

# PIPELINE



Protecting Our Natural Resources

## From the GM

# A Measurable Path for Success: Building Excellence Through Strong Strategic Planning

**A**t Central San, we strive every day to accomplish our mission of protecting public health and the environment in the most efficient, cost-effective manner possible, all while providing customers with exceptional service. As our customer, it's important that you know the value you received for the money and trust you place with us.

The District sets a high bar for itself. Below are some important accomplishments of our Fiscal Year 2014-16 Strategic Plan.

### GOAL: Meet Regulatory Requirements for the Good of the Community and Environment

- ▶ Earned the prestigious Platinum-18 Peak Performance Award from the National Association of Clean Water Agencies by maintaining 100% compliance with all water quality regulations and permit requirements for the 18th consecutive year (see article on page 3).
- ▶ Reduced sewer overflows to 2.83 spills per 100 miles of pipeline (the Bay Area average is 5.5 spills per 100 miles).

### GOAL: Ensure Financial Stability

- ▶ Maintained an AAA credit rating with Standard and Poor's.
- ▶ Commissioned and implemented recommendations of an independent Cost of Services Study to ensure customers are being fairly charged based on the services they receive.
- ▶ Paid down an additional \$2.5 million in pension debt to address unfunded liabilities.

### GOAL: Be a Leader in the Wastewater Industry

- ▶ Collaborated with Contra Costa Water District and East Bay Municipal Utilities District to explore opportunities to maximize the use of recycled water, saving precious drinking water in our community.
- ▶ Produced 80% of our treatment plant's energy needs in-house through our on-site cogeneration facility.
- ▶ Installed solar panels at three facilities to produce green energy.

### GOAL: Provide Exceptional Customer Service

- ▶ Implemented a Central San Academy to engage with customers and obtain their feedback while teaching them about our mission and services (see article on page 4).



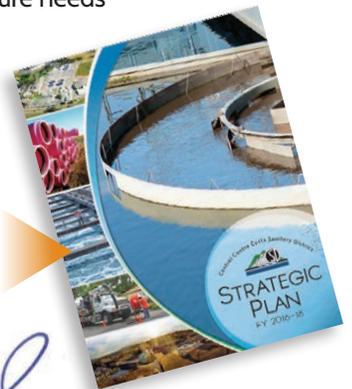
### GOAL: Provide Exceptional Customer Service (cont'd.)

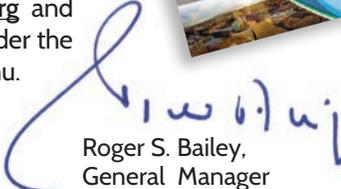
- ▶ Planned our 70th Anniversary Open House as a fun-filled educational opportunity for customers to interact with our staff and ask important questions about what we do (see article on pages 8-9).
- ▶ Served more than 55,000 residential customers with nearly 12 million gallons of recycled water at our fill station.
- ▶ Achieved a high customer service satisfaction rating of 3.81 out of 4.0 for sewer construction and maintenance work projects.
- ▶ Reduced the average response time to after-hours emergency service calls to within 40 minutes.

### GOAL: Maintain a Reliable Wastewater Infrastructure

- ▶ Implemented an Asset Management Program to operate, maintain, and replace assets in the most cost-efficient manner.
- ▶ Began a Comprehensive Wastewater Master Plan process to plan for our infrastructure needs over the next 20 years.

Our Fiscal Year 2016-18 Strategic Plan continues our commitment to our mission while anticipating new challenges, but most importantly it reaffirms our commitment to provide our customers with outstanding service. You can view the entire Plan, with all goals and initiatives, on our website. Go to [CentralSan.org](http://CentralSan.org) and click on "Strategic Plans" under the "About Us" drop-down menu.



  
Roger S. Bailey,  
General Manager



# Central San Continues Award-Winning “Platinum” Operations

**T**he Central Contra Costa Sanitary District (and all wastewater treatment agencies in the U.S.) must meet very stringent federal, state and regional water quality standards to ensure that the local waters into which we discharge treated wastewater (in our case, Suisun Bay) are protected.

We work very hard every day, and perform more than 15,000 laboratory tests annually to confirm that we meet or surpass all water quality standards. In 2015, we achieved our 18th consecutive year of zero permit violations. We're one of very few wastewater treatment plants in the nation

to attain this level of continued success. Our efforts were recognized recently when the National Association of Clean Water Agencies presented Central San with its prestigious Platinum-18 Peak Performance Award.

We couldn't have achieved this milestone without your assistance. When you properly dispose of household hazardous wastes and pharmaceuticals, and take other actions to keep pollutants out of the sewer, you are helping us to protect Suisun Bay and the environment.

Thank you for your continued support!

## Central San: Your friendly neighborhood sewer utility - and so much more!

**T**he Central Contra Costa Sanitary District (Central San) has been protecting public health and the environment by collecting and treating wastewater for the residents and businesses of central Contra Costa County since 1946. Whatever goes down your toilets and drains travels through our vast sewer system to our treatment plant in Martinez, where we clean an average of 32 million gallons of wastewater every day. Most of that goes back into Suisun Bay, but we do additional treatment of about 2 million gallons each day to produce recycled water for landscape irrigation and industrial uses. We also operate a Household Hazardous Waste Collection Facility and sponsor several pharmaceutical collection sites within the communities we serve. Please visit our website for more information: [CentralSan.org](http://CentralSan.org).

# New Academy Helps Participants Explore the World of Wastewater



**T**wenty-three people devoted five Tuesday evenings and one afternoon to learning about sewer services and the agency that provides them earlier this year by participating in the inaugural semester of Central San's free Citizens Academy.

"I learned a lot about the function of the wastewater collection and treatment system, and how important it is," said Ed Hartman of Walnut Creek. "The instructors were very knowledgeable, and it was interesting to see where our money goes."

Academy participants learned many things about the wastewater world, including:

- How we use engineering, biology, chemistry and technology to protect public health and the environment as we collect and treat wastewater;
- How we strive to provide more drought relief through increased use of recycled water;
- How we dispatch crews with specialized trucks and tools to maintain sewers and respond quickly to problems; and
- How we and other Special Districts continually seek more innovative and cost-efficient ways to accomplish missions and meet customer service needs with limited budgets and resources.

The interactive curriculum was taught by staff from all levels of our organization, including our Board President, General Manager, Department Directors and Division Managers.

In addition to receiving classroom presentations and doing group exercises, participants toured our treatment plant,



laboratory, recycled water fill station, and household hazardous waste collection facilities. They also enjoyed a Q&A session with members of our Board of Directors.

In return, the Academy provided Central San with an invaluable opportunity to exchange ideas, solicit suggestions, and obtain direct feedback from our customers. It was an incredible success for all involved, and we plan to bring it back next year.



*The Academy offers a mix of classroom settings and guided tours of the plant.*

## Interested in Attending?

Are you:

- Curious about local government activities?
- Passionate about protecting the environment?
- Interested in a career in the wastewater industry?
- Or just eager to learn more about the services we provide?

If so, apply to attend the Spring 2017 semester of the free Central San Academy!

For more information and to apply, please go to [CentralSan.org/Academy](http://CentralSan.org/Academy).

# We These Businesses

Central Contra Costa Sanitary District  
**2016**  
**Pollution Prevention Awards**

**W**e love it when local businesses help to prevent pollution and protect the environment!  
Congratulations to this year's winners of our annual Pollution Prevention Awards!

## Barrelista Coffee House & Café

736 Main St., Martinez

They are reducing waste by using compostable food trays, cutlery and cups, and by serving iced espresso drinks in mason jars which customers can keep and reuse.



## Kee's Auto Body

2171 Monument Blvd., Concord

They are conserving precious water resources by eliminating wet sanding and using wax in lieu of water to wash cars.



## Mike's Auto Body

2140 N. Broadway, Walnut Creek

They use a recycling system when washing cars that saves valuable water, and they have installed more energy-efficient lighting.

## Walnut Creek Chrysler, Jeep, Dodge, Ram

2404 N. Main St., Walnut Creek

They use a drainage piping system that reduces spills and increases efficiency while automatically transferring waste fluids (such as motor oil) to storage tanks, and have installed more energy-efficient lighting.



We conduct our Pollution Prevention Awards program in conjunction with National Pollution Prevention Week in September. The winners are presented with their awards at Sustainable Contra Costa's annual Leadership in Sustainability Awards Gala. Since initiating our program in 1992, we have recognized 108 local businesses for their exceptional efforts to go beyond compliance to minimize water pollution and protect the environment.

# Is Your Used Oil Just Oil?

**U**sed motor oil is one of the most common items brought to our Household Hazardous Waste Collection Facility. About 22,000 gallons of used oil is brought in for recycling each year by our residential customers.

To prevent contamination issues, we ask everyone who performs their own vehicle maintenance or repair to never mix chemicals with their used oil.

## Oil that is contaminated with chemicals cannot be recycled.

When used oil is brought to our facility, we transfer it to a large storage barrel that can hold 4,000 gallons. If we unknowingly receive oil that has been mixed with chemicals, it will contaminate all of the oil being stored, rendering it useless. In addition to needlessly wasting up to 4,000 gallons of oil (which could have been recycled and used for more than 2,300 oil changes), receiving contaminated oil can cost thousands of dollars in clean-up costs because oil storage barrels and equipment must be decontaminated.

Please do not mix anything with your used oil. This includes:

- parts cleaner solvent
- antifreeze
- brake fluid
- paint
- pesticides
- cleaners
- water (a small amount is okay)

If the oil has been contaminated, we can still accept it. Write "Contaminated oil" on the container and alert our attendant so we know to handle it separately.

Please help us continue to accept and recycle your used oil. Let's work together to reduce waste and conserve our resources!



## 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.)

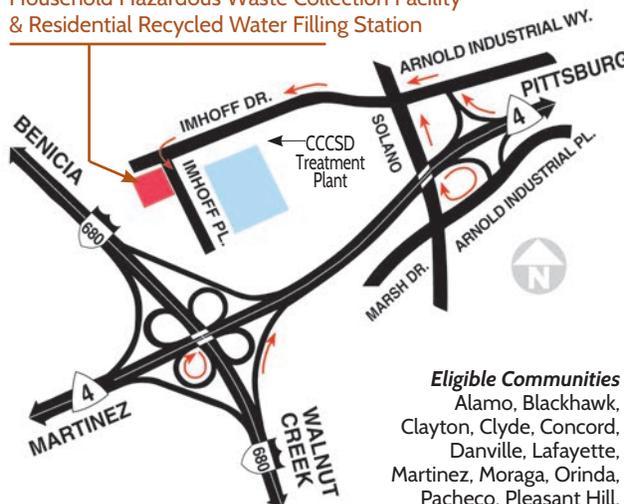
**Businesses:** Monday - Saturday, by appointment only

**Holiday Closures:** 11/11 - Veterans Day; 11/24 and 25 - Thanksgiving; 12/24 through 1/02/17 - Christmas and New Years; 1/16/17 - MLK Day; 2/13/17 - Lincoln's B-Day; 2/20/17 - Washington's B-Day

**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.



Please don't pour grease down the drain!

## Holiday Cooking "I'm Stuffed!" Says Your Sewer Pipe

**D**uring the holidays when people prepare elaborate meals, deep-fry turkeys, and invite more guests into their homes, the amount of grease, oil and fat going down kitchen sinks dramatically increases. No wonder it's the busiest time of year for plumbers!

**Grease is a major cause of sewer clogs and overflows.**

Here are steps you can take to prevent clogged pipes and sewage overflows from ruining your holidays:

- Keep all grease, oil, fats and fatty foods from going into the sink, garbage disposal, drains, and sewers.
- Dispose of grease, oil and fats by putting into a lidded container, mixing in an absorbent material (such as kitty litter or coffee grounds), sealing the container, and putting it in the trash.
- Bring large quantities of used cooking oil (such as from a turkey fryer) to our Household Hazardous Waste Collection Facility. It will be recycled into biofuels!



Yep, that's congealed grease clogging a pipe. Gross!

## Don't Let Gift Wrap Go Up in Smoke

**A**fter the presents have been opened during the holidays, you may be tempted to toss the gift wrap into your wood-burning stove or fireplace. Please don't.

Colorful and shiny gift wrap may be manufactured with inks and metallic coatings. When burned, the chemicals within the paper will release toxic dioxins and other pollutants. This not only creates air pollution, it creates water pollution when particulates in the smoke eventually come down and contaminate local waters. While most U.S. gift wrap manufacturers have switched to safer pigments, much of the gift wrap sold in the U.S. is manufactured overseas, and it's often impossible for consumers to know the difference.

Discarded gift wrap should be saved for reuse, or put in the trash. *Because of inks, dyes, lamination, glitter, metallic coatings and other additives, most gift wrap is not recyclable.*



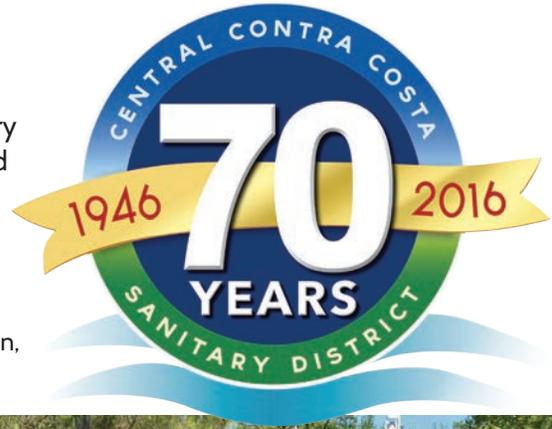
# Open House Commemorates 70 Years of Service

**M**ore than 1,000 people came to Central San's 70th Anniversary Open House on July 16. Among other delights at this fun-filled festival, kids of all ages enjoyed a talking toilet, a giant toilet they could climb into (without getting wet), and motorized toilets they could drive around a race track!

Other activities included treatment plant tours, big truck displays, games, face painting, live music, free food, and educational exhibits about recycled water, overflow prevention, water quality testing by our laboratory, and career opportunities.

"This was the first time Central San hosted a public Open House like this," said General Manager Roger Bailey. "In addition to commemorating our 70 years of service with a variety of family-friendly and educational activities, the Open House offered a great opportunity for customers to interact with our staff and ask questions about what we do. This level of engagement between a public agency and its constituents is beneficial to everyone involved. From the comments provided by attendees, I can confidently say that our 70th Anniversary Open House was a resounding success."

*More than 1,000 people came to our Open House.*



*More than 300 people took a guided tour of our award-winning wastewater treatment plant.*



*Town of Danville Mayor Karen Stepper was one of several elected officials who attended the event to congratulate Central San on its 70th Anniversary.*

*The motorized toilets were a big hit!*



## Kudos From Attendees

We received a lot of unsolicited feedback from attendees of the Open House. Here are a few excerpts:

● “Thank you for a wonderful and well-planned event. Your team greeted us with enthusiasm, shared with us, and fed us. We were impressed and grateful for the information we received. It is remarkable what you do to clean our wastewater before releasing it back into the Bay or recycling it for landscapes. Thank you again for inviting the public to share all of the good that you are doing for us and our planet.”

~ Cheryl Teixeira and Jim Orosco

● “We want to thank you and your wonderful staff for inviting us to your celebration. The staff member leading our tour was very knowledgeable, and we could tell she was proud to work at the treatment plant. Every time we use our commemorative water bottles, we will be reminded of your dedicated staff who work so hard on our behalf.”

~ Catherine and Randy Nelson

● “My husband Bob and I sincerely thank you and your personable staff for the delightful, informative, and well-done Open House. It was a lovely day and we came away educated and impressed. Kudos to all!”

~ Beverly Lauderdale

● “I had a blast today! As one who works in the engineering field and with construction experience, it was fascinating to see all those big trucks and their equipment. Now, whenever I see one of those trucks and its crew working in the street, I’ll know what they are doing and why! I also want to let you know how wonderful the staff was. Many thanks for the event!”

~ Kit Perry

● “A giant thank you for presenting your 70th Anniversary Open House! This was an excellent event and I enjoyed every aspect of it, got to talk to some very knowledgeable people, and learned a lot about the services you bring to our community.”

~ Gary Miller



**FAR LEFT:** The big trucks and equipment used by our sewer-cleaning crews impressed curious visitors.

**LEFT:** Seeing what’s usually hidden from view: What clogs pipes? Roots, grease, and wipes!



**LOWER LEFT:** This big toilet and its plungers provided good, clean, fun (and great photos ops)!

# Is Your Sewer Pipe About to Fail?

**Nothing lasts forever, and a sewer pipe is no exception.**

Property owners are responsible for the sewer pipe (called a lateral or side sewer) that connects the plumbing of their house or building to the public sewer under the street. The Central Contra Costa Sanitary District (Central San) is responsible for the public sewers, only.

While modern PVC (plastic) pipes last up to 100 years, older pipes made from clay tile, cast iron, or other materials wear out much sooner. If your house was built before the 1970s, there's a good chance the pipe is clay and could soon wear out.

As older pipes deteriorate, hair-thin tree roots can squeeze into joints or cracks. The moisture and nutrients within the pipe enable the roots to thrive and grow until they block or even break the pipe.

Sewer pipes can also get clogged by an accumulation of grease and debris (such as disposable wipes).



▶ **DO:** Dispose of grease, wipes and debris in the trash.

## How Do I Know if My Sewer Pipe Needs to be Repaired?

Have your sewer pipe inspected by a licensed plumbing contractor if:

- ▶ You have a sewage backup;
- ▶ A toilet or household drain empties more slowly than usual;
- ▶ Patches in your yard are always wet.

▶ **DO:** Get a video inspection of the inside of the pipe to determine whether it is damaged or simply clogged.

## How Much Will Repairs Cost?

The cost of a sewer repair can range from a few hundred to several thousand dollars (\$5,000 - \$10,000 for replacement) and will depend on several factors, such as location, accessibility, length of the pipe, depth of the pipe, cause of failure, type of material, and the number of connections.

▶ **DO:** Have repairs made before an overflow occurs, if possible; otherwise, your costs could be significantly more.



## What If I Have More Questions?

▶ **DO:** Contact Central San's friendly Permit Staff at (925) 229-7371.

# How to Hire a Contractor to Repair Your Sewer

**H**ere are the steps to take once you've determined that your lateral needs to be repaired.

- 1 ESTIMATES:** Interview and get estimates from at least three licensed plumbing contractors. It's also good to ask friends or family to recommend contractors, if possible.
- 2 ALTERNATIVES:** Ask the contractor about alternative sewer repair methods (such as open-cut or trenchless) available for your situation.
- 3 PERMITS:** Ask about required permits. Apart from routine cleaning, all other work done on a lateral/side sewer requires a permit from Central San before the work begins. This is required even if you or the contractor has a building or plumbing permit from the city or county.  
**NOTE:** The fee for working without a permit is significant and ultimately the responsibility of the homeowner. **Do not hire a contractor who says sewer repair work can be done without a permit!**
- 4 REVIEW:** Read the contractor's proposal carefully to make sure it explains:
  - ▶ All work to be done;
  - ▶ The required permits;
  - ▶ Who will obtain and pay for the permits;
  - ▶ How the site will be restored and cleaned up;
  - ▶ Payment terms. **NOTE:** While a deposit may be required before work begins, State law limits deposits to 10% of the proposed cost of the work or \$1,000, whichever is lower.

Once you have selected a contractor and the Central San permit has been obtained, our inspectors will make sure the job is done right!



## Don't Get Cheated!

**S**ome contractors 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.

One way to avoid being cheated is to pay for your permits yourself.

**We are here to help!** Always check with us if you have questions or concerns about the need for sewer work! Call our friendly Permit Staff at (925) 229-7371.



## Big Projects = Better Service

**T**he 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 and patience. Here's a brief summary of our major ongoing construction project:

**PLEASANT HILL:** The Pleasant Hill - Grayson Creek Trunk Sewer Project is installing sewers in the Westover Drive and Pleasant Hill Road neighborhood. Expected completion: May 2017.

*Thank you Pleasant Hill for your patience!*

### 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](mailto:ccarp@centralsan.org), or visit [CentralSan.org/Construction](http://CentralSan.org/Construction).

### ONLINE:

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



# Your Toilet Is Not a Trash Can!

**P**lease don't use your toilet as a trash can. It may be convenient to flush disposable wipes, condoms, feminine hygiene products, dental floss, tissues, and paper towels. But those and many other items (even if labeled "flushable" or "biodegradable") can clog your sewer pipes, cause overflows, damage wastewater treatment plant equipment, and contribute to water pollution.

**Flush only human waste and toilet paper. Put everything else in a real trash can.**



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

## Do You Need an Overflow Protection Device?

**T**hanks to the diligent efforts of our crews, Central San has one of the lowest sewer overflow rates in the Bay Area. But with 1,500 miles of sewers serving more than 480,000 customers, we can never totally eliminate overflows; there are too many things beyond our control.

**Stuff happens. But it needn't happen to you.**

Installing an Overflow Protection Device on the cleanout of your home's private side-sewer/lateral will prevent sewage from backing up into your home from a clogged sewer main. The device works by directing the overflow to happen in your yard, rather than through drains inside your home.

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

Overflow Protection Devices typically cost \$20 - \$40, depending on model, and are available at plumbing supply stores. We recommend installation by a licensed plumber. Be sure to keep the device clear of obstructions that might interfere with its operation, such as dirt or vegetation.

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

# Please Don't Flush Your Drugs!

**F**lushing unwanted medications down a toilet or pouring them down a drain can pollute local waters. Please bring them to one of the following free drop-off sites for safe disposal.

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.

**Please do not put sharps or anything other than medications in the container!** A list of sharps disposal locations is online: [CentralSan.org/documents/Alternative\\_HHW\\_Locations.pdf](http://CentralSan.org/documents/Alternative_HHW_Locations.pdf)

For more information, visit [CentralSan.org/HHW](http://CentralSan.org/HHW) or call 1-800-646-1431.

## 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.

### Martinez (cont'd.):

- **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.



## Watch This!

Check out our video, "Don't Flush Your Medications!" (Starring one of our Shift Supervisors, Frank Favalora, and County Supervisor Mary Nejedly Piepho) on our YouTube channel: [YouTube.com/CentralSanDist](http://YouTube.com/CentralSanDist)



## Check Us Out on Social Media!



[YouTube.com/CentralSanDist](http://YouTube.com/CentralSanDist)

[Facebook.com/CentralSanDist](http://Facebook.com/CentralSanDist)



[Twitter.com/CentralSan](http://Twitter.com/CentralSan)

# Let Us Know if You See an Overflow!

*If you see, smell, or suspect a sewage overflow or spill, please call us right away at (925) 933-0955 or 933-0990.*



## Free Solar Personal Thermometers!

**M**ercury 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!***

For more information, please call 1-800-646-1431.



## Want to Know More?

**W**ould 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!

Quarterly tours are available on these dates:

- November 30, 2016, 9 - 10:30 a.m.
- January 25, 2017, 9 - 10:30 a.m.
- April 26, 2017, 9 - 10:30 a.m.
- July 26, 2017, 9 - 10:30 a.m.
- October 18, 2017, 9 - 10:30 a.m.

Custom tours and presentations for groups can also be arranged.

Please go to our Eventbrite link to sign up for a free tour: [centralsanplanttours.eventbrite.com](http://centralsanplanttours.eventbrite.com) or contact Kit Ohlman at (925) 229-7329 or [kohlman@centralsan.org](mailto:kohlman@centralsan.org).

# Find the Things You Should Never Flush

Toot,  
the Talking Toilet,  
says:  
"To prevent clogs and  
pollution, flush only pee, poo,  
and toilet paper down the  
toilet."



In this puzzle, find and circle the following hidden words, which are items you should never flush. Words can be written up or down, diagonally, or from left or right.

- |              |              |              |         |       |
|--------------|--------------|--------------|---------|-------|
| BANDAGES     | FOOD         | MEDICINE     | Q-TIPS  | WIPES |
| COTTON BALLS | GOLDFISH     | NAPKINS      | TISSUES |       |
| DENTAL FLOSS | HAIR         | PAPER TOWELS | TOYS    |       |
| DIAPERS      | KITTY LITTER | PETS         | TRASH   |       |

E	M	E	D	I	C	I	N	E	D	C	S	E	P	I	W
X	G	O	L	D	F	I	S	H	O	Q	N	N	R	A	H
T	X	X	B	G	G	R	I	T	X	C	A	P	K	J	N
V	W	P	V	H	R	E	T	T	I	L	Y	T	T	I	K
T	A	E	W	J	P	O	P	K	O	Q	B	E	B	K	H
I	I	T	A	D	N	A	J	J	T	R	U	U	A	N	O
S	G	S	K	B	R	O	P	I	W	O	J	W	N	J	I
S	Q	S	A	Z	V	D	P	E	F	X	Y	Y	D	N	N
U	E	L	A	I	O	S	H	G	R	W	T	S	A	J	A
E	L	G	Y	O	U	M	A	J	H	T	K	U	G	T	P
S	L	Q	F	A	S	H	I	R	T	C	O	V	E	I	K
G	Z	T	R	A	S	H	R	O	Z	H	E	W	S	T	I
C	D	E	N	T	A	L	F	L	O	S	S	L	E	Z	N
M	X	E	F	Z	U	S	J	V	Z	M	Q	Z	M	L	S
X	S	R	E	P	A	I	D	V	N	O	Z	L	V	Y	S
P	K	Z	X	R	E	L	B	N	D	S	I	P	R	S	D

**Solution:**

## Where to Call...

General information	(925) 228-9500 or <a href="http://CentralSan.org">CentralSan.org</a>
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 <a href="http://CentralSan.org/HHW">CentralSan.org/HHW</a>
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
Job Hotline	(925) 229-7109 or <a href="http://CentralSan.org">CentralSan.org</a>
Student Education Programs	(925) 229-7310 or <a href="http://CentralSan.org">CentralSan.org</a>
Public InfoLine	(925) 335-7702



**CCCSD serves 481,600 customers within its 145-square-mile service area.**

- Wastewater collection & treatment; Household Hazardous Waste (HHW) disposal for 340,700 people.
- Wastewater treatment & HHW disposal for 140,900 people in Concord & Clayton by contract.
- HHW disposal only.
- CCCSD's headquarters, treatment plant, HHW Facility & Residential Recycled Water Fill Station.



### Board of Directors

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

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

Roger S. Bailey, General Manager



### COVER ART "Snow on Mt. Diablo"

Photography by  
Discovery Bay Studios,  
Stacey & Kelly Chance

[discoverybaystudios.com](http://discoverybaystudios.com)

### 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

View archived issues online at [CentralSan.org](http://CentralSan.org)

PIPELINE is printed with  
soy-based inks on Recycled Paper

