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
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)
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
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