

SPRING 2018 Vol.22 No.1

PIPELINE

CENTRAL SAN'S
CUSTOMER NEWSLETTER



OUR STRENGTH
IS OUR PEOPLE



ACHIEVING EXCELLENCE THROUGH STRATEGIC PLANNING

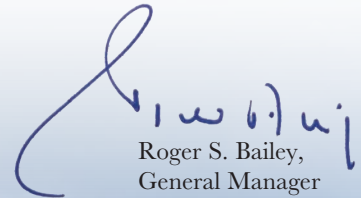
Central San is proud to be an organization committed to protecting public health and the environment in the most efficient, cost-effective manner. With service to over 484,200 residents and 3,000 businesses, we know our community relies on our services and proven record of excellence. Still, we strive for continued innovation and challenge ourselves to invest in technology and infrastructure that will best prepare us to serve now and into the future.

In this spirit of continued progress, Central San recently completed our Fiscal Year 2018-20 Strategic Plan. As part of this plan, the Board of Directors approved our revised goals and vision, mission, and values statements, which emphasize our core operations and putting people first: our customers, employees, and the community.

Our Fiscal Year 2018-20 Strategic Plan Goals:

1. Provide exceptional customer service and maintain an excellent reputation in the community
2. Strive to meet regulatory requirements
3. Be a fiscally responsible and effective wastewater utility
4. Recruit, develop and retain a highly trained and safe workforce
5. Maintain a reliable infrastructure
6. Embrace technology, innovation and environmental sustainability

We will assess the progress of these goals on a quarterly basis using key success measures. We will continue to strive for distinction in all that we do, with special focus on being accessible, being responsive, and delivering the high quality service our customers have come to expect from Central San.



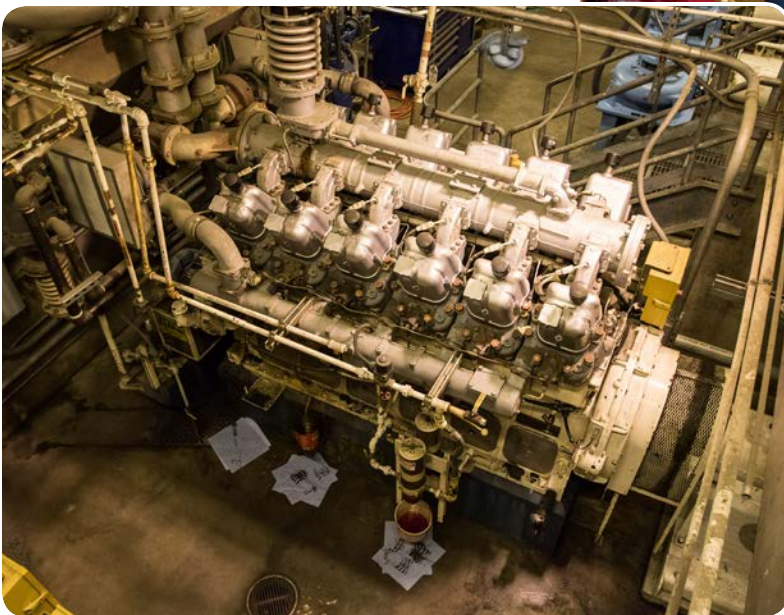
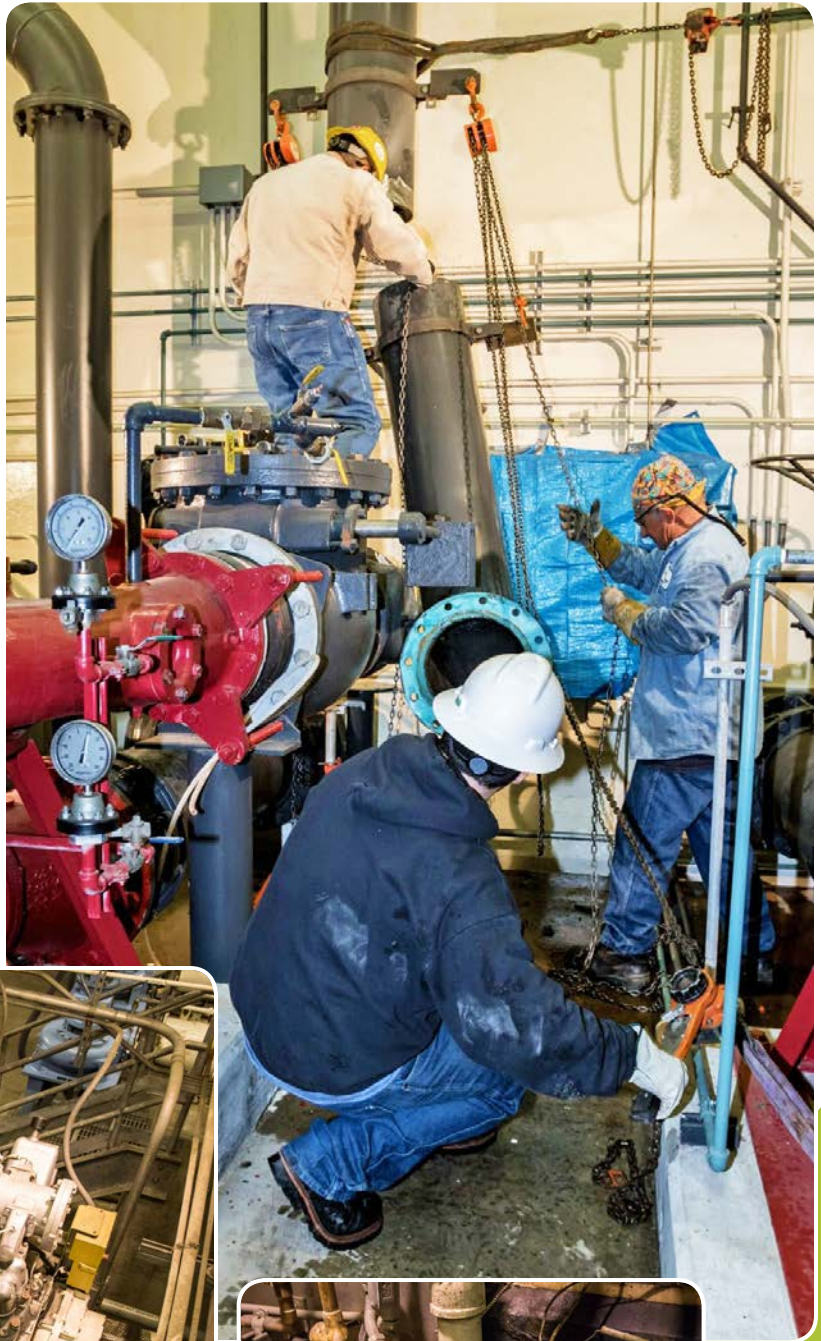
Roger S. Bailey,
General Manager



YOUR DOLLARS AT WORK: PUMP STATION PROGRESS

Central San conducts careful planning – including our Strategic Plan and Comprehensive Wastewater Master Plan – to ensure that public dollars are spent responsibly and effectively. These roadmaps include our plan to maintain a reliable infrastructure, a core component of our services to the community. This infrastructure includes our Martinez treatment plant, our extensive collection system, and the 18 pumping stations throughout our service area.

Central San's collection system is composed of more than 1,540 miles of sewer pipes. The majority of these pipes are engineered to transport wastewater by gravity, but in areas with hilly terrain, Central San relies on pumping stations. These pumping stations use 22.8 miles of pressurized pipes to push wastewater up and over hills. While this may seem like a small number, these pipes and pumping stations transport about a quarter of our flow and are vital to their surrounding neighborhoods. In 2018, Central San will be investing funds to do needed structural, mechanical, electrical, and instrumentation improvements to six of our pumping stations. These projects will allow us to replace deteriorating pipes and provide long-term corrosion protection. Upgrades to the stations will help us prepare for the unexpected by ensuring long-term reliable wet weather pumping and emergency backup power.



Aging infrastructure in some of the Central San Pump Stations are reaching the end of their useable life. Central San will embark on several upgrade projects in 2018.



JOIN US ON EARTH DAY

If you're planning to attend the John Muir Earth Day Festival on Saturday, April 21, be sure to stop by our Central San exhibit and say hello. Our friendly staff will be there to share information about

pollution prevention, household hazardous waste disposal, and other environmental topics. The Festival is being held at the John Muir National Historic Site, 4202 Alhambra Avenue in Martinez. See you there!

NEW VIDEO: IT'S TIME TO SPRING CLEAN

Central San produces educational videos and public service announcements that showcase our programs and services. We recently finished our Spring Cleaning video that follows the lifecycle of a can of paint and the amazing power of recycling. If you are spring cleaning, please bring your unwanted paint, cleaners and other household hazardous waste to the HHW Collection Facility in Martinez.



▶ Watch our new video at
[YouTube.com/CentralSanDist](https://www.youtube.com/CentralSanDist)

CENTRAL SAN JOINS LEADING UTILITIES OF THE WORLD

Recently, Central San was inaugurated into the Leading Utilities of the World (LUOW), a network of 22 of the world's most forward-thinking water and wastewater utilities. The LUOW creates a global network of the world's most successful and innovative water and wastewater utilities to help drive performance across the sector by recognizing achievement, providing a network for sharing ideas, and inspiring others to improve. "Central San is honored to be recognized along with some of the largest

and most advanced utilities in the world. We are committed to our work in customer outreach and our focus on innovation and efficiency in order to provide exceptional service for our customers while fulfilling our mission to protect public health and the environment," said General Manager Roger S. Bailey. Central San was recognized for outstanding achievements in stakeholder engagement, overall utility productivity, environmental impact and its vision for the future.



SCHOOL'S IN SESSION AT CENTRAL SAN!

Ever wonder what happens to water when it goes down your drain? The Central San Academy provides a behind-the-scenes look at one of your community's core services, the wastewater industry. As a participant in our Academy, you will learn how Central San operates as a government agency; how we are striving to increase use of recycled water; and how we collect and clean your wastewater using engineering, technology, chemistry and biology.

This FREE Academy is offered once a year and consists of evening classes once a week for six weeks, including one daytime tour of our facilities.

Please visit our website for more information at CentralSan.org/Academy.





OPENING A BUSINESS? COME SEE US!

If you are considering opening a new business in our service area, you will need to work with Central San to pay sewer capacity fees. These funds are used to support assets which are needed to collect, treat, and safely recycle or dispose of your wastewater. Customers must pay sewer capacity fees when a building's plumbing facilities are first connected to the Central San public sewer system, or whenever an existing building or business is modified in a

way that changes the amount or strength of the wastewater discharged to the public sewer.

Whether you are a business owner, developer, or contractor who wants to hook up to the sewer system, our friendly Permit team is committed to serving your needs and making the process as efficient as possible. Please contact them at (925) 229-7371 if you have any questions.

CALLING ALL PROPERTY MANAGERS AND LANDLORDS

Help us save you money! Central San offers free brochures and materials to property managers and landlords to educate tenants on how to protect their plumbing and decrease property damage caused by overflows and back-ups. If you are interested in free materials, please contact Lindy Lavender at (925) 335-7721.

KITCHEN CULPRITS: FATS, OILS & GREASE

Don't put these down drains:

- COFFEE GROUNDS
- EGG SHELLS
- NUTS
- FATS, OILS, GREASE
- BONES
- BUTTER

PROTECT YOUR HOME AND THE ENVIRONMENT - KITCHEN

Central San collects and treats your wastewater. Wastewater is collected through a system of sewer pipes. When pipes are clogged, wastewater cannot reach our treatment facility and instead backs up in your homes and streets.

Want to avoid a plumbing emergency? These tips can help:

- Never pour fat, cooking oil or grease down the drain.
- Use your garbage disposal sparingly. Food scraps belong in the trash, not down your drain.
- Use chemicals, paint, and waste down the drain.

ALSO KEEP THESE OUT OF DRAINS AND THE GARBAGE DISPOSAL:

- Salad Oil,
- Dairy Products,
- Meat Drippings,
- Meat, Soups and Sauces,
- Produce Stickers

THE DANGERS OF MERCURY

Mercury is highly toxic. If you drop and break an old-fashioned mercury fever thermometer in the sink, its mercury could go down the drain, get into the wastewater that flows through sewers to the treatment plant, and ultimately pollute Suisun Bay. The treatment process cannot remove all traces of mercury from the wastewater.

The sale of mercury fever thermometers was banned in California years ago, but some people still have them at home.

If you bring your mercury thermometer to our Household Hazardous Waste Collection Facility for safe disposal, we'll give you a free digital fever thermometer to take its place!

The Household Hazardous Waste Collection Facility also takes thermostats that contain mercury. For alternative drop-off locations for thermostats, visit: www.thermostat-recycle.org.

QUICKSILVER MESSAGES

- Mercury is the only metal that is a liquid at standard temperature and pressure.
- Named for the Roman god, mercury is the only element to retain its alchemical name as its modern common name. Knowledge of the element dates back to at least 2000 BC. Vials of pure mercury have been found in Egyptian tombs from the 1500s BC.
- Although mercury and all of its compounds are known to be highly toxic, it was considered therapeutic throughout much of history.
- The World Health Organization considers mercury to be one of the top ten chemicals of major public health concern.
- Mercury pollution is measured in parts per billion – the amount contained in a drop of water in a backyard swimming pool. Mercury from one thermometer can contaminate 5,000,000 gallons of Bay water – or six Olympic-size swimming pools.
- The largest culprit of mercury pollution into the San Francisco Bay today is in the hills near San Jose, where old mercury mines (used during goldmining) still leach mercury into creeks and rivers.
- “Mad hatter disease” was an actual term given primarily to hat makers who were exposed to elevated levels of mercury vapors while doing felting work. The mercury exposure caused mental confusion, emotional disturbance, and muscular weakness. Many believe this was the inspiration for the *Alice in Wonderland* character, the Mad Hatter.



SOLVE SINK WOES

Your toilets and drains are not trash cans. Much of what is rinsed-off in your sink goes down the drain and can cause clogs or even end up polluting Suisun Bay!

Watch out for these clog culprits:

FOOD SCRAPS

- Put all food scraps in the garbage (or save them for composting) rather than down the drain. Make sure your guests do the same.

Even if the scraps make it through your drain and into your sewer pipe (lateral), problems can still occur. Large masses of even finely chopped food can clog your pipes, especially if that pipe has been infiltrated by tree roots (the number-one cause of sewer clogs and overflows).

CLOUDS OF F.O.G.

- Prevent grease, greasy food, fat, or fatty foods from going down the disposal or drain. Grease is the second-leading cause of sewer clogs and overflows in the nation.



CRAZY CHEMICALS

- If your drain gets clogged, use a plunger or sewer "snake" to clear it rather than chemical products—they're bad for the environment and are not always effective.

SHOCKING STICKERS

- Sadly, most produce stickers are made of plastic. If they go down the drain as you wash your fruits and veggies, they can get stuck in your plumbing, or in our wastewater treatment plant pumps, hoses, screens and filters. Worse, they can end up in Suisun Bay! It's extremely difficult for our treatment processes to remove small pieces of plastic from the wastewater. Keep produce stickers out of compost piles and green bins, too. Even so-called "compostable" and "biodegradable" stickers take a very long time to degrade. They can also get washed into storm drains when it rains, and add to the shocking amount of plastic polluting our environment.



- Keep your home sewer system happy and trouble-free by throwing produce stickers in the trash!

THE FLUSHABLE WIPES MYTH

Wipes (even those labeled as "flushable") are designed to be durable when wet. **There is no such thing as a flushable wipe.** Many wipes are made from synthetic plastic-based materials. Unlike toilet paper, wipes don't disintegrate easily (if at all) when flushed; they remain intact as they pass through sewer pipes. They clog pipes in homes, and they cause clogs, overflows, and equipment malfunctions in sewer systems, pump stations, and wastewater treatment plants across the country, resulting in millions of dollars in damages.

Please dispose of all wipes in the trash, not the toilet!



MEET MICHELLE:

ONE WOMAN'S PATH TO A WASTEWATER CAREER

It's a few minutes after 8am and many Central San employees are jump starting the day with emails and coffee. Michelle Tarantino has been at work for hours, and her joyous laugh can be heard through the door of the Plant Operations Control Room. It's clear why her infectious smile recently made the cover of California Water Environment Association's *Wastewater Professional*.

Michelle first became interested in a career in wastewater in 2007 when a friend, who was impressed by her work ethic, suggested she consider the night classes offered at Central San through the Bay Area Consortium for Clean Water Education. "I began taking the classes in the evening to become a Plant Operator. Operators need to be licensed by the State, and the tests take quite a bit of preparation to pass successfully." Today, Michelle spends her workday operating large equipment and assisting with lab work.

Earlier in her career, Michelle found that most people she met were unaware of her industry or careers in wastewater, but that seems to be changing. "People are slowly starting to think about things they had not before, like how problematic wipes are and that they should not be flushed. For many, this is the first time they've thought about their sewer system."

The more aware people are of the industry the more they might think, 'I can do that'

Michelle is also hopeful that the stigma around wastewater is dissipating, "I recently attended a career fair full of people in the water and wastewater industry. I think as more young people see these careers and meet the people in them, the stigma might reverse." Michelle is grateful to have a rewarding career she can rely on and is excited about the opportunities available to the next generation of wastewater professionals.

Another way to learn more about careers in Wastewater is Central San Academy (learn more on page 5).



10 HHW: OUR BEST YEAR YET!



Central San was proud to celebrate 20 years of household hazardous waste collection during our Anniversary Collection Drive last October.

Because of our customers, we reached our highest participation level ever! More than nine hundred customers visited our facility in one week alone, including many first-time users. The Household Hazardous Waste Collection Facility is an important community resource dedicated to protecting public health and the environment. During its twenty years of operation, our award-winning facility has received – and kept out of the environment – more than 36 million pounds of household hazardous waste. Thank you for visiting and helping us exceed our 20th Anniversary goal!

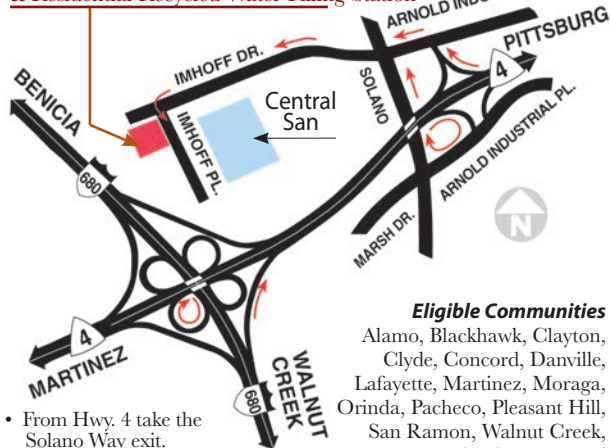
“ I heard about the HHW from a friend and it sounded too good to be true, but it wasn’t! I just drove right in and the customer service was great. Plus, you feel good about what you’re doing.”

– Mike Habecker,
20th Anniversary Raffle
Prize Winner

HOUSEHOLD HAZARDOUS WASTE COLLECTION FACILITY

4797 Imhoff Place, Martinez, CA 94553-4392

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.

HOURS: **1-800-646-1431**

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: May 28, July 4, September 3





A BALANCE OF UPGRADES AND IMPACTS

Most people reading this article probably haven't thought much about how wonderful functional indoor plumbing is, especially at 2 o'clock in the morning. On the other hand, most will understand the frustration experienced when facing traffic delays or the noise of heavy equipment outfitted with beeping backup alarms. How are these two experiences connected? To achieve a high-quality sewer system that provides constant service, even at 2am, requires diligent planning, engineering, and installation of pipes and systems responsible for these tasks. The problem is most of these pipes are located in streets where the asphalt can protect them from damage. But what happens when these pipes need replacing? Unfortunately, possible traffic delays can occur.

Our customers might ask why we don't just use trenchless methods or perform work at night on busy streets. We wish that it were only that easy. Oftentimes, pipe replacements might need to be altered or rerouted to avoid other utilities within the same area.

Working at night to reduce traffic impacts also has its drawbacks. Working at night often costs more, and materials are difficult to come by. Can you imagine ordering several yards of asphalt at 2 o'clock in the morning? Also, within central Contra Costa County, even the busiest roadways are only a block or two away from residential areas. At night, the noise of a construction project can often travel far enough to disturb people who are sleeping.

Central San recognizes the important balance of maintaining our infrastructure, while working to not frustrate our customers. Please be patient with us as we replace pipes in your neighborhoods and communities. Know we are doing everything we can to provide you excellent service with the least impacts to you!



NEIGHBORHOOD UPGRADES

Central San regularly maintains, repairs, or replaces sewer lines and other elements of our 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 is a brief summary of our current and upcoming major construction projects:

LAFAYETTE: The Lafayette Sewer Renovation Project, Phase 12 will be installing sewers at multiple locations in Lafayette, including the Los Pallos and Springhill neighborhoods. There will also be sewers installed along Moraga Road in the Town of Moraga. Expected completion: January 2019.

ORINDA: The South Orinda Sewer Renovation Project, Phase 6 is installing sewers at various locations in neighborhoods south of Highway 24 and East of Moraga Way. Expected completion: December 2018.

The North Orinda Sewer Renovation Project, Phase 7 is installing sewers in the Sleepy Hollow, La Espiral, and El Toyonal neighborhoods. Expected completion: February 2019.

WALNUT CREEK: The Walnut Creek Sewer Renovation Project, Phase 12 is installing sewers in the Miramonte, 2nd Avenue, and Homestead neighborhoods. Expected completion: November 2018.

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.

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



WHERE TO DISPOSE OF UNWANTED DRUGS

The best way to dispose of your unwanted medications is to bring them to a **free** drop-off site (like those listed below). These sites provide safe disposal and keep unwanted drugs out of your toilet or drain, which can pollute local waters. Transfer pills to a sealable plastic bag before depositing them in the bin. Leave liquids in their bottles, but seal them in a bag to prevent leaks.

Have sharps? A list of sharps disposal locations is online:

CentralSan.org/documents/Alternative_HHW_Locations.pdf

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



LOCAL PHARMACEUTICAL DROP-OFF SITES

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.

• **Contra Costa Regional
Medical Center**
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.

Walgreens
has a collection
kiosk for unwanted
medications at their
store in Walnut Creek
(2900 Main Street).

YOUR GARDEN WILL LOVE RECYCLED WATER

A

s a Central San customer, you can get our recycled water to hand-water your home's garden and landscaping. Here's how:

- Come to the Residential Recycled Water Fill Station behind our Household Hazardous Waste Collection Facility, 4797 Imhoff Place, Martinez.
- The Station is conveniently open Monday through Saturday.
- If you haven't used the station before, you'll need to complete an Application/Agreement form. You can download it from CentralSan.org/RecycledWater or obtain one at the station.
- Bring your Application/Agreement form to the station where you'll receive a brief training (less than 10 minutes) on the proper use of recycled water.
- Bring your own containers. They must be made specifically to hold liquids, be a minimum size of one gallon, have water-tight lids, and be secured for safe transport.
- The maximum fill per trip is 300 gallons. There is no limit on the number of trips.

Recycled water should not be consumed or allowed to run off into storm drains. For more information, please call 1-800-646-1431 or visit CentralSan.org/RecycledWater.

Rainy Weather? Call for Current Hours!

During rainy weather, the Fill Station will have fluctuating hours. Please call ahead to find out if it is open: (925) 335-7717.



LET US KNOW IF YOU SEE AN OVERFLOW!

If you see, smell, or suspect a sewage overflow or spill, please call us at (925) 933-0955 or (925) 933-0990. We will dispatch a crew to investigate and take appropriate action as quickly as possible.



WANT TO KNOW MORE?

Would you or your group like to know more about how we protect the environment? We offer speakers for your group and terrific tours of our treatment plant – FREE!

Custom tours and presentations for groups can also be arranged. Please contact Chris Carpenter at (925) 229-7200 or ccarp@centralsan.org or go to this link to sign up for a free tour:

CentralSanPlantTours.eventbrite.com.

14 FOR PARENTS: EMPHASIS ON EDUCATION

Water is the most precious resource on our planet, and Central San's mission is to protect it. Because today's kids will become tomorrow's customers and change-makers, we offer classroom education programs that teach kids the importance of environmental stewardship. Currently, we serve third-and fifth-grade students through our Water Wizard program and high school science students through our lab-based Sewer Science program. Both programs offer a variety of fun, interactive activities to help students learn how they can protect our limited water resources.

In an effort to expand our educational offerings, we are developing an early education program that will help young students understand infrastructure and what should and should not go down the drains in their homes and at school. Our new education characters, Piper, Toot, Tootsie, and Shelly will guide students through a fun pipe-themed learning course. The program will also have an accompanying video that explains how Central San ensures wastewater is clean and safe to return to the environment.

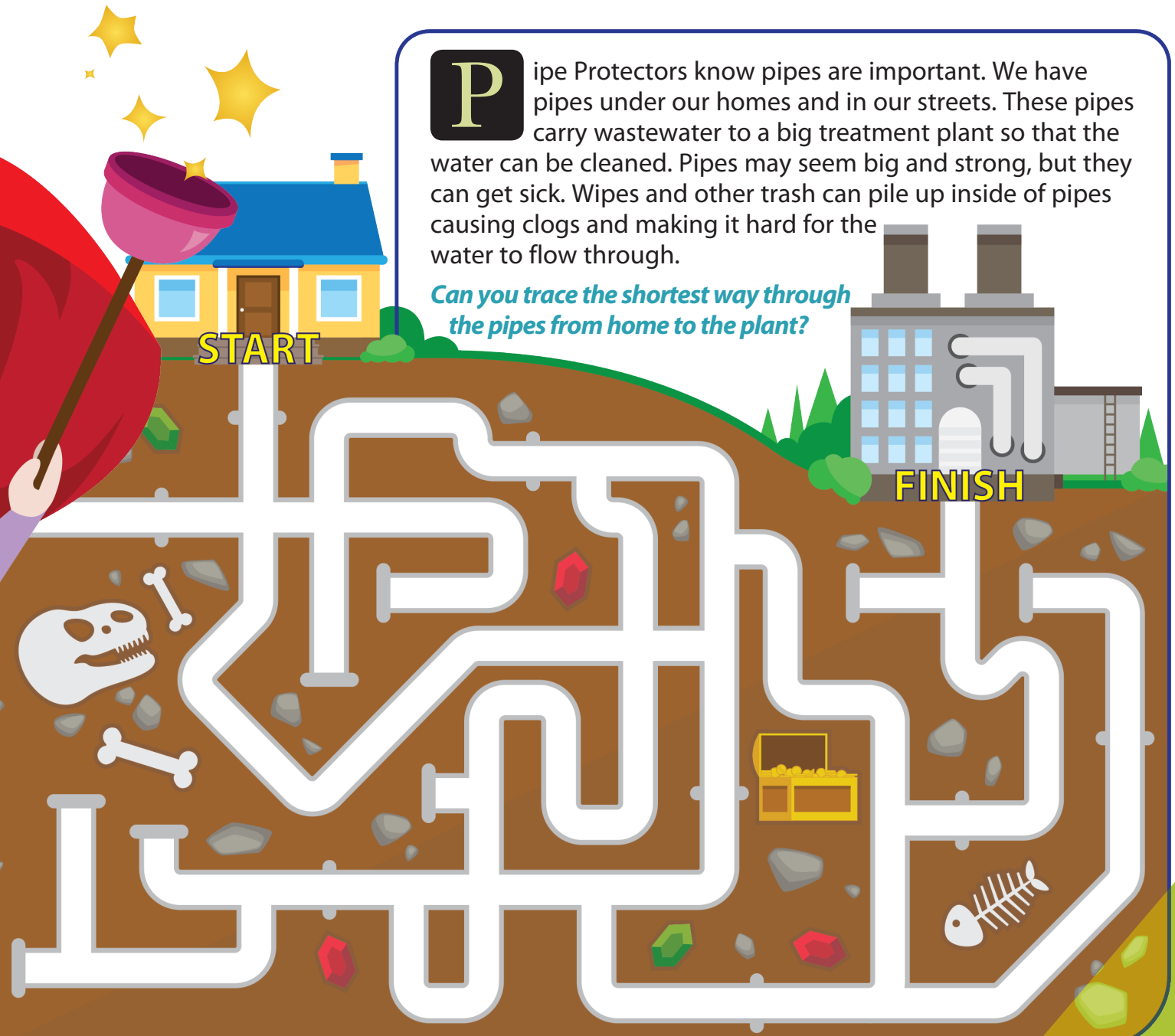
If you are interested in bringing this new education program to your school, please contact Lindy Lavender at llavender@centralsan.org.



FOR KIDS: BE A PIPE PROTECTOR!

Pipe Protectors know pipes are important. We have pipes under our homes and in our streets. These pipes carry wastewater to a big treatment plant so that the water can be cleaned. Pipes may seem big and strong, but they can get sick. Wipes and other trash can pile up inside of pipes causing clogs and making it hard for the water to flow through.

Can you trace the shortest way through the pipes from home to the plant?



LOVE STICKERS? WE DO!

Sign the Pipe Protector Pledge and mail it to Lindy at Central San, 5019 Imhoff Place, Martinez, CA. We'll send you a set of character stickers in return!



I, _____, pledge to protect our pipes by only flushing pee, poo and toilet paper!

WE ARE HERE TO HELP...

General information	(925) 228-9500 or CentralSan.org
Sewer overflows	(925) 933-0955 or 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
Student Education Programs	(925) 229-7310 or CentralSan.org
Community Information Line	(925) 335-7702



Central San serves 484,200 customers within its 145-square-mile service area.

- Wastewater collection & treatment; Household Hazardous Waste (HHW) disposal for 344,600 people.
- Wastewater treatment & HHW disposal for 139,600 people in Concord & Clayton by contract.
- HHW disposal only.
- Central San headquarters, treatment plant, HHW Facility & Residential Recycled Water Fill Station.

CENTRAL SAN

Board of Directors

James A. Nejedly, President

David R. Williams, President Pro Tem

Paul H. Causey, Director

Michael R. McGill, Director

Tad J. Pilecki, Director

Board meetings are open to the public and are usually held on the 1st and 3rd Thursday of each month at 1:30 p.m. in the Central San Board Room, 5019 Imhoff Place, Martinez.

Roger S. Bailey, General Manager

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.

Lindy Lavender, Editor, Writer
Charles Waltmire, Graphic Designer

View archived issues online at CentralSan.org



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