

# **EBMUD Customer Assistance Program**

**A Local Agency's Perspective to Increase  
Availability, Affordability, and Access to  
Safe Drinking Water**

**LIHWAP World Water Week  
August 23, 2021**

# Agenda



## Trouble paying your water bill?

支付水費有困難嗎?

¿Tiene problemas para pagar su factura de agua?

Quý vị khó khăn khi thanh toán hóa đơn tiền nước?

EBMUD  
can help!

EBMUD offers payment plans and if you qualify, can help you reduce your water bill by up to 50%.

東灣水務局  
可以提供幫助!

東灣水務局提供付款計劃, 如果您合資格, 可以幫助您減少多達50%的水費。

¡EBMUD  
puede ayudar!

EBMUD ofrece planes de pago y si usted califica, le puede ayudar a reducir su factura de agua hasta un 50%.

EBMUD  
có thể giúp!

EBMUD cung cấp các kế hoạch thanh toán và nếu quý vị đủ điều kiện, có thể giúp quý vị giảm tới 50% hóa đơn tiền nước.

[ebmud.com/CAP](http://ebmud.com/CAP)

(866) 403-2683

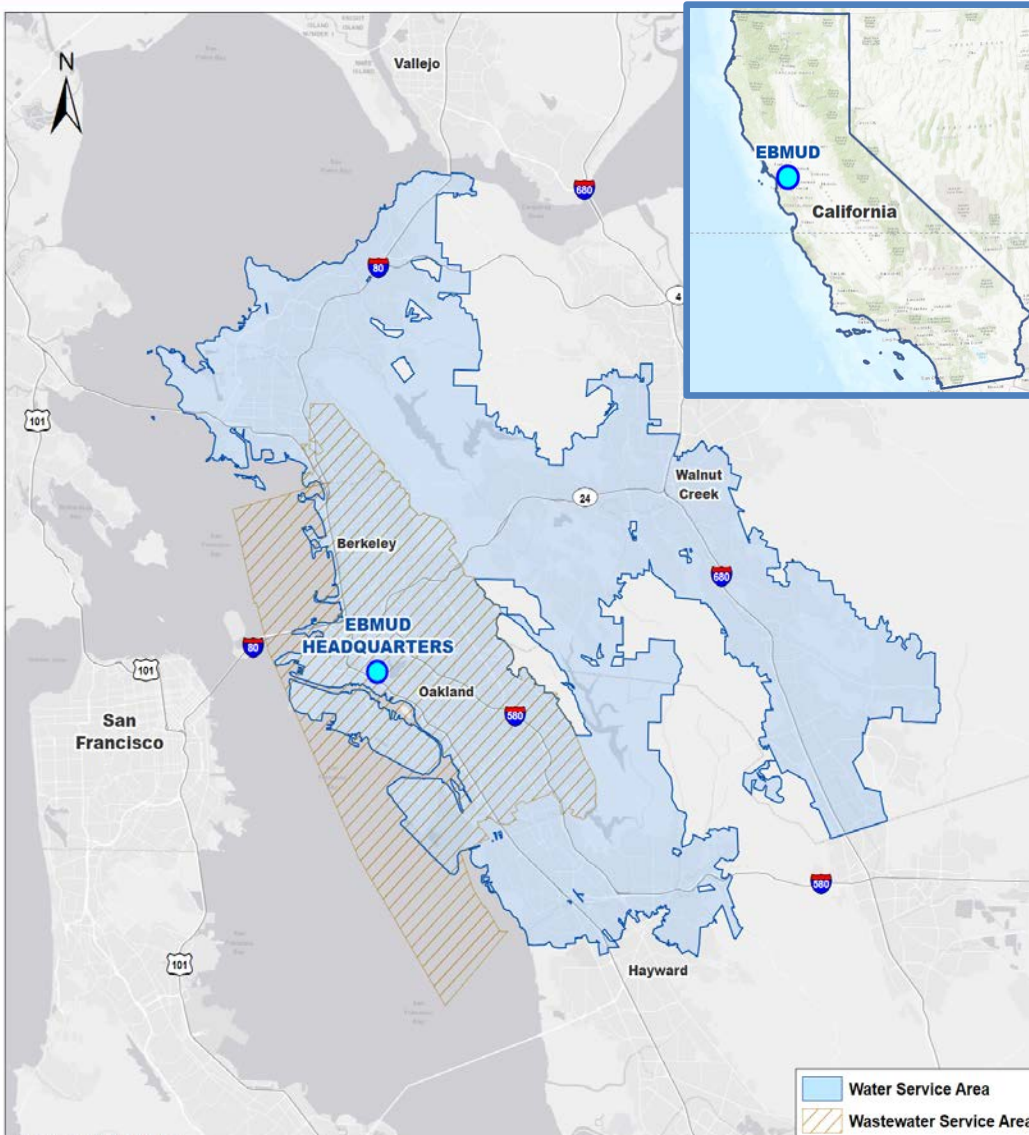
- EBMUD Background
- Customer Assistance Program (CAP) Overview
- Access to water assistance program vs. other utilities
- Customer challenges
- Need for LIHWAP



Scan QR code with a smartphone camera to learn more.



# EBMUD Background



- Formed in 1923
- Publicly-owned utility serving Alameda and Contra Costa counties (SF Bay Area)
- 393,000 service connections
- 1.4 million water customers
- 740,000 wastewater customers

# EBMUD Water System



## EBMUD WATER SUPPLY



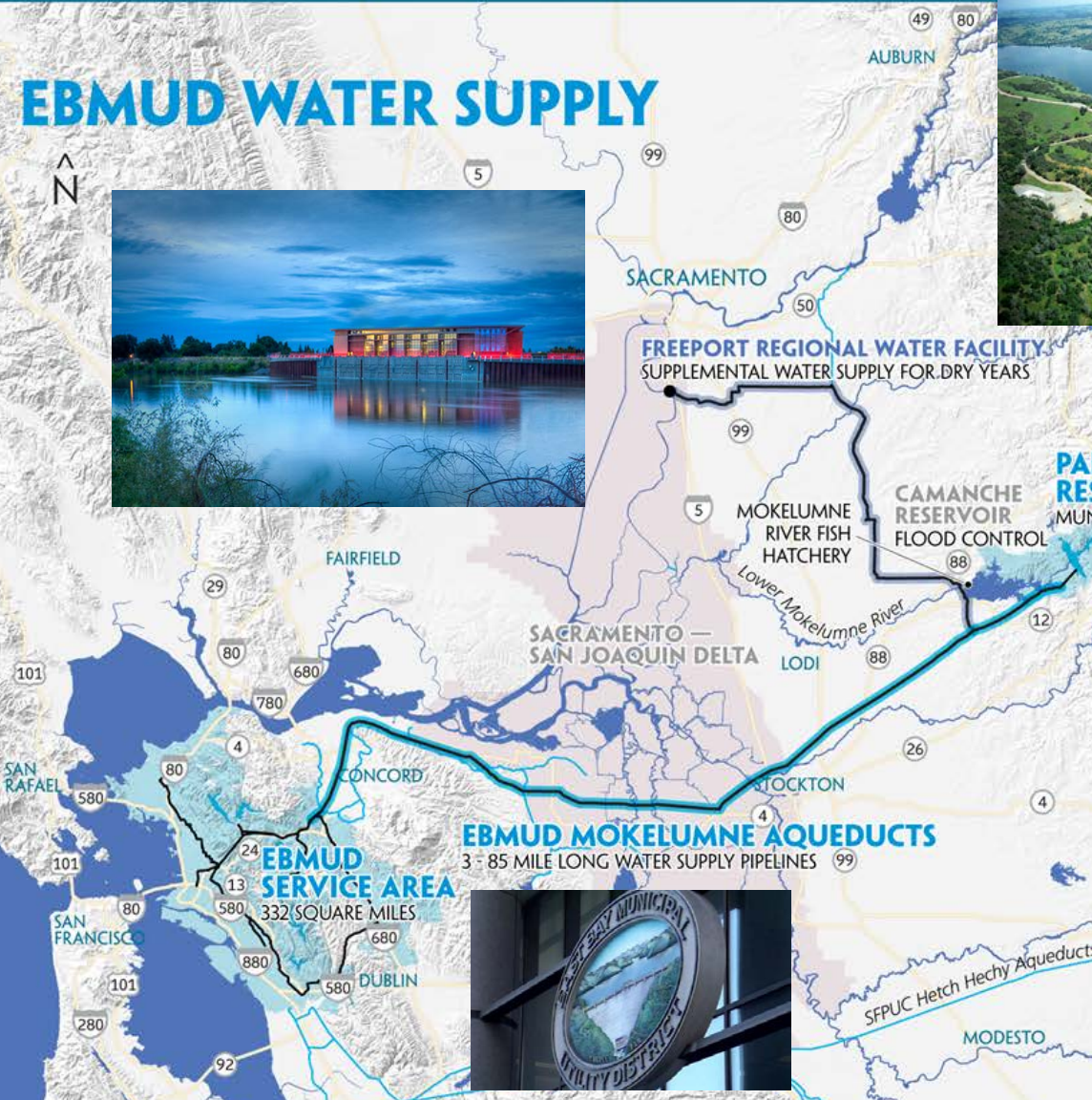
**FREEMONT REGIONAL WATER FACILITY**  
SUPPLEMENTAL WATER SUPPLY FOR DRY YEARS

**PARDEE RESERVOIR**  
MUNICIPAL WATER SUPPLY

**CAMANCHE RESERVOIR**  
FLOOD CONTROL

**MOKELUMNE RIVER FISH HATCHERY**

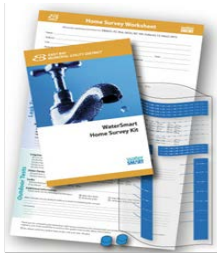
**EBMUD MOKELUMNE AQUEDUCTS**  
3 - 85 MILE LONG WATER SUPPLY PIPELINES



# Customers at the Core of Everything We Do!



- EBMUD offers Comprehensive tools to help customers manage water use and bills
- EBMUD CAP is a key component assisting customers with financial hardships



# CAP Overview



- CAP was established in 1987
- Residential dwellings and homeless shelters
- Applicants must be a customer and have a water meter to participate
- Enrollment is valid for two years, must be recertified
- Funded by non-rate revenue
  - Cross-subsidy between customer groups is prohibited (CA Constitution)

**Trouble  
paying your  
water bill?  
EBMUD  
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**¿Problemas  
para pagar  
su factura  
del agua?  
EBMUD le  
puede ayudar.**



**無力支付  
水費帳單?  
東灣水務局  
(EBMUD)  
能幫助您。**



# CAP Eligibility and Credit



Household Size	2021 District CAP Income Eligibility	2021 Federal Poverty Guidelines (200%)
1	\$54,800	\$25,760
2	\$54,800	\$34,840
3	\$61,650	\$43,920
4	\$68,500*	\$53,000

\*\$5,500 for each additional family member

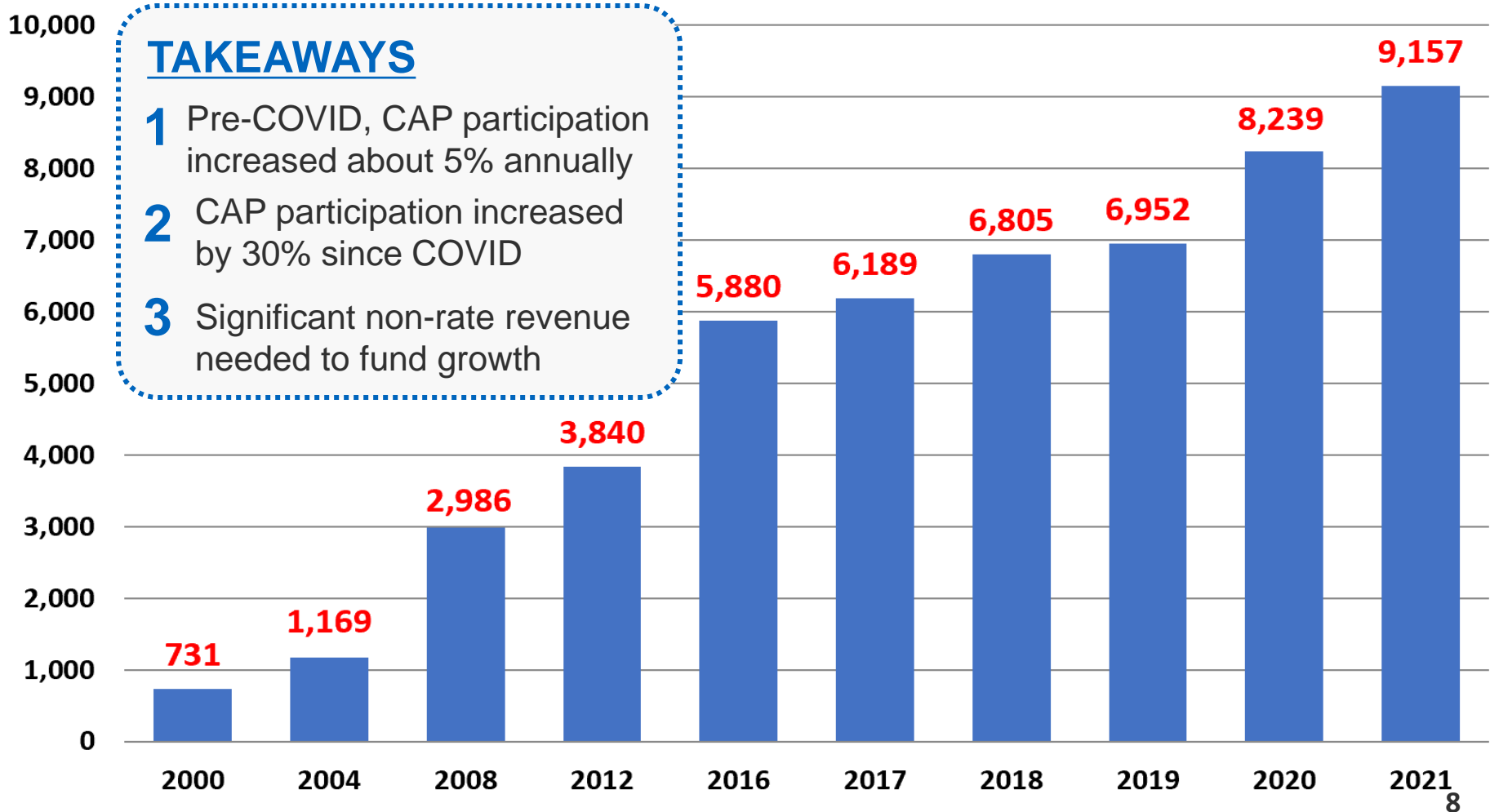
One of the most generous thresholds and highest credits

- 50% credit on water charges
- 35% credit on wastewater charges

# Increasing Need for Financial Assistance

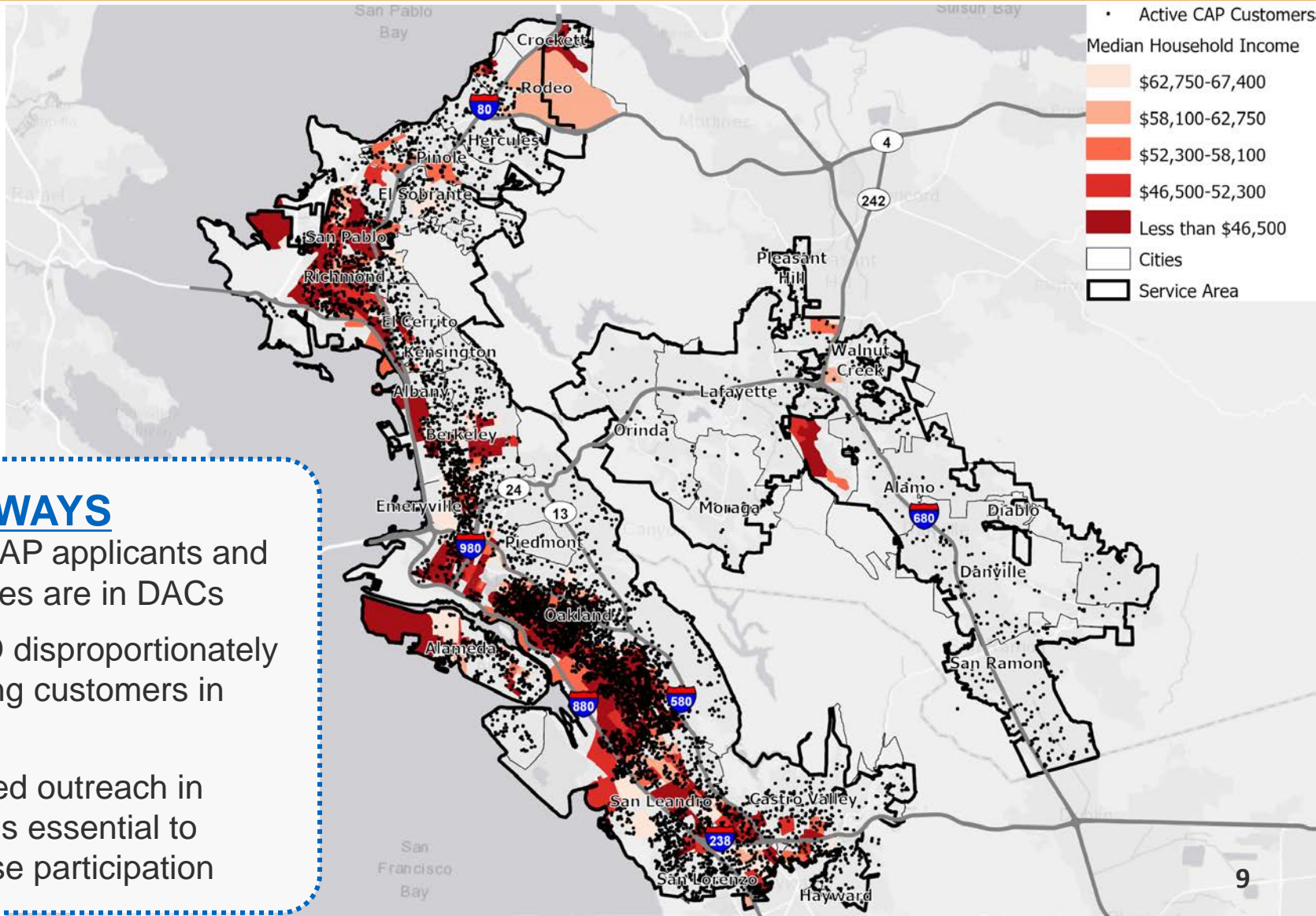


## CAP Participation (through September 2021)





# Majority of CAP Applicants and Enrollees are in DACs



## TAKEAWAYS

- 1 85% CAP applicants and enrollees are in DACs
- 2 COVID disproportionately affecting customers in DACs
- 3 Targeted outreach in DACs is essential to increase participation

# Increasing Enrollment Through Targeted Outreach



- Brochures and targeted ads

- Bus station and billboard ads
- Community and language specific newspapers
- Mailers, online publications, and social media

- Community collaborations

- Food banks, non-profits, and religious groups
- Local school districts (lunch programs)
- Farmer's markets
- County offices and services agencies
- City agencies
- Local vaccine sites



# Water Assistance Program Needs Vs. Electric and Gas



- Many water customers do not have a direct billing relationship with water purveyors due to metering infrastructure
- Estimated at least 60% of income eligible customers are master-metered and **do not** receive a water bill and unable to access local assistance
- Programs exist already for electric and gas



# How EBMUD Helps Master-Metered Residents



- EBMUD pursued state legislation in 2010 to obtain authority to collect delinquent charges through property liens
- Lien authority keeps water on for multi-family residents when landlords do not pay their bill
- Maintained water service for master-metered households in disadvantaged communities

A close-up photograph of a young girl with brown hair drinking water from a chrome faucet. The water is splashing on her face. The background is a plain, light-colored wall.

**EBMUD Water Lifeline**

# Challenges Customers Face (Individual Metered Households)



- **Awareness** – Households may not be aware of CAP
- **Pride** – Where many income-eligible households refuse assistance
- **Fear** – Concern with political climate and opt to avoid additional exposure
- **Language** – Immigrant households may have difficulties communicating with utilities to obtain assistance
- **Process** – Complicated application and approval process



## Homeownership: Myth vs Reality

### Myth:

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

### Reality:

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

# Challenges Customers Face (Master-Metered Households)



***Income eligible customers who do not receive a water bill cannot access EBMUD's CAP***

# Need for LIHWAP to Fill the Gap



- LIHWAP would be a funding source to compliment local programs
- LIHWAP would provide direct assistance to water system customers who do not pay a water bill by leveraging existing safety net programs
- Provide framework to promote greater collaboration between federal, state, and local entities to ensure the availability, affordability, and access to safe drinking water

**Questions?**