



**BOARD OF DIRECTORS
EAST BAY MUNICIPAL UTILITY DISTRICT**

375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

Notice of Time Change

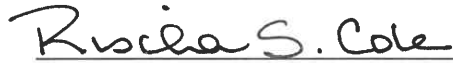
**PLANNING COMMITTEE
MEETING**

9:45 a.m.

Tuesday, November 12, 2019

Notice is hereby given that the Tuesday, November 12, 2019 Planning Committee meeting of the Board of Directors has been rescheduled from 9:15 a.m. to 9:45 a.m. The meeting will be held in the Training Resource Center of the Administration Building, 375 - 11th Street, Oakland, California.

Dated: November 7, 2019



Rischa S. Cole
Secretary of the District

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**BOARD OF DIRECTORS
EAST BAY MUNICIPAL UTILITY DISTRICT**

375 – 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

AGENDA

**Planning Committee
Tuesday, November 12, 2019
9:45 a.m.
Training Resource Center**

(Committee Members: Directors Linney {Chair}, McIntosh and Mellon)

ROLL CALL:

PUBLIC COMMENT: 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. Wastewater Pretreatment and Pollution Prevention Programs Update (White)
2. Central Reservoir Replacement Project Update and Announcement of the Availability of the Draft Environmental Impact Report (Yoloye)
3. WaterSmart Software Vendor Service Update (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 www.ebmud.com.

EAST BAY MUNICIPAL UTILITY DISTRICT

DATE: November 7, 2019

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Eileen M. White, Director of Wastewater *EMW*

SUBJECT: Wastewater Pretreatment and Pollution Prevention Programs Update

SUMMARY

The District operates its Pretreatment and Pollution Prevention (P2) Programs to reduce pollutants at their source, protecting both the processes at the Main Wastewater Treatment Plant (MWWTP) and water quality in San Francisco Bay. Federal regulations and the MWWTP discharge permit require the District to operate and maintain a Pretreatment Program and issue permits to certain industries. The MWWTP discharge permit also requires the District to operate a P2 Program to reduce pollutants from residential, commercial, and non-regulated industrial dischargers at their source. The District tailors its P2 Program to the specific needs within its service area and encourages best management practices through education and outreach. Staff will provide an update on these programs at the November 12, 2019 Planning Committee meeting.

DISCUSSION

Pretreatment Program

For the last 19 years, the Pretreatment Program has been a key component of District efforts to maintain perfect compliance with the MWWTP discharge permit. As redevelopment of industrial and commercial properties continues in the service area, staff stays abreast of and appropriately manages the various commercial and industrial dischargers.

Staff also monitors MWWTP influent constituents and investigates any sources of pollutants that may threaten compliance with the MWWTP effluent discharge permit or federal limits for biosolids. The MWWTP effluent and biosolids have remained in compliance with all discharge limits; however, in April 2019, higher than usual concentrations of metals were observed in influent over a period of days. In response, staff investigated potential sources and increased monitoring of influent, effluent, and biosolids. Staff determined the higher influent metals' concentrations were associated with recent cleaning of the South Interceptor in preparation for slip-lining the pipeline. The robust cleaning process likely released legacy metals that were

deposited in the large-diameter pipe several decades ago. The various controls in place and increased monitoring ensured continued regulatory compliance.

In January 2019, the Regional Water Quality Control Board (Regional Board) conducted a Pretreatment Compliance Audit (PCA) and issued its findings in August 2019. The PCA report identified several areas of improvement for the Pretreatment Program. In October 2019, staff submitted a written response to the Regional Board for each of the items in the PCA report. Staff had previously been working to improve the Pretreatment Program based on the findings from earlier audits and inspections. For example, the audits identified the need to increase training for pretreatment staff. In January and March 2019, the District hosted two full days of training on the federal pretreatment regulations, which were presented by retired U. S. Environmental Protection Agency staff. Staff further improved the Pretreatment Program by incorporating the most recent PCA recommendations.

Pollution Prevention Program

The P2 Program consists of a multi-pronged approach to educate the public about wastewater treatment and demonstrate positive behaviors for reducing pollution. One component is the MWWTP tour program, which provides students, technical groups, and the general public the opportunity to observe up close how the MWWTP operates. Staff also disseminates P2 messages through interactive exhibits and informative flyers at various community events.

In September 2019, for the third consecutive year, the District published “Watershed to Bay,” a 12-page insert in the *East Bay Express*. This year’s insert was developed as an activity book to engage readers through visual diagrams and games on topics ranging from the water cycle to wastewater treatment and water careers. The District engaged local agencies, regulators, and environmental organizations to share their messages in the insert. It included an invitation to participate in Coastal Cleanup Day events around the region. The District co-sponsored one of the Coastal Cleanup Day events with the East Bay Regional Park District; over 120 District employees and retirees volunteered to remove trash from the Oakland shoreline.

The District directly encourages customers to reduce and eliminate pollutants from being disposed in drains by providing sustainable disposal options. In Fiscal Year 2019, staff distributed nearly 4,000 heat-proof, compostable containers for residential collection and composting of fats, oil, and grease (FOG). In addition, the District partnered with a local nonprofit’s holiday outreach campaign to place FOG posters, fliers, and free cooking pan scrapers at 22 stores. The District also supports a pharmaceutical take-back program to collect and properly dispose of unwanted medications. Since its inception, the program has disposed of almost 18 tons of unwanted medications.

NEXT STEPS

In accordance with federal pretreatment regulations, staff will submit the 2019 Pretreatment and P2 reports in February 2020. The District will continue to address recommendations in previous PCA reports. Finally, the District will continue to monitor commercial and industrial activities in the service area to protect the processes at the MWWTP and the water quality of San Francisco Bay with a focus on reducing or eliminating pollutants at the source.

ARC:EMW

EAST BAY MUNICIPAL UTILITY DISTRICT

DATE: November 7, 2019

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Olujimi O. Yoloye, Director of Engineering and Construction *OJ*

SUBJECT: Central Reservoir Replacement Project Update and Announcement of the Availability of the Draft Environmental Impact Report

INTRODUCTION

The Central Reservoir Replacement Project (Project) was identified as a high priority for replacement in the West of Hills Master Plan and the 2012 Infrastructure Rehabilitation Plan for Distribution Reservoirs. The Value Engineering Study completed in June 2017 determined the optimal configuration, materials, and construction methods to replace Central Reservoir. A Project update was provided to the Planning Committee on March 14, 2017.

The Project work includes preparation of an Environmental Impact Report (EIR). This memo provides an update on the Project, including an overview of the public outreach process completed to date and the Project schedule. The Draft EIR will be published on November 15, 2019. Staff will provide a presentation to the Planning Committee on November 12, 2019.

DISCUSSION

Project Purpose and Description

Central Reservoir is a 154-million-gallon (MG) open-cut reservoir located on a 27-acre site in the City of Oakland (City) that is bounded by 23rd Avenue to the west, Sheffield Avenue to the east, and Interstate 580 to the north (see Attachment 1). Central Reservoir is at the end of its useful life and requires removal and disposal of polychlorinated biphenyls in the reservoir's interior coating. In addition, the reservoir has a roof that does not meet current seismic codes, a failing panel craft liner with potential leakage in the upper areas resulting in reduced operating levels, and water quality operational challenges, as the existing reservoir is about three times larger than required. Central Reservoir is also located at an elevation too low relative to the customers it serves and other reservoirs in the Central Pressure Zone, creating unusable storage.

The Project includes replacement of Central Reservoir with three 17-MG tanks within the existing reservoir basin (see Attachment 2, Site Plan) to be located approximately 20 feet higher in elevation than the existing reservoir. The Project would improve water service reliability,

water quality operations, and long-term maintenance by replacing an aging facility and embankment dam with an optimally sized facility that matches the elevations of the other existing reservoirs in the Central Pressure Zone. The higher reservoir elevation would improve operational flexibility by allowing Central Reservoir to support future planned and unplanned outages of other facilities, improve reliability by providing buffer storage to the West of Hills distribution system, and improve water quality by decreasing the required amount of storage and increasing the operating range of the Central Reservoir without impacting customer level of service. The Project includes an option to lease a strip of property and authorize Redwood Day School to construct a private driveway along the north end of the existing reservoir property at Ardley Avenue. This Project supports the District's Long Term Infrastructure Investment Strategic Plan goal.

Review of Environmental Impacts

Pursuant to the California Environmental Quality Act, staff completed a Draft EIR that reviews environmental impacts and proposes mitigation measures to reduce any potentially significant impacts to less than significant, if possible. One environmental impact has been identified as significant and unavoidable – construction noise for limited durations for specific construction equipment – as there are no feasible mitigation measures available that can reduce the impacts to less than significant. Noise impacts considered significant and unavoidable relate to daytime and nighttime construction activities when construction noise can exceed the City of Oakland's daytime (7:00 a.m. to 7:00 p.m.) and nighttime (7:00 p.m. to 7:00 a.m.) noise ordinances. Based on the duration and location of all construction activities, no location (or receptor) would experience noise levels in excess of ordinance levels for more than a total of about 30 work days over the entire 6-year construction period. Pipeline work near the intersection of 25th Avenue and East 29th Street would exceed the nighttime noise ordinance over two consecutive nights when new pipelines are connected to existing pipelines. A number of District standard construction specifications, standard practices from the District's Environmental Compliance Manual, and Engineering Standard Practices will also be incorporated into the Project. These standard specifications and practices are designed to address typical characteristics of District construction projects and reflect generally applicable District standard operating procedures.

Public Outreach

An outreach meeting with City of Oakland staff was held in November 2017, and two neighborhood outreach and scoping meetings were held in September 2017 and February 2018. Two meetings were also held with the Redwood Day School in April and October 2017. The meetings were convened to present the conceptual site and landscape plans, discuss the potential environmental factors to be addressed in the EIR, and receive community input and feedback. Issues and concerns raised by City staff and the community at these meetings included

construction related traffic, aesthetics, hydrology, and noise during construction. The issues and concerns noted are addressed in the Draft EIR.

NEXT STEPS

The Draft EIR will be published on November 15, 2019 with a 60-day public review period ending on January 13, 2020. A public meeting will be scheduled in December 2019 to solicit comments on the Draft EIR. The Final EIR, which will respond to any comments received during the public review period, is scheduled for Board consideration in June 2020. If the Board approves the Final EIR in June 2020, design and construction of the Project will begin in 2024 and 2026, respectively.

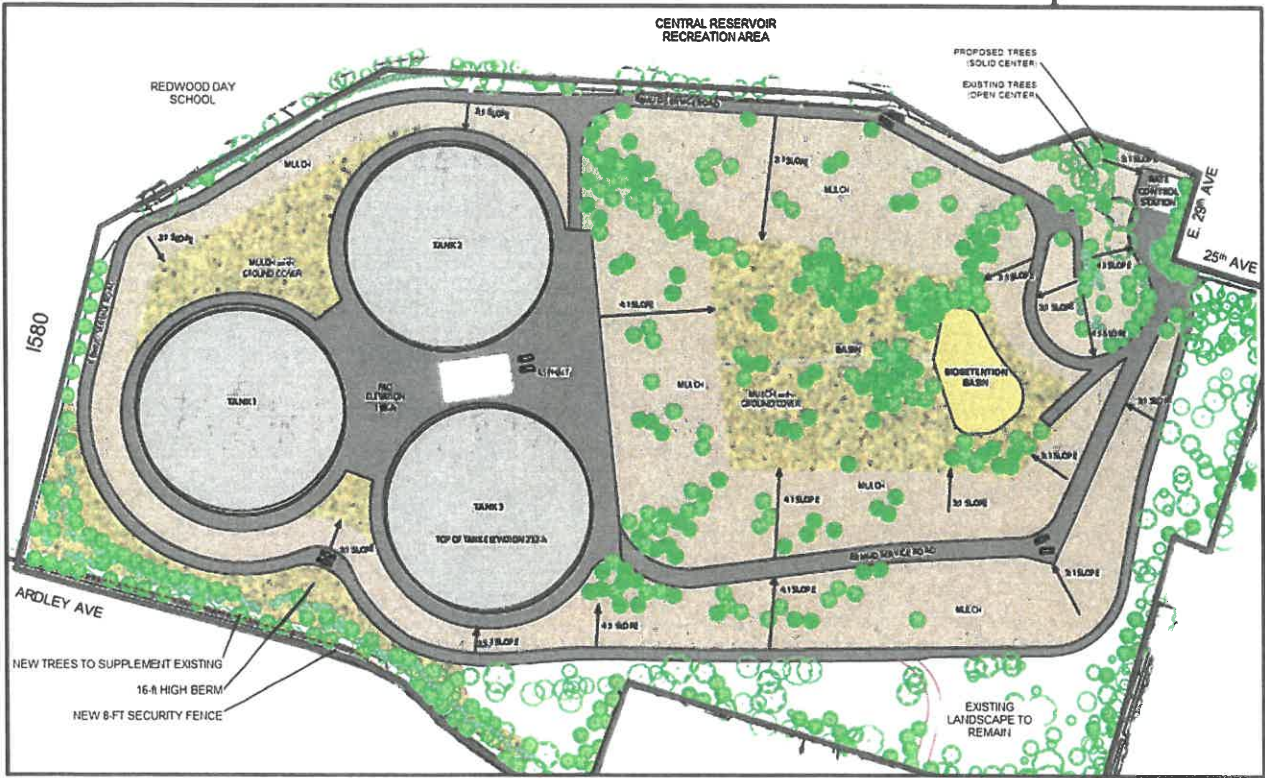
ARC:DJR:sjp

Attachments: 1 - Central Reservoir Site Location
2 - Central Reservoir Proposed Site Plan

Attachment 1: Central Reservoir Site Location



Attachment 2: Central Reservoir Proposed Site Plan



EAST BAY MUNICIPAL UTILITY DISTRICT

DATE: November 7, 2019

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Andrew L. Lee, Manager of Customer and Community Services 

SUBJECT: WaterSmart Software Vendor Service Update

INTRODUCTION

On February 25, 2014, the District approved an agreement with WaterSmart Software (WSS) to provide a customer water consumption reporting and engagement system to promote water conservation awareness and participation in District water conservation services. This service supports the District's Water Supply Management Program 2040 goals, Water Conservation Master Plan (WCMP), and enhances the customer's experience. Simultaneously, the District launched its own internal initiative to develop a Customer Self-Service and Water Conservation Management System Portal to expand customer engagement services and replace the District's Water Conservation Database. To prevent disruption to the more than 150,000 customers that currently depend on WSS for water consumption reporting, the District will continue to utilize WSS until a replacement system is in place. Staff will provide an update on this project at the November 12, 2019 Planning Committee meeting.

DISCUSSION

Background

In June 2013, the District completed a 12-month pilot study wherein Home Water Reports were provided to residential water customers. The result of the pilot study demonstrated a five percent reduction in water use and increased participation in the District conservation rebate and water audit programs among study participants. In September 2013, the District was awarded a Proposition 84 grant of \$240,000 from the Department of Water Resources to help fund customer water conservation and educational incentives, and the District allocated this funding towards expanding the pilot program. On February 25, 2014, the District approved a three-year contract with WSS to provide services to customers. The District launched WSS in July 2014 in the midst of California's severe drought, and it became a critical tool for engaging directly with customers about water conservation and the District's drought response. In September 2017, the contract was extended for two additional years.

Water Report Portal

A key customer engagement feature of the WSS system is individualized “My Water Reports,” which are available to all District customers (e.g., residential, commercial, irrigation, etc.). The reports have helped increase customer communications that promote responsive customer service, conservation awareness, leak notifications, and participation in District water conservation programs.

Customers receiving water reports are directed to an interactive web portal through the District’s single sign-on web self-service page where they can view their consumption in more detail, provide information about their household/business, and develop a water conservation plan. To date, WSS has provided more than 1.7 million “My Water Reports” during the meter reading and billing cycle to more than 150,000 customers. Approximately 40,000 of these customers have signed up for additional services via the WSS online portal. Additionally, nearly 8,000 customers have received leak notifications based on higher than normal use, and feedback has been 93 percent positive.

Utility Dashboard

The WSS system includes a utility dashboard accessible by staff with a range of administrative functionality, including program activity and analytic reports, customer contact management, and views of content delivered to customers. Dashboard tools allow staff to view consumption patterns in order to target resources and develop effective customer outreach.

Extended Messaging

The WSS system also provides a group messenger tool that allows the District to send targeted (bulk) email, text, or automated voice messages to customers. During the recent PG&E Public Safety Power Shutoff events, staff used the group messenger tool to identify and notify customers within the pressure zones affected by the power shutoffs. Through the WSS system, affected customers received timely messages about the District’s response and request for water conservation.

Advanced Metering Infrastructure (AMI) Studies

As a component of the District’s ongoing research into AMI technology, the WSS system is being used to store and present hourly water consumption data to participants in the AMI study. As discussed with the Planning Committee on April 9, 2019, the first phase of the AMI study includes 13,000 accounts distributed throughout the service area. Through the WSS AMI portal, these accounts receive access to hourly consumption data that promotes water and energy conservation savings. The WSS AMI portal also allows automatic leak alerts to be triggered and communicated to participating customers when continuous hourly metered water use is registered. Customers are able to setup high-use notifications when daily use exceeds the seasonal average and bill forecast notifications when they are on track for a high bill. The WSS

system analyzes AMI data to identify customer irrigation periods, creating reports that staff can use to identify customers who are on track for a high bill; staff can then reach out to these customers using the group messenger tool. The study was formally launched on October 1, 2019 and will run through October 2020.

NEXT STEPS

The WSS agreement extension is scheduled for Board consideration on November 26, 2019. The WSS agreement extension would be for two years with three one-year options, for software and portal-hosting services until an in-house system is fully developed. The annual cost would be \$399,900, for a five-year total of \$1,999,500.

ARC:ALL:cb

