

Public Health Goals Report

Board of Directors

July 9, 2019

Public Health Goals Report



- Regulatory requirement for large water systems (more than 10,000 customers) since 1998
- Report must be prepared every 3 years
- Utility must hold a public meeting for the purpose of accepting and responding to public comment

Public Health Goals Report



- Public Health Goals (PHGs) are non-enforceable goals based on the level of a contaminant that poses no significant health risk



OEHHA

- Maximum Contaminant Level Goals (MCLGs) are the federal equivalent



- Report must contain information about any contaminant detected above its PHG or MCLG

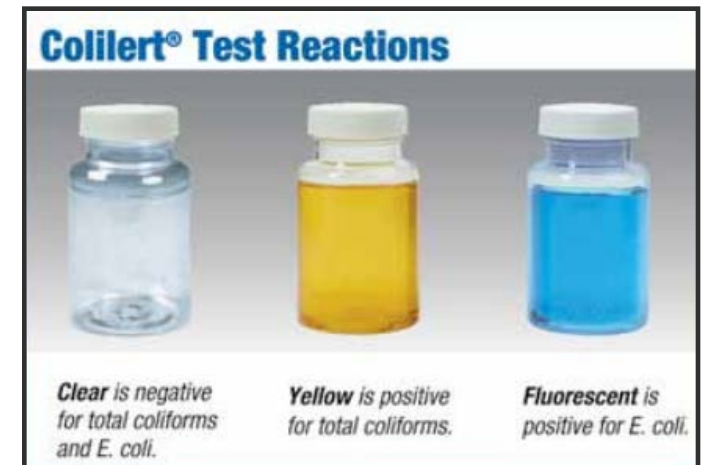
Public Health Goals Report



- Calendar years 2016 - 2018
- All state and federal water quality standards were met
- Exceeded PHG/MCLG for two compounds:
 - Total coliform bacteria
 - Bromate

Total Coliform Bacteria

- Coliform is an indicator organism, generally not pathogenic
- Samples that are positive for coliform are investigated
- MCLG: zero
- Exceeded MCLG in 1 of 36 months



- Bromate is a byproduct of the ozonation process
- Ozone is used to control taste and odor, for disinfection, and to improve filtration
- Regulatory standard (MCL): 10 µg/L
- PHG: 0.1 µg/L based on carcinogenicity
- 3 of 12 monitoring periods had results higher than the PHG, ranging from 1.4 – 2.0 µg/L

Public Health Goals Report



- Staff recommendation:
 - Accept the Public Health Goals Report

San Ramon Valley Recycled Water Pump Station R3000 Project

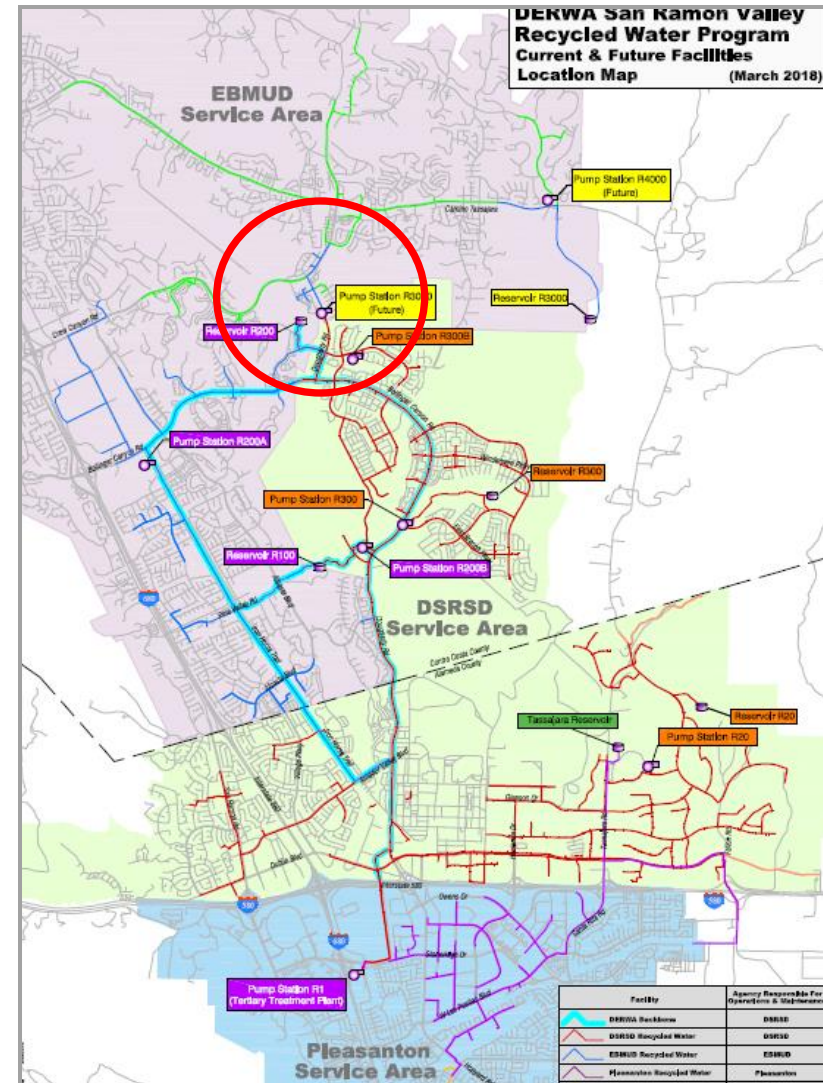
Final Mitigated Negative Declaration Project Approval

Board of Directors
July 9, 2019

Project Overview



- New recycled pump station
 - Building, electrical equipment, and paved parking
 - Retaining wall, landscaping
- Supply and discharge pipeline
- Expand recycled water service to northern San Ramon Valley
- 980 AFY potable water savings
- Construction to be scheduled once permanent DERWA supply is secured



Site Evaluation Process

- Seven sites evaluated in 2016
 - Two sites considered feasible and analyzed in IS/MND
 - Site A2 requires sale from City of San Ramon
 - Site A4 owned by DERWA, but more impacts
- Seven additional sites evaluated in 2018
 - In response to public comments received
- Recommend A2 as preferred site

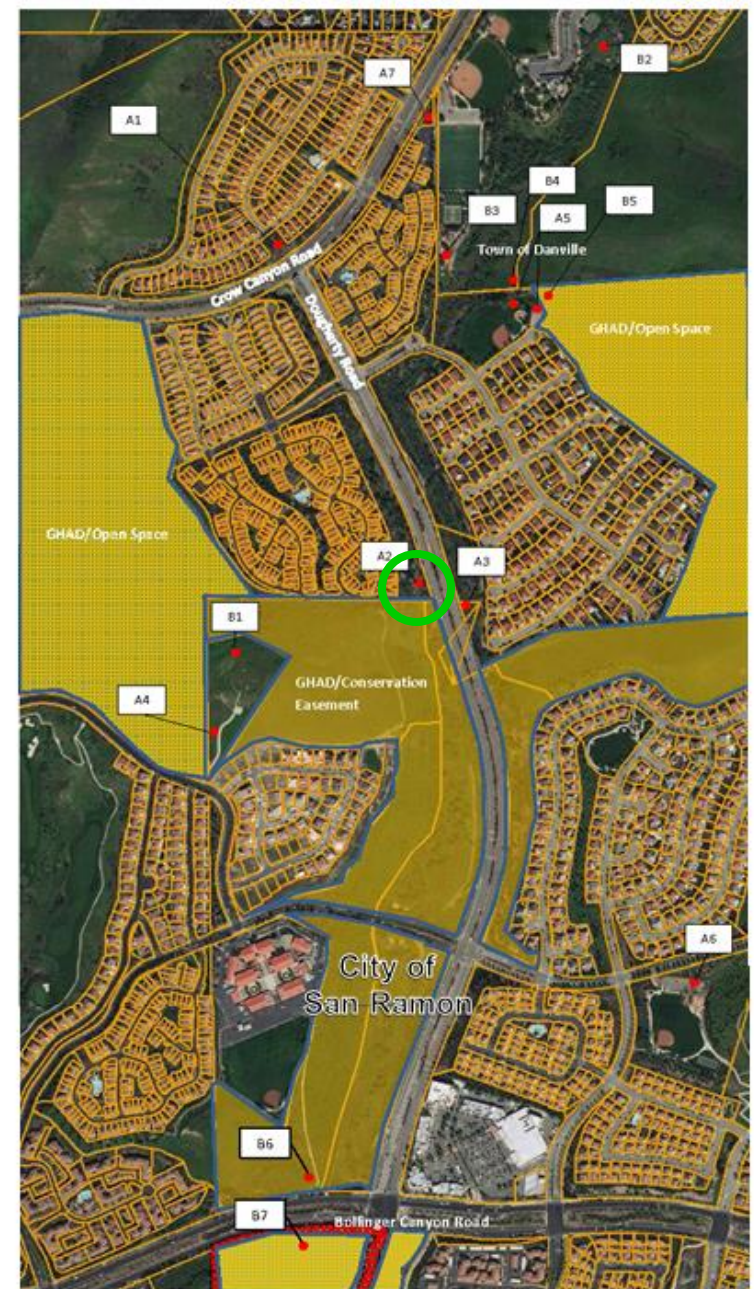


Image source: Contra Costa County GIS; City of San Ramon General Plan

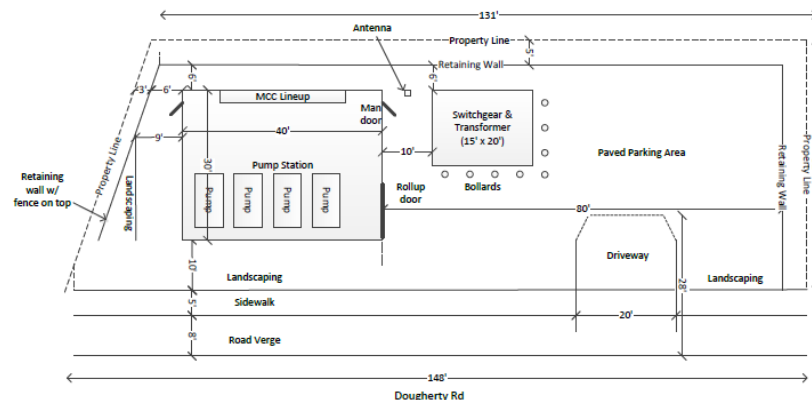
Preferred: Site A2 Location, Pipeline, and Site Plan



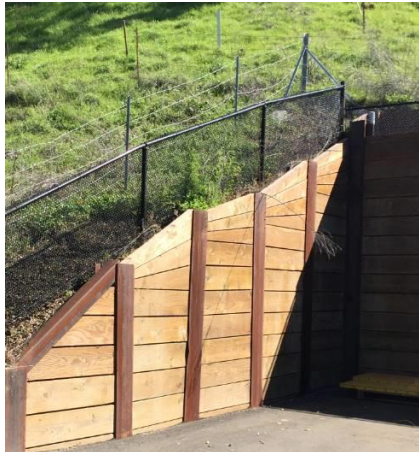
Best meets criteria:

- ✓ Close to Dougherty
- ✓ Natural screening
- ✓ Ready to purchase
- ✓ No park, play, or parking impacts
- ✓ Avoid protected areas

- Approximately 5,400 square foot developed site



A2: Existing & Proposed



Retaining Wall



CEQA Analysis and IS/MND Public Outreach

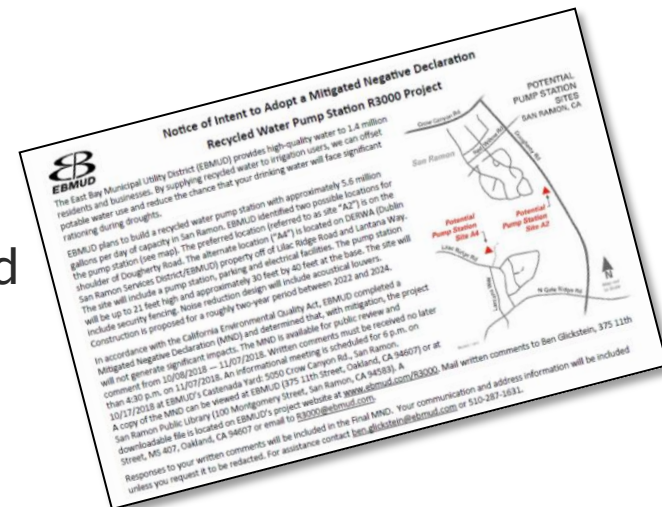


CEQA

- Initial Study/Mitigated Negative Declaration (IS/MND)
- EBMUD Standard Practices & Procedures
- Mitigation Monitoring & Reporting Program

IS/MND Public Outreach

- Meetings with City of San Ramon
- Presentation to City Architectural Review Board
- 551 mailers sent
- 2 public meetings: Oct 17 and Nov 13, 2018
- Notice posted on District website, filed with County Clerk and published in the newspaper
- A copy of the MND sent to the San Ramon Library
- 57 comment letters and e-mails received



MND Analysis

| Environmental Factors | Less than Significant | Less than Significant with Mitigation | Significant and Unavoidable |
|-----------------------|-----------------------|---------------------------------------|-----------------------------|
| Aesthetics | | ✓ | |
| Air Quality | ✓ | | |
| Biological | | ✓ | |
| Cultural | | ✓ | |
| Energy | ✓ | | |
| Geology | ✓ | | |
| GHGs | ✓ | | |
| Hazards | ✓ | | |
| Hydrology | ✓ | | |
| Noise | ✓ | | |
| Recreation | ✓ | | |
| Traffic | ✓ | | |

Key Community Comments & Responses



Comments

- Site selection
- Fire hazards
- Construction related traffic, noise, dust
- Operational odor and noise
- Visual impacts/aesthetics

Responses

- Additional background on site selection and additional sites evaluated
- Remove fencing unless required for future security
- More tree planting and architectural design modifications
- Enforcement of specifications and standard practices
- Additional construction outreach
- Additional traffic coordination at Coyote Creek Elementary
- Clarification of no odor
- Analysis confirms no noise concern from equipment enclosed in building
- Compliance with fire code regulations

All comments addressed with no substantial changes to the MND

Recommended Action



- Adopt the Final MND for the Pump Station R3000 Project
- Make findings in accordance with the California Environmental Quality Act (CEQA)
- Adopt the Mitigation Monitoring and Reporting Program
- Adopt the Practices and Procedures Monitoring and Reporting Program
- Select Site A2, along Dougherty Road
- Approve the Pump Station R3000 Project





EAST BAY MUNICIPAL UTILITY DISTRICT

2019 Customer Opinion Survey Results and Outreach Highlights

Board of Directors

July 9, 2019

Agenda



- Survey background
- Key results
- Areas of strength
- Areas for improvement
- FY19 and FY20 outreach highlights

Survey Overview



Purpose:

- To understand District residents' perception of the District, knowledge of our work, and how providing information about our efforts can improve their opinion and support for District initiatives.

Goal:

- Utilize data to guide District outreach and messaging to ensure our efforts are known, and to strengthen consumers perception of EBMUD.

Methodology



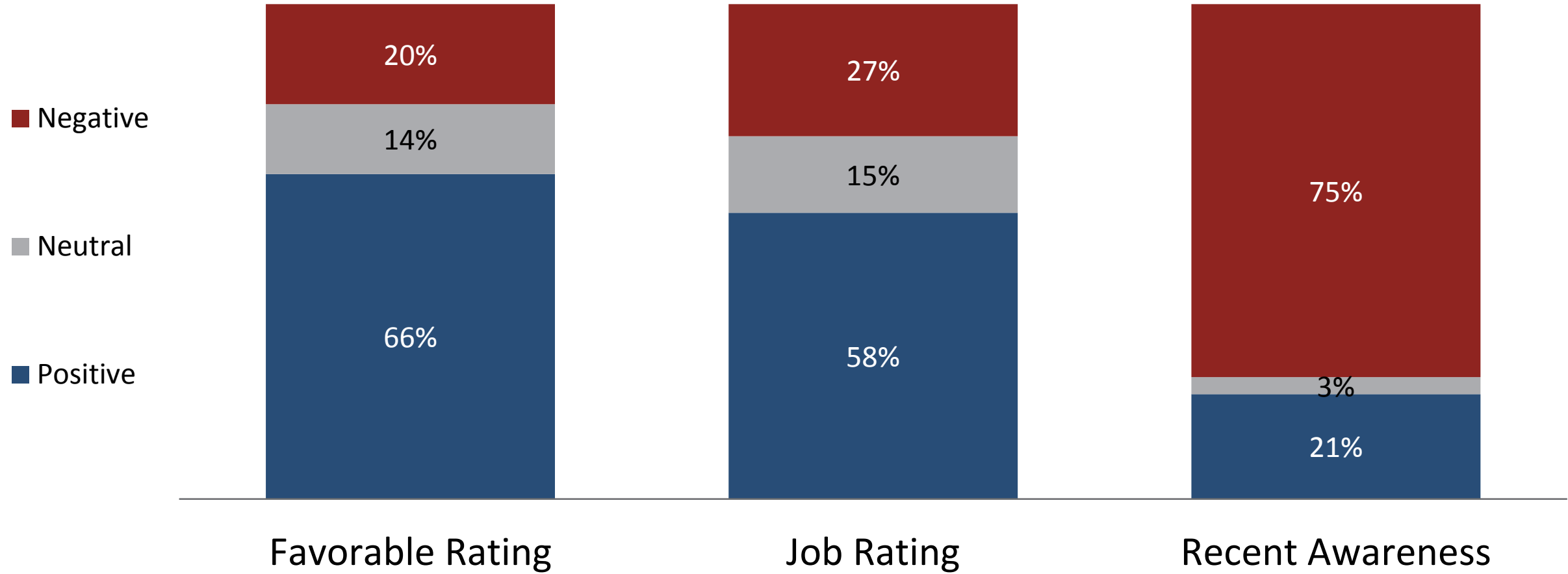
- Telephone and email-to-web survey of 1,205 East Bay Municipal Utility District customers – account holders and non-account holders.
- Conducted February 19 – March 6, 2019.
- Results are geographically and demographically representative of the District population, with a margin of error of ± 2.8 percentage points.
- Survey was conducted on landlines, cell phones and online in English, Spanish and Chinese.

Key Findings

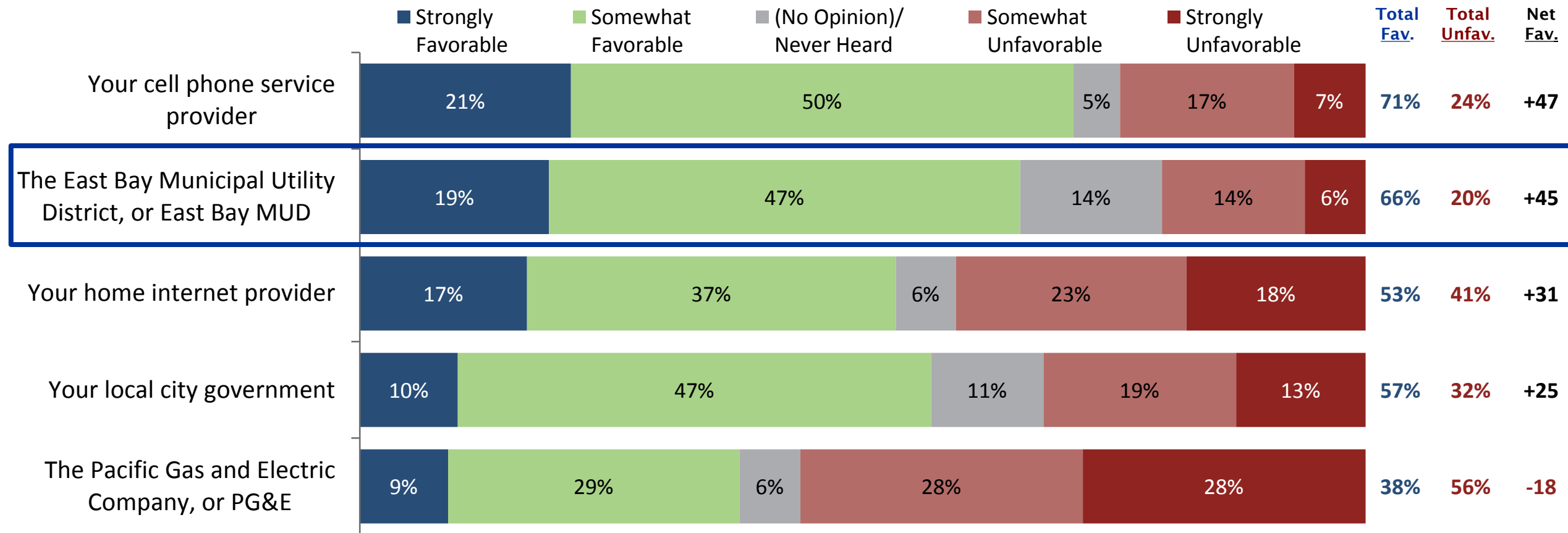


- Residential customers have positive opinions of EBMUD and rate the District positively on its core responsibilities, particularly providing quality, safe, good-tasting tap water.
- Customers share EBMUD's priorities, particularly the reduction of pollution in lakes, creeks and San Francisco Bay, along with being prepared for emerging challenges like droughts and earthquakes.
- Despite EBMUD's positive job ratings in most areas, some customers are not happy about water rates. However, once provided with additional information, many change their opinions about EBMUD's management of water rates.

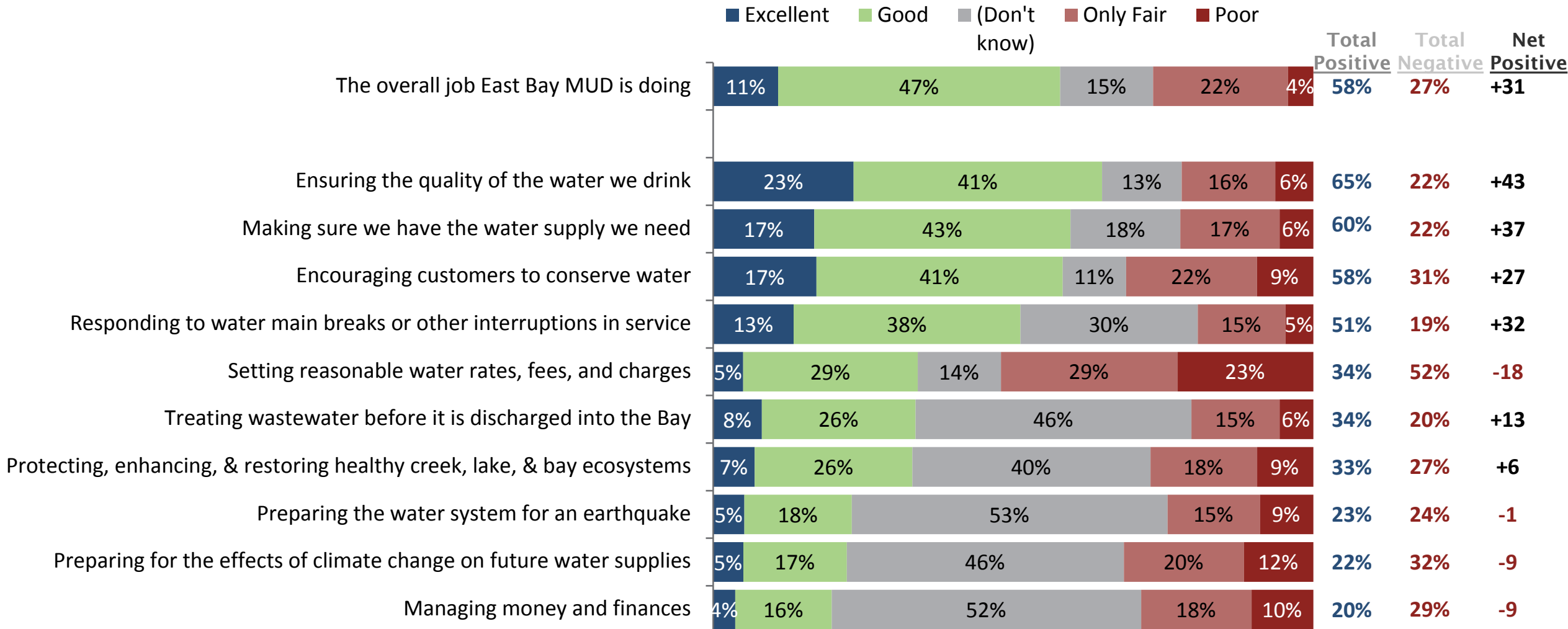
EBMUD Brand Summary



Local Organization Favorability Ratings



EBMUD Job Ratings

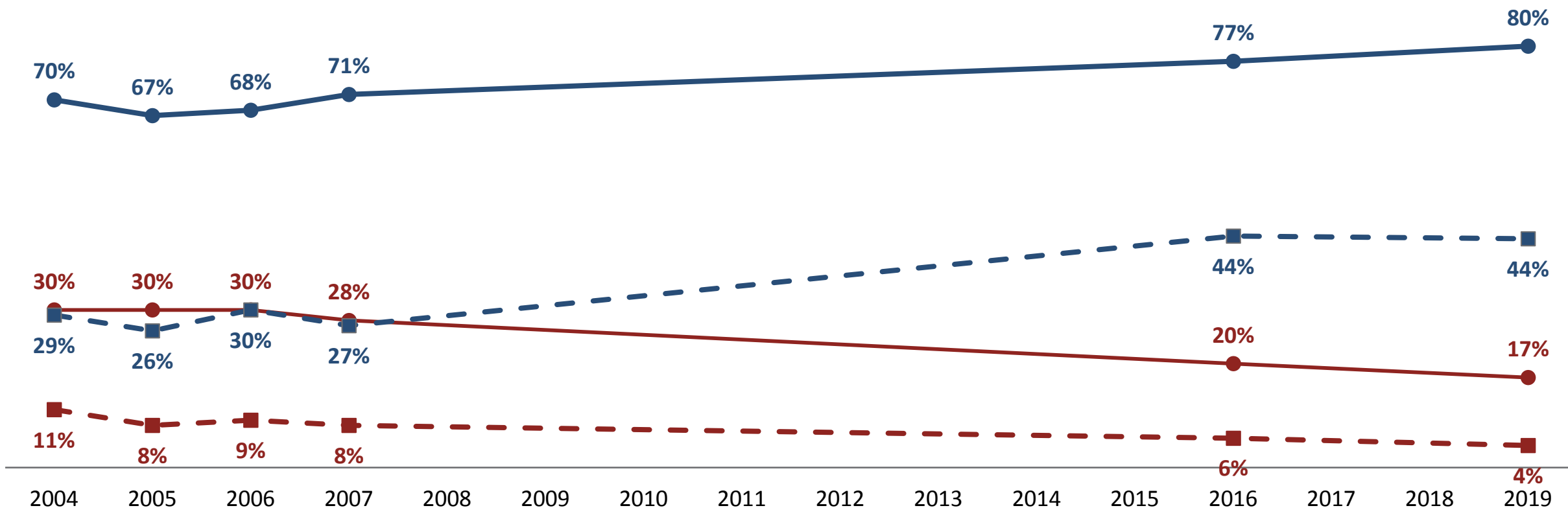


Quality of Tap Water for Drinking Over Time



How would you rate the quality of your tap water for drinking?

—●— Excellent/Good —●— Only Fair/Poor —■— Excellent —■— Poor

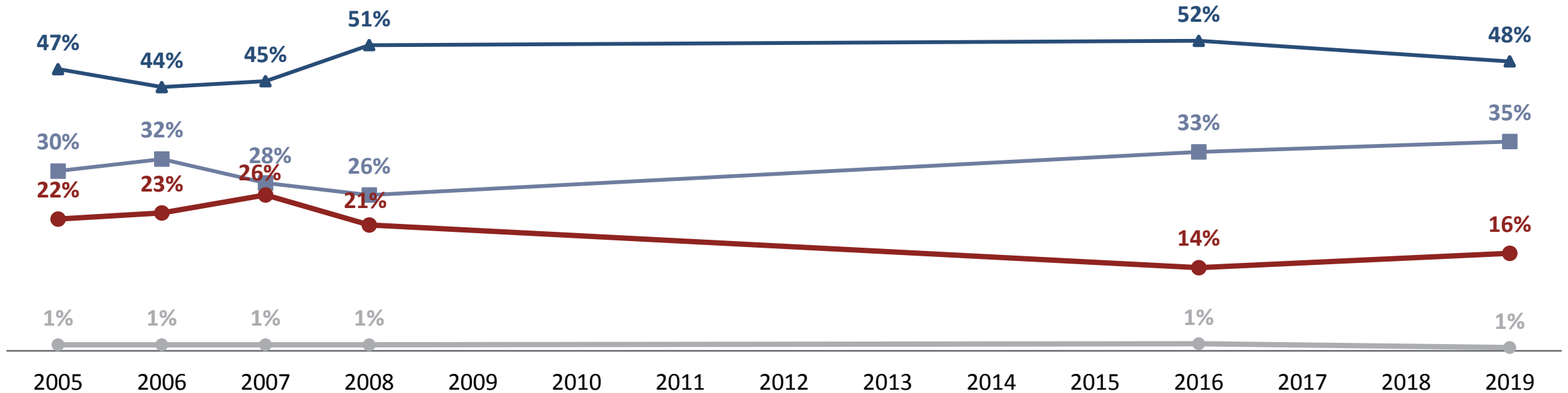


Drinking Water Over Time

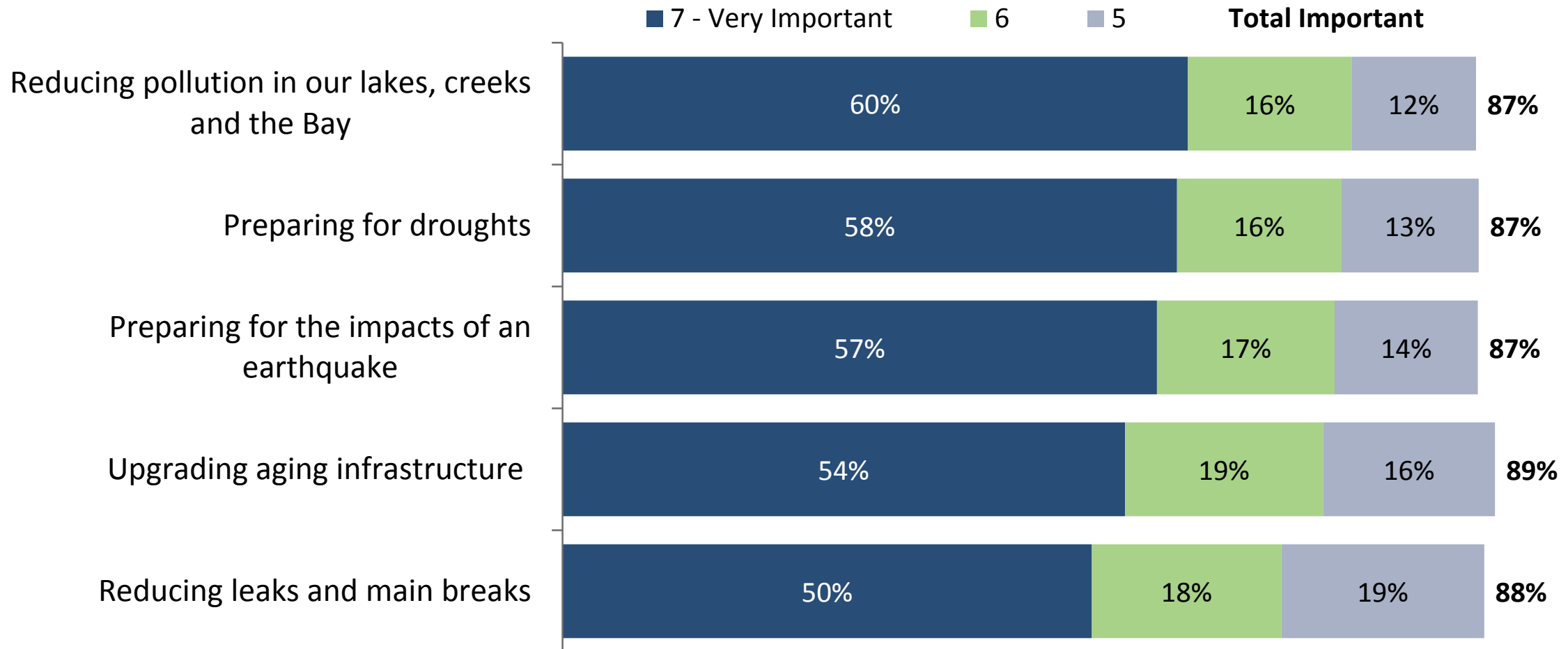


For drinking water in your home, do you mostly use:

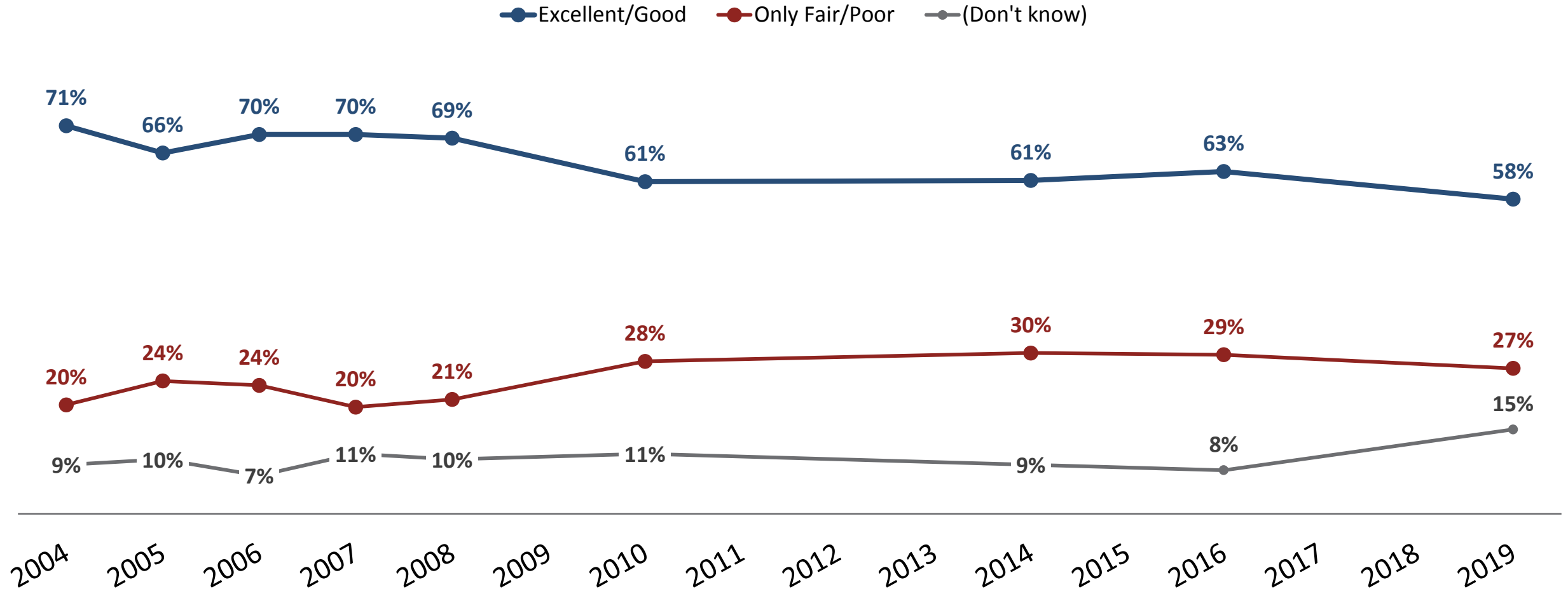
— Water from the Tap — Filtered Water — Bottled Water — (Refused)



EBMUD Priorities



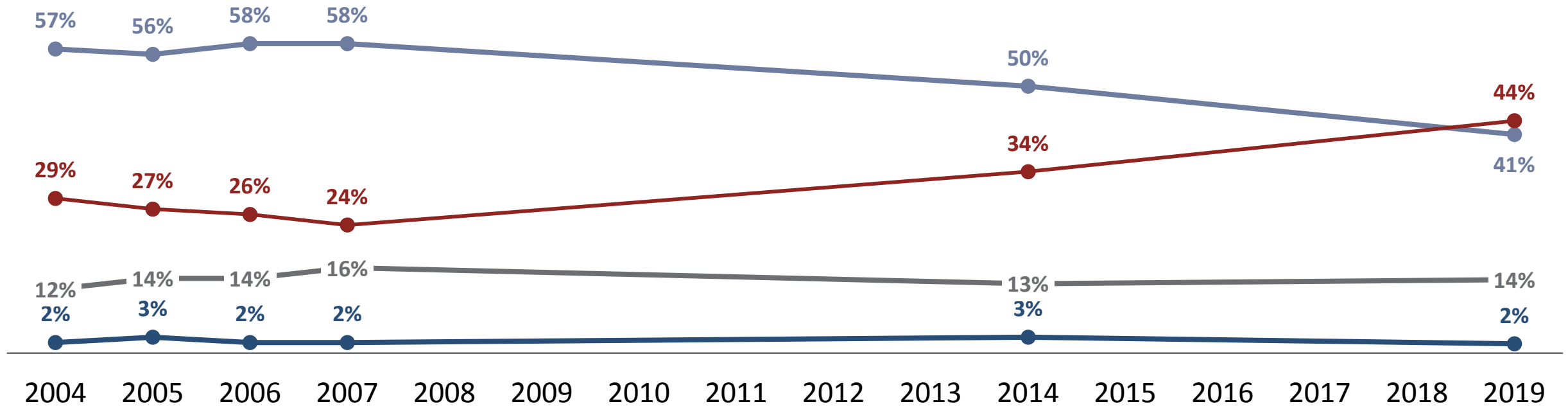
EBMUD Overall Job Rating Over Time



EBMUD Rate Perceptions Over Time



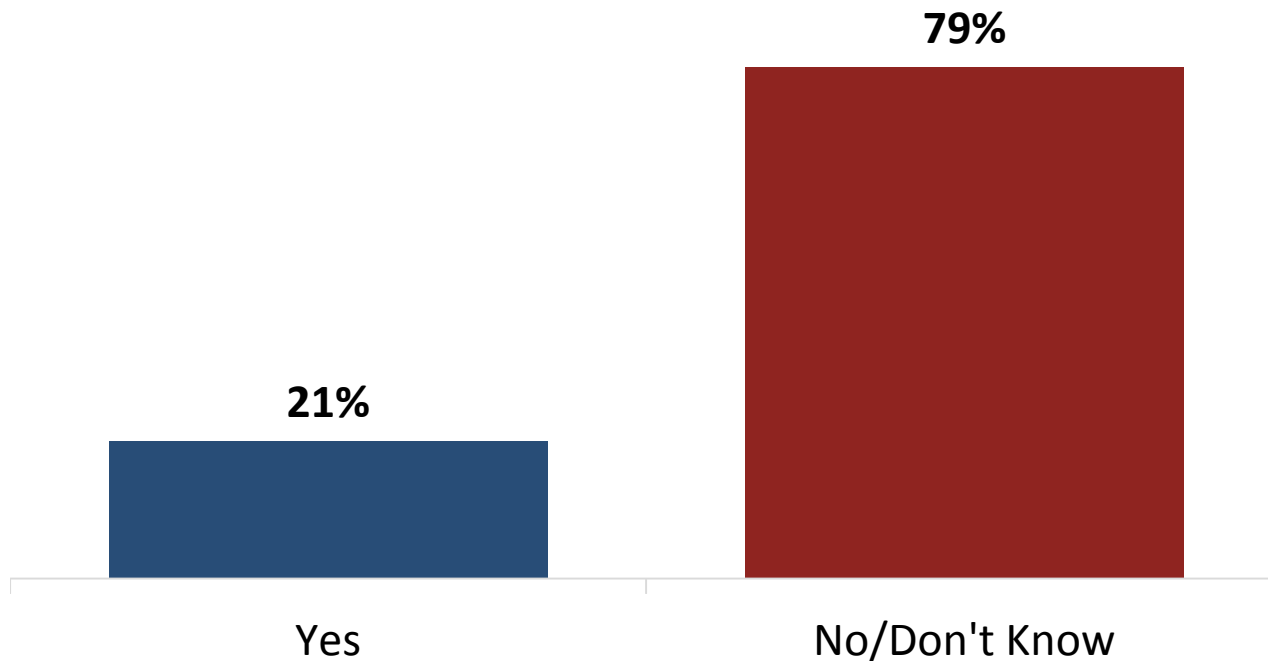
● Too Low ● About Right ● Too High ● Don't Know



EBMUD Recent Awareness



Have you heard or seen anything about East Bay MUD lately?



| What have you seen or heard? | Among heard/seen (n=259) | Among everyone |
|------------------------------|--------------------------|----------------|
|------------------------------|--------------------------|----------------|

Positive (28%)

| | | |
|---|-----|----|
| Construction/Fixing Water Lines | 19% | 4% |
| Plans for Investing in Infrastructure | 5% | 1% |
| Efforts to Clean Water | 3% | 1% |
| Conservation Efforts/Charges During Drought | 1% | 0% |
| Information About Rebate Programs | 0% | 0% |

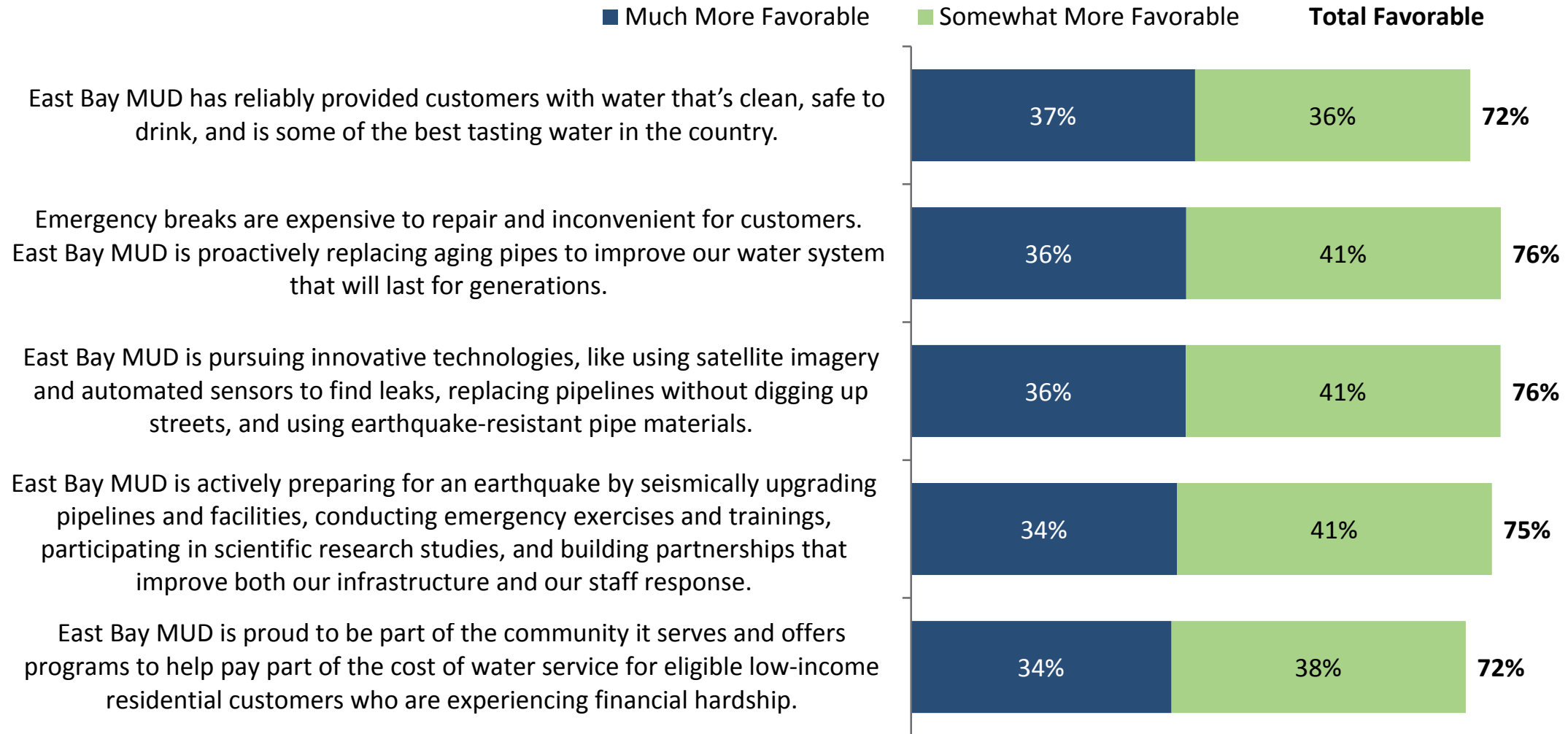
Neutral (48%)

| | | |
|---------------------------------------|-----|-----|
| Heard Something, General/Website/News | 19% | 4% |
| Newsletter/Water Bill/Bill Insert | 11% | 2% |
| Employment Opportunities | 2% | 0% |
| Other | 6% | 1% |
| None/Nothing/Don't Know | 10% | 81% |

Negative (23%)

| | | |
|---|-----|----|
| Water Rates | 20% | 4% |
| Poor Water Quality | 2% | 0% |
| They've Cut Off Water | 0% | 0% |
| Change in Water Source/Water Tastes Worse | 1% | 0% |

EBMUD: Additional Information



EBMUD: Additional Information



■ Much More Favorable

■ Somewhat More Favorable

Total Favorable

East Bay MUD has prepared for dry years by investing in new water sources, facilities, and technologies. Their work paid off during the recent drought, when East Bay MUD had sufficient water supplies to meet customer demand.



East Bay MUD is a public, not-for-profit agency working hard to make smart decisions with the dollars entrusted to them by customers. They have found ways to save energy and money, reduce greenhouse gas emissions, and ensure our skilled workforce remains safe while on the job.



East Bay MUD has an aggressive program to upgrade, maintain, and inspect pipes, facilities, and treatment plants to reduce expensive emergency repairs.



East Bay MUD reliably delivers water and wastewater services to over 1.4 million people every day. They've served the Bay Area for almost 100 years and are an integral part of the community.



EBMUD is committed to keeping water affordable and makes thoughtful decisions when setting water and wastewater rates.

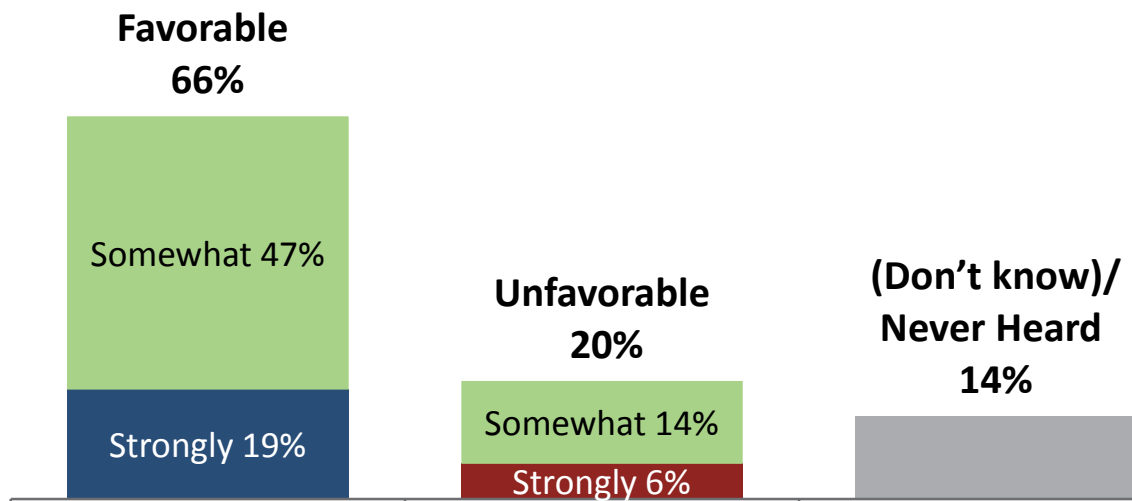


Impact of Information on Brand

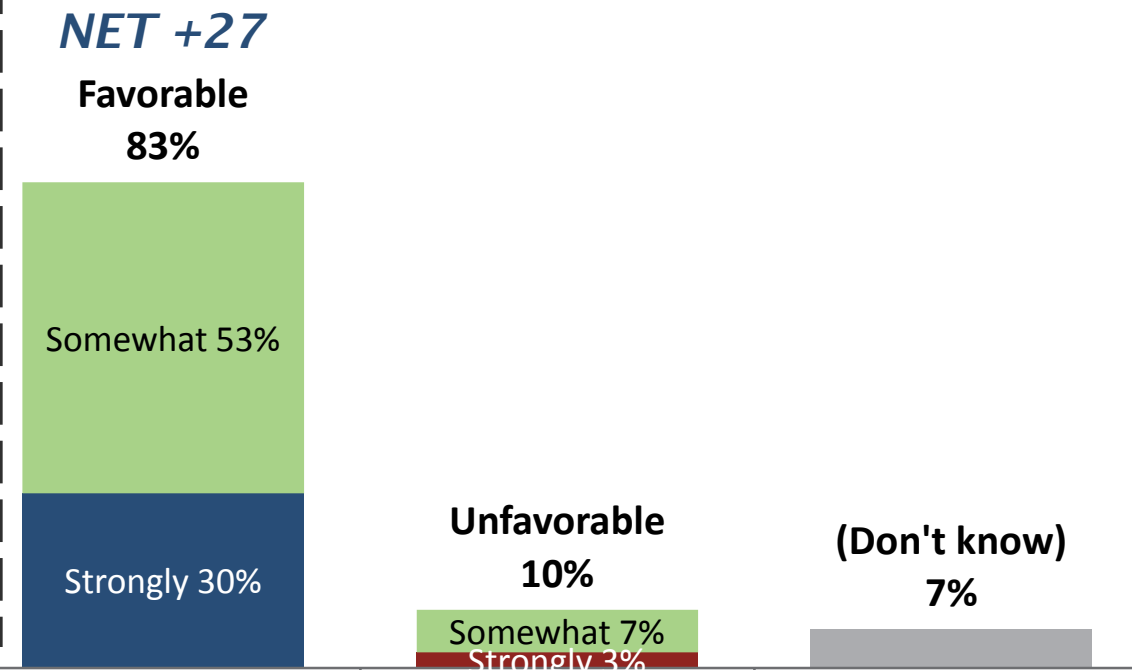


Now that you've heard more, do you have a strongly favorable, somewhat favorable, somewhat unfavorable or strongly unfavorable opinion of East Bay Municipal Utility District, or East Bay MUD?

Initial Rating



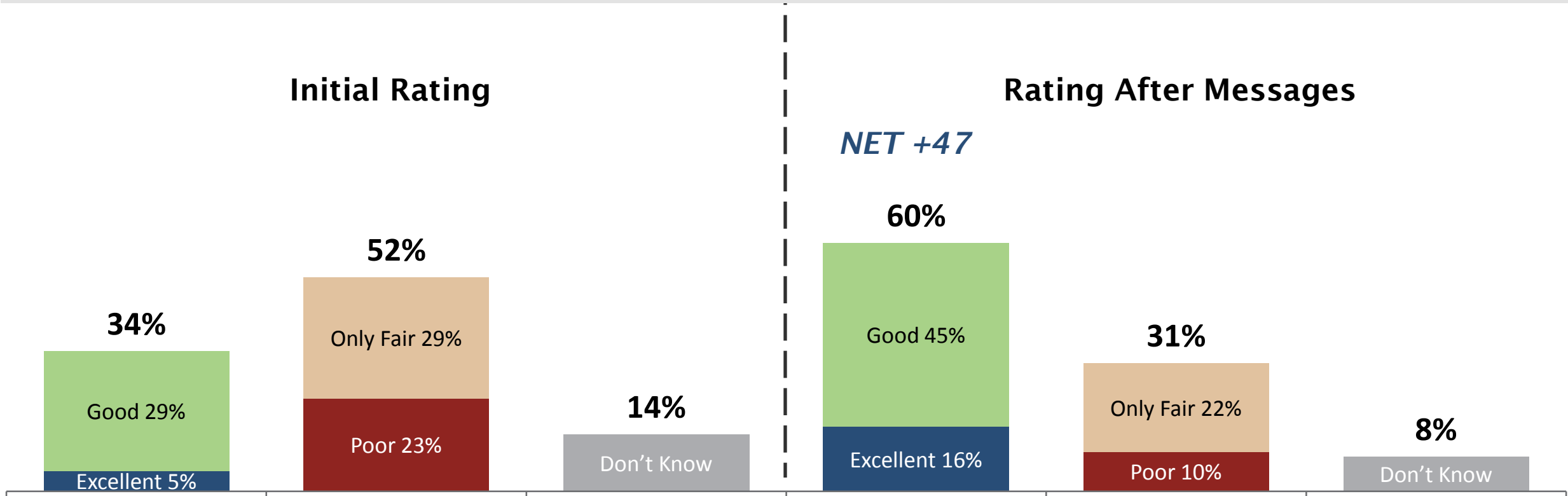
Rating After Messages



Impact of Information on Setting Rates



And now that you've heard more, would you say that East Bay Municipal Utility District does an excellent, good, only fair, or poor job of setting reasonable water rates, fees, and charges.



Top Messages Among Movers



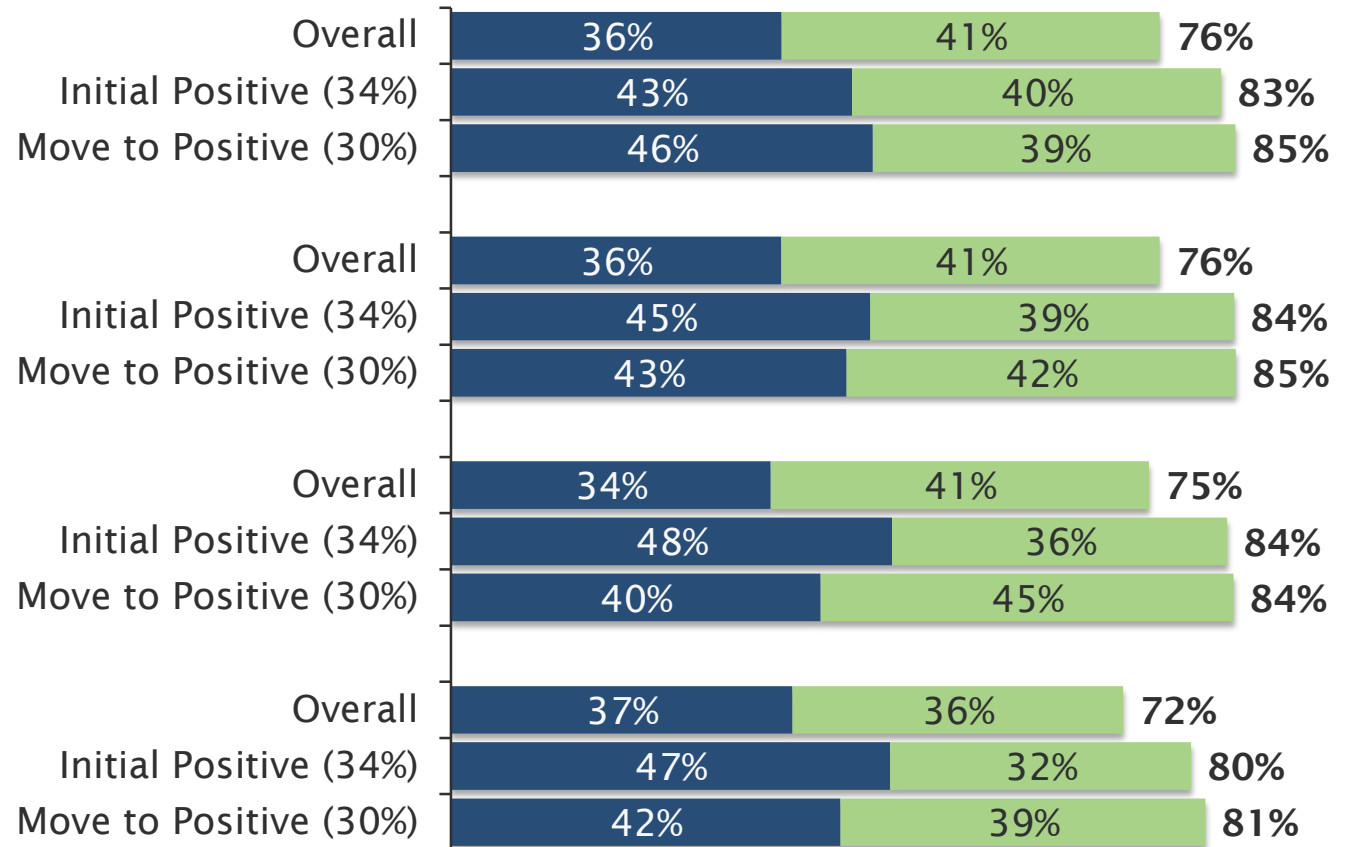
Emergency breaks are expensive to repair and inconvenient for customers. East Bay MUD is proactively replacing aging pipes to improve our water system that will last for generations.

East Bay MUD is pursuing innovative technologies, like using satellite imagery and automated sensors to find leaks, replacing pipelines without digging up streets, and using earthquake-resistant pipe materials.

East Bay MUD is actively preparing for an earthquake by seismically upgrading pipelines and facilities, conducting emergency exercises and trainings, participating in scientific research studies, and building partnerships that improve both our infrastructure and our staff response.

East Bay MUD has reliably provided customers with water that's clean, safe to drink, and is some of the best tasting water in the country.

■ Much more favorable ■ Somewhat more favorable Total More favorable



Conclusions



- EBMUD's brand remains healthy and customers continue to value the high-quality, reliable, good tasting water EBMUD provides.
- There is an opportunity to alleviate concerns and improve EBMUD's brand ratings by building on existing strengths (safe, reliable and good tasting water) and explaining EBMUD's proactive efforts to update the water system for the future.
- Information about these efforts goes a long way in helping customers see how water charges are put to good use. Overall ratings of EBMUD's rate setting flip from negative to positive after messaging.

Outreach Highlights in FY19

Water on Wheels



- 17 Water on Wheels events
- Drawing over 150,000 people
- 250 sponsored events and organizations this fiscal year



Salmon Run Outreach



San Francisco Chronicle

SFCHRONICLE.COM | Wednesday, November 28, 2018 | CONTAINS RECYCLED PAPER | \$2.00 *****



A chinook, also called king salmon, attempts to jump up the fish ladder to the hatchery on the Mokelumne River in the Sierra foothills, where fisheries biologists say improved habitat in recent years has paid off.

Improved habitat brings surge in king salmon run

By Peter Finkbe

Near record numbers of chinook salmon are surging up the Mokelumne River, marking the second large spawning year in a row and signaling to fisheries biologists that habitat improvements in recent years are paying off for fish and the people who eat the pinkish delicacies.

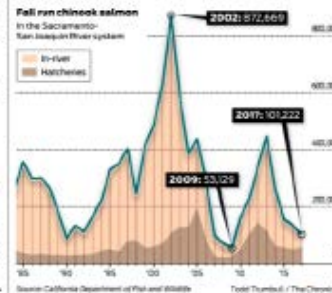
The Mokelumne River Fish Hatchery, a Sierra foothills plant that is part of California's sprawling Central Valley river system, has processed 13,695 salmon so far this year, a number that by the end of the year could come close to last year's record of 15,994 returning fish.

It is expected to be the best two-year run on the river since records started being kept in 1940, a significant accomplishment given how dismal salmon returns have been over the past three years in virtually every other watershed in California, including the Sacramento River, which last year saw its lowest returns in eight years.

The increase in the Mokelumne is the result of increases over the past few years in cold water releases from the reservoirs, better management of hatchery fish and

Low salmon levels across river system

Last year's record run of chinook salmon on the Mokelumne River occurred while the entire Central Valley river basin, which includes the Mokelumne, was experiencing the worst salmon returns since 2009. But the recent surge on the Mokelumne indicates to biologists that habitat improvements in the river are paying off.



Uninsured rate in state expected to rise sharply

By Catherine Ho

Up to 800,000 more Californians are likely to be without health coverage in 2019, researchers estimate — reversing a years-long trend of falling uninsured rates in the state following the implementation of the Affordable Care Act.

The number of uninsured Californians is projected to increase to 4.4 million in 2019 unless state officials enact policies to expand coverage, according to a report released Tuesday by the UC Berkeley Labor Center and UCLA Center for Health Policy Research. That would represent a jump from 3.4 percent of the population being uninsured to 12.9 percent in 2019.

Higher rates of uninsured patients would mean hospitals would absorb the costs of treating uninsured patients who seek emergency care but cannot pay the full bill.

The anticipated rise is largely because the ACA's individual mandate requirement to buy health insurance is being phased out in 2019 — meaning people will no longer have to pay a tax penalty if they forgo health insurance. Congress repealed the mandate as part of a tax bill passed

Insurance continues on A7

Tightest House leadership race: Barbara Lee's

By Tai Nipins

WASHINGTON — The most competitive leadership race for congressional Democrats isn't at the top of the ticket — it's the campaign for the party's No. 4 spot, featuring Oakland Rep. Barbara Lee.

The 46-year-old congresswoman is trying to become the first African American woman ever elected to either party's House hierarchy.

Although it's gotten less attention than San Francisco Rep. Nancy Pelosi's quest for the speakership, the campaign for Democratic caucus chair has become the closest and most consequential intraparty contest up for a vote on Wednesday. It is the only position among the party's top four jobs that has no incumbent running.

The race between Lee and New York Rep. Lee continues on A6



Record Number Of Chinook Salmon Returning To Mokelumne River



NEW AT 5:00 Surge in Salmon



Fish Hatchery Turnaround: A Big Boon for Fishermen



JOSE SETKA

6:46 57°



Watershed to Bay



From Watershed to Bay

In honor of California Coastal Cleanup Day and Creek to Bay Day, the East Bay Municipal Utility District and our partners along our watersheds, waterways and the San Francisco Bay invite you to join us in **TAKING ACTION.**

PROTECT A CREEK 4

KNOW WHAT TO FLUSH 8

WASTEWATER 101 10

A CLEAN BAY BEGINS WITH YOU.
www.ebmud.com/cleanbay

A clean bay begins with me.

I scrape grease into the compost, not the drain.

ebmud.com/cleanbay

A clean bay begins with me.

I keep old medicines out of the bay.

ebmud.com/cleanbay

A clean bay begins with me.

I toss wipes in the trash, not the toilet.

ebmud.com/cleanbay

Website Enhancements



Water quality incident page

[Home](#) / [Author help](#) / [Water quality incident page template](#)

Important information about your drinking water. Please check back frequently for updates. To check areas affected, please visit the Water Quality Incident Map below.

LEGEND: Active Water Quality Affected Area | EBMUD boundary

Please click on icon and enter an address to search for water quality affected area.

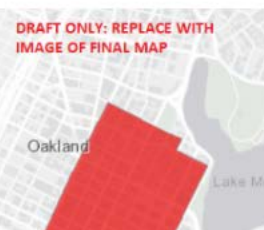


BOIL WATER NOTICE IN OAKLAND

Updated: Month Date, Year - Time

Add content from the final DDW-approved public notice.

Due to the recent... Massa placerat elementum non dictumst et lorem dapibus! Non et enim arcu, enim amet! Et cursus a elit dictumst mattis sociis lorem porttitor! Sed, lectus auctor magna pulvinar nisi! Mid mus in non amet nunc tempor. Magnis auctor sit tortor, nisi lorem. Nunc sit diam augue tortor elementum, nisi dui placerat, elementum, porttitor lundium dui pid et, arcu? Integer ac platea penatibus in et, lacus cursus est, et pulvinar, nascetur, augue mus, ultrices, vut turpis dignissim dui rhoncus, placerat rhoncus in et rhoncus augue? Ac cras, tempor turpis.

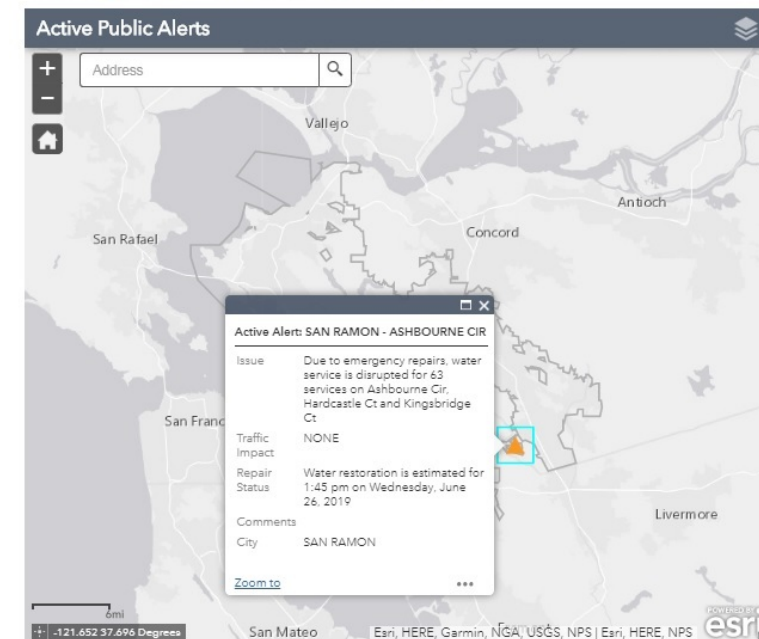


Alerts and outages

[Home](#) / [Customers](#) / [Alerts and outages](#)

This map shows water outages due to emergency repairs that require water to be shut down without notice. Emergency repairs may include a broken water main or a hit hydrant.

LEGEND: Active Public Alerts | EBMUD boundary



Budget and Rates



Proposed Budget Overview for EBMUD Water and Wastewater | \$2.3 Billion

EBMUD:

Renew. Reinvest. Ready.

The EBMUD \$2.3 billion budget protects the East Bay's wastewater system that serves 1.4 million people every day and a wastewater system that serves 1.5 million people.

The mission to deliver reliable water and wastewater services drives the financial priorities of the proposed FY 2020 and 2021 budget, which encompass long-term fiscal health and focus on investments to maintain and upgrade aging infrastructure.

Investments to maintain and upgrade aging infrastructure

- EBMUD's system is old and nearly a century old. Our focus today is maintaining infrastructure (pipelines, treatment, pumping plants and treatment facilities) resulting from the Sierra Nevada facilities in San Francisco Bay.

- Continued investment in infrastructure is necessary for EBMUD to keep providing high quality and reliable water and wastewater services.

Long-term financial stability

- The budget is flexible to accommodate changes including proposed water rates that consider today's reality of reduced water use.



- The plan also strives to reduce long-term debt by paying for more capital commitments upfront. By limiting debt, more money is available to respond to and recover from future emergencies.

Where the money comes from
The EBMUD water and wastewater systems are primarily funded through water and wastewater treatment charges paid by customers.

Other revenue sources for water are system capacity charges and new water fees, property taxes, reimbursements from general agencies, miscellaneous assessments and hydroponic sales. For wastewater, other revenues include wastewater facility charges, revenue recovery fees and property taxes.

Proposed rates and fees

EBMUD is preparing rate increases for its water and wastewater service charges over a two-year period starting on July 1, 2020 and July 1, 2021, respectively. It anticipates changes for water service would increase by 1% in the first year and an additional 1% in the second year. As a result of a long-term rate study, some wastewater rates and charges for IT services will decrease and some will increase. By FY2021 the rates would increase an additional 1%.

To receive the latest information, please visit ebmud.com/rates.

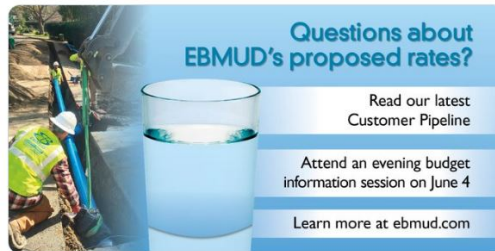


Budget session underway. Our finance director reviews priorities for the proposed FY20-FY21 budget, totaling \$2.34 billion with a focus on replacing and renewing critical water & wastewater infrastructure. If you have questions, let us know. More info at EBMUD.com/rates



What does it take to produce a glass of H₂O? Find out in our Customer Pipeline newsletter where we break down our proposed budget & rates plan that supports services to the East Bay. Questions? Attend an evening budget information session on June 4.

ebmud.com/customers/pipe...



Outreach includes:

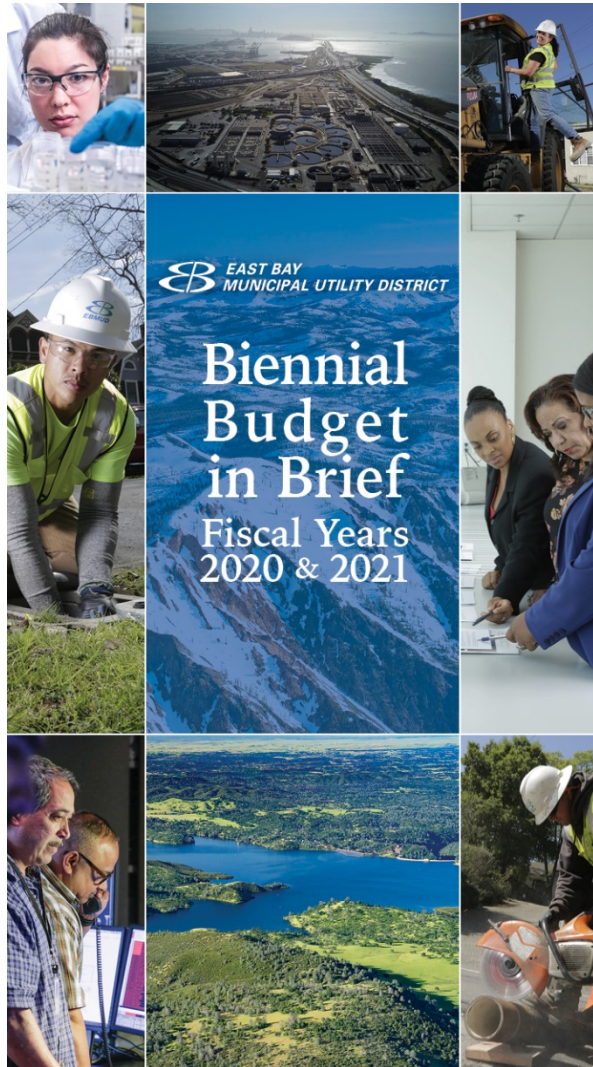
- Four-page budget fact sheet
- Social media posts
- News release on GM recommended budget/rates in May
- Public meeting June 4
- Press briefing June 11

Outreach in FY20



- Improve storytelling about our system
- Utilize new tools/venues
- Explain costs of running our system
- Dispel myths

Budget and Rates



Continued outreach:

- Budget-in-brief for field crews and public meetings
- Highlighting investments in infrastructure on social media, pitches to media
- Focus on budget/costs of running the system year-round.

Emergency Preparedness



Wildfire used to be a threat only in hot, dry months, and in wooded regions. Now, wildfire season is much longer and far-reaching.

During periods of high fire danger, PG&E may turn off power to broad swaths of Northern California in the interest of public safety. The outages, called Public Safety Power Shutoffs – or PSPS – may last for days at a time, with little to no advance warning. PSPS could affect all power customers, including EBMUD.

Planning for a widespread emergency power outage is a complex challenge for an agency that provides water and wastewater service 24 hours a day, 365 days a year.

EBMUD has dozens of portable pumps and generators for overall emergency

preparedness. Due to the extent of a PSPS, we've leased several dozen more in varying sizes to keep our pumping plants running during a power shutoff.

Pumping plants are critical links in the water storage system. They help convey water from our treatment plants, which have backup generators on site, to reservoirs and tanks at higher elevations.

As a regular practice during Red Flag Warnings, EBMUD fills up those reservoirs and tanks to be ready for fire flows. Adding generators at pumping plants helps make us as ready as possible to handle a PSPS.

But our work doesn't end there. EBMUD also manages more than 57,000 acres of open space here and in the Sierra Foothills, and we continuously work to

make that land more resistant to fires. We build fire breaks, remove highly flammable vegetation and partner with fire departments to conduct controlled burns. We also manage vegetation near EBMUD facilities and rights-of-way. The schedule of that work can be found at ebmud.com/about-us/vegetation-management.

If and when a PSPS is announced in the East Bay, EBMUD may ask you to minimize your water use to ensure water is available for firefighting and indoor use. At these times, turn off your outdoor irrigation. And don't forget to stock up on emergency water supplies – two gallons per person per day for up to seven days.

Photo: Controlled burns reduce the threat of severe wildfires

- July/Aug Customer Pipeline focus on PSPS preparation
- Preparing key messages for public events, and media outreach
- Continued focus on customers' emergency preparation

EBMUD will develop and share more information on PSPS preparation later this summer. Stay tuned for more at ebmud.com, @ebmud on and , and in EBMUD publications. We will need public cooperation to maintain critical water supply.

Explore New Venues and Tools



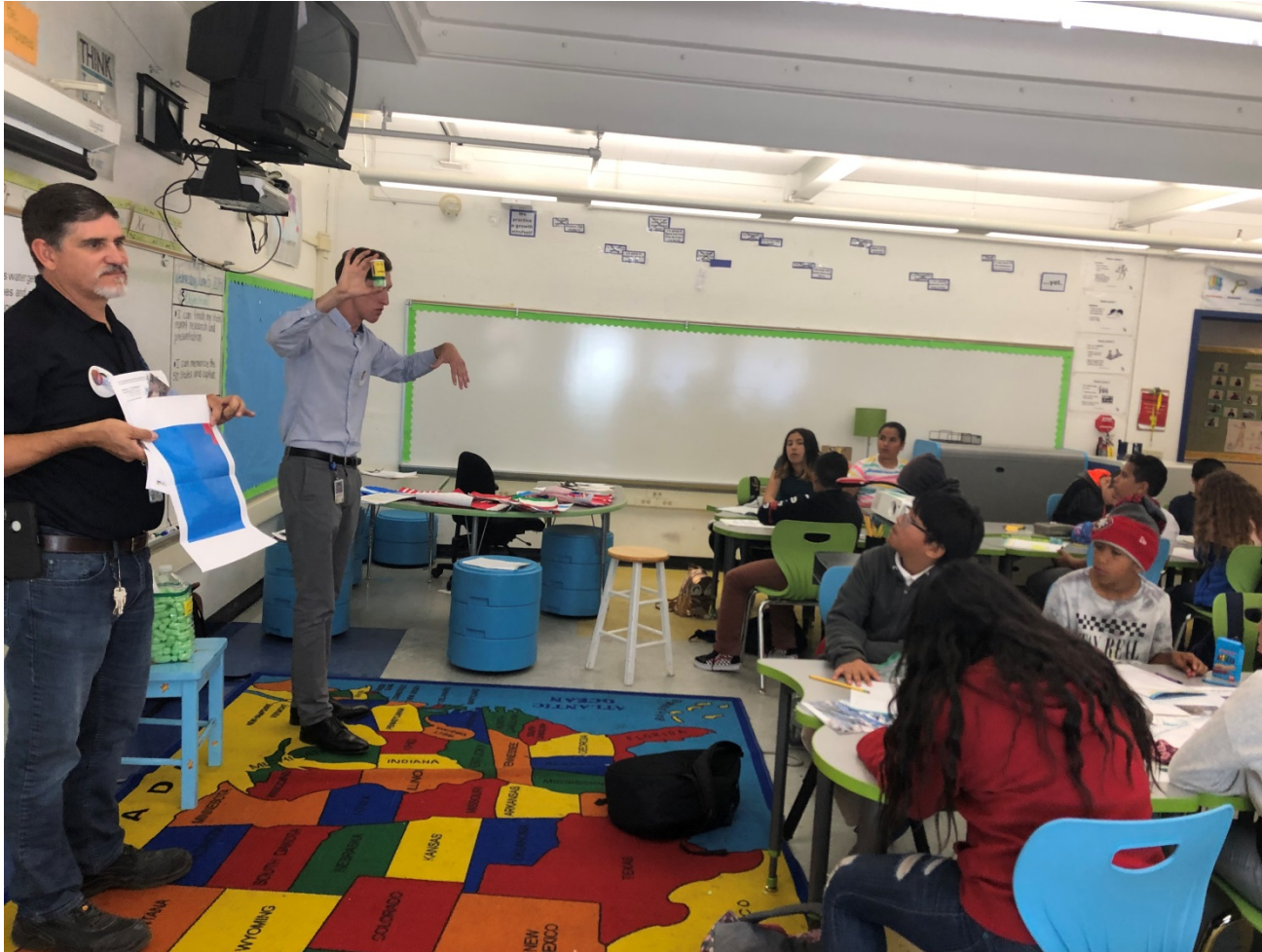
EBMUD  @ebmud · 12h

Thank you @NerdNiteEB for the chance to hang out with fellow infrastructure 🤓 geeks and talk about our work to replace water 💧 pipelines in the East Bay!



- Pipeline Rebuild presented at Nerd Nite – an East Bay lecture series
- 160 people were in attendance
- Expand and improve use of videos

K-12 Education Pilot



- The 5th grade lesson pilot administered in six schools in May and June 2019
- 175 students participated
- Continue evaluating options for program revamp

Questions?