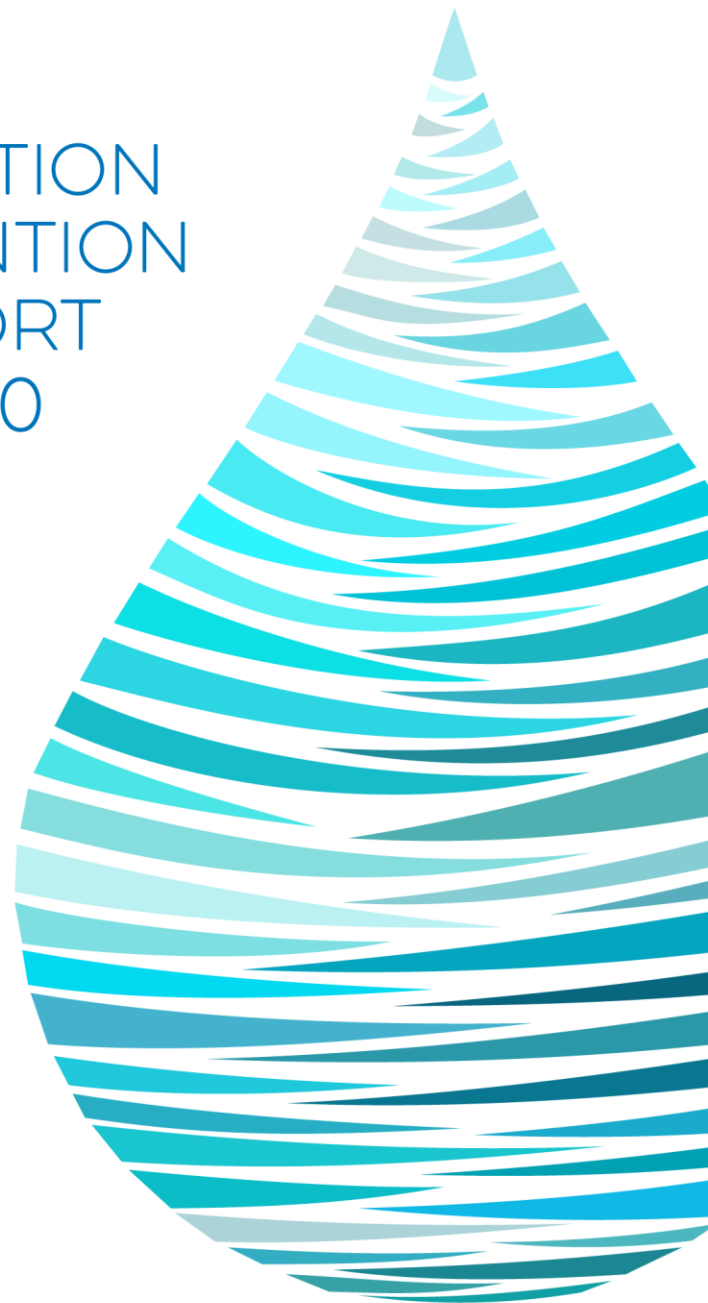




**Dublin San Ramon  
Services District**

*Water, wastewater, recycled water*

POLLUTION  
PREVENTION  
REPORT  
2020





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# Introduction

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This report on the Dublin San Ramon Services District Pollution Prevention Program from January 1 through December 31, 2020, is prepared in accordance with the requirements of the National Pollutant Discharge Elimination System (NPDES) Order R2-2017-0017, NPDES Permit CA0037613.

## DSRSD Background and Service Area

Founded in 1953, Dublin San Ramon Services District (DSRSD) serves 188,000 people, providing potable and recycled water service to the City of Dublin and the Dougherty Valley area of the City of San Ramon, wastewater collection and treatment to the City of Dublin and south of the City of San Ramon, and recycled water supplier and wastewater treatment to the City of Pleasanton (by contractual agreement). DSRSD's distribution and collection network include 331 miles of potable water pipe, 69 miles of recycled water pipe, and 219 miles of the collection system, along with 14 potable water reservoirs, 17 potable water pump stations, four recycled water reservoirs, five recycled water pump stations, and two wastewater lift stations. DSRSD pumps effluent to San Francisco Bay through pipelines operated by the Livermore Amador Valley Water Management Agency (LAVWMA) into the East Bay Dischargers Authority (EBDA) for disposal.

## Treatment Plants and Processes



*DSRSD's Regional Wastewater Treatment Facility is located in Pleasanton and treats domestic, commercial, and industrial wastewater.*

The wastewater treatment plant discharges under the National Pollutant Discharge Elimination System (NPDES) Order No. R2-2017-0017 effective July 1, 2017. With a permitted capacity of 20.2 million gallons per day (MGD) (which consists of 17.0 MGD domestic wastewater plus 3.2 MGD of Zone 7 brine), the plant treats approximately 10.41 MGD of wastewater utilizing an activated sludge process, sedimentation, and hypochlorite disinfection. An adjacent water recycling plant applies advanced tertiary treatment to up to 12.7 MGD of secondary effluent, using sand filtration. In 2019, the sand filtration system was expanded to a capacity of 12.7 and in the process of attaining a permit capacity of 16.2 MGD. Additionally, there is a microfiltration treatment system that has a treatment capacity of 2.5 MGD. Following advanced tertiary treatment, it receives ultraviolet disinfection.

# Pollutants of Concern and Their Sources

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A pollutant of concern (POC) is defined as a substance that exceeds the applicable water quality objectives from the California Toxics Rule (CTR), the NPDES permit limits, or the water quality criteria established in the Regional Water Quality Control Board (RWQCB) Basin Plan. The DSRSD identifies pollutants of concern:

- When they are designated as such by the RWQCB in the DSRSD's NPDES permit; or
- When applicable pollutants are addressed by the Bay Area Pollution Prevention Group (BAPPG) through Bay Area Clean Water Agencies (BACWA), and
- By reviewing monitoring data from DSRSD and EBDA influent, effluent, biosolids, and industrial discharges.

DSRSD has had a Pollution Prevention Program since 1995. During the current reporting period, DSRSD staff worked to monitor and reduce the following pollutants of concern: mercury, copper, fats/oils/grease (FOG), and pharmaceuticals. DSRSD has performed evaluations for cyanide and polychlorinated biphenyls (PCBs), and determined control programs are not necessary. DSRSD also actively participates in several regional collaborations, i.e., with BAPPG, to address pollution minimization. Priorities and accomplishments are outlined in Chapter 4, Table 5.

The list below identifies the sources of pollutants of concern:

- Mercury – dentists (amalgam waste) and the general public (thermometers, light bulbs, mercury-containing products)
- Copper – vehicle service facilities, and pool/spa maintenance
- Fats/Oils/Grease (FOG) – kitchen waste from restaurants and residences
- Pharmaceuticals – improper disposal by the general public and human consumption
- Cyanide – industrial users
- PCBs – industrial users
- Pyrethroids – pet owners and veterinarians
- Triclosan – residences
- Trash and wipes – residences



# Tasks to Minimize Pollutants

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## 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 28 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 112 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.

The Mercury Source Control Program activities for CY 2020 include:

- Permit 112 qualifying dental practices
- Received documentation indicated 100 percent of the permitted dental practices have instituted the required BMP's for managing amalgam waste and installed approved amalgam separators
- Received the one-time compliance report from dental offices within the service area
- Maintains an up-to-date database of dental facilities and tracks program results

During the next 12-month period, the program plans to:

- Continue to implement the EPA's Dental Final Rule requirements
- Continue to maintain an up-to-date list of dental practices ensuring all have submitted EPA's one-time compliance report, installed approved amalgam separators, and implemented the required BMP's.
- Reissue permits to existing dental practices
- Perform inspections as needed to ensure compliance with permit requirements

### ***Collection and Recycling***

DSRSD educates the public about problems associated with mercury on an ongoing basis by collecting and recycling mercury-containing products such as thermometers, light bulbs, and thermostats. This program is explained further in Chapter 3, Public Outreach.

## **Copper Control**

Thirteen plant influent samples were collected in CY 2020, and the discharge limit was not not exceeded. To ensure that copper concentrations remain well below the maximum allowable limits, DSRSD will continue inspections, sampling, and outreach efforts as outlined below. See also Chapter 4, Table 2.

- Businesses that wash vehicles as part of their work must install wash pads equipped with solids removal devices (sand/oil interceptor), which are routinely inspected.
- Vehicle service facilities with sewer connections inside service bays are included in the vehicle inspection program.
- Mandatory installation of dental amalgam separators will also contribute to the copper control since amalgam waste does contain some copper.

- Residential and commercial customers are allowed to discharge pool and spa wastewater to the sanitary sewer system to avoid discharge to the storm drain system. DSRSD's website provides information for residential and commercial customers regarding proper pool and spa maintenance to minimize the amount of copper-based algaecides discharged to the sewer system.
- DSRSD continues to support the BAPPG's copper pipe corrosion and pool and spa maintenance outreach efforts.



*DSRSD provides information online how pools, spas, and fountains should never be drained into the gutter or storm drain.*

## Fats/Oils/Grease (FOG) Control

DSRSD has had a grease reduction program for more than 25 years. Currently, 172 food service establishments and automotive repair shops participate in this program. Most restaurant grease traps and grease interceptors are inspected annually to ensure that equipment is functioning as designed and being serviced at proper intervals.

In 2020, DSRSD declared a state of emergency in coordination with local county health, state, and federal authorities in response to the COVID-19 pandemic. Due to this emergency, the District suspended all non-essential business practices from mid-March until November, after which, DSRSD staff focused on completing all required regulatory items. District staff has developed guidelines to re-commence these inspections and expects to resume grease trap and interceptor inspections in 2021.

For more information on inspection results, refer to Chapter 4, Tables 3 and 4. Public outreach on FOG is discussed further in Chapter 3, *Adult Education*.

## Pharmaceutical Collection

A permanent pharmaceutical collection center opened within the City of Pleasanton Police Department in 2014. The collection center started out as a partnership between the City of Pleasanton and DSRSD. City of Pleasanton housed and monitored the collection center and DSRSD covered the cost of disposal. The center is open 24 hours a day, seven days a week.

In May 2017, the collection center became part of the Alameda Medication, Education and Disposal Project (Med Project). The Med Project is a public, non-profit entity that provides pharmaceutical collection kiosks throughout Alameda County. The Med Project handles costs associated with the collection of unwanted pharmaceuticals. The Pleasanton Police Department continues to house and supervise the collection kiosk.

The City of Dublin opened a permanent pharmaceutical collection site within the Dublin Police Services lobby on November 20, 2017. The collection site is accessible to the public Monday through Friday, 8:00 a.m. to 5:00 p.m. This is a free service open to the public.

DSRSD's website promotes both collection sites, and other local drug collection sites and events, along with the regional BAPPG website, [www.Baywise.org](http://www.Baywise.org), and the Med Project website, <https://med-project.org>, which lists collection pharmaceutical kiosks and events throughout the Bay Area.

## Cyanide Control

DSRSD has submitted to the RWQCB an inventory of potential contributors of cyanide to the Regional Wastewater Treatment Facility and determined there are no potential contributors of cyanide to the treatment plant. Cyanide levels were low and not considered to be significant in the Significant Industrial User (SIU) discharges, treatment plant influent, and final effluent, as explained below.

During the reporting year, 46 compliance samples were collected from industrial users and analyzed for cyanide. All the samples were below the local limit of 0.50 mg/l, and 35 of the 46 compliance samples were below the reporting limit.

The highest influent result above the detection limit was 10.2 µg/L. 83% of the plant's effluent cyanide concentration levels for CY 2020 were less than the detection limit of 3.2 µg/L. Based on all the data, DSRSD concludes it is not necessary to implement a Cyanide Control Program at this time.



*The drug drop box located in the Dublin Police Services lobby.*

## PCBs Control

NPDES Permit, Order R2-2017-0041, requires DSRSD to evaluate controllable sources of polychlorinated biphenyls (PCBs) to the treatment plant. PCBs have been found in older building sealants, but it is highly unlikely PCBs would be discharged to the sanitary sewer system during building remodeling or demolition. Sealants are solid and would be physically removed with other debris during renovation, with little chance of being washed into the sanitary sewer. Furthermore, DSRSD requires sanitary sewer systems to be disconnected during building demolition. DSRSD has reviewed sampling data from industrial and commercial users within its service area and determined that there are no potential contributors of PCBs to the treatment plant.

## Triclosan

BAPPG has been targeting Triclosan for many years. Triclosan is an antibacterial and antifungal agent found in many consumer products that have been linked to a range of adverse health and environmental effects. BAPPG members performed outreach that educates the public about Triclosan, its harmful effects, and which consumer products contain Triclosan.

In September 2016, the U.S. Food and Drug Administration banned Triclosan from many consumer products because manufacturers did not demonstrate that it is more effective than plain soap and water in preventing illness.

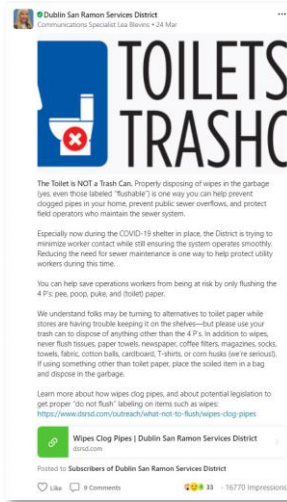
DSRSD will continue outreach efforts in educating the public and discouraging the use of products that contain triclosan.



*Triclosan (sometimes called Microban) was touted as anti-microbial and used in clothing to prevent odors and is still used in some disinfectant wipes.*

## Trash and Wipes

Toilets should not be used as trash cans. Non-woven wipes and other non-flushable items such as hair, Q-tips, and all hygiene products claiming to be biodegradable or flushable should not be discarded into the toilet. These items are known to cause problems with POTW's pump station equipment, grinders, and other infrastructure, as well as sanitary sewer clogs and overflows. BAPPG group members continuously perform public outreach on this topic; DSRSD's outreach efforts are described in the public outreach section of this report.



A Nextdoor post (left) and Facebook post (right) demonstrate the problems caused by flushing single-use wipes.

## Pyrethroids

DSRSD put the word out to customers and businesses about protecting waterways from pyrethroids, synthetic chemical insecticides widely used on pets for flea and tick control. Spot-on treatments, collars, sprays, and foggers can contain pesticides that spread around the home and can end up in waterways when people bathe pets, wash bedding, or clean any floors or upholstery that may come into contact with house pets.

Pet owners can avoid exposing themselves and Bay Area waterways to toxic pesticides by talking to their veterinarians about oral medications available to control fleas and ticks.

DSRSD posted information on social media about flea and tick control options and included a flier (shown on right) sent out to the Dublin Chamber of Commerce members to alert businesses as well.







# Outreach Programs

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## Public Outreach

DSRSD uses public outreach programs to reduce sources of mercury and pharmaceuticals directly, encourage proper disposal of wastewater pollutants, and educate adults and school children about the ways wastewater and stormwater become polluted and what they can do to prevent it. DSRSD website contains all forms, program descriptions, staff contacts, and resources for Pretreatment and Pollution Prevention Program participants. DSRSD collaborates with other wastewater agencies to provide pathways to careers related to pollution prevention, prevent pollution of our waterways more efficiently and effectively, and advocate for legislation, regulations, and new technologies that reduce and prevent pollution.

### ***Waste Mercury Collection and Recycling***

Through its website, DSRSD encourages the public and employees to dispose of batteries and other products that contain mercury properly. During normal conditions anyone can drop off such products at DSRSD Office or wastewater treatment plant for recycling or find other locations on the BAPPG website, [www.Baywise.org](http://www.Baywise.org). However, the COVID 19 pandemic has caused DSRSD to close all facilities to the general public, so these products were not collected in CY 2020.



### ***Waste Pharmaceuticals Collection***

Throughout the year, DSRSD uses its website and customer bill inserts to promote ways for residents to dispose of waste pharmaceuticals properly. These include permanent drop boxes operated by police departments in the cities of Pleasanton, San Ramon, and Dublin (opened in 2017), as well as regional collection sites.

In spring 2020, a water bill insert was sent to all Dublin customers promoting pharmaceutical take-back events conducted by Dublin Police Services on the 2020 National Drug Take-Back Day in April. However, the event was ultimately canceled due to the Bay Area's shelter-in-place order, which DSRSD alerted residents to on social media and on the District website.

### “Flushable” Wipes and FOG

DSRSD promotes proper disposal of so-called “flushable” products, as well as fats, oil, and grease (FOG), on its webpages: [What Not To Flush](#) and [FOG Clogs Pipes](#). A link to [www.Baywise.org](http://www.Baywise.org) provides a searchable directory of FOG collection centers. In the spring, DSRSD included a bill insert advertising the Annual Water Quality Report, with messaging on the other side about rebates. The “Go Green and Get Money” insert covered lawn conversion, smart irrigation, and high-efficiency washer rebate information. A winter holidays bill insert included information on how to properly dispose of fats, oils, and grease (*shown right*), with additional information on caring for pipes so they do not freeze in cold temperatures.

DSRSD continued to expand its social media outreach in 2020. When toilet paper was hard to find in the beginning months of the pandemic, the District regularly posted about the negatives involved with “flushable” wipes and other items that clog pipes. Two clogs in Dublin caused by wipes or FOG were shared with photos on social media as real-world examples of how these things can create sanitary sewer overflows.

### Education Efforts

DSRSD staff typically provide quarterly tours of the Regional Wastewater Treatment Facility. A regularly scheduled tour was held January 9, 2020. Operators also facilitated special tours for a Foothill High School class in January and a Leadership Pleasanton group in February. Tours are conducted by Operations staff and emphasize how individuals and businesses can prevent pollution through proper disposal of hazardous waste and grease. The remaining quarterly tours were canceled due to the pandemic. However, DSRSD created short flyover video tours of the the wastewater and recycled water plants that are available on the District’s YouTube.

DSRSD management hosts an annual Neighborhood Meeting to promote constructive dialog with residents living near the wastewater treatment plant. In lieu of an in-person meeting due to health and safety precautions, the District recorded a presentation on plant updates



MAKE A NEW YEAR'S RESOLUTION TO  
**AVOID A PAIN IN THE DRAIN**  
 BY CARING FOR YOUR SEWER PIPES

- Greasy food waste is the leading cause of clogs in private sewer laterals and in the public wastewater system. Never rinse fats, oils, or grease down the drain (including oily dressings, mayonnaise, and gravy). Scrape or wipe oil into the green waste container or trash.
- Large amounts of cooking oil (such as for deep-frying) can be poured in a container with a tight-fitting lid and brought to a collection facility.
- Find your nearest household hazardous waste drop-off location at <https://search.earth911.com>



DSRSD sent postcards to residents living near the Regional Wastewater Treatment Facility so they could learn about updates from the web in lieu of an in-person meeting.

that was made available online. Postcards were sent to residents near the plant on how to access the video and a Nextdoor post was made to those in affected neighborhoods.

The District participated in a Gardening with Natives webinar in August 2020 for customers from all retailers under wholesaler Zone 7 Water Agency. DSRSD talked about leak detection through the online AquaHawk customer portal, rebates for water-saving devices, where to buy drought-tolerant plants, and how the District uses recycled water.

DSRSD hosted a virtual Citizens Water Academy in June and July as a way to educate residents and encourage involvement. Twenty customers were accepted to the academy and learned about critical water issues, serving on the Board, wastewater treatment, the recycled water program, microplastics, and more.

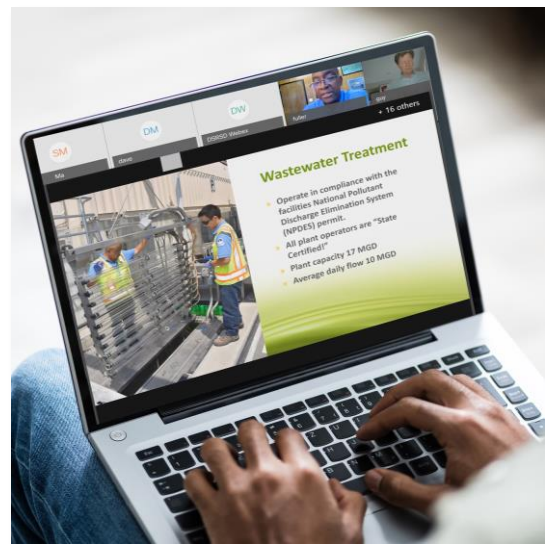
### ***Education Programs for Children***

Zone 7 Water Agency (DSRSD's water wholesaler) typically visits classrooms in DSRSD's service area to teach various grade levels about pollution prevention. The pandemic altered that ability, however some classes were visited early in the year and others participated virtually. In 2020, Zone 7's Grade 2 lesson, *Creek and Stream Environments*, reached 42 classes and 1,058 students. The lesson teaches how water from storm drains and pollution from residential areas ends up in creeks and how students can prevent such pollution. The middle school lesson, *The Wonder Down Under*, reached 27 classes and 859 students. The lesson teaches students learn how our groundwater and surface water systems are connected, pollutants common to the Tri-Valley area, and the effects of urban development on the watershed.

DSRSD's website offers free lesson plans for grades K-6. Grade 3, *The Amazing Watershed*, teaches pollution prevention and watershed protection. Grade 5, *Every Drop Counts*, reveals how little potable water we have on the earth and the need to recycle and protect water. Grade 6, *Sum of the Parts*, demonstrates the



A Twitter post promotes the "Gardening with Natives" webinar.



Twenty residents of Dublin and San Ramon joined the Virtual Citizens Water Academy in June and July 2020 to learn more about the District.



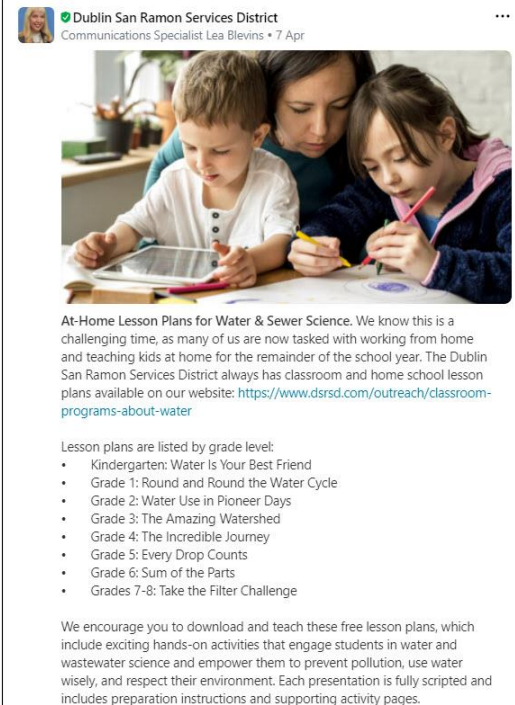
cumulative effects of pollution and the best management practices that protect the Earth's resources. The District promoted these programs via social media in April so parents helping students with at-home lessons could take advantage of the planned activities available on the DSRSD website. The first-grade lesson plan was one of the top growing webpages and received more than 700 views in the months following.

Three students in DSRSD's service area received the regional *Excellence in Water Research Awards* for the 2020 Alameda County Science and Engineering Fair. The awards are jointly sponsored and promoted by 22 water and wastewater agencies to honor outstanding student research on water and wastewater topics. A project by three Dublin High School students about removing microplastics from the ocean earned first place. Typically students would be honored and presented with a prize check at a Board of Directors meeting. For 2020, DSRSD Director Richard Halket and staff visited the front yard of each of the three winners to deliver the prize and give each family a lawn sign celebrating the win. DSRSD was also a sponsor for the *Excellence in Water Research Awards* for the Contra Costa County Science and Engineering Fair.

To help students understand the value of recycled water, DSRSD usually distributes an activity booklet, *Give Water a Second Chance...Re-Cycle It*, to all fifth graders in areas where it treats wastewater. However, due to all schools being closed, no booklets were distributed in 2020.

## Career Training

To train a skilled workforce for Bay Area wastewater treatment plants and utilities, DSRSD participates in the Bay Area Consortium of Water and Wastewater Education (BACWWE). This 19-agency partnership teams with Solano Community College and Gavilan College to offer college-level training in water and wastewater operations.



**Dublin San Ramon Services District**  
Communications Specialist Lea Blevins • 7 Apr

At-Home Lesson Plans for Water & Sewer Science. We know this is a challenging time, as many of us are now tasked with working from home and teaching kids at home for the remainder of the school year. The Dublin San Ramon Services District always has classroom and home school lesson plans available on our website: <https://www.dsrdsd.com/outreach/classroom-programs-about-water>

Lesson plans are listed by grade level:

- Kindergarten: Water Is Your Best Friend
- Grade 1: Round and Round the Water Cycle
- Grade 2: Water Use in Pioneer Days
- Grade 3: The Amazing Watershed
- Grade 4: The Incredible Journey
- Grade 5: Every Drop Counts
- Grade 6: Sum of the Parts
- Grades 7-8: Take the Filter Challenge

We encourage you to download and teach these free lesson plans, which include exciting hands-on activities that engage students in water and wastewater science and empower them to prevent pollution, use water wisely, and respect their environment. Each presentation is fully scripted and includes preparation instructions and supporting activity pages.

*A Nextdoor post tells customers where they can find online lesson programs.*



*Dublin High School student Akash Darbha receives his Alameda County Science & Engineering Fair award from DSRSD Director Richard Halket.*

Since 2007, more than 1,500 students have participated, either to obtain entry-level or additional certifications that will advance their careers. Students attend courses at treatment plants throughout the East Bay, including DSRSD's facility. The sponsoring agencies pay for students' tuition and books and provide working professionals as instructors. DSRSD Wastewater Treatment Plant Operations Supervisor Levi Fuller is one of the adjunct faculty for the program.

During Water Professionals Appreciation Week, DSRSD highlighted three staff members in different departments on its website and linked to social media. The Q&A style profiles described each employee's background on the job and some of the training needed to get started. DSRSD also released four videos about staff members who served in the US military that were shared with staff, linked from the website, and shared on social media.

## Employee Outreach

In December 2020, DSRSD held an Employee Academy for both new and long-term staff from all departments. The academy included learning about reliable water supply and associated challenges, wastewater treatment, recycled water, and water distribution. The academies included virtual tours of the Regional Wastewater Treatment Facility and the Jeffrey G. Hansen Water Recycling Plant.

## Partnering with Other Agencies and Cities

Collaborating with other agencies enables DSRSD to reach a broader audience at a lower cost. Consistent pollution prevention messages and coordinated outreach are particularly important among Bay Area wastewater agencies, which all discharge to the San Francisco Bay and its tributaries.

### ***Bay Area Pollution Prevention Group***

DSRSD's Clean Water Programs Specialist participates in meetings of the BAPPG, a committee of Bay Area Clean Water Agencies that is responsible for implementing public outreach related to pollution prevention. DSRSD also contributes funding to BAPPG to support meaningful information exchanges among wastewater agencies and coordinated regional projects. BAPPG is comprised of 46 wastewater agencies that discharge primarily into the San Francisco Bay and local waterways.

### ***Recycled Water Committee***

DSRSD's Clean Water Programs Specialist, Stefanie Olson is serving as the co-chair of the Recycled Water Committee, a committee of the Bay Area Clean Water Agencies. The committee is responsible for promoting and developing water recycling for the protection of the environment and improve water supply reliability for Bay Area communities.

### ***California Association of Sanitation Agencies***

DSRSD Community Affairs Supervisor, Sue Stephenson, is a member of the Communications Committee of the California Association of Sanitation Agencies (CASA). In 2020, the Committee:

- Published various articles related to outreach, marketing, and public relations in the Association's e-news and hardcopy conference newsletters
- Provided guidance for the Association's communications plan
- Participated in strategic planning and implementation of communications projects on behalf of the Association
- Created a video featuring member agencies, including DSRSD Mechanical Supervisor Shawn Quinlan, about "Meeting the Moment" during the COVID-19 pandemic

### ***Bay Area Biosolids Coalition***

DSRSD is a member of the Bay Area Biosolids Coalition, which consists of about 20 member agencies with a mission to "develop a diverse and robust portfolio of beneficial biosolids resource recovery projects for the San Francisco Bay Area." The coalition's goals are to communicate the value of biosolids, advancing scientific research on safety and efficacy of biosolids, supporting and expanding biosolids land application in the Bay Area, and supporting development of diverse and cost-effective biosolids projects for the region.

The Coalition continues to pursue a multi-pronged approach that includes the following:

- Investigating viable, year-long (weather-resilient) alternatives to land application that look beyond "biosolids to energy" and seek to recycle back value-added products of biosolids to the environment responsibly;
- Educating the public on biosolids management issues in California through public outreach efforts, including the creation of a public website and securing media coverage;
- Serving as a technology incubator – particularly for pre-commercial technologies;
- Supporting land application in the Bay Area by seeking to create more capacity for biosolids in the Bay Area marketplace; and
- Advancing the industry and legislative state of knowledge on biosolids as a valuable resource.

### ***East Bay Municipal Utility District and Recycled Water Users***

DSRSD partners with the East Bay Municipal Utility District to provide recycled water for irrigation and other non-potable uses in the City of Dublin and the City of San Ramon through the San Ramon Valley Recycled Water Program (SRVRWP). In 2013, the City of Pleasanton became a customer of SRVRWP. To accommodate growth in the areas, SRVRWP completed an expansion of the Jeffrey G. Hansen Water Recycling Plant to provide the city's wastewater flow. DSRSD promoted the celebration event and tour, which was covered by two media organizations. In 2020, SRVRWP produced 4,818.99 acre feet of recycled water from wastewater that otherwise would have been pumped into the San Francisco Bay.

## Legislative and Regulatory Advocacy

DSRSD supports a deliberate legislative agenda that contributes to achieving its pollution prevention goals. In 2020, DSRSD supported:

- Public Works Week to spread the word about projects that DSRSD is completing to plan for future needs
- Water Professionals Appreciation Week to educate Californians on the important functions of water and wastewater agencies
- AB 1672 (Quirk), which would establish labeling requirements and performance standards for wet wipes in California
- Funding for Climate Resilience Bond Standalone Water Recycling

DSRSD actively participates in regional, state, and federal associations that seek to speak with one voice on legislative and regulatory issues related to pollution prevention, including Bay Area Clean Water Agencies, California Association of Sanitation Agencies, Association of California Water Agencies (ACWA), WaterReuse Association, and Western Recycled Water Coalition (WRWC).

# Measuring Effectiveness and Progress

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It is simpler and less costly to measure the effectiveness and progress for site-specific programs than it is to measure public outreach aimed at raising general awareness. For site-specific programs related to its industrial, institutional, and commercial customers, DSRSD tracks the number of targeted businesses that are implementing best management practices, number of permits issued, number of inspections conducted, site-specific sampling results, and wastewater treatment plant influent sampling results. DSRSD evaluates site-specific outreach and education based on the number of events and participants, the amount of materials distributed, the number of impressions or other activity-based criteria such as the amount of waste (e.g., mercury) collected or survey responses received. DSRSD has not attempted to measure changes in general awareness of pollution prevention messages due to the prohibitive cost of such analysis.

The following tables include criteria used to measure the effectiveness of DSRSD pollution prevention programs and document DSRSD's progress. When a public outreach activity is not easily measured, it is labeled as not applicable (N/A) in the table.

1. Mercury Education and Outreach
2. Copper Education and Outreach
3. FOG Education and Outreach
4. Pharmaceutical Education and Outreach
5. Triclosan
6. Trash and Wipes

**Table 1**

**Mercury Education and Outreach**

	SOURCE	
	RESIDENCES	DENTAL OFFICES
<b>Audience</b>	General and Employees	Dentists
<b>Message/Program</b>	Direct the public to baywise.org. Prior to the COVID pandemic, the public could drop off waste mercury products and used batteries at the district office, field operations, and wastewater treatment plant.	Follow recommended Dental Amalgam Best Management Practices (BMPs) Install amalgam separators if they replace and/or remove amalgam fillings Perform regular maintenance on the amalgam separator
<b>Implementation Plan/Timeline for 2020</b>	Year around: collect products during regular business hours, except during the COVID 19 restrictions.	<i>Ongoing throughout the year:</i> 1. Collect the One-Time Compliance Reports 2. Issue permits to qualifying dental practices 3. Require dentists to submit forms that document the implementation of BMPs and installation of amalgam separators 4. Conduct dental facility inspections, as needed 5. Post BMPs, forms, program description, and staff contacts on DSRSD website
<b>Evaluation Criteria</b>	The quantity of mercury items collected and recycled	1. Number of One-Time Compliance Reports 2. Number of permits issued 3. Number of separators installed
<b>Evaluation of Effectiveness</b>	No products were collected and properly disposed due to the COVID 19 pandemic	1. 112 active dental permits 2. Added 15 dental facilities in 2020 3. All submitted the One-Time Compliance BMP Report Form 4. 100% have installed amalgam separators
<b>Specific Tasks and Time Schedule for 2021</b>	When DSRSD facilities are open to the public, will continue to collect and properly dispose of mercury-containing products during regular business hours	<i>Ongoing throughout the year:</i> 1. Continue to implement EPA’s Dental Final Rule requirements 2. Maintain an up-to-date list of dental facilities 3. Obtain EPA’s one-time compliance report 4. Issue new permits to qualifying dentists and reissue expiring permits 5. Conduct site inspections as needed

**Table 2**  
**Copper Education and Outreach**

	SOURCE	
	COMMERCIAL	RESIDENTIAL/COMMERCIAL
<b>Audience</b>	Vehicle service and wash facilities	Pool/spa owners
<b>Message/Program</b>	Clean sand/oil interceptors regularly and keep brake pad shavings out of the sewer and storm drains	Do not add chemicals that contain copper algaecides and drain your pool and spa to the sanitary sewer system properly. Instructions are available on the DSRSD website and in public lobby.
<b>Implementation Plan/ Timeline for 2020</b>	Ongoing	Ongoing
<b>Evaluation Criteria</b>	Number of vehicle service/wash facilities that participate in the program. Number of inspections and number of notice of violations (NOV) issued.	N/A
<b>Evaluation of Effectiveness</b>	Conducted 0 inspections (due to COVID Pandemic); no notice of violation was issued	N/A
<b>Specific Tasks and Time Schedule for 2021</b>	Ongoing	Ongoing

**Table 3**

**FOG Education and Outreach**

	SOURCE		
	RESIDENCES	PUBLIC	RESTAURANTS/AUTOMOTIVE SERVICE FACILITIES
<b>Audience</b>	General	General	Restaurant managers/ employees
<b>Message/Program</b>	Inform residents about problems caused by putting used cooking oil and grease down sinks	Advertise proper FOG disposal on DSRSD vehicles	Restaurant owners and managers shall maintain their grease trap/interceptor systems properly and follow the BMPs
<b>Implementation Plan/Timeline for 2020</b>	Ongoing outreach through bill inserts, website, and social media	Used “wrap” ads on CCTV truck to create a mobile billboard that is seen year-round as it works in the service area	Conduct restaurant inspections
<b>Evaluation Criteria</b>	N/A	N/A	Number of inspections, number of NOVs issued
<b>Evaluation of Effectiveness</b>	N/A	N/A	Conducted inspections 0 (due to COVID Pandemic) No notice of violation was issued
<b>Tasks and Time Schedule for 2021</b>	Ongoing through bill inserts, website, and social media, especially during the holiday season	Continue using magnetic signs on DSRSD pickups and “wrapped” CCTV truck as a mobile billboard	Continue to conduct site inspections



**Table 4****Pharmaceutical Education and Outreach**

	SOURCE	
	RESIDENCES	COMMUNITY
<b>Audience</b>	General	Government and pharmaceutical producers
<b>Message/Program</b>	Pharmaceutical collection	Support Alameda County's Safe Drug Disposal Ordinance and the California Product Stewardship Council efforts to establish more producer-funded take-back programs
<b>Implementation Plan/Timeline for 2020</b>	Promote the baywise.org and MED-Project websites and local pharmaceutical collection days	Continue to advocate for Safe Drug Disposal Ordinances.
<b>Evaluation Criteria</b>	N/A	N/A
<b>Evaluation of Effectiveness</b>	Increased use of pharmaceutical collection centers throughout the Bay Area	N/A
<b>Tasks and Time Schedule for 2021</b>	Continue promoting disposal sites	Contribute \$1,000 to the Product Stewardship Council's efforts

**Table 5****Triclosan**

<b>Source</b>	Community
<b>Audience</b>	General and employees
<b>Message/Program</b>	Do not use products that contain Triclosan such as antibacterial soaps and toothpaste
<b>Implementation Plan/Timeline for 2020</b>	Year-round outreach
<b>Evaluation Criteria</b>	N/A
<b>Evaluation of Effectiveness</b>	N/A
<b>Tasks and Time Schedule for 2021</b>	Continue outreach efforts

**Table 6****Trash and Wipes**

<b>Source</b>	Residences and employees
<b>Audience</b>	General and employees
<b>Message/Program</b>	The toilet is not a trash can. Do not throw wipes, Q-tips, dental floss, non-flushable items in the toilet.
<b>Implementation Plan/Timeline for 2020</b>	Year-round outreach
<b>Evaluation Criteria</b>	N/A
<b>Evaluation of Effectiveness</b>	N/A
<b>Tasks and Time Schedule for 2021</b>	Continue outreach efforts