

Coronavirus Update

Board of Directors
November 24, 2020

Blueprint for a Safer Economy



Risk Tier	Positive tests / 100k	Positivity Rate	
		Countywide	Healthy Equity Quartile
<p>WIDESPREAD</p> <p>Many non-essential indoor business operations are closed</p>	<p>More than 7.0 Daily new cases (per 100k)</p>	<p>More than 8.0% Positive tests</p>	
<p>SUBSTANTIAL</p> <p>Some non-essential indoor business operations are closed</p>	<p>4.0 – 7.0 Daily new cases (per 100k)</p>	<p>5.0 – 8.0% Positive tests</p>	<p>5.3 – 8.0% Positive tests</p>
<p>MODERATE</p> <p>Some indoor business operations are open with modifications</p>	<p>1.0 – 3.9 Daily new cases (per 100k)</p>	<p>2.0 – 4.9% Positive tests</p>	<p>2.2 – 5.2% Positive tests</p>
<p>MINIMAL</p> <p>Most indoor business operations are open with modifications</p>	<p>Less than 1.0 Daily new cases (per 100k)</p>	<p>Less than 2.0% Positive tests</p>	<p>Less than 2.2% Positive tests</p>

County Status: November 20



County	Tier	Rate / 100k	Positivity Rate	Equity
Alameda	Widespread	7.0	2.5	2.8
Contra Costa	Widespread	10.0	3.7	4.1
San Joaquin	Widespread	16.4	7.4	--
Sacramento	Widespread	21.2	7.1	--
Amador	Widespread	7.0	2.9	NA
Calaveras	Widespread	6.8	3.0	NA

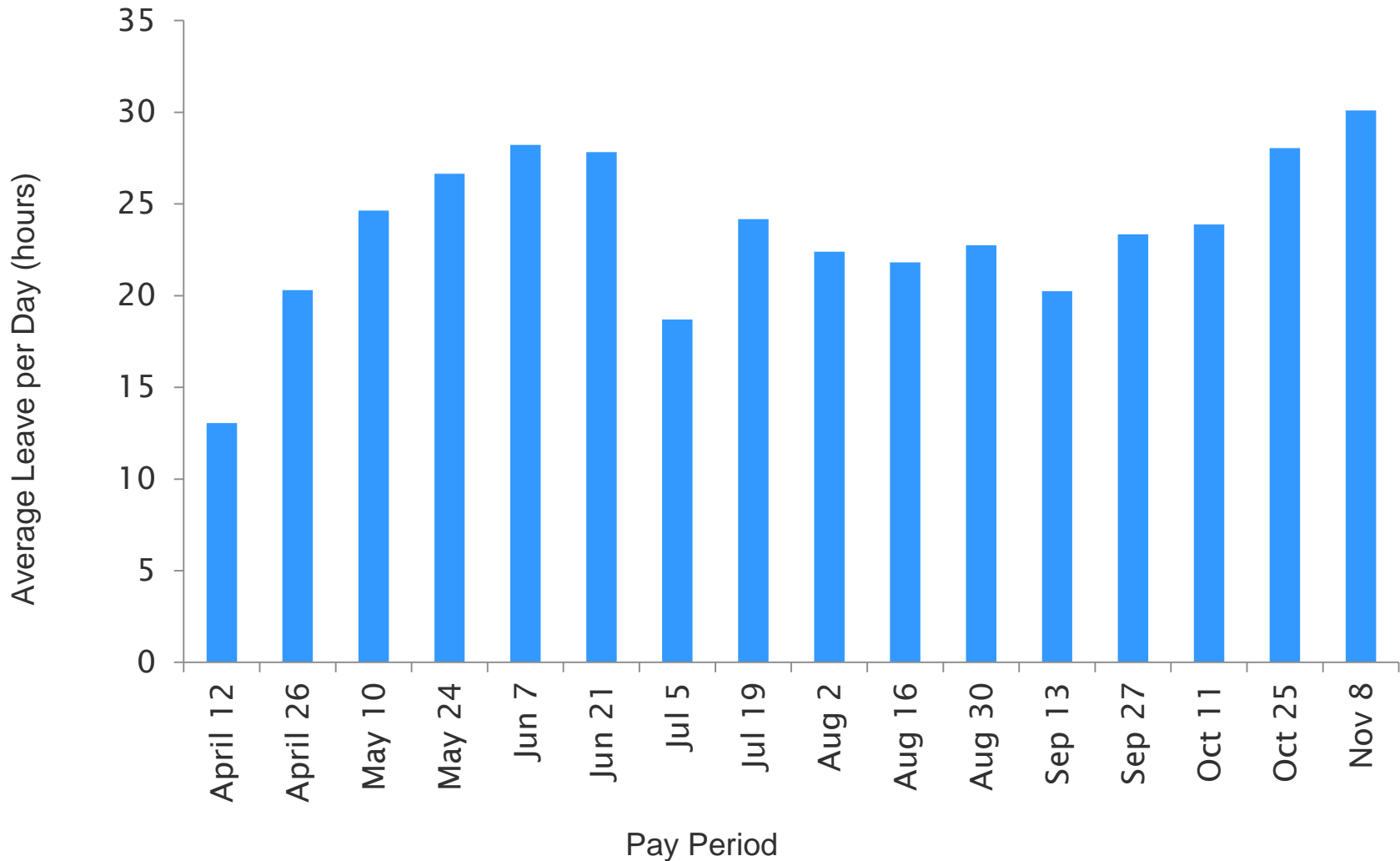
- District counties moved to more restrictive tiers
- State, Bay Area counties contemplating Holiday travel restrictions, additional restrictions and curfews.

District Operations



- No impact from new state-mandated face covering guidelines (including recreation) or limited stay-at-home order
- Preparing for potential higher infection rates this winter
 - Extend telecommuting and travel restrictions beyond December 31
 - No change to safety protocols
 - Additional protective measures for water and wastewater operators
- PPE supply remains at 10-12 weeks
- 23 positives to date, 10 in last 6 weeks.

COVID-related Leave



Questions



Collection Strategy for Delinquent Single-Family Residential Accounts

Board of Directors
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Agenda

- Delinquency trends
- Response to Board input
- Customer programs
- Next steps



Review of Delinquency Trends and Potential Impacts



- Over 7,000 SFR delinquencies reaching shutoff status since March 2020
- Reinstating shutoffs could affect many of these SFR customers
- More than 55% of SFR delinquent accounts are in disadvantage communities
- Added financial exposure can be reduced by incorporating new steps in collection process

Flow Restrictor vs. Shutoff Cost

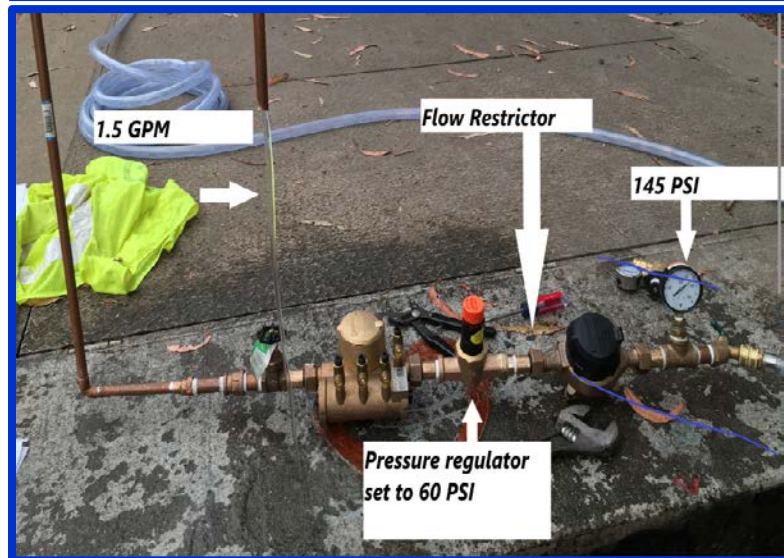
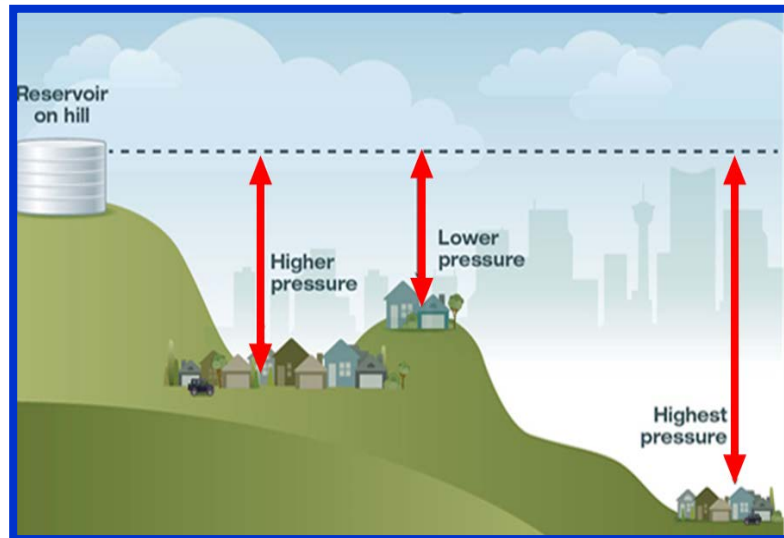


Service Shutoff (2 service trips)	Flow Restrictor (1" or smaller)	Flow Restrictor (1.5" or larger)
\$100	\$127	\$273

A red double-headed arrow is positioned between the \$100 and \$127 values, indicating a comparison between the service shutoff cost and the cost of a flow restrictor for 1" or smaller meters.

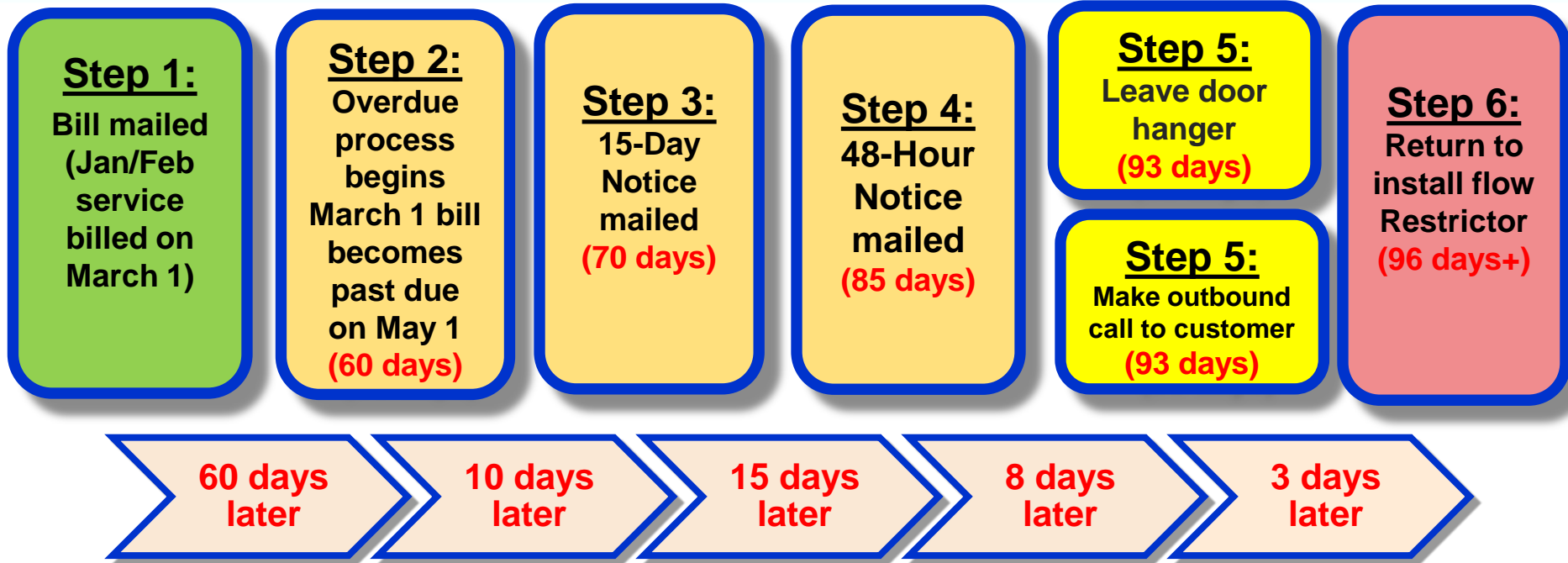
- Cost of flow restrictor is comparable to shutoff charge
- >98% of single-family customers have meters 1" and smaller
- CAP could provide participants assistance in paying fees associated with flow restrictors
- Existing framework in place to offset cost for CAP

Impact to Customers



- District's system ranges from 40 psi to 130 psi
- Propose 0.5 GPM flow rate
- An alternative to water shutoffs
- Provides enough water to meet basic water needs
- Higher flow rate may reduce effectiveness

Prioritizing Outreach Activities and Enhanced Notifications



- Targeted and expanded outreach
- Flow restrictors installed after notices have been exhausted
- Customers with medical certification from a licensed primary care provider are exempted

Balancing the Need for Water and Cost of Water Used



- Flow restrictor limits volume of water used
- Accumulation of arrears could remain low even when customer remains unresponsive
- Signal to customers to pay their bills or enter into payment plans
- Encourage eligible customers to apply for CAP
- Flow restrictor could be as effective as shutoff

Revisiting Retroactive CAP



- Retroactive CAP discount was discussed with the Board in January 2019
 - Create an incentive for new applicants to carry a delinquent balance
 - Retroactive CAP discounts on delinquent balances could be viewed as inconsistent with the District's policy on payment of bills
 - Could be viewed as unfair for new CAP applicants without delinquent balances
 - High cost to administer with limited benefit to a small number of eligible customers
- Board directed staff to increase CAP enrollment through targeted outreach instead

Customer Programs



- Financial assistance
 - Customer Assistance Program
 - Flexible payment plans/extensions
 - City sewer collection charge credit (city funded)
- Water use efficiency programs
- Water quality testing
- Customer outreach, communication, and education
- Flow restrictors

Implementing Flow Restrictors



- Implementation after Executive Order No. N-42-20 is rescinded and after additional customer outreach
- Adopt a resolution to express the District's intent to implement flow restrictor strategy

Resolution Principles and Actions

- Recognize that “every human being has the right to safe, clean, affordable, and accessible water,” and that the human right to water extends to all Californians, including disadvantaged individuals and groups and communities
- Highlight how COVID-19 has underscored the importance of water
- Ensure compliance with Proposition 218
- Develop more progressive alternatives to address delinquencies among residential customers rather than shutoffs
- Continue to offer a suite of financial assistance, water conversation, and water quality programs to assist customers

Next Steps

- Based on feedback, a resolution will be prepared for Board consideration on December 8, 2020
- Engage community stakeholder and research institutions
- Present plan to the Board at the February 2021 CAP Workshop



Questions & Discussion