

Senate Bill 998

Water Service Discontinuation

Planning Committee

December 10, 2019

Agenda



- Background
- SB-998 Requirements
- Complying with SB-998
- Updates to Regulation
- Next Steps



SB-998 Requirements Mirrors Current District Practices & MUD Act Provisions

Background



- SB-998 (Dodd) was signed into law on 9/28/2018
- Provides new safeguards to avoid discontinuation of water service for nonpayment:
 - Requires notifications prior to discontinuation
 - Prohibits discontinuation of residential water service in specified circumstances
 - Sets statewide limits on reconnection fees for low-income households
 - Tenant protections and reporting requirements
 - Must discuss options with customers to avoid service discontinuation

Background (cont'd)



- Requires water systems to have a written policy for the discontinuation of service
- The written policy must contain information about the following:
 - A plan for deferred or reduced payments
 - Alternative payment schedules
 - A formal mechanism to contest or appeal a bill
 - Telephone number for a customer to discuss options for averting discontinuation of service
- The written policy must be made available to customers in multiple languages

SB-998 Requirements vs. Current District Practices



SB998 Mandates	Current District Practice	Action Req'd
Discontinue service only if a customer has been delinquent for >60 days	Discontinues service when a customer has been delinquent for >90 days	<i>None</i>
Notice at least seven days prior to discontinuation	15-day, 48-hour notices, and in-person attempt to reach customer	<i>None</i>
May not interrupt services to a customer unable to make a payment by the due date and/or submits medical certification	Maintain service to customers unable to make a payment by the due date and/or submitted medical certification	<i>None</i>
Reconnection fee of <\$50 during normal operation hours	\$49 reconnection fee during normal operating hours	<i>None</i>
Reconnection fee of <\$150 during non-operation hours	\$67 reconnection fee during non-operation hours	<i>None</i>
For multi-family residences, tenant notification 10 days prior to discontinuation	Utilizes lien authority to avoid discontinuation of service	<i>None</i>
Written policy for discontinuation of service	District Regulation provides basic guideline for discontinuation	<i>Update Regulation to meet SB-998⁶</i>

Written Policy for Discontinuation of Service – Key Provisions



Written Policy to Contain	Updated District Regulation
A plan for deferred or reduced payments	<ul style="list-style-type: none"> All customers are offered payment plans (up to 12 months) CAP customers are provided reduced payments
Alternative payment schedules	<ul style="list-style-type: none"> All customers are offered payment extensions upon request
A formal mechanism to contest or appeal a bill	<ul style="list-style-type: none"> Codifies the District’s existing process for addressing customer disputes regarding their water bill. Board receives monthly update of shutoffs
A telephone number to discuss options for averting discontinuation service	<ul style="list-style-type: none"> Telephone number is included in updated Regulation

*****Updated Regulation formalizes long standing District practices***

Going Above & Beyond - Help Keep Water Service On!



- CAP customers receive 50% discount on water and 35% discount on EBMUD wastewater charges to keep bills low
- Lien authority keeps water on for multi-family residents when landlords do not pay their bill
- In-person delivery of 48-hour notices

How we help!



Next Steps



- The updates to the Regulation are scheduled for Board consideration on January 14, 2020
- Approved Regulation will be effective on February 1, 2020 to comply with State law

Questions?

Facility Landscape Maintenance

Planning Committee

December 10, 2019

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- Background
- Proposed agreement
- Union outreach
- Next steps

Landscaping Overview



- Vegetation management at over 400 facilities in the East Bay
- Includes water treatment plants, pumping plants, reservoirs, service centers, and administration buildings
- Multiple methods: manual and mechanical weeding, mowing, contract labor (Civicorp), and contract goats

Schedule and Resources

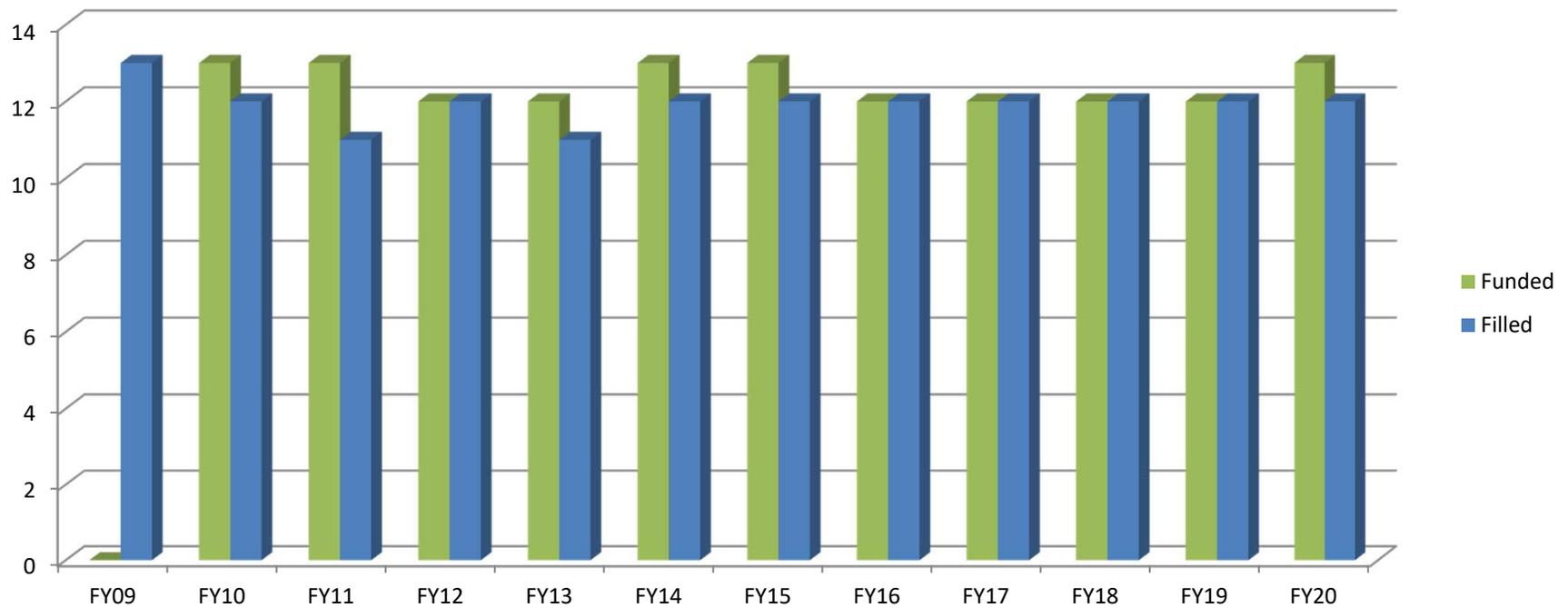


- Fire fuel abatement requirements
 - Fire season, typically between April and October
 - Work mandated by local fire codes
- Requires all resources to address creating backlog of deferred work

Staffing Levels



FY09 – FY20 Grounds Maintenance Staffing Levels



Proposed Agreement



- Address peak workload during fire season:
 - Pruning, weeding, and planting activities
 - District administration buildings, service centers, and Oakport
- 3 year cost of \$369,610
- 5 year cost of \$575,332

Union Outreach



- Local 444 meetings and discussions:
 - September 5, 2019 - courtesy notification
 - September 6, 2019 - Local 444 contracting out notice
 - October 3, 2019 - Local 444 contracting out committee meeting
 - November 18, 2019 - Local 444 contracting out committee meeting

Next Steps



- Consider facility landscape maintenance agreement at January 14, 2020 Board meeting
- Fill remaining Grounds Maintenance Specialist II funded vacancy

Questions

