



**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 Time and Location Change**

**FINANCE/ADMINISTRATION  
COMMITTEE MEETING  
Tuesday, March 23, 2021  
8:30 a.m.  
\*\*Virtual\*\***

Notice is hereby given that the Tuesday, March 23, 2021 Finance/Administration Committee Meeting of the Board of Directors has been rescheduled from 10:00 a.m. to 8:30 a.m.

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 via webinar and 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.

Dated: March 18, 2021

A handwritten signature in blue ink that reads 'Rischa S. Cole'.

Rischa S. Cole  
Secretary of the District

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

375 – 11<sup>th</sup> Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

**AGENDA  
Finance/Administration Committee  
Tuesday, March 23, 2021  
8:30 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 via webinar and 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.

*Committee Members William B. Patterson {Chair}, John A. Coleman and Andy Katz  
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.

**DETERMINATION AND DISCUSSION:**

1. Monthly Investment Transactions Report (Skoda)
2. Electronic Bill Presentment and Payment and Payment Processing 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](http://www.ebmud.com).*

**Finance/Administration Committee Meeting**  
**Tuesday, March 23, 2021**  
**8:30 a.m.**

EBMUD public Board meetings will be conducted via Zoom.  
*Board committee meetings are recorded, and live-streamed 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/92433162059?pwd=emM4YjRrQTJtK3M0NnAxTDRoVzh5Zz09>

**Webinar ID:** 924 3316 2059

Passcode: 282322

By Phone

Telephone: 1 669 900 6833

**Webinar ID:** 924 3316 2059

Passcode: 282322

International numbers available: <https://ebmud.zoom.us/u/aenhgE9mWR>

**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 Committee Chair 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 Finance/Administration Committee Meeting,**  
**please visit:** <https://www.ebmud.com/about-us/board-directors/board-meetings/>

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## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: March 18, 2021

MEMO TO: Board of Directors

THROUGH: Clifford C. Chan, General Manager *CCC*

FROM: Sophia D. Skoda, Director of Finance *SDS*

SUBJECT: Monthly Investment Transactions Report

### SUMMARY

In accordance with Policy 4.07 – Investment Policy, staff prepares a monthly transactions report for the Finance/Administration Committee to review and for the Board to consider each month. The February 2021 report is being submitted to the Board for consideration. This report will be presented at the March 23, 2021 Finance/Administration Committee meeting.

### DISCUSSION

Pursuant to Policy 4.07 – Investment Policy, staff prepares a monthly report of investment transactions (buys, sales, deposits, withdrawals) as well as transactions that occur as a feature of the securities held (interest, calls, maturities). Information on portfolio performance, balances, and other factors are presented in the quarterly investment report.

In February 2021, the portfolio decreased from \$795.4 million to \$791.0 million. Net transactions decreased the total by \$4.5 million. Interest received added \$0.1 million to the portfolio. Deposits into short-term liquidity funds totaled \$8.4 million, and \$11.0 million was withdrawn. The District purchased \$13.5 million in securities, and \$55.5 million in securities matured. No securities were called or sold. Net transactions at the District's commercial bank resulted in an increase of \$40.0 million.

CCC:SDS:RLH

Attachment

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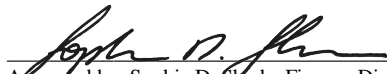
## **Monthly Investment Transactions Report**

### **February 2021**

This report is presented to the Board pursuant to Government Code Section 53607 and in accordance with the District's Investment Policy 4.07.

The attached report details transactions in the District's portfolio as follows:

- **Monthly Investment Transactions Summary** **Page 1**
- **Monthly Investment Activity** **Page 2**
  - Buys Page 3
  - Deposits Page 4
  - Matured Page 5
  - Calls Page 6
  - Sales Page 7
  - Withdrawals Page 8
- **Monthly Interest Activity** **Page 9**
  - Interest Received (Transferred to Wells Fargo) Page 10
  - Interest Received (Reinvested) Page 11

  
Approved by: Sophia D. Skoda, Finance Director

03/09/2021  
Date

SDS:AMM:aw



**EAST BAY MUNICIPAL UTILITY DISTRICT**  
**Monthly Investment Transactions Summary**  
**February 2021**

Portfolio	Beginning Balance*	Monthly Net Transaction Activity	Monthly Interest Activity	Ending Balance
001 - Water System Consolidated	646,553,262.67	(37,295,000.00)	9,653.73	609,267,916.40
007 - Wastewater Consolidated	86,080,446.88	(4,645,000.00)	1,730.45	81,437,177.33
049 - Ferc Partnership	2,000,000.00	-	-	2,000,000.00
009 - BACWA	2,262,600.00	-	-	2,262,600.00
015 - DERWA	1,000,000.00	-	-	1,000,000.00
002 - FRWA	1,000,000.00	-	-	1,000,000.00
014 - IICP	150,500.00	-	-	150,500.00
010 - UMRWA	64,000.00	-	-	64,000.00
003 - Employees Retirement	11,344,961.86	(2,549,000.00)	-	8,795,961.86
099 - Wells Fargo**	44,922,494.36	39,974,825.38	111,545.23	85,008,864.97
<b>Total</b>	<b>795,378,265.77</b>	<b>(4,514,174.62)</b>	<b>122,929.41</b>	<b>790,987,020.56</b>

\* Portfolio balance presented at face value.

\*\*Wells Fargo's month-end available balance per bank statement. Gross amount; not allocated by fund and not included in balances above.

Anjanique Walsh  
 Prepared by: Anjanique Walsh, Accounting Technician

Sandy Lindley  
 Reviewed by: Sandy Lindley, Accounting Supervisor

Andrea Miller  
 Approved by: Andrea M. Miller, Controller

3/5/2021  
 Date

3/5/2021  
 Date

3/8/2021  
 Date





**EAST BAY MUNICIPAL UTILITY DISTRICT**  
**Monthly Investment Activity**  
**February 2021**

Portfolio	Buys	Deposits	Matured	Calls	Sales	Withdrawals	Non-Investment Transactions*	Net Transaction Activity
001 - Water System Consolidated	13,515,000.00	-	(50,810,000.00)	-	-	-	-	(37,295,000.00)
007 - Wastewater Consolidated	-	-	(4,645,000.00)	-	-	-	-	(4,645,000.00)
049 - Ferc Partnership	-	-	-	-	-	-	-	-
009 - BACWA	-	-	-	-	-	-	-	-
015 - DERWA	-	-	-	-	-	-	-	-
002 - FRWA	-	-	-	-	-	-	-	-
014 - IICP	-	-	-	-	-	-	-	-
010 - UMRWA	-	-	-	-	-	-	-	-
003 - Employees Retirement	-	8,406,000.00	-	-	-	(10,955,000.00)	-	(2,549,000.00)
065 - Water S2008A DSRF	-	-	-	-	-	-	-	-
068 - Water 2010A DSRF	-	-	-	-	-	-	-	-
<b>Investment Activity Total</b>	<b>13,515,000.00</b>	<b>8,406,000.00</b>	<b>(55,455,000.00)</b>	<b>-</b>	<b>-</b>	<b>(10,955,000.00)</b>	<b>-</b>	<b>(44,489,000.00)</b>
099 - Wells Fargo	(13,515,000.00)	(8,406,000.00)	55,455,000.00	-	-	10,955,000.00	(4,514,174.62)	39,974,825.38
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(4,514,174.62)</b>	<b>(4,514,174.62)</b>

\*Non-investment transactions are net receipts and expenditures in Wells Fargo resulting from activities other than investment and interest transactions detailed in this report.

Reviewed by: Damien Charléty, Principal Mgmt Analyst

Approved by: Robert L. Hannay, Treasury Manager

Date

3/9/2021

Date



EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Investment Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Buys</b>										
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLB 1.625 11/19/2021	3130AHJY0	02/18/2021	02/19/2021	11/19/2021	7,260,000.00	7,344,942.00	29,493.75	7,374,435.75
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLB 3 10/12/2021	3130AF5B9	02/18/2021	02/19/2021	10/12/2021	6,255,000.00	6,373,951.34	66,198.75	6,440,150.09
<b>Total</b>							<b>13,515,000.00</b>			

<b>13,515,000.00</b>	<b>13,718,893.34</b>	<b>95,692.50</b>	<b>13,814,585.84</b>
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EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Investment Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Deposits</b>										
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	02/05/2021	02/05/2021	N/A	4,205,000.00	4,205,000.00	0.00	4,205,000.00
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	02/18/2021	02/18/2021	N/A	4,201,000.00	4,201,000.00	0.00	4,201,000.00
<b>Total</b>							<b>8,406,000.00</b>			

<b>8,406,000.00</b>	<b>8,406,000.00</b>	<b>0.00</b>	<b>8,406,000.00</b>
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**EAST BAY MUNICIPAL UTILITY DISTRICT**  
**Monthly Investment Activity**  
**February 2021**

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Matured</b>										
001 - Water System Consolidated	Municipal Bonds	Highland Redevelopment Agency Succes	430034AV0	02/01/2021	02/01/2021	02/01/2021	810,000.00	810,000.00	0.00	810,000.00
001 - Water System Consolidated	US Treasuries	T-Bill 0 2/4/2021	9127963W7	02/04/2021	02/04/2021	02/04/2021	10,000,000.00	10,000,000.00	0.00	10,000,000.00
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLMC 2.375 2/16/2021	3137EAEL9	02/16/2021	02/16/2021	02/16/2021	6,000,000.00	6,000,000.00	0.00	6,000,000.00
001 - Water System Consolidated	US Treasuries	T-Bill 0 2/18/2021	9127964D8	02/18/2021	02/18/2021	02/18/2021	34,000,000.00	34,000,000.00	0.00	34,000,000.00
<b>Total</b>							<b>50,810,000.00</b>			
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FHLB 1.375 2/18/2021	3130A7CV5	02/18/2021	02/18/2021	02/18/2021	1,645,000.00	1,645,000.00	0.00	1,645,000.00
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FNMA 1.375 2/26/2021	3135G0J20	02/26/2021	02/26/2021	02/26/2021	3,000,000.00	3,000,000.00	0.00	3,000,000.00
<b>Total</b>							<b>4,645,000.00</b>			

<b>55,455,000.00</b>	<b>55,455,000.00</b>	<b>0.00</b>	<b>55,455,000.00</b>
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EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Investment Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Calls										

\*No Transactions this Period\*

0.00	0.00	0.00	0.00
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EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Investment Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Sales										

\*No Transactions this Period\*

0.00	0.00	0.00	0.00
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EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Investment Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Withdrawals</b>										
003 - Employees Retirement	LAIF	LAIF LGIP	LGIP1005	02/25/2021	02/25/2021	N/A	10,955,000.00	10,955,000.00	0.00	10,955,000.00
<b>Total</b>							<b>10,955,000.00</b>			

10,955,000.00	10,955,000.00	0.00	0.00
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**EAST BAY MUNICIPAL UTILITY DISTRICT**  
**Monthly Interest Activity**  
**February 2021**

Portfolio	Total Interest Received	Interest Transferred to Wells Fargo*	Net Interest Activity (Reinvested)**
001 - Water System Consolidated	89,210.88	(79,557.15)	9,653.73
007 - Wastewater Consolidated	33,718.53	(31,988.08)	1,730.45
049 - Ferc Partnership	-	-	-
009 - BACWA	-	-	-
015 - DERWA	-	-	-
002 - FRWA	-	-	-
014 - IICP	-	-	-
010 - UMRWA	-	-	-
003 - Employees Retirement	-	-	-
065 - Water S2008A DSRF	-	-	-
068 - Water 2010A DSRF	-	-	-
<b>Interest Transactions Total</b>	<b>122,929.41</b>	<b>(111,545.23)</b>	<b>11,384.18</b>
<b>099 - Wells Fargo</b>	<b>-</b>	<b>111,545.23</b>	<b>111,545.23</b>
<b>Total</b>	<b>122,929.41</b>	<b>-</b>	<b>122,929.41</b>

\*Coupon and other interest received; reinvestment unavailable.

\*\*Coupon and other interest payments reinvested in specific portfolio.

Anjanique Walsh  
 Prepared by: Anjanique Walsh, Accounting Technician  
Sandy Lindley  
 Reviewed by: Sandy Lindley, Accounting Supervisor  
Andrea Miller  
 Approved by: Andrea M. Miller, Controller

3/5/2021  
 Date  
3/5/2021  
 Date  
3/8/2021  
 Date





EAST BAY MUNICIPAL UTILITY DISTRICT  
Monthly Interest Activity  
February 2021

Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Interest Received (Transferred to Wells Fargo)</b>										
001 - Water System Consolidated	Municipal Bonds	Highland Redevelopment Agency Successor	430034AV0	02/01/2021	02/01/2021	02/01/2021	0.00	0.00	8,100.00	8,100.00
001 - Water System Consolidated	Federal Agency Issues Coupon	FHLMC 2.375 2/16/2021	3137EAEL9	02/16/2021	02/16/2021	02/16/2021	0.00	0.00	71,250.00	71,250.00
001 - Water System Consolidated	Money Market Mutual Funds	Fidelity Investments MM	MM4022	02/26/2021	02/26/2021	N/A	0.00	0.00	207.15	207.15
								<b>Total</b>		<b>79,557.15</b>
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FHLB 1.375 2/18/2021	3130A7CV5	02/18/2021	02/18/2021	02/18/2021	0.00	0.00	11,309.38	11,309.38
007 - Wastewater Consolidated	Money Market Mutual Funds	Fidelity Investments MM	MM4022	02/26/2021	02/26/2021	N/A	0.00	0.00	53.70	53.70
007 - Wastewater Consolidated	Federal Agency Issues Coupon	FNMA 1.375 2/26/2021	3135G0J20	02/26/2021	02/26/2021	02/26/2021	0.00	0.00	20,625.00	20,625.00
								<b>Total</b>		<b>31,988.08</b>

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0.00      0.00      111,545.23      111,545.23



**EAST BAY MUNICIPAL UTILITY DISTRICT**  
**Monthly Interest Activity**  
**February 2021**


Portfolio Name	Asset Class	Description	CUSIP/Ticker	Trade Date	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
<b>Interest Received (Reinvested)</b>										
001 - Water System Consolidated	Local Government Investment Pool	CalTRUST LGIP	CALTRUST923C	02/26/2021	02/26/2021	N/A	0.00	0.00	443.13	443.13
001 - Water System Consolidated	Local Government Investment Pool	CAMP LGIP	CAMP6035	02/26/2021	02/26/2021	N/A	0.00	0.00	8,455.43	8,455.43
001 - Water System Consolidated	Money Market Mutual Funds	Federated MM	MM3767	02/26/2021	02/26/2021	N/A	0.00	0.00	210.77	210.77
001 - Water System Consolidated	Money Market Mutual Funds	Morgan Stanley IMM	0852	02/26/2021	02/26/2021	N/A	0.00	0.00	544.40	544.40
									<b>Total</b>	<b>9,653.73</b>
007 - Wastewater Consolidated	Local Government Investment Pool	CAMP LGIP	CAMP6035	02/26/2021	02/26/2021	N/A	0.00	0.00	1,535.62	1,535.62
007 - Wastewater Consolidated	Money Market Mutual Funds	Federated MM	MM3767	02/26/2021	02/26/2021	N/A	0.00	0.00	54.39	54.39
007 - Wastewater Consolidated	Money Market Mutual Funds	Morgan Stanley IMM	0852	02/26/2021	02/26/2021	N/A	0.00	0.00	140.44	140.44
									<b>Total</b>	<b>1,730.45</b>
							<b>0.00</b>	<b>0.00</b>	<b>11,384.18</b>	<b>11,384.18</b>


## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: March 18, 2021

MEMO TO: Board of Directors

THROUGH: Clifford C. Chan, General Manager 

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

SUBJECT: Electronic Bill Presentment and Payment and Payment Processing Update

### SUMMARY

The District offers customers many secure and cost-effective bill payment options, and electronic payments now account for over 70 percent of the District's total payments. The number of customers using traditional bill payment methods (e.g., U.S. Mail, drop box) has decreased. This memo provides an update on the various payment options, trends, and efforts to ensure business continuity for mailed-in payment processing. An update will be provided at the March 23, 2021 Finance/Administration Committee meeting.

### DISCUSSION

District customers have steadily shifted from mailing in payments to using electronic bill payment options. Between 2000 and 2021, electronic payments have increased from 15 percent to 70 percent. The District currently offers four electronic payment options and services:

1. Electronic Bill Presentment and Payment (EBPP) – Customers can sign up to receive and pay their bills online on the District website
2. Home Banking and Automated Clearing House (ACH) – Customers can receive their bills and initiate payments directly through their bank's online bill payment service
3. Credit Card – Customers can make a one-time credit card payment either online or by phone
4. Automated Bill Pay (ABP) – Customers can sign up for this service and the District automatically transfers money from their bank account on the bill due date

### Bill Payment Costs

The table below shows the cost of each payment option and customer utilization in 2020. The EBPP option is the most cost-effective for both the District and customers. EBPP allows customers to receive and pay their bills electronically and reduces the District's bill printing, mailing, and processing costs. Additionally, EBPP payments eliminate the customer's need to write a check, pay postage, or incur other payment processing fees levied by third-party vendors.

<b>Payment Option</b>	<b>Processing Cost per Payment</b>	<b>2020 Customer Payment Utilization (%)</b>
EBPP Enrolled	\$0.35	26
ABP	\$0.67	14
Credit Card	\$0.72	8
Home Banking and ACH	\$0.91	22
Pay Station	\$1.08	1
Mailed-In Payment	\$1.16	28
Drop Box	\$4.69	1

In 2020, the District received and processed nearly three million payment transactions and collected over \$769 million of which \$279 million in payments were mailed-in. While the District can process electronic payments at any location, mailed-in payments are processed in the Administration Building using machines that require costly annual maintenance and periodic replacements. With the decline of mailed-in payments, these machines are used only one to two hours a day to process mailed-in payments.

At the April 23, 2019 Finance/Administration Committee meeting, staff presented a business continuity plan for mailed-in payment processing. The Committee directed staff to pursue a lockbox service. Lockbox service would require District customers to mail payments to a third-party payment processor (vendor), in lieu of the District. The vendor would scan the payments and provide the District with an electronic notification as each payment is processed. Staff would continue processing mailed-in payments that cannot be automatically processed by the vendor. Staff completed the technical requirements and verified a lockbox service is available in the District's contract with Wells Fargo bank.

A lockbox service would eliminate the need to purchase and maintain expensive replacement payment processing machines and software. Using a lockbox service would free up staff to focus on other duties. In addition, a lockbox service would allow the District to maintain business continuity through Wells Fargo's multiple payment processing facilities outside the Bay Area. In a scenario where one facility is impacted by an emergency, payment processing can be shifted to another facility. The District does not have this redundancy, and implementing a lockbox service would eliminate a potential threat to 28 percent of the District's total revenue in the event of an emergency.

## **FISCAL IMPACT**

The annual cost of a lockbox service would be approximately \$260,000 based on the number of mailed-in payments received during 2020. This cost would be offset by a one-time savings of \$230,000 by not replacing outdated equipment and eliminating the \$60,000 in annual maintenance and software costs for the District's payment processing machines. The annual cost

for a lockbox service would likely decrease over time as more customers shift to electronic payments.

On July 31, 2020, Local 2019 was first notified of the lockbox service solution. Local 2019 raised issues with the cost of this service and has concerns about the efficiency gains resulting in a reduction of work. Follow-up meetings were held with Local 2019 on September 9, October 14, and December 9, 2020. The District and Local 2019 were unable to resolve the issues.

## **NEXT STEPS**

Staff recommends activating the lockbox service feature in its Wells Fargo contract. At its April 13, 2021 meeting, the Board will be asked to consider increasing the contract amount with Wells Fargo by \$260,000 annually for five years. To further increase usage, staff will continue to promote and advertise electronic payment options through targeted customer correspondence with benefit-oriented messaging. Other planned activities to promote electronic payments include combining EBPP information with Customer Assistance Program outreach materials and sharing EBPP information through Contact Center interactions.

CCC:ALL:dlb