



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

375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

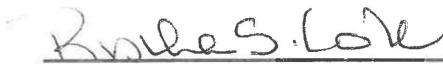
Notice of Special Meeting

**Customer Assistance
Program Workshop
Tuesday, January 28, 2020
9:30 a.m.
Training Resource Center
375 Eleventh Street
Oakland, California**

At the call of President Marguerite Young, the Board of Directors has scheduled a Customer Assistance Program (CAP) Workshop for 9:30 a.m. on Tuesday, January 28, 2020, at 375 Eleventh Street, Training Resource Center, Oakland, California.

The Board will meet in workshop session to discuss the District's Fiscal Year 2019 CAP highlights, CAP participation levels and goals, programs and services available to customers to maintain water service, and strategy to increase CAP enrollment.

Dated: January 23, 2020



Rischa S. Cole
Secretary of the District



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

375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

AGENDA
Special Meeting

Customer Assistance Program Workshop

9:30 a.m.

Tuesday, January 28, 2020

Training Resource Center

375 Eleventh Street

Oakland, California

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 Fiscal Year 2019 Customer Assistance Program (CAP) highlights, CAP participation levels and goals, programs and services available to customers to maintain water service, and strategy to increase CAP enrollment. (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.

W:\Agendas\Agendas 2020\2020_Ctte_Agendas\012820_Budget Workshop_agenda.doc

