



**NOTICE OF PROPOSED WATER AND SEWER RATE CHANGES**  
**June 4, 2021**

TO: Water and Sewer Parcel Owners and Ratepayers in the City of Hayward Service Area  
 (Please forward this notice to the ratepayer)

The City of Hayward is proposing increases in water and sewer rates, effective October 1, 2021 and October 1, 2022. A public hearing will be held by the Hayward City Council regarding the proposed rate adjustments on **Tuesday, July 20, 2021, at 7:00 p.m. Consistent with State of California Executive Order No. 29-20 dated March 17, 2020, it is anticipated that the meeting will be conducted remotely due to COVID-19. Complete meeting details, including dial-in telephone number and link, as well as instructions regarding participating in the meeting, will be provided on the agenda.** Proposed rates and charges, which may be adopted at the public hearing, may not exceed the proposed rates presented in this notice.

Este aviso contiene información importante sobre el costo de servicio de agua y del sistema de alcantarilla de la Ciudad de Hayward. Para obtener esta información en español, por favor llame a la Ciudad de Hayward al (510) 583-4700.

**WATER RATES**

The City of Hayward relies entirely on water rate revenue to fund the costs of providing water service. Water rates must be set at sufficient levels to recover these costs which include: purchasing wholesale water from the San Francisco Public Utilities Commission (SFPU), Hayward’s sole water supplier; operations and maintenance costs of the water distribution system; capital repair and replacement of water system infrastructure; and prudent cash reserves. Water rates are comprised of two parts: water usage rates and water service fees. For Fiscal Year 2022, revenue requirements are unchanged.

**WATER USAGE RATES**

Water usage revenues pay for the costs of purchasing and delivering water, and are based on the quantity of water used in your home or business as measured by your water meter. Hayward’s water usage rates are comprised of tiered rate schedules for residential and non-residential customers. Hayward is proposing changes to the rate structure and water usage rates to reflect new customer demand patterns and to improve equity. Specifically, the City proposes to implement: 1) a revised tiered rate structure, harmonized across all residential customer classes; 2) a revised non-residential tier structure; and 3) a separate rate structure for irrigation accounts. Information about current tiers and rates may be viewed at [www.hayward-ca.gov/water-and-sewer-rates](http://www.hayward-ca.gov/water-and-sewer-rates). The proposed rates assume certain SFPU wholesale rates effective July 1 each year. Pursuant to Cal. Govt. Code § 53756, Hayward proposes to pass-through any additional increases in SFPU wholesale water rates when the actual SFPU rates exceed estimates. This pass-through provision applies to wholesale charges for water established by SFPU. Before any

pass-through, all water customers would receive at least 30 days’ notice.

**PROPOSED WATER USAGE TIERS AND RATES**

	Usage	Rate/ccf 10/1/2021	Rate/ccf 10/1/2022
<b>Proposed Residential Rates</b>			
<i>Single Family</i>	1 - 8 ccf	\$6.04	\$6.23
<i>Multi-family (based on average usage per dwelling unit)</i>	9 - 18 ccf	\$7.18	\$7.40
	>18 ccf	\$8.82	\$9.09
<b>Non-Residential</b>			
	1 – 110 ccf	\$6.56	\$6.76
	>110 ccf	\$7.70	\$7.94
<b>Irrigation</b>			
	1 – 170 ccf	\$7.76	\$8.00
	>170 ccf	\$9.88	\$10.18
<b>Hydrant</b>			
	All usage	\$7.31	\$7.53

Note: One ccf of water equals 748 gallons. A typical SFR customer in Hayward currently uses an average of 187 gallons per day, equal to 15 ccf of water per bi-monthly billing period.

**WATER SERVICE FEES**

Water service fees, which are based on meter size, pay for certain fixed costs of providing water service including billing, customer service, meter reading, meter servicing and repairs, and a portion of extra-capacity costs to meet peak demands. Fire service fees, which are based on the fireline size, recover costs of providing fire flow to those connections with fire suppression systems.

**PROPOSED BIMONTHLY WATER SERVICE FEES**

Meter Size	Residential & Non-Residential			Fireline		
	Current	Proposed 10/1/2021	Proposed 10/1/2022	Current	Proposed 10/1/2021	Proposed 10/1/2022
Low income residential	\$11.20	\$10.95	\$11.28	-	-	-
5/8 inch	\$32.00	\$31.28	\$32.22	\$25.00	\$6.65	\$6.85
3/4 inch	\$43.51	\$43.65	\$44.96	\$25.00	\$6.72	\$6.93
1 inch	\$65.91	\$68.39	\$70.45	\$25.00	\$6.93	\$7.14
1 1/2 inch	\$144.31	\$130.25	\$134.16	\$25.00	\$7.66	\$7.89
2 inch	\$254.00	\$204.47	\$210.61	\$25.00	\$8.93	\$9.20
3 inch	\$641.00	\$439.51	\$452.70	N/A	\$13.49	\$13.90
4 inch	\$1,269.80	\$785.88	\$809.46	\$29.00	\$21.34	\$21.99
6 inch	\$2,240.00	\$1,614.69	\$1,663.14	\$42.00	\$49.52	\$51.01
8 inch	\$3,101.00	\$3,470.25	\$3,574.36	\$42.00	\$98.13	\$101.08
10 inch	\$3,734.80	\$5,202.11	\$5,358.18	\$50.00	\$171.25	\$176.39

The proposed water rates and fees will result in overall bi-monthly bill increases ranging from 0.8% to 1.5% for most single-family residential customers in the first year. For example, a family that uses an average of 15 ccf of water in a two-month billing period, or about 187 gallons per day, will see an average 1.2% increase in its bi-monthly billing, from \$128.38 to \$129.86 the first year and a further 3.1% increase to \$133.86 in the second year. Most non-residential customers will see similar modest increases or small decreases in the first year and about 3% increases in the second year.

**SEWER SERVICE CHARGES**

Sewer service charges pay for the collection, treatment, and disposal of wastewater from residences and businesses, based on the strength and volume of wastewater generated. Increased costs for these services have resulted in the need for rate adjustments.

**RESIDENTIAL SEWER SERVICE CHARGES**

Residential sewer rates are proposed to increase by 3.8% in each of the next two years. The following table lists the current and proposed residential sewer service charges.

**CURRENT AND PROPOSED MONTHLY RESIDENTIAL SEWER SERVICE CHARGES**

	Current	Proposed 10/1/2021	Proposed 10/1/2022
Standard Residential (single-family unit and 2-4 units)	\$35.81	\$37.17	\$38.58
Multi-Family (per unit)	\$31.87	\$33.08	\$34.34
Mobile Home (per unit)	\$25.06	\$26.01	\$27.01
Economy (5 to 8 units of metered water usage)	\$16.78	\$17.41	\$18.07
Lifeline (0 to 4 units of metered water usage)	\$8.39	\$8.71	\$9.04

**NON-RESIDENTIAL SEWER SERVICE CHARGES**

Most non-residential customers are classified by the type of businesses that most closely resembles the nature of wastewater generated. A small number of critical users are billed according to actual measured wastewater strength and volume. The following tables list non-residential sewer service charges for the most common businesses and for critical users. A complete list of charges can be found at [www.hayward-ca.gov](http://www.hayward-ca.gov) or call (510) 583-4700 to request a copy by mail.

**CURRENT AND PROPOSED NON-RESIDENTIAL SEWER SERVICE CHARGES FOR CODED USERS\*  
(per ccf of metered water use)**

	With Separate Irrigation Meter			Without Separate Irrigation Meter		
	Current	Proposed 10/1/2021	Proposed 10/1/2022	Current	Proposed 10/1/2021	Proposed 10/1/2022
Commercial/Government	\$6.47	\$6.72	\$6.97	\$5.83	\$6.05	\$6.28
Restaurant w/ Grease Interceptor	\$8.64	\$8.95	\$9.27	\$7.78	\$8.06	\$8.34
Restaurant w/o Grease Interceptor	\$11.20	\$11.60	\$12.01	\$10.08	\$10.44	\$10.81
Commercial Laundry	\$6.55	\$6.79	\$7.04	\$5.90	\$6.11	\$6.33
Bakery	\$11.20	\$11.60	\$12.01	\$10.08	\$10.44	\$10.81

**CURRENT AND PROPOSED SEWER SERVICE CHARGES FOR CRITICAL USERS\***

	Current	Proposed 10/1/2021	Proposed 10/1/2022
Flow – Cost per ccf of wastewater	\$3.085	\$3.202	\$3.323
Carbonaceous Biochemical Oxygen Demand – Cost per pound	\$0.720	\$0.745	\$0.770
Suspended Solids – Cost per pound	\$0.963	\$0.998	\$1.034

\*Sewer bills calculated based on actual wastewater strength and volume

Non-residential sewer bills are generally expected to increase by between 7.2 and 7.7% over two years. If you need assistance in calculating the impact of the proposed rate adjustments, please contact the Department of Public Works & Utilities at (510) 583-4700 or by email at [utilities.administration@hayward-ca.gov](mailto:utilities.administration@hayward-ca.gov).

**SUBMITTING WRITTEN PROTESTS**

The proposed rate changes will not take effect if written protests are received from a majority of affected parcels. Property owners and tenants responsible for paying utility bills may submit written protests, however, only one protest will be counted per parcel. If you wish to protest the proposed service rate increases, the City Clerk must receive your written protest by mail or delivery to City Hall rotunda drop box before 5:00 p.m. **July 20, 2021**, the day of the public hearing. Mail or deliver written protests to: City of Hayward, 777 B Street, Hayward, CA 94541, Attention: City Clerk. For your protest to be counted, it must indicate your name, and either the address(es) or water/sewer account number(s) of your property or properties.

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Accommodations must be requested at least 48 hours in advance by calling (510) 583-4400 or TDD (510) 247-3340.