



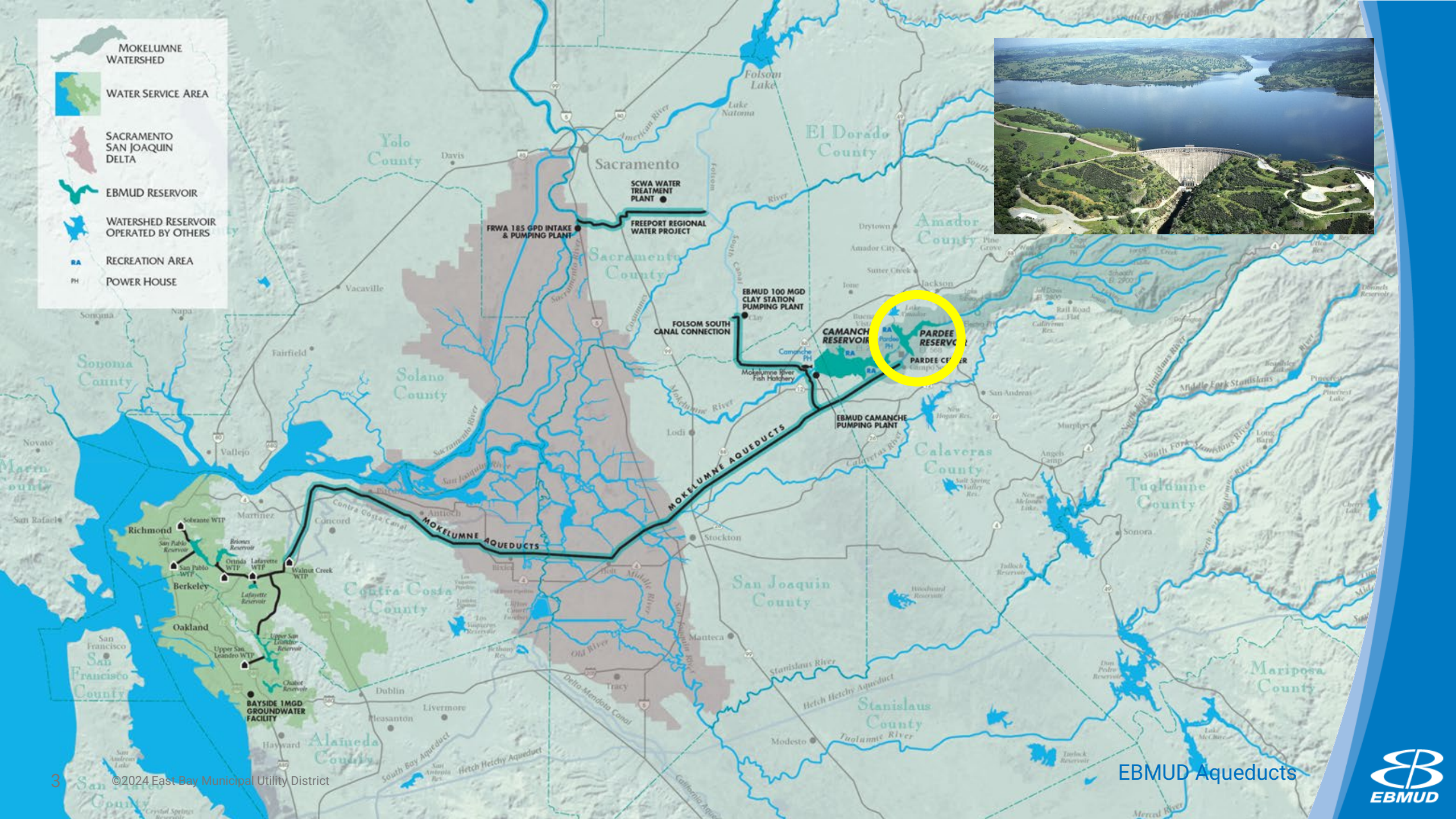
# New Business Office Winter Applicant Forum

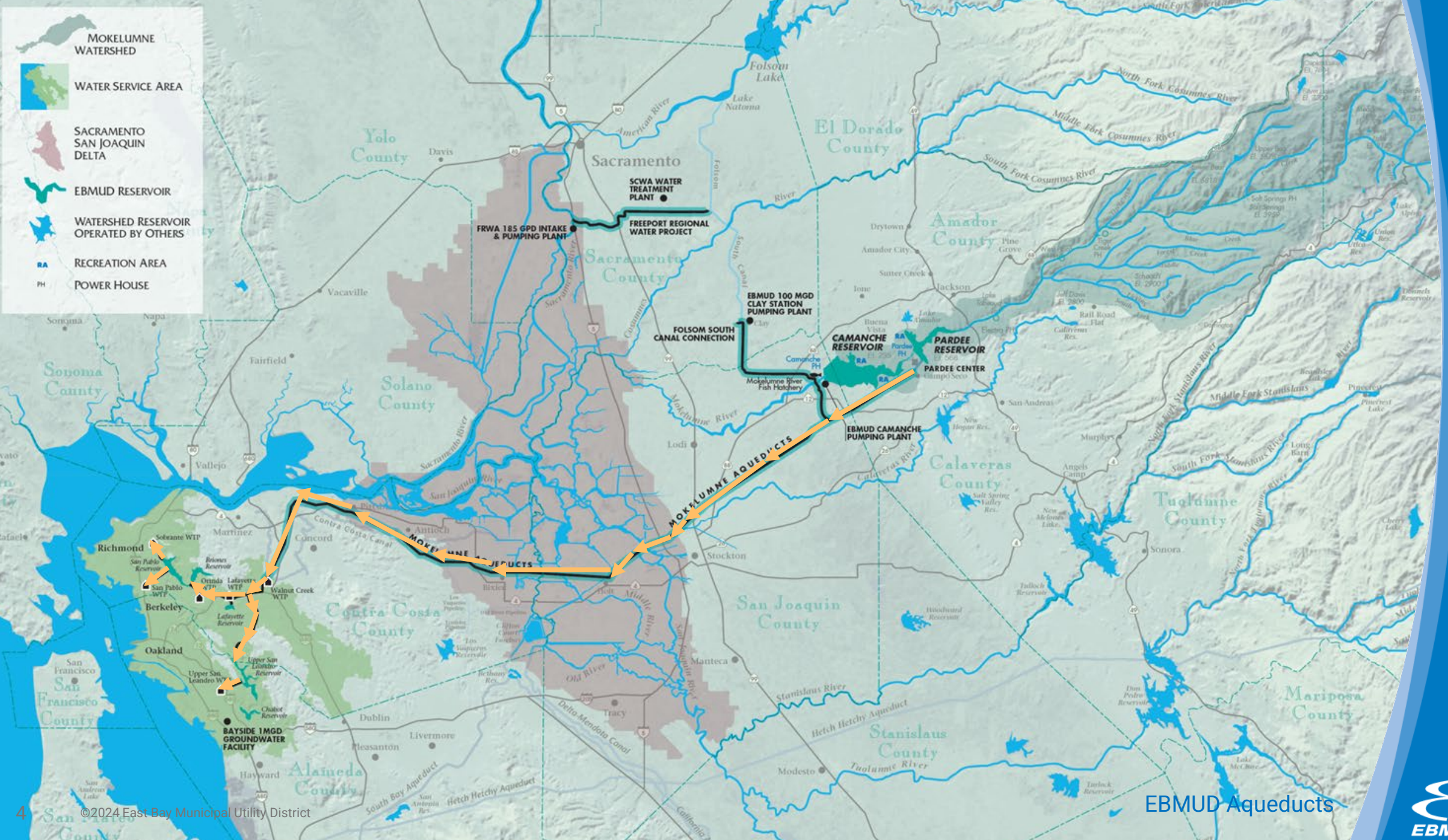
February 26, 2025

# Agenda

- Overview of EBMUD's Water System
- Review Applicant Project Process
- Recent Process Improvements
- Question & Answer

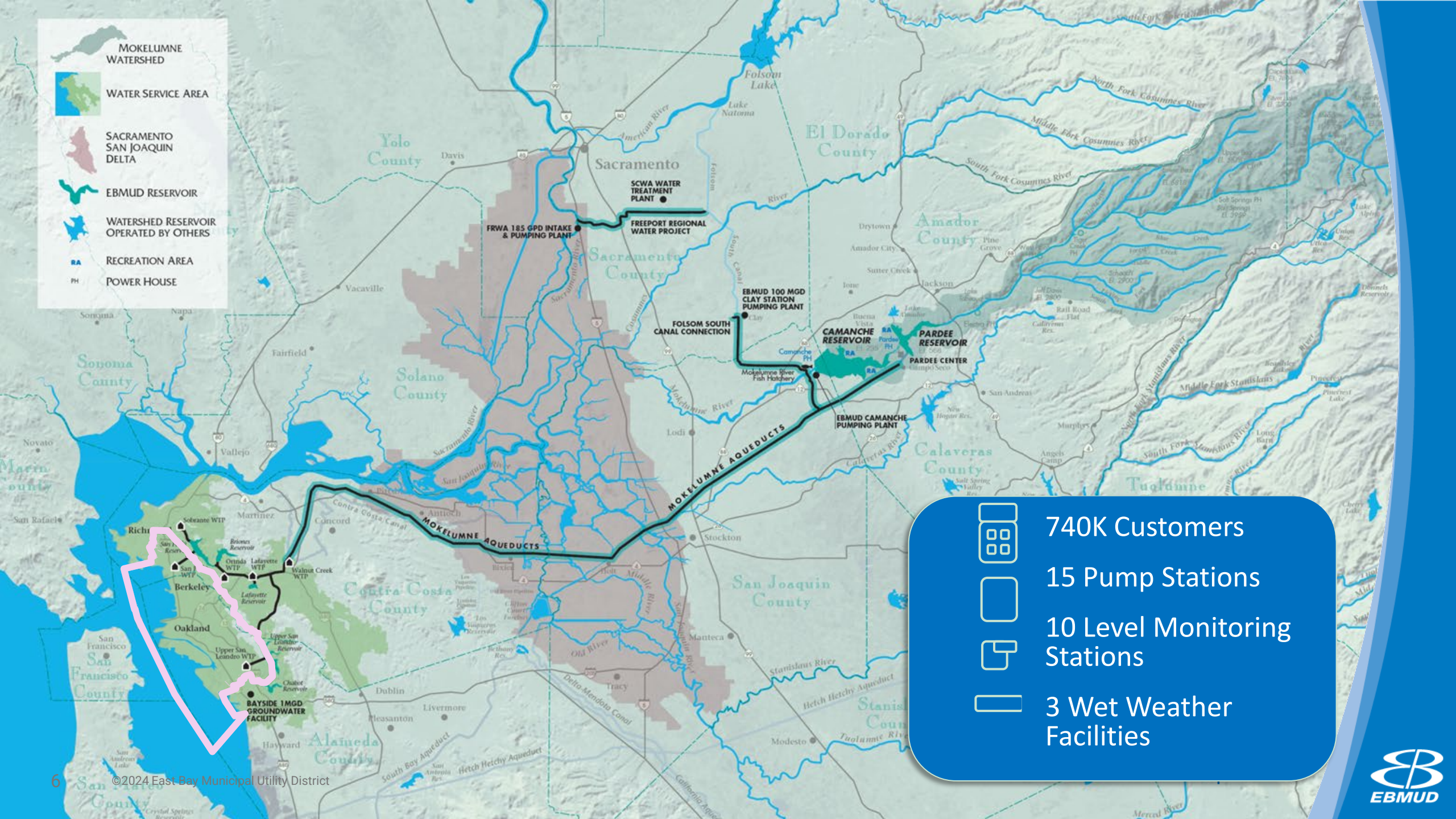
-  MOKELUMNE WATERSHED
-  WATER SERVICE AREA
-  SACRAMENTO SAN JOAQUIN DELTA
-  EBMUD RESERVOIR
-  WATERSHED RESERVOIR OPERATED BY OTHERS
-  RECREATION AREA
-  POWER HOUSE











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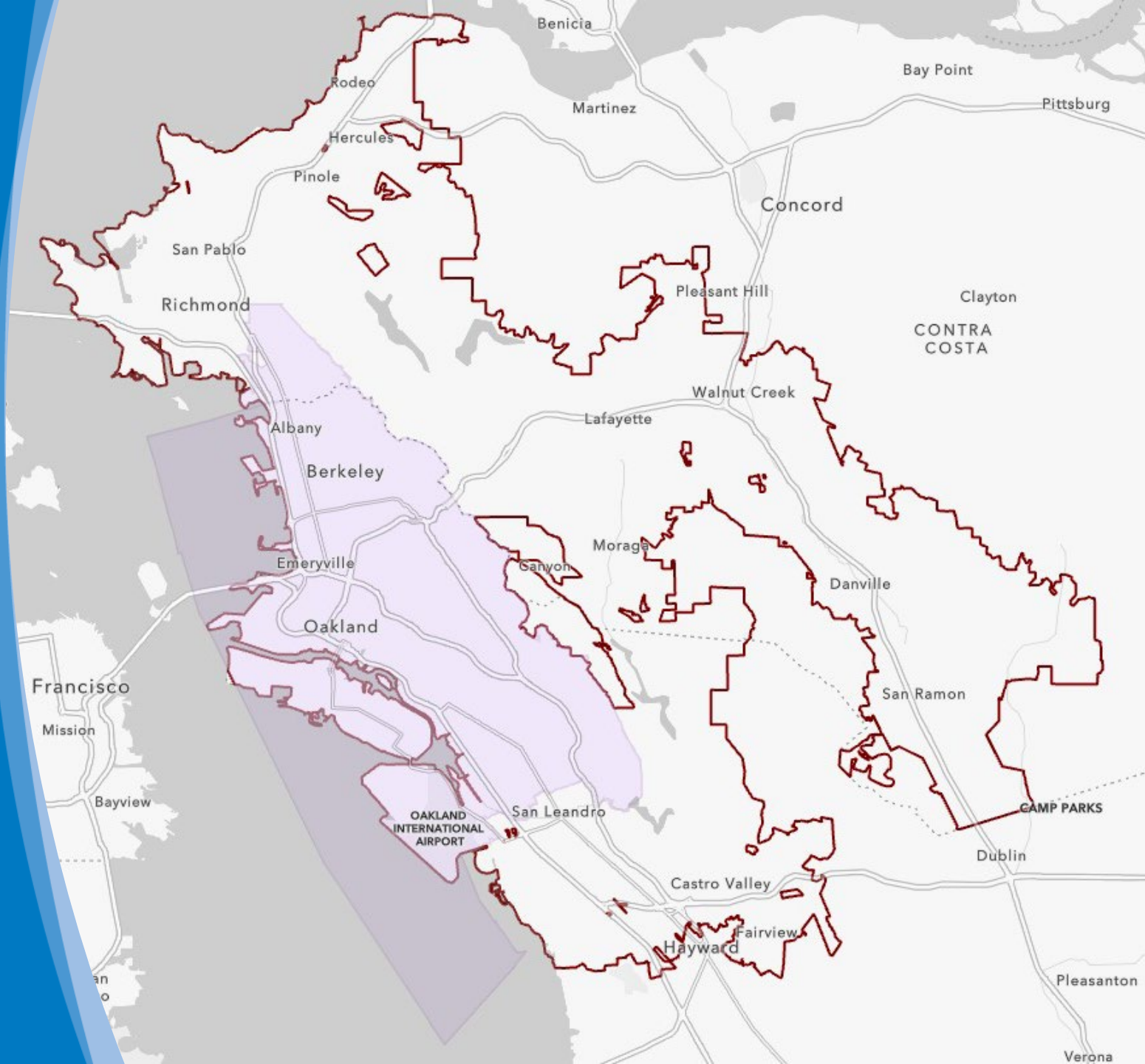


-  740K Customers
-  15 Pump Stations
-  10 Level Monitoring Stations
-  3 Wet Weather Facilities





# Review of Applicant Process



# Application Types

- Meter Set
- Water
- Dual
- Private Fire
- Public Hydrant
- Irrigation
- Main Extension
- Meter Removal



# Applicant Responsibilities

- Contact New Business Office
  - [nbo@ebmud.com](mailto:nbo@ebmud.com) or 510-287-1008
- Obtain local Fire Marshal's approval
- Apply for water service early
- Submit a complete application
  - Hydrant Fire Service Dual Service Requirements Form
  - Fixture & Irrigation Details
  - Plans associated with the project
- Provide responsive communication
- Return signed agreements & provide payment
- Ensure construction sites are ready for EBMUD crews



# Keys to Successful Applications

- Submit all necessary information for review
- Provide responsive communication
- Identify sufficient spacing for EBMUD's meters and pipelines
- Understand EBMUD's metering requirements
  - Utilize EBMUD ADU decision tree
    - Are you building an Accessory Dwelling Unit (ADU)?
      - Yes
      - No
  - Review Regulations Governing Water Service
- Anticipate other impacting factors



# Administrative Review

- Answers questions
- Approves applications
- Creates agreements
- Ensures compliance with EBMUD Regulations
- Processes Payments
- Obtains external permits



Applicant

Administrative

Engineering

Construction

# Key Items Impacting Application Review

- Pre-application meetings
- Compliance with EBMUD's Regulations
- Complete application
  - Fixture details
  - Irrigation Details
  - Plans associated with the project
  - Hydrant Fire Service Dual Services Requirements Form
- Understanding Timing
  - An accepted application starts the process



**Application**

**EAST BAY MUNICIPAL UTILITY DISTRICT** 100

Home Start New Application Requirements More Info

### New Water Service Application

**APPLYING FOR SERVICE**  
Putting new pipes and meters in the ground requires EBMUD to collect many different types of information which will typically come from many different sources. Because of this, it is very unlikely that you will be able to complete the application from start to finish in one sitting. Here's our recommended approach.

**START WITH YOUR LOCAL FIRE MARSHAL**  
With the exception of an irrigation-only meter, all new services will require review by your local fire marshal to ensure that your project meets fire safety requirements. Before applying to EBMUD, download our fire service form, submit your fire service plans to your local fire marshal, and get their signed approval. Once this is complete you are ready to begin your EBMUD application.

**Documents:**  
[Fire Form \(PDF\)](#)

**My Projects**

- WSA12413 - 1, OAKLAND:  
**DRAFT** on 06/03/2020 09:36 AM
- WSA13029 - 123, MORAGA:  
**RELEASED** on 09/07/2022 09:58 AM
- WSA13981 - 1, PIEDMONT:  
**DRAFT** on 01/31/2022 03:50 PM
- WSA14095: **DRAFT** on 03/11/2022 08:09 AM
- WSA14233 - 375 11TH STREET, OAKLAND:  
**REQUESTING MORE INFO** on 02/14/2025 03:31 PM

Applicant

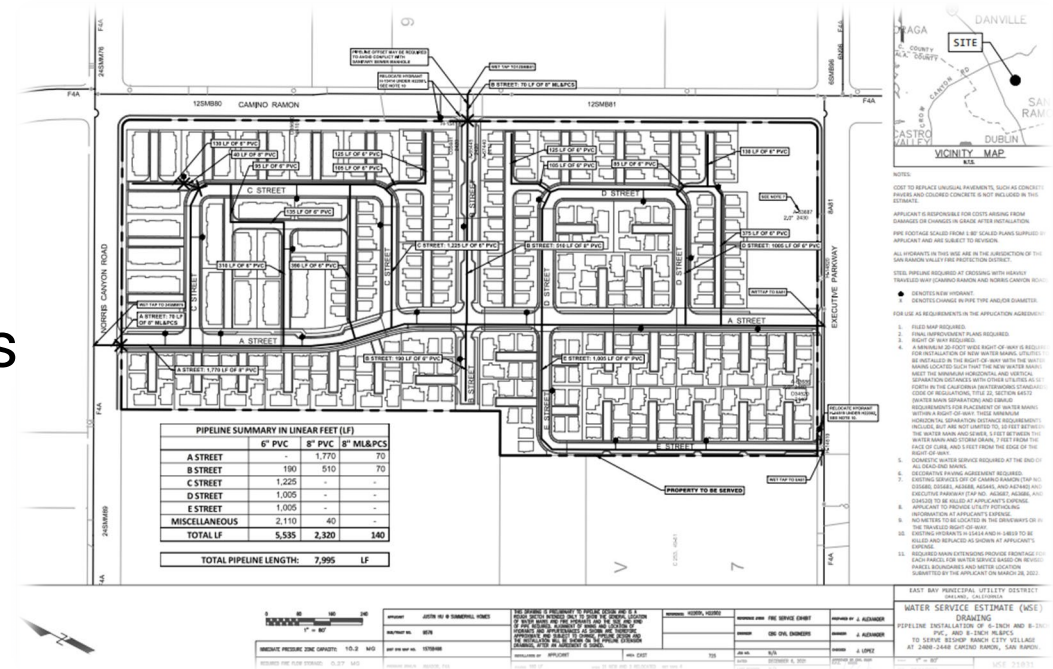
Administrative

Engineering

Construction

# Planning Process for Applications

- Reviews plans and site information
- Conducts hydraulic analysis
- Confirms available fire flow
- Reviews large standard services
- Reviews average annual water demands
- Determines pipe size and materials
- Prepares main extension sketch
- Identifies special conditions
- Prepares cost estimate



# Key Items that Impact Planning Review

- Review average daily demand for large standard water services
- Identify need for main extension
- Review of tentative map and draft improvement plans both in-tract and off-site
- Ensure approved hydrant location and hydrant fire flow requirements from local fire marshal
- Verify average annual water demands

The screenshot shows the 'FIRE SERVICE / DUAL SERVICE REQUIREMENTS' form from EBMUD. It includes a header with the EBMUD logo and the title 'FIRE SERVICE'. Below the header is a section for 'FIRE MARSHAL' with instructions to complete and sign the form. The form is divided into several sections: 'PROPERTY' (Project Address, City, ZIP, Assessor's Parcel #, Tract/Subdivision, Lot #), 'TO BE COMPLETED BY FIRE MARSHAL' (New Hydrants Not Required, New Hydrants Required, Relocate Hydrants, Private Fire Services, Domestic Dual Services), and 'FIRE AGENCY NAME' (Name, Phone, Title). The form also includes a section for 'Where Do You Need Pressure and Flow Information?' with a table for connections.

## Where Do You Need Pressure and Flow Information?

Pick from one of the options below to identify the location(s) of each connection. EBMUD will provide flow and pressure information for up to three (3) connections with this request.

### ► Option 1 | Upload a Map or Screenshot ( Preferred )

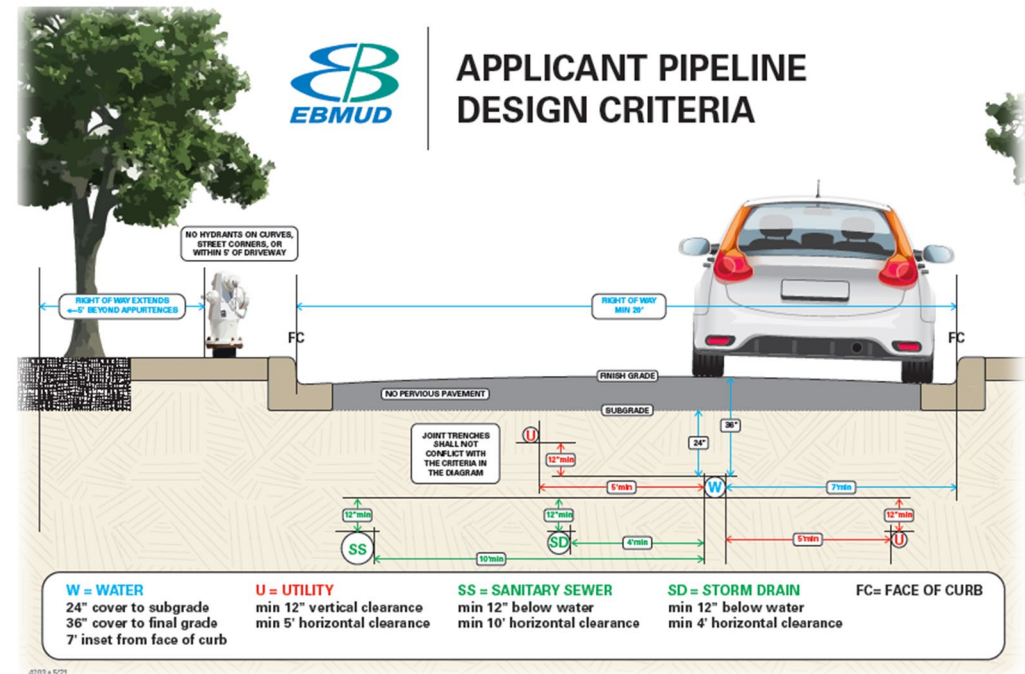
[Click to View Example Screenshot](#)

Upload a file below

No file chosen

# Designing Main Extensions

- Review improvement plans for conformance with District Standards
- Complete plan and profile designs where necessary
- Create material estimates, hydrant sketches, and Traffic Control Plans as needed
- Coordinate State variance requests when designs do not meet the requirements of the Division of Drinking Water



# Key Items that Impact Design

- Final improvement plans provided at near 100%
  - May or may not have been approved by City or County
- Topographic survey submitted of in-tract and off-site
- Electronic design files provided in CAD NAD83 horizontal datum
- Ensure no conflicting information on improvement plans
  - The CAD should match the PDFs that are provided
- Subdivision map, parcel map, or legal and plat provided when requested
  - Incorporate EBMUD easement requirements prior to recording



## EBMUD Performed Work

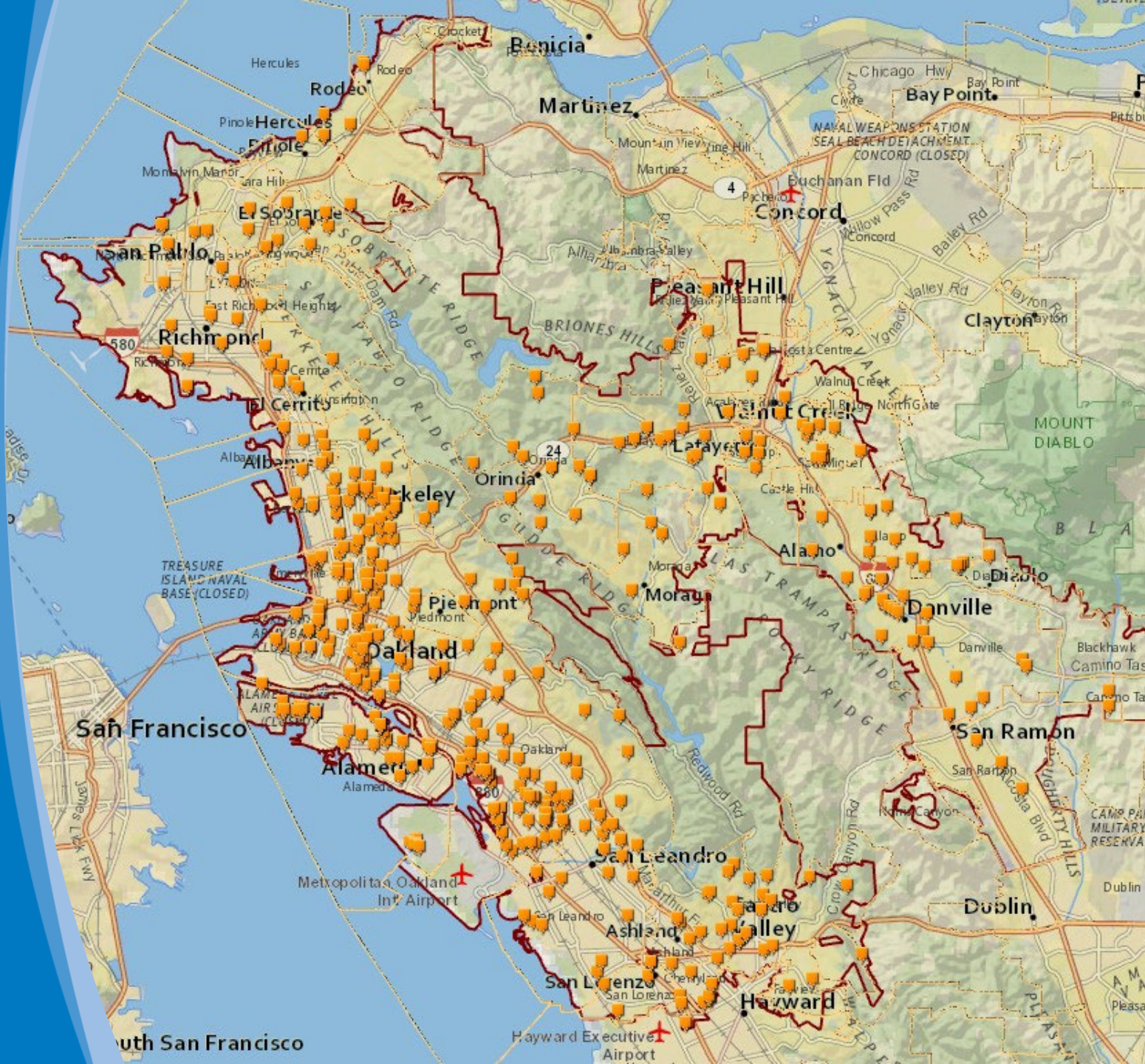
- Inspects all projects to ensure compliance
- Creates as-built drawings
- Installs main extension on projects less than 1,000 feet
- Installs all services
- Performs all wet work and valve operation
- Paves over services and main extension performed by the District
- Sets meters and turns on service



# Key Responsibilities

Applicant	EBMUD
<ul style="list-style-type: none"><li>• Review EBMUD Regulations</li><li>• Identify need to submit application</li><li>• Know EBMUD meter spacings &amp; requirements</li><li>• Obtain complete HFSR from Fire Marshal</li><li>• Submit complete application early in building process</li><li>• Provide tentative map and draft improvement plans in-tract and off-site</li><li>• Provide final improvement plans</li><li>• Provide topographic survey</li><li>• Provide CAD NAD83 horizontal datum</li><li>• Provide subdivision map, parcel map, or legal and plat</li><li>• Provide responsive communication</li><li>• Sign agreements &amp; provide payment</li><li>• Provide submittals for a main extension</li><li>• Ready the construction site for EBMUD</li></ul>	<ul style="list-style-type: none"><li>• Review submitted application</li><li>• Ensure compliance with EBMUD Regulations</li><li>• Create agreements</li><li>• Perform hydraulic analyses for hydrants and proposed main extension</li><li>• Design main extensions</li><li>• Ensure compliance with outside agencies</li><li>• Apply for encroachment permits</li><li>• Coordinate if State variance is required</li><li>• Review submittals on applicant installed main extensions 1,000-feet and larger</li><li>• Perform inspection services</li><li>• Perform main extensions up to 999-feet</li><li>• Perform all wet work and valve operation</li><li>• Install all services</li></ul>

# Process Improvements



# Areas of Improvement

Priority	Modifications
Customer service	<ul style="list-style-type: none"><li>• Add staff to reduce application processing times</li><li>• Improve online water service application system</li><li>• Update Fire Service Request online system</li></ul>
Reduce internal review process	<ul style="list-style-type: none"><li>• Eliminate review of water fixtures specification sheets</li><li>• Eliminate modeling of customers' side of private fire hydrants</li></ul>
Accept applications without 100% final improvement plans	<ul style="list-style-type: none"><li>• Main extension applications capable of submittal without final improvement plans</li></ul>
Update Regulations	<ul style="list-style-type: none"><li>• Update language to provide better readability throughout the Regulations</li><li>• Revise the master meter section, improving clarity on when EBMUD will allow a master meter</li><li>• Update the meter location section, describing spacing requirements</li></ul>

# Areas of Improvement Continued

Priority	Modifications
System Capacity Charge (SCC)	<ul style="list-style-type: none"><li>• Reduce SCC for all connections</li><li>• Develop two tiered multi-family SCC based on water use and size of multi-family units</li></ul>
Various internal system improvements	<ul style="list-style-type: none"><li>• Update water service application user experience</li><li>• Add specific language to websites</li><li>• Improved Internal request tracking</li></ul>
Accessory Dwelling Units	<ul style="list-style-type: none"><li>• Added ADU decision tree to <a href="http://wsa.ebmud.com">wsa.ebmud.com</a></li><li>• Added type of application to online application system</li></ul>
Infill Development	<ul style="list-style-type: none"><li>• Eliminate water main extensions for applicable projects</li></ul>

# Questions?

- New Business Office
- Water Conservation
- Water Service Planning
- Pipeline Infrastructure
- Distribution, Maintenance & Construction
- Environmental Compliance
- Construction Inspection



Flowing  
into the  
Future

# Links & Contact

- Online Water Service Application
  - <https://wsa.ebmud.com/>
- Regulations Governing Water Service
  - <https://www.ebmud.com/customers/new-meter-installation/regulations/regulations-governing-water-service>
- Schedules of Rates and Fees
  - <https://www.ebmud.com/water/water-rates/rates-and-fees-schedules>
- Hydrant Fire Service Dual Service Requirements Form
  - [https://www.ebmud.com/download\\_file/4224/0](https://www.ebmud.com/download_file/4224/0)
- Applying for a main extension
  - <https://www.ebmud.com/customers/new-meter-installation#collapse-1660>
- New Business Office
  - 510.287.1008
  - [nbo@ebmud.com](mailto:nbo@ebmud.com)