



URBAN WATER MANAGEMENT PLAN 2020

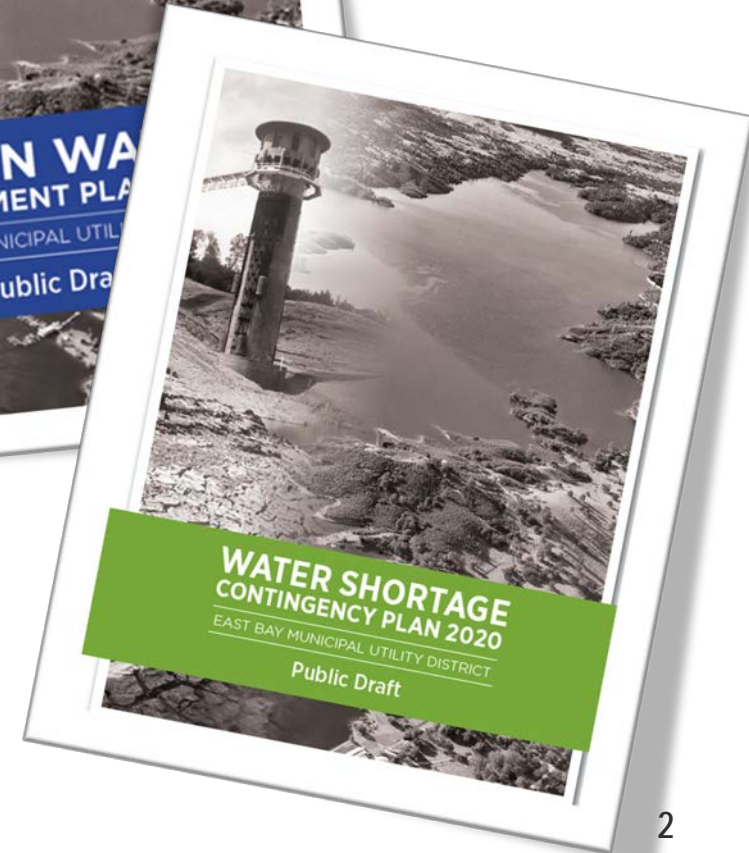
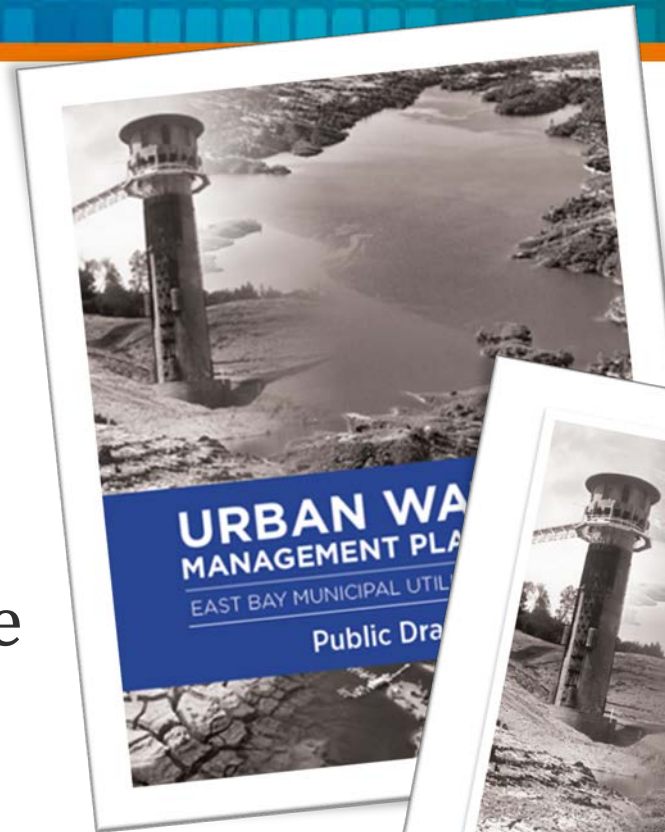
PUBLIC DRAFT



Public Hearing
May 11, 2021

Public Hearing

- Draft 2020 UWMP
- Draft 2020 WSCP
- UWMP 2020 Timeline
- Public Comments



Draft UWMP/WSCP 2020: Comments Submittal

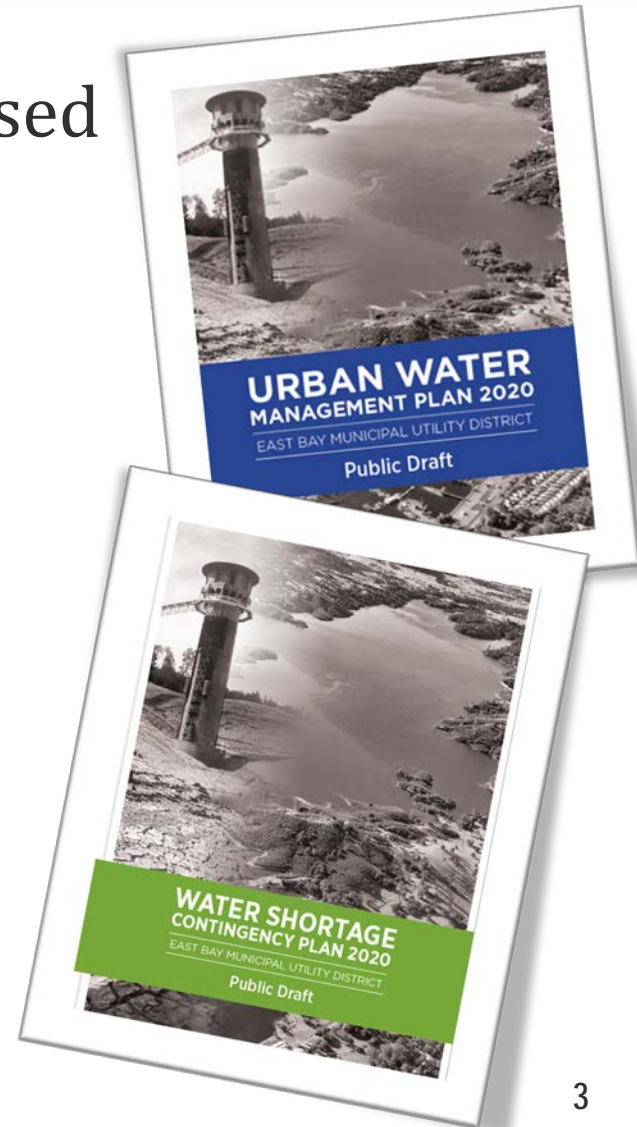


Draft 2020 UWMP/WSCP can be accessed
via <http://www.ebmud.com/uwmp>

Submit written comments to:

- uwmp2020@ebmud.com
- Attn: Ms. S. Cheng
Water Resources Planning Division, EBMUD
PO BOX 24055, MS 901
Oakland CA, 94623-1055

by May 12, 2021 at 4:30pm



Supply-Demand Assessment



1 Base Condition

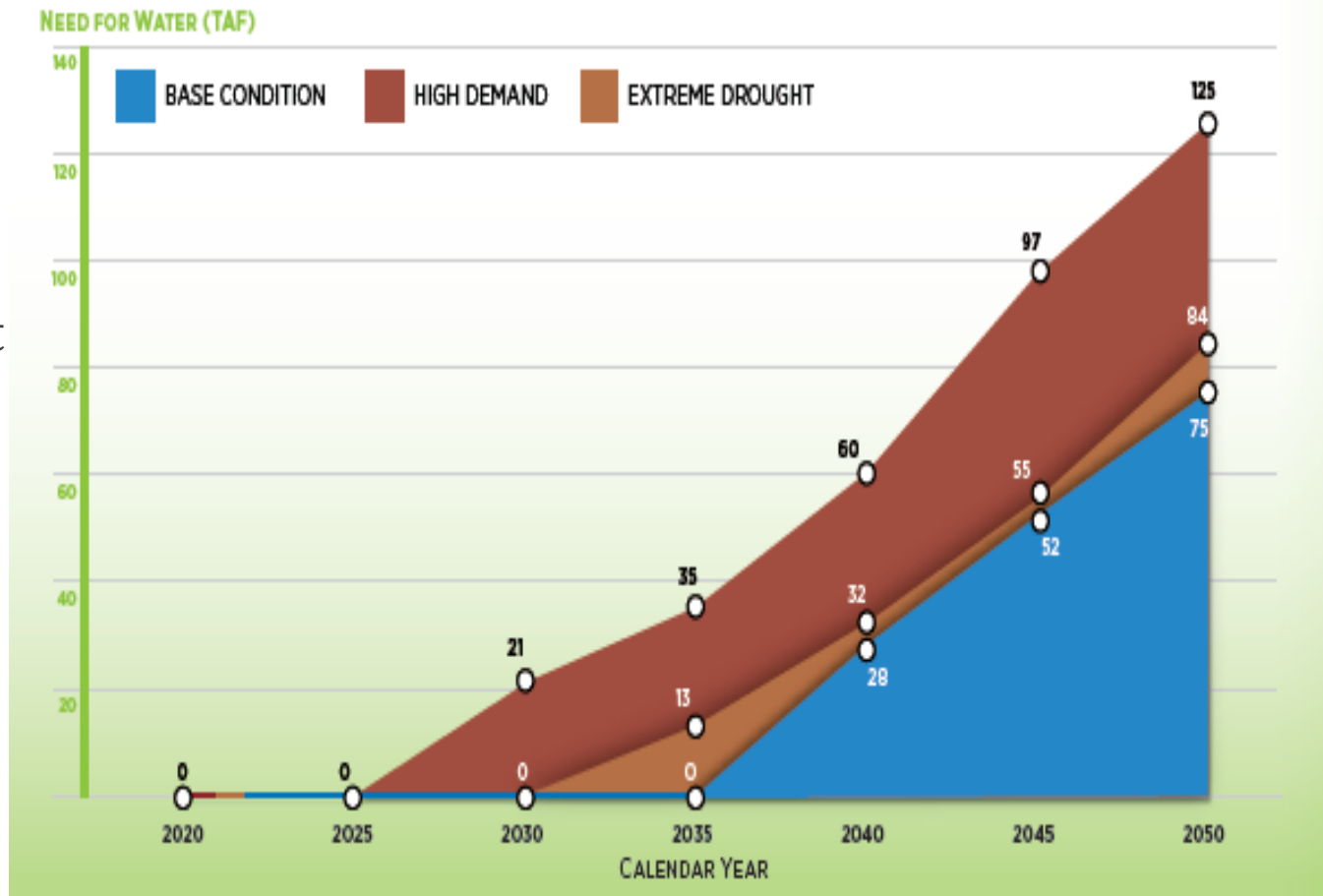
2 High Demand

3 Extreme Drought

- Updated Upcountry Diversion LOD
- CVP Schedule
- 2020 DMP Guidelines
- Projected Demands through 2050

FIGURE W-3

DPS WITH THREE SCENARIOS



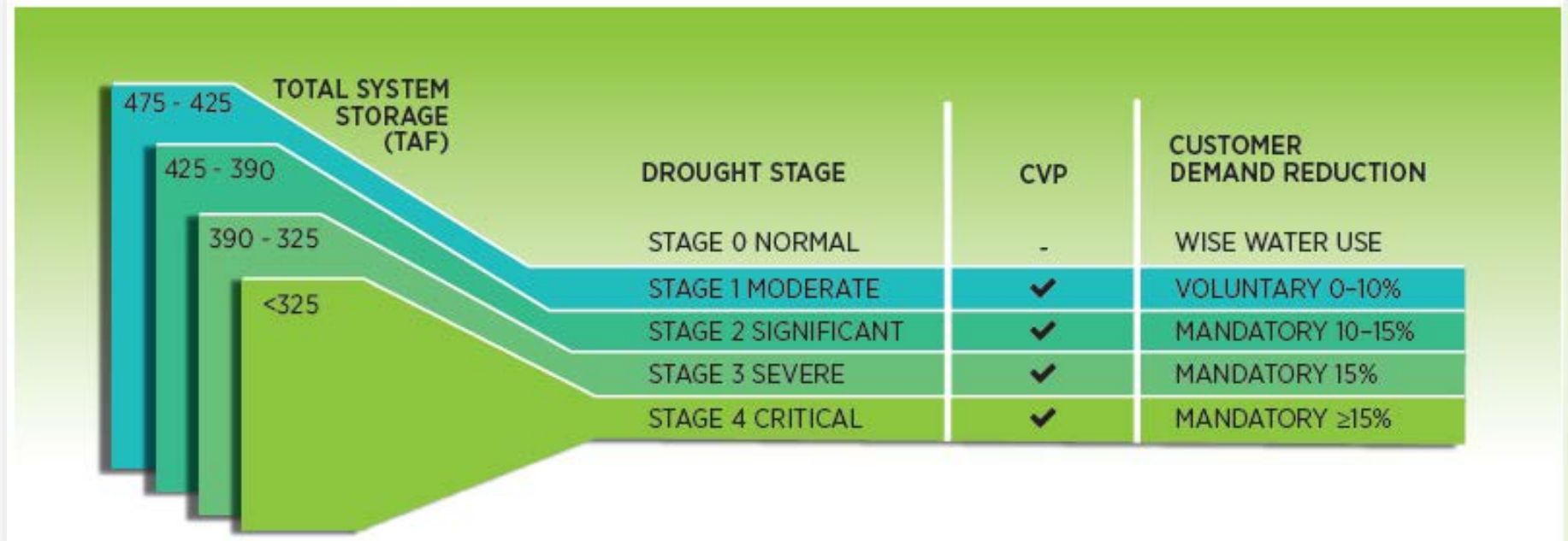
Draft 2020 Water Shortage Contingency Plan (WSCP)



- Sets criteria to determine shortage levels and corresponding response actions/demand management measures to implement

FIGURE W-5

DROUGHT MANAGEMENT PROGRAM GUIDELINES



Supplemental Water Supply and Costs

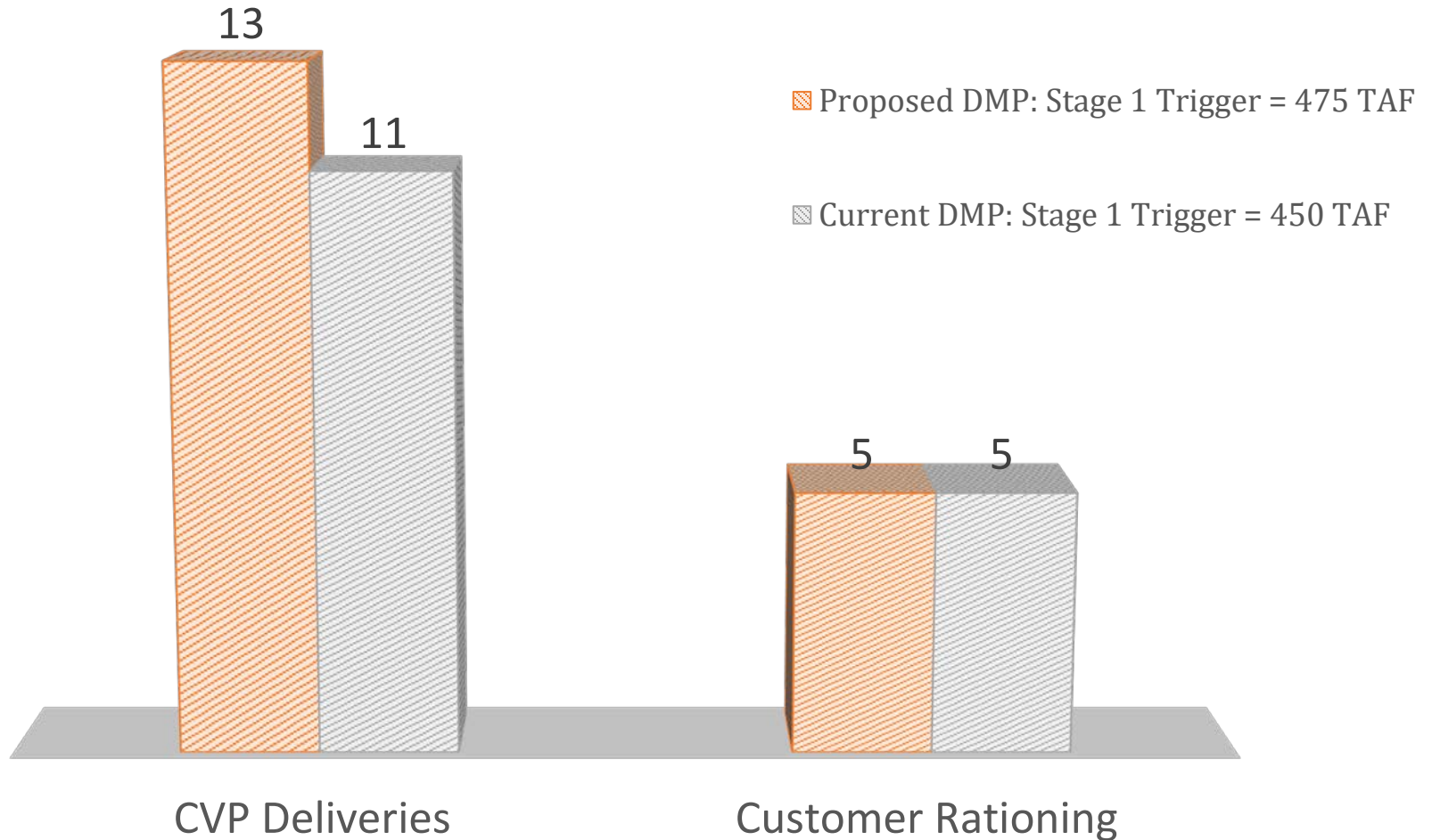


	CVP Allocation (TAF)	CVP delivery (TAF)	Unused CVP Allocation (TAF)	Transfers Delivery (TAF)	CVP Water Cost/AF	Transfer Water Cost/AF
2014	67	19	48	5	\$75	\$79
2015	33	33	0	25	\$75	\$525-\$775

DMP Model Results



FIGURE 3: OVER 94-YEAR HYDROLOGIC PERIOD, NUMBER OF TIMES RESPONSE ACTION TRIGGERED

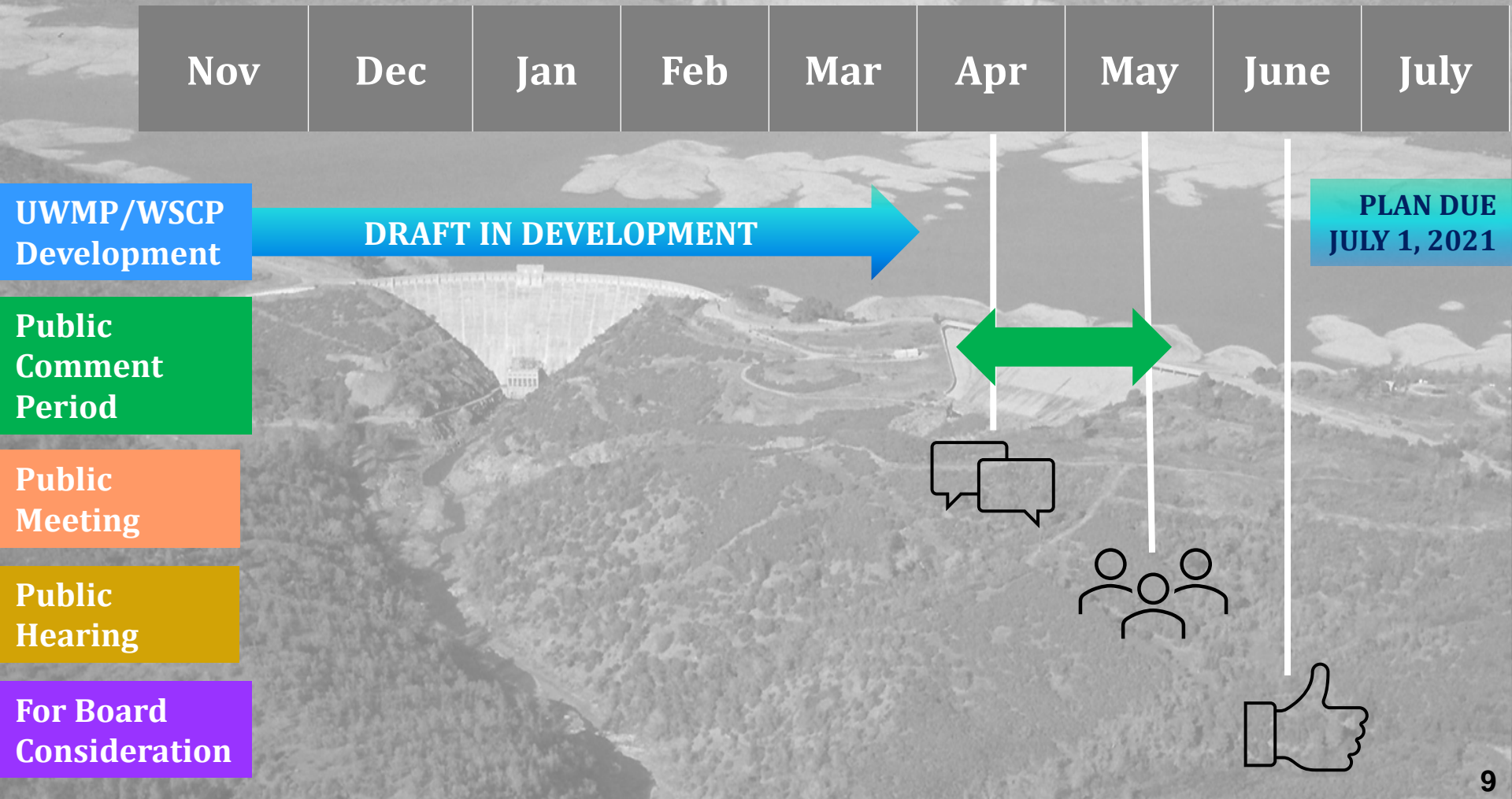


Impact of Delaying Central Valley Project (CVP) Water Deliveries



- Reduced availability of CVP water in later drought years.
- Increased expense of supplemental water supplies
- Increased risk to availability of water for temperature management in reservoirs
- Increased need for higher customer water use reductions

UWMP/WSCP 2020 Timeline





URBAN WATER MANAGEMENT PLAN 2020

PUBLIC DRAFT



Thank you.

GM's Report on Water and Wastewater Schedule of Rates and Charges, Capacity Charges and Other Fees and Setting Public Hearing Date

Board of Directors
May 11, 2021

Agenda



- Budget and rates calendar
- Prop 218 rates and charges
- Other fees, charges, and regulations
- Next steps

Budget and Rates Calendar



Budget Workshop #1

January 26, 2021

Budget Workshop #2

March 23, 2021

- Biennial Budget FY22 & FY23
- FY22 & FY23 Prop 218 rates and charges

Mail Proposition 218 Notice

April 23, 2021

FY22 & FY23 Budget Rates Webinar

May 6, 2021

Board Meeting

May 11, 2021

- **GM's report on rates & charges**

Board Meeting

June 8, 2021

- Public hearing on rates and charges
- Board consideration of budget and rates

FY22 Rates & Charges Effective

July 1, 2021

Prop 218 Rates and Charges

FY22 and FY23 Rates Developed from Proposed Budget



- Increase in Rate Revenue Requirement for FY22 and FY23 Proposed Biennial Budget
 - FY22: 4.0%, FY23: 4.0% for both Water and Wastewater
- Proposed Rates follow Cost of Service Study
 - Water and Wastewater individual rates and charges increase approximately 4.0%/4.0%
- Consistent with Board Policy and Proposition 218
- Schedule L – Drought Rate Surcharges remain in effect in event of a more severe water shortage
 - Stage 1: Voluntary rationing and 0% drought surcharge

Water and Wastewater System FY22 & FY23 Proposed Rate Increases



	Proposed		Projected		
	FY22	FY23	FY24	FY25	FY26
Water*	4.0%	4.0%	4.0%	4.0%	4.0%
Wastewater	4.0%	4.0%	4.0%	4.0%	4.0%

*Previous projections made in 2019 of water rate increases for FY22-24 were 5% each year

Monthly Water and Wastewater Impacts – Average SFR



	FY21 Current	FY22 Proposed	Change		FY23 Proposed	Change	
Water – 8 Ccf/mo	\$63.47	\$66.00	\$2.53	4.0%	\$68.66	\$2.66	4.0%
Wastewater* – 6 Ccf/mo	\$23.02	\$23.91	\$0.89	3.9%	\$24.89	\$0.98	4.1%

*Wastewater treatment charges collected on the water bill; does not include Wet Weather Facilities Charge collected on property tax bill. Typical homeowners who pay the wastewater treatment charges and the Wet Weather Facilities Charge will see an increase in their annual charges of 4.0% in FY22 and 4.0% in FY23.

Monthly Single-Family Residential Customer Impacts – Water



	SFR Use (Ccf)	FY21 Bill*	Proposed FY22 Bill*	Change	Proposed FY23 Bill*	Change
25 th Percentile	4	\$44.87	\$46.66	4.0%	\$48.54	4.0%
50 th Percentile	6	\$53.37	\$55.50	4.0%	\$57.74	4.0%
75 th Percentile	10	\$75.17	\$78.16	4.0%	\$81.30	4.0%
95 th Percentile	24	\$172.03	\$178.88	4.0%	\$186.02	4.0%
Average SFR Use**	8	\$63.47	\$66.00	4.0%	\$68.66	4.0%

*Bill does not include elevation surcharge paid by customers at higher elevations

**8 Ccf/month represents recent average single family residential use

Monthly Single-Family Residential Customer Impacts – Wastewater



Wastewater Treatment Charge*	Use (Ccf)	FY21 Bill**	Proposed FY22 Bill**	Change	Proposed FY23 Bill**	Change
Single-Family Residential Avg	6	\$23.02	\$23.91	3.9%	\$24.89	4.1%
Single-Family Residential Max	9	\$26.98	\$28.02	3.9%	\$29.18	4.1%

*The District also collects an annual Wet Weather Facilities Charge from all properties connected to the wastewater system

**Bill includes \$0.20 per month SF Bay Pollution Prevention Fee for residential customers

Non-Residential Wastewater Treatment Rates



Wastewater Treatment Charge*	FY21 Current per CCF	FY22 Proposed per CCF	Change	FY23 Proposed per CCF	Change
Restaurants	\$6.06	\$6.30	4.0%	\$6.56	4.1%
Hotels	\$4.36	\$4.53	3.9%	\$4.71	4.0%
Hospitals	\$2.68	\$2.78	3.7%	\$2.90	4.3%
Retail/Office	\$2.94	\$3.06	4.1%	\$3.19	4.2%

*The District also collects an annual Wet Weather Facilities Charge from all properties connected to the wastewater system. Bill includes \$5.48 per month SF Bay Pollution Prevention Fee for non-residential customers.

Wet Weather Facilities Charge

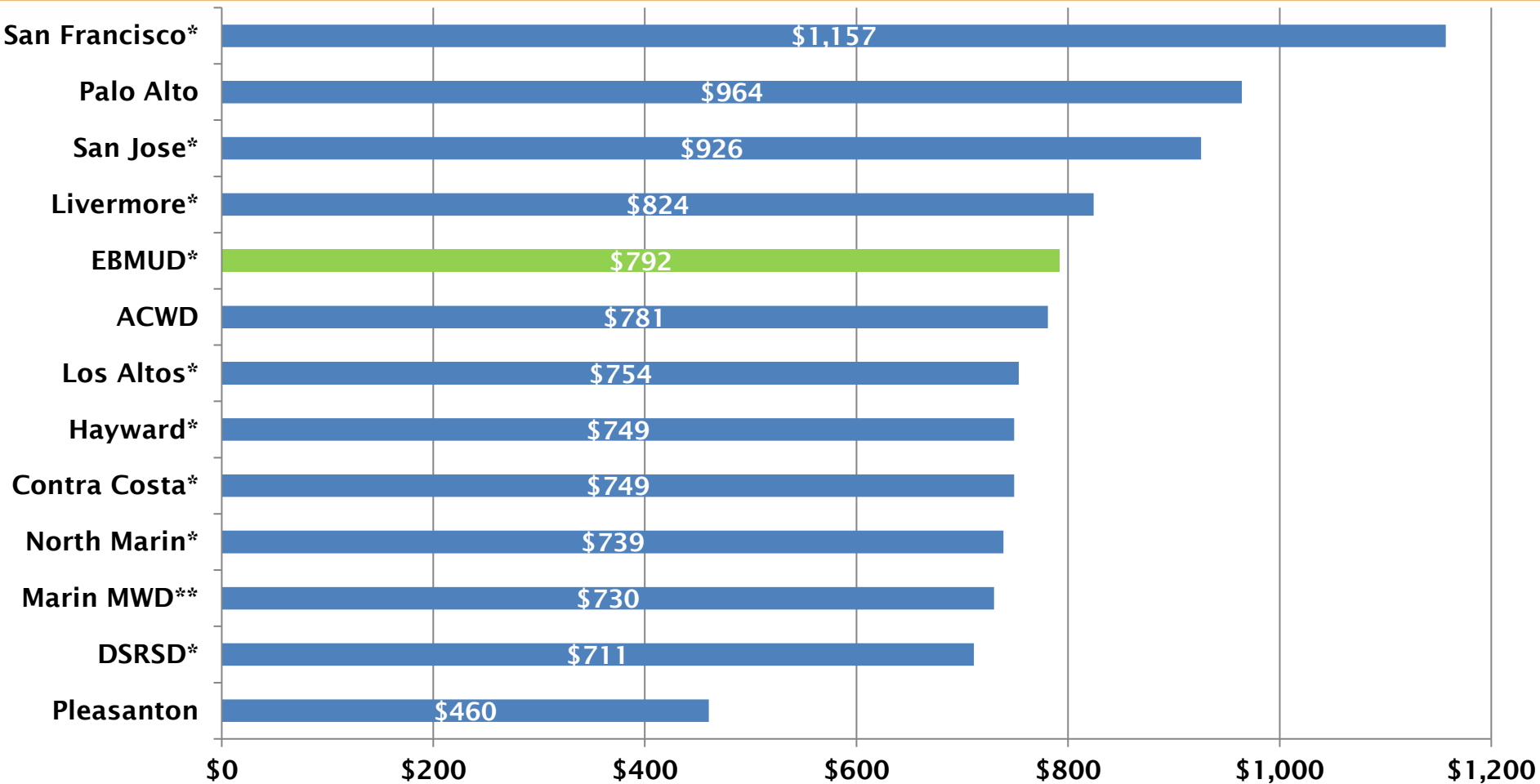


	FY21 Current	FY22 Proposed	Change	FY23 Proposed	Change
Small Lot 0 - 5,000 sq. ft.	\$115.70	\$120.34	4.0%	\$125.16	4.0%
Medium Lot 5,001 - 10,000 sq. ft.	\$180.74	\$187.98	4.0%	\$195.50	4.0%
Large Lot >10,000 sq. ft.	\$413.10	\$429.62	4.0%	\$446.80	4.0%

- Wet Weather Facilities Charge is collected on the property tax bill for residential and non-residential parcels connected to the wastewater system, except for public agencies and other exempt parcels, where it is collected by EBMUD invoice to property owner

Water Bills Calculated for 8 CCF/Mo

Annual Charge for SFR – Effective 7/1/21



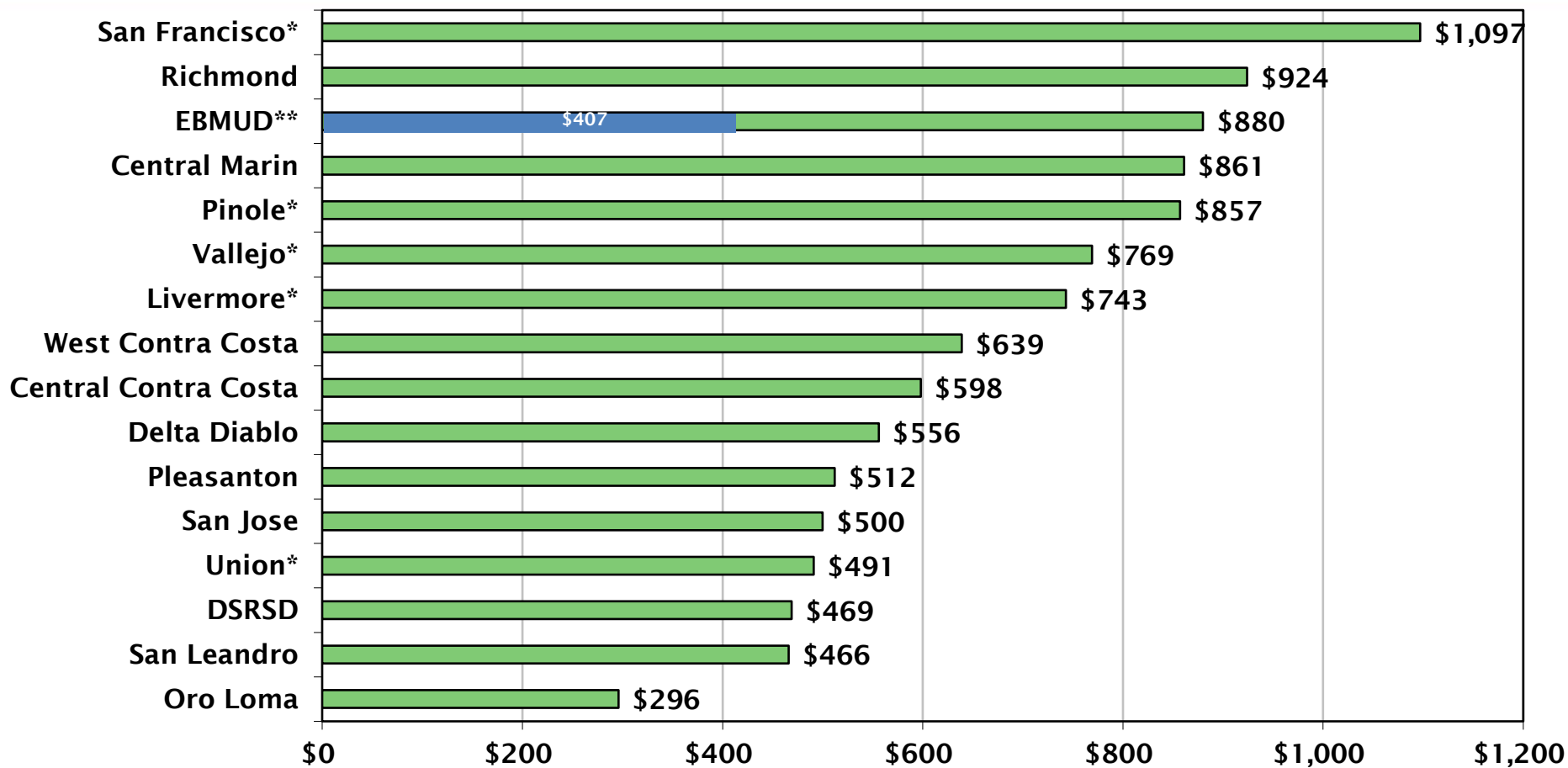
For comparative purposes, the chart displays the average SFR water use based on EBMUD's average SFR water use of 8 ccf/mo. The actual average consumption at other agencies may be lower or higher.

*Rate Increase effective CY21 or FY22

** Rate Increase effective CY21 and does not include Capital Maintenance Fee to be collected on property tax bill **11**

Wastewater Bills Calculated for 6 CCF/Mo Discharge

Annual Charge for SFR – Effective 7/1/21



Includes collection and treatment based on flow of 6 ccf/mo.

*Rate increase effective CY21 or FY22

**EBMUD rate based on proposed FY22 treatment rate, SF Bay Residential Pollution Prevention Fee, and Wet Weather Fee, \$407/year plus average community collection charge of \$473/year.

Non-Prop 218 Rates:

Capacity Fees

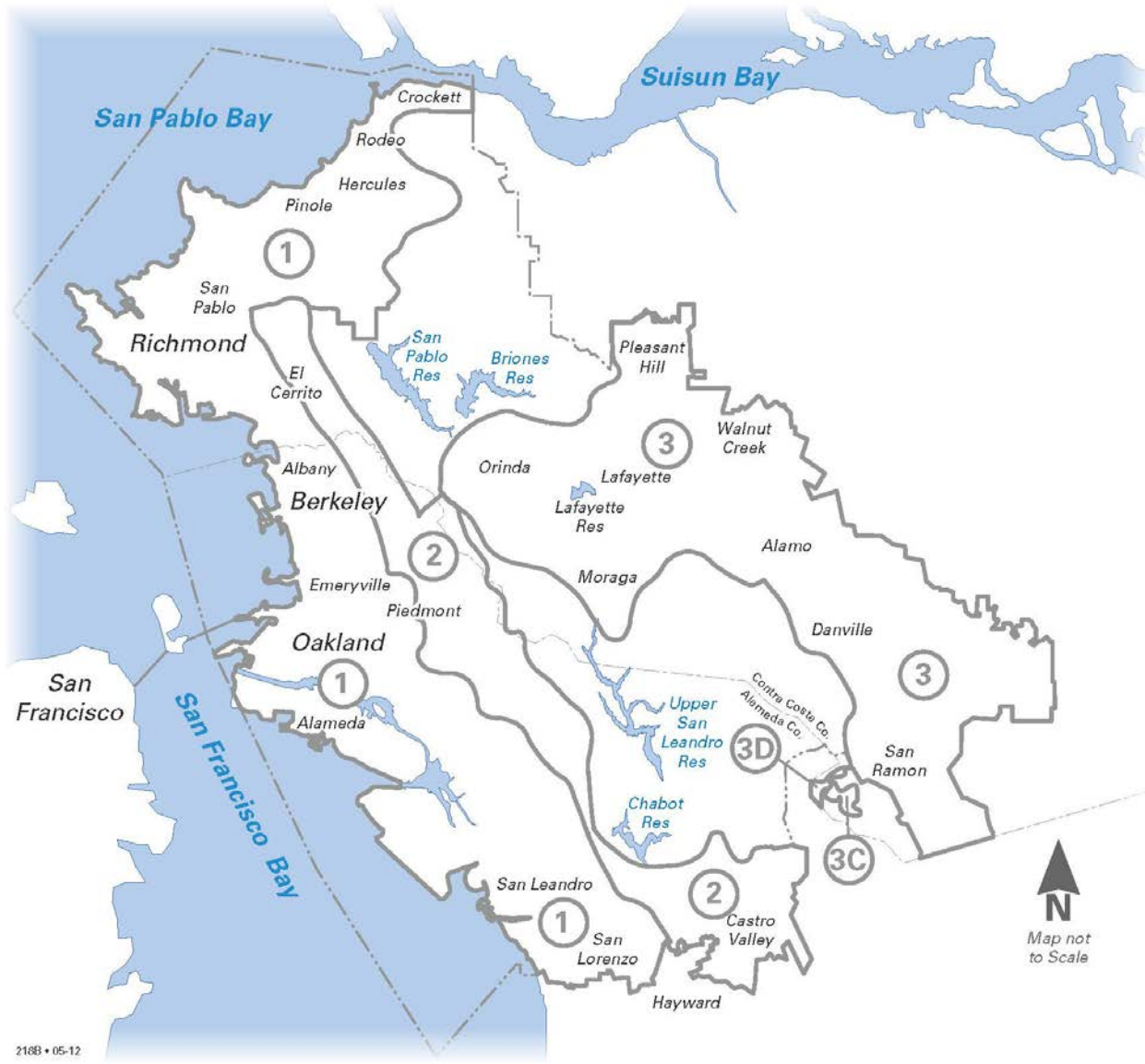
Other Fee Updates

Proposed Water and Wastewater Capacity Charges



- **Water System Capacity Charge (SCC)**
 - Adopt updated SCC Study recommendations
 - Updated water use decreases the SCC for Single-Family Residential (SFR) and non-residential meters up to 1 ½" and Multi-Family Residential (MFR) per dwelling unit
 - Creates new category for small (500 sq. ft. and under) MFR with lower SCC
 - Overall SCC reduction of about 30%
- **Wastewater Capacity Fee (WCF)**
 - Adjust charges for FY22 update and ENR Construction Cost Index; SFR increases 1.4% from \$2,810 to \$2,850
 - Adopt MFR small dwelling unit category and water use from updated SCC study

District Has 3 SCC Regions



SCC SFR Rates by Region and Sub Region



Region	Current SFR Estimated Use* (gpd)	Current SCC	Updated SFR Estimated Use* (gpd)	Proposed FY22 SCC	Change
1	280	\$18,100	190	\$11,700	-35.4%
2	360	\$31,350	210	\$18,810	-40.0%
3	580	\$40,040	490	\$34,760	-13.2%

*Based on assumed water demand for a ¾-inch meter for a new single family residential premises

SCC MFR Rates by Region



Region	Current MFR Estimated Use (gpd)	Current SCC	Updated MFR Estimated Use (gpd)	Proposed FY22 SCC	Change
1	163	\$10,530	120	\$7,390	-29.8%
2	168	\$14,630	120	\$10,750	-26.5%
3	199	\$13,740	120	\$8,510	-38.1%
MFR SMALL DWELLING UNITS (\leq 500 square feet)					Change from Standard
1	N/A	N/A	95	\$5,850	n/a
2	N/A	N/A	95	\$8,510	n/a
3	N/A	N/A	95	\$6,740	n/a

SCC Non-Residential Rates by Region 5/8" meter



Region	Current Non-Residential 5/8" Estimated Use (gpd)	Current SCC	Updated Non-Residential 5/8" Estimated Use (gpd)	Proposed FY22 SCC	Change
1	408	\$25,850	240	\$15,150	-41.4%
2	537	\$48,590	334	\$29,920	-35.8%
3	625	\$43,140	480	\$32,630	-24.4%

Other Proposed Updates to Rates, Fees & Charges (Non-Prop 218)



- **Ensuring reasonable fees based on cost recovery**
 - Special Services Charges (Schedule C)
 - Installation Charges: Water Service, Private Fire Service, Public Fire Hydrant, Water Main Extension (Schedules D, E, F, and G)
 - Public Records Act
 - Recreation Use Fees
 - Water Service Regulations
 - Wastewater Fees: Industrial Permit, Other, Testing, Resources Recovery, Interceptor Connection Review (Wastewater Schedules B, C, D, E, F, and H)

Other Fees and Charges – Water



- Water Fees and Charges
 - Charges for Special Services, Real Property Use Application Fees, Public Records Act Fees, and Recreation Fee increases to reflect District costs (approximately 1- 3%)
- Installation Charges Schedules D, E, F and G
 - Service Meters, Private Fire Service Meters, Public Fire Hydrants, Main Extensions
 - Update for District costs approximately 2%

Regulations Governing Water Service



- Changes to Section 1 – Explanation of Terms Used in these Regulations and Section 17 – Change in Use and/or Size of Service to clarify SCC for ADU and JADU
- Changes to Section 3 – Standard Service to clarify when individual meters are required
- Changes to Section 7 – Service Through Fire Hydrants to allow the issuance of hydrant meter to serve the unhoused, unsheltered or experiencing homelessness
- Changes to Section 13 – Payment of Bills to bill adjustment for customer leaks to allow for additional adjustments options

Regulations Governing Water Service (cont.)



- Changes to Section 15 – Discontinuation of Service and create Section 15A – Nonpayment of Bills by Single-Family Residential Customers to reflect the District’s “alternative to water shutoff” approach
- Changes to Section 17 – Change in Use and/or Size of Service to include Junior Accessory Dwelling Units (JADU) along with ADUs on how SCC are applied
- Changes to Section 31 – Water Efficiency Requirements to notify applicants of individual and submetering requirements
- Changes to Sections 3B, 3C, 4, 9, 19, 21, 24, 26, 28, 29, and 30 to replace pronouns with the reference noun

Other Fees, Charges and Regulations – Wastewater



- **Wastewater Permit, Monitoring and Testing Fees**
 - Increase Permit, Monitoring, and Violation fees (approximately 3-6 % per year) to reflect District costs.
 - Update Testing fees to consolidate tests and remove tests no longer performed.
- **Wastewater Private Sewer Lateral (PSL) Compliance Fees**
 - Increase fee Compliance Certificate from \$270 to \$330 FY22 and \$340 FY23 to reflect District costs.
 - Increase HOA Oversight Fee from \$300 to \$450 FY22 and \$470 FY23 to reflect District costs. Include PSL greater than 1000 feet in oversight program with extended timeline for compliance.
 - Increase other PSL fees by \$10 to \$90 in FY22 and \$0 to \$20 in FY23 to reflect District costs.

Other Fees, Charges and Regulations – Wastewater



- **Wastewater Resource Recovery Rates**
 - Increase per gallon charges and provide an “up to” rate of \$0.01 to \$0.03 per gallon above the FY21 rate to reflect District costs
- **Wastewater Interceptor Connection Review Inspection**
 - Increase fees approximately 2.6% to reflect District costs

Recommended Board Action and Next Steps



- File GM Report and Recommendation
- Set Public Hearing for June 8, 2021

FY22 & FY23 Proposed Sponsorships & Memberships



- Sponsorships and memberships advance the District's priorities by engaging with customers and stakeholders about diversity, education, contracting and job opportunities, industry collaborations, outreach and professional development/networking.
- The proposed budget in FY22 is \$971,000, and FY23 is \$991,000:

Category	FY22 (\$ thousands)	FY23 (\$ thousands)
Industry Collaboration	\$526	\$537
Association/Trade	\$282	\$287
Other/Educational/Outreach	\$117	\$120
Chamber	\$34	\$34
Non-governmental organization	\$12	\$13

Amendment to EBMUD Retirement System Ordinance (No. 40) - Sections 21 & 41 First Reading

Board of Directors

May 11, 2021

Updates to Ordinance No. 40



- Section 21 provides for an optional modification of a member's retirement allowance to provide an actuarially equivalent allowance for a surviving beneficiary.
- Actuarial rate of return and mortality tables are used to calculate:
 - optional beneficiary allowance in Section 21
 - cash-outs of retirement contributions
 - posting of interest to employee accounts

Updates to Ordinance No. 40



- Plan actuary recommended a change to the mortality tables as part of their 2020 Annual Actuarial Valuation.
- The Retirement Board adopted the proposed mortality tables
 - Adopted November 19, 2020
 - Effective July 1, 2021

Updates to Ordinance No. 40



- The Ordinance requires that the actuarial assumptions used to determine optional forms of benefits be specified.
- The proposed update to the Retirement Ordinance (Section 21) ensures language is consistent with the changes adopted by the Retirement Board.

Updates to Ordinance No. 40



- Section 41 describes the IRS rules for minimum distributions from the retirement plans.
- The Setting Every Community Up for Retirement Enhancement (SECURE) Act of 2019 changed the age at which minimum distributions must begin from age 70½ to age 72.
- Section 41 will be updated to reflect the change to age 72.

Updates to Ordinance No. 40



- Steps to finalize adoption of Ordinance amendment
 - First Reading, May 11, 2021
 - Second reading and vote to adopt, May 25, 2021
 - The Ordinance amendment must be placed in newspaper for two successive weeks
 - The Ordinance updates will be effective July 1, 2021
 - Staff will publish and distribute copies of the revised Ordinance by July 14, 2021

Coronavirus Update

Board of Directors

May 11, 2021

State Regulations and Guidance

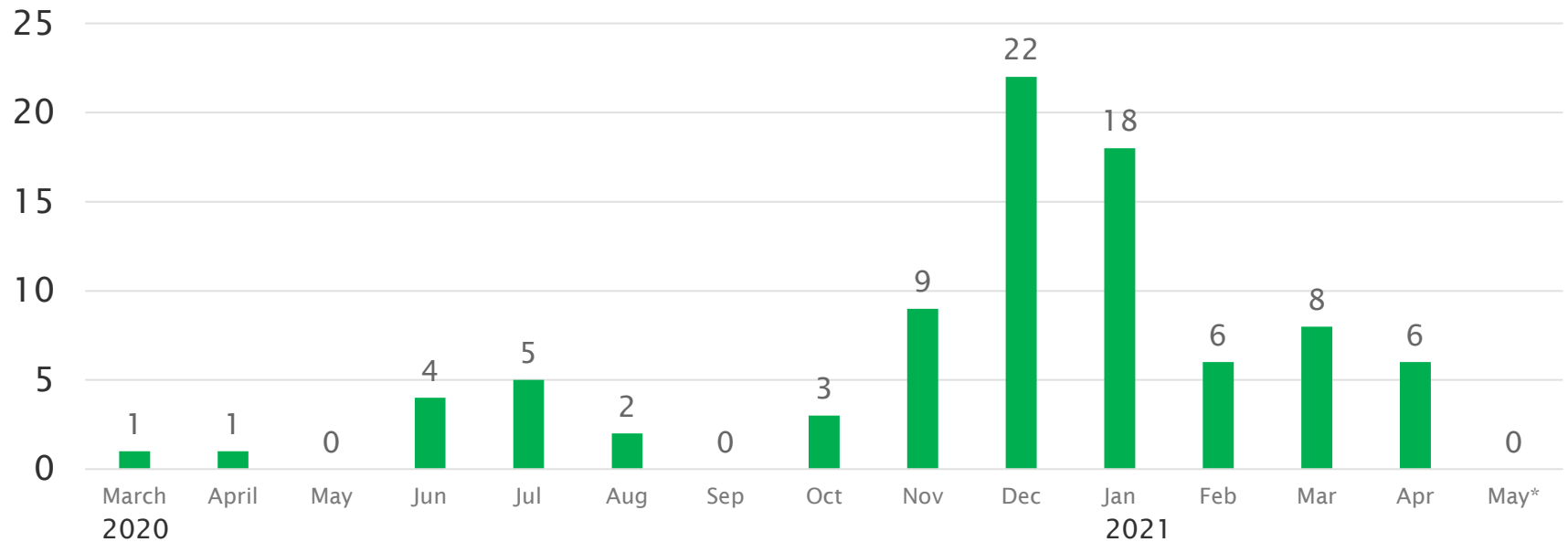


- Alameda, Amador, Contra Costa and Calaveras remain in orange tier, Sacramento and San Joaquin in red tier
- State business restrictions could end June 15, depending on vaccine supply and hospitalization rates
 - Social distancing, face coverings and other safety protocols likely to remain
- No significant impact expected on District operations

Employee Impacts from COVID-19



- 85 employee and 14 contractor positives to date
 - All isolated employees have returned to work
 - 14 employees off work (quarantining or recovering from vaccine)



Vaccination Update



- 38% of employees reported completion of vaccination
- 32 million doses administered to date in CA
- 42% of Californians fully vaccinated (61% partially)
- Two additional employee information sessions planned for week of May 24 to promote and support employee vaccination

COVID-19 Costs: (FY20 and FY21)



Employee COVID-19 Leave*	\$ 2.6 M
COVID-19 Activities**	\$20.7 M
	<hr/>
	\$23.3 M

* COVID-19 leave does not include regular sick leave

** Largest activity costs: field rotations, COVID administration, and work site modifications

Safe Return to Workplace Plan Employees



- Ensures safety of staff and public
 - Does not change existing safety protocols
 - Transition as health orders are modified
- Incrementally increases building occupancy (beginning with approximately 25%) and continues to limit public access
- Employees return to worksites one to two days/week beginning June 21

Safe Return to Workplace Plan: Board of Directors



- Ensures safety of board, staff, and the public participating in Board meetings and activities
- Divided into three periods:
 - Period 1. While Executive Order N-29-20 is in effect
 - Period 2. After Executive Order N-29-20 is rescinded
 - Period 3. After all health orders, executive orders, and emergency declarations related to the coronavirus pandemic are rescinded - essentially returning the District to pre-pandemic operations

Safe Return to Workplace Plan: Board of Directors



Period 1. Board meetings are virtual. Limited number of Board members may voluntarily return to Boardroom.

Existing safety protocols remain in place.

Period 2. Board meetings held in Boardroom with Board members attending in person, or remotely with publicly disclosed location and access.

Public comment in Boardroom, by telephone, video, or email

Occupancy limited in Boardroom

Some safety protocols may remain

Period 3. Similar to Period 2 with various safety protocols adopted as Best Management Practices

Public Comment Options/ Instructions



- Instructions on www.ebmud.com for virtual meetings
 - Public participation only by telephone, video or email
 - No physical location designated
- Instructions will be modified prior to transition back to Boardroom
 - Public will be allowed in Boardroom for public comment, and may also provide comment by phone, video, or email
 - Occupancy may be limited in Boardroom until all health orders are rescinded.

Questions



Racial Equity and Justice Project and Diversity, Equity, and Inclusion Strategic Plan Update

Board of Directors

May 11, 2021

Agenda



- Racial Equity and Justice (REJ) Project and Diversity, Equity, and Inclusion (DEI) Strategic Plan Update
- Schedule and Next Steps

Listening to the Voices of Black and African Americans and Other Communities Impacted by Racism and Race-based Violence

- The Black Employee Network has listening sessions scheduled through June.
- The Asian Pacific Employees Association held two listening sessions in April.
- Fuerza Latina (formerly Latin Heritage) anticipates conducting a listening session in the Fall (during Latinx Heritage Month).
- In partnership with Raining Pride, the District is providing two listening sessions in May to listen to the voices of LGBTQIA+ identifying employees.

Establish Protocols for Responding to Racism Targeted at District Employees

- The Response Team met and discussed their activation protocols, response planning, employee support resources, and tracking procedures.
- The next steps for the team include finalizing the incident reporting tool and designing safety training.

Review of District Security Protocols and Engagement of Law Enforcement Agencies

- Staff have continued efforts to deepen District partnership discussions with law enforcement agencies in support of joint REJ efforts.
- Staff will issue a “soft closure” memo to send to the law enforcement agencies contacted.

Building the DEI Strategic Plan



Existing DEI Efforts

- Affirmative Action Program
- Internships
- Affinity Groups/Diversity Committee
- Racial Equity and Justice Projects and Strategies
- Managers and Supervisors Training / Values Project

Internal Audit (Winters)

- Key Stakeholder Interviews
- Employee Focus Groups
- Inclusion Insights Survey
- Intercultural Development Inventory
- Review of Existing HR Data

Pilot Projects (OG Racial Equity)

- Capital Infrastructure Investments
- Community Engagement
- Contracts and Procurement
- Hiring and Recruitment
- Promotion and Retention

EBMUD Cultural Audit



- At the April 13, 2021 Board meeting, the Winters Group presented an overview of the EBMUD Cultural Audit with nine recommendations.
- A special meeting of the Board has been scheduled for June 29, 2021 at 9:00 a.m. as follow up to the presentation.

DEI Strategic Plan

Core Team and SMT Pilot Projects



The DEI Core Team is working on five pilot projects:

- Capital Infrastructure Investments
- Community Engagement
- Contracts and Procurement
- Hiring and Recruitment
- Promotion and Retention

DEI Strategic Plan

Core Team and SMT Pilot Projects



Project Teams are engaged in step 3 of the process:

1. Define intended outcomes for each project
2. Collect data relevant to the projects
3. Engage with impacted parties and stakeholders
4. Develop long term strategies to address equity issues
5. Develop a plan for implementation
6. Create process for accountability and communication

Project Schedule



Phase	Strategy	Actions	Dates	Status
Phase 1	Strategy 1 – Listening	Implementation of Listening Sessions for all Affinity Groups	May -June 2021	
Phase 2	Strategy 6 – Responding to Racism by Customers	Finalization of Protocol and Staff Training	May 2021	
	Strategy 7 – Internal Security Protocols Strategy 8 – Engaging Law Enforcement Partners	Soft closure memo going to all participating law enforcement agencies.	May 2021	
Phase 3	Strategy 2 – Engaging Employees and External Community	Implementation of the Racial Equity Tool on pilot projects.	May - July 2021	
	Strategy 3 – Review District Processes and Practices	Community and Stakeholder engagement		
	Strategy 4 – Review District Policies and Procedures	Review of Winters DEI Audit Data		
	Strategy 5 – Training and Dialogue			
	Diversity and Inclusion Strategic Plan	Development of Strategic Plan for Diversity, Equity, and Inclusion	August 2021	

Next Steps



- Continue implementing recommendations from Strategy 1, finalizing the biannual employee engagement survey process, and hosting additional listening sessions.
- Continue implementing recommendations from Strategy 6, including finalizing the incident tracking tool, and developing training on safety protocols.
- Initiate the closeout phase for Strategies 7 and 8.

Next Steps



- Develop the workplans for Strategies 2, 3, 4 and 5.
- Continue the work of the pilot project teams.
- Return to the Board of Directors with representatives of the Winters Group for feedback on the EBMUD Cultural Audit.
- Continue to update and seek direction from the Board and SMT.

Questions?

DEFERRED

Water Conservation Activities and Messaging

Board of Directors

May 11, 2021

Goals



- Achieve Board adopted conservation goals
- Raise awareness and educate customers about plan to supplement water supplies and support water conservation

Water Conservation Overview



- Water Conservation tools, efforts and rebates
- Public outreach and messaging
- Efforts support and target
 - All bill paying customers (residential, commercial and industrial)
 - Non-bill paying customers (multi-family, HOAs, etc.)

New Tools for the Modern Drought Response

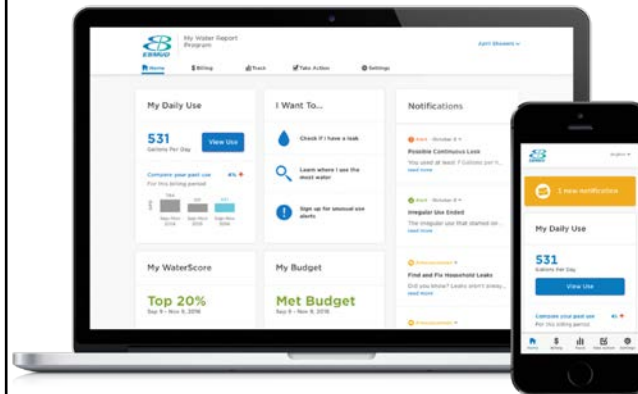


East Bay Municipal Utility District @ebmud

Garden for the ❤️❤️❤️! This fall, start a California native garden and bring nature to your doorstep. Find native plant sales, nurseries and resources at bit.ly/naturehood1.
#fallplantingseason #naturehoodgardening

4:44 PM · Nov 9, 2020 · Twitter Web App

1 Retweet · 4 Likes



WaterInsight Program
123 Main Street
Anytown, CA 98765

415.555.5555 info@citywater.com

YOUR HOME WATER REPORT

THIS IS AN INFORMATIONAL REPORT AND NOT A BILL.

SERVICE ADDRESS: 456 Washington St., Anytown
ACCOUNT NUMBER: 123873124-01

SIGN UP TO GET THIS REPORT VIA EMAIL:
citywater.com

Blair Jones
123 Washington St.
Anytown, CA 98765

Your WaterScore

AUG 1 to SEP 31, 2014

You used **more water** than most of your neighbors.

Category	Gallons Per Day (GPD)
Efficient Neighbors	111 GPD
Average Neighbors	250 GPD
You	276 GPD

Gallons Per Day (GPD)
22 CCF = 276 GPD

Are we comparing you fairly?

2 occupants and a 2,000 to 4,000 sq. ft. yard. Not right? Log on to correct us. Your comparisons and recommendations will adjust accordingly.

citywater.com

How much you could be saving

If you took the actions below, you'd be closer to **152 GPD**. That's **\$515** per year in potential savings.

Category	Gallons Per Day (GPD)
Efficient Neighbors	111 GPD
Average Neighbors	250 GPD
New You!	152 GPD

Water-saving actions just for you

Selected assuming your home has 2 occupants and a 2,000 to 4,000 sq. ft. yard.
[Log on to correct us!](#)

Potential savings if you:

Action	Gallons Per Day	Dollars Per Year
Install a faucet aerator	24	\$142
Fill up the clothes washer	18	\$92
Change grass to native plants	82	\$281

Log On

Take the guesswork out of saving water. See:

- Where you're using the most
- All actions relevant to you
- Step-by-step tips and rebates

citywater.com

Registration Code: XYZXYZ
Zip Code: 98765

A free service offered by your water utility and powered by WaterSmart Software®

EBMUD Fall Webinar Series

Get started with water-wise gardening

Thursday 9/17: 1-2pm

Plant selection for beginning gardeners

Wednesday 9/23: 1-2pm

No frustration irrigation

Thursday 9/29: 1-2pm

Graywater: laundry to landscape

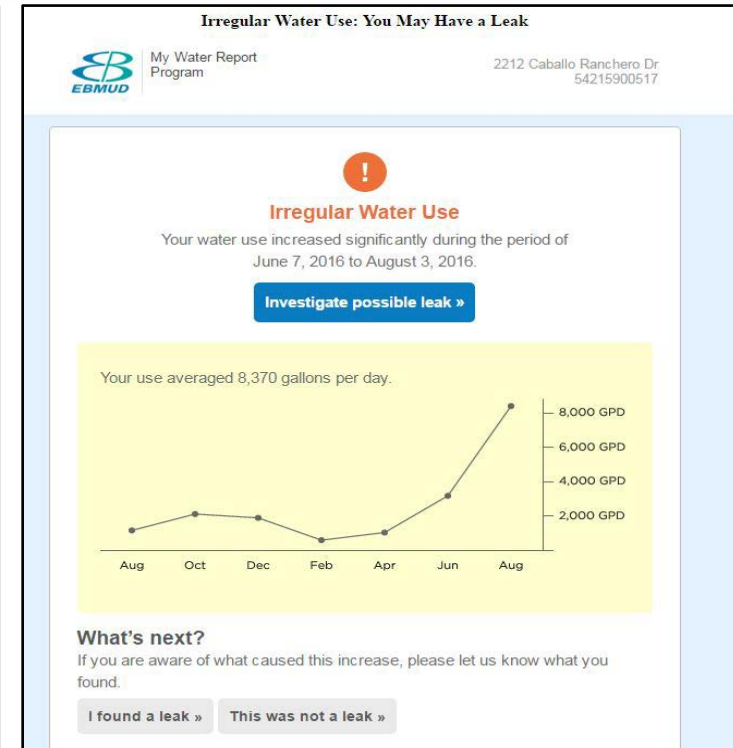
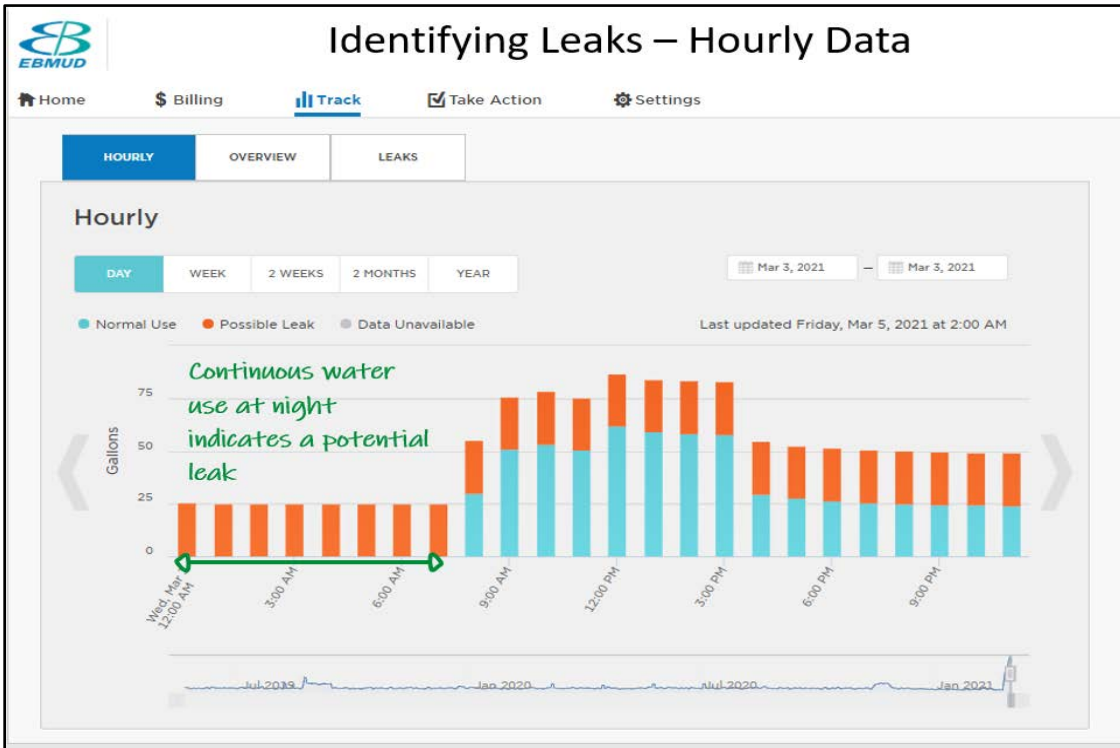
Thursday 10/8: 1-2pm

Big gardens in small spaces

Thursday 10/15: 1-2pm



Promote Leak Detection



LEAKS 101

The most common causes of irregular water use are easy to find and fix. For more detailed tips, log on to ebmud.waterinsight.com/LeakCheck.



Running Toilets

Listen for running water or do a dye test. Check the flapper and the float valve.



Irrigation

Check your controller settings. Inspect your system for breaks or excessively damp areas.



Pipes & Fixtures

Look for wet spots near your faucets, showerheads, and water heater, and behind appliances.

Educate on Efficient Irrigation

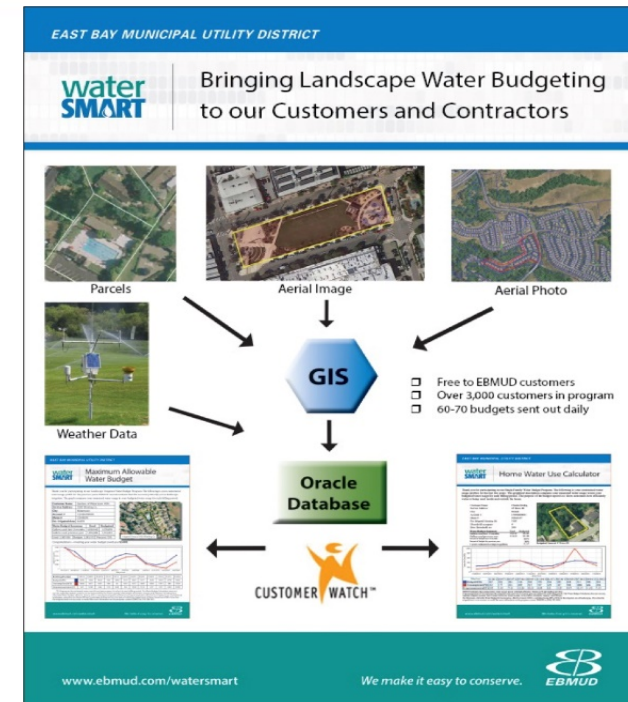


- Consistent messaging

- Establish weekly watering schedule for turf, shrubs, and trees
- Avoid runoff and overspray
- Water at dusk or dawn to avoid evaporation

- Tools to help customers manage their irrigation

- IRIS water budgets
- Water reports
- Calculators, webinars, etc.



Plant type	Water needs	Mon.	Tues.	Wed.	Thur.	Fri.	Sat.	Sun
Lawn East of Hills	High	💧	✗	💧	✗	💧	✗	✗
Lawn West of Hills	High	💧	✗	✗	✗	💧	✗	✗
Shrubs	Medium	✗	💧	✗	✗	✗	💧	✗
Shrubs	Low	✗	✗	✗	💧	✗	✗	✗
Natives	Low	Water established natives (3 years and older) once per month. They adapt well to wet winters and dry summers. Water new natives (less than 3 years old) once per week.						
Trees	Usually Low	Water established trees (3 years and older) one deep irrigation per month. Water new trees when showing signs of stress.						

Increase Programs for HOAs and Multi-Family Residential Customers



- Increase outreach activities to HOAs with consistent message
- Enhance water reports for customers
- Partner with building managers to educate tenants
- Investigate tools to capture number of dwellings/tenants for better understanding of water use



Work with Commercial Industrial Institution (CII) Customers



- Consistent messaging in Water Reports
- Water budgets for large irrigators
 - Follow up with those not meeting budgets
- Quarterly newsletter
- Most CII accounts have AMI
 - Tracking leaks, use, etc.
 - Proactive outreach to CII customers with potential leaks



Leverage Rebate Programs



Streamline Water Waste Reporting and Response



What did you observe?

Street leak ▶

Meter leak ▶

Hydrant leak ▶

Sewer leak ▶

Runoff from irrigation or broken sprinkler ▶

Leak on your property ▶

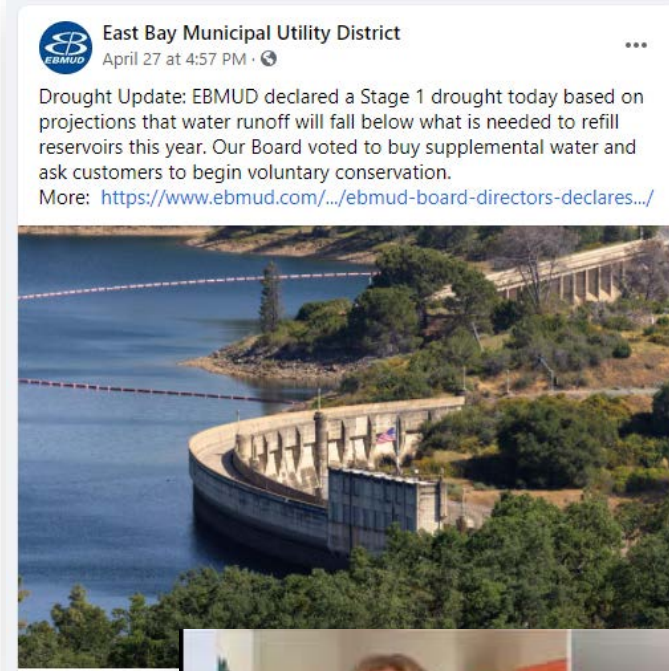
Unknown source of water ▶

- Simplify process to report issues
- Enhanced webpage with the ability to attach photos
- Connecting with reporters to confirm water waste

Media and Social Media Outreach



- 35 drought interviews with local media (TV, radio, and print) in 2021
- 12,100 impressions earned for drought announcement on Twitter; 1,500 impressions earned on Facebook



Community Outreach



- 20 staff presentations on Water Conservation and water supply through May 2021.
- WaterSmart email communication
- Customer Pipeline
- Nextdoor
- Videos
- Advertising



Website resources



Be WaterSmart



At home

Save water at home and troubleshoot high bills with tools for indoor and outdoor water use. [Tell me more](#)



Rebates

Apply for rebates to help with the cost of landscape, plumbing, and technology upgrades. [Tell me more](#)



WaterSmart Gardener

Design a low-water garden with resources on planting, irrigation, mulch, and more. [Tell me more](#)



At your business

Save water at your business with tools for indoor and outdoor use. [Tell me more](#)



See your Water Report

Track water use, set leak alerts, recommendations for reducing



Landscape Advisory Committee

Participate in the committee to promote landscaping practices. [Tell me more](#)

Popular Resources



EBMUD Plant Book

Let EBMUD's award-winning plant book inspire you! Order a copy [here](#) or from a local bookstore.



Neighborhood Scavenger Hunt

A fun scavenger hunt to take on your next neighborhood walk.

Website resources



Be WaterSmart



At home

Save water at home and troubleshoot high bills. Find tools for indoor and outdoor water use. [Tell me more](#)



Rebates

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Flushing water lines

When does EBMUD perform flushing?

After pipe installations or repairs, EBMUD crews may flush the lines with large quantities of water to ensure water is clean and safe. When crews flush pipes, customers may see large volumes of water discharged into tanks or storm drains. Flushing is a critical step to keep your water safe by removing sediment and discolored water following a repair or new pipe installation.

This operational practice also provides an opportunity to identify broken or inoperable valves and hydrants which is important to ensure that they will work properly in the future.

How does flushing clean pipes?

During the flushing process, water is forced through the water main at a high speed and discharged through hydrants. The fast-moving water scours and cleans by removing sediment and discolored water that may be in the pipe.

What does EBMUD do to protect the environment when flushing?

- EBMUD neutralizes chloraminated water before it enters storm drains to prevent impacts to aquatic life or habitats.
- Gravel bags and filter mats are used to reduce sediment in the flushed water before it enters the storm drain.



EBMUD flushes pipes to remove sediment and discolored water following a repair or new pipe installation. Flushing is necessary to keep your water safe.



Landscape Advisory Committee

Participate in the committee to promote sustainable landscaping practices. [Tell me more](#)

Questions

