



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

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375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

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**Notice of Special Meeting**

**Customer Assistance Program Workshop  
Tuesday, February 9, 2021  
9:00 a.m.  
\*\*Virtual\*\***

At the call of President Doug A. Linney, the Board of Directors has scheduled a Customer Assistance Program (CAP) Workshop for 9:00 a.m. on Tuesday, February 9, 2021. Due to COVID-19 and in accordance with the most recent Alameda County Health Order, and with the Governor's Executive Order N-29-20 which suspends portions of the Brown Act, **this meeting will be conducted by webinar or teleconference only.** In compliance with said orders, a physical location will not be provided for this meeting. These measures will only apply during the period in which state or local public health officials have imposed or recommended social distancing.

The Board will meet in workshop session to discuss 2020 highlights for the District's CAP, COVID-19 impacts on District customers, an implementation plan for an alternative to water shutoffs, and redesign of the District's customer support program. The workshop will also discuss District efforts to collaborate with community groups to address homelessness, work with the cities of Berkeley, Emeryville, and Oakland to implement a CAP component on the cities' sewer collection charges, a strategy to increase CAP enrollment, and next steps to ensure the long-term success of the CAP.

Dated: February 4, 2021

A handwritten signature in blue ink that reads 'Rischa S. Cole' is positioned above a horizontal line.

Rischa S. Cole  
Secretary of the District

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EAST BAY MUNICIPAL UTILITY DISTRICT**

375 - 11th Street, Oakland, CA 94607

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**AGENDA**  
**Special Meeting**  
**Customer Assistance Program Workshop**  
**Tuesday, February 9, 2021**  
**9:00 a.m.**  
***\*\*Virtual\*\****

**Location**

Due to COVID-19 and in accordance with the most recent Alameda County Health Order, and with the Governor's Executive Order N-29-20 which suspends portions of the Brown Act, **this meeting will be conducted by webinar or teleconference only.** In compliance with said orders, a physical location will not be provided for this meeting. These measures will only apply during the period in which state or local public health officials have imposed or recommended social distancing.

*Board members will participate via webinar or teleconference*

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

**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.

**DISCUSSION:**

1. Staff will discuss 2020 highlights for the District's Customer Assistance Program (CAP), COVID-19 impacts on District customers, redesign of the customer support program, an implementation plan for an alternative to water shutoffs, efforts to collaborate with community groups to address homelessness, work with the cities of Berkeley, Emeryville, and Oakland to implement a CAP component on the cities' sewer collection charges, a strategy to increase CAP enrollment, and next steps to ensure the long-term success of the CAP. (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 11<sup>th</sup> Street, Oakland, California, during normal business hours, and can be viewed on our website at [www.ebmud.com](http://www.ebmud.com).*

**Customer Assistance Program Workshop**  
**Tuesday, February 9, 2021**  
**9:00 a.m.**

EBMUD public Board meetings will be conducted via Zoom.  
*Board workshops are recorded, live-streamed, and posted on the District's website.*

*Please visit this page beforehand to familiarize yourself with Zoom.*  
<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

*Online*

<https://ebmud.zoom.us/j/96857467887?pwd=bUg2ajZ3eC9RZlRkWk5hTGh1ZzZkdz09>

Webinar ID: 968 5746 7887

Passcode: 717279

*By Phone*

Telephone: 1 669 900 6833

Webinar ID: 968 5746 7887

Passcode: 717279

International numbers available: <https://ebmud.zoom.us/j/abEYB64Uj6>

**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.

If you wish to provide public comment please:

- Use the raise hand feature in Zoom to indicate you wish to make a public comment  
<https://support.zoom.us/hc/en-us/articles/205566129-Raising-your-hand-in-a-webinar>
  - 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
- The Secretary will call each speaker in the order received
- 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
- 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 keep track of time and inform each speaker when his/her allotted time has concluded

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**To observe the Customer Assistance Program Workshop, please visit:**  
<https://www.ebmud.com/about-us/board-directors/board-meetings/>

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