

# PIPELINE

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# CENTRAL SAN: YOUR PROUD SEWER SERVICE PROVIDER

**E**very time you wash your dishes or clothes, flush your toilets, use your sinks, bathtubs and showers, Central San collects and cleans all that dirty water. That collection depends on the sophisticated engineering of over 1,500 miles of underground pipe and 18 pumping stations. Through this system, wastewater is transported from your home to our regional treatment plant where we clean over 44 million gallons of wastewater a day.

In 2017, Central San began implementing a 20-year master plan that outlines what and when parts of our treatment plant, neighborhood sewer pipes and pumping stations are expected to need extensive repair or replacement. The master plan is focused on four major factors: replacing aging infrastructure, meeting emerging regulatory requirements, preparing for the future, and ensuring sustainability in everything we do. This includes a commitment to protecting our environment through services like our Household Hazardous Waste Collection Facility, recycled water programs and unwanted medication collection.

Beyond our focused preventative maintenance program which has extended the lifespan of facilities and equipment beyond their expected useful life, we have heavily invested in replacing parts of our large and complex infrastructure to ensure service reliability.

In the last two years alone, we have worked hard to complete the following major projects:

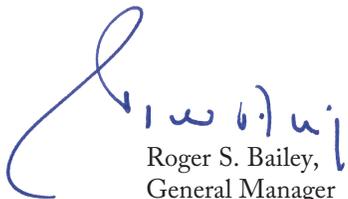
- 1. Headworks Screening** – Replaced outdated screens with new technology that removes over 276 tons of plastics and debris per year from wastewater coming into the treatment plant.
- 2. Collection System** – Replaced 11 miles of neighborhood sewer pipes.
- 3. Wet Scrubber** – Completed an award-winning air pollution control research project that tested a new air cleaning technology system, reducing future capital costs by over \$14 million.
- 4. Pump and Blower Building** – Constructed seismic upgrades to a 40-year-old building that houses critical large pumps and equipment that help wastewater move through the treatment plant.

In order to continue the award-winning service you rely on and to fund critical improvements, we need to make additional investments.

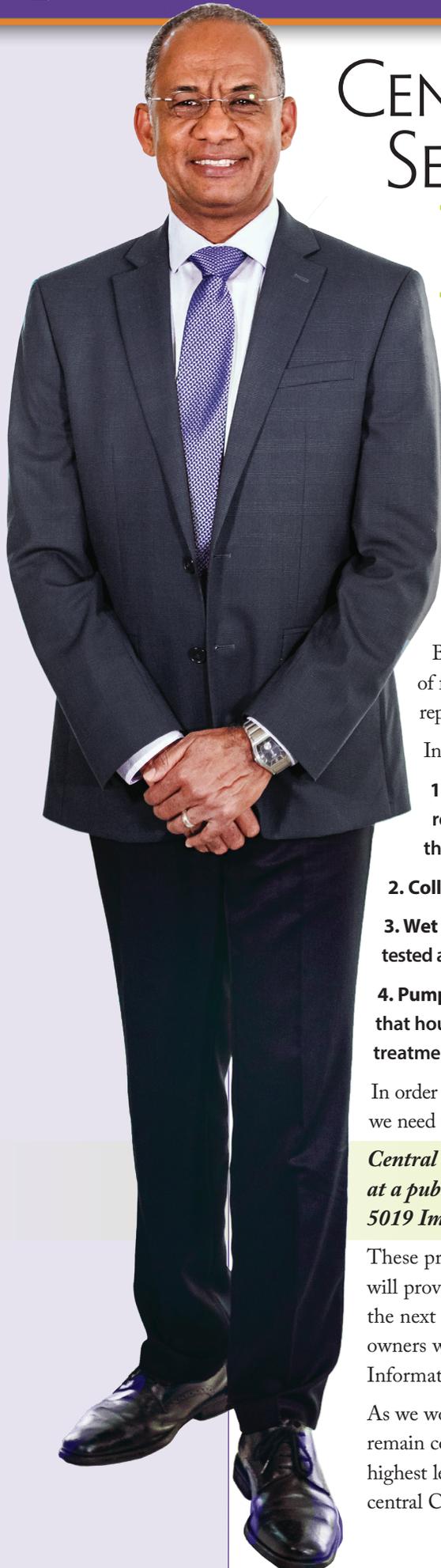
*Central San's Board of Directors will consider and vote on the proposed rate increases at a public hearing on April 18, 2019 at 1:30 p.m. at the Central San Board Room, 5019 Imhoff Place, Martinez, CA 94553.*

These proposed rate increases for residents and businesses, along with potential borrowing, will provide the necessary funding to complete the critical projects currently scheduled for the next four years (see next page for more details). Notices have been mailed to property owners with detailed information about the proposed rates. Information is also available at [CentralSan.org](http://CentralSan.org).

As we work hard to complete these necessary upgrades, we remain committed to excellence and to the pursuit of the highest levels of reliability and service for the residents of central Contra Costa County.



Roger S. Bailey,  
General Manager



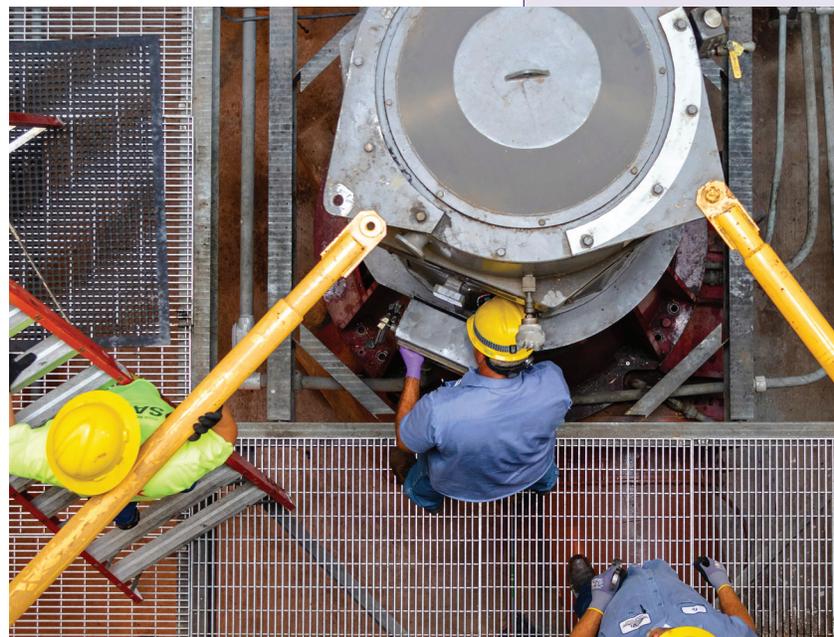
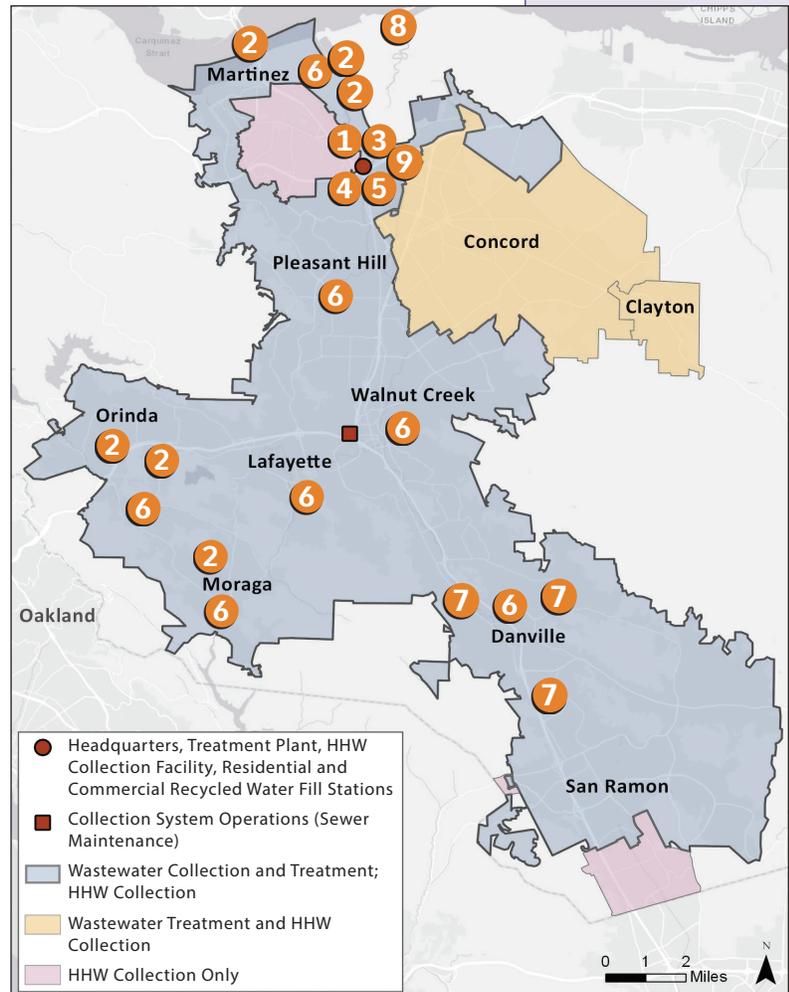
# BUILDING OUR FUTURE

**O**ur master plan identifies many upgrade and replacement projects for the collection system pipes, pump stations, and treatment plant to ensure they continue to function properly now and into the future. To do so, we will need to triple capital spending. Proposed rate increases, along with potential borrowing, will provide the necessary funding to complete the nine critical projects currently scheduled for the next four years.

- 1 Solids Handling** – We will renovate the existing 40-year-old solids handling facilities and replace critical equipment that will ensure reliable ongoing processing of wastewater solids and compliance with strict air quality regulations.
- 2 Pumping Stations** – We will improve three large pump stations that are essential for continuous delivery of wastewater from Orinda and Moraga to our treatment plant, and we will design improvements for three additional pump stations serving Martinez.
- 3 Filter Plant and Clearwell** – We will replace aging components of recycled water production and storage facilities, sustaining the recycled water supply for industrial and landscape use instead of using our community's precious drinking water.
- 4 Mechanical and Concrete** – We are rehabilitating structures and equipment where wastewater enters the treatment plant and in the primary treatment areas, which are some of the most corrosive environments at the plant.
- 5 Steam and Aeration Blower Systems** – We will provide comprehensive condition assessments for the aging steam generation equipment, piping, and support facilities and will evaluate the condition of aeration blowers and biological treatment facilities, to confirm the need for near- and long-term upgrades.
- 6 Collection System** – We will replace 28 miles of aging neighborhood sewer pipes.
- 7 Large Sewer Inspections** – We will increase inspection and condition assessments of large sewers, called interceptors, that convey your wastewater. Some of these sewers are up to 8.5 feet in diameter.
- 8 Outfall Improvements** – We will inspect and make improvements to a 3.5-mile, 6-foot diameter outfall pipeline that was originally built in 1958 and conveys clean treated water to Suisun Bay.
- 9 Flood Resiliency Improvements** – We will partner with Contra Costa County Flood Control District to raise the levee along portions of Walnut and Grayson Creeks to ensure Central San's treatment plant is protected from flooding. We will also improve critical underground treatment plant pumps to prevent them from flooding.

## PROJECTS

See the current upgrades we are making in your neighborhood:  
Page 7



# AN ELEMENTAL PERSPECTIVE

## TWO DECADES OF 100% COMPLIANCE

Central San has achieved twenty years of 100% compliance with our effluent discharge permit, in which the lab played a central role.

## PERIODIC TABLE OF ELEMENTS

This year marks the 150th anniversary of the creation of the periodic table of elements. The table, which was originally published to illustrate trends in the then-known elements, helps scientists know the characteristics of an element and predict chemical reactions.

If you regularly drive down Highway 4 in Martinez, you're likely familiar with Central San's large treatment plant, but did you know that our Martinez facility is also home to a full laboratory? Central San's chemists and lab staff work daily to ensure the health and safety of our employees and customers. "We constantly provide data to other divisions," explained Chemist II Sal Rosales. "Including operations and engineering, to help fine tune our processes. This is a living system and we need to keep it happy and be able to make changes quickly. The lab played an instrumental role in Central San achieving twenty years of 100% compliance with our effluent discharge permit." The wastewater treatment process relies on microorganisms, playfully referred to as "good bacteria" and the Central San scientists are these microorganisms' careful babysitters. "It's basically the goldilocks effect, not too much oxygen, not too much heat, not too much food but sufficient food," said Sal, with a knowing smile. Keeping an eye on the health of the bacteria we use for treatment is important, but it's not the only role of our lab. Much of the lab's work is for regulatory compliance reporting, including testing for many of the heavy metals of the periodic table – such as mercury and copper. "People often think we're doing research, but not really, we're mostly ensuring we meet strict environmental regulations."



1 H 1.00794	2 He 4.002602																	18 Ar 39.948																											
3 Li 6.941	4 Be 9.012182																	19 K 39.0983	20 Ca 40.078																										
5 B 10.811	6 C 12.011	7 N 14.00643	8 O 15.999	9 F 18.998403	10 Ne 20.1797																	17 Cl 35.453	16 S 32.06																						
11 Na 22.98976928	12 Mg 24.304																	35 Br 79.904	36 Kr 83.798																										
13 Al 26.9815386	14 Si 28.0855	15 P 30.973762	16 S 32.06	17 Cl 35.453	18 Ar 39.948	19 K 39.0983	20 Ca 40.078	21 Sc 44.955912	22 Ti 47.88	23 V 50.9415	24 Cr 51.9961	25 Mn 54.938045	26 Fe 55.845	27 Co 58.933195	28 Ni 58.6934	29 Cu 63.546	30 Zn 65.38	31 Ga 69.723	32 Ge 72.630	33 As 74.9216	34 Se 78.96	35 Br 79.904	36 Kr 83.798																						
37 Rb 85.4678	38 Sr 87.62	39 Y 88.905848	40 Zr 91.224	41 Nb 92.90638	42 Mo 95.94	43 Tc [98]	44 Ru 101.07	45 Rh 101.07	46 Pd 106.36	47 Ag 107.8682	48 Cd 112.411	49 In 114.818	50 Sn 118.710	51 Sb 121.757	52 Te 127.6	53 I 126.90548	54 Xe 131.29	55 Cs 132.905451966	56 Ba 137.327	57-70 La-Lu	71 Yb 173.054	72 Lu 174.967	73 Hf 178.49	74 Ta 180.94788	75 W 183.84	76 Re 186.207	77 Os 190.23	78 Ir 192.222	79 Pt 195.084	80 Au 196.966569	81 Hg 200.59	82 Tl 204.3833	83 Pb 207.2	84 Bi 208.9804	85 Po [209]	86 At [210]	87 Fr [223]	88 Ra [226]	89-102 Ac-Lr	103 Nh [286]	104 Fl [289]	105 Mc [288]	106 Lv [293]	107 Ts [294]	108 Og [294]
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## SPEND EARTH DAY WITH US

At Central San every day is “Earth Day.” Sadly, we do not always have the opportunity to celebrate the importance of environmental protection with you! Each year we join other community organizations on the official Earth Day at John Muir Birthday and Earth Day Festival in Martinez. If you’re planning to attend, please stop by our exhibit and say hi to our friendly staff! In addition to receiving a free giveaway (while supplies last), you can get helpful information about our recycled water fill station, Household Hazardous Waste Collection Facility, and other services. The Festival will be held on Saturday, April 20 from 10am to 4pm at the John Muir National Historic Site, 4202 Alhambra Avenue in Martinez. See you there!

### EARTH DAY

First celebrated in 1970, events are held worldwide to demonstrate support for environmental protection.

## CURIOUS TO LEARN MORE?

Ever wonder what happens to water when it goes down your drain? The Central San Citizens 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.

Our academy is currently underway in Walnut Creek. If you are interested in joining the next class, please visit our website for more information at [CentralSan.org/Academy](http://CentralSan.org/Academy).

### CENTRAL SAN ACADEMY

Established in 2016, the Academy has shared with hundreds of customers the workings of a major wastewater plant, and how we protect public health and the environment.

# TOUR CENTRAL SAN

## BEHIND THE SCENES

In 2018, more than 275 people toured the Central San Treatment Plant. The tour includes a close view of every step of our treatment process.

**W**ould you or your group like to know more about how we protect the environment? We offer terrific tours of our treatment plant – FREE!

Custom tours and presentations for groups can also be arranged.

Please contact, Ben Lavender at (925) 335-7723 or [blavender@centralsan.org](mailto:blavender@centralsan.org) or go to this link to sign up for a free tour: <http://CentralSanPlantTours.eventbrite.com>.

## DOES YOUR GROUP NEED A SPEAKER?

If your group or audience is interested in hearing about Central San and our water pollution prevention efforts, we may be able to help. Just call our Public Info Line at (925) 335-7702 and leave a message about your event or meeting along with your contact information.





# NEIGHBORHOOD UPGRADES

**DANVILLE: The Danville Sewer Renovation Project, Phase 3** will be replacing approximately 5,000 feet of sewer mains in the Camino Tassajara/Gil Blas neighborhood.

Expected Completion: January 2020

**LAFAYETTE/MORAGA: The Lafayette Sewer Renovation Project, Phase 13** will replace approximately 11,500 feet of sewers in various locations in Lafayette and Moraga. Sites include John Way and Bedford Place in Lafayette and Moraga Way in the Town of Moraga.

Expected Completion: January 2020

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-Zones](http://CentralSan.org/Construction-Zones)

**ORINDA: The South Orinda Sewer Renovation Project, Phase 7** will install approximately 8,000 feet of sewers at many different locations south of Highway 24 in Orinda in advance of paving projects planned by the City of Orinda. This project will begin in late spring/early summer 2019.

Estimated Completion: October 2019

**WALNUT CREEK: The Walnut Creek Sewer Renovation Project, Phase 13** will install approximately 8,500 feet of sewers primarily in the Walnut Knolls and Blackwood neighborhoods.

Expected Completion: January 2020

## HOW WE DECIDE

Age of pipes and in-pipe camera inspections of the sewers are among the criteria used to decide the best time to replace neighborhood pipes.

## ONLINE:

Detailed project maps are posted on our website, [CentralSan.org](http://CentralSan.org) (click on "Projects in my neighborhood" on the home page).

## FOLLOW OUR FLOW!



**FACEBOOK:**  
[Facebook.com/CentralSanDist](https://www.facebook.com/CentralSanDist)



**TWITTER:**  
[Twitter.com/CentralSan](https://twitter.com/CentralSan)



**YOUTUBE:**  
[YouTube.com/CentralSanDist](https://www.youtube.com/CentralSanDist)

# OPTIMIZATION IS A TEAM EFFORT

## SIGNIFICANT REDUCTION

Between 2017 and 2018, sewer overflows were decreased by 27%. Overflows have decreased by 67% since 2008, and a whopping 83% since 2002, thanks to a focused effort to replace aging pipes.

Our community relies on over 1,500 miles of underground pipes that carry millions of gallons of wastewater to our Martinez treatment plant every day. Unfortunately, clogs (such as those caused by bathroom wipes or tree roots) can occasionally block the water from flowing, causing pressure to build up and water to flow where it is not designed to go (streets, homes, ect.). Reducing these incidents is a top priority for Central San. Thankfully, a successful collaborative effort has been underway for several years and has resulted in a significant reduction in overflow incidents. This effort has reached across Central San and is credited to the dedication and innovation of numerous employee workgroups.

“This is the result of years of decisions that have been made and now we are reaping the reward of those smart choices,” reflected Field Operations Superintendent Steve Sauter, who works closely with the crews cleaning sewer lines in the field and employees behind-the-scenes. “Years ago, we were having incidents in the last ten feet of the line,”

explained Steve. “In part because those in the field thought they were reaching the end of the line with their cleaning tools but were not. Now, we work hard to ensure a quality clean, which increases reliability. If we do find a line with heavy grease or roots, we clean it again, as many times as it takes. We also have a crew that looks at lines after they are cleaned, which helps to verify the best cleaning results.”

Changes in the approach to cleaning, the utilization of the best tools, and an increased concentration on quality assurance have helped those in the field. Technical adjustments, including optimizing schedules and providing access to technical information via iPads in the field, have also aided to increase effectiveness. Strategic and cooperative planning between those in the field and engineering staff have resulted in easier to access public sewer lines and the ability to fix small issues quickly. The accumulation of these and other changes have led to the successful decrease of overflows and allowed Central San to continue to have one of the highest reliability ratings in California.



*The Central San Collection System Operations team was recently honored with the Collection System of the Year award by the California Water Environment Association.*

# WHAT IS AN OVERFLOW PROTECTION DEVICE?

**T**hanks to the diligent efforts of our crews, Central San has one of the lowest sewer overflow rates in California. But with over 1,500 miles of sewers serving nearly half a million 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 (OPD) 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 in the street. The device causes the sewage to overflow into 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 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 about Overflow Protection Devices, please call our Permit Counter staff at (925) 229-7371, or watch our OPD Hero video at [YouTube.com/CentralSanDist](https://www.youtube.com/CentralSanDist)

## INVENTION

The OPD version pictured below was invented by two Central San employees in the 1950s.



# PROTECT YOUR PIPES

**Y**our drains are not trash cans. Much of what is rinsed-off in your kitchen sink can cause clogs or may end up polluting our local waterways. Here's what you can do to protect your pipes:

## PLEASE KEEP THESE CLOG-CAUSERS OUT OF YOUR SINK

### FOOD SCRAPS



Put all food scraps in the garbage (or save them for composting) rather than down the drain. 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 lateral, especially if that pipe has been infiltrated by tree roots (the number-one cause of sewer clogs and overflows).

### F.O.G.

Fats, oils, and grease (FOG) are harmful to sewer pipes. Please 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.



### 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.

## PROPER STORAGE

Properly dispose of the fats, oils and grease you use during cooking by placing them in a metal can or glass jar. Allow grease to cool in the container before throwing it in the trash.

# BUDGET-FRIENDLY CREATIVITY

## REUSE ROOM PRODUCTS

The products available in the Reuse Room will vary depending on what customers bring to the HHW. Only usable products in their original containers will be placed in the Reuse Room.

Mary Watson has a keen eye for potential. Her cozy home embodies the warm farmhouse feel made famous by designers on HGTV, it's shabby-chic and full of charm. A closer look reveals something even more unique, it's a near-museum of creative reuse and recycle projects. Mary's shutters are made from pallet wood, her light fixture was created from an unwanted pipe and her dining room chairs were a fortunate garage sale find. Over time, her ability to visualize what something could become caught the attention of her friends, which resulted in a lively monthly reuse crafting group. The group, which gathers around Mary's large wooden table, uses recycled materials to create an array of decorative items. Mary sources her materials from many places, including discarded pallets from hardware stores, old fences and a community resource particularly close to our heart – the Central San Reuse Room! "Sometimes I go into the Reuse Room and don't see anything I need, but sometimes I go in and find more than I carry or am allowed to take at once," she explained. For a recent

wood candle-holder project she found a handful of wood stains in the reuse room and mixed them together, a practice she has also used with paint. "When I needed to paint the room my grandsons use when they visit, I just went to the Reuse Room and picked-up every blue paint and mixed them together. My grandsons call the wall color 'freedom blue' because all the paint was free!"

### Come See What You Can Find!

Central San Reuse Room

Hours of Operation

Monday-Saturday, 9am-3:30pm



Mary (second from left) and her craft group pose with their most recent creations, signs made from discarded pallet wood. The candleholder above was made the month before and stained with paint from the Central San Reuse Room. The wall (left) was painted with Mary's "freedom blue" paint from the Reuse Room.

# BRING US YOUR WASTE

In 2018, the Central San Household Hazardous Waste Collection Facility (HHW) properly disposed of more than 2.2 million pounds of waste that was collected from more than 35,000 customers. We hope to collect even more in 2019! For a list of what is accepted, please visit [centralsan.org](http://centralsan.org).

## ALTERNATIVE DISPOSAL OPPORTUNITIES

The Household Hazardous Waste Collection Facility located at Central San will properly dispose of most common household hazardous items. However, if you are unable to reach our Martinez location there may be an alternative for some common household hazardous waste.



### OIL

There are 42 Certified Collection Centers in our service area that accept used oil (most accept oil filters too). These oil-recycling locations are sponsored by CalRecycle. To find the used oil drop-off location closest to you, visit [calrecycle.ca.gov](http://calrecycle.ca.gov).



### PAINT

There are ten PaintCare collection sites throughout the Central San service area. PaintCare is a stewardship program funded by paint manufacturers that recycles leftover and unwanted paint. To find the PaintCare drop-off location closest to you, visit [paintcare.org](http://paintcare.org).



### BATTERIES & FLUORESCENT LAMPS

Seven local Ace Hardware Stores and one True Value Hardware Store accept batteries and lamps from the public.

### CONSERVATION

90% of the waste collected at our HHW facility is recycled, recovered as fuel or reused.

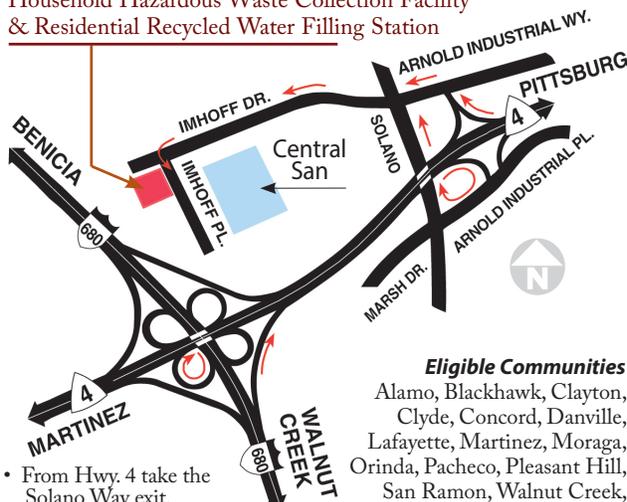
### DROP-OFF SITES

Hardware stores in Alamo, Danville, Concord, Martinez, Orinda, Pleasant Hill and Walnut Creek accept batteries and fluorescent bulbs.

## HOUSEHOLD HAZARDOUS WASTE COLLECTION FACILITY

4797 Imhoff Place, Martinez, CA 94553-4392 1-800-646-1431

Household Hazardous Waste Collection Facility & Residential Recycled Water Filling Station



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

### Eligible Communities

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

### 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:** May 27, July 4, September 2



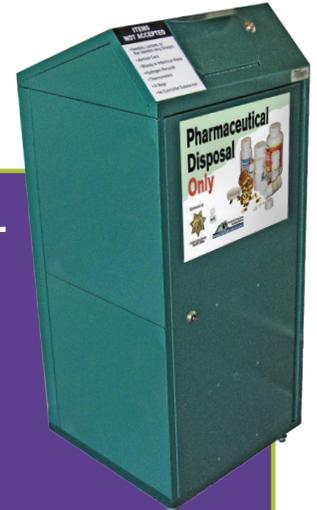
# UNWANTED MEDICATIONS? Do This!

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.

## New Drop-Off Sites

Med-Project is a stewardship effort aimed at collecting unwanted pharmaceuticals and currently offers 22 collection locations at CVS stores and Kaisers facilities in our service area. They also offer a mail-back option for those who cannot make it to a collection site on their own. For a list of Med-Project drop-off sites, visit [med-project.org](http://med-project.org).

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



### NEW LAW

SB 212 was signed into law in 2018 and established the first state-wide take-back program for medical needles and medications. The program will be fully implemented by 2022.

## CENTRAL SAN'S 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:

• **Sheriff's Field Ops Bldg.**  
1980 Muir Rd.

• **Contra Costa Regional Medical Center**  
2500 Alhambra Ave.

• **Police Dept.**  
525 Henrietta St.

**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.

## GREAT TIPS FOR TENANTS

Help us save you money! Central San offers free brochures and materials to property managers, landlords and tenants to help them 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 Ben Lavender at (925) 335-7723 or [blavender@centralsan.org](mailto:blavender@centralsan.org).

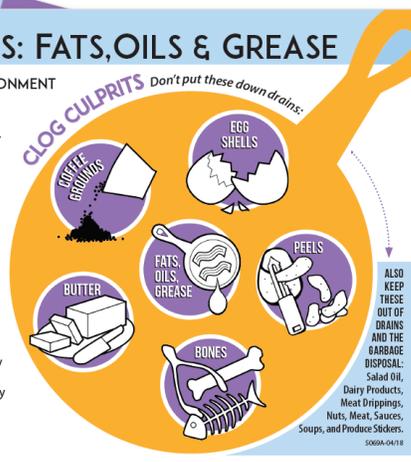
### KITCHEN CULPRITS: FATS, OILS & GREASE

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.

#### Avoid a plumbing emergency:

- Put cooking fats, oils and grease in the trash, not down the drain.
- Food scraps belong in the trash, not down your drain.
- Never pollute. Pouring chemicals, paint, pesticides and other hazardous waste down the drain is polluting. Our treatment plant cannot remove hazardous chemicals and they can end up in the Bay. Bring them to the Household Hazardous Waste Collection Facility for free, safe disposal. For locations visit: [centralsan.org](http://centralsan.org)



# YOUR GARDEN WILL LOVE RECYCLED WATER

As a Central San customer, you can get our recycled water to hand-water your home's garden and landscaping at no cost. 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 open Monday through Saturday, 9am to 4pm.
- 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](http://CentralSan.org/RecycledWater) or obtain one at the station.
- After turning in your Application/Agreement form at the station, you'll receive 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.

● **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.

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

For more information, visit [CentralSan.org/RecycledWater](http://CentralSan.org/RecycledWater).

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



## PREVENT POLLUTION

According to the EPA, recycled water may contain higher levels of nutrients and lessen the need to apply synthetic fertilizers.

# UNDERSTANDING OUR MAILING LIST

Every so often, we receive requests from people asking that their address be removed from this newsletter's mailing list. We understand that not everyone is interested in receiving this publication, and some may think that being removed from the list will save paper and ink. But that's not the case. And removing an address from the list is problematic. Here's why:

- 1 We are required by the Regional Water Quality Control Board to provide pollution prevention outreach to everyone in our service area. Since we do not send bills, this newsletter is the most economical way for us to fulfill that regulatory requirement.
- 2 The mailing list is not individual-specific. We save a significant amount of money on postage by having the newsletter sent at a presorted bulk rate to every residential and business address in our service area. If an address is removed from the list, any new occupant at that address will be excluded.
- 3 We send the newsletter to all 156,500 addresses in our service area. We minimize printing costs with an annual contract specifying that number of copies for each issue. Removing your address from the mailing list will not reduce the number of copies printed. It will not conserve paper, ink, or other resources.

We promise to send only a few issues per year.

*Instead of asking to be removed from the mailing list, could you please recycle it?*

## GREEN PRINT

The Pipeline is printed with soy-based ink and produced on recycled paper.

Kids'  
Page

# WASTEWATER PIPE

**"Hi Kids!  
My name is Piper  
and I am a Pipe Protector!"**

When you flush the toilet or wash your hands,  
the water goes into pipes deep in the ground.

That dirty water is called wastewater. It is our job to  
remove all the poop, and to clean all the water that gets  
flushed with it. We clean millions and millions of gallons  
of water every day.

It's important to know what you can and cannot  
put down the drain. Your toilets and sinks  
are not trash cans."

**"Hi Kids!  
I'm Toot the Toilet.  
I am a Water Warrior!"**

Piper and I need your help! We're asking  
you to be Pipe Protectors by only flushing  
pee, poop and toilet paper. Nothing else  
should be flushed down the toilet!

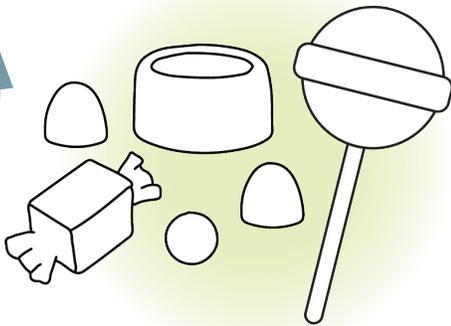
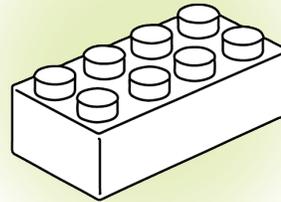
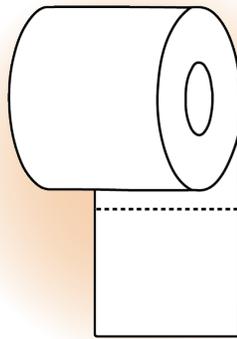
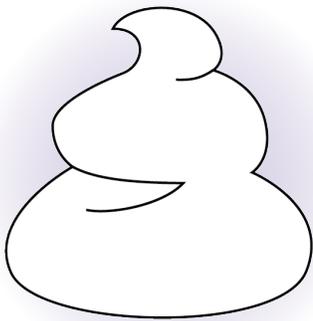
Do the activities on the next page to win  
these cool stickers of Piper and me!"



# WHAT DOESN'T BELONG?

*Kids' Page*

Cross out the items below that should **NOT** be flushed down the toilet.



**PIPES APLENTY**

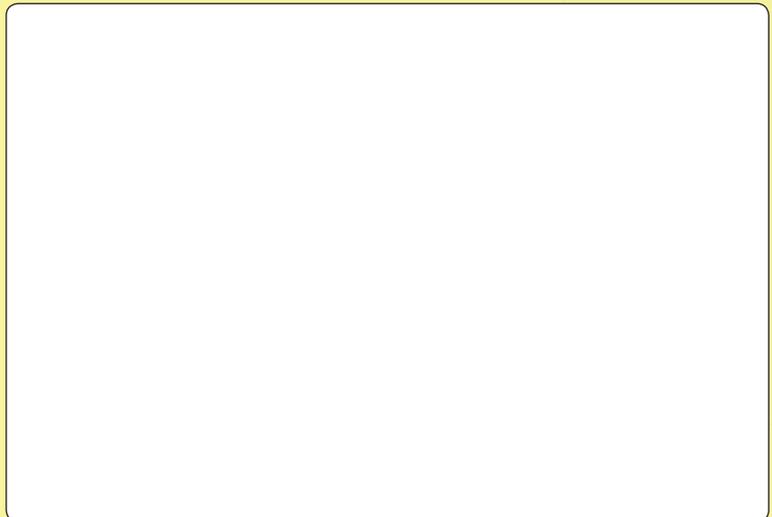
There are over 1,500 miles of pipes in Central San's service area. You would have to unroll more than 104,246 rolls of toilet paper to equal the length of all our pipes!

## WIN STICKERS!

In the white box at right, draw and color another object that shouldn't be flushed down the toilet. It can be anything except pee, poop or toilet paper. Cut out this yellow box on the dotted lines and mail your drawing to:

**Ben Lavender  
Central Contra Costa Sanitary District  
5019 Imhoff Place  
Martinez, CA 94553**

When you include your name and return address we will send you stickers of Piper and Toot. Thanks for being a Pipe Protector!



## WE ARE HERE TO HELP

<b>General Information</b>	(925) 228-9500 or <a href="http://CentralSan.org">CentralSan.org</a>	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.
<b>Sewer Overflows</b>	(925) 933-0955 or 933-0990	
<b>Recycled Water Fill Station InfoLine</b>	(925) 335-7717	
<b>Treatment Plant InfoLine (Report Odors)</b>	(925) 335-7703	
<b>Household Hazardous Waste InfoLine</b>	(800) 646-1431 or <a href="http://CentralSan.org/HHW">CentralSan.org/HHW</a>	
<b>Sewer connection permits/Permit Counter</b>	(925) 229-7371	
<b>To report illegal discharges into sewer system</b>	(925) 229-7288 (during business hours); (925) 229-7214 (after hours)	
<b>Environmental Compliance</b>	(925) 229-7288	
<b>Employment Opportunities</b>	<a href="http://CentralSan.org">CentralSan.org</a>	
<b>Student Education Programs</b>	(925) 229-7310 or <a href="http://CentralSan.org">CentralSan.org</a>	
<b>Community Information Line</b>	(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.

### 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](http://CentralSan.org)



**PIPELINE is printed with soy-based inks on Recycled Paper**

Please *share or recycle* this newsletter.