

CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov



CITY OF
HAYWARD
HEART OF THE BAY

Agenda

Monday, November 8, 2021

4:30 PM

Remote Participation

Council Sustainability Committee

COVID-19 Notice: COVID-19 Notice: Consistent with Assembly Bill 361/Gov Code 54953(e), the Council Sustainability Committee meeting includes teleconference participation by all Council Sustainability Committee members and the public.

To submit written comments: Send an email to erik.pearson@hayward-ca.gov by 1:00 p.m. the day of the meeting.

Please identify the Agenda Item Number in the subject line of your email. Emails will be compiled into one file, distributed to the Council Sustainability Committee and City staff, and published on the City's Meeting and Agenda Center under Documents Received After Published Agenda.

Please click the link below to join the webinar:

<https://hayward.zoom.us/j/82355981407?pwd=d0xxSFNxcWx3bkNWTmxNWVZxTHpaZz09>

Passcode: csc11821#

669-900-6833 Webinar ID: 823 5598 1407 Passcode: 576 398 793

ROLL CALL

PUBLIC COMMENTS:

APPROVAL OF MINUTES

REPORTS/ACTION ITEMS

1. [MIN 21-132](#)

Approval of Minutes from the Council Sustainability Committee (CSC)
Meeting Held on September 13, 2021

Attachments: [Attachment I September 13, 2021 CSC Meeting Minutes](#)

2. [ACT 21-095](#)

Update on Illegal Dumping & Use of Surveillance Technologies

Attachments: [Attachment I Staff Report](#)

3. [RPT 21-126](#)

East Bay Plain Subbasin Groundwater Sustainability Plan - Information and Discussion

Attachments: [Attachment I Staff Report](#)

4. [ACT 21-097](#)

Hayward Water Bill Redesign - Selection of a Design Option

Attachments: [Attachment I Staff Report](#)
[Attachment II Current Template](#)
[Attachment III Design A](#)
[Attachment IV Design B \(Recommended\)](#)

FUTURE AGENDA ITEMS

5. [ACT 21-098](#)

Proposed 2022 Agenda Planning Calendar: Review and Comment

Attachments: [Attachment I Staff Report](#)

COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS

STAFF ANNOUNCEMENTS

ADJOURNMENT



CITY OF HAYWARD

Hayward City Hall
777 B Street
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File #: MIN 21-132

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Approval of Minutes from the Council Sustainability Committee (CSC) Meeting Held on September 13, 2021

RECOMMENDATION

That the CSC reviews and approves the September 13, 2021 CSC meeting minutes.

ATTACHMENTS

Attachment I September 13, 2021 Council Sustainability Committee Meeting Minutes

CITY COUNCIL SUSTAINABILITY COMMITTEE MEETING
Remote Participation – Digital Zoom Meeting
September 13, 2021
4:30 p.m. – 5:55 p.m.
MEETING MINUTES

CALL TO ORDER: Meeting called to order at 4:30 p.m. by Mayor Halliday.

ROLL CALL:

Members:

Present:

- Barbara Halliday, Mayor/CSC Chair
- Francisco Zermeño, City Council Member

Absent:

- Elisa Márquez, City Council Member

Staff:

- Alex Ameri, Director of Public Works
- Nicole Grucky, Sustainability Specialist
- Linda Ko, Senior Secretary (Recorder)
- Jeff Krump, Solid Waste Program Manager
- Jennifer Ott, Assistant City Manager
- Erik Pearson, Environmental Services Manager
- Nick Tabari, Audio Visual Specialist
- Carolyn Weisman, Climate Corps Fellow

Other:

- Rachel Balsley, StopWaste Senior Program Manager
- Kelsey Bennett, Rincon Consultants Environmental/Sustainability Senior Program Manager
- Alex DiGiorgio, East Bay Community Energy (EBCE) Public Engagement Manager
- Virginia Harrington, Waste Management of Alameda County (WMAC) Public Sector Manager
- Daisy Romero, Waste Management of Alameda County (WMAC) Recycling Education Representative
- Kelly Schoonmaker, StopWaste Program Manager

PUBLIC COMMENTS

There were no public comments.

1. Approval of Minutes of the Council Sustainability Committee (CSC) Meeting Held on July 12, 2021

The item was moved by Council Member Zermeño and seconded by Mayor Halliday. The minutes were approved with two votes.

2. Roadmap to Meet 2030 Greenhouse Gas Emission Target

Nicole Grucky, Sustainability Specialist, presented a report on the Climate Action Plan (CAP) update and the associated outreach and asked that the Council Sustainability Committee (CSC) to provide comments on the report.

Council Member Zermeño inquired about the funds that would be paid to Rincon Consultants. Ms. Grucky confirmed that Rincon Consultants would be paid approximately \$720,000 and clarified that this included the Climate Action Plan and updates for the housing, safety, and environmental justice sections of the General Plan. Erik Pearson, Environmental Services Manager, also stated that the \$720,000 amount included a contingency, and that staff is hoping that the amount will be slightly less than estimated. He also stated that the majority of the money would come from grant funds.

Council Member Zermeño also inquired about how the consultants would deal with addressing racial equity. Ms. Grucky stated that staff was still working on the specifics and that the draft outreach plan would be presented to the City Council on October 12, 2021. She stated that different ideas included giving Community-Based Organizations (CBO) funding to help spread the word in hard-to-reach communities to encourage peer to peer conversations as well as setting guardrails to ensure the policies were being upheld to meet goals.

Council Member Zermeño suggested that staff work with the Jackson Triangle neighborhood as well as the neighborhoods south of Tennyson Road for input and asked if homelessness could be addressed through the CAP.

Mayor Halliday suggested possibly finding a way to help encourage lower income residents who own their homes to take advantage of incentives available for electrification and energy efficiency upgrades. She also recommended reaching out to the younger community to provide more information on choices they had to combat climate change, specifically their options regarding food choices and public transportation.

Public Comment

There were no public comments.

3. Outreach Plan for New East Bay Community Energy Default Electricity Product

Mr. Pearson provided a presentation on staff's proposed community outreach plan for the new East Bay Community Energy (EBCE) default electricity product, Renewable 100.

Council Member Zermeño provided an update on the Mariachi Festival, stating that the previously cancelled event would be held on October 15th. He also recommended that staff consider presenting at the Hayward Rotary Club as well as the Latino Business Roundtable to provide business owners with more information regarding the new EBCE default electricity product as well as other available options.

Mayor Halliday suggested that staff emphasize the goal of reducing greenhouse gas (GHG) emissions and to highlight the fact that other cities are taking similar steps as well. She also recommended providing information to customers on different efficiency options to reduce their utility bills as well as improve their homes by making them more energy efficient.

Public Comment

There were no public comments.

4. Countywide Model Ordinance to Comply with Senate Bill 1383

Jeff Krump, Solid Waste Program Manager, presented a report on the countywide model ordinance titled the Organics Reduction and Recycling Ordinance (ORRO) that was adopted by the Alameda County Waste Management Authority (ACWMA) to help Alameda County jurisdictions comply with Senate Bill 1383 (SB 1383). He asked the CSC to provide comments on the report and to recommend adoption of an opt-in ordinance.

Council Member Zermeño inquired if the replacement of existing bins with new color-coded garbage bins was still a requirement of SB 1383. Mr. Krump confirmed that this was still a requirement and that the deadline for compliance was 2036. Council Member Zermeño commented that StopWaste has been working on outreach to the state legislature to modify part of SB 1383 as some of the requirements are burdensome for cities. He thanked staff for the report and expressed his full support.

Mayor Halliday commented that the bin replacement requirement was on a case-by-case basis depending on the lifecycle of the existing bins and that the bins would hopefully be replaced gradually over time. She also inquired if the enforcement of the regulations would be the responsibility of the County. Mr. Krump stated that part of the enforcement would be done by the County Health Department and other parts by the City, for instance the edible food recovery enforcement would be monitored by the County Health Department.

Council Member Zermeño moved the item to recommend to Council the adoption of the opt-in ORRO to help comply with Senate Bill 1383. The motion was seconded by Mayor Halliday and was passed with two votes.

Public Comment

There were no public comments.

5. Proposed 2021 Agenda Planning Calendar: Review and Comment

Erik Pearson, Environmental Services Manager, provided a report on the proposed 2021 agenda planning calendar.

Council Member Zermeño expressed his appreciation to staff for scheduling an upcoming report on the tree planting goal as well as a report on the use of cameras to enforce illegal dumping. He also inquired if staff was aware of the reason behind the removal of twelve pine trees by Caltrans between Highway 92 and Hesperian Blvd. Public Works Director Alex Ameri reassured Council Member Zermeño that staff would look into the issue and provide a response.

Mayor Halliday asked that the electric vehicle (EV) charging station topic be prioritized with the continued influx of housing projects. Director Ameri confirmed that staff would look into the topic and that it would be scheduled for an upcoming meeting.

Public Comment

There were no public comments.

COMMITTEE MEMBER/STAFF ANNOUNCEMENTS AND REFERRALS:

Mayor Halliday shared that at the Funabashi-Hayward Sister City Committee meeting they discussed the possibility of gathering staff of the sister cities to meet and share information on sustainability and environmentally friendly practices to learn from one another.

ADJOURNMENT: 5:55 p.m.

Attendance	MEETINGS			
	Present 09/13/21 Meeting	Present to Date This Fiscal Year	Excused to Date This Fiscal Year	Absent to Date This Fiscal Year
Elisa Márquez	X	1	0	1
Barbara Halliday	✓	2	0	0
Francisco Zermeño	✓	2	0	0



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File #: ACT 21-095

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Update on Illegal Dumping & Use of Surveillance Technologies

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

At the July 12, 2021 CSC meeting, the CSC requested an informational update and presentation on the City's use of surveillance technologies in the City's efforts to decrease illegal dumping. This report will include an analysis of the City's use of surveillance technologies and provide a general overview of the City's overall efforts to decrease illegal dumping. The City of Hayward takes several proactive measures to limit the volume of illegally dumped items throughout the community. The multifaceted approach entails collaboration between several departments including Code Enforcement, Public Works & Utilities, Maintenance Services, Hayward Police Department, as well as the Keep Hayward Clean and Green Task Force. In particular, Maintenance Services has long used various types of surveillance technologies deployed in problematic "hot spots" to further discourage the illegal dumping of items in the community. This informational report will provide an update on the types of surveillance used and its effectiveness over the past decade. While only one of the many tools used to combat illegal dumping, surveillance technology has been an effective means to modify behavior in a specific location. In addition, this report also provides a status update on the two targeted illegal dumping pilot projects that the Maintenance Services Department plans to implement over the next six to nine months.

ATTACHMENTS

Attachment I Staff Report



DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Maintenance Services

SUBJECT Update on Illegal Dumping & Use of Surveillance Technologies

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

At the July 12, 2021 CSC meeting, the CSC requested an informational update and presentation on the City's use of surveillance technologies in the City's efforts to decrease illegal dumping. This report will include an analysis of the City's use of surveillance technologies and provide a general overview of the City's overall efforts to decrease illegal dumping. The City of Hayward takes several proactive measures to limit the volume of illegally dumped items throughout the community. The multifaceted approach entails collaboration between several departments including Code Enforcement, Public Works & Utilities, Maintenance Services, Hayward Police Department, as well as the Keep Hayward Clean and Green Task Force. In particular, Maintenance Services has long used various types of surveillance technologies deployed in problematic "hot spots" to further discourage the illegal dumping of items in the community. This informational report will provide an update on the types of surveillance used and its effectiveness over the past decade. While only one of the many tools used to combat illegal dumping, surveillance technology has been an effective means to modify behavior in a specific location. In addition, this report also provides a status update on the two targeted illegal dumping pilot projects that the Maintenance Services Department plans to implement over the next six to nine months.

BACKGROUND

In 2014, Council adopted Hayward's General Plan, which includes the following economic development goal in support of Council's Clean and Green priorities:

Goal ED 5.4: The City shall maintain and implement programs that are specifically designed to address Hayward's community appearance problems (graffiti, litter, abandoned vehicles, illegal dumping, weed abatement, property maintenance, illegal signs, etc.).

Furthermore, when Council adopted the updated Strategic Roadmap on June 1, 2021¹, one of the six priorities was “Support Quality of Life”. One key project (#7) is the implementation of a targeted illegal dumping prevention program.

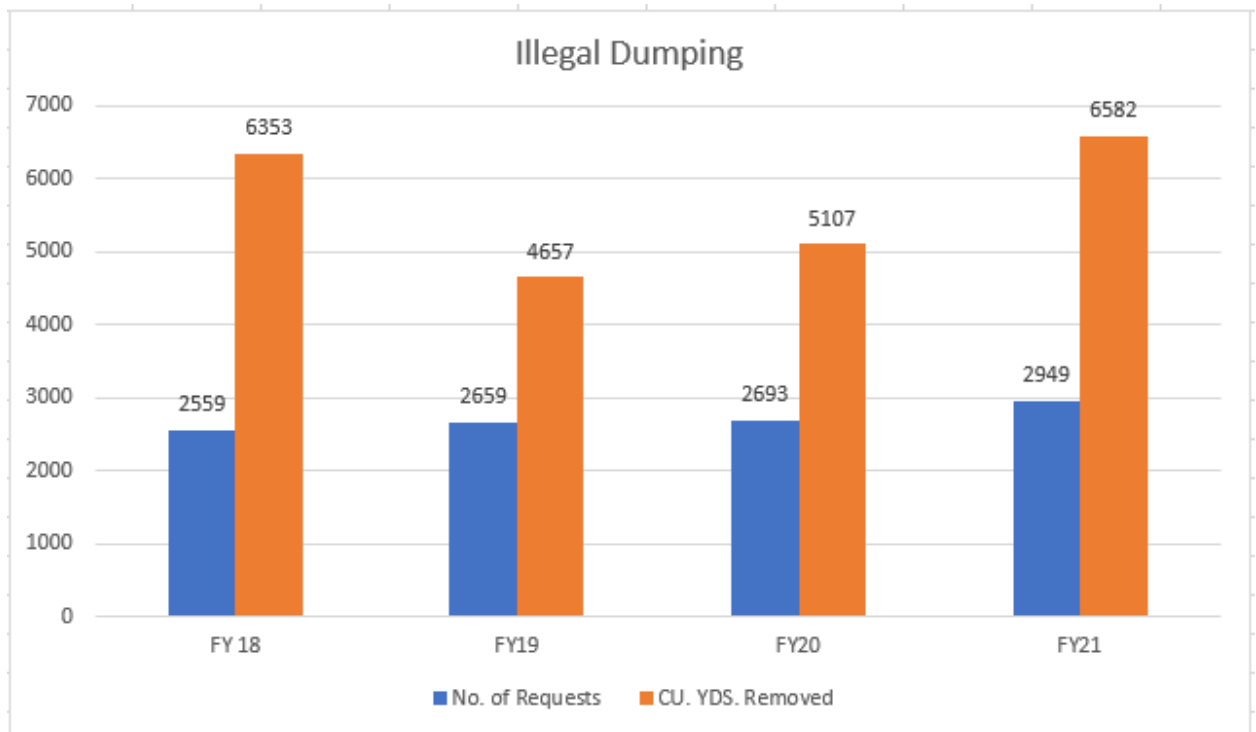
DISCUSSION

City staff has been active in the pursuit of a cleaner and greener community for residents, property owners, businesses, and those that visit the City. While most property owners maintain their properties in good condition and keep the street and sidewalk areas free from trash and debris, it is the City’s goal that everyone maintain their properties in a manner that is consistent with preserving the safety and cleanliness of the public right-of-way. That said, Maintenance Services is regularly tasked with requests for the removal of illegal dumping within the public right-of-way. The City is proactive in its goal to quickly abate issues of blight to support the City’s goal of a clean and green Hayward.

In addition to enforcement and surveillance technologies, staff has found that providing the community additional options for the proper disposal of refuse, as well as deterrents are equally, if not more, effective than criminal enforcement. No single solution singlehandedly eliminates illegal dumping. Below is a summary of the actions taken by the Maintenance Services Department to accomplish this goal:

- **Data** – Access Hayward is used as a means of reporting illegal dumping and allows for the tracking of requests by location, number of occurrences, and the total cubic yardage removed. The total number of requests for the removal of illegally dumped items reported to the City over the last four fiscal years has remained relatively flat. The increase in both the number of cases and cubic yards removed in FY21 may be attributed to the pandemic and the volume of occupied households that would have otherwise been at their respective workplace. While we track both case count and cubic yardage, we believe case counts is a more accurate reflection of illegal dumping trends since cubic yardage fluctuates regardless of the total number of cases.

¹ <https://hayward.legistar.com/LegislationDetail.aspx?ID=4968961&GUID=22D0F57F-B982-4566-8DA6-CE2854247AB0&Options=&Search=>



- Surveillance Technologies** – Maintenance Services has experimented with and implemented numerous types of surveillance technologies to decrease illegal dumping over the past decade with varying levels of success. Each technology provides a different outcome whether it be single/multiple images or actual video imagery. Each technology solution requires a corresponding amount of staff support for both on-going maintenance and monitoring. Below is a summary of the most frequently used types of surveillance and the impacts and outcomes staff has experienced.

- “Real-time” Video Surveillance*- While the most optimal form of surveillance is real-time video surveillance, it requires both available electrical power to charge the camera and network availability to enable remote connectivity to review footage. Areas that are frequently subject to illegal dumping rarely have both electrical and network availability in areas where mounting is optimal, such as public utility and street light poles. In an effort to create a specialized surveillance unit that’s both mobile, charges itself via solar power, and has network accessibility, staff has worked with two companies to create fully self-contained units to meet our specific needs.

The amount of power required to continually operate a video surveillance system 24 hours a day, 7 days a week, requires the solar panel to be sizable. These types of systems have proven problematic to both mount and maintain due to their size and weight. It is common that a charging source, similar to a 12-volt car battery be used as part of the system. Safely and securely mounting a unit of this size and weight on a traditional street light pole has proven difficult and is of concern due to its weight as it relates to the safe passage of pedestrians below. Short of a more complex and costly series of cameras more

traditionally used in traditional business districts, this solution doesn't provide the City with the flexibility or nimbleness to easily transport and relocate the system as instances of illegal dumping occur. The amount of staff time to adequately manage this type of surveillance is expansive and cost prohibitive. The cost for a single surveillance system of this type ranges between \$10,000-15,000 per unit.

2. *Motion Activated Video Surveillance-* Based on some of the complexities mentioned above for real-time surveillance, motion-activated (does not record continually) mobile surveillance options are more readily available on the consumer market because the amount of continuous power to charge them is drastically reduced. Mobile video cameras in this form such as "deer cameras" are more easily mounted due to their reduced weight and provide far greater flexibility when conditions dictate units be moved to another location. However, most cameras of this type still require frequent re-charging of the internal battery or use of an accompanying solar panel. Also, since video footage is recorded on an internal SIM card, any footage that needs to be reviewed requires staff to physically go up the mounting pole to remove the SIM card. While effective, the amount of on-going staff time is extensive. The cost for units of this type range between \$1,000-2,000 per unit.
3. *Still-shot Camera and Deterrent System-* While one of the older technologies, an "all-in one" motion-activated surveillance camera system with an audible deterrent continues to be the most effective solution staff has identified and used. This system is designed to be used for illegal dumping reduction, its approximately the size of a standard shoe box, weighs under 10 pounds and is powered via a built-in solar panel, camera images can be retrieved via Bluetooth from the ground below. This solution includes a 24 mega-pixel auto-zoom camera that is activated via motion in its range of view. Once motion is detected, an audible "warning" voice is projected, and single photographs are taken every three seconds until motion ceases. This solution is also available in a "decoy" version that can be swapped out inconspicuously so the technology can be used elsewhere without the removal of a deterrent. The cost for our preferred technology of this type is \$7,000 per unit and less than \$1,000 per unit for decoys. An all-in-one unit that is easily moved location to location provides the best outcomes. After a decade of use, Maintenance Services has found this style of surveillance to be the most cost-effective deterrent against illegal dumping. Considering the above, staff recommends procuring five still-shot cameras and five decoys using available General Fund/Measure C monies in the FY21 Maintenance Services budget. Additionally, Maintenance Services will be requesting a three-year CIP project to further expand the use of this technology set.

- **Illegal Dumping Ordinance-** (Hayward Municipal Code Section 5-7.25) City Council adopted amendment to the City's existing "Community Preservation Ordinance, Chapter 5, Article 7", addressing unlawful nuisance on private property

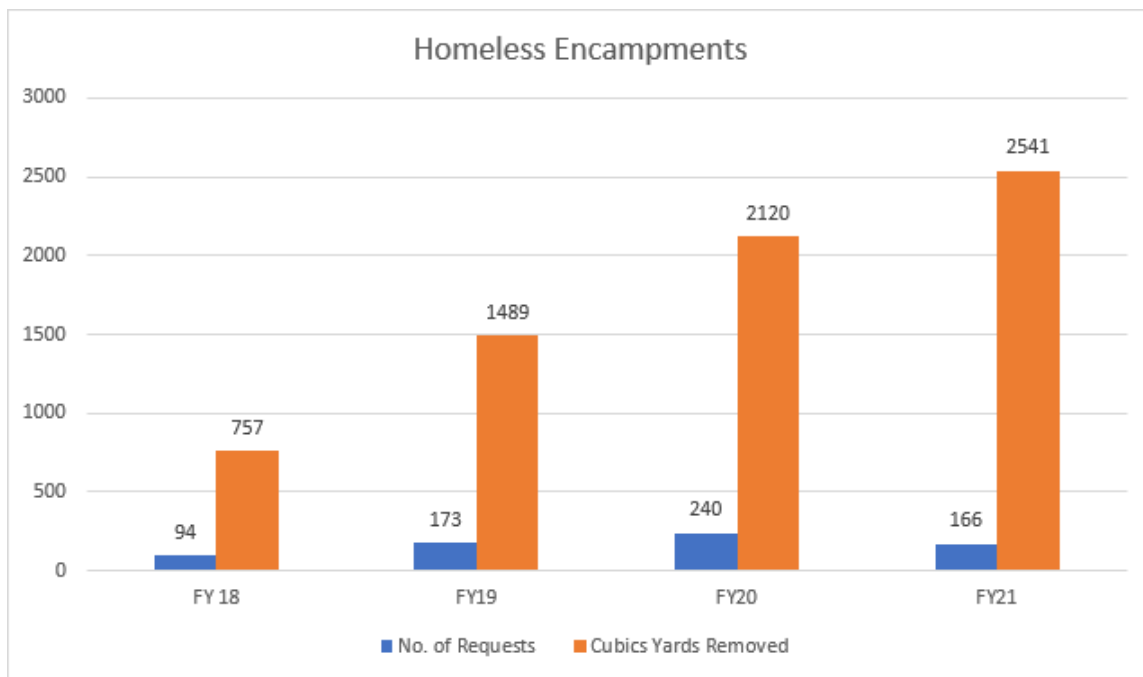
on October 23, 2012. This provision places responsibility on occupants, tenants, and private property owners to keep the public right-of-way adjacent to their properties free of trash and debris to ensure safe travel for pedestrian and vehicular traffic, prevent blight, and otherwise protect and promote the public health, safety, and welfare. Staff utilizes the enforcement tools and remedies in the existing Ordinance to address violations. Furthermore, the Ordinance provides a mechanism for property owners to appeal any citation fees and penalties that may be issued. This Ordinance has also allowed staff to develop better lines of communication with property owners. Through this line of communication with business and property owners the Ordinance has shown a positive effect on the frequency and amount of trash dumped in the historic hot spots.

- **Signs** – Maintenance Services utilizes different types of signage to aid in the education and enforcement of our efforts. Large LED message boards are placed in historical “hot-spots” to educate the public and provide alternatives for items they wish to discard. Staff has received praise and encouragement from the community in regard to the use of these signs. Additionally, we also place permanent signage in known areas of dumping encouraging residents to contact the Hayward Police Department if they witness someone dumping illegally.
- **Lean Innovation-** Illegal dumping was included as a specific target topic of the Lean Innovation process. As part of this 2016 effort, City staff identified the South Hayward neighborhood as an area with the highest volume of illegal dumping and contacted over 250 residents in this neighborhood. Our contacts included both single family and multi-unit dwellings. While upwards of two-thirds of the residents contacted admitted they knew dumping items was in fact illegal, it was determined that many were not aware of the options available to them. City staff responded to the feedback and provided these residents with Waste Management vouchers and additional education by way of the LED message boards.
- **Adopt-a-Block Program-** Beginning in 2012 in partnership with the Keep Hayward Clean and Green Task Force, the Maintenance Services administers the Adopt-a-Block program to encourage community members and the business community to take an ownership role in the appearance of City by volunteering to adopt a block. The KHCG TF continues to actively promote this program and new streets are added each fiscal year. Since its launch the number of adopted blocks has grown from (16) in 2012 to (155) in 2021.
- **Waste Management of Alameda County (WMAC) Franchise Agreement-** The City’s agreement requires WMAC to collect up to six City staff referred locations each week where illegal dumping has occurred.
- **Bulky Pick-up Program-** The City’s bulky pick-up program offers Hayward single-family households and multi-family properties free collections of up to four (4) cubic yards per dwelling unit per year of bulky items such as furniture, mattresses, and appliances. The program is part of the contract the City holds with WMAC. In 2020, WMAC performed more than 12,000 bulky collections. While participation by

Hayward residents in the program has increased each year since the contract started in 2015, there has not been a corresponding decrease in illegal dumping.

Impact of the Increased Number of Unhoused Individuals

As the number of unhoused individuals in the community has increased since FY18, City staff have seen a corresponding increase in illegal dumping. Requests for abatements in areas where the unhoused population congregate are typically submitted via Access Hayward or through the Hayward Police Department. To accurately track data, Maintenance Services tracks cubic yards of illegal dumping and debris generated by the unhoused population separately. The graph below reflects the number of incidents and the total cubic yardage removed from homeless camps over the last four fiscal years. This data is separate and above and beyond what was removed when responding to traditional illegal dumping. Using FY21 as an example (2,541 cubic yards removed), the abatement of homeless camps increased the total cubic yardage staff removed citywide by more than 35%.



Proposed New Pilot Projects

As part of the City's Strategic Roadmap, the Maintenance Services Department will be piloting two separate projects in FY21, both supporting a targeted reduction in illegal dumping. The goal of both pilots is to provide additional, no-cost alternatives for community members to properly dispose of household debris that could otherwise end up in the community in the form of illegal dumping. These pilots will test two separate hypotheses: (1) "it's too expensive to properly dispose of refuse," and (2) "I would dispose of items correctly if an option was available in my immediate neighborhood."

In the first pilot, “Dump Days”, all households within a specific neighborhood will receive an invitation via United States Post Service (USPS) with a coupon that can be redeemed on a selected date where households will be able to dispose of up to five cubic yards of trash at no-cost at one of the City’s transfer sites in Hayward. Staff is working diligently on the logistics involved to hold the initial event around January 1, 2022.

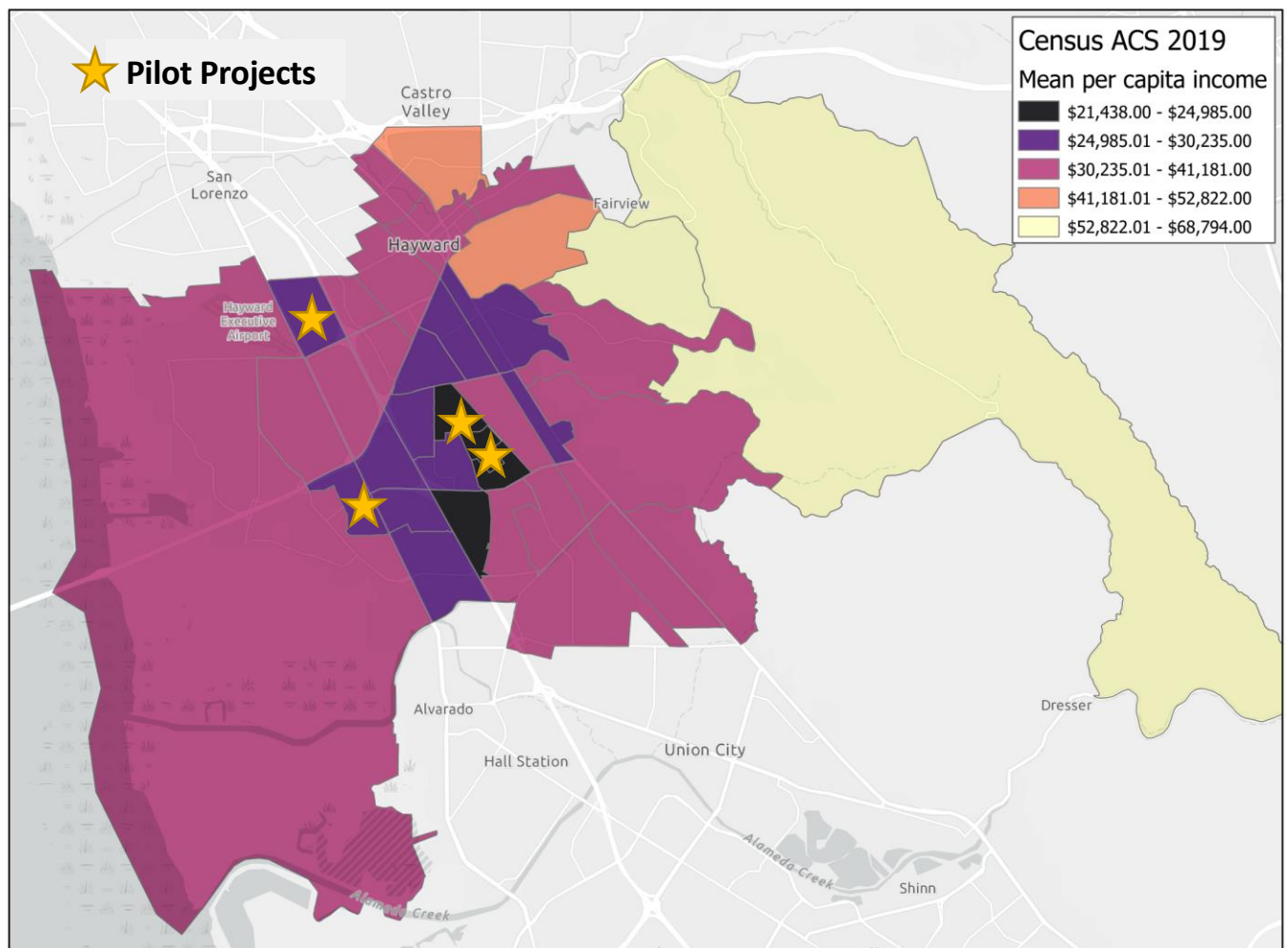
The second pilot, “Bring the Dump to You” will follow a similar notification process via USPS. This project will allow community members to dispose of five cubic yards of trash at no-cost at a location in their specific neighborhood. This model does have some logistical challenges, including being able to safely stage numerous WMAC dumpsters in the day(s) prior to the event. When conducting similar events, unattended garbage dumpsters are often targeted by illegal dumpers. We are actively working on solutions surrounding partnerships where dumpsters could be safely secured in advance. Additionally, staff is reviewing the possibility of holding such events without WMAC dumpsters. Similar to KHHG events, a location in the neighborhood would be identified as the staging area and debris would be dumped and immediately loaded into City trash trucks for disposal. Staff anticipates launching the initial project for this pilot in the first quarter of 2022.

Equity Analysis for Pilot Projects

As part of the City’s ongoing diversity, equity & inclusion (DEI) work, staff have designed these pilots to target Hayward residents who are most likely to be negatively impacted by systemic racism and intergenerational poverty. As stated above, these pilots will test the hypotheses that it is too expensive and too far to properly dispose of refuse for the City’s most impacted residents.

To target these residents, staff used American Community Survey data to identify the neighborhoods with the lowest mean per capita income. Staff used per capita income instead of household income because these neighborhoods also have large household sizes and overcrowding that can skew the household income data.

The heat map below shows the mean per capita income by census tract and the four neighborhoods that staff have selected for these pilots. Staff is targeting four of the six lowest income census tracts, while attempting to also achieve some geographic diversity.



FISCAL IMPACT

Measure C

In an effort to restore and maintain city services and facilities, the Measure C sales tax was adopted by Hayward voters in 2014. These additional revenues have now restored (7) FTE maintenance staff in Maintenance Services. Based on community need and the volume of requests received annually, these employees are tasked with the abatement of graffiti, litter and illegal dumping throughout the City. In order to provide a true fiscal impact absorbed by the City to address these issues, staff also included the cost of the weekend work program, which responds to and removes illegal dumping on Saturdays and Sundays. The total combined cost for the City to provide these services is \$1.3 million per fiscal year in total staff and equipment costs. This calculation doesn't include our bi-weekly street sweeping services which also aids in our efforts to make Hayward a cleaner and greener community for our residents.

STRATEGIC ROADMAP

This agenda item relates to the Strategic Priority of Support Quality of Life. Specifically, this agenda item relates to the implementation of the following project:

Project 7: Implement a targeted illegal dumping reduction program.
(Beginning in FY21)

SUSTAINABILITY FEATURES

Reducing illegal dumping and promptly cleaning up illegally dumped material supports the City's sustainability goals. Keeping neighborhoods clean improves the community's appearance and helps to minimize trash in storm drains and creeks.

NEXT STEPS

Following receipt of comments from CSC on the illegal dumping programs and projects as outlined above, staff will continue to work on implementation efforts.

Prepared by: Rodney Affonso, Streets Maintenance Manager

Recommended by: Todd Rullman, Director of Maintenance Services

Approved by:



Kelly McAdoo, City Manager



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File #: RPT 21-126

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

East Bay Plain Subbasin Groundwater Sustainability Plan - Information and Discussion

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

As Groundwater Sustainability Agencies (GSAs) for the East Bay Plain Subbasin (Subbasin), the City of Hayward and East Bay Municipal Utility District (EBMUD), must adopt and submit a Groundwater Sustainability Plan (GSP) to the Department of Water Resources (DWR) by January 31, 2022. The GSP will establish sustainable management criteria and actions to protect the Subbasin, while ensuring local groundwater resources are available for current and future beneficial uses.

ATTACHMENTS

Attachment I Staff Report



DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT: East Bay Plain Subbasin Groundwater Sustainability Plan – Information and Discussion

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

As Groundwater Sustainability Agencies (GSAs) for the East Bay Plain Subbasin (Subbasin), the City of Hayward and East Bay Municipal Utility District (EBMUD), must adopt and submit a Groundwater Sustainability Plan (GSP)¹ to the Department of Water Resources (DWR) by January 31, 2022. The GSP will establish sustainable management criteria and actions to protect the Subbasin, while ensuring local groundwater resources are available for current and future beneficial uses.

BACKGROUND

In response to extreme drought conditions and unprecedented historic low groundwater levels, Governor Jerry Brown signed three bills, AB 1739 (Dickinson), SB 1168 (Pavley), and SB 1319 (Pavley) into law on September 16, 2014. Collectively, these three bills, referred to as the Sustainable Groundwater Management Act (SGMA), created a statewide framework for sustainable, local groundwater management in California. As part of SGMA, local agencies in Medium and High-priority basins (including the East Bay Plain Subbasin) are required to form GSAs and then have the authority and responsibility to develop, adopt, and implement a GSP.

DISCUSSION

For more than a century, the City relied on groundwater for day-to-day water supplies. Beginning in the 1960s, the City entered into an agreement with the San Francisco Public Utilities Commission for potable water supplies. Subsequently, the City ceased groundwater use. Following the Loma Prieta earthquake, the City constructed five emergency groundwater wells (three within the Subbasin and two within the adjacent Niles Cone Subbasin) in the

¹ [East Bay Plain Subbasin Groundwater Sustainability Plan | City of Hayward - Official website \(hayward-ca.gov\)](https://www.hayward-ca.gov/DocumentCenter/View/11111/East-Bay-Plain-Subbasin-Groundwater-Sustainability-Plan)

1990s and early 2000s. With a total maximum design capacity of more than 10 million gallons per day, the emergency wells are critical to the City's short-term water supply reliability (currently permitted to pump up to fifteen days per year with no more than five consecutive days of pumping).

With the passage of SGMA in 2014, the City determined that it was in its interest to become a GSA for its portion of the Subbasin and it filed its intention to do so. The City became an exclusive GSA for the portion of the Subbasin underlying its jurisdictional area in 2017. EBMUD became an exclusive GSA for the portion of the Subbasin underlying EBMUD's service area in 2016. The two GSAs entered into an initial cooperating agreement to work together on SGMA implementation. The initial agreement was dated June 25, 2018, and it has been amended twice (March 29, 2019, December 22, 2020), and is going before Council on November 16, 2021, for approval of Amendment No. 3.

A primary purpose of the initial cooperating agreement is to coordinate the preparation of a single GSP for the entirety of the Subbasin that will satisfy SGMA requirements, in particular the requirement that the Subbasin's GSAs (Hayward and EBMUD) prepare, adopt, and implement a GSP "consistent with the objective that a basin be sustainably managed within 20 years of Plan implementation without adversely affecting the ability of an adjacent basin to implement its Plan or achieve and maintain its sustainability goal over the planning and implementation horizon" (California Code of Regulations Title 23, Section 350.4(f)).

GSP Development

SGMA specifies a schedule for GSP adoption and submittal that is based on DWR's basin prioritization (i.e., Critically Overdrafted basins first, followed by High- and Medium-Priority basins). DWR has designated the Subbasin as a Medium Priority basin; therefore, Hayward and EBMUD must adopt, and submit a GSP for the Subbasin to DWR by January 31, 2022. Hayward and EBMUD contracted with a consultant team led by Luhdorff & Scalmanini Consulting Engineers (LCSE) to prepare the GSP, which is being partially funded by a \$1 million Proposition 1 grant from DWR.

The primary purpose of SGMA and the GSP is to prevent significant and unreasonable effects for the following six conditions (also known as sustainability indicators):

- Chronic Lowering of Groundwater Levels
- Reduction in Groundwater Storage
- Seawater Intrusion
- Degradation of Water Quality
- Land Subsidence
- Depletion of Interconnected Surface Water

The GSP is comprised of five main chapters: (1) Introduction, (2) Plan Area and Basin Setting, (3) Sustainable Management Criteria, (4) Projects and Management Actions to Achieve Sustainability Goal, and (5) Plan Implementation. A series of appendices provide additional

detailed information to supplement the content of each Chapter. An Executive Summary is provided at the beginning of the document to provide a high-level overview of the GSP.

Chapter 1 - Introduction

- Purpose of the GSP
- Subbasin's sustainability goal
- Description of the agencies (GSAs) and their organization

Chapter 2 - Plan Area and Basin Setting

- Institutional and physical setting of the Subbasin
- Existing water resources management and monitoring programs
- Stakeholder communication and engagement
- Land use elements and general plans
- Hydrogeologic conceptual model (aquifer systems, geology, etc.),
- Water budget for historical, current, and projected future conditions

The important conclusion from this Chapter is that the Subbasin is currently in a sustainable condition, with stable water levels and no occurrences of significant and unreasonable effects for any sustainability indicators. The current rate of groundwater pumping is approximately one third of the rate considered to be the “sustainable yield”.

Chapter 3 - Sustainable Management Criteria (SMC)

- Criteria that are used to define and measure sustainability

The SMC are arguably the most critical components of the GSP, as they define what sustainability looks like in a specific and quantitative manner for each of the sustainability indicators. Under SGMA, each GSP must define the “undesirable results” that occur for each of the six sustainability indicators and the SMC that will be used to determine whether an undesirable result has occurred. SMC are metrics defining when undesirable results occur. The basin is considered to be managed sustainably (i.e., the sustainability goal is maintained/achieved) when undesirable results are avoided.

The SMC developed for the Subbasin were based on the best available data and science, as required by SGMA; however, the SMC are likely to change in the future as significant data gaps (e.g., insufficient groundwater level data in certain parts of the Subbasin) are filled over time. The SMC were developed with significant public input obtained through a series of stakeholder meetings open to the public, and with a Technical Advisory Committee (TAC) consisting of experts from Lawrence Berkeley National Laboratory, local groundwater users, cities, and non-governmental organizations. Stakeholder and TAC meetings were held between February 2018 and October 2021.

Chapter 4 - Projects and Management Actions to Achieve Sustainability Goal

- Actions that each GSA plans to undertake over the 20-year GSP implementation period to achieve/maintain sustainability

Because the Subbasin is in a sustainable condition currently, these actions primarily involve one-time data gap-filling activities and regular monitoring of the Subbasin to ensure that the SMC are met, and undesirable results continue to be avoided. The key management actions include:

- Installing new groundwater monitoring wells and stream gauges as necessary
- Monitoring groundwater levels, quality, and local stream flow
- Conducting habitat surveys to confirm and monitor groundwater dependent ecosystems
- Completing annual reports and a publicly accessible data management system
- Updating the GSP every five years to account for new data and regulations
- Coordinating with local stakeholders, and as necessary, enforce SMC to protect the Subbasin

Along with the above management actions, the two GSAs each included projects in the GSP that involve production of groundwater using existing facilities. The City's project involves use of its emergency supply wells, as needed in the event of a short-term emergency interruption of surface water supplies. The City and EBMUD are committed to developing and maintaining diverse water supply portfolios to help improve resiliency in the face of changing climate, water supply needs, and regulations. In addition to water conservation and recycled water, beneficial use of groundwater is an important potential source. The GSAs are also committed to maintaining sustainability within the Subbasin, and the existing and future potential projects in the GSP reflect the GSAs desire to fill data gaps and let science-based decision making drive the feasibility of future groundwater pumping.

Chapter 5 - Plan Implementation

- Estimated costs and schedule for implementation of the GSP

ECONOMIC IMPACT

There are no direct economic impacts associated with development of the GSP. It is primarily a planning document to establish sustainable management criteria and actions to protect the Subbasin, and to ensure local groundwater resources are available for current and future beneficial uses. The community could benefit from project and management actions to achieve sustainability goals resulting in greater diversity and reliability of water supplies, especially during water emergency periods.

FISCAL IMPACT

The Water Improvement Fund in the Capital Improvement Program (CIP) includes funds for groundwater-related activities such as preparation and implementation of the GSP. Staff anticipates the costs for developing a GSP and DMS will not exceed \$528,000 including

reimbursement to EBMUD for consultant fees and \$150,000 for internal costs. The allocation in the CIP is sufficient to fund the City's share of preparing the technical studies and investigations, along with developing a GSP that complies with SGMA requirements. There will be no impact on the General Fund.

The estimated cost for the City to implement its GSP over the next five years is \$500,000. Funds would need to be allocated for this purpose beginning in FY 22-23.

STRATEGIC ROADMAP

This agenda item is a routine operational item and does not relate to one of the Council's six Strategic Priorities.

SUSTAINABILITY FEATURES

The City's role as a GSA, along with its responsibility for developing a GSP, provide the authority to ensure that the groundwater beneath the City is protected and sustainably managed for the future. A long-term commitment to groundwater sustainability increases the City's overall water supply reliability, maximizes local sources, and diversifies the City's water supplies, which will help the City respond to future water supply uncertainties and the effects of climate change.

PUBLIC CONTACT

Development of the GSP was supported by three groups of public participants: General Stakeholders, a Technical Advisory Committee (TAC), and an Interbasin Working Group.

- General Stakeholders, participated in public meetings and provided input on the development of the Subbasin GSP. Eight meetings were held.
- TAC reviewed the Subbasin GSP technical work products and provided comments and recommendations. Six meetings were held.
- Interbasin Working Group (IWG) met quarterly and included participants from the neighboring groundwater subbasins that discussed issues outlined in the GSP regulations related to potential impacts on neighboring subbasins. Seven meetings were held.

Interested community members can submit comments on the Draft GSP. The public comment period for the Draft GSP began on September 17, 2021, and will conclude on November 1, 2021. A draft of the GSP is available for public review both online², and at the Hayward Downtown Library located at 888 C Street. In addition, the public will have the opportunity to provide comments during the Council public hearing on December 7, 2021.

NEXT STEPS

² <https://www.hayward-ca.gov/content/east-bay-plain-subbasin-groundwater-sustainability-plan>

The Council will hold a public hearing and will consider the Draft GSP for adoption on December 7, 2021. If the Council adopts the Draft GSP, the City and EBMUD will submit the document to DWR in accordance with State guidelines by January 31, 2022.

Prepared by: Cheryl Muñoz, Water Resources Manager

Recommended by: Alex Ameri, Director of Public Works

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', is written above a horizontal line.

Kelly McAdoo, City Manager



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: ACT 21-097

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Hayward Water Bill Redesign - Selection of a Design Option

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews, comments on, and selects a Hayward water bill design option.

SUMMARY

Staff is currently implementing an Advanced Metering Infrastructure (AMI) water customer portal with bill payment functionality. As part of this effort, the City will soon be partnering with a new external-bill printing and distribution vendor, InfoSend, Inc. (InfoSend). With this new vendor, the City has an opportunity to redesign the bill distributed to utility customers. In this report, staff present three bill design options for the CSC's review, comment, and selection.

ATTACHMENTS

Attachment I Staff Report
Attachment II Current Template
Attachment III Design A
Attachment IV Design B (Recommended)



DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT: Hayward Water Bill Redesign – Selection of a Design Option

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SUMMARY

Staff is currently implementing an Advanced Metering Infrastructure (AMI) water customer portal with bill payment functionality. As part of this effort, the City will soon be partnering with a new external-bill printing and distribution vendor, InfoSend, Inc. (InfoSend). With this new vendor, the City has an opportunity to redesign the bill distributed to utility customers. In this report, staff present three bill design options for the CSC's review, comment, and selection.

BACKGROUND

Since Fall 2019, staff have been working to implement an AMI water customer portal that would enable customers to view details of their water consumption, sign up for leak alerts, and pay their bills in one, online, user-friendly location. At their May 18, 2021¹ meeting, the Council authorized the City Manager to execute an agreement with WaterSmart, Inc. (WaterSmart), for implementation of this customer portal platform. WaterSmart was selected following an extensive Request for Proposals and Pilot testing process, which is further detailed in the reports delivered to the CSC on March 9, 2020² and March 8, 2021³.

In order to provide bill payment functionality within the WaterSmart customer portal, staff have entered into an agreement with third-party bill payment vendor Invoice Cloud., Inc. (Invoice Cloud), who will embed a range of payment services directly within the portal, effectively replacing the City's current utility bill payment vendor, Tyler Munis' Hayward

¹ <https://hayward.legistar.com/LegislationDetail.aspx?ID=4955269&GUID=10EF9795-0805-4832-BAFC-666221A843E9&Options=&Search=>

² <https://hayward.legistar.com/LegislationDetail.aspx?ID=4389832&GUID=F46CB11A-247F-400F-AE74-907A02B58D6C&Options=&Search=>

³ <https://hayward.legistar.com/LegislationDetail.aspx?ID=4816829&GUID=09108CFF-23E6-4179-8AD1-5A0C4732D469&Options=&Search=>

Self Service (HSS). Partnering with Invoice Cloud was authorized by Council at their September 28, 2021 meeting⁴.

The third critical component to providing customers a robust water customer portal and bill payment experience is the ability to provide customers with copies of their bill PDFs through the portal. This functionality is not currently possible through Tyler Munis. As such, with the authorization provided by Council at their September 28, 2021 meeting⁵, staff have also entered into an agreement with the bill print and distribution vendor InfoSend, Inc. (InfoSend). InfoSend can perform all of the City's physical bill distribution functions, like bill printing, sorting, and mailing, in addition to the necessary PDF archiving and water customer portal integration services, at lower rates than those currently paid to four vendors to provide limited versions of the same services. InfoSend can also provide pre-sorting, forwarding, address verification, and bill redesign services, which are not possible with the City's current bill production and distribution vendors.

DISCUSSION

As part of the transition from Tyler Munis bill generation to InfoSend bill generation, the City has the opportunity to design a new billing template should it desire to do so.

Customers frequently request assistance from frontline customer service staff in identifying such basic information on their Tyler Munis-generated bills as the amount owed and their account number. Redesigning the water bill would provide an opportunity to draw more direct and clear attention to these basic components of the bill, while also providing an opportunity to draw special attention to the new payment options that will soon be made available to customers with the launch of the water customer portal and its Invoice Cloud payment features.

Staff have identified three bill design options for the CSC's consideration. It is important to note that Design Concept A and B, further described below, feature information about payment methods, which will not be available until *after* the water customer portal has launched. If staff are able to implement a new bill design *before* this launch takes place, the information presented in these concepts will be replaced with current bill payment options and information.

- Option 1 – Continue using Current Template: Not Recommended

The City has the option to continue using the existing bill format (Attachment II) once the transition to InfoSend's billing services takes place. However, this is not recommended due to the template's lack of clarity in the display of certain key details, excessive amount of information, and its design inflexibility.

⁴ <https://hayward.legistar.com/LegislationDetail.aspx?ID=5149124&GUID=EFDEBD1F-1340-4DA0-BB07-405A14419566&Options=&Search=>

⁵ <https://hayward.legistar.com/LegislationDetail.aspx?ID=5149124&GUID=EFDEBD1F-1340-4DA0-BB07-405A14419566&Options=&Search=>

- Option 2 – Design Concept A: Not Recommended

The City also has the option to simply update the current bill template with a new look and feel. This Design Concept A (Attachment III) has the advantage of familiarity to the current template. However, staff do not recommend proceeding with it due to the fact that it does not address the existing concerns regarding clarity and volume of information included in the bill.

- Option 3 – Design Concept B: Recommended

Staff have also mocked-up Design Concept B (Attachment IV) in an effort to improve the look, feel, and clarity of the information presented in the Hayward water bill. Particular attention has been paid to improving clarity related to the frequently received questions and comments cited above. This bill concept also has the added benefit of including a space for custom image-based promotional materials on the front and back. Due to its improved look, feel, clarity, and wide range of presented information, it is staff's recommendation that a bill design similar to this concept be pursued.

ECONOMIC IMPACT

The customer portal, once fully implemented, will provide customers greater control over their water consumption, as they will have on-demand access to their water use metrics, their estimated water spending at any point in a billing period, and prompt leak notification and reduced water loss. The Portal will also likely aid the community in achieving greater water conservation over time.

FISCAL IMPACT

Partnering with InfoSend is anticipated to cost approximately \$137,000 annually, or \$411,000 over three years, which is \$25,000 less per year than the City currently pays for equivalent services. There are sufficient funds in Water Operating Fund 605 to support partnering with this vendor.

STRATEGIC ROADMAP

This agenda item supports the Strategic Priority of Improve Infrastructure. Specifically, this item relates to the implementation of the following project:

Project 13, Part 13.a: Develop and launch Advanced Metering Infrastructure (AMI) customer portal.

SUSTAINABILITY FEATURES

The AMI Customer Portal and larger AMI Project promote efficient water use and water conservation. The water consumption data provided by AMI technology will aid in the City's efforts to measure the overall effectiveness of targeted conservation initiatives, and will also be used to inform customers about potential leaks or overly high consumption. Additionally,

improving paperless billing enrollment with the launch of Invoice Cloud and InfoSend will have paper-saving and many other indirect environmental benefits by eliminating six bill production, mailing, and transportation/delivery service requirements per enrollment per year.

PUBLIC CONTACT

During Spring 2020, staff sought approximately 100 Pilot customer volunteers to participate in a Water Customer Portal Pilot Program. Staff also regularly engaged with the Pilot Customers for the duration of the four-month Pilot from October 2020 to February 2021. When the WaterSmart Customer Portal, Invoice Cloud, and InfoSend integration is complete, additional outreach will take place leading up to and following the Portal launch to maximize Portal signups, enrollment in paperless billing, and utilization of all the various electronic payment options that will become available to them.

NEXT STEPS

If the CSC concurs with staff's recommendation, staff will pursue a bill redesign similar to that presented in Recommended Design Concept B (Attachment IV) and will incorporate any additional feedback received by the CSC.

Prepared by: Kait Byrne, Management Analyst

Recommended by: Alex Ameri, Director of Public Works

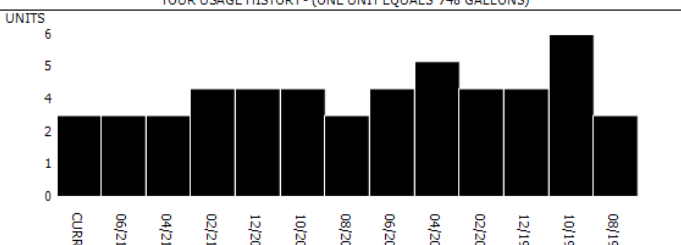
Approved by:



Kelly McAdoo, City Manager

Customer Name				Service Address						
Jane Sample				12345 Sample Ave.						
Bill Number	Bill Date	Account Number - Customr Number							Delinquent Date	
2212002	09/06/2021	0001112131 - 0005678910							09/23/2021	
Charge Description	Meter	Previous Read Date	Current Read Date	Read Days	Previous Meter Reading	Current Meter Reading	Read Code	Units (100 cu. ft.)	Charge	
WATER USAGE	7077	06/28/21	08/30/21	63	115	118	A			
TIER 1: 1-8 @ 5.80/UNIT								3	17.40	
METER SERVICE									32.00	
SEWER									16.78	
EXCISE TAX									6.00	

YOUR USAGE HISTORY - (ONE UNIT EQUALS 748 GALLONS)



Current Usage			
Units 3	Gallons (Units X 748) 2244	Read Days 63	Avg. Gal. Per Day 36
Prior Year Usage			
Units 3	Gallons (Units X 748) 2244	Read Days 62	Avg. Gal. Per Day 36

READ CODE:		
A = Actual	Total Current Billing	72.18
E = Estimate	Previous Balance	586.99
F = Final	Adjustments	.00
M = Manual	Deposit Applied	.00
	Less Payments Received	.00
	Total Amount Due	\$659.17

NEW FEE-FREE PAYMENT KIOSKS AT CITY HALL! PAY YOUR BILL 24/7 WITH CASH, CHECK, OR CARD FOR FREE AT OUR OUTDOOR PAYMENT KIOSK. LOCATED ON THE WATKINS SIDE OF CITY HALL AT 777 B ST. IN DOWNTOWN HAYWARD. ADDITIONAL KIOSK LOCATED INSIDE. CALL 510-583-4600 WITH QUESTIONS.

✂ Detach and return the portion below with your payment ✂

Service Address	Bill Number	Account # - Customer #	Delinquent Date	Amount Due
12345 SAMPLE AVE	2212002	001112131 - 0005678910	09/23/2021	\$659.17

JANE SAMPLE
12345 SAMPLE AVE.
HAYWARD, CA 94541-2927

00006042022202212002600000659177



Customer Service (510) 583-4600
After Hours Emergencies: (510) 293-7000
TDD: (510) 247-3340



www.hayward-ca.gov
@cityofhayward

Pay-By-Phone: 1-855-385-9416
(\$500 max payment per call)

Understanding Your Bill

Description of Charges:

- 1. Water Usage Charges** – based upon the amount of water used during the billing cycle and the property's location inside or outside of incorporated Hayward. (1 Unit = 100 Cubic Feet = 748 Gallons). Your charges are also based on a tier structure with units costing more as you use more water.
 - 2. Meter Service Charge** – this assists in recovering the costs of system maintenance, reading meters, and servicing and billing customer accounts. The charge is a flat-rate based on the size of the meter.
 - 3. Sewer Charge** – reflects the costs of sewer system maintenance and waste treatment. Sewer rates for residential customers are a Standard bi-monthly rate that is discounted when water usage is between 0-4 units (Lifetime Rate) and 5-8 units (Economy Rate).
 - 4. Other Charges** – charges that could appear on your bill include, but are not limited to: service initiation, deposit, service restoration, and collection notification.
 - 5. Emergency Services Facilities Tax** – this excise tax is a general tax levied on all residences in the City of Hayward. For residences receiving individual service through the Hayward Water System, the tax rate is \$36 per year, billed \$6 bi-monthly on your utility bill. For information or questions, email ESFT@hayward-ca.gov or visit www.hayward-ca.gov/esft.
 - 6. Returned Check Fee** – A minimum fee of \$25 is charged if a check is returned from the bank for any reason. Additional collection charges may also apply.
- Low Income Discount:**
A low income discount is available if total gross family income falls below the maximum allowable income limit. For an application and to see income limits, please call (510) 583-4600, or visit: www.hayward-ca.gov/lowincomeapplication.

Elderly or Disabled Customers:

If you desire third party notification for all account notices, please submit a letter from the third party accepting responsibility. Verification of your disability or age is necessary. Please call (510) 583-4600 for more information.

Charges Are Due Upon Bill Receipt:

Charges on your bill are due and payable now. The charges will be delinquent if not paid by the delinquent date printed on the reverse side of this bill, and at that time a \$5 late fee will be assessed. Delinquent accounts may result in the discontinuance of service and incur reconnection fees. Also, in compliance with HMC §11-3, delinquent charges may be added as an assessment to the property owner's Alameda County property tax bill, at which time additional fees and interest may be assessed. If you have any questions about this bill, please contact the Revenue Department at (510) 583-4600 for an explanation.

Stopping Service / Person Responsible for Payment:

The party that initially signed up for service is responsible for the payment of charges until we are contacted to discontinue service or a new party requests to establish a new account. We are unable to backdate account closure dates, and per Hayward Municipal Code, it is the sole responsibility of the account holder to cancel service and close the account. Contact our office at least 48 hours prior to the date you wish to stop service at (510) 583-4600, or email your name, account number, forwarding address, phone number, and the requested service stop date to HSS@hayward-ca.gov. Note – we do not complete account shut-offs on Fridays, weekends, or holidays. Also, you will receive a final bill.

Payment Methods

- Automatic Payment** – sign up for **FEE-FREE** automatic payments from your checking account! Visit www.hayward-ca.gov/EFTform or fill out the form down below and submit along with your check. Please allow one billing period for automatic payments to take effect.
- Credit Card / Debit Card** – pay with your credit or debit card online at www.hayward-ca.gov/HSS, or over the phone by calling 1-855-385-9416. A convenience fee will apply.
- Bank Account - PAY FOR FREE** directly from your bank account via **Paystand** by visiting www.hayward-ca.gov/HSS for more information.

- In Person** – visit the Cashier in the Revenue Division, Hayward City Hall during the office hours listed above to pay your bill in person.
- By Mail** – to: Hayward Water System
P.O. Box 6004
Hayward, CA 94540
- If mailing your payment, to avoid the imposition of late fees and interest, allow for sufficient time for your payment to reach the City and be processed before your Delinquent Date. Postmarks are not accepted.
- Night Drop** – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only.

AUTOMATIC PAYMENTS AUTHORIZATION FORM

Get your bill by email! Email HSS@hayward-ca.gov or enter your email address here:

Bank Name:

Routing Number (9 digits only):

--	--	--	--	--	--	--	--	--

Account Number:

--	--	--	--	--	--	--	--	--	--	--	--

Signature: _____ Date: _____

- 1. Complete this form with your Financial Institution information and signature. Your signature confirms that you have read and understood the terms & conditions stated at www.hayward-ca.gov/EFTform.
- 2. For security purposes, please ensure that the name on the check matches the account holder's name. Submitted check must contain the same information as given below.
- 3. Mail this completed form in with your CHECK payment or bring it into the office at the address listed above or drop it off in our Night Drop Box. Please allow one billing period for automatic payments to take effect. Your bill will be noted, "EFT is set-up. Payments are deducted the Friday prior to the Delinquent Date." If this is not on your bill, EFT has not been set up. Continue to make payments as normal until you see this notice.

ATTACHMENT III
CONCEPT A - NOT RECOMMENDED



Hayward Water System

P.O. Box 6004
Hayward, CA 94540
(510) 583-4600 TDD (510) 247-3340

Customer: Jane Sample
Service Address: 12345 Sample Ave.
Hayward, CA 94540

Page 1/2

Bill Number	Bill Date	Account Number – Customer Number	Delinquent Date
2212002	09/06/2021	0001112131 - 0005678910	09/23/2021

Account Number and
Customer Number
combined, sometimes
causing confusion

Charge Description	Meter	Previous Read Date	Current Read Date	Read Days	Previous Meter Reading	Current Meter Reading	Read Code	Units (100 cu. ft.)	Charge
Water Usage	7077	06/28/21	08/30/21	63	115	118	Actual		
Tier 1: 1-8 @ 5.80/UNIT								3	17.40
Meter Service									32.00
Sewer									16.78
Excise Tax									6.00

Wasted Space

Meter Usage History (in CCF)



Only presents usage
from current year

	Units	Gallons (Units x 748)	Read Days	Avg. Gal. Per Day
Current Year	3	2,244	63	36
Previous Year	3	2,244	63	36

AMOUNT DUE	
Total Current Billing	72.18
Previous Balance	586.99
Adjustments	.00
Deposit Applied	.00
Less Payments Received	.00
Total Amount Due	\$ 659.17

Total amount due not
front and center

Pay your bill online at HaywardCA.watersmart.com. Please return this portion with your payment when sending a payment through mail. Do not send cash. Make checks payable to: Hayward Water System.

Account #: 0001112131 Customer #: 0005678910

Total Amount Due:	Current Charges Due:	Project Share Donation:	Amount Enclosed:
\$ 659.17	09/23/21	\$	\$

JANE SAMPLE
12345 SAMPLE AVE.
HAYWARD, CA 94540



Hayward Water System

HaywardCA.watersmart.com

REMIT PAYMENT TO:

HAYWARD WATER SYSTEM
P.O. Box 6004
Hayward, CA 94540

0000000000 0000000000 0

ATTACHMENT III

CONCEPT A - NOT RECOMMENDED

Hayward Water System, 777 B Street, Hayward, CA 94541
Office hours: Monday – Thursday 8:00 am to 6:00 pm; Friday 8:00 am to 12:00 pm

Customer Service: (510) 583-4600
After Hours Emergencies: (510) 293-7000
TDD (510) 247-3340

Understanding Your Bill

1. Water Usage Charges – based upon the amount of water used during the billing cycle and the property's location inside or outside of incorporated Hayward. (1 Unit = 100 Cubic Feet = 748 Gallons). Your charges are also based on a tier structure with units costing more as you use more water.

2. Meter Service Charge – this assists in recovering the costs of system maintenance, reading maintenance, reading meters, and servicing and billing customer accounts. The charge is a flat rate based on the size of the meter.

3. Sewer Charge – reflects the costs for sewer system maintenance and waste treatment. Sewer rates for residential customers are a Standard bi-monthly rate that is discounted when water usage is between 0-4 units (Lifeline Rate) and 5-8 units (Economy Rate).

4. Other Charges – charges that could appear on your bill include, but are not limited to: service initiation, deposit, service restoration, and collection notification.

5. Emergency Services Facilities Tax – this excise tax is a general tax levied on all residences in the City of Hayward. For residences receiving individual service through the Hayward Water System, the tax rate is \$36 per year, billed \$6 on your bi-monthly utility bill. For information or questions, email ESFT@hayward-ca.gov or visit www.hayward-ca.gov/esft.

6. Returned Check Fee – A minimum fee of \$25 is charged if a check is returned from the bank for any reason. Additional collection charges may also apply.

7. Low Income Discount – A low income discount is available if total gross family income falls below the maximum allowable income limit. For an application and to see income limits, please call (510) 583-4600, or visit: www.hayward-ca.gov/lowincomeapplication.

Payment Methods

ONLINE (FEE-FEE) - to pay by credit / debit card or bank account, and to set up auto-pay, create an account at HaywardCA.watersmart.com.

BY PHONE (FEE-FREE) – pay by phone at (855) 385-9416.

RETAIL CASH - Pay with cash at participating Walmart and other retail locations. More info @ Hayward-ca.gov/XXXXXXX.

8. Elderly or Disabled Customers – If you desire third party notification for all account notices, please submit a letter from the third party accepting responsibility. Verification of your disability or age is necessary. Please call (510) 583-4600 for more information.

9. Charges Are Due Upon Bill Receipt – Charges on your bill are due and payable now. The charges will be delinquent if not paid by the delinquent date printed on the reverse side of this bill, and at that time a \$5 late fee will be assessed. Delinquent accounts may result in the discounting of service and incur reconnection fees. Also, in compliance with HMC 11-3, delinquent charges may be added as an assessment on the property owner's Alameda County property tax bill, at which time additional fees and interest may be assessed. If you have any questions about this bill, please contact the Revenue Department at (510) 583-4600 for an explanation.

10. Stopping Service / Person Responsible for Payment – The party that initially signs up for service is responsible for payment of charges until we are contacted to discontinue service or a new party requests to establish a new account. We are unable to backdate account closure dates, and per Hayward Municipal Code, it is the sole responsibility of the account holder to cancel service and close the account. Contact our office at least 48 hours prior to the date you wish to stop service at (510) 583-4600, or email your name, account number, forwarding address, phone number, and the requested service stop date to HSS@hayward-ca.gov. Note – we do not complete account shutoffs on Fridays, weekends, or holidays. Also, you will receive a final bill.

OTHER (FEE-FREE)

In-Person – visit the Revenue Counter at Hayward City Hall during the office hours listed above to pay your bill in person.

Mail – to: Hayward Water System
P.O. Box 6004
Hayward, CA 945490

If mailing your payment, to avoid late fees and interest, allow for sufficient time for your payment to reach the City and be processed before your Delinquent Date. Postmarks are not accepted.

Night Drop and Kiosk – A drop box is located on the east side of the City Hall building facing Watkins Street. Check or money order only. Customers can also pay at the self-service Kiosk.

Excessive information, making bill back undesirable to read. Questions frequently received by front line staff suggest that customers do not read the back of their bill, likely due to its intimidating volume of information.

Payment methods not front and center.

**WATERSMART PORTAL/AUTOPAY/
GO PAPERLESS MESSAGE**

ATTACHMENT IV
CONCEPT B - RECOMMENDED



Hayward Water System

P.O. Box 6004
Hayward, CA 94540
(510) 583-4600 TDD (510) 247-3340

Customer: Jane Sample
Mailing Address: 12345 Sample Ave.
Hayward, CA 94540
Customer #: 0005678910
Account #: 0001112131
Bill Date: 09/06/2021
Bill #: XXXXXXXXXX

Page 1/2

Previous Balance:	Payment(s) Made:	Unpaid Balance:	Current Charges:	Amount Due:	Current Charges Due:
\$586.99	\$0.00	\$586.89	\$72.18	\$659.17	09/23/2021

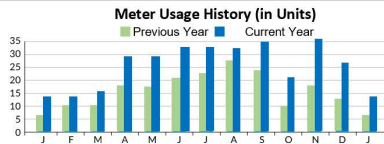
\$5 late fee applies to all overdue bills



Summary

Water	\$49.40
Sewer	\$16.78
Excise Tax	\$6.00
Total:	\$72.18

Water (1 Unit = 748 Gallons)				Service Address: 12345 Sample Ave.			
Meter #:	70777	Period: 06/28/21 - 08/30/21	Days: 63	Read Type: Actual	Start Read: 115	End Read: 118	Usage: 3



Tier 1 (First 1-8 Units)	3 Units	@ \$5.80	17.40
Tier 2 (Next 9-25 Units)	0 Units	@ \$7.14	0.00
Tier 3 (All Additional Units)	0 Units	@ \$8.41	0.00
Service Charge			32.00
Total:			\$ 49.40

	Units	Gallons (Units x 748)	Read Days	Avg. Gal. Per Day
Current Year	3	2,244	63	36
Previous Year	3	2,244	63	36

Sewer

Lifeline Rate (Based on 0-4 Units of water consumption)	16.78
Total:	\$ 16.78

Pay your bill online at HaywardCA.watersmart.com. Please return this portion with your payment if sending a payment through mail. Do not send cash. Make checks payable to: Hayward Water System.

Account #: 0001112131 Customer #: 0005678910

Total Amount Due:	Current Charges Due:	Project Share Donation:	Amount Enclosed:
\$ 659.17	09/23/21	\$	\$

JANE SAMPLE
12345 SAMPLE AVE.
HAYWARD, CA 94540



Hayward Water System

HaywardCA.watersmart.com

REMIT PAYMENT TO:

HAYWARD WATER SYSTEM

P.O. Box 6004
Hayward, CA 94540

0000000000 0000000000 0

Separated account and customer number

Clear presentation of amount owed and due date

Space for promotional material

Usage comparison to prior year

ATTACHMENT IV
CONCEPT B - RECOMMENDED



Hayward Water System

Pay your bill online
today fee-free!



Space for QR code to
further simplify online
payments

Pay your bill online or by phone fee-free!

Online @ **HaywardCA.WaterSmart.com** | By phone @ **(XXX) XXX-XXX**

Simplified payment
method instructions

Pay with cash at participating Walmart and other retail locations.

More info @ **Hayward-ca.gov/XXXXXXX**

Other Payment Methods

In Person

Payments are accepted at Hayward City Hall,
located at 777 B Street:

- Fee-free Self-Service Kiosk
- Night Drop next to outdoor Kiosk
- Revenue Division Cashier window

Mail

Payments may be mailed to Hayward Water
System, PO Box 6004, Hayward, CA 94540. To
avoid late fees, allow for sufficient time for your
payment to reach the City and be processed
before your due date. Postmarks are not
accepted.

Questions About your Bill?

Visit **Hayward-CA.gov/XXXXXX** or call (510) 583-4600.

Other Helpful Contacts

Hayward Utility Billing Services

Revenue Division – (510) 583-4600

Hayward Utility System Services

Report Water Leaks – (510) 881-7933

Report Sewer Issues – (510) 881-7902

Report After-Hours Utility Emergencies – (510) 293-7000

Public Works & Utilities Dept. – (510) 583-4700

Hayward Waste Services

Waste Management – (510) 537-5500

Bulky Pick Up – (510) 537-5500

Other

Issues may also be reported at

User.GovOutreach.com/Hayward

Helpful contact
information

**WATERSMART PORTAL/ SIGN UP FOR AUTOPAY/
GO PAPERLESS MESSAGE**

Space for additional
promotional material



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

File #: ACT 21-098

DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT

Proposed 2022 Agenda Planning Calendar: Review and Comment

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

The proposed 2022 agenda planning calendar contains planned agenda topics for the CSC meetings for the Committee's consideration. This agenda item is included in every CSC agenda and reflects any modifications to the planning calendar, including additions, rescheduled items, and/or cancelled items.

ATTACHMENTS

Attachment I Staff Report



DATE: November 8, 2021

TO: Council Sustainability Committee

FROM: Director of Public Works

SUBJECT Proposed 2022 Agenda Planning Calendar: Review and Comment

RECOMMENDATION

That the Council Sustainability Committee (CSC) reviews and comments on this report.

SUMMARY

The proposed 2022 agenda planning calendar contains planned agenda topics for the CSC meetings for the Committee's consideration. This agenda item is included in every CSC agenda and reflects any modifications to the planning calendar, including additions, rescheduled items, and/or cancelled items.

DISCUSSION

For the Committee's consideration, staff suggests the following tentative agenda topics for 2021.

Underlined – Staff recommends item to be added to Approved Agenda Planning Calendar.

Monday, January 10, 2022
<u>Draft Amendments to Stormwater Ordinance to Regulate Direct Discharge of Stormwater from Private Properties - Information and Discussion</u>
2020 GHG Inventory & <u>Climate Action Plan Update</u> – Information and Discussion
<u>WMAC Franchise Agreement – Discussion and Recommendation to Council</u>
<u>Energy Resilient Public Facility Program - Discussion and Recommendation to Council</u>
Monday, March 14, 2022
<u>CAP update and GHG inventory & Forecast – Information and Discussion</u>
<u>Considerations for the 2023 Reach Code – Information and Discussion</u>

<u>Electric Vehicle Charging – Information and Discussion</u>
<u>Update on Recent Recycling Legislation (including Single Use Disposables) – Information and Discussion</u>
<u>Municipal Regional (Stormwater) Permit – MRP 3.0 – Information and Discussion</u>
Unscheduled Items
Low Carbon Concrete
Pilot Program for Reusable Dishware & Regulation of Single-Use Food ware
EV Charging Requirements for Existing Multifamily Properties
Ending Natural Gas Use by 2045
Implementation of Strategic Roadmap (Combat Climate Change projects)
Recycled Water Phase 2 Project

NEXT STEPS

Upon direction from the Committee, staff will revise the above list as necessary and schedule items accordingly for upcoming meetings.

Prepared by: Erik Pearson, Environmental Services Manager

Recommended by: Alex Ameri, Director of Public Works

Approved by:



Kelly McAdoo, City Manager