



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

375 - 11th Street, Oakland, CA 94607

Office of the Secretary: (510) 287-0440

**Notice of Time Change**

**PLANNING COMMITTEE  
MEETING**

**8:15 a.m.**

**Tuesday, December 13, 2016**

Notice is hereby given that on Tuesday, December 13, 2016 the Planning Committee Meeting of the Board of Directors has been rescheduled from 9:15 a.m. to 8:15 a.m. The meeting will be held in the Training Resource Center of the Administration Building, 375 - 11th Street, Oakland, California.

Dated: December 8, 2016

A handwritten signature in cursive script, reading 'Lynelle M. Lewis', is written over a horizontal line.

Lynelle M. Lewis  
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**

**Planning Committee  
Tuesday, December 13, 2016  
8:15 a.m.  
Training Resource Center**

**(Committee Members: Directors Linney {Chair}, McIntosh and Young)**

*(Director Lesa McIntosh will participate by telephone from  
801 Commodore Drive, Richmond, California 94804)*

### **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. Revised Principles for Use by Other Parties of Unassigned EBMUD Capacity in Freeport Project Facilities (Sykes)
2. Customer Assistance Programs Update (Hong)
3. Alameda-North Bay Farm Island Pipeline Crossings Project Update and Final Environmental Impact Report (X. Irias)

### **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).*



## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: December 8, 2016

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Richard G. Sykes, Director of Water and Natural Resources *RGS*

SUBJECT: Revised Principles for Use by Other Parties of Unassigned EBMUD Capacity in Freeport Project Facilities

### INTRODUCTION

On February 8, 2005, EBMUD's Board approved Principles for Use by Other Parties of Unassigned EBMUD Capacity in the Freeport Regional Water Project (Freeport Project) Facilities (Principles). The Principles were originally developed in consultation with a number of interested parties, including environmental groups and potential users of the Freeport Project. Staff is proposing revisions to the Principles to reflect current regulatory conditions and possible interest by Bay Area agencies and others in using the Freeport Project. The proposed revisions to the Principles (attached) will be discussed at the December 13, 2016 Planning Committee meeting.

### DISCUSSION

The Freeport Regional Water Authority Joint Powers Agreement specifies that EBMUD and the Sacramento County Water Agency are respectively entitled to exclusive use of 100 million gallons per day (mgd) and 85 mgd of the total 185 mgd Freeport Project capacity. EBMUD's contract with the U.S. Bureau of Reclamation provides for delivery of water from the Central Valley Project through the Freeport Project during dry years. EBMUD also uses the Freeport Project to deliver transfer water. The District adopted the Principles to address the likelihood that other parties may want to use the Freeport Project when EBMUD is not conveying water for its needs in dry years.

The Principles include objectives that would be used to guide the District during the review of use requests. The objectives focus on improving water reliability for EBMUD customers, facilitating maintenance of EBMUD facilities, protecting the environment of the Delta and its tributaries, and minimizing EBMUD's costs for constructing and operating the Freeport Project.

During discussions regarding how the Freeport Project could potentially be used in conjunction with an expanded Los Vaqueros Reservoir, interest groups have encouraged EBMUD to revisit the Principles. As a result, the revised Principles propose giving priority to agencies with robust water conservation programs and for uses that do not result in unsustainable new development.

RGS:MTT:TBF:acr

Attachment



**Draft Revised**

**Principles for Use by Other Parties of Unassigned EBMUD Capacity in  
Freeport Regional Water Project Facilities**

**Definition:**

Unassigned East Bay Municipal Utility District (EBMUD) capacity means any capacity dedicated to EBMUD remaining in the Freeport Regional Water Project (FRWP) facilities after meeting all EBMUD needs.

**Purpose:**

EBMUD anticipates interest on the part of third parties regarding EBMUD's unassigned capacity of the FRWP facilities. These principles are intended to guide decisions related to the use of the unassigned capacity.

**EBMUD Objectives:**

1. Deliver water to improve reliability for EBMUD customers.
2. Deliver water as an alternate supply to facilitate maintenance of Mokelumne facilities.
3. Protect and restore or enhance the environment of the Delta and its tributaries, and meet water conservation and recycling objectives as detailed in the Delta Plan.~~defined by the Bay-Delta program.~~
4. Minimize EBMUD capital and operation cost for FRWP.

**Conditions for Use:**

1. Any proposed use of the FRWP unassigned EBMUD capacity must be consistent with the Freeport Regional Water Authority (FRWA) Joint Powers Agreement between EBMUD and the Sacramento County Water Agency (SCWA), and the settlement agreements between FRWA and the state and federal water contractors. The Joint Powers Authority agreement between EBMUD and SCWA prohibits EBMUD from contracting for the use of its Dedicated Capacity for the delivery of water for use within the County of Sacramento without the prior approval of SCWA.
2. Any proposed use of the unassigned EBMUD capacity will include a complete project description and shall be subject to applicable environmental regulations and laws including the California Environmental Quality Act (CEQA), the National Environmental Protection Act (NEPA), the Endangered Species Act (ESA), the Clean Water Act (CWA), the state and federal Wild and Scenic Rivers Acts, and all others that may also be applicable. This shall include providing a project description with full environmental review and permitting.
3. Any proposed use of the EBMUD unassigned capacity shall ~~neither lengthen the FRWP implementation schedule nor~~ not negatively impact project performance for FRWA member

agencies, including water quantity and water quality.

4. The proposed use shall not negatively impact EBMUD or SCWA water rights, contract rights, water quality, or customer rates. The proposed use shall not interfere with current or future needs of EBMUD customers.
5. Any proposed use of the EBMUD unassigned capacity that requires conveyance through the Folsom South Canal must have the approval of the U.S. Bureau of Reclamation. It is the FRWA agencies' expectation and preference that any uses of the unassigned capacity shall have a diversion point only on the Sacramento River.

6. Proposed uses shall ~~be guided by the CALFED solution principles. In particular, proposed uses shall:~~

- ◆ Not diminish water quality, environmental, reliability, or recreational benefits unless mitigated.
- ◆ Not redirect impacts from one sensitive fishery of concern to another, and preferably provide net benefits to fish and wildlife.
- ◆ Utilize the best available scientific analysis within an open and inclusive stakeholder process.

7. Water agencies proposing to use EBMUD's unassigned capacity shall demonstrate:

- ◆ Water conservation programs achieving high levels of savings including compliance with state-mandated drought demand reductions compliant with SBx7-7 and pending requirements under Executive Order B-37-16 for urban and agricultural users.
- ◆ That the capacity will not be used to serve unsustainable new development or unsustainable agricultural uses.

- 7.8. In the event of competing applications for use of the unassigned capacity, the project that is deemed to best meet EBMUD objectives and result in the greatest environmental benefit will be favored. Environmental benefits may include, but are not limited to increased releases for fisheries, wetland creation, surface and groundwater quality improvements, groundwater basin recovery, or increased surface water flows in dry years.

- 8.9. Proponents for use of EBMUD's unassigned capacity should work with relevant agencies to ensure any use of unassigned EBMUD capacity is consistent with the Delta Plan and all other applicable state requirements. CALFED ROD, including ROD assumptions of regulatory flows of Tier I b(2) water as defined in the final Interior policy, plus Tier II and Tier III requirements. Such use of EBMUD's unassigned capacity is further conditioned on continued compliance with all applicable State Board standards and decisions.

- 9.10. Proponents for use of EBMUD's unassigned capacity shall pay all costs of operation related to their use of the unassigned capacity and a negotiated share of capital and financing costs of the EBMUD portion of the FRWP capacity. Proponents shall also pay all additional capital costs that result specifically from the proponents' use.



- | ~~10.~~ 11. Approval of any future contracts or agreements concerning use of EBMUD's unassigned capacity will be publicly noticed by the EBMUD Board of Directors, with opportunity for public comment.



**Draft Revised**  
**Principles for Use by Other Parties of Unassigned EBMUD Capacity in**  
**Freeport Regional Water Project Facilities**

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3. Any proposed use of the EBMUD unassigned capacity shall not negatively impact project performance for FRWA member agencies, including water quantity and water quality.
4. The proposed use shall not negatively impact EBMUD or SCWA water rights, contract

- rights, water quality, or customer rates. The proposed use shall not interfere with current or future needs of EBMUD customers.
5. Any proposed use of the EBMUD unassigned capacity that requires conveyance through the Folsom South Canal must have the approval of the U.S. Bureau of Reclamation. It is the FRWA agencies' expectation and preference that any uses of the unassigned capacity shall have a diversion point only on the Sacramento River.
  6. Proposed uses shall:
    - ◆ Not diminish water quality, environmental, reliability, or recreational benefits unless mitigated.
    - ◆ Not redirect impacts from one sensitive fishery of concern to another, and preferably provide net benefits to fish and wildlife.
    - ◆ Utilize the best available scientific analysis within an open and inclusive stakeholder process.
  7. Water agencies proposing to use EBMUD's unassigned capacity shall demonstrate:
    - ◆ Water conservation programs achieving high levels of savings including compliance with state-mandated drought demand reductions compliant with SBx7-7 and pending requirements under Executive Order B-37-16 for urban and agricultural users.
    - ◆ That the capacity will not be used to serve unsustainable new development or unsustainable agricultural uses.
  8. In the event of competing applications for use of the unassigned capacity, the project that is deemed to best meet EBMUD objectives and result in the greatest environmental benefit will be favored. Environmental benefits may include, but are not limited to increased releases for fisheries, wetland creation, surface and groundwater quality improvements, groundwater basin recovery, or increased surface water flows in dry years.
  9. Proponents for use of EBMUD's unassigned capacity should work with relevant agencies to ensure any use of unassigned EBMUD capacity is consistent with the Delta Plan and all other applicable state requirements. Such use of EBMUD's unassigned capacity is further conditioned on continued compliance with all applicable State Board standards and decisions.
  10. Proponents for use of EBMUD's unassigned capacity shall pay all costs of operation related to their use of the unassigned capacity and a negotiated share of capital and financing costs of the EBMUD portion of the FRWP capacity. Proponents shall also pay all additional capital costs that result specifically from the proponents' use.
  11. Approval of any future contracts or agreements concerning use of EBMUD's unassigned capacity will be publicly noticed by the EBMUD Board of Directors, with opportunity for public comment.

## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: December 8, 2016

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Sherri A. Hong, Manager of Customer and Community Services *S. Hong*

SUBJECT: Customer Assistance Programs Update

### INTRODUCTION

At the request of the Planning Committee, this item was rescheduled from the November 8, 2016 Planning Committee meeting to allow representatives from the Service Workers Project for Affordable Water and Utilities (SWPAWU) to participate. A telephone invitation and letter were provided to SWPAWU, welcoming their attendance. Staff also reached out to SWPAWU representatives to meet and share information concerning the District's processes and efforts currently in place; and those underway to support low-income customers, but SWPAWU is unable to meet prior to the Planning Committee meeting.

At the September 13, 2016 Board of Directors meeting several members from SWPAWU expressed concern regarding the affordability of water service for low-income customers and the District's rates and penalties. SWPAWU is a volunteer, private membership association of service workers who assist low-income workers and their families to stop pending utility shut-offs and assist with restoring service to their homes. This memo provides an update on how the District processes overdue accounts and outlines the assistance programs available to customers experiencing difficulty paying their water bill. Staff will provide a presentation at the December 13, 2016 Planning Committee meeting.

### BACKGROUND

Consistent with its mission, the District strives to provide reliable, high quality water and wastewater services at fair and reasonable rates. To this end, the District continuously benchmarks its rates with those of other water and wastewater utilities to confirm they are within a reasonable range. The public's view of the affordability of bills they receive from the District for water and wastewater services is impacted by the District's obligation to allow other agencies to include charges for their services. Specifically, the cities of Oakland, Berkeley, Emeryville, and San Leandro, and Oro Loma Sanitary District, and Dublin San Ramon Services District contract with the District to bill and collect for their sewer charges on our bill. Water bills for the City of Oakland, the largest of the cities within our service area, include the District's water and wastewater fees, as well as the City of Oakland's sewer service charge which accounts for 52 percent of the

total basic service charges. The minimum bi-monthly service charges incurred by individually metered residential customers in Oakland with **no** water use are as follows:

EBMUD water service charge	\$ 41.38 (29%)
EBMUD wastewater treatment charge	26.78 (19%)
City of Oakland sewer service charge	<u>73.16</u> (52%)
Minimum Oakland resident bill with <b>no</b> water use	\$141.32 (or \$70.66 per month)

## **DISCUSSION**

The District has a duty under the Municipal Utility District Act (MUD Act) to collect rates and charges for the services it provides to its ratepayers. The following sections describe the District's process for handling overdue bills, assistance for customers who are in financial hardship and information on water theft penalties.

### **Overdue Bill Handling**

The District bills customers every two months and secures payment of delinquent accounts. When a bill is not paid prior to the next billing period, the account is considered delinquent and the delinquent charges are added to the current bill, resulting in a "double bill." Once a double bill occurs, several delinquent notices are provided to alert customers about the status of their account throughout the various stages of the collection process. Customers who are issued a double bill are subject to service termination under *Section 15 - District Regulations Governing Water Service to Customers*. If the customer fails to pay their water bill after several notices are issued, a final 48-hour notice is generated for service termination. If the customer takes no action after 48 hours, the service is terminated. The service termination process occurs over a period of 33 or more days from the date of the first overdue bill.

In Fiscal Year 2016 (FY16), the District completed 12,167 service disconnections for non-payment of water bills for residential accounts. Of those accounts, three percent are Customer Assistance Program (CAP) customers. Additionally in FY16, 2,190 of these accounts had more than one turn-off. Disconnections occur in every ward of our service area with a majority occurring in the lower income areas of Oakland (52%) and Richmond (25%).

### **Deposits**

In addition to service terminations, the District may require a deposit from customers signing on for service who have a history of delinquent accounts. Deposits are necessary for high risk accounts to minimize the financial risk assumed by the District and to keep write-off amounts low. A write-off is a deduction in the value of earnings and signifies bad debt. The District refers bad debts to a third party collection agency who attempts to collect District owed revenue and charges the District 20% for revenue recovery. The District does not charge deposits when customers initially establish service. Deposits are charged when a customer fails to provide the required information when establishing an account, when a customer has a bankruptcy filing, a history of water theft, or when the customer demonstrates a non-satisfactory payment history resulting in ongoing overdue activity.

including turn-off action. In accordance with the MUD Act, deposits are based on two-times the average bi-monthly bill and returned after the customer maintains a one-year satisfactory payment history.

#### Water Theft Penalties

In addition to the District's basic service charges, penalties may also be imposed and added to a customer's bill. The water theft penalty applies to customers who tamper with the District's water service facilities to restore unauthorized service after termination or provide an illegal connection to the District's water supply. The first offense is charged \$1,000, second offense \$2,000, and subsequent offenses \$3,000. Charges to restore service are not part of the penalty and constitute a separate charge to the customer. Since adoption of the Water Theft Penalty Ordinance on April 29, 2015, 153 accounts have been charged with water theft penalties. Since the water theft penalty has been in place, there has been a 50 percent reduction in the number of meter locks broken. The ordinance and water theft penalty notices left in the meter box and at the door (as well as word of mouth) are significantly reducing water theft. Customers who engage in water theft are typically unable to pay the water theft penalty fee.

The above collective efforts have been effective tools to recover revenue and keep write-offs low. The District has maintained a very low write-off percentage of 0.58 percent and has consistently made progress in this area. A low write-off percentage helps keep rates reasonable for all ratepayers. However, there are ratepayers who are experiencing significant financial difficulty and do not have the financial means to pay the District's minimum service charges. The MUD Act authorizes the District to establish a temporary relief program to assist these customers.

#### Customer Assistance Programs

The District provides many options to assist low-income customers and/or customers who are experiencing financial difficulty paying their water bill.

##### *Customer Assistance Program (CAP)*

The District offers CAP to help pay a portion of the water bill and service charge. This program is available for qualified low-income residential customers and eligible homeless shelters. The discount provides 50 percent off of the standard bi-monthly service charge and 50 percent off of the home water use in each eligible household/shelter, up to a maximum of 1,050 gallons per person per month. Additionally, a 35 percent discount is provided for the EBMUD wastewater service charge and flow charges. The wastewater discount is set at a lower percentage rate due to the lower charges. The CAP discount applies only to charges for the District's services and cannot apply to charges such as sewer service charges imposed by agencies or cities.

- *Eligibility Requirements*

Eligibility for assistance under CAP depends on the number of persons in the household and the maximum gross annual household income as provided in the attached Exhibit A. The District uses income limits for CAP assistance eligibility based on the state housing poverty guidelines by county and is updated annually. CAP income levels are based on the "very low income level" vs. extremely low, low, median, or moderate. A very low income limit typically reflects 50

percent of Housing and Urban Development's (HUD) Median Family Income. Additionally, the District's CAP income limits are greater than 200 percent of the current federal poverty level.

- *Application Process*

To establish eligibility, customers must submit an application to the District. Customers can request and submit CAP application materials by phone, mail, fax, and email. Staff reviews the applications to verify eligibility and also to determine the appropriate credit. Assistance through CAP is "temporary" under the MUD Act. Therefore, customers are required to re-apply every two years to confirm eligibility.

- *Participation Levels*

Currently 5,972 or two percent of EBMUD residential customers, and 10 homeless shelters participate in the District's CAP program. For FY16, the CAP expense totaled approximately \$1.5 million (\$1,216,500 for water and \$311,000 for wastewater fees). The program is administered in-house by staff. EBMUD's ability to provide financial assistance is restricted by Proposition 218 which limits the application of utility funds to assist low-income households. CAP discounts are funded by miscellaneous non-enterprise revenue sources, such as property taxes.

#### Agency Partnerships

If a customer is not eligible for the CAP program and/or needs emergency relief assistance, the District can partner with the Salvation Army, Catholic Charities, Seasons for Sharing, and the St. Vincent De Paul Society (added in 2015).

#### Payment Extensions/Plans & Medical Needs

Customers unable to pay their bill and who may not be eligible for assistance through CAP may also make arrangements to pay their bill over a longer period of time and through smaller incremental amounts. Payment arrangements allow the customer to make reasonable smaller payments to help them "catch up." Additionally, under the MUD Act, service may not be terminated where a medical provider certifies that service termination would result in a significant threat to the health and safety of a residential occupant.<sup>1</sup> Customer accounts with documented medical conditions are evaluated on a case-by-case basis.

#### Multi-family Lien Program

For master-metered services serving multi-family dwelling units with delinquent accounts, liens are placed on residential property for delinquent charges as an alternative to terminating service in multi-family/tenant residences. Unpaid lien amounts will roll over to the appropriate property tax bill.

#### Conservation Services

Customers are offered water audits, free devices, and other services to assist customers in reducing their water use to keep bills reasonable. Low-income and senior complexes that can benefit are targeted for these services.

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<sup>1</sup> See MUD Act Section 12822.1 (e)(5).



## **NEXT STEPS**

Staff continually looks for ways to enhance services for all customers, including low-income customers. Efforts underway and new initiatives identified include:

- Continue participation with Association of California Water Agencies, California Urban Water Agencies, and the State Water Resources Control Board (SWRCB) initiatives to help identify the root causes of, and help identify solutions to, these issues.
- Attendance at the SWRCB Low-Income Rate Program Workshop on November 7, 2016 at the District, and submission of a comment letter outlining the District's concerns. Monitor and participate in proposed legislative proposals.
- Enhance the District's online Customer Assistance section to make CAP more accessible to customers in need.
- Meet with City of Oakland staff to discuss high sewer service fees and customer impacts, and determine potential partnerships and services available to support low-income individuals.
- Targeted outreach and education of the District's CAP to vulnerable low-income areas.
- Provide comprehensive customer service training for various staff throughout the District who frequently interfaces with customers experiencing challenging situations.
- Conduct a feasibility study for a volunteer donation customer assistance program for the District.

I:\SEC\2016 Board Related Items\Committees 2016\121316 Planning Ctte\CCS - Customer Assistance Program Update Final

Attachment





# Customer Assistance Program (CAP) Application Instructions

## PROGRAM SUMMARY

EBMUD offers its Customer Assistance Program (CAP) to assist low-income residential customers with their water bill. For qualifying customers, EBMUD will subsidize half of the standard bimonthly water service charge, and half of the home water use for eligible households, up to 1,050 gallons per person per month. It will also subsidize 35% of the wastewater service charge and 35% of flow charges. Households must meet the program income guidelines shown in the table at right in order to qualify for the program.

CAP Income Guidelines	
Number of Persons in Household	Household Annual Income (all income sources before taxes)
1-2	\$39,000 or less
3	\$43,900 or less
4	\$48,750 or less
5	\$52,650 or less
6	\$56,550 or less
For each additional person, add:	\$3,900

## PROGRAM REQUIREMENTS

1. The EBMUD bill must be in your name.
2. It must be a residential account.
3. You must live at the address where the discount will be received.
4. The home or apartment must have an individual water meter.  
(The property cannot be a commercial property, duplex, triplex, four-plex or apartment building with a single meter).
5. Your household must meet the CAP income guidelines in the table above.
6. You cannot be claimed as a dependant on another person's income tax return (other than your spouse).
7. You must submit one of the following forms of identification for **each household member**:  
(Social Security cards are **not** an accepted form of identification).
  - California Driver's License or California ID (for adults)
  - Medical card or School ID (for minors)
8. You must **verify the household gross annual income** by submitting:
  - Last year's tax return (1040, 1040A, or 1040-EZ) including all Schedules C and E filed with the return
  - Social Security/pension benefits statement, SSI letter, CAL Works letter, or proof of ACH deposit
  - Two most recent paystubs
  - A printout showing your name, current date and income amount for County Assistance

**Note:** For your protection, please **hide or remove the first five digits of any Social Security number** on anything you submit.
9. You must notify EBMUD if your household no longer qualifies for the CAP program.
10. You are required to recertify your eligibility every two years.

## FOR MORE INFORMATION

Call us toll-free at 1-866-40-EBMUD (1-866-403-2683)

Monday through Friday, 8:00 a.m. to 4:30 p.m.

Email: [custsvc@ebmud.com](mailto:custsvc@ebmud.com)

TTY Access: 510-763-1035

Website: [www.ebmud.com](http://www.ebmud.com)



## Customer Assistance Program (CAP) Application for Residential Customers

**1. CUSTOMER INFORMATION:** *(please print clearly)*

Name		EBMUD Account Number: ( )	
Telephone			
Home Address (Do NOT use a P.O. Box)	Apartment #	City	Zip Code
Mailing Address (If different from home address)	Apartment #	City	Zip Code

**2. NUMBER OF PERSONS IN HOUSEHOLD:** \_\_\_\_\_

Attach a copy of an accepted form of identification for each household member. *(See instructions on back of application)*

**3. TOTAL ANNUAL GROSS HOUSEHOLD INCOME:** *(All sources before taxes.)* \_\_\_\_\_

**4. HOUSEHOLD INCOME SOURCES:**

You must report all income sources for each person who resides in this household. Check all income sources below that household members receive and **attach documentation for each income source.**  
*(See instructions on the back of this application.)*

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Gross wages and/or gross profits from self-employment | <input type="checkbox"/> Disability or Workers Compensation payments | <input type="checkbox"/> Interests/Dividends from: savings, stocks, bonds, or retirement accounts |
| <input type="checkbox"/> Unemployment benefits                                 | <input type="checkbox"/> Pensions                                    | <input type="checkbox"/> Scholarships, grants or other aid for living expenses                    |
| <input type="checkbox"/> Spousal or Child Support                              | <input type="checkbox"/> Social Security                             | <input type="checkbox"/> Insurance or legal settlements   |
| <input type="checkbox"/> General Assistance, cash and/or other income          | <input type="checkbox"/> SSP or SSDI                                 |   |
|  | <input type="checkbox"/> Rental or royalty income                    |   |

**5. DECLARATION and APPLICATION CHECKLIST:** *(please read and sign)*

**I certify under penalty of perjury** that the information on this application is truthful and correct. I have read and understand the requirements of the Customer Assistance Program and agree to provide proof of income in order to participate. I agree to notify EBMUD of any changes to my household or income that may affect my eligibility for assistance.

- ☐ I have included an accepted form of identification for each member of the household.
- ☐ I have included accepted proof of income to verify the gross annual household income.
- ☐ I have hidden or removed the first five digits of any Social Security number on the documentation submitted.

**Applicant's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**6. SEND completed application and all required documentation of income:**

**BY US MAIL to:**  
EBMUD  
MS #42 CAP  
P. O. Box 24055  
Oakland, CA 94623

**OR**

**BY FAX to:**  
510-465-3470

Normal processing time is 3-4 weeks.

If your application is approved, your CAP credit will appear on your next billing statement.

**Do not write below this line**

DATE RECEIVED	RECOMMENDED	PROCESSED BY	DATE
COMMENTS _____			
_____			

## EAST BAY MUNICIPAL UTILITY DISTRICT

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DATE: December 8, 2016

MEMO TO: Board of Directors

THROUGH: Alexander R. Coate, General Manager *ARC*

FROM: Xavier J. Irias, Director of Engineering and Construction *XJI*

SUBJECT: Alameda-North Bay Farm Island Pipeline Crossings Project Update and Final Environmental Impact Report

### INTRODUCTION

Completed in November 2014, the Alameda-North Bay Farm Island Pipeline Crossings Master Plan (Master Plan) determined the number and location of pipeline crossings required to serve the City of Alameda (Alameda) to meet existing and future demands with high in-service reliability after a seismic event. An Environmental Impact Report (EIR) for the Alameda-North Bay Farm Island Pipeline Crossings Project (Project) was prepared in support of the Master Plan recommendations. The Final EIR was made available on December 1, 2016. This memo provides an update on the Project, including an overview of the public outreach process and comments received on the Draft EIR, in advance of the Board's consideration of the Final EIR for certification and approval of the Project. Project presentations were previously provided to the Planning Committee on June 10, 2014 and June 14, 2016. Staff will provide a final presentation to the Planning Committee on December 13, 2016.

### DISCUSSION

#### Project Purpose and Description

Water service to Alameda is provided by four existing underwater pipeline crossings at three separate locations between the City of Oakland (Oakland), Alameda Island, and North Bay Farm Island. Failure of any one of the three existing crossing locations could lead to a reduction in the level of service for existing customers and potentially reduce the available water supply to Alameda Island and North Bay Farm Island. The Project will replace the existing pipeline crossings to ensure long-term reliability and redundancy of the water distribution system, meet existing and future water needs, and facilitate repair and replacement of aging infrastructure. To achieve this purpose, the Master Plan recommended three new submarine pipeline crossings (24-inch inside diameter) and associated 24-inch, in-street pipelines connecting the crossings to existing transmission pipelines along the following alignments:

approximately 1,800 feet of pipeline crossing under the Oakland Inner Harbor, as shown on Attachment A.

- Crossing No. 2 – Approximately 4,200 feet of in-street pipeline from San Jose Avenue and Pearl Street (Alameda) on Alameda Island to Veterans Court (Alameda) on Bay Farm Island and approximately 1,400 feet of pipeline crossing under the San Leandro Bay Channel, as shown on Attachment B.
- Crossing No. 3 – Approximately 3,800 feet of in-street pipeline from Ford Street and 29<sup>th</sup> Avenue (Oakland) to Lincoln Avenue and Tilden Way (Alameda) and approximately 1,400 feet of pipeline crossing under the Tidal Canal, as shown on Attachment C.

Construction of the pipelines within the streets would be by conventional open-trench construction methods; however, horizontal directional drilling methods for the underwater crossings and trenchless (bore and jack) methods for certain road and railroad crossings would be used. The Project would require temporary laydown of the three underwater crossing pipeline segments on local roads before pulling them underwater. The existing crossings would be abandoned after the new crossings are put into service.

### **Draft EIR Analysis and Mitigation Measures**

The Draft EIR for the Project was completed and circulated for a 45-day agency and public review period from July 1 through August 15, 2016. Notices of availability were sent to approximately 1,800 residents, businesses and agencies; notices were also posted on the District's website and published in the East Bay Times. Two community meetings to discuss the Draft EIR were held on July 26, 2016 and July 28, 2016. A total of eight comment letters and emails containing 39 individual comments were submitted during the Draft EIR comment period by the U.S. Coast Guard, Caltrans, California Highway Patrol, City of Oakland, one vendor, and three residents and businesses. In addition, 28 verbal comments were received during the two community meetings. Key comments focused on temporary road closures, notification in advance of construction, property rights required for the Project, impacts to local businesses and properties, pipeline design standards and material selection, coordination with Oakland's bikeway projects, and minimizing impacts to Estuary Park while also exploring opportunities to bring recycled water to the area.

The Draft EIR analysis concluded that potential impacts exist for:

- A 48-hour period of traffic and public transit delays during Crossing No. 3 pipeline segment construction.
- A two-week period of traffic and public transit delays during open-trench pipeline construction on Tilden Way.
- Construction noise for limited night work and during open-trench pipeline construction where homes are located close to the road.

These findings are significant and unavoidable, and will require the District to approve a Statement of Overriding Considerations when approving the Project. Cumulative noise and traffic impacts are also significant and unavoidable during construction. The remaining potential impacts are either less than significant or would be less than significant with mitigations.

To address the impacts noted above, key mitigation measures include:

- Limit construction activities to daytime hours to the extent possible.
- Implement noise source control measures and barriers.
- Coordinate construction activities with nearby schools.
- Provide alternative lodging for residents affected by night work, if requested.
- Develop and implement a Traffic Control Management Plan.
- Maintain at least one travel lane at key locations.
- Always maintain emergency access.
- Detour bike and pedestrian traffic in accordance with the California Manual on Uniform Traffic Control Devices.
- Provide residents with advanced notification of construction.

### **Public Outreach**

Staff obtained input directly from the two affected cities (Oakland and Alameda). In addition, staff sent notices to approximately 1,800 residents, businesses and agencies, and held two public meetings during the scoping stage of the Project. The meetings were convened to discuss the selection of the preferred crossing alignments and to solicit input.

The District's website features a Project page with information including the proposed schedule and Project-related documents. This page will be updated throughout construction.

### **NEXT STEPS**

The Final EIR will be submitted to the Board for consideration of certification and Project approval on December 13, 2016. If approved, design for Crossing No. 1 would begin in January 2017 followed by a two-year construction period beginning as early as 2018. Design and construction of Crossing No. 2 would follow.

ARC:DJR:ALH:dks

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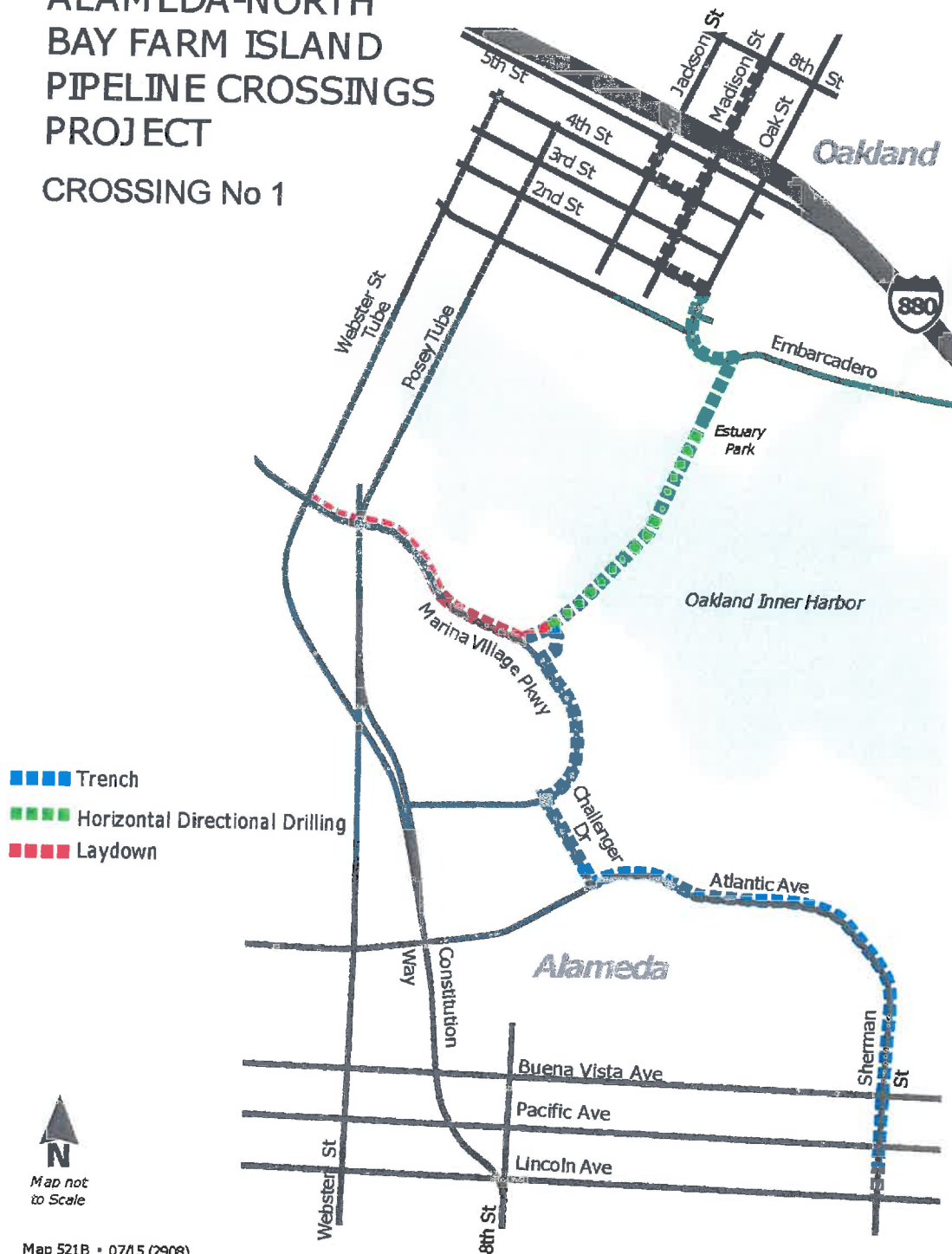
Attachments: A – Crossing No. 1 Map  
B – Crossing No. 2 Map  
C – Crossing No. 3 Map



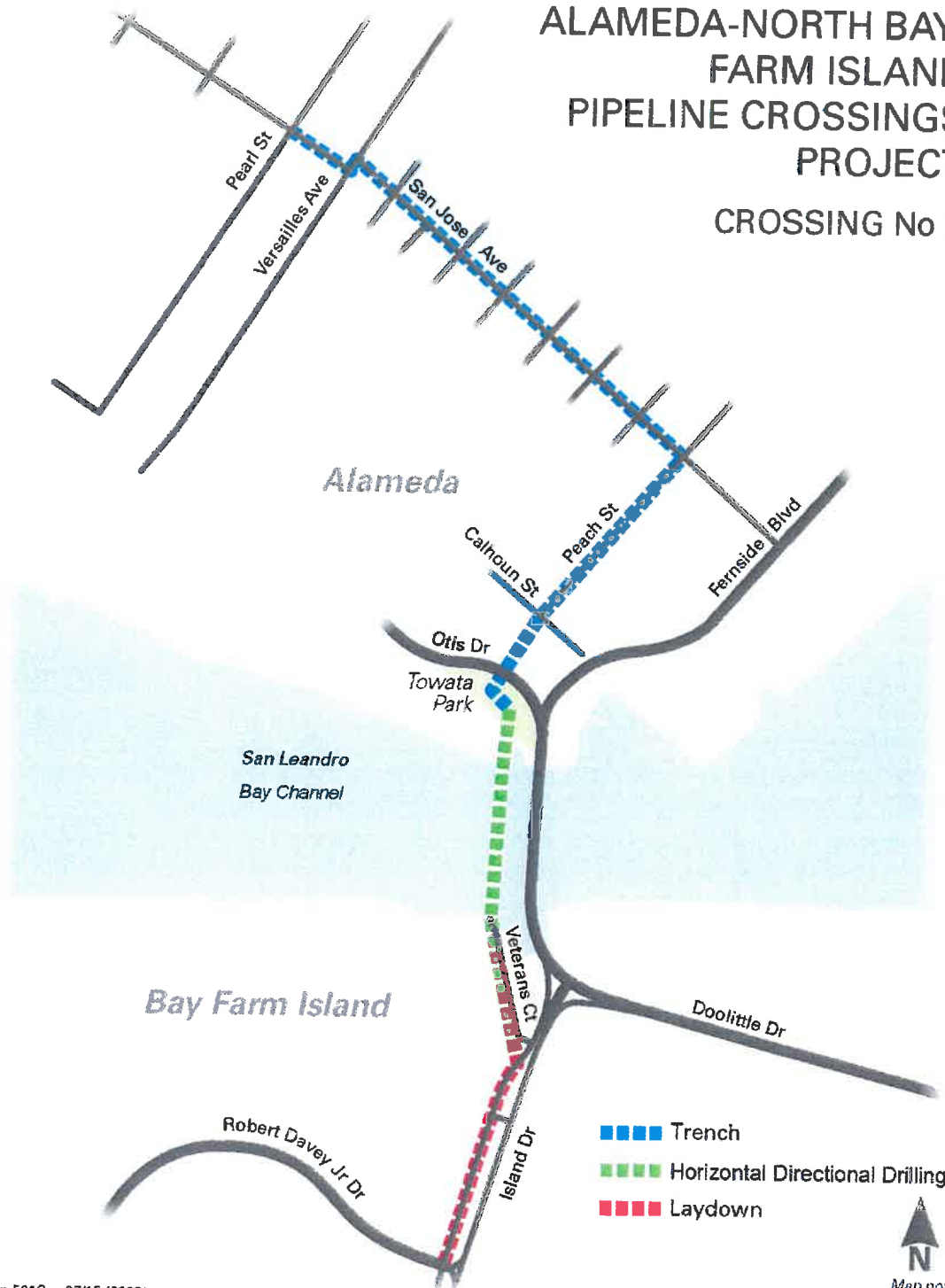


# ALAMEDA-NORTH BAY FARM ISLAND PIPELINE CROSSINGS PROJECT

CROSSING No 1



ALAMEDA-NORTH BAY  
FARM ISLAND  
PIPELINE CROSSINGS  
PROJECT  
CROSSING No 2



# ALAMEDA-NORTH BAY FARM ISLAND PIPELINE CROSSINGS PROJECT

CROSSING No 3



- Trench
- Horizontal Directional Drilling
- Laydown



Map 521D • 07/15 (2908)