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WITH YOUR HELP, over the past 25 years we've kept more than 47 million pounds of hazardous waste out of the environment. Visit the Household Hazardous Waste Collection Facility to help us celebrate this milestone achievement! **PAGE 8**

HOUSEHOLD HAZARDOUS WASTE COLLECTION FACILITY CELEBRATING 25 YEARS





GENERAL MANAGER'S MESSAGE: **PROMISES KEPT**

At Central San,

we continually challenge ourselves to find better ways of serving our customers and protecting our planet.

Delivering on that promise of exceptional service includes making sure our sewer pipes, treatment plant, and other facilities are in top shape and ready for future generations. We regularly repair and replace parts of our aging system to ensure continued reliability, meet the changing needs of our community, and enhance sustainability. In the past two years alone, we've completed several critical capital projects throughout our service area. Through proactive maintenance and state-of-the-art technology, we're also working hard to get the maximum use from every mile of pipe and maximum value from every dollar. You can read more about these efforts on the following pages.

That drive to be better every day also is the impetus behind value-added services like our Household Hazardous Waste (HHW) Collection Facility. When we opened HHW in 1997, our vision was to provide our customers with a convenient place to dispose of household items that can threaten public health and the environment. The facility has more than lived up to that promise. With your help, over the past 25 years we've collected over 47 million pounds of hazardous waste for reuse, recycling, or safe disposal. We're excited to celebrate this success with you! We hope you'll drop by in the coming months and be part of HHW's 25th Anniversary festivities. See page 9 to learn more.

There's no finish line when it comes to exceptional service. Instead, it's an ongoing journey of innovation and improvement. We're grateful for your trust and will continue striving to exceed your expectations.

Roger S. Bailey
General Manager



YOUR DOLLARS AT WORK

Despite the challenges of the pandemic, we've worked hard over the past two years to complete several significant infrastructure projects. These improvements will help ensure our pipes, pumps, and treatment plant continue to function properly now and into the future.

PIPES & PUMP STATIONS



• **We replaced** over 13 miles of aging neighborhood sewer pipes in Martinez, Walnut Creek, Pleasant Hill, Danville, Lafayette, and Orinda. We also completed major renovations to three large pump stations essential for the continuous delivery of wastewater from Orinda and Moraga to our treatment plant. Next up? We're upgrading three additional pump stations serving Martinez and plan to replace 6 miles of pipe throughout our system this fiscal year.

STEAM & AERATION BLOWER SYSTEMS



• **We completed** comprehensive condition assessments of our aging steam and aeration blower systems. These large, complex systems capture waste heat from our incinerator and convert it to steam, which in turn drives the blowers that aerate our secondary treatment tanks. The abundant oxygen supports beneficial bacteria that consume and break down pollutants in the wastewater. We're now working on needed renovations to support this critical treatment process, including installing new electric blowers and designing seismic and other upgrades.

INFLOW & OUTFALL



• **We rehabilitated** the mechanical equipment and concrete structures where wastewater enters our treatment plant and cleaning begins. We also completed a series of critical inspections and improvements to our outfall. Originally constructed in 1958, this 6-foot concrete pipe carries cleaned water from our plant nearly 4 miles to Suisun Bay, where the water is safely returned to the environment.

RECYCLED WATER

• **We completed** construction of new storage facilities that will hold 6 million gallons of recycled water ready for distribution. We also began work on major upgrades to our Recycled Water Filter Plant, including pilot testing advanced treatment technologies. These improvements will help ensure the continued reliability of our recycled water system and support expanded capacity for the future, helping to save our community's precious drinking water supplies.



GETTING THE MOST FOR YOUR RATE DOLLARS

Taking good care of our pipes, treatment plant, and other facilities ensures that we're getting the maximum use out of them—and the maximum value for your rate dollars.

PIPE CLEANING AND INSPECTIONS

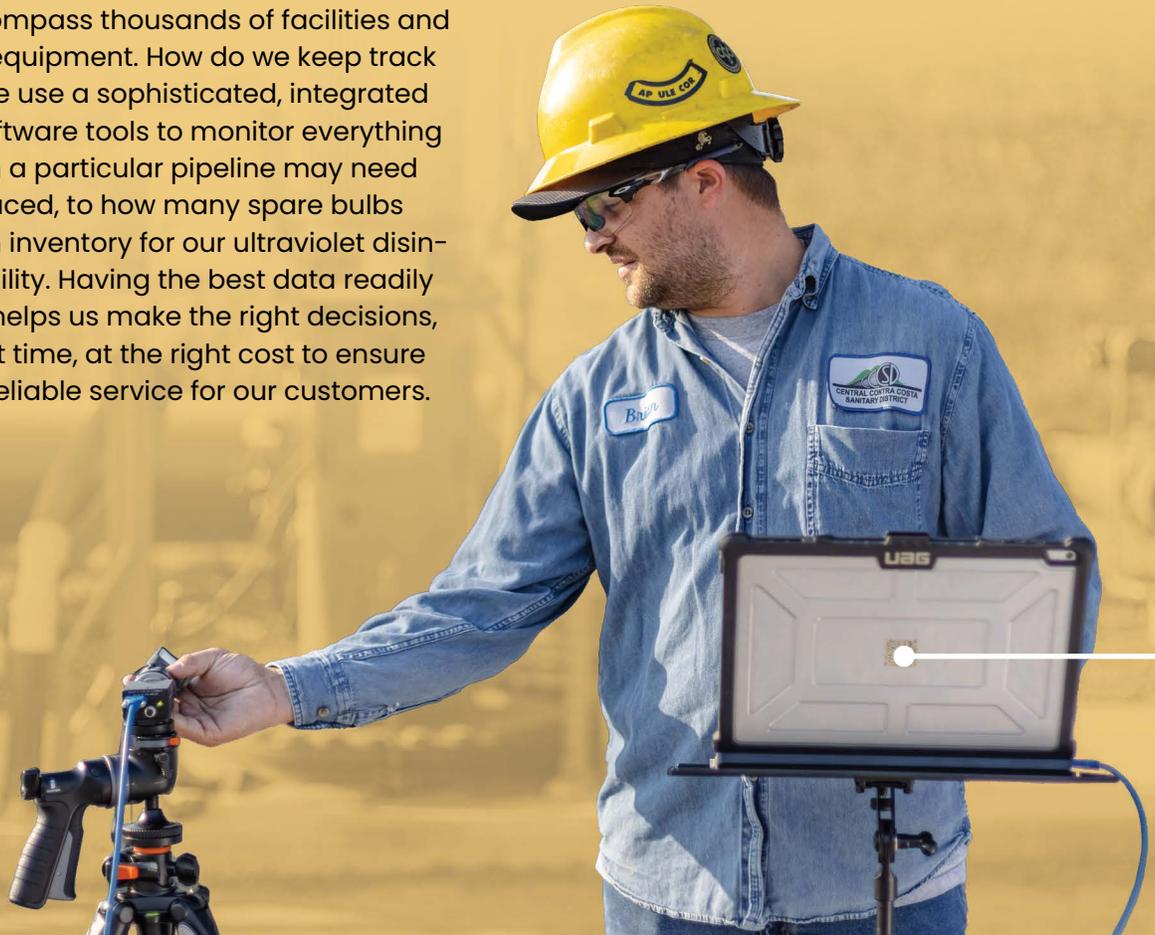
Central San maintains more than 1,500 miles of neighborhood sewer pipes to carry wastewater from homes and businesses to our treatment plant in Martinez. To keep wastewater flowing smoothly, we clean about 800 miles of pipe every year to remove roots, grease, and grit. We use video cameras to inspect about 150 miles of pipe per year, helping us find and fix issues early. We're also piloting state-of-the-art lidar and 3D mapping technology to assess the condition of our largest sewers and plan for long-term repairs.

ASSET MANAGEMENT

Pipes, tanks, pumps, instruments, machinery, buildings—our collection system and treatment plant encompass thousands of facilities and pieces of equipment. How do we keep track of it all? We use a sophisticated, integrated suite of software tools to monitor everything from when a particular pipeline may need to be replaced, to how many spare bulbs we have in inventory for our ultraviolet disinfection facility. Having the best data readily available helps us make the right decisions, at the right time, at the right cost to ensure safe and reliable service for our customers.

PROACTIVE MAINTENANCE

Our proactive maintenance program uses cutting-edge technologies to optimize the performance and extend the lifespan of our facilities and equipment. Thermography lets our maintenance technicians see hot spots and identify potential hidden electrical problems. Ultrasound helps them hear changes that could indicate an impending bearing failure. And motion amplification (pictured below) helps detect subtle vibrations—signs that a piece of equipment may be loose or imbalanced. By catching irregularities early, our technicians can make repairs before small issues lead to bigger problems.



NEIGHBORHOOD UPGRADES

Central San regularly maintains, repairs, or replaces sewer lines and other parts of our wastewater collection system to ensure trouble-free service for our customers. Our construction projects may cause short-term inconveniences, but they provide long-term benefits for you and your neighbors. We appreciate your understanding!

Here's what we're currently working on (estimated completion dates in parentheses).

• **DANVILLE, PHASE 4** will replace approximately 1.75 miles of sewers primarily in the Greenbrook, Del Amigo, Creeks of Alamo, and Camille neighborhoods of Danville and Alamo. (January 2023)

• **WALNUT CREEK, PHASE 16** will replace approximately 2.0 miles of sewers in the Castle Hill, Walnut Creek Estates, San Miguel, Larkey Park, and Pleasant Valley neighborhoods of Walnut Creek. (June 2023)

• **MARTINEZ, PHASE 7** will replace approximately 1.25 miles of sewers along Alhambra Avenue (Escobar Street to Soto Street, C Street to F Street, and at H Street) as well as on Escobar Street (Alhambra Avenue to Berrellesa Street). (June 2023)

• **SOUTH ORINDA, PHASE 9** will replace approximately 2.0 miles of sewers primarily in Overhill Road, Scenic Drive, Valley Drive, Leslee Lane, and Lavenida Drive, as well as various locations in Orinda, south of Interstate 24. (September 2023)

• **SAN RAMON PUMP STATION ELECTRICAL UPGRADES** will replace major electrical equipment at a pump station in San Ramon. (December 2023)

• **PUMP STATION UPGRADES PROJECT, PHASE 2A** will replace 2 pump stations in Martinez. (December 2025)

To learn more about these or other construction projects, please contact Senior Community Affairs Representative Chris Carpenter at ccarp@centralsan.org or (925) 229-7200, or visit: centralsan.org/construction





2022 POLLUTION PREVENTION WINNERS

RECYCLED WATER CITIZEN CHAMPION



MIROSLAV BORISSOV
Pacheco

From July 2021 to June 2022, **Miroslav Borissov** visited Central San's recycled water fill station 361 times—that's commitment! Miroslav collected 99,275 gallons of recycled water for irrigation use, helping save precious drinking water supplies. Thank you, Miroslav, for being a dedicated recycled water customer.

RECYCLED WATER BUSINESS CHAMPION



**SAGE VETERINARY
CENTERS**
Concord

The new **SAGE Veterinary Centers** in Concord is planning to save lots of water for their precious patients. Upon development of the site, they connected to Central San's recycled water system to irrigate their landscaping, with a plan to use at least 145,000 gallons of recycled water per year. Thank you, SAGE, for caring for our pets and conserving water!

POLLUTION PREVENTION PARTNER



**THE ROSSMOOR
COMMUNITY**
Walnut Creek

Rossmoor community has shown outstanding commitment to pollution prevention and sustainability. Through a partnership with At Your Door Special Collection, Rossmoor maintains a drop-off collection box for unwanted or expired medications. This provides residents with an easy, environmentally friendly way to dispose of these items, just steps from home. Rossmoor also regularly airs Central San's Public Service Announcements on Rossmoor TV, educating residents on how they can help prevent pollution. In addition, the Sustainable Rossmoor organization oversees a full calendar of projects and activities.

Congratulations to our Pollution Prevention Award Winners and Recycled Water Champions!

Every year, Central San teams up with Sustainable Contra Costa to celebrate those who are helping keep our community healthy, beautiful, clean, and resilient. This year's winners were honored at Sustainable Contra Costa's 14th Annual Sustainability Awards Gala in September.

POLLUTION PREVENTION AWARD WINNERS



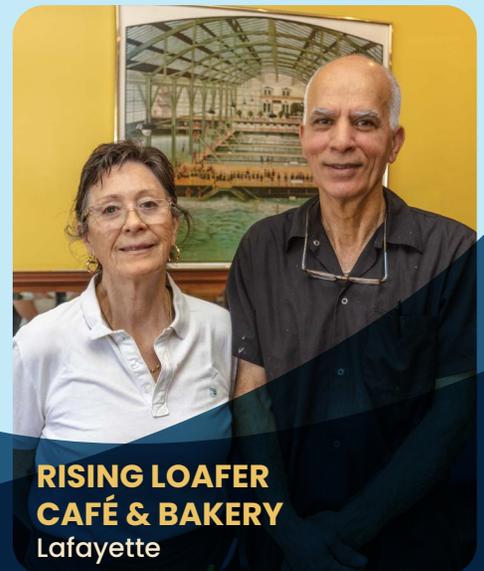
DR. BITA L. MATIN, DDS
Concord

Dr. Bitia L. Matin is leading the way in the dental industry, investing in new technologies that exemplify pollution prevention. Since 2016, her operation has replaced highly toxic, "cold sterilization" chemicals used for instrument cleaning with steam sterilization; transitioned x-ray imaging from wet-chemistry film development to digital technology; and replaced mercury-containing tooth filling with composite material to reduce mercury pollution. Dr. Matin sought out substitutes for single-use plastic items like suction tubes. She also is moving to biodegradable models made from renewable sugarcane. In addition, Dr. Matin and staff implemented more frequent routine maintenance of equipment that removes mercury from wastewater discharged to the sanitary sewer.



RED OX CLAY STUDIO
Concord

Red Ox Clay Studio is a ceramic arts studio offering classes for all experience levels. To prevent waste, they wash tools and equipment in a 3-can series, allowing clay to settle out of the wash water so it can be reprocessed into useable product. They use the dirtiest water from the first can to water plants and dispose of the residual through a pretreatment device to the sanitary sewer. Wash water from the second and third cans is then moved up in the cleaning sequence, saving fresh water. Clay solids captured by the pretreatment device and leftover scrap clay also are reclaimed for future use. Through these practices, the studio is conserving resources and reducing costs as a bonus.



**RISING LOAFER
CAFÉ & BAKERY**
Lafayette

Rising Loafer Café & Bakery is a second-time Pollution Prevention Award winner. Nearly a decade after their first win in 2013, they continue their commitment to pollution prevention and sustainability. To water plants on their patio, they use Central San's recycled water as well as their own waste liquids such as water, coffee, and tea. They collect fruit waste to feed chickens at the Lafayette community gardens, yielding eggs used in their cooking. They also reuse paper flour bags as trash bags in place of single-use plastic. Through these commonsense efforts and others, Rising Loafer is making the most of resources while protecting the environment.



25 Twenty-five years ago, Central San spearheaded the effort to provide a safe and convenient solution for residents and small businesses to dispose of their hazardous wastes. Since opening in 1997, the Household Hazardous Waste (HHW) Collection Facility has helped keep millions of pounds of hazardous waste out of sewers, storm drains, and landfills. What's more, we've given nearly 90% of these materials a new life through reuse, recycling, and other beneficial uses.

The success of the facility is because of you and other Central San customers who share our commitment to preventing pollution and conserving our resources. **Thank you!**

630,000
CUSTOMER VISITS



OVER
47 MILLION POUNDS
OF HAZARDOUS WASTE COLLECTED,
INCLUDING



ON AVERAGE,
89%
OF THE MATERIALS THAT WE
COLLECT ARE RECYCLED OR
BENEFICIALLY USED, WHILE WE
SAFELY DISPOSE OF THE REST

- 1,330,000 GALLONS OF LATEX PAINT
- 3,405 POUNDS OF MERCURY AND MERCURY-CONTAINING MATERIALS
- 48,700 CAR BATTERIES
- 527 TONS OF HOUSEHOLD BATTERIES
- 5,542,256 FEET OR ABOUT 1,050 MILES OF FLUORESCENT LAMPS
- 2,093,500 QUARTS OF USED MOTOR OIL
- 155,000 POUNDS OF UNWANTED OR EXPIRED PHARMACEUTICALS*

*TO FIND A PHARMACEUTICAL DROP-OFF SITE NEAR YOU, VISIT: MED-PROJECT.ORG

CELEBRATE WITH US!

We're celebrating the 25th Anniversary of the Household Hazardous Waste (HHW) Collection Facility with fun giveaways and a raffle featuring Earth-friendly prizes from local businesses and organizations. Bring your household hazardous waste to the facility by April 29, 2023, to be entered into our prize drawing!

RAFFLE TICKET

Bring this ticket along with your household hazardous waste to the HHW facility by **April 29, 2023**, for a chance to win one of our raffle prizes! *Limit: one entry per person.*

NAME: _____

PHONE NUMBER: _____

ADDRESS: _____

DISPOSE OF WASTE IN 3 EASY STEPS

- 1 Look around your home for household hazardous waste. That fluorescent bulb you changed months ago? Those old paint cans gathering cobwebs in your garage? The batteries in your old TV remote? We'll take them!
- 2 Place your household hazardous waste in the trunk of your car and visit the HHW facility at **4797 Imhoff Place in Martinez** (near the I-680/Highway 4 interchange). We'll even unload it for you! For hours, directions, and a list of materials we accept, visit: centralsan.org/hhw
- 3 Drive away knowing you've helped your community and the environment. By visiting the facility, you are conserving resources, preventing pollution, and protecting our local waters.

VISIT THE REUSE ROOM

The HHW facility is a great place to leave things behind, but did you know it's also a great place to pick things up? Our Reuse Room is stocked with items brought in for disposal that are still in usable condition. The inventory changes regularly but often includes paint, wood stain, garden products, and a wide variety of cleansers. Best of all, these items are all free to Central San customers! Take a look around while you're here, and you might find just what you need.

OVER THE PAST 25 YEARS, WE'VE GIVEN AWAY
8,764,800 POUNDS
OF REUSABLE PRODUCTS THROUGH THE REUSE ROOM.

CURIOUS HOW WE DO WHAT WE DO?

Have you ever wondered what happens to the water that goes down your drain? Join us for a free walking tour, virtual tour, or speaker event to discover how we collect and clean more than 13 billion gallons of wastewater every year!

IN-PERSON WALKING TOURS: After an extended pause during the pandemic, we're excited to relaunch our in-person tours. Join us for a walk around our wastewater treatment plant in Martinez for a behind-the-scenes look at how we're making dirty water clean again through engineering and science. You can sign up for one of our quarterly public tours, or contact us to arrange a custom tour for your group. To learn more, visit: centralsan.org/tours

VIRTUAL EXPERIENCE: Get a 360-degree inside look at the wastewater treatment process—from the comfort of your home. Our award-winning, interactive Virtual Experience features photos, videos, fun facts, hands-on science activities for kids, hidden prizes, and more. Drop by online, explore, click, and learn more about your sewer system and how you can help protect your pipes and the environment. Visit: centralsan.org/experience

SPEAKERS BUREAU EVENTS: Looking for a speaker for your group or event? We may be able to help! Central San offers free presentations on pollution prevention and the world of wastewater. Talks can be in-person or virtual and tailored to your group's interests. To learn more, contact Ben Lavender at blavender@centralsan.org or (925) 335-7723.

CONNECT WITH US!

Follow Central San for upcoming tours and events, pollution prevention tips, news, photos, and more.

 @centralsan

 @centralsandist

 @centralsandist

 @centralsandist



HAVE A SEPTIC SYSTEM? CONVERT TO SEWER WITH LOW 2.61% FINANCING

Central San's new Septic to Sewer (S2S) program provides **low-cost financing** to help homeowners in our service area connect to the public sewer system and properly abandon their septic tank. Finance up to \$50,000 at the current low rate of 2.61%, repayable in annual installments over a 15-year term via the Contra Costa County Property Tax Roll.

When septic systems fail, sewage can back up into your home, yard, or street. Failing septic systems can contaminate nearby creeks and groundwater, and require expensive emergency repairs. We want to help you avoid all these unwanted surprises! If you're a homeowner with a private septic system, contact us today to learn more about our S2S program. Visit: centralsan.org/s2s

PFAS UPDATE: GOOD NEWS AND BAD NEWS

IN A WIN FOR CONSUMERS AND THE ENVIRONMENT, California is taking important steps to limit the use of toxic PFAS chemicals in many everyday products. However, more work is needed to protect Californians and our beautiful state from these contaminants.

This fall, two pieces of legislation became law that will phase out the use of PFAS chemicals in most textile and cosmetic products manufactured or sold in the state. This will help limit Californians' exposure to PFAS from items such as clothing, carpets, furniture, and personal care products. It also will help reduce the water contamination that can occur when these products are washed or rinsed down the drain.

Governor Newsom vetoed a third bill that would have required manufacturers to disclose which products contain PFAS. Without this information, consumers may be exposed to these toxic substances without their knowledge. In addition, the Governor's veto will make it more difficult for state regulators to identify sources of PFAS and take meaningful steps to control pollution.

Once PFAS enter the environment, there's no magic bullet to eliminate them. PFAS that enter the wastewater stream are a particular challenge for Central San and other wastewater utilities across the country, since current treatment technologies are not designed to remove them. The best solution to PFAS pollution is at the source, by keeping them out of the environment to begin with.

That's why Central San supports limiting the use of PFAS where safer alternatives are available. And it's why we advocate for empowering consumers with the information to make safer decisions for themselves, their families, and the planet. Along with our partners across the state, we'll continue to push for smart regulations for these harmful pollutants.

WHAT ARE PFAS?

PFAS (per- and polyfluoroalkyl substances) are manmade, "forever" chemicals used in many common household products including cookware, clothing, and cosmetics. Due to the widespread use of PFAS, scientists have found these troublesome pollutants all over the globe, in water, air, soil, animals, and people. Known for their strong chemical bonds, PFAS can build up in the environment and our bodies over time, harming the planet and our health. Studies have shown exposure to PFAS may lead to increased cancer risk, developmental delays in children, and interference with the body's natural hormones and immune response.

SOME PRODUCTS CONTAINING PFAS



PROTECT YOUR INVESTMENTS

PROTECT YOUR PIPES

BY KEEPING THESE OUT OF THE DRAIN

“Out of sight, out of mind” doesn’t work for what goes down the drain. To prevent a nasty clog or pollution of local waterways, please keep these items out of the drain:



WIPES AND OTHER TRASH

Never flush wipes (even if they claim to be flushable), feminine hygiene products, dental floss, condoms, kitty litter, or other plastic or debris. Flush only human waste and toilet paper. Everything else belongs in the trash can.



CHEMICALS

If you do experience a clog, avoid chemical products—they’re often ineffective and can harm the environment. Instead, use a plunger or sewer “snake.”



FOG AND FOOD SCRAPS

Fats, oils, and grease (FOG) are a leading cause of sewer clogs and overflows. To properly dispose of small quantities of FOG, pour them into a disposable lidded container, like a milk carton or coffee can. Freeze to solidify, then place the container in the trash. Compost food scraps or dispose of them in the garbage, never the garbage disposal.

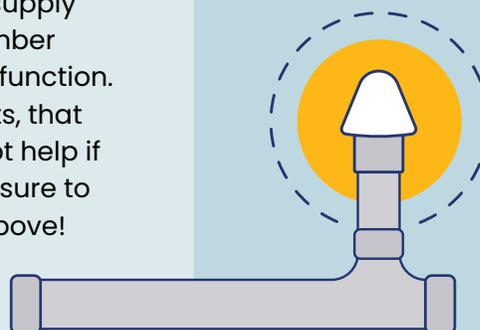
PROTECT YOUR HOME

BY INSTALLING AN OVERFLOW PROTECTION DEVICE

An Overflow Protection Device (OPD) installed on the clean-out of your sewer lateral provides cost-effective peace of mind and protects your home in the event of a sewer overflow. An OPD works by providing an emergency escape hatch for sewage, allowing the overflow to occur outside your home rather than inside.

You can find these inexpensive devices at plumbing supply stores. We recommend that you have a licensed plumber install your OPD since placement is critical for proper function. Keep the device clear of obstructions, like dirt or plants, that might interfere with its operation. **Note:** An OPD cannot help if a clog occurs between it and the house drains, so be sure to keep your pipes free of the clog culprits mentioned above!

For more information about OPDs, call our friendly Permit Counter staff at (925) 229-7371.



With over 1,500 miles of underground pipes, Central San is busy year-round cleaning, maintaining, and repairing our public sewer system. Just like we take good care of these valuable assets, there are simple steps you can take to protect your own investments!

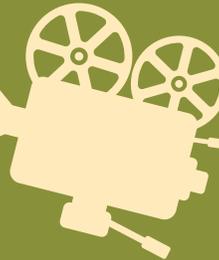
TIP: Bring your used cooking oil or grease to our Household Hazardous Waste Collection Facility. It will be recycled to produce sustainable biofuels, so you'll be protecting your pipes and the planet, too!

BEHIND THE SCENES WITH TOOT



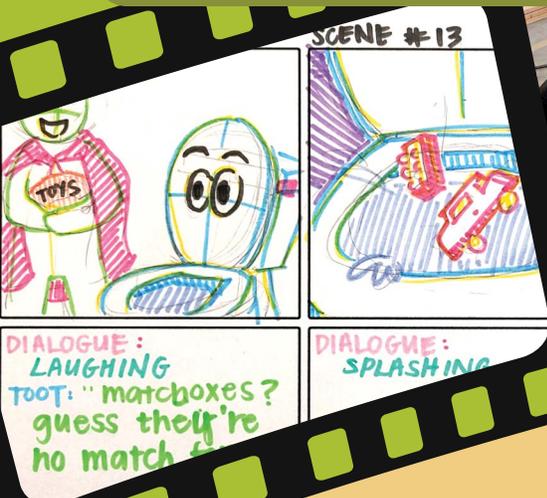
Hi, kids! I'm **Toot the Toilet**. I'm excited to share that I am starring in a new video called *Adventures with Toot: Disappearing Act*. I don't want to give away too much about the story, but I can tell you it took some real movie *magic* to make the video.

Of course, while movies might look like magic, they're really not. (They're kind of like toilets that way.) Take a look behind the scenes to see how we did it!



Central San produced the new *Adventures with Toot* video as part of our education programs to help teach kids about preventing pollution and protecting our pipes and environment.

But before we could film the video, we needed a story! First, we brainstormed ideas, then we wrote a script with all the dialogue and descriptions of the action. We used the script to create storyboards to help us imagine what the video should look like.



We built a small set from scratch using one of Central San's warehouses for a soundstage. Here's what it looked like with all our lights, cameras, and sound equipment.

Finally, filming day arrived! A very talented young local actor plays Toot's friend Mateo. Even though Toot is one of the stars, he didn't actually appear in video when we first filmed it. Instead, we used another toilet—and sometimes other objects or people—for Toot's stand-in.

After we finished filming, there was still a lot of work to do. We used computers with special software to edit the video. Toot was added via computer animation, along with other special effects.

Another very talented actor provided Toot's voice, recording all the lines remotely. After the video, special effects, and voiceover were all edited together, the music was the final piece.

The last—and most important—step is sharing the video with you! Watch *Adventures with Toot: Disappearing Act* on Central San's website at: centralsan.org/learn. I hope you enjoy it!



BE PART OF OUR SCHOOL EDUCATION PROGRAMS!

Central San offers award-winning, hands-on wastewater science and engineering programs at no cost to schools in our service area. This past school year, nearly 20,000 local students participated. Our goal is to help students of all ages understand what happens to our dirty water after it goes down the drain, and how our actions are connected to consequences in our local environment.

Want to see our programs in your school? Ask your favorite teacher to sign up today! Visit centralsan.org/learn to learn more, or contact Ben Lavender at (925) 335-7723 or blavender@centralsan.org.



FIND WHAT DOESN'T DISAPPEAR!

The stuff we flush down the toilet or wash down the bathroom drain may seem like it magically disappears, but it really doesn't. It sticks around and can clog pipes and cause other problems if it's not meant for our system. Some items we use in the bathroom, like shampoo or toothpaste, are perfectly fine for the drain, while others can cause real damage. The three p's (pee, poop, and toilet paper) are the only things that should be flushed down the toilet!

Can you help Toot find all the items that don't belong in the toilet and don't disappear down the drain? First, find the things in the list below and cross them out in the picture. Then, color in the rest of the picture however you like!



When you're done, cut out this page and mail it to:

**TOOT THE TOILET
CENTRAL SAN
5019 IMHOFF PLACE
MARTINEZ, CA 94553**

Include your name and return address, and we will send you a prize! Thanks for being a Pipe Protector!

ITEM LIST

- LOLLIPOP
- WIPES
- TOY CAR
- PENCIL
- PUZZLE PIECE



NAME: _____

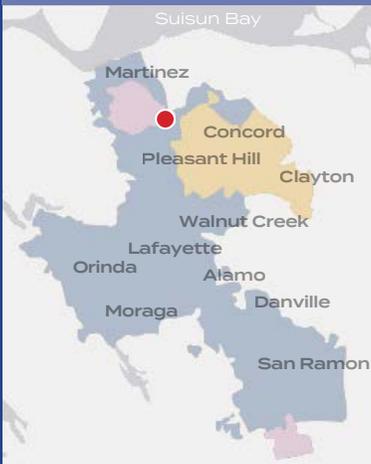
ADDRESS: _____

AGE: _____

WE ARE HERE TO HELP

General Information	(925) 228-9500 or CentralSan.org
Sewer Overflows	(925) 933-0990
Recycled Water Fill Station InfoLine	(925) 335-7717
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)
Environmental Compliance	(925) 229-7288
Employment Opportunities	CentralSan.org/Careers
Student Education Programs	(925) 335-7723 or CentralSan.org/Learn
Community Information Line	(925) 335-7702

Board meetings are open to the public and are usually held on the 1st and 3rd Thursday of each month at 2:30 p.m. in the Central San Board Room, 5019 Imhoff Place, Martinez. Meetings can be live-streamed at centralsan.org



Central San serves nearly half a million customers within its 146-square-mile service area.

- Wastewater collection & treatment; Household Hazardous Waste (HHW) disposal.
- Wastewater treatment & HHW disposal in Concord & Clayton by contract.
- HHW disposal only.
- Central San headquarters, treatment plant, HHW Facility & Residential Recycled Water Fill Station.

The Central Contra Costa Sanitary District

PIPELINE

Written and designed by Central San staff to communicate pollution prevention messages to the people and communities we serve.

Ann Vallée, Editor, Writer
Kelsey Lansang, Graphic Designer
Joseph Zumbo, Photographer

View archived issues at CentralSan.org



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