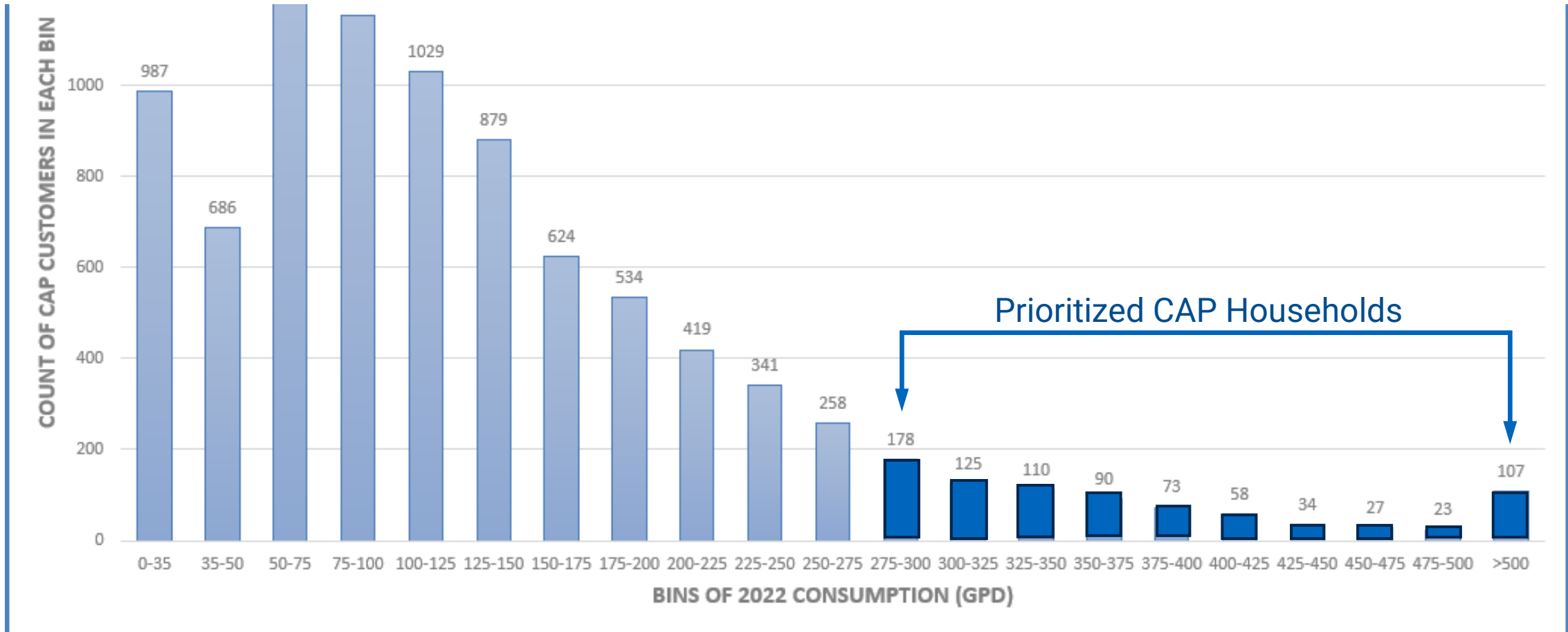
How to participate:

You must be enrolled in CAP to participate. An EBMUD contractor will set up a home assessment to inspect toilets, showerheads, faucets, and other indoor plumbing. Basic leaks will be repaired on the spot and a follow-up appointment will be made for larger leaks.

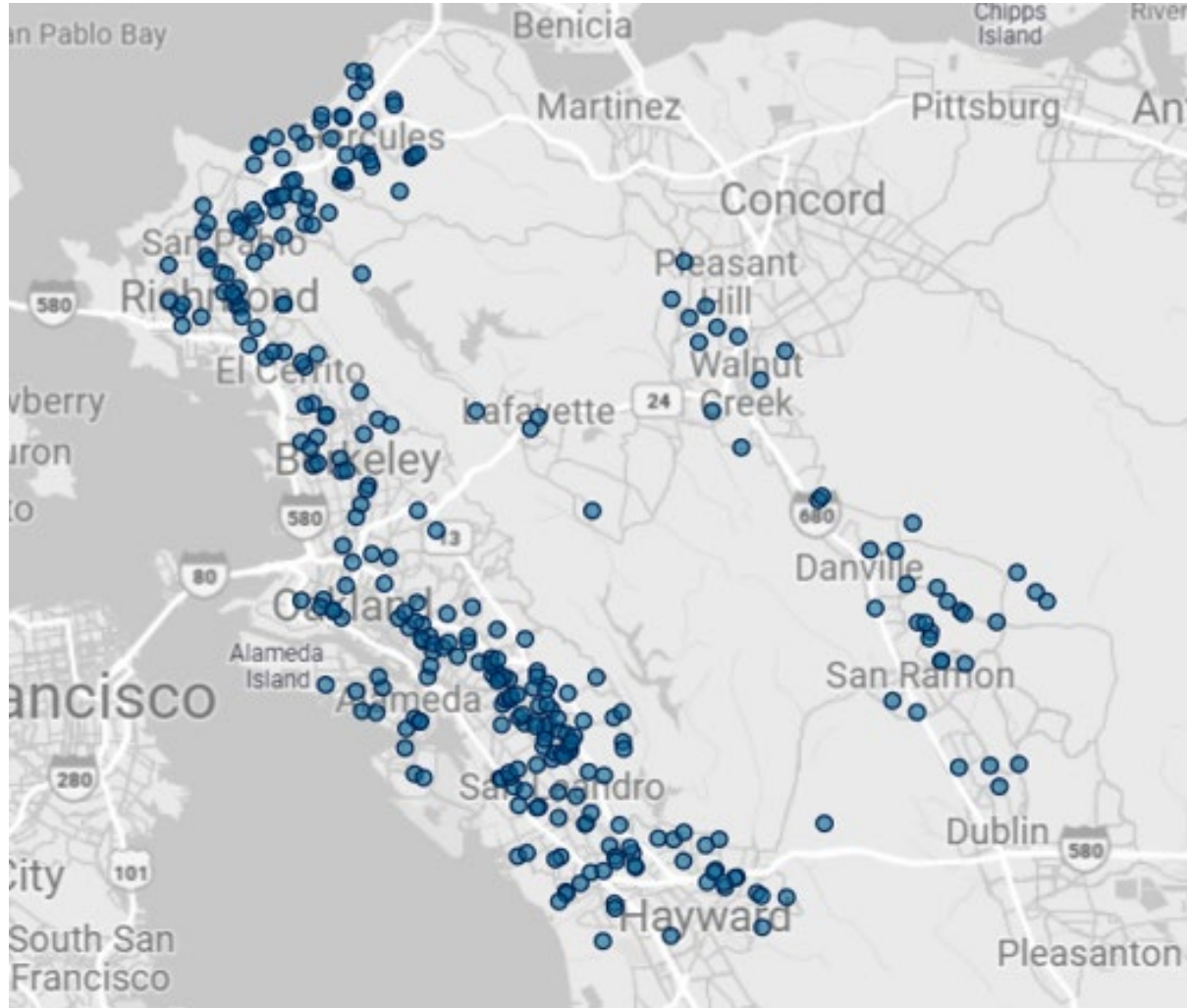
Contact us today for your free home assessment.
Call 510.287.1900
Email waterconservation@ebmud.com

EBMUD

Prioritized CAP Households with Highest Water Use



Customers Served by City



Alameda	13
Alamo	2
Albany	4
Berkeley	13
Castro Valley	13
Danville	17
El Cerrito	6
El Sobrante	15
Emeryville	1
Hayward	2
Hercules	14
Lafayette	2
Oakland	93
Orinda	4
Petaluma	1
Pinole	9
Pleasant Hill	2
Richmond	19
Rodeo	5
San Leandro	29
San Lorenzo	4
San Pablo	16
San Ramon	9
Walnut Creek	8

Fixture and Services Summary

Measures Completed	Angle Stop Replacement	20
	Bathroom Faucet Replacement	15
	Customer Intake	301
	Faucet Aerators	107
	Flange Repair	17
	Flapper Replacement	12
	Home Assessment	301
	Kitchen Faucet Replacement	16
	Leak Repair	5
	Outdoor Hose Bib	41
	Showerhead - Fixed	10
	Showerhead - Handheld	87
	Thermostatic Valve	32
	Toilet Retrofits	286
Toilet Supply Line Replacement	6	
Tub Spout	2	
Occupancy Type	Owner	261
	Renter	40

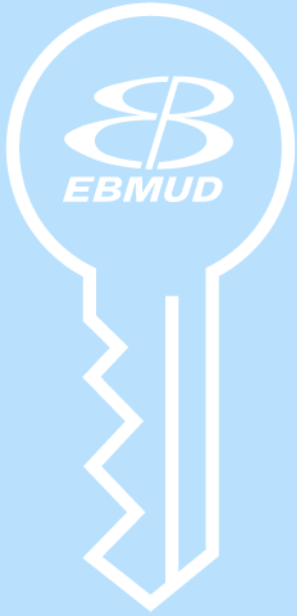
Program Water Savings Analysis

- Average water use for program participants: 205 gpd
- Average CAP customer water use: 135 gpd
- Summary of pilot program
 - Participants saved approximately 10.5 gpd
 - Very few homes had indoor leaks
 - Fixtures requiring replacement were minimal
 - Upgrades completed were mostly toilets (1.6 gpf to 0.8 gpf)

gpd: gallons per day
gpf: gallons per flush

Findings

- Many customers already received upgrades through other programs or through the natural replacement of fixtures
 - Fewer upgrades than anticipated
 - Subcontractors lost money and all four dropped out of the program
- Had trouble in reaching customers once they signed up to participate
- Many high-water using customers opted not to participate
- Very few indoor leaks found



Next Steps

- Discontinuing the pilot program
- Educate CAP customers about the private side of system and provide tools such as WaterSmart Leak Resolution Center for identifying and emphasizing the importance of repairing leaks
- Explore other alternatives to assist CAP customers with leak repairs focusing on houseline lateral and irrigation leaks

Questions?



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