

# HAYWARD

## NOTICE OF PROPOSED WATER RATE CHANGES

April 18, 2025

The City of Hayward is proposing increases in water rates, effective October 1, 2025, and October 1, 2026. A public hearing will be held by the Hayward City Council regarding the proposed rate adjustments on **Tuesday, June 17, 2025, at 7:00 p.m.**, at Hayward City Hall, 777 B Street and virtually via Zoom. 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 sistema de agua de la Ciudad de Hayward. Para obtener esta información en español, por favor llame a la Ciudad de Hayward al (510) 583-4700 o visita [www.hayward-ca.gov/water-and-sewer-rates](http://www.hayward-ca.gov/water-and-sewer-rates).

### WHY WATER RATE INCREASES SHOULD BE CONSIDERED

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 (SFPUC), 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. Approximately two-thirds of the revenue pays for the purchase of water from SFPUC. Water rates are comprised of two parts: water usage rates and water service fees. For Fiscal Years 2026 and 2027, the change in revenue requirements has resulted in the need for 6% rate adjustments in each of the next two years. Even with these increases, the City is projecting having to use water fund reserves in Fiscal Year 2026 to lessen the impacts of SFPUC's rate increases on City residents and businesses.

### 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 a water rate increase of 6% for FY 2026 and 6% for FY 2027. 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 SFPUC wholesale rate increases effective July 1 each year.

#### PROPOSED WATER USAGE RATES

	Usage	Rate/CCF 10/1/2025	Rate/CCF 10/1/2026
<b>Residential Rates</b>			
<i>Single Family</i>	1 - 8 CCF	\$8.01	\$8.50
<i>Multi-family (based on average usage per dwelling unit)</i>	9 - 18 CCF	\$9.49	\$10.06
	>18 CCF	\$11.66	\$12.36
<b>Non-Residential</b>			
	1 – 110 CCF	\$8.69	\$9.22
	>110 CCF	\$10.20	\$10.82
<b>Irrigation</b>			
	1 – 170 CCF	\$10.27	\$10.89
	>170 CCF	\$13.06	\$13.85
<b>Hydrant</b>			
	All usage	\$9.67	\$10.26

Pursuant to Cal. Govt. Code § 53756, Hayward proposes to pass-through any additional increases in SFPUC wholesale water rates when the actual SFPUC rates exceed estimates. This pass-through provision applies to wholesale charges for water established by SFPUC. Before any pass-through, all water customers would receive at least 30 days' notice.

Note: One ccf of water equals 748 gallons. A typical SFR customer in Hayward currently uses an average of approximately 150 gallons per day, equal to 12 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 meter reading, billing, customer service, meter servicing and repairs, and a portion of costs to meet peak water 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 10/1/2025	Proposed 10/1/2026	Current	Proposed 10/1/2025	Proposed 10/1/2026
5/8 inch	\$39.00	\$41.34	\$43.82	-	-	-
5/8 inch - low income residential	\$13.66	\$14.48	\$15.35	-	-	-
3/4 inch	\$54.41	\$57.67	\$61.14	-	-	-
3/4 inch - low income residential	\$19.06	\$20.20	\$21.42	\$8.30	\$8.80	\$9.33
1 inch	\$85.25	\$90.37	\$95.79	\$8.40	\$8.90	\$9.43
1 inch - low income residential	\$29.85	\$31.64	\$33.54	\$8.65	\$9.17	\$9.72
1 1/2 inch	\$162.34	\$172.08	\$182.40	\$9.55	\$10.12	\$10.73
2 inch	\$254.85	\$270.14	\$286.35	\$11.14	\$11.81	\$12.52
3 inch	\$547.77	\$580.64	\$615.48	\$16.82	\$17.83	\$18.90
4 inch	\$979.46	\$1,038.23	\$1,100.52	\$26.61	\$28.21	\$29.90
6 inch	\$2,012.41	\$2,133.15	\$2,261.14	\$61.74	\$65.44	\$69.37
8 inch	\$4,324.98	\$4,584.48	\$4,859.55	\$122.31	\$129.65	\$137.43
10 inch	\$6,483.40	\$6,872.40	\$7,284.74	\$213.44	\$226.25	\$239.83

The proposed water rates and fees will result in an overall increase of 6% for all customers each year. For example, a family that uses an average of 12 ccf of water in a two-month billing period, or about 150 gallons per day, will see a 6% increase in its bi-monthly billing, \$4.09 *per month* in the first year and a further 6% increase to \$4.34 *per month* in the second year.

### 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 within 45 days of noticing, 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, 4<sup>th</sup> Floor, Office of the City Clerk before 5:00 p.m. **June 2, 2025**. 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 account number(s) of your property or properties. A failure to submit a timely written objection bars any right to challenge the updated rates through a legal proceeding. To be a valid protest, any written objection must (a) be submitted prior to the deadline specified in the notice, and (b) specify the grounds for alleging the updated rates do not comply with Proposition 218. For further information on the process, please visit [www.hayward-ca.gov/water-and-sewer-rates](http://www.hayward-ca.gov/water-and-sewer-rates).

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 sending an email to [cityclerk@hayward-ca.gov](mailto:cityclerk@hayward-ca.gov).

## Resources for Hayward Water Customers

### Conservation Programs

The City of Hayward offers various water conservation programs to assist Hayward residents and businesses with water use efficiency:

- Free Water Conservation Fixtures
- Lawn Conversion Rebate Program
- Rain Barrels Rebate Program
- Rachio Smart Sprinkler Controller Rebate Program
- Residential Self-Audit Tool

More information can be found at <https://www.hayward-ca.gov/services/city-services/water-conservation-programs> or by calling 510-583-4700.

### Low Income Discount Application

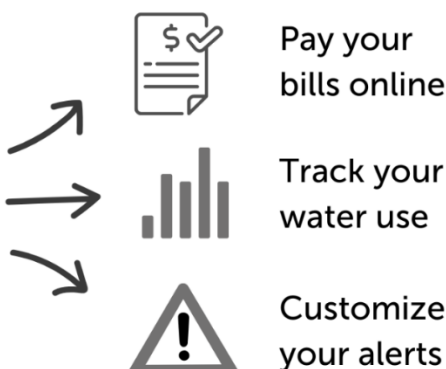
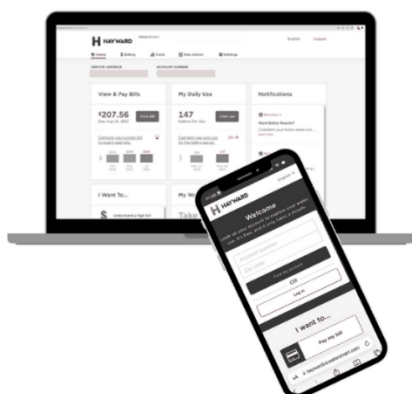
The City of Hayward offers low-income discounts on water meter service charges for eligible customers based on household income shown below. To obtain a low income discount application, visit <https://www.hayward-ca.gov/documents/low-income-discount-application> or contact the Revenue Division at 510-583-4610 or email [HSS@hayward-ca.gov](mailto:HSS@hayward-ca.gov).

GROSS INCOME REQUIREMENTS*		
\$55,950 per year – 1 Person Family	\$79,900 per year – 4 Person Family	\$99,100 per year – 7 Person Family
\$63,950 per year – 2 Person Family	\$86,300 per year – 5 Person Family	\$105,00 per year – 8 Person Family
\$71,950 per year – 3 Person Family	\$92,700 per year – 6 Person Family	+ \$6,400 for each additional person

*\*Gross income is the total income of every person residing at the address (family and roommates), from whatever source before deductions, whether taxable or non-taxable, including but not limited to wages, salaries, interest, dividends, spousal or child support payments, public assistance, housing assistance, social security, pensions, and any income from self-employment, including rental property income. The current rates, effective 04/1/2025, are based on the rates set from the U.S. Department of Housing and Urban Development.*

## Have you signed up for the Water Customer Portal?

Scan the QR code or visit <https://hayward-ca.gov/waterportal> today!



# **NOTICE OF PROPOSED WATER RATE CHANGES**