



# Notice of Public Hearing

## PROPOSED RATE INCREASES TO WATER AND WASTEWATER SERVICE CHARGES

1:15 PM, TUESDAY, JUNE 11, 2019 EBMUD BOARD ROOM, 375 11TH STREET, OAKLAND, CA

The East Bay Municipal Utility District (EBMUD) is committed to providing the highest quality water utility services at the lowest possible rates for our customers. **Inside you will find an explanation of the rates and charges on your EBMUD bill. Note that your bill may include charges collected by EBMUD on behalf of other agencies.**

## Proposed Monthly Water and Wastewater Service Charges

EBMUD is proposing to increase the rates for its water and wastewater service charges based on its most recent cost of service (COS) studies conducted by an independent rate consultant and rate models. The rates would increase over a two-year period starting on July 1, 2019 and July 1, 2020, respectively. Charges for water service would increase 6.5% in the first year and an additional 6.25% in the second year.

In 2019, EBMUD conducted a COS study of the wastewater system to ensure that wastewater charges align with the cost to treat wastewater from residential and non-residential customers. As a result of the COS study, beginning July 1, 2019, some wastewater rates and charges would decrease and some would increase (see inside pages for details). Beginning July 1, 2020, wastewater rates and charges would increase an additional 4%. This notice describes the proposed water and wastewater charges. The impact of the two-year water rate increases to the average single family customer would be \$7.35 per month. For the wastewater charges collected on the EBMUD bill, the impact of the two-year wastewater rate increases to the average single family customer would be \$1.07 per month.

EBMUD has worked hard to control costs, and rates are comparable to other Northern California water and wastewater agencies. However, increases are still necessary to recover the costs of providing water and wastewater services.

The increases in EBMUD's water and wastewater charges are necessary to meet numerous priorities including:

- Meeting current and long-term projected costs of operating and maintaining the water and wastewater systems;
- Funding capital infrastructure improvements needed to repair and update EBMUD's aging water and wastewater systems; and
- Maintaining the operational and financial stability of the water and wastewater utilities.

The chart below demonstrates the impact of the proposed rate increases on the monthly bill for single family customers over a range of water use.

## Sample Impacts on Single Family Residential Monthly Charge\*

Residential Service	Current Rates	Proposed Rates As of July 1, 2019	Increase	Proposed Rates As of July 1, 2020	Increase
<b>Water**</b>					
25th Percentile – 4 units (~ 100 gallons per day)	\$39.67	\$42.23	\$2.56	\$44.87	\$2.64
50th Percentile – 6 units (~ 150 gallons per day)	\$47.19	\$50.23	\$3.04	\$53.37	\$3.14
75th Percentile – 10 units (~ 250 gallons per day)	\$66.46	\$70.76	\$4.30	\$75.17	\$4.41
95th Percentile – 24 units (~ 600 gallons per day)	\$152.12	\$161.98	\$9.86	\$172.03	\$10.05
Average – 8 units (~ 200 gallons per day)	\$56.12	\$59.74	\$3.62	\$63.47	\$3.73
<b>Wastewater Treatment***</b>					
Average – 6 units (~ 150 gallons per day)	\$21.95	\$22.15	\$0.20	\$23.02	\$0.87
Maximum – 9 units (~ 225 gallons per day)	\$25.55	\$25.96	\$0.41	\$26.98	\$1.02

\* EBMUD bills most of its customers bi-monthly for water use and wastewater discharge in units of one hundred cubic feet: 1 unit (748 gallons).

\*\* Using 5/8" or 3/4" water meter.

\*\*\* EBMUD provides wastewater treatment service for customers in Albany, Berkeley, El Cerrito, Emeryville, Kensington, Oakland, Piedmont, and parts of Richmond. The charges are collected on the EBMUD water bill.

# Public Hearing and Protest Procedures

**On Tuesday, June 11, 2019 at 1:15 p.m.** the Board of Directors will hold a public hearing on the proposed increases to the water and wastewater service charges in the EBMUD Board Room, 375 11th Street, Oakland, CA. The record owner of any parcel upon which the water and wastewater service charges are proposed for imposition and any tenant directly responsible for the payment of water or wastewater service charges (i.e., a customer of record who is not the property owner) may submit a written protest to the proposed increases; however, only one written protest will be counted per identified parcel. Any written protest must: (1) state the specific service charge increase (water and/or wastewater) for which the protest is being submitted in opposition; (2) provide the location of the identified parcel (by customer account number, street address, or assessor's parcel number); and (3) include the name and signature of the property owner or tenant submitting the protest. If a property owner or tenant is protesting one or more increases, the property owner or tenant should identify which service charge increase or increases he or she is protesting.

**Written protests may be submitted by mail to EBMUD, MS 218, PO Box 24055, Oakland, CA 94623-1055, or in person at 375 11th Street, Oakland, CA.** All written protests must be received by EBMUD prior to the conclusion of the public input portion of the public hearing. Protests by fax, email, or other electronic means will not be accepted as formal written protests.

The EBMUD Board will hear all oral comments and consider all written protests to the proposed increases at the public hearing. Oral comments at the public hearing will not be counted as formal protests unless accompanied by a written protest. At the conclusion of the public hearing, the Board will consider adoption of the proposed increases for the water and wastewater service charges described in this notice. If written protests against either or both of the proposed service charge increases as outlined above are not presented by a majority of the property owners or tenants directly responsible for the payment of water and/or wastewater service fees and charges of the identified parcels upon which they are proposed to be imposed, the Board will be authorized to impose the respective increases.

## Basis Upon Which the Proposed Charges Were Calculated

The proposed rates for EBMUD's monthly service charges are consistent with EBMUD's cost of service (COS) studies for the water and wastewater systems. The COS studies allocate operating and capital costs to customer classes based on customer class usage characteristics, and facility design and operation.

### EBMUD's Water Charges have five components:

- 1. Water Service Charge:** All customers pay the Water Service Charge. The Water Service Charge is a fixed charge established on the basis of the meter size of the property receiving water service and is calculated to recover a portion of EBMUD's fixed costs, such as meter reading, billing, repairs and customer service.
- 2. Water Flow Charge:** All customers pay the Water Flow Charge. The Water Flow Charge is a variable charge calculated per unit of water delivered to a property. It is designed to recover the cost of providing water, including water supply, treatment and distribution. For single family residential customers, the charge consists of three tiers that impose higher rates per unit of water as consumption increases.
- 3. Elevation Surcharge:** The Elevation Surcharge is assessed to certain customers based on their location. The Elevation Surcharge is applied to each unit of water delivered to properties in some pressure zones, and is calculated to recover the increased cost of power and facility costs required to pump water to locations 200 feet or more above sea level.
- 4. Private Fire Service Charge:** The Private Fire Service Charge is assessed to certain customers based on their type of water service. A separate Private Fire Service Charge is applicable to properties that have private fire service connections, and is a fixed charge assessed by meter size in inches and is calculated on the basis of EBMUD's costs of maintaining adequate water pressure to serve the private fire service connection.
- 5. Drought Surcharge:** The Drought Surcharge is a temporary charge that is assessed on all potable water use during a declared drought or water shortage emergency and is further discussed in the section below.

EBMUD is not currently experiencing a water shortage. In the event of a future water shortage, EBMUD would activate a temporary Drought Surcharge in addition to the regular Water Flow Charge. Drought Surcharges would be applicable to all potable water customer accounts only if the EBMUD Board of Directors declares a Stage 2, 3, or 4 drought based on factors such as system water storage and the need to purchase supplemental supplies of water to meet customer demand. The Drought Surcharges correspond to increasingly severe stages of water shortages and are charged on each unit of water used during the billing period. The surcharges are calculated to recover costs of providing supplemental water, costs of water shortage-related customer service, and losses of revenue which increase with each drought stage. Drought Surcharges would apply to the

rates for the potable Water Flow Charge as follows: Stage 1-0%, Stage 2-up to 8%, Stage 3-up to 20%, Stage 4-up to 25%. Prior to implementing the Drought Surcharges, EBMUD will adopt a drought budget which reflects the most current and updated water shortage-related costs. The surcharge will be developed to be consistent with EBMUD's updated drought budget and water COS study and will not exceed the Drought Surcharge percentages listed above. The maximum Drought Surcharges in terms of dollars per unit of water use that could be added to the Water Flow Charge would be during a Stage 4 drought and would be: single family residential Tier 1 \$1.00 (FY2020) \$1.06 (FY2021), Tier 2 \$1.37 (FY2020) \$1.46 (FY2021), Tier 3 \$1.81 (FY2020), \$1.93 (FY2021); multi-family residential \$1.41 (FY2020), \$1.50 (FY2021); all other \$1.40 (FY2020), \$1.49 (FY2021). Under a Stage 4 drought in fiscal year 2021, the average single family residential customer using 8 units per month would pay a Drought Surcharge of no more than \$8.88 per month. The actual surcharge in any drought stage will depend on the severity of the water shortage.

## Monthly Service Charges

**\$ per Meter Size • Applies to all customer classes**

FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

Meter Size (in inches)	Current		FY2020		FY2021	
	Water Service	Private Fire Service	Water Service	Private Fire Service	Water Service	Private Fire Service
5/8 or 3/4	\$24.63	\$13.11	\$26.23	\$13.96	\$27.87	\$14.83
1	\$37.20	\$18.01	\$39.62	\$19.18	\$42.10	\$20.38
1-1/2	\$68.65	\$30.20	\$73.11	\$32.16	\$77.68	\$34.17
2	\$106.36	\$44.84	\$113.27	\$47.75	\$120.35	\$50.73
3	\$206.96	\$83.92	\$220.41	\$89.37	\$234.19	\$94.96
4	\$320.13	\$127.85	\$340.94	\$136.16	\$362.25	\$144.67
6	\$634.43	\$249.92	\$675.67	\$266.16	\$717.90	\$282.80
8	\$1,011.64	\$396.39	\$1,077.40	\$422.16	\$1,144.74	\$448.55
10	\$1,451.69	\$567.27	\$1,546.05	\$604.14	\$1,642.68	\$641.90
12	\$2,017.52	\$786.97	\$2,148.66	\$838.12	\$2,282.95	\$890.50
14	\$2,583.30	\$1,006.69	\$2,751.21	\$1,072.12	\$2,923.16	\$1,139.13
16	\$3,274.84	\$1,275.25	\$3,487.70	\$1,358.14	\$3,705.68	\$1,443.02
18	\$3,966.36	\$1,543.78	\$4,224.17	\$1,644.13	\$4,488.18	\$1,746.89



**Water Charges have five customer classes:** Single family residential, multi-family residential, all other (includes non-residential and commercial), private fire service, and nonpotable/ recycled water. Together the components of the water fees are structured to proportionately recover the costs of providing water service among the customer classes.

**The map below depicts both the water and wastewater service areas. Wastewater rates and charges apply to customers and property owners in Alameda, Albany, Berkeley, El Cerrito, Emeryville, Kensington, Oakland, Piedmont and parts of Richmond, and are collected on the water bill.**

In 2019, EBMUD updated the COS study for the wastewater system by comparing customer usage characteristics and treatment costs to revenues under the existing rates and charges. The updated COS study indicates that existing wastewater rates are in line with COS principles to allocate operating and capital costs to customer classes based on their volume and "strength" of effluent. Several changes are recommended, including switching to a more common measure of wastewater strength based on Chemical Oxygen Demand, which is the standard industry methodology. Both are ways to measure the amount of organics that must be treated in the wastewater.

**EBMUD's Wastewater Charges have five components:**

- 1. Service Charge:** The Service Charge is a fixed monthly charge per service connection and is calculated to recover a portion of EBMUD's fixed costs of providing wastewater services.
- 2. Flow Charge:** The Flow Charge is a variable monthly charge based on a customer's metered water use and assumptions regarding the volume of water returned to the sewer system. The charge recovers a portion of EBMUD's costs of collecting and treating wastewater.
- 3. Strength Charge:** The Strength Charge is based on the estimated amount of waste constituents that a customer discharges into the sewer system, and is calculated to recover EBMUD's costs of treating such waste constituents. As residential customers' wastewater is fairly homogeneous, the strength charge is a fixed Treatment Strength Charge.
- 4. SF Bay Pollution Prevention Fee:** The Pollution Prevention Fee is a fixed monthly charge that varies for residential and commercial customers based on the costs of EBMUD's pollution prevention programs for residential and commercial customers. EBMUD's pollution prevention programs were established to reduce pollutants at the source and protect the San Francisco Bay.
- 5. Wet Weather Facilities Charge collected on the property tax bill:** The Wet Weather Facilities Charge is a fixed annual charge assessed by lot size for properties connected to the wastewater system. It is calculated based on EBMUD's costs to operate the wet weather program mandated by the U.S. Environmental Protection Agency to improve EBMUD's capacity to collect and treat all wastewater flows during rainy weather.

**Wastewater Charges have three customer classes:** residential, multi-family residential, and non-residential. Non-residential customers are further classified based on the type of business operated. Together, the rates for the components of the wastewater service fees are structured to proportionately recover the costs of providing wastewater services among the various customer classes.

## Monthly Water Flow Charges

\$ per unit per month (1 unit = 748 gallons)

FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

Category and Tiers	Current Water Flow Charge	FY2020 Water Flow Charge	FY2021 Water Flow Charge
<b>Single Family Residential</b>			
TIER 1 up to 7 units**	\$3.76	\$4.00	\$4.25
TIER 2 up to 16 units**	\$5.17	\$5.51	\$5.85
TIER 3 over 16 units**	\$6.83	\$7.27	\$7.72
<b>Multi-Family Residential</b>	\$5.31	\$5.66	\$6.01
<b>All Other Accounts</b>	\$5.29	\$5.63	\$5.98
<b>Nonpotable/Recycled Water</b>	\$4.12	\$4.39	\$4.66

\*\* Tier 1 use up to 172 gallons per day, Tier 2 use from 173 to 393 gallons per day, and Tier 3 use over 393 gallons per day prorated by number of days.

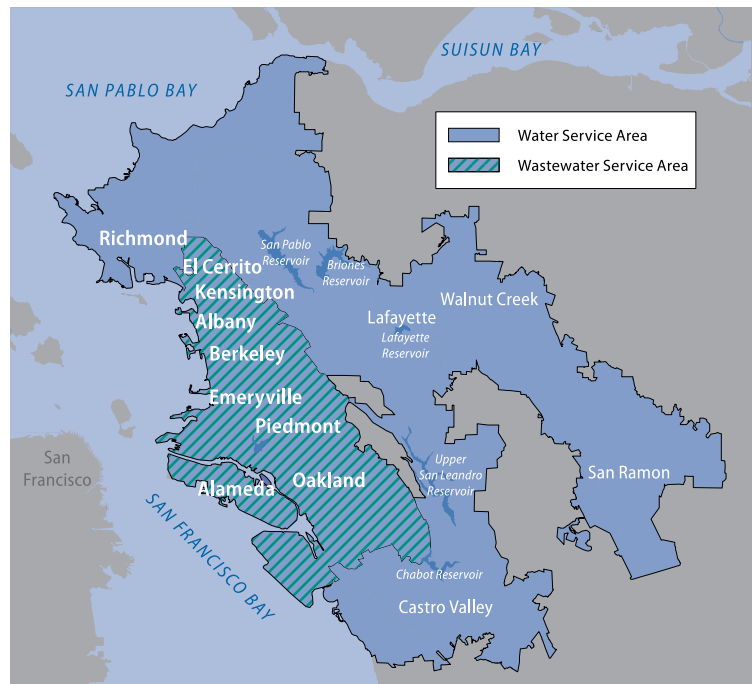
## Monthly Elevation Surcharge

\$ per unit per month (1 unit = 748 gallons)

FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

PRESSURE ZONE 1			PRESSURE ZONE 2			PRESSURE ZONE 3		
Current	FY2020	FY2021	Current	FY2020	FY2021	Current	FY2020	FY2021
\$0.00	\$0.00	\$0.00	\$0.76	\$0.81	\$0.86	\$1.58	\$1.68	\$1.79

## Water and Wastewater Service Areas



## Monthly Residential Service, Strength and Flow Charges

FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

Description	Current		FY2020		FY2021	
	Single Family	Multi-Family*	Single Family	Multi-Family*	Single Family	Multi-Family*
<b>Service Charge</b> (\$ per account)	\$6.12	\$6.12	\$7.02	\$7.02	\$7.30	\$7.30
<b>Strength Charge</b> (\$ per dwelling unit)	\$8.43	\$8.43	\$7.31	\$7.31	\$7.60	\$7.60
<b>Flow Charge</b> (\$ per unit - Up to 9 units max.)	\$1.20	\$1.20	\$1.27	\$1.27	\$1.32	\$1.32
<b>SF Bay Pollution Prevention Fee</b> (\$ per dwelling unit)**	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20	\$0.20

\* Multi-Family Residential is 2 to 4 dwelling units; all charges except the Treatment Service Charge are per dwelling unit.

\*\* SF Bay Pollution Prevention Fee for apartments (5 or more dwelling units) will be \$1.00 for FY2020 and FY2021.

# Annual Wet Weather Facilities Charge\*

\$ per Lot • FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

Current			FY2020			FY2021		
Small Lot 0–5,000 sq ft	Medium Lot 5,001–10,000 sq ft	Large Lot >10,000 sq ft	Small Lot 0–5,000 sq ft	Medium Lot 5,001–10,000 sq ft	Large Lot >10,000 sq ft	Small Lot 0–5,000 sq ft	Medium Lot 5,001–10,000 sq ft	Large Lot >10,000 sq ft
\$103.74	\$162.06	\$370.44	\$111.24	\$173.78	\$397.20	\$115.70	\$180.74	\$413.10

\* Collected on the property tax bill. For properties that do not receive a property tax bill, charges will be collected on the water bill.

# Monthly Non-Residential Service, Strength and Flow Charges

FY2020- Proposed Effective July 1, 2019 • FY2021- Proposed Effective July 1, 2020

		Current	FY2020	FY2021			Current	FY2020	FY2021
Service Charge (\$ per account)		\$6.12	\$7.02	\$7.30	SF Bay Pollution Prevention Fee (\$ per acct.)		\$5.48	\$5.48	\$5.48
<b>Combined Strength and Flow Charges by Business Classification Code (BCC) \$ per unit</b>					<b>Combined Strength and Flow Charges by Business Classification Code (BCC) \$ per unit</b>				
<b>2010</b>	Meat Products	\$7.85	\$8.90	\$9.24		All Other Business Classifications			
<b>2011</b>	Slaughterhouses	\$7.92	\$8.50	\$8.83		(includes domestic waste dischargers)	\$2.73	\$2.83	\$2.94
<b>2020</b>	Dairy Product Processing	\$6.21	\$6.98	\$7.25					
<b>2030</b>	Fruit and Vegetable Canning	\$5.04	\$5.61	\$5.83		<b>Permit Accounts*</b>			
<b>2040</b>	Grain Mills	\$5.18	\$5.58	\$5.80		Flow Charge per unit per month	\$1.196	\$1.266	\$1.317
<b>2050</b>	Bakeries (including Pastries)	\$8.82	\$9.65	\$10.03		Strength Charge per pound			
<b>2060</b>	Sugar Processing	\$4.83	\$5.53	\$5.74		Chemical Oxygen Demand	N/A	\$0.129	\$0.134
<b>2077</b>	Rendering Tallow	\$15.80	\$16.74	\$17.40		Total Suspended Solids	\$0.517	\$0.530	\$0.551
<b>2080</b>	Beverage Manufacturing/Bottling	\$3.74	\$4.19	\$4.36					
<b>2090</b>	Specialty Foods Manufacturing	\$15.99	\$18.05	\$18.75		<b>Minimum Monthly Treatment Charge</b>			
<b>2600</b>	Pulp and Paper Products	\$4.45	\$4.79	\$4.98	<b>6513</b>	Apartment Buildings (5 or more units)	\$48.27	\$43.57	\$45.30
<b>2810</b>	Inorganic Chemicals Manufacturing	\$5.93	\$6.16	\$6.40		All Other Business Classifications	\$6.12	\$7.02	\$7.30
<b>2820</b>	Synthetic Material Manufacturing	\$1.36	\$1.44	\$1.50					
<b>2830</b>	Drug Manufacturing	\$2.79	\$3.11	\$3.23		<b>Multi-Use Accounts**</b>			
<b>2840</b>	Cleaning and Sanitation Products	\$5.64	\$6.30	\$6.54		Food Service, Bakery, and Domestic			
<b>2850</b>	Paint Manufacturing	\$11.01	\$12.14	\$12.61	<b>A</b>	0-9% Food, 91-100% Domestic	\$2.730	\$2.830	\$2.940
<b>2893</b>	Ink and Pigment Manufacturing	\$3.88	\$4.39	\$4.56	<b>B</b>	10-19% Food, 81-90% Domestic	\$3.000	\$3.130	\$3.252
<b>3110</b>	Leather Tanning and Finishing	\$15.07	\$16.77	\$17.43	<b>C</b>	20-29% Food, 71-80% Domestic	\$3.280	\$3.430	\$3.564
<b>3200</b>	Earthenware Manufacturing	\$3.24	\$3.40	\$3.53	<b>D</b>	30-39% Food, 61-70% Domestic	\$3.550	\$3.730	\$3.876
<b>3300</b>	Primary Metals Manufacturing	\$2.56	\$2.69	\$2.80	<b>E</b>	40-49% Food, 51-60% Domestic	\$3.830	\$4.030	\$4.188
<b>3400</b>	Metal Products Fabricating	\$1.47	\$1.57	\$1.64	<b>F</b>	50-59% Food, 41-50% Domestic	\$4.100	\$4.330	\$4.500
<b>3410</b>	Drum and Barrel Manufacturing	\$15.21	\$17.08	\$17.74	<b>G</b>	60-69% Food, 31-40% Domestic	\$4.370	\$4.630	\$4.812
<b>3470</b>	Metal Coating	\$1.60	\$1.71	\$1.77	<b>H</b>	70-79% Food, 21-30% Domestic	\$4.650	\$4.930	\$5.124
<b>4500</b>	Air Transportation	\$2.07	\$2.25	\$2.34	<b>I</b>	80-89% Food, 11-20% Domestic	\$4.920	\$5.230	\$5.436
<b>4951</b>	Groundwater Remediation	\$1.24	\$1.28	\$1.34	<b>J</b>	90-99% Food, 1-10% Domestic	\$5.200	\$5.530	\$5.748
<b>5812</b>	Food Service Establishments	\$5.47	\$5.83	\$6.06	<b>K</b>	0-9% Bakery, 91-100% Domestic	\$2.730	\$2.830	\$2.940
<b>6513</b>	Apartment Buildings (5+ units)	\$2.73	\$2.83	\$2.94	<b>L</b>	10-19% Bakery, 81-90% Domestic	\$3.340	\$3.512	\$3.649
<b>7000</b>	Hotels, Motels with Food Service	\$3.96	\$4.19	\$4.36	<b>M</b>	20-29% Bakery, 71-80% Domestic	\$3.950	\$4.194	\$4.358
<b>7210</b>	Commercial Laundries	\$3.46	\$3.77	\$3.92	<b>N</b>	30-39% Bakery, 61-70% Domestic	\$4.560	\$4.876	\$5.067
<b>7215</b>	Coin Operated Laundromats	\$2.60	\$2.83	\$2.94	<b>O</b>	40-49% Bakery, 51-60% Domestic	\$5.170	\$5.558	\$5.776
<b>7218</b>	Industrial Laundries	\$9.55	\$10.73	\$11.15	<b>P</b>	50-59% Bakery, 41-50% Domestic	\$5.780	\$6.240	\$6.485
<b>7300</b>	Laboratories	\$1.87	\$2.02	\$2.11	<b>Q</b>	60-69% Bakery, 31-40% Domestic	\$6.380	\$6.922	\$7.194
<b>7542</b>	Automobile Washing/Polishing	\$2.48	\$2.68	\$2.79	<b>R</b>	70-79% Bakery, 21-30% Domestic	\$6.990	\$7.604	\$7.903
<b>8060</b>	Hospitals	\$2.42	\$2.57	\$2.68	<b>S</b>	80-89% Bakery, 11-20% Domestic	\$7.600	\$8.286	\$8.612
<b>8200</b>	Schools	\$1.76	\$1.89	\$1.97	<b>T</b>	90-99% Bakery, 1-10% Domestic	\$8.210	\$8.968	\$9.321

\* Existing wastewater unique strength permit customers will receive information on how the proposed flow and strength charges will impact their FY2020 and FY2021 wastewater bill.

\*\* If you have a Multi-Use account, the District sent you a letter noting the calculated percentage of domestic and food service/bakery use, which can be used to determine your rate. If you have any questions, please contact EBMUD Customer Service 1-866-403-2683.





Preparing for the Next 100 Years

# REBUILD

Renew. Reinvest. Ready.

## Did You Know?

- The cost of water to the average EBMUD customer is \$1.84 per day—or less than a penny a gallon.
- EBMUD conducts more than 20,000 laboratory tests each year to ensure the safety of your drinking water.
- EBMUD is the second largest retail water agency in California.
- The public can enjoy recreation on 58,000 acres of EBMUD watershed in the East Bay and in the Sierra foothills—an area more than four times the size of Manhattan
- No matter how much or little it rains, more than 90% of EBMUD's costs are fixed.

What does it take to deliver safe, clean water every single day? It's the combined force of nature, people and pipes behind the system that brings water and wastewater services to the East Bay. Nearly a century ago, with water supplies strained and water quality unreliable, citizens voted to create the East Bay Municipal Utility District and then approved a \$39 million bond measure to build the water system we enjoy today. This monumental public investment created Pardee Reservoir in the Sierra foothills, a 90-mile aqueduct, and a network of pipelines, pump stations, and treatment plants.

Today, we face a generational challenge. Ensuring that this aging water system will continue to serve us into the next century requires resolve and resources. EBMUD is focused on rebuilding the pipelines that deliver water to your home and doubling the replacement rate in just a few short years. Your rate dollars are also being invested to upgrade critical parts of the system like distribution tanks, pump stations, and wastewater treatment facilities that ensure safe, clean water and protect the bay.

There is a price for reliability. These improvements make our system stronger so we can continue to deliver reliable service to you. As a non-profit public agency, we set rates to cover the cost of service and to keep water and wastewater services running smoothly. We strive to keep our rates and budget in check while we undertake the vital work needed to rebuild this system.

We face a future of accelerating change: earthquakes, severe storms, drought, the rising cost of living, and rising seas. EBMUD is committed to meeting these challenges head on, and surpassing our customers' expectations of high quality, reliable water and wastewater service. We are ready.



## Notice Of Public Hearing: Proposed Rate Increases to Water and Wastewater Service Charges

1:15 PM

TUESDAY, JUNE 11, 2019

375 11TH STREET, OAKLAND, CA 94607

For more information about the proposed FY2020 and FY2021 budget, rates, and charges for water and wastewater services, or how to save water, contact us:

若要更多關於2020-21財政年度預算、用水及排污費調整提案或如何節約用水，請用下列網址或電話。

Este aviso sobre cambios propuestos en tarifas del agua y aguas residuales está disponible en español en

[ebmud.com/rates](http://ebmud.com/rates) • 1-866-403-2683

*If you are not responsible for paying an EBMUD bill,  
please forward this notice to the EBMUD account holder  
or property owner.*



and protect the environment for future generations."

rates for the people of the East Bay; and to preserve water and wastewater services at fair and reasonable District is entrusted; to provide reliable, high quality "To manage the natural resources with which the This is our mission and our commitment to you:

support technology and research for essential projects.

lands, and leverage state, federal and grant funding to We find innovative ways to protect and maintain watershed

costs with hydroelectric, solar and biogas energy generation. We seek and implement cost efficiencies by offsetting operational

San Francisco Bay with state of the art technologies and practices. wastewater treatment program protects public health and the

pumping and treatment facilities. In addition, our industry-leading cost-effectively replace and modernize its pipelines and its water storage.

The system that has served us so well is aging. EBMUD has plans to systematically and Now, more than ever, EBMUD is investing in the critical infrastructure you rely on every day.

# It's Time to REBUILD