

# Booming Business

The Bay Area is one of the most diverse regions in the world. People here are of all ethnicities, speak dozens of languages, and offer a wide range of skills, talents and trades. For nearly a century, EBMUD has proudly served this community, and we put our money where our mouth is.

EBMUD is celebrating 35 years of Contract Equity, a program designed to increase opportunities for local business owners and entrepreneurs. Over the last three-plus decades, the program has helped thousands of traditionally disadvantaged business

owners – ethnic minorities, women, disabled veterans – to participate in the EBMUD bidding process alongside larger businesses.

On January 1, 2020, our work to lift up these firms will grow again when business owners in the lesbian, gay, bisexual and transgender community will be able to take advantage of our small business incentives.

Since its creation in 1984, EBMUD’s Contract Equity Program (CEP) has helped award some \$870 million in contracts to more than 2,800 qualified businesses that supply the District with materials, consulting services, construction and other needs. We’ve also hosted 150 business forums and 1,000 trade fairs and community events. Our success in this arena has been recognized by the U.S. Department of Commerce, and become a model for many other agencies, including Bay Area Rapid Transit.

“These homegrown entrepreneurs provide real jobs and value right where we live. That’s something to celebrate.”

— Beverly Johnson,  
EBMUD Contract Equity Program  
Administrator for more than  
three decades

— 1984 —

## 35 Years of Contract Equity

— 2019 —

CONTRACTS  
\$870M

BUSINESSES  
2,800

# Get the Help You Need



There is no question about it — the East Bay is an expensive place to live. Housing, food and services come at a premium. Utility costs, too, add up.

EBMUD's number one priority is delivering clean, safe drinking water to more than 1.4 million people, and providing wastewater services for 685,000 customers in Alameda and Contra Costa counties.

As a public, non-profit agency, we provide these services at fair and reasonable rates. But maintaining this complex and far-reaching system takes investment. To help bridge the financial gap for our most vulnerable customers, EBMUD offers a Customer Assistance Program (CAP), which provides discounts on water and wastewater rates to those in need.

EBMUD was one of the first utilities in California to create a CAP, which is funded through

non-rate revenue such as property leases, and we offer one of the most generous discounts in the state.

Since 1987, EBMUD's CAP has expanded to help nearly 7,000 eligible customers pay their bills. To qualify, you must be an EBMUD customer and meet the established income criteria below. Homeless shelters can apply, too.

In a 325 square-mile area, EBMUD serves more than 560,000 household of all different sizes, backgrounds and income levels. It takes a lot of investment to maintain and upgrade these vast systems that bring us clean water and treat our wastewater.

EBMUD is committed to maintaining affordability and helping our most vulnerable customers. For more information call us Monday through Friday, 8:00 a.m. through 4:30 p.m.

Call 866-403-2683 or visit [ebmud.com/CAP](http://ebmud.com/CAP)

## Homeownership: Myth vs Reality

### Myth:

I own a house, therefore I don't qualify for CAP.

### Reality:

CAP is income-based; owning a house has no effect on CAP qualification.

## Who Qualifies for EBMUD's Customer Assistance Program?

Fixed-Income Households

Low-Income Households

Households in Crisis



## Established Income Criteria

Number of Persons in Household	Maximum Gross Annual Household Income
1-2	\$49,600 or less
3	\$55,800 or less
4	\$61,950 or less
5	\$66,950 or less
6*	\$71,900 or less

\*For each additional household member, add \$5,000 to the income

**EAST BAY MUNICIPAL UTILITY DISTRICT**  
 P.O. Box 24055 • Oakland, CA 94623  
 1-866-403-2683  
[www.ebmud.com](http://www.ebmud.com)

### EBMUD Mission Statement

To manage the natural resources with which the District is entrusted; to provide reliable, high-quality water and wastewater services at fair and reasonable rates for the people of the East Bay; and to preserve and protect the environment for future generations.

Connect with us:

