

PIPELINE



PROTECTING
OUR WATER

FREE RECYCLED WATER - SEE PAGE 4

From the GM

Protecting Your Investment by Planning for the Future



Our core mission is to protect public health and the environment by collecting and treating wastewater from the 476,000 residents and approximately 3,000 businesses in central Contra Costa County. We also provide recycled water and operate a household hazardous waste collection facility.

These responsibilities require that we optimally operate and maintain this very complex system. Central San's physical infrastructure – including 1,500 miles of sewers, 19 pumping stations, and treatment plant facilities that process an average of 35.6 million gallons of wastewater every day – has an estimated replacement value of \$3.97 billion.

That huge investment has been paid for over several decades by our customers, enabling us to successfully accomplish our mission for nearly 70 years. We are committed to protecting that investment.

With sound planning and strategic investment, we can ensure that our service quality remains high, costly failures are avoided, and future improvements never cost more than they should.

Recently, we've begun the process of intensifying our planning activities.

Our Master Plan

The essential services we provide would not be possible without efficient execution of thorough plans. Central San is recognized as an industry leader because we've always made planning a priority. While we build on that legacy, we continuously strive to improve all aspects of our operations.

We have recently begun the process of developing a new Comprehensive Wastewater Master Plan that will encompass and enhance our previous planning activities. Our Master Plan development will be a two-year effort. At the end, we will have an extensive plan which will cover significant investments over the next 20 years, and provide clear direction regarding the most cost-effective ways to do the following:

- ▶ Preserve, maintain, enhance, or replace the District's aging assets (equipment, pipelines, facilities, buildings – many of which are more than 50 years old);
- ▶ Meet increasingly stringent regulatory requirements;
- ▶ Accommodate the growth of the communities we serve;
- ▶ Optimize our energy production and consumption, with special focus on minimizing greenhouse gas emissions and maximizing sustainability;
- ▶ Increase our efforts to provide recycled water for our customers.

Our Master Plan efforts will enable us to:

- ▶ Address potential problems before they arise, minimize disruptions, and decrease the likelihood of failures;
- ▶ Implement programs that increase efficiency and ensure reliable, cost-effective services;
- ▶ Anticipate future regulatory changes and make adjustments to our operations early, which will give us more financial control;
- ▶ Identify and implement cost-saving measures.

Sound planning enables us to remain proactive in protecting our investments. This is essential for a high-performance organization that provides exceptional customer service at responsible rates while maintaining full regulatory compliance.

We'll keep you informed as this Master Plan process continues.

Roger S. Bailey, General Manager

Helping Kids Learn About Protecting the Planet

Water is one of the most precious resources on our planet, and Central San's mission is to protect it. Because today's kids will become tomorrow's water protectors, we offer educational programs to help them along that path.

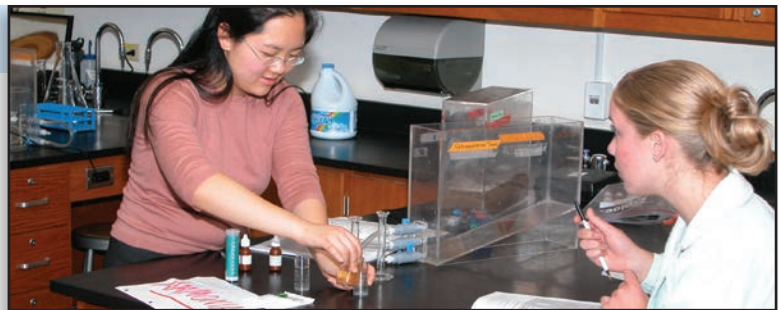
Water Wizards (third- and fifth-grade students)

Third- and fifth-grade students at more than 20 elementary schools in central Contra Costa County learn about water pollution prevention and wastewater treatment through our innovative and award-winning Water Wizards program. It offers a variety of fun, interactive activities to help students learn how they can protect our limited water resources and delicate environment. The program is free to teachers in Central San's service area, and is presented to classrooms by our partners at The Gardens at Heather Farm. For more information, please call their education office at (925) 947-6712.



Sewer Science (high school science students)

Science students at high schools in our service area learn about wastewater treatment through our award-winning Sewer Science program. This fascinating week-long program integrates biology, chemistry, physics and math, and includes hands-on laboratory experiments. For more information about Sewer Science, please call Kit Ohlman at (925) 229-7329.



Treatment Plant Tours (sixth grade and up)

We provide free 90-minute walking tours of our award-winning treatment plant to hundreds of students (sixth grade and up) and adults each year. Tours are available for groups of five or more and appointments are necessary. For more information, please call Kit Ohlman at (925) 229-7329.



Delta Discovery Voyage (fifth-grade students)

In partnership with the Contra Costa Water District and other agencies, Central San co-sponsors excursions on the Sacramento-San Joaquin Delta where fifth-grade students can enjoy a hands-on science lesson aboard a 90-foot research vessel (the R/V Robert G. Brownlee) operated by the Marine Science Institute. Students help to collect samples and examine water, sediment, and aquatic life as they learn about the importance of preventing water pollution. This unique opportunity is available in January and February at no charge for fifth-grade classes from schools within Contra Costa County. For more information, please call Gina Oltman, CCWD, at (925) 688-8307.



Free Recycled Water

for Residential Use

Central San is offering free recycled water to its residential customers.

During this extreme drought, you can conserve drinking water by using recycled water to hand-water your garden, lawn, and landscaping.

Recycled water should not be consumed or allowed to run off into storm drains.

Since our Residential Recycled Water Filling Station opened last fall, more than 1,500 people have taken home over 2,000,000 gallons!

Eligible communities include Alamo, Blackhawk, Clayton, Concord, Clyde, Danville, Lafayette, Martinez, Moraga, Orinda, Pacheco, Pleasant Hill, San Ramon, Walnut Creek, and unincorporated communities within our service area.

Due to overwhelming demand, we've increased the Filling Station's capacity (it can now serve seven customers at once) and extended its hours.

The new summer hours are Monday through Saturday, 8 a.m. to 6 p.m.

Traffic to the Filling Station has also been rerouted, so please look for new directional signs along Imhoff Drive.

How to Get Recycled Water

▶ The fill station is at our Household Hazardous Waste Collection Facility (HHWCF), 4797 Imhoff Place, Martinez.

▶ Prior to using the station for the first time, you'll need to fill out a Residential Recycled Water Use Application/Agreement and receive training on the proper use of recycled water. You can download a blank form from CentralSan.org/RecycledWater or obtain one at the HHWCF. Please complete the form before your first visit.

▶ Bring your own containers, which must be a minimum size of one gallon, made specifically to hold liquids, have watertight lids, and be secured for safe transport.

▶ The maximum fill per trip is 300 gallons. There is no limit on number of trips.

▶ **Please Note: Water is heavy!** Ten gallons weigh more than 80 pounds; 100 gallons weigh more than 800 pounds. When driving vehicles with such heavy loads, expect less stability and be sure to allow for additional stopping distance.

For more info on how to obtain, transport, and use free recycled water from the filling station, please call 1-800-646-1431 or visit CentralSan.org/RecycledWater.



275 gallons



55



7.5



5



1



Water Containers

Here are examples of the types of containers our customers have been using to transport recycled water from our Filling Station.

There are no containers available at the Filling Station. All containers will need to have a recycled water sticker provided by Central San, watertight lids, and all will have to be secured for safe transport.

Central San does not endorse any particular brand of container. Styles shown are for illustration purposes only.

Customers Share How They're Using Our Free Recycled Water



Michael Nunn, Clayton

"This is just a quick note to let you know how pleased I am with your new residential recycled water program. The application process was quick and easy. The workers at the filling station are efficient, friendly, and knowledgeable. I'm using a 275-gallon tote to transport the water. At home, I gravity-feed the water through a standard hose to irrigate the plants in my front yard. I will be using this service at least five times a week."

Don't Hate Them Because Their Landscapes Are Beautiful

During this extreme drought, you may be upset to see lush lawns and healthy landscapes at some golf courses, parks, school grounds, and city medians in our area. But don't worry. Many of them get Central San's recycled water delivered via our recycled water pipeline system - and have been for a long time! We salute these businesses and public agencies for doing the right thing and conserving potable water supplies by using Central San's recycled water for landscape irrigation:



- Contra Costa Country Club Golf Course
- Buchanan Fields Golf Course
- Diablo Valley College
- Mt. Diablo Unified School District
- City of Pleasant Hill
- Pleasant Hill Recreation & Park District
- Contra Costa County
- Chevron Office Park, Concord

For a complete list of sites using our recycled water, visit CentralSan.org/RecycledWater.

For more information about our recycled water programs, please call (925) 228-9500.

Jann Taylor, Lafayette

"Initially, we brought four 55-gallon drums to the filling station. After the first week, we purchased two more. It is easy to pull up to the station and fill. The employees are helpful and friendly. We use the recycled water to hand-water our orchard, garden, rose garden, and the tree in our lawn. Although the time investment has been large, there has been the reward of working closely with our plants. As I'm watering, I think to cut roses to give to my mother or harvest the rhubarb. Unexpectedly, this recycled watering 'chore' has changed our relationship with our home and yard in a lovely way."



▶ See more customers' stories on Page 15 ▶

Recycled Water for Truck Filling

Contractors can fill water trucks with Central San's recycled water for dust control, soil compaction, irrigation, and other uses.

Go to CentralSan.org/RecycledWater for details.



Drought Can Worsen Pest Problems

How to Control Fleas, Ants, Mosquitoes without Toxic Pesticides


Like other forms of life, insects are affected by drought; it can trigger changes in their populations and behavior. Three examples of insects which tend to become more bothersome to us during droughts are fleas, ants, and mosquitoes. Here are ways to control these pests without exposing your family, pets, home, or yard to toxic pesticides.

FLEAS

Flea populations are normally reduced during cold, wet weather. Warmer temperatures and the lack of rain in our area have allowed fleas to thrive. On top of that, the drought has caused more flea-carrying wild animals (such as raccoons and skunks) to enter urban areas in search of water, dropping fleas as they go.

- Do not try to combat fleas by spraying insecticide around your house or yard.
- Comb your pet with a flea comb. Use a container of soapy water to drown captured fleas.
- Bathe pets to drown fleas. It is not necessary to use flea shampoo with insecticide.
- Vacuum carpets, floors, and furniture frequently.
- Wash throw rugs and pet bedding.
- Ask your veterinarian for a safe flea control product for your pet; combine this with the above actions.

ANTS



During droughts ants may be fewer, but they will come into homes more frequently as their search for water causes them to venture beyond their natural habitat.

- When you see individual ants, they are likely scouts exploring for food or water. Remove the scouts and you can avoid the followers.
- Vacuum ants you see marching across your floor and counters.
- Use soap and water to clean ant “marching areas” to remove their scent trail.
- Use ant baits. They use a minimum of insecticide and confine it to a very small area. Use them according to directions and don't use sprays around them (they won't work if ants are discouraged from accessing them).

- Use insecticidal dust such as diatomaceous earth (DE) in cracks and wall voids.
- Caulk cracks where ants are entering the house.
- Place your pet's food and water dishes in a larger dish of water with dish soap in it. The soap breaks the water tension and drowns the ants.
- Keep kitchens clean and tightly seal up garbage (or take it out every night).

MOSQUITOES

In a non-drought year, creeks and rivers flow freely and typically don't produce mosquitoes, which only lay eggs in still waters. During drought conditions, creeks dry up and leave scattered puddles that are perfect for breeding mosquitoes; they can lay up to 400 eggs in as little as two tablespoons of water. The most effective way to control mosquitoes is to eliminate their breeding sites.

- Eliminate standing water around the home in any container that holds water for more than a few days.
- Change water in birdbaths and pet dishes every 2 to 3 days.
- Drain plastic wading pools or fountains when not in use, or cover tightly to deny access to mosquitoes.
- Keep swimming pools and hot tubs chlorinated and filtering.
- Use mosquitofish in ponds, fountains, water gardens, and watering troughs. These fish are free from the Contra Costa Mosquito and Vector Control District.
- Contact the Contra Costa Mosquito and Vector Control District (ContraCostaMosquito.com) if you are aware of uncontrolled mosquito sources in your neighborhood, or if you need assistance with a mosquito problem on your property.

You can find additional information about managing these and other pests on our website, CentralSan.org. Click on Healthy Garden Guide (bottom left of home page), then The Less Toxic Home & Garden (under Pest Management) for pest-specific fact sheets. Another great resource: the Contra Costa Master Gardeners, ccmg.ucanr.edu or (925) 646-6586.



Watch Out for Scams

Thieves Posing as Utility Workers

Incidents involving thieves posing as utility workers to gain access to homes have been reported around the country.

There are variations on this scenario, but in most of these scams, a man posing as an employee of a utility company goes to the home of an elderly woman and tells a story about installing underground pipes or power lines in the area. Typically they go into the back yard to discuss where the utility work will be done. While the homeowner is distracted outside, a second man goes into the house and robs it.

Although there have been no cases of thieves impersonating Central San employees, here are some things you should be aware of:

- All Central San employees (and those of other utilities) carry an ID badge.
- The majority of our field employees (though not all) wear clothing with the CCCSD logo on it.
- Our vehicles are white and have a CCCSD logo on the side. They have the official government-exempt "E" on the license plates.
- If there is sewer construction in your area, it may be necessary for contractors doing work on our behalf to access your property, but this is never done without prior notification.
- If in doubt, call Central San at (925) 228-9500.

Dishonest Contractors

Some contractors may offer to replace your sewer pipe when the city or county is repaving, or when Central San is working on your street, and claim it is "part of that project." While doing NEEDED sewer work before a paving project is often a good idea, Central San never grants exclusive rights for private work to any contractor.



Others may try to pressure you into signing a contract and waiving your right to a three-day cooling off period by telling you the situation is an emergency, or that Central San will penalize you for not acting quickly. These statements are almost always untrue.

They may also tell you not to contact Central San.

Always get references and multiple estimates for any sewer repair or replacement work.

If you have questions about the need for sewer work, call Central San's Permit Counter Staff at (925) 229-7371.

Central San Wins Platinum

We strive to provide you with the best service every day. Our efforts on your behalf were acknowledged recently when the National Association of Clean Water Agencies presented Central San with the prestigious Platinum-17 Peak Performance Award. This award recognizes that Central San has successfully met or surpassed all federal, state, and regional water quality standards while treating more than 35 million gallons of wastewater every day for the past 17 consecutive years. Water quality regulations are incredibly stringent, and only a handful of agencies in the United States have earned this award. We couldn't have done it without your help. Thank you for keeping pollutants out of the sewer and environment!



EPA Labels

Help You Choose Greener Products

The products you buy can sometimes affect your health and the environment as well as your wallet. To help you find options that protect your family, reduce pollution, and save you money – without compromising on performance – the Environmental Protection Agency has developed these labels.



The Safer Choice label is new and will be out later this summer. Its purpose is to help you to choose products with safer chemical ingredients without sacrificing quality or performance.

When you see a product with the Safer Choice label, it means that every ingredient in the product has been reviewed by EPA scientists. Only products that meet stringent human health and environmental criteria are allowed to carry the label.

More info: epa.gov/saferchoice



The Energy Star label identifies products that meet the highest energy-efficiency standards. Using these products will save you money on your utility bill and also help to reduce greenhouse gas emissions. An Energy Star clothes washer, for example, uses about 70% less energy and 75% less water than a washer made in 1995.

More info: energystar.gov



The WaterSense label helps you to identify products that use less water while performing as well as, or better than, conventional models.

Products with this label are certified to be at least 20% more water-efficient than average products in that category.

By using water-efficient products and practices, you will save natural resources, reduce water consumption, and save money.

More info: epa.gov/watersense



Treatment Plant Tours

We offer free tours for groups of five or more people. Children must be grade 6 or above. Come see how Central San's award-winning treatment plant makes wastewater safe for the environment.

Call Kit Ohlman at (925) 229-7329 for more information.

Small Device Offers Big Protection

As its name implies, an Overflow Protection Device (OPD) can protect your property from an overflow. Most overflows are caused by clogs in private side-sewers/laterals (which are the property owner's responsibility), but they can also occur in the public sewer main (Central San's responsibility). Installing an OPD is the best way to prevent sewage from backing up into your home or business, regardless of whether the problem is in the public sewer main or a private lateral.

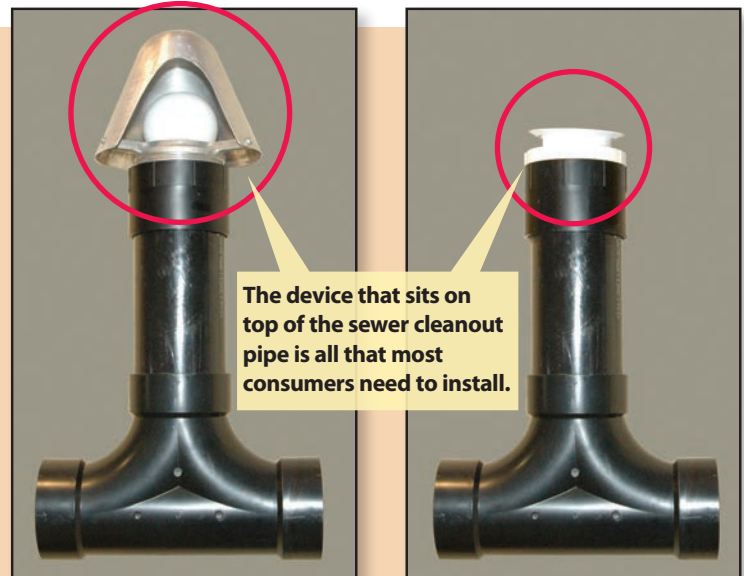
Note: The device will not help if a clog occurs between it and the building, so keep your pipes free of grease, wipes, and anything else that might cause a clog!

Although sewer overflows are rare, they can cause a lot of damage, create health risks, and be expensive to clean up. That's why Central San has an ordinance requiring all homes and businesses in our service area to have an OPD. (If installation of an OPD is not practical, a property owner may apply for an exception.) You can read the entire ordinance here: tinyurl.com/OPD-ORD.

Because proper elevation and location are critical for the OPD to function properly, we recommend that it be installed by a licensed plumbing contractor. Permit and inspection fees for repair or replacement of side-sewers do not apply to the installation of OPDs.

If you already have an OPD, please keep it clear of obstructions such as dirt, plants, concrete, or anything else that might interfere with its operation. If you hire a gardener or landscaper, make sure they know this.

If there's an overflow and an OPD is not installed or maintained in accordance with the ordinance, the property owner may be responsible for resulting damages.



There are different styles of Overflow Protection Devices. The "mushroom" style, pictured left, has been cut away to show the ball that sits on the pipe opening inside the metal covering. The style pictured at right (shown with the top popped up) is best for installing in driveways or other areas where above-ground protrusions are undesirable.

No one wants that. If you do not have an OPD yet, please have one installed right away to protect your most important investment. They are available at plumbing supply stores (sometimes sold as "sewer poppers").

We can help you determine the best OPD model for your home or business. Please call our Permit Counter staff at (925) 229-7371 for more information.

A Toilet Is Not a Trash Can

Please don't treat your toilet like a trash can. It may be convenient to flush baby wipes, condoms, feminine hygiene products, and paper towels. But those and many other items (even if labeled "flushable") can clog sewer pipes, damage treatment plant equipment, and contribute to water pollution. Please flush only human waste and toilet paper. Put everything else in a real trash can.



Plastic Pollution: Beyond Bags & Bottles

Plastic is one of the world's most pervasive and troubling water pollutants.

Many people have stopped using disposable plastic bags and water bottles in favor of reusable products. That helps. But the problem is bigger – and smaller – than that.

Scientists estimate that there are more than 5 trillion pieces of plastic (300,000 tons) in the world's oceans; 90% of that plastic is smaller than a grain of rice.

These microplastics act like sponges for many chemical pollutants in the water, and are easily ingested by aquatic organisms such as zooplankton (which form the basis of marine food webs), fish and shellfish. Plastics are being found in fish-eating birds and mammals, as well.

Beyond the ecological concerns associated with microplastics, their tiny size makes removing them from the water – without also removing zooplankton – virtually impossible.

And the oceans aren't the only water bodies threatened. The Great Lakes are contaminated with plastic, as well. One study reported an average of 43,000 pieces of microplastic per square mile in Lake Erie. Researchers who sampled 17 different Lake Michigan fish species found plastics in every sample.

What about SF Bay Area waters? "Surface water samples we're measuring are similar to those found in the Great Lakes," said Dr. Rebecca Sutton, Senior Scientist with the San Francisco Estuary Institute.

Where does microplastic pollution come from?

- **Larger pieces of plastic.** If carelessly discarded, items such as plastic bags and water bottles can travel via wind or storm drains into local waters. When exposed to sunlight and wave



"Most plastic pollution comes from items disposed of after a single use (think about plastic bags, bottles, and straws). Although used for a very short time, they may end up harming the marine environment FOREVER; many scientists suspect plastic never truly degrades, but just keeps breaking down into smaller and smaller pieces."

~ Melody LaBella, P.E.,
Central San's Pollution
Prevention Program
Coordinator

action, plastic breaks down into smaller and smaller pieces over time.

- **Microbeads.** For many years, companies have been adding tiny spheres made of polyethylene and polypropylene (plastics) to toothpaste, hand soap, exfoliating facial scrubs, and other products that go down the drain when used. Because of their tiny size, the wastewater treatment plant cannot completely filter them out and they pass through to local waters.

- **Microfibers.** These are minuscule filaments from clothing made of petroleum-based synthetic materials

(plastics) such as polyester, nylon, and acrylic. When washed in a washing machine, a single garment, such as a fleece jacket, can release nearly 2,000 microplastic fibers per wash. As with microbeads, these tiny bits of plastic wash down the drain, through the wastewater treatment plant, and into local waters.

What can be done?

Upgrading every treatment plant to remove all microplastics from wastewater would require massive investments. Keeping plastics out of the waste stream is better.

The state and local governments are taking legislative actions to reduce

(Continued on next page)



Image credit: Flickr user Johanna_B NOAA Marine Debris Program

Even kids know plastic doesn't belong in the water environment!

(Cont'd. from previous page)

plastic pollution, such as banning the use of disposable plastic bags and plastic microbeads. Some manufacturers have agreed to phase out plastic microbeads and replace them with natural ingredients. Changes such as these are good, but may not take effect for years.

In the meantime, here's what you can do to help:

USE LESS PLASTIC

- ▶ Replace disposable plastic items with reusable products, such as cloth grocery bags and stainless steel water bottles.
- ▶ Read labels on personal care items; avoid any that contain plastic (polyethylene or polypropylene) microbeads.
- ▶ Avoid buying and washing microfiber cleaning cloths, and choose natural materials such as cotton and wool instead of synthetic fabrics when buying clothing. This might be difficult, but reducing the number of synthetic items you purchase can lower the amount of microfibers added to local waters.
- ▶ Encourage your favorite coffee shops and restaurants to stop using plastic straws and containers (including Styrofoam).

DISPOSE OF PLASTIC TRASH PROPERLY

- ▶ Many disposable wipes, condoms, and feminine hygiene products contain polyurethane and other forms of plastic. Put these in the trash.
- ▶ Put produce stickers in the trash. They are made of a poly-plastic material.
- ▶ Never flush anything other than human waste and toilet paper.
- ▶ Pick up litter (especially plastic) when you see it and put it in the trash.

Reducing, reusing, and recycling are the best ways to stem the tide of plastics into our oceans and waterways.



ONLINE:

Detailed project maps are posted on our website, CentralSan.org (check the "Construction Zone" on the right of the home page).

Infrastructure Improvements

The Central Contra Costa Sanitary District regularly maintains, repairs, or replaces sewer lines and other elements of our 1,500-mile wastewater collection system to decrease the likelihood of failures and to ensure continuous, trouble-free service for our customers. Our projects may cause short-term inconveniences, but they provide long-term benefits for you and your neighbors. We appreciate your understanding. Here's a brief summary of our major ongoing construction projects:

LAFAYETTE: The Lafayette Sewer Renovation Project, Phase 9, is renovating sewers in the St. Mary's Road and Moraga Blvd. areas. Expected completion: October 2015.

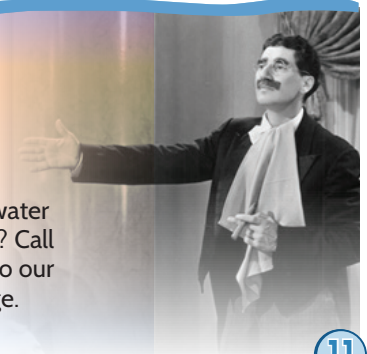
MARTINEZ: The Martinez Sewer Renovation Project, Phase 4, is renovating sewers west of Alhambra between Highway 4 and the high school. Expected completion: February 2016.

For more info...

For more information about these or other construction projects, please contact Community Affairs Representative Chris Carpenter at (925) 229-7200 or ccarp@centralsan.org, or visit CentralSan.org/Construction.

Need a Guest Speaker?

Would your group like to hear about Central San and our water pollution prevention efforts? Call Kit Ohlman at (925) 229-7329. We'll do our best to provide a speaker free of charge.



Household Hazardous Waste FAQs

Q: Your Household Hazardous Waste Collection Facility is too far away. Where else can I dispose of hazardous waste items? Also, your facility doesn't accept sharps or e-waste. I know not to put them in the trash, but where can I take them for safe disposal?

A: There are many locations throughout central Contra Costa County that accept sharps, e-waste, batteries, paint products, and other items that should never be put in the trash or poured down drains. Please check these resources to find locations closest to you:

- CentralSan.org/HHW (click on "Alternative HHW Locations")
- 1-800-CLEANUP (1-800-253-2687)
- CalRecycle.ca.gov
- Search.Earth911.com

Q: Should I bring unwanted pesticides to the Household Hazardous Waste Collection Facility, even if the labels say it's OK to put in the trash?

A: Yes, please bring all unwanted pesticides – as well as herbicides, fungicides, and rodenticides – to the facility for disposal, regardless of what labels say. All "icides" are designed to kill something. Even products labeled as "less toxic" or "safer" may still pose risks to the environment, so bringing them to the facility is the safest way to dispose of them. Recycle EMPTY containers when possible.

Q: Why do I have to show my driver's license when I use the facility?

A: Use of the HHW Collection Facility is limited to residents and small businesses within eligible communities listed on the map below, since a portion of their sewer service charges cover the costs of operating the facility. By scanning your driver's license (or seeing other proof of your address), we can verify that you are an authorized user. It also provides us with a way to track facility usage by community, something we are required to monitor.

Q: Why don't you do curbside pickup of household hazardous wastes?

A: State regulations allow curbside collection of latex paint, motor oil and filters, and universal wastes (such as batteries and e-waste) only. (Check with your garbage company about these services.) Those regulations do NOT allow curbside collection of mercury-containing fluorescent lamps, pesticides, chemicals, and all other forms of household hazardous waste. Such items left on the curb could be accessed by children or pets; they could spill, flow into storm drains, and cause harm to the environment. It's safer and better for the environment for individuals to bring items to the Household Hazardous Waste Collection Facility on an as-needed basis.

Household Hazardous Waste Collection Facility

4797 Imhoff Place, Martinez, CA 94553-4392

HOURS

Residents: Monday – Saturday, 9 a.m. – 4 p.m.
(Reuse Room closes at 3:30 p.m.)

Businesses: Monday – Saturday, by appointment only

Holiday Closures: Sept. 7; Nov. 11, 26, 27;
Dec. 24 through Jan. 1.

1-800-646-1431



Household Hazardous Waste Collection Facility
& Residential Recycled Water Filling Station



Eligible Communities
Alamo, Blackhawk, Clayton, Clyde, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pacheco, Pleasant Hill, San Ramon, Walnut Creek, and unincorporated Central County areas.

- From Hwy. 4 take the Solano Way exit.
- From I-680 take Hwy. 4 East to Solano Way exit.

Protect Water Quality: **DO NOT Flush Your Drugs!**

Please do not flush medications or pour them down a drain. They contain compounds that cannot be completely removed by our wastewater treatment process and could pollute the Bay. Protect your family and the environment by bringing unwanted medications to a free drop-off site for safe disposal:

Alamo Sheriff's Substation
150 Alamo Plaza, Suite C

Clayton Police Dept.
6000 Heritage Trail

Concord Police Dept.
1350 Galindo St.

Danville Police Dept.
510 La Gonda Way

Lafayette Police Dept.
3675 Mt. Diablo Blvd.,
Suite 130

Martinez:

- **Police Dept.**
525 Henrietta St.
- **Sheriff's Field Ops Bldg.**
1980 Muir Rd.

Martinez (cont'd.):

- **Contra Costa Med. Center Sheriff's Substation**
2500 Alhambra Ave.

Moraga Police Dept.
329 Rheem Blvd.

Orinda Police Dept.
22 Orinda Way

Pleasant Hill Police Dept.
330 Civic Dr.

San Ramon Police Dept.
2401 Crow Canyon Rd.

Walnut Creek City Hall
1666 North Main St.

Bring unwanted pet meds & vitamins, too!

To ensure privacy, cross out personal information on prescribed medicines before depositing them. Seal bottles of liquid within a plastic bag to prevent spills.

Do not put sharps or anything other than medications in the container!

For more information, visit CentralSan.org/HHW or call 1-800-646-1431.

You and your neighbors in central Contra Costa County are bringing more than 12,000 pounds of unwanted pharmaceuticals to these free drop-off sites for safe disposal each year. Thank you for helping to protect water quality!



Board Approves Sewer Rate Increases

At a public hearing on June 4, 2015, the Central Contra Costa Sanitary District Board of Directors approved two-year increases of the annual sewer service charge.

The sewer service charge is calculated for each customer category based on characteristics affecting the cost of providing service. Sewer service charges are collected from property owners via their annual property tax bill.

The New Rates

The single-family residential rate, which became effective July 1, 2015, is **\$471** (an increase of \$32); it will become **\$503** on July 1, 2016 (another increase of \$32).

A new residential rate was approved for multifamily customers (apartments, condominiums, duplexes, second living units, and mobile homes). The multifamily residential rate is **\$463** per unit (an increase of \$24) as of July 1, 2015; it will become **\$487** on July 1, 2016 (another increase of \$24).

Because the business rates differ depending on various factors, business customers should call our staff at **(925) 335-7739** for details about their new rates.

Why Increases Were Needed

The District's rate structure enables us to meet all regulatory requirements, accomplish our mission, and properly maintain publicly funded assets. The Board engaged a consultant to conduct a comprehensive Cost of Service Study to independently assess and evaluate the District's rates to ensure there was a fair and reasonable cost structure before making their decision.

Although the District operating budget for next year remains flat, the increases were deemed necessary to cover rising expenses associated with replacement of aging sewer lines, facilities, and other vital infrastructure.

Where Your Money Goes

The sewer service charge provides approximately 65% of the District's revenue. The other 35% comes primarily from new sewer connection fees, contract charges, and a portion of local property taxes.

Sewer service is essential. It's also expensive. Our operations and maintenance budget for Fiscal Year 2015-16 is \$87.5 million; our capital improvement budget (for construction, acquisition, or renovation of fixed assets like buildings, pipelines, facilities, and equipment) is another \$30.8 million.

The sewer service charge pays for labor, benefits, chemicals, utilities, materials, supplies, repairs, maintenance, and other expenses necessary for providing many community services, including the following:

▶ **Reliable sewer service.** We ensure a constant, efficient flow of 35.6 million gallons of wastewater each day from 476,400 customers to our treatment plant. Our vast sewer system includes 1,500 miles of pipe and 19 pumping stations, all of which require periodic cleaning, maintenance, repair and replacement.

▶ **Effective wastewater treatment** that protects public health and the environment. We operate and maintain complex facilities that remove harmful pollutants from wastewater before discharging it to Suisun Bay. We've maintained a perfect record of 100% compliance with water quality requirements for the past 17 years.

▶ **A recycled water program** that provides more than 600 million gallons of water each year for landscape irrigation, plant operations, and other non-potable uses, and is providing residential customers with a free recycled water filling station to cope with the drought.

▶ **An award-winning facility** where residential customers can drop off, without charge, their household hazardous wastes (including motor oil, grease, paint, pesticides, chemicals, batteries, and fluorescent lights) for recycling or safe disposal. Small businesses are able to use the facility for a nominal fee.

▶ **A pharmaceutical collection partnership** with local police agencies that provides several locations where people can drop off unwanted medications for safe disposal, helping to keep drugs from polluting local water supplies or falling into the wrong hands.

▶ **An environmental compliance program** that carefully monitors and enforces water quality regulations for business and industrial users, ensuring their wastewater is not harmful to our treatment processes or the environment.

▶ **Numerous public outreach and student education programs** that share tips and information about how everyone can help to prevent pollution and protect the environment.

For all of these services, residential property owners currently pay an average of \$1.27 per day; the average cable TV bill is more than three times that amount.

If you have questions about your sewer service charge, please call us at **(925) 335-7739** or email us at rates@centralsan.org.

The Process of Raising Rates

All affected property owners were mailed official notices (in compliance with Proposition 218) that announced the proposed sewer service charge increases and explained how to protest them before the Board voted during the public hearing on June 4. By California law, if more than 50% of property owners had protested the increases, the Board could not have implemented them. Less than 1% of property owners protested the increases. Still, the decision to raise rates was not made lightly. In the end, our rates must remain appropriate to enable us to fulfill our mission and provide the services for which this agency was created.

Customers Tell How They're Using Our Free Recycled Water



► (Cont'd. from Page 5)

Jean Hansen, Orinda

"My husband and I have been going to the filling station at least three times a week for several weeks now, and we believe this is the most valuable service the District has ever provided. It is a great resource, and for anyone who is losing flowers, vegetables or plants to the drought, I recommend checking it out. We usually obtain 90 gallons of water in 1-gallon and 2½-gallon containers, and this only takes about 20 minutes. Most people bring larger containers, but those are heavy and hard to maneuver. As a small, middle-aged woman, the 1-gallon containers (approx. 8 lbs.) are the easiest for me to use. We use the water to irrigate our vegetables and flowers. Last year we used an average of 800 gallons a day. This year our goal was to use only 500 gallons, but it has already decreased to an average of 300 gallons a day. Without doubt, this reduction in potable water usage is directly related to the recycled water program."

Rich Mohr, Pleasant Hill

"I use 15 5-gallon plastic drinking water containers. All of the employees who oversee the filling station have been most helpful in facilitating the loading of water. In my case, filling smaller containers (as compared to those who use large tanks) is more safely done at lower pressure, and they have been very responsive to lowering the pressure to avoid spills. At home I transfer water from the 5-gallon containers into 30- and 45-gallon PVC containers. From there I immerse a sprinkling can into the PVC containers to fill, and then hand-sprinkle both lawn and garden areas as needed. I don't know what I'm going to do with my time when precipitation and snow pack levels return to normal!"



Lisa Giolzetti, Danville

"I use four aqua-tainers that hold 7 gallons each. They weigh 56 pounds when full, so I fill them in the back of the car, or the attendant helps lift them into the car. My husband takes them out of the car and puts them on a table in the backyard, and then I use an attached spout to fill my watering can. We just started doing this twice per week and have been able to turn off a sprinkler station that watered eight flower beds. We are saving 224 gallons a month! Thank you for providing this service!"

Jennifer Jenny, Pleasant Hill

"We use eight 5-gallon Coleman water jugs to get 40 gallons per trip. My husband or I refill the jugs each day the facility is open. The filling station is very easy to use, and everyone who works there is helpful and professional. We use the water for irrigating our landscaping. It has really been a lifesaver since we are cutting back on potable water use due to the drought. My husband and I are so grateful for the program!"

Marilyn Johnston, Pleasant Hill

"I am using 1-gallon, 3-gallon, and 5-gallon containers. The 1-gallon containers are milk jugs, soap containers, and water jugs. The filling station is extremely user-friendly and the young men working there are very helpful. I've never had to wait more than five minutes to get water. (There are two hoses and this is helpful.) I am using the water to keep my plants watered and alive. I have told my friends about this great way to get water for plants and am encouraging everyone to try it!"





These are excerpts. You can read full comments at CentralSan.org/RecycledWater

ABOUT CCCSD

Our mission is to protect public health and the environment. We do this by collecting and treating wastewater, providing recycled water, and promoting pollution prevention. Our treatment plant in Martinez collects, treats, and disinfects an average of 35.6 million gallons of wastewater every day. Some treated wastewater is recycled (treated further) for irrigation or industrial use; the rest is released into Suisun Bay. We also operate a Household Hazardous Waste Collection Facility, Residential Recycled Water Filling Station, and sponsor several collection sites for the safe disposal of pharmaceuticals.



CCCSD serves 476,400 customers within its 144-square-mile service area.

-  Wastewater collection & treatment; Household Hazardous Waste (HHW) disposal for 339,900 people.
-  Wastewater treatment & HHW disposal for 137,400 people in Concord & Clayton by contract.
-  HHW disposal only.
-  CCCSD's headquarters, treatment plant, HHW Facility & Residential Recycled Water Filling Station.



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www.mikeoria.zenfolio.com

Where to Call...

| | |
|--|--|
| General information | (925) 228-9500 or CentralSan.org |
| Sewer overflows | (925) 933-0955 or 933-0990 |
| Treatment Plant InfoLine (Report Odors) | (925) 335-7703 |
| Household Hazardous Waste InfoLine | (800) 646-1431 or CentralSan.org/HHW |
| Sewer connection permits/Permit Counter | (925) 229-7371 |
| To report illegal discharges into sewer system | (925) 229-7288 (during business hours) (925) 229-7214 (after hours) |
| Source Control | (925) 229-7288 |
| Job Hotline | (925) 229-7109 or CentralSan.org |
| Student Education Programs | (925) 229-7310 or CentralSan.org |
| Public InfoLine | (925) 335-7702 |

Board of Directors

Michael R. McGill, President

Tad J. Pilecki, President Pro Tem • **Paul H. Causey**, Director
James A. Nejedly, Director • **David R. Williams**, Director

Board meetings are open to the public and are usually held on the 1st and 3rd Thursday of each month at 2 p.m. in the CCCSD Board Room, 5019 Imhoff Place, Martinez.

Roger S. Bailey, General Manager

The Central Contra Costa Sanitary District PIPELINE

Written and designed by CCCSD to communicate pollution prevention messages to the people and communities we serve

Bonnie Lowe, Editor, Writer
Charles Waltmire, Graphic Designer

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