

DSRSD Public Affairs

2022 Outreach & Activities

LEA BLEVINS
PUBLIC AFFAIRS SPECIALIST

Presentation to the Board of Directors
February 21, 2022



**Dublin San Ramon
Services District**
Water, wastewater, recycled water

Public Affairs Team

DAN MCINTYRE
General Manager



LEA BLEVINS
Public Affairs Specialist



JOYCE CHANG
Visual Communications Specialist



MARIZA SOBEJANA-LOTH
Administrative Assistant



Public Affairs Team

MICHELLE GALLARDO
Special Assistant to the
General Manager



LEA BLEVINS
Public Affairs Specialist



JOYCE CHANG
Visual Communications Specialist



NICOLE MOORE
Administrative Assistant II,
Confidential





All Things Drought

Drought/Water Conservation

- Public affairs part of “DIRT” team
- Printed materials
 - *Postcards, bill inserts, other mailers*
- Four banners in service area
- Digital marketing campaign
- Water conservation device giveaways
- Partner with sister agencies on messaging & advertising

Mailers

WE'RE IN A SEVERE DROUGHT

**TO SAVE WATER...
OUTDOOR IRRIGATION
RESTRICTED TO
3 NON-CONSECUTIVE
DAYS PER WEEK**

Drought restrictions are in effect, failure to comply may result in a fine. Learn more about water conservation, drought rules, and water-saving rebates: www.dsrds.com/drought

Dublin San Ramon Services District
Water, wastewater, recycled water

**WE'RE IN A SERIOUS DROUGHT
WE NEED TO SAVE
MORE WATER**

**YOU MAY BE VIOLATING
CURRENT RESTRICTIONS—
DO YOU KNOW THE RULES?**

Visit www.dsrds.com/drought for conservation tips, drought restrictions, and tools that will help you monitor and reduce your water usage.

SAVE

SHORTER DAYS = SHORTER WATERING CYCLES

AS DAYLIGHT HOURS DECREASE, THE SUN'S INTENSITY DECREASES ALONG WITH THE NEED FOR WATER

FALL OUTDOOR WATER CONSERVATION TIP

If you're still using a summer watering schedule, **dial it back NOW!** Irrigation can be reduced as early as mid-September. Although fall weather can be warm, evening temperatures drop rapidly—decreasing the need for water.

Consumer Irrigation Habits
Watering Too Much Late in the Year

Dublin San Ramon Services District
Water, wastewater, recycled water

SEVERE DROUGHT

WE CAN HELP YOU SAVE WATER

YOUR PERSONAL WATER USE REPORT WAS MAILED TO YOU...

Use it to monitor and compare your water use and conservation efforts.

Register with AquaHawk to view this monthly report online. This free service is part of your water utility account. AquaHawk can do much more – it can help you with suspected leaks and you don't have to wait for your next bill to see your usage. Sign up today at www.dsrds.com/your-account/aquahawk-customer-portal

Dublin San Ramon Services District
Water, wastewater, recycled water

THANKS FOR CONSERVING!

SEVERE DROUGHT

WE'RE IN A STAGE 2 WATER SHORTAGE EMERGENCY

YOU & ME WE NEED TO SAVE MORE WATER

WATER CONSERVATION IS BEGINNING TO IMPROVE - BUT WE NEED TO DO MORE

OVER 80% OF CUSTOMERS USE AQUAHAWK—DO YOU?

This customer portal shows hourly readings of your water use—perfect for catching leaks or learning how much water is used for irrigation or even taking a shower! Create an account or sign in to your existing account to set alerts based on consumption or projected bill amounts. Use AquaHawk to learn your water use patterns and amounts. **Be water wise—it's easy!**

Visit www.dsrds.com/aquahawk

TAKE ADVANTAGE OF WATER-SAVING REBATES

Save water, energy, and money with these rebates. www.dsrds.com/rebates

- Convert your thirsty lawn to a water-wise garden
- Install a weather-based smart irrigation controller
- Upgrade to a high-efficiency clothes washer

Dublin San Ramon Services District
Water, wastewater, recycled water

Dublin San Ramon Services District
Water, wastewater, recycled water

7051 Dublin Blvd.
Dublin, CA 94568

Water waste was observed at your address on

Checked below is the observed water waste:

- Watering outside the 9 p.m. to 6 a.m. irrigation window
- Irrigating landscaping more than 3 days per week
- Irrigating landscape consecutive days
- Water overspray onto sidewalks, driveway, street, and hardscapes
- Water runoff from property
- Broken pipe, sprinkler, or fixture
- Leaky pipe, sprinkler, or fixture
- Washing hard surfaces such as buildings, driveway, fences, and vehicles with potable water

Please take necessary steps to correct the observed water waste. If you have any questions regarding this notice, send an email to waterconservation@dsrds.com

YOUR ACTION REQUIRED

Banners

- District Office
- Dougherty Hills Dog Park
- Intersection of Fallon Road at Dublin Boulevard
- Dougherty Valley location along Bollinger Canyon Road at Main Branch Road





Water Conservation Giveaways

- Free water-saving devices
- Customers can pre-order
- Pickup at Customer Service counter and lobby

Drought Partnerships

- Tri-Valley Drought Communications Committee
 - *Zone 7 Water Agency, Cities of Livermore and Pleasanton, CalWater*
- Bay Area regional public information officials
 - *Joint messaging on Bay Area water conservation*
 - *Drought event with statewide Save Our Water campaign*
- East Bay Municipal Utility District
 - *Shared advertising campaign in San Ramon*

Regional Drought Outreach



- Collective social media messaging
- Regional Bay Area media event with Save Our Water statewide campaign



Digital Marketing

- Campaign with AlphaMedia
- Targeted cell phones in DSRSD zip codes
- Connects to users' home network devices
 - Computers/tablets
 - Connected/smart TV

Digital Impressions

VIDEO



PHONES/COMPUTERS

81,570

CONNECTED/SMART TV

91,750

Clicks to website: 1,537

GRAPHIC AD



PHONES/COMPUTERS

12,250

Device Performance for Graphic Display Ads



Mobile: 130,245 impressions | 250 clicks

Desktop: 43,068 impressions | 32 clicks

Tablet: 33,476 impressions | 132 clicks

Save Water Every Day

WE ARE FACING OUR THIRD DRY YEAR IN A ROW

Conservation is a way of life for Californians. The warmer, drier months of spring and summer are key when it comes to water conservation. A majority of residential use comes from outdoor watering, making it the perfect place to conserve.

WHAT CAN YOU DO?

- Irrigate no more than three non-consecutive days a week
- Water outdoors between 9 p.m. and 6 a.m. to reduce evaporation
- Use a broom instead of a hose to dust off driveways and patios
- Check out rebates for smart irrigation controllers and lawn conversion to water-wise plants

Learn about water rules and rebates at www.dsrds.com/outreach/water-conservation



CLIMATE CHANGE

means we have to change the way we use water

KEEP UP YOUR CONSERVATION EFFORTS

YOU'RE GRADUATING ...
WHAT WILL YOU DO WITH Your LIFE?

Would you like a college education without the debt?

Would you like a solid career where you get to protect public health and the environment 24/7?



Learn how to be a water/wastewater systems operator and get reimbursed for college-level classes and books thanks to the Bay Area Consortium for Water and Wastewater Education (BACWWE). Dublin San Ramon Services District is one of more than 20 partner agencies that encourage new people to consider the water/wastewater profession. Instructors are working professionals, and courses prepare students for state certification exams. Entry level salaries range from \$76,000 to \$87,000 annually for an Operator-in-Training or a Wastewater Treatment Plant Operator I.



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See full profiles of DSRSD Wastewater Treatment Operators who went through the BACWWE program:
www.dsrds.com/careers/career-training/bacwwe-profiles
Learn more about the BACWWE program:
www.bacwwe.org/education/bacwwe

Dublin High School

- Water conservation ads in DHS athletics program
- Also promoted careers in BACWWE's water/wastewater college training program

Tri-Valley Drought Advertising

- DSRSD took lead on spring ad campaign
 - *Newspapers:*
East Bay Times,
Pleasanton Weekly,
The Independent
 - *KKIQ radio ads*
 - Two different 30-second commercials



DROUGHT RESTRICTIONS ARE IN EFFECT
Outdoor irrigation is restricted to no more than three days a week

WATER—SAVE SOME FOR TOMORROW

This is California's third dry year
The long-range forecast for 2023 looks dry too
Take action and start conserving TODAY!

- Irrigate after 9 p.m. and before 6 a.m. to reduce evaporation
- Rebates are available for water-efficient landscaping, smart irrigation controllers, and high-efficiency clothes washers
- Use a broom to clean driveways and patios; keep pools covered; and add mulch around trees to retain water
- Shorten showers and run only full loads of dishes and laundry

Visit www.zone7water.com/drought for information on rebates, water use rules, and fixing leaks



Tri-Valley Drought Advertising

- Additional campaigns into summer & fall
 - *Ads on 18 Wheels buses with Dublin, Livermore, and Pleasanton routes*
 - *Cinema ads at Regal Hacienda Crossings in Dublin & Vine Cinema in Livermore*





Water Conservation Webinars

- Zone 7 webinars with water retailers
 - *July: Residential Smart Controllers*
 - *August: Commercial Smart Controllers*
 - *September: Saving Your Trees During the Drought*

EBMUD Ad Partnership

- Digital kiosks at City Center Bishop Ranch
- Three rotating displays



Digital Outreach



NEWS RELEASES

Font Size: [+](#) [-](#) [+](#) [Share & Bookmark](#) [Feedback](#) [Print](#)

DSRSD Director elected as CASA President Georgean Vonheeder-Leopold to lead California Association of Sanitation Agencies

Post Date: 08/18/2022

Contact: Lea Blevins, 925-875-2294 (office), 925-557-0161 (cell), blevins@dsrsd.com



Director Georgean Vonheeder-Leopold.

DUBLIN, CA (August 18, 2022)—DSRSD Director Georgean Vonheeder-Leopold was installed as president of the California Association of Sanitation Agencies at its annual conference in August in Olympic Valley, Calif.

Vonheeder-Leopold is a long-time member of the Dublin San Ramon Services District Board of Directors, and she has been an active member of CASA for more than 15 years. She previously served as vice president of CASA until the official passing of the gavel on Friday, August 12, during the conference's closing session. Her term as president is for one year on the 13-member board.

"I'm excited to lead the CASA Board of Directors and communicate the value of proactive advocacy to the association membership," Vonheeder-Leopold said. "Our goal is to educate policymakers with real-world examples of the role wastewater agencies play in our communities."

CASA represents more than 125 local public agencies engaged in the collection, treatment, and recycling of wastewater and biosolids to protect public health and the environment. The association serves as the leading voice for member agencies on regulatory and legislative issues.

General Outreach

- News releases
- Pipeline eNewsletter
- Website
- Social media

DSRSD in the News

Pleasanton Weekly.com

News

DSRSD promotes principal engineer Steve Delight

Delight will now serve as the district's engineer services director

by Julia Baum / Pleasanton Weekly

Uploaded: Thu, Jan 6, 2022, 6:41 pm
Time to read: about 1 minutes

Longtime Dublin San Ramon Services District employee Steve Delight was officially promoted as the district's new permanent engineer services director and district engineer on Monday.

"I'm excited to work with the cities and customers we serve and our partner agencies," Delight said in a statement. "I look forward to continuing our asset management efforts to make sure we replace infrastructure at the right time to ensure we are using ratepayers' funds wisely."

Delight is taking over from Judy Zavakil, who retired from the position last month, after serving as acting engineering services director since Dec. 7. According to the district, the engineering services director is responsible for planning, permitting, capital improvements, asset management, and clean water and water conservation programs.

General Manager Dan McIntyre said he looks forward to "the continuing success of the Engineering Department under Steve's leadership," and added that Delight "is familiar with all aspects of the district's engineering activities."

THE *Independent*

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Rate Filing for the Dublin San Ramon Services District Officially Opens July 18

 **Dublin San Ramon Services District**
Water, wastewater, recycled water

01:22

Find a buyer for your home and a...

NEW YEAR! NEW HERITAGE ES

2023 is a great time to move to the area. Family and friends are always welcome to visit by any time to visit you and enjoy our restaurants are open, activities and more.

NEW YEAR'S SPECIAL
Apartment Upgrade Package on 5 Apartments through Feb.

HERITAGE ES

LAS POSITAS
INVEST IN

Don't let finances get in the way. Get help paying for college costs like...

the Dublin San Ramon Services District (DSRSD) Board of Directors can file their official rate filing Monday, July 18.

The five-member board are up for election on the Nov. 8 ballot, including Divisions 4 and 5, which cover much of Dublin. Directors normally serve four-year terms; however, the Division 5 seat is up for election due to a short-term appointment in 2020. The board currently consists of three at-large seats and two at-large seats, but DSRSD is in the process of transitioning to five district seats.

To file their declaration of candidacy with the county which encompasses their division, candidates must also be U.S. citizens, at least 18 years old, and a registered voter residing within the district boundaries. The office is nonpartisan.

DSRSD serves 187,500 people, providing potable and recycled water service to Dublin and the San Ramon Valley area of San Ramon, wastewater collection and treatment to Dublin and south Dublin, and wastewater treatment by contract to Pleasanton.

DSRSD in the News

ENVIRONMENT >

Recycled water filling station draws NIMBY resistance in Pleasanton neighborhood

CBS NEWS
BAY AREA

BY KATIE NIELSEN

AUGUST 11, 2022 / 11:19 PM / CBS SAN FRANCISCO



Pipeline Newsletter



- Started June 2021



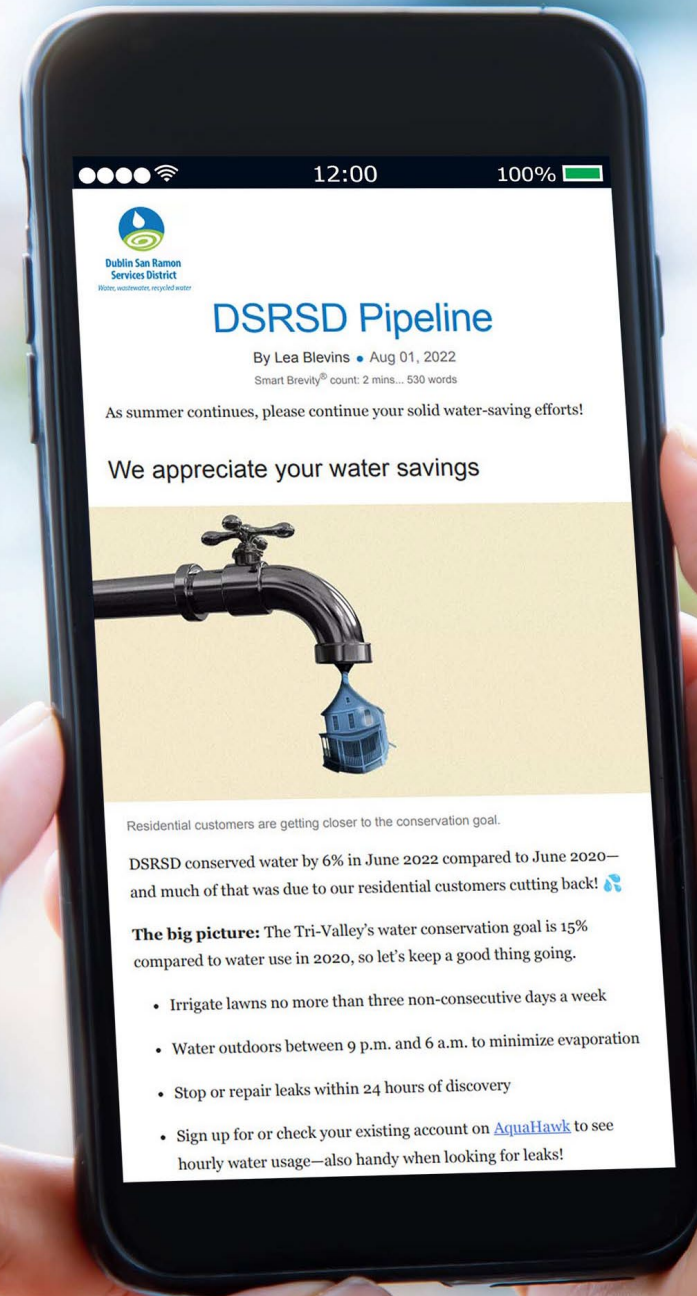
- Email monthly to 14,000 customers



- Average 66% open rate



- Links to pages on website



Pipeline Newsletter

TOTAL SENDS

12 Number of editions sent

TOTAL DELIVERIES

157,652
Total number of emails delivered

AVG SMART BREVITY SCORE

97% Average SB score across all cards

AVG OPEN RATE

66% Average open rate across these editions

TOP PERFORMING LINK

319 Clicks to Water Conservation Rebates page

AVG WORD COUNT

619 Average word count across these editions

Social Media

Facebook

- facebook.com/DublinSanRamonServicesDistrict

Twitter

- twitter.com/DSRSDnews

Nextdoor

- nextdoor.com/agency/dublin-san-ramon-services-district

YouTube channel

- youtube.com/dublinsanramonSD



Facebook

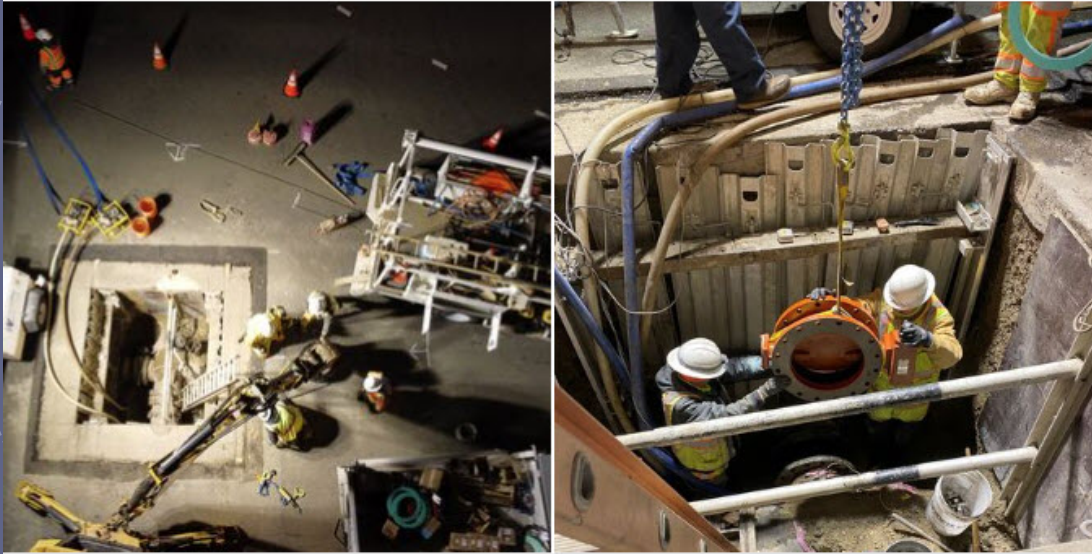


Dublin San Ramon Services District - DSRSD

Published by Lea Blevins · February 8, 2022 ·

These cool photos taken last week during nighttime repairs at Tassajara Road and Gleason Drive in Dublin offer a unique perspective on the work done behind the scenes to maintain water, wastewater, and recycled water systems.

DSRSD and West Valley Construction excavated a trench to replace valves that were not functioning correctly in the recycled water system. Thanks to all who drove safely around this repair! 🧑‍🔧



11

2 comments 1 share

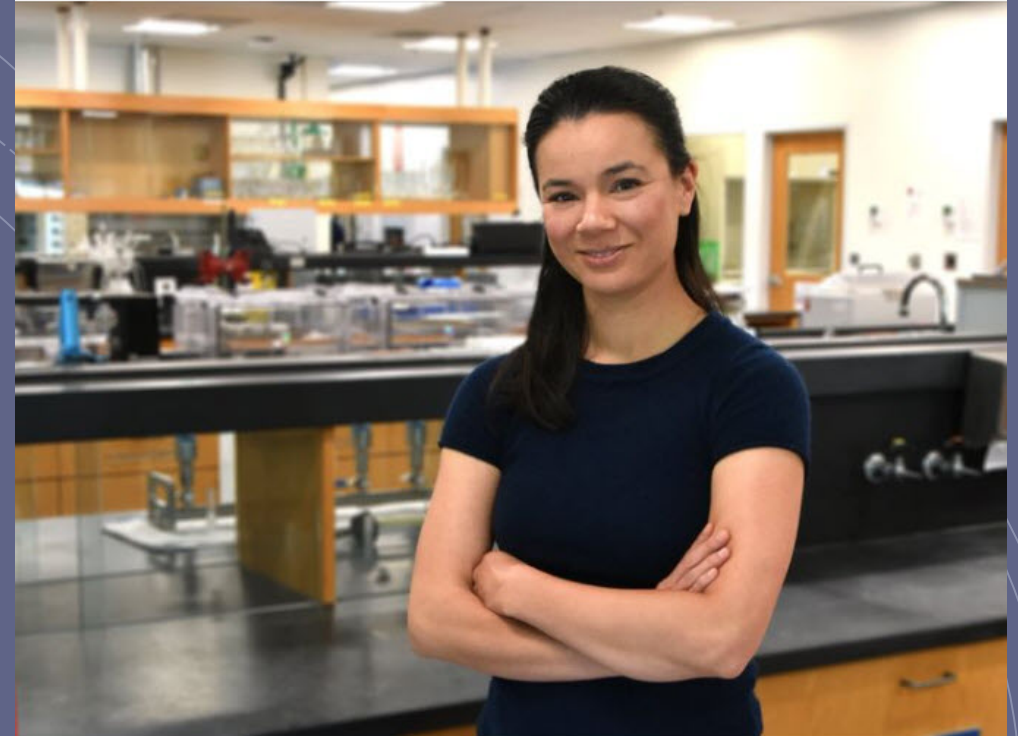


Dublin San Ramon Services District - DSRSD

Published by Lea Blevins · October 4, 2022 ·

As Water Professionals Appreciation Week continues, today we feature Laboratory & Environmental Compliance Manager Kristy Fournier. 🧪 Kristy oversees DSRSD's lab, which is accredited for 78 parameters in over 8 fields of accreditation to meet rigorous quality standards for water, wastewater, and recycled water.

"I like working at a job that adds value to the community and the environment," Kristy says. Read the full Q&A profile: <https://www.dsrds.com/careers/working-here/peo...> See more




7

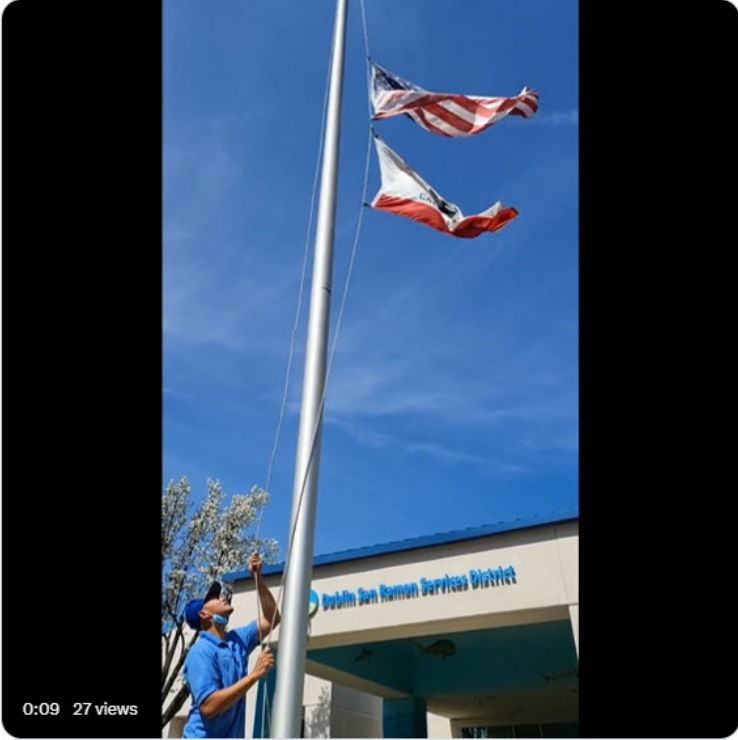
1 share



Twitter

 **DSRSD**
@DSRSDnews

Utility Billing & Customer Services Field Technician II Ron Pajela lowers the flag to half mast in front of the DSRSD office on Dublin Boulevard in honor of former Secretary of State Madeleine Korbel Albright. 🇺🇸



0:09 27 views

4:11 PM · Mar 24, 2022

1 Like

 **DSRSD**
@DSRSDnews

Maximize your irrigation! Outdoor watering makes up more than 50% of a typical single-family home's water use, making it the easiest place to make a difference when it comes to conservation. 💧
[#WaterConservation](#) [#Drought](#)



CYCLE & SOAK

STEP 1 Identify your sprinkler type, follow the instructions below:

SPRINKLER TYPE	RUN TIME
POP-UP	RUN SPRINKLERS 3-6 MINUTES
ROTATOR HEAD	RUN SPRINKLERS 3-6 MINUTES
ROTARY NOZZLES	RUN SPRINKLERS 15-20 MINUTES


STEP 2 Wait at least 30 minutes to 1 hour, then repeat two more times

visit www.epa.gov/watersense/watering-tips

2:48 PM · Jul 28, 2022

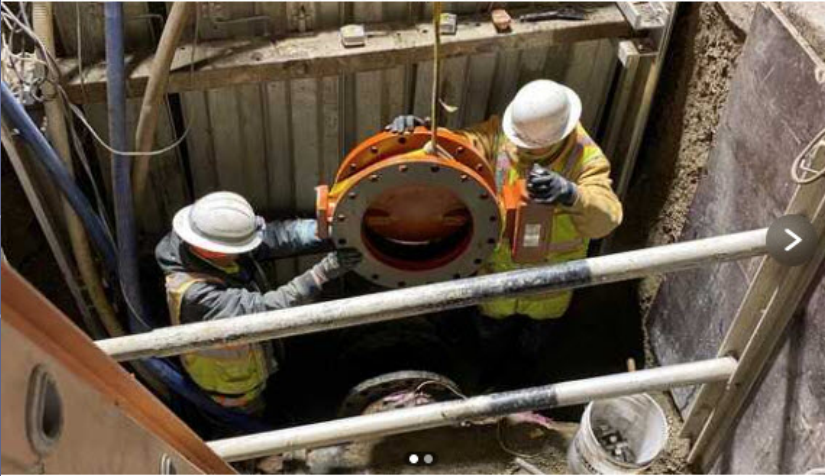
2 Retweets 1 Quote Tweet 5 Likes

nextdoor



Dublin San Ramon Services District ✓
Public Affairs Specialist Lea Blevins • 8 Feb


...







Maintaining Water, Wastewater & Recycled Water Systems. These cool photos taken last week during nighttime repairs at Tassajara Road and Gleason Drive in Dublin offer a unique perspective on the work done behind the scenes to maintain water, wastewater, and recycled water systems.

DSRSD and West Valley Construction excavated a trench to replace valves that were not functioning correctly in the recycled water system. Thanks to all who drove safely around this repair! 🙏

Posted to **Subscribers of Dublin San Ramon Services District** in 1 area

 3 · 1,438 Impressions



 Like  1 Comment  Share





Steve R. • Windemere

...

Very Unique and an orchestrative kind of work.


8 Feb  Reply  Share

 1




Dublin San Ramon Services District ✓
Public Affairs Specialist Lea Blevins • 18 Feb




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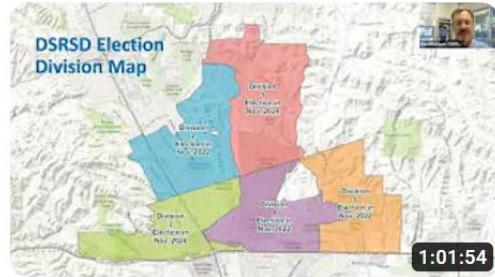


An Operations Send-Off Before Deployment. DSRSD Operations staff lined up Friday afternoon at the Regional Wastewater Treatment Facility in Pleasanton to give a proper send off to Aaron Castro, Senior Process Wastewater Treatment Plant Operator (second from left). Aaron is a member of the U.S. Air Force Reserve, and is leaving for deployment to work in electrical power production. We wish him well!

Posted to **Subscribers of Dublin San Ramon Services District**

 12 · 2,592 Impressions

 Like  Comment  Share



Virtual Candidate Briefing

23 views • 6 months ago



Wastewater Treatment at DSRSD

109 views • 9 months ago



Recycled Water at DSRSD

62 views • 11 months ago



Canterbury & Wineberry Water Lines Replacement Virtual Meeting

30 views • 1 year ago



Flyover of Reservoir, WWTP and RWTP

28 views • 1 year ago



DSRSD's 68th Birthday

23 views • 1 year ago



CASA Award for Excellence in Public Outreach/Education

110 views • 2 years ago



DSRSD Celebrates Veterans - Week 4

61 views • 2 years ago



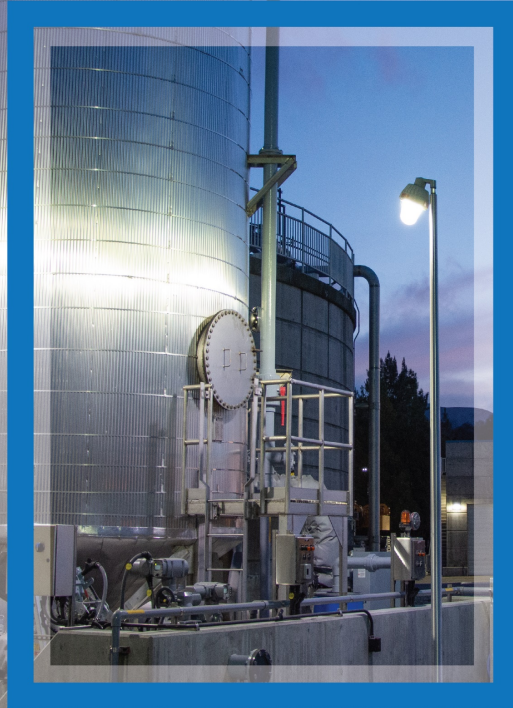
The image features a stack of books on the right side, with their spines and pages visible. The background is a soft, out-of-focus blue gradient. A semi-transparent blue banner is positioned across the lower-left portion of the image, containing the text "Publications and Printed Material" in a white, serif font.

Publications and Printed Material



2022 Annual Comprehensive Financial Report (ACFR)

Fiscal Year Ended June 30, 2022



7051 Dublin Blvd., Dublin, CA 94568

Achievements



The Energy Master Plan evaluated all District facilities, processes, and operations with a goal of maximizing sustainability, energy production, and emissions reduction. Among the items reviewed were (starting from top left, clockwise) the biogas skid, the cogeneration system, and the influent pumps.

INVESTING IN THE FUTURE

District embarks on Energy Master Plan

The District kicked off the process of creating an Energy Facilities Master Plan as part of the 10-year Capital Improvement Budget and 2-year budget for fiscal years 2022 and 2023. The project helps fulfill the 2022-2026 Strategic Plan goal of developing a long-term strategy to ensure greater energy efficiency and reliability.

As part of the project, DSRSD will evaluate all District facilities, processes, and operations, including those of the Regional Wastewater Treatment Facility, wastewater collection systems, water and recycled water distribution systems, administrative and field office buildings, and fleet.

In January 2022, the District hired a planning consultant for Phase 1, which was completed in August 2022. The aim is to develop an adaptable, financially sustainable framework of strategies to reduce energy demand, maximize energy production, enhance energy system reliability, and reduce greenhouse gas emissions. The project will develop long-term strategies to meet current and future environmental mandates.

Water main replacement improves leaks, water quality

DSRSD completed a \$3.88 million water main replacement on site at Camp Parks (Parks Reserve Forces Training Area) in July 2022. The project replaced 7,746 feet of cast iron pipeline, which was the oldest in the service area having been installed in the 1940s. The project was contained within the U.S. Army's training area, though the upgraded water mains also connect to the new Boulevard housing development.

New PVC pipes were installed along with ductile iron connections, which has improved system leaks. The cast iron pipes were susceptible to corrosion, and therefore the source of discolored water in that part of the District. The new pipes have improved water quality for customers in that part of the service area. The project also updated water meter boxes, backflow preventers, and fire hydrants, as well as reconnected existing fire service to buildings with fire sprinkler systems.



This report contains important information about your drinking water. Translate it, or speak with someone who understands it.
Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

此份有關你的食水報告，
內有重要資料和訊息，請找
他人為你翻譯及解釋清楚。

April 30, 2022

Photo courtesy of California Department of Water Resources, 2022

This photo was taken on March 17, 2022.
As of April 20, 2022, Lake Oroville, a major
source of our water supply, is at just 50% of
the total capacity.

2021 ANNUAL WATER QUALITY REPORT

A MESSAGE FROM THE GENERAL MANAGER

The Dublin San Ramon Services District's (DSRSD) 2021 Annual Water Quality Report offers insight into the quality of your drinking water. Based on more than a thousand water samples collected throughout 2021, the report details where our water comes from, what it contains, and how it compares to California and federal drinking water standards. In 2021, our tap water met all U.S. Environmental Protection Agency and state drinking water standards.

DSRSD and Zone 7 Water Agency (Zone 7), the District's wholesale water supplier, protect public health and the environment by monitoring potable (drinking) water for more than 100 contaminants.

Ensuring Supply Reliability

Water is a precious resource, which is made even more apparent in times of drought. As the extremes of climate change grow more severe, water efficiency is more important than ever. California finished the rainy season—typically November through March—with snowpack and reservoir levels well below average.

The District works to develop and maintain a diverse water portfolio and advocate with Zone 7 to ensure regional water supply reliability. DSRSD operates the water recycling plant that converts cleaned wastewater into irrigation water for public spaces such as parks, school grounds, sports fields, golf courses, business parks, and roadway

medians. Recycled water is a drought-resistant way the District can maintain local control and reduce the demand for imported water. Investing in water infrastructure is another long-term strategy for realizing a more resilient water supply.

Conserving Water for Future Years

Making water efficiency a California way of life will help us be prepared if the drought continues. Reducing outdoor water use is one of the easiest ways to conserve. Water no more than three non-consecutive days a week, and irrigate yards between 9 p.m. and 6 a.m. to reduce evaporation—especially on the hot, dry days of summer.

DSRSD water customers are eligible to apply for water-saving rebates through Zone 7. Converting lawns to water-efficient landscaping, installing smart irrigation, and upgrading to high-efficiency washers are all ways to make a difference. Learn how to apply at www.dsrds.com/rebates. Thank you for your ongoing water conservation efforts.

Dan McIntyre
General Manager



tion will reduce disinfection by-products and improve the taste and odor of our water more effectively than current treatments.

Zone 7 completed upgrading and expanding the Patterson Pass Water Treatment Plant to use a powerful disinfectant called ozone. Ozonation improves overall water quality by destroying organic matter, reducing the formation of chlorine by-products, and treating other contaminants of emerging concern. The upgrades increase plant capacity from 12 million to 24 million gallons a day. Learn more: <https://www.zone7water.com/post/patterson-pass-water-treatment-plant>.

What do you advise about water softeners?

The District discourages customers from installing salt-regenerated water softeners because they add excess amounts of salt to our wastewater, which in turn increases the salinity of recycled water used for irrigation. The salt in recycled water seeps back into our groundwater basin where it degrades the quality of our drinking water supply. Zone 7 operates a demineralization plant to remove salt from groundwater, but this is an expensive process. The more softened water that is used in the District, the higher the costs for all customers.

If having soft water is important to you, please consider using an exchange tank service. An exchange tank service company will install portable water softening tanks at your home and replace them on a regular schedule. The company disposes of the brine in the tanks under controlled conditions so it never enters the District's wastewater, recycled water, or groundwater basin.

How hard is our water?

Naturally occurring calcium and magnesium cause water to be "hard." We measure hardness by the amount of calcium carbonate in the water, expressed either as milligrams per liter (mg/L) or grains per gallon (gpg). Our water is generally moderately hard to very hard, in the range of 199-400 mg/L or 12-23 gpg. Because our water is a variable blend of surface and groundwater, hardness changes throughout the year and by location in the District.

What is being done to improve water hardness?

Zone 7 has a demineralization plant to slow down the buildup of salts and minerals in our groundwater basin and reduce the hardness of groundwater pumped from the Mocho Well Field in western Pleasanton.

HELP US PROTECT SOURCE WATER QUALITY

Protecting drinking water sources is everyone's responsibility. You can help in several ways:

Reduce or eliminate fertilizers and pesticides; they are a primary source of pollution in creeks and the San Francisco Bay. Visit www.Baywise.org for eco-friendly alternatives.



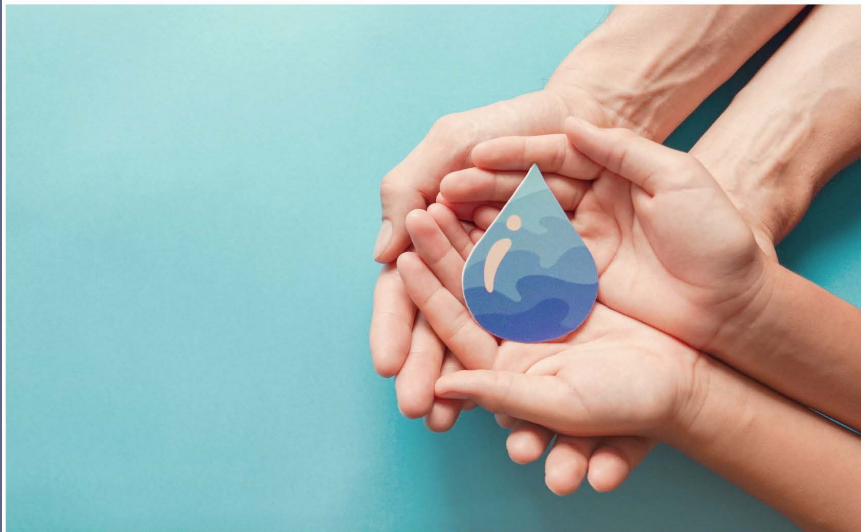
Pick up after your pets.



Dispose of medication, chemicals, and used motor oil properly. Find disposal and recycling options at www.dsrds.com/WhatNotToFlush.



POLLUTION PREVENTION REPORT 2021



Tasks to Minimize Pollutants

CHAPTER



Pretreatment and Waste Minimization Audits for Industrial Users

Environmental Compliance inspectors continue to look for ways to expand and enhance the DSRSD's Pretreatment Program to reduce pollutants discharged into the sanitary sewer system. The Pretreatment Program currently has 29 permitted industrial and commercial users. During annual inspections, DSRSD staff evaluates the users' practices for cleaning, storing material and waste, and cleaning up secondary containment, as well as their efforts for minimizing waste. Detailed information is available in DSRSD's Pretreatment Program Annual Report.

Mercury Control

Dental Amalgam Waste

Mercury continues to be a pollutant of concern for DSRSD since the San Francisco Bay is impaired by mercury. The RWQCB adopted a Total Maximum Daily Load (TMDL) for mercury in 2006. The regional watershed permit, Order No. R2-2017-0041 requires San Francisco Bay municipal wastewater dischargers to implement and maintain programs that reduce discharges of mercury amalgam waste from dental practices.



Developed in accordance with permit requirements and current American Dental Association guidelines, DSRSD Code Chapter 5.20, wastewater discharge and pretreatment regulations require dental offices that generate mercury amalgam waste to implement Best Management Practices (BMPs) and install amalgam separators approved by the International Standards Organization (ISO).

On July 14, 2017, the EPA's Final Dental Rule 40 CFR Part 411 became effective. The Final Rule is technology-based pretreatment standards under the Clean Water Act to reduce mercury discharges from dental offices. The Final Rule requires dental offices to use amalgam separators, implement two best management practices, and submit a one-time compliance report to DSRSD. Existing dental dischargers are to achieve compliance with this rule by July 14, 2020. New dental dischargers are required to install approved amalgam separators and submit the one-time compliance report within 90 days after the first discharge to the publicly owned treatment works (POTW). All 108 permitted dental facilities have submitted the one-time compliance report, verifying the installation of an approved amalgam separator and implementation of the best management practices.

Direct Mail



7051 Dublin Blvd.
Dublin, CA 94568




Learn about the
WATER MAIN
REPLACEMENT COMING TO
YOUR NEIGHBORHOOD
Roadwork and possible traffic delays
Temporary water service interruptions



Attend a virtual meeting on
January 19, 2022, at 6:00 PM
There will be a brief presentation
about the water main replacement
in your neighborhood, followed by
a question and answer session

This is your opportunity to
ask questions and express
your thoughts about the
upcoming construction
near you





7051 Dublin Boulevard
Dublin, CA 94568-3018

main (925) 826-0515
fax (925) 826-1180
www.dsrsd.com

January 6, 2022

SUBJECT: Water Lines Replacement – Wineberry and Canterbury Areas

Dear DSRSD Customers,


The Dublin San Ramon Services District will be replacing approximately 2 miles of potable water mains near your residence. The project will replace aging pipelines which were installed in the 1960s and have been slated for replacement in the Capital Improvement Budget. These pipelines are nearing the end of their service life and have recently experienced several leaks. The project also includes the replacement of service laterals, fire hydrants, and accessory attachments.

Project sites and pipelines being replaced are shown in Figure 1 and Figure 2. Construction is anticipated to begin in late spring of 2022 and is expected to last for approximately six months. Additional details and notifications will be provided as the project nears construction.

An online presentation of the project will be held on Wednesday, January 19, 2022, at 6:00 PM. Meeting details including the access link can be found on the following site www.dsrsd.com/your-dollars-at-work/current-projects/replacing-aging-water-mains. If you have any questions regarding the work, please call or email (email preferred) at the contact information below.


Best Regards,
Jose Oropeza
Jose Oropeza
Assistant Engineer, Project Manager
oropeza@dsrsd.com, (925) 875-2266
Alternate contact: Sukhpreet Mann, manna@dsrsd.com, (925) 875-2264

Figure 1




Change lines mark the areas where water mains will be replaced

Figure 2



Change lines mark the areas where water mains will be replaced



Water, wastewater, recycled water

PUBLIC HEARING RESCHEDULED TO AUGUST 2, 2022

This notice serves to inform our customers that the public hearing on July 19, 2022, has been rescheduled to August 2, 2022, at 6:00 p.m. The public hearing is to continue placing the sewer service charge on the secured property tax roll for the counties of Alameda and Contra Costa. The District has placed this charge on the property tax roll since 1971.

Written protests may be emailed to board@dsrsd.com, or by mail to Dublin San Ramon Services District, District Secretary, 7051 Dublin Blvd., Dublin, CA 94568, by 5:00 p.m. on August 2, 2022.

This charge will appear on the 2022-2023 (July 1, 2022, to June 30, 2023) secured property tax bill as "DSRSD-SEWER SVC" mailed in the fall.

Dwelling Type	Residential Wastewater Collection and Treatment Annual Service Charge	
	2021-2022 Service Charge	2022-2023 Service Charge
Single-Family Home or Townhouse	\$486.00	\$492.76
Condominium	\$334.98	\$339.56
Duplex	\$972.00	\$985.50
Residential Multi-Family	\$283.56	\$296.62
Accessory Dwelling Units (per unit)	\$283.56	\$296.62

Any parcels not billed on the secured tax roll will be billed on the bimonthly utility bill.




News about:
Repairs,
Replacements &
Improvements

Annual Wastewater Treatment Plant Update

Neighborhood Meeting
Wednesday, October 26, 2022



Dublin San Ramon Services District
Water, wastewater, recycled water



Water, wastewater, recycled water

This notice serves to inform our customers of the public hearing on June 21, 2022, at 6:00 p.m., to continue placing the *Dougherty Valley Incremental State Water Project Charge* on the secured property tax roll for the county of Contra Costa.

The increase for 2022-23 represents the pass-through charges from the State Department of Water Resources.

This charge will appear on the 2022-2023 (July 1, 2022, to June 30, 2023) secured property tax bill as "DSRSD-DRTY VLY SWP" mailed in the fall.

Dwelling Type	2021-2022 Service Charge		2022-2023 Service Charge ¹	
	2021-2022 Service Charge	2022-2023 Service Charge	2021-2022 Service Charge	2022-2023 Service Charge
Single-Family Detached	\$61.34	\$87.88	\$61.34	\$87.88
Multi-Family Attached	\$24.52	\$35.14	\$24.52	\$35.14
Commercial Land (per acre)	\$245.20	\$351.40	\$245.20	\$351.40

¹ Annual service charge is apportioned according to the equivalent dwelling unit (EDU) of the parcel; the rate for a single family is the base, \$87.88 for 1.0 EDU.

Any parcels not billed on the secured tax roll will be billed on the bimonthly utility bill.

Written protests contesting the placement of these charges on the property tax roll may be emailed to board@dsrsd.com, or by mail to Dublin San Ramon Services District, District Secretary, 7051 Dublin Blvd., Dublin, CA 94568, by 5:00 p.m. on June 21, 2022.

A woman with blonde hair, wearing a dark polo shirt and a skirt, stands at a wooden podium on the left side of the frame. She is smiling and looking towards the right. Behind her is a large projection screen displaying a photograph of a mountain stream with snow on the banks. Overlaid on the bottom half of the screen is a white rectangular box containing the text "SNOW RUNOFF IN SIERRA MOUNTAIN STREAM". In the foreground, the backs of three audience members are visible as they sit in chairs, facing the presentation. The room has a modern, minimalist design with light-colored walls and a dark floor.

SNOW RUNOFF IN SIERRA
MOUNTAIN STREAM

Interacting with the Community
& Community Partners

Community Events

- Tri-Valley Chamber of Commerce mixer
 - *Marine Life Mural*
 - *Demonstration Garden*



Demonstration Garden



Community Events

- Time Capsule rededication
 - *Resealed Time Closet in April*
- Science & Engineering Fairs
 - *DSRSD sponsors Alameda County & Contra Costa County fairs*
 - *Two San Ramon ninth-graders honored by Board for winning projects*



The time capsule is resealed.



Science fair winners



Public Programs

- Virtual Citizens Water Academy
- Candidates Briefing

Public Tours

- First public tour in November 2022 since start of pandemic
- Quarterly tours restarted February 9, 2023
- Open to ages 10 & up
- Tours given by WWTP operators
- Special group tours available

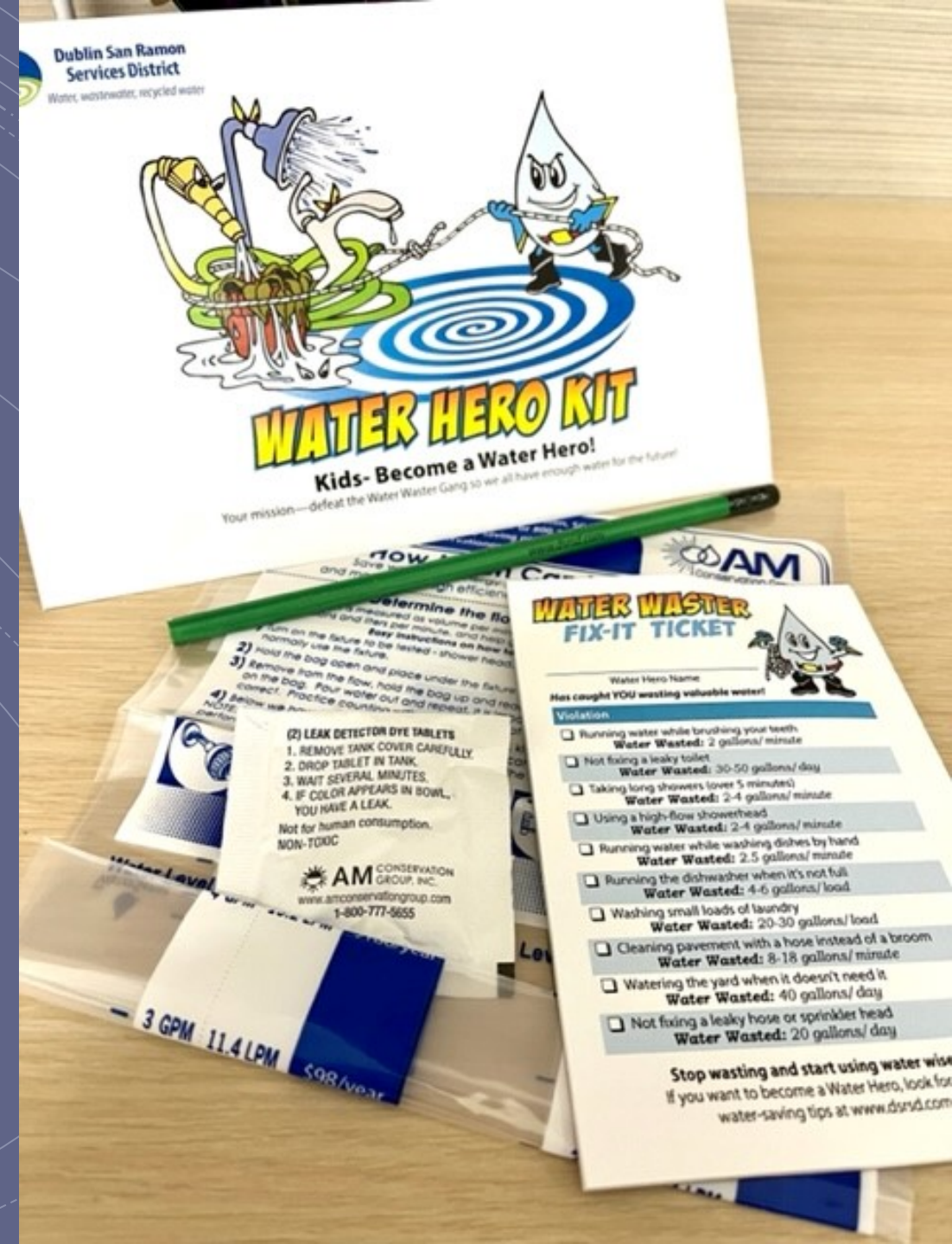


Community Presentations

- Rotary
 - *Livermore Rotary on March 1*
 - *Dublin Rotary on May 5*
- Economic Development Committee on February 22
- Dublin City Council drought presentation on June 21
- San Ramon City Council presentation on June 28
- Zone 7 Water Agency Board meeting presentation on Purified Water Demo project on July 20
- “Inside Dublin” presentation on November 10

Water Hero Kits

- Distributed to third-grade classes
 - *Dublin: 8 elementary schools*
 - 840 kits
 - *San Ramon: 2 elementary schools*
 - 108 kits



Truck Wrap

- Completed fall 2022
- Water conservation & pollution prevention messages



Industry Associations

- Communications Committees
 - *CASA committee member*
 - *ACWA & WaterReuse*
- California Special Districts Association
 - *Alameda County & Contra Costa County*
 - *“Districts Make the Difference” video*



Community Partnerships

Tri-Valley Water Partners website & video



Tri-Valley Haven



Dublin Arts Collective

Dublin Art Circuit

- Rotating three-month displays
- Features works by local artists
- Cross-posted on DSRSD and Dublin Arts Collective social media for broader reach



Looking Ahead

- Water conservation outreach
- Social media customer relations
- Biennial report
- Internal support to DSRSD divisions
- Messaging on CIP projects
- Partnering with neighbor agencies on water resilience in the Tri-Valley



2023

