Contest! ▶ Win FREE Sewer Service For A Year! PAGE 2

▶ What Is This? PAGE 2

▶ Fifth-Graders Tour Our Plant And Learn About Our Processes PAGE 3

▶ USD's Solar Carport And Other Green Projects PAGE 4

CUSTOMER FOCUS

Union Sanitary District

VOLUME VI | SPRING | 2011

USD Brings Home Top Honors

District Doubles Up On Industry Awards

Wastewater Treatment Plant Of The Year

USD's Alvarado Wastewater Treatment Plant has won many regional awards from the California Water Environment Association (CWEA) for outstanding performance. This year, however, our first Statewide win is making us especially proud. We received our award in 2010 for accomplishments in regulatory compliance, innovative practices, cost effectiveness and superior operation of our treatment plant. Our 30 million gallon per day facility is staffed 24/7/365 with State-Certified Operators, Laboratory Analysts, Mechanics, Electricians and Instrument Technicians who coordinate every day to keep the treatment processes and equipment that serve our customers running smoothly. Our Statewide Award is a great tribute to their dedication.

Collection System Of The Year

Every weekday, USD's Collection Services teams travel throughout the Tri-Cities to clean, inspect and repair our main sewer lines. Their commitment to quality shows in our fifth CWEA Collection System of the Year trophy since 1987! The Awards committee that inspected Collections Services after its regional win were impressed with USD's comprehensive preventive maintenance program, our commitment to continuous training, and our emergency preparedness plans. The committee also noted our high level of employee involvement. Many Collections team members contribute knowledge, expertise and new ideas to enhance our programs. We're happy to be recognized by our peers as a top performer in the wastewater industry. Winning both Statewide Awards in the same year honors the collaboration of our skilled, enthusiastic employees.

Board of Directors

Jennifer Toy, President
Representing Fremont

Tom Handley,
Vice President
Representing Fremont

L. Patricia Kite, Secretary
Representing Newark

Manny Fernandez
Representing Union City

Anjali Lathi
Representing Fremont

General Manager

Richard Currie

USD's Mission:

To safely and responsibly collect and treat wastewater for the Tri-Cities while protecting human health and improving the environment in a way that benefits our customers, employees and the community.

If you have questions, please call us at (510) 477-7500.

What In The World Is This?

Have you seen this vehicle in your neighborhood and wondered what it does? It's actually two pieces of equipment, which is why we call it a "Combo Unit." A Hydro-Jet is at the front of the truck with 2000 ft. of orange high-pressure water hose that uses specialized cutters and nozzles to scour our underground sewer pipes. Roots, grease, egg shells, and many other items (some of them would surprise you!) are cleaned out of our pipes and flushed back to our manholes in the street. A high-powered vacuum hose (it is reaching up and over the top of the truck in the photo) is then lowered into the manhole, using suction to pull the debris up into the vehicle's storage tank. The truck then returns to our treatment plant, where the water and debris are treated separately before disposal.

And That?

When driving past our plant or pump stations, you may notice these tall structures rising above our buildings. These are surge towers. They are hollow concrete towers open to the atmosphere on top, and they relieve pressure (water hammer) that could damage our large force main pipelines, which transmit wastewater. They work very much like pressure relief valves installed on water lines in homes. Just as those valves protect your pipes from breaking, our surge towers guard the infrastructure that is critical to our protection of public health and the environment.

Win Our Contest And Get Outdoors With Your Refund!!

Win FREE Sewer Service For A Year! A $290 Value

Visit our website at www.unionsanitary.ca.gov, search our pages to answer a few fun questions and you'll be eligible to win a year of free sewer service! For residential customers only.

What could you buy with your prize?

- 3,625 Golf Tees
- 28 Bags of Charcoal Briquets
- 29 Tubes of Sunscreen
- Five Beach Umbrellas
- Four Tickets to a Giants or A's Game

PLANT TOURS - *Teaching Tri-City Students How USD Protects The Environment*

Union Sanitary District visits fifth grade classrooms to teach students about the differences between the sanitary sewer and the storm drain, and to show them how they can prevent pollution from entering those systems. We feature a presentation that includes video, a hands-on experiment and take-home souvenirs that remind kids about the practices they've learned.

Many of those classrooms follow up our presentation with a tour of USD's Alvarado Wastewater Treatment Facility in Union City.

Students, teachers and parent chaperones put on hard hats before setting off to explore several areas throughout the plant. A favorite stop is in our laboratory, where chemists show the differences between the wastewater that comes into our plant and the water that leaves it after treatment.

The students learn a lot, but so do the chaperones! "I had no idea you go through so many processes to clean the water," said one parent. "You're doing a great job!"

You don't have to be a fifth-grader to tour our plant! We've hosted individuals, community groups and college classes as well. Call (510) 477-7621 to arrange a visit.

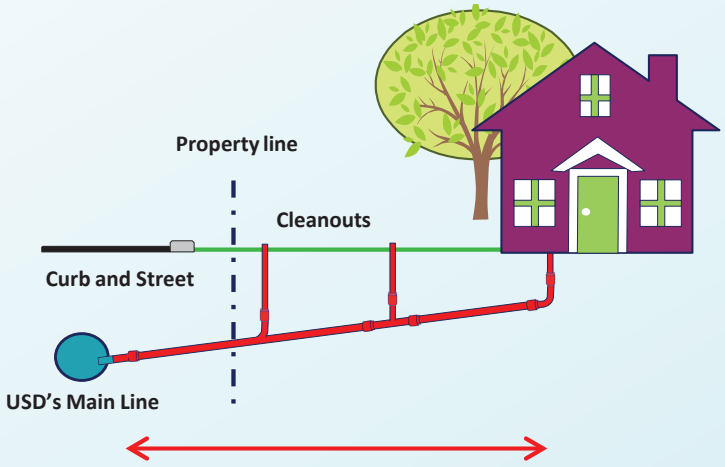
Taking Care Of Your Sewer Lateral

USD takes care of the 779 miles of pipelines that collect waste for every home and business in the Tri-Cities. We make sure those lines are inspected and cleared regularly to keep them flowing freely. But who takes care of the lines between your house and our sewer mains? You do!

Under USD's Ordinance 34, it is the property owner's responsibility to maintain and repair their own sewer lateral from the house up to the point of connection with the District's sewer main. This includes both the portion of lateral on private property and the portion located beneath the sidewalk and street.

If you are experiencing a backup, call USD - we will check our main lines in the street to make sure they are flowing freely. If our mains are clear, the problem could be in your lateral. A permit may be required from USD, and another from your city if repair work goes beyond your property line. Be sure to call 811 to have your underground utilities marked before you dig - it's FREE!

See Ordinance 34 under the "Doing Business With USD" sidebar on our website, or call us at (510) 477-7500 for more information.



Property Owners are responsible for the entire lateral from the building to where it meets USD's main sewer line

SERVICE | WATER QUALITY | ENVIRONMENT

Protecting Our Communities and San Francisco Bay

WWW.UNIONSANITARY.CA.GOV

What's On Our Website?

www.unionsanitary.ca.gov

- Our What's New page highlights USD's Earth Day activities and lists FREE pharmaceutical dropoff locations in the Tri-Cities
- Homeowner Information pages explain sewer repairs and homeowner "do's and don'ts."
- About Us pages tell you about our Board of Directors, Financial Information, and our Mission, Facts and History

UNION SANITARY DISTRICT

Protecting Our Communities and San Francisco Bay
5072 Benson Road
Union City, CA 94587-2508

Win FREE Sewer Service For A Year! Details Inside

USD Goes Solar!

We recently completed an 11,000 square-foot storage area for our vehicles and emergency equipment that packs an added bonus: 637 solar panels on its roof will generate power and lower our energy costs. The solar carport will produce about 210,000 kilowatt hours of energy per year, or enough to power about 19 homes. The energy will be used to provide power to our Administrative and Collection Services buildings. This was a great opportunity for USD to create a source of renewable energy for our buildings, save money by reducing energy costs, and keep our vehicles and emergency equipment in a better state of readiness.

More green projects underway...

Spring/Summer 2011:
Irvington Pump Station Solar Power Project

Solar panels will rise out of our storm storage pond in south Fremont to absorb the sun's rays and power our pump station. The 1,800 panels are expected to generate 875,000 kilowatt hours of energy annually - enough to power about 80 homes. Our goal is to have a "zero" PG & E bill for the pump station when averaged annually, and the District will receive $650,000 in rebates from PG & E over the next five years.

2012-2013:
Plant Cogeneration Project

We use the byproducts of our treatment processes to generate power and save on our energy bills. We're replacing our cogeneration equipment with a more efficient system to better utilize naturally-occuring methane gas at the treatment plant and save even more on power costs.

BAY AREA GREEN BUSINESS PROGRAM

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