

City of Hayward Water Service

Local Agency Formation Commission
March 13, 2014



City of Hayward

Home to:

- 148,000 residents
- Large industrial and commercial sector - many food-related business that rely on high quality water
- State university and community college
- Two regional hospitals



California State University East Bay



Hayward City Hall

Service Area and Water Supply

- Service Area and Demand
 - About 95% of Hayward properties and 200 outside of City boundaries
 - Over 34,000 service connections
 - Average 2012-13 demand - 15.5 mgd
- Water Supply
 - 100% of water from San Francisco Public Utilities Commission
 - Subject to cutbacks during drought



O'Shaughnessy Dam

Water System Infrastructure

- Two turnouts from SFPUC
- 14 reservoirs - 29.4 mg of total storage
- 7 pump stations to higher elevations
- 380 miles of pipeline
- 35 pressure reducing stations
- Staffed by 47.5 FTEs (including administrative personnel)



Highland 1530 Reservoir

Seismic Upgrades and Retrofits

- Hayward fault runs through City center
- Many major pipes cross the fault

- Significant investment in seismic reliability
 - Retrofit of reservoirs
 - Seismic strengthening of key pipelines
 - Valving and piping for by-pass or isolation of damaged pipelines

Emergency Water Supplies

- Five emergency wells - 14 mgd potential yield
- Interties with ACWD and EBMUD



Emergency Well and Pump



Portable Pump for Hayward/ACWD Intertie

Regional EBMUD/SFPUC/COH Intertie

- Capable of transmitting 30 MGD between the two regional systems during emergency or planned maintenance work

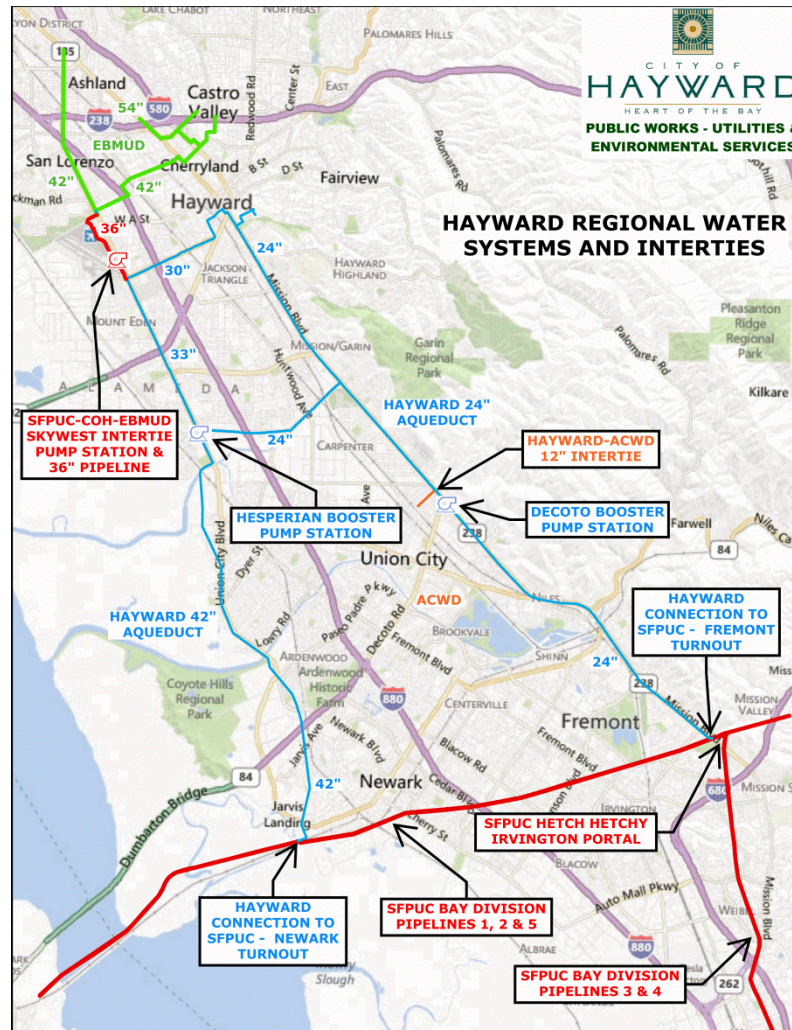
Skywest Pump Station



Hesperian Pump Station



Major Regional Facilities



Water Conservation

- Rebates for low flow fixtures and lawn replacement
- No-cost fixture replacements
- School education program
- Free water efficient landscape classes
- New Pay As You Save (Green Hayward PAYS) on-bill financing program



Green Hayward PAYS®



Drought Planning

- Hayward customers among the lowest per-capita water users in the Bay Area
- Further reductions will be difficult to achieve
- Depending on severity of drought:
 - Continued focus on water conservation
 - Regional messaging and outreach
 - Water allotments
 - Excess use rates

Rates and Revenues

- Current average single-family residential bi-monthly billing: \$100
- 6% increase approved for FY 2015
- Future rate adjustments anticipated to be in the 6% range depending on wholesale costs
- Water consumption decreases - places additional pressure on rates to meet operating expenses

Future Challenges

- Increased costs for wholesale water
- Increasingly stringent regulatory compliance
- Developing and retaining a qualified workforce
- Maintenance and upgrading of system to meet current and future needs

