2019 AWARDS OF EXCELLENCE NOMINEES

Ahead of the Curve
64TH ANNUAL CONFERENCE

CALIFORNIA ASSOCIATION OF SANITATION AGENCIES

CASAweb.org
Award Categories

**Outstanding Capital Project**
This award recognizes exemplary wastewater capital projects. Submittals should highlight and will be judged on their unique or innovative design and construction applications, engineering applications, technical advancements, and/or difficult challenges of the project.

**Excellence in Innovation and Resiliency**
This award recognizes efforts in the innovative application of technology or the development of new technology to the wastewater field (collection, treatment, wastewater and biosolids recycling, and renewable energy production). Technologies that are highly innovative and increase resilience, and/or which have broad application to the industry will be favorably considered.

**Organizational Excellence**
This award recognizes excellence in managing the agency’s division, unit, or process. Submittals may focus on leadership/management practices, change management, strategies that promote organizational sustainability, organizational development, effective financial management, productivity, cost reductions, asset management, staffing resource utilization, labor relations, employee mentoring and development programs, or related subjects. Submittals that demonstrate measurable results and potential application to the industry will be favorably considered.

**Excellence in Public Outreach/Education**
This award recognizes the development and implementation of programs that impact or educate a segment of the local community on issues important to the industry. Recognition includes on-going programs, including education in schools, general public awareness or select target audiences. Measurable results will be favorably considered. Unique programs, and/or ones which can be readily replicated by other agencies, will be also be favorably considered.

**Special Thanks to Our Review Committee Members**

**Outstanding Capital Project and Innovation and Resiliency**
San Francisco PUC
Ross Valley Sanitary District
Central Marin Sanitation Agency

**Organizational Excellence**
Fairfield-Suisun Sewer District
Ironhouse Sanitary District
Moulton Niguel Water District

**Public Outreach and Education**
Irvine Ranch Water District
Delta Diablo
Goleta Sanitary District

Ryan Batjiaka
Steve Moore
Peter Kistenmacher

Greg Baatrup
Tyson Zimmerman
Drew Atwater

John Fabris
Angela Lowery
Laura Romano
2019 Nominees At-A-Glance

**Outstanding Capital Project**
- East Bay Municipal Utility District, Main WWTP Primary Sedimentation Tanks and Channel Rehabilitation – Phase 5
- Inland Empire Utilities Agency, Water Quality Lab and Central Chiller Plant Expansion
- Encina Wastewater Authority, Digester Gas System Improvements Resilience
- Leucadia Wastewater District, Poinsettia Train Station Parallel Gravity Pipeline Project
- Mt. View Sanitary District, The Moorhen Marsh Western Pond Turtle Habitat Enhancement Project
- Sewer Authority Mid-Coastside, System Reliability Improved Through Fast Track Force Main Replacement

**Excellence in Innovation and Resiliency**
- Orange County Sanitation District, Interim Food Waste Receiving Facility
- Inland Empire Utilities Agency, San Sevain Basin Ground Water Recharge Basin Improvements
- Inland Empire Utilities Agency, Inland Empire Regional Composting Authority Battery and Solar Project
- City of Modesto, North Valley Regional Recycled Water Program
- Encina Wastewater Authority, Renewable Natural-gas Injection Project
- Sewer Authority Mid-Coastside, Sludge Thickening Benefits

**Organizational Excellence**
- East Bay Municipal Utility District, Wastewater Treatment Plant Operator Trades Training Program
- Orange County Sanitation District, Board Member Orientation
- Sacramento Regional County Sanitation District – Department of Regional San Operations, O&M Training Streamlining and Standardization
- Inland Empire Utilities Agency, Operations & Maintenance Intern/Volunteer Trades Program
- Union Sanitary District, Treatment and Disposal O&M Revamp
- Silicon Valley Clean Water, Regional Environmental Sewer Conveyance Upgrade (RESCU)
- Encina Wastewater Authority, 5 Year Strategic Plan
- City of Sunnyvale Water Pollution Control Plant, Welding Safety and Skills Training
- Napa Sanitation District, NapaSan Internship Program
- Castro Valley Sanitary District, Wonderful Outstanding Works Committee
- Sewer Authority Mid-Coastside, Energy Cost Reduction by LED Lighting and High Efficiency Aeration Blowers

**Excellence in Public Outreach/Education**
- Orange County Sanitation District, Plant No. 2 Neighborhood Outreach Program
- Central Contra Costa Sanitary District, Pipe Protectors Student Education Program
- Inland Empire Utilities Agency, Water Discovery Program
- East Bay Municipal District, Wastewater Treatment Plant Tour Program
- Union Sanitary District, Fifth Grade School Outreach Program
- Olivenhain Municipal Water District, Recycled Water Outreach Program
- South Coast Water District, Tunnel Outreach and Education Program
- Encina Wastewater Authority, Stakeholder Outreach
- Fairfield-Suisun Sewer District, Stewardship and Innovation Video Series
- Napa Sanitation District, NapaSan Citizens Academy
- Ironhouse Sanitary District, “No Wipes in the Pipes” Regional Coalition Outreach Campaign
- Leucadia Wastewater District, Teacher Grant Program
- Sewer Authority Mid-Coastside, Coastside OneH2O
- Eastern Municipal Water District, Healthy Sewers Campaign
East Bay Municipal Utility District

**Main Wastewater Treatment Plant Primary Sedimentation Tanks and Channel Rehabilitation – Phase 5**

The East Bay Municipal Utility District’s Main Wastewater Treatment Plant has 16 primary sedimentation tanks that are connected to the system by one influent and one effluent channel. Constructed in the 1950s and 1970s, decades of continuous use have deteriorated and cracked concrete in the primary sedimentation tanks and channels and caused severe corrosion to the sludge collection equipment. The challenge is to complete all of the required rehabilitation without impacting plant operations. This $9.5 million Phase 5 project includes concrete rehabilitation at the influent and effluent channels and two primary sedimentation tanks. Sludge collection equipment will be replaced or renovated at five tanks. A 54-inch diameter bypass pipe will enable effluent channel concrete repair while allowing continuous treatment. Phase 5 incorporates numerous improvements refined from earlier project phase experiences. Innovative management of plant flow for the project and resequencing of the work will enable project completion ahead of schedule.

Encina Wastewater Authority

**Digester Gas System Improvements Resilience**

The Encina Water Pollution Control Facility (EWPCF) was originally constructed in 1963. Since its original design and construction, the EWPCF has completed five major expansion phases. The latest major expansion in 2008 included installation of enhanced solids processing and significant improvements to the energy management facilities. In 2015, it was determined that replacement of the aging, underground digester gas (DG) piping system was a priority. The existing DG piping installed in 1982 and 1992 was buried thus limiting accessibility for inspection and maintenance of the piping. Project drivers were: the gas pipeline’s exact condition was unknown, maintenance and inspection were problematic, ongoing ground settlement was occurring, the infrastructure was deteriorating, and there were safety concerns related to the potential for gas leaks. The Project scope included replacement of the buried DG piping with above-ground stainless steel piping and other system improvements for efficient condensate removal in the DG system.

Inland Empire Utilities Agency

**Water Quality Lab and Central Chiller Plant Expansion**

IEUA evaluated their existing laboratory facility and concluded that it presented several challenges for laboratory staff to be as efficient as possible and handle current and future workloads. The old laboratory facility was crowded, ventilation system inadequate, and had numerous structural and storage space issues. Concrete block construction of the buildings, as well as lack of insulation, created inadequate heating and cooling of the facility which presented a challenge in maintaining conditions for bioassay and other tests to be performed successfully. The Agency retained an architectural/engineering firm that specializes in laboratory design to conduct a feasibility study for a new laboratory facility, with extensive consideration given to locating it in Chino on the same campus as the headquarters. Kemp Brothers Construction was awarded a $17.5 million contract to build the project which they did on time and the overall project came in under budget.
Leucadia Wastewater District

Poinsettia Train Station Parallel Gravity Pipeline Project (Poinsettia Parallel Line or PPL)

The District’s PPL project included construction of a second parallel 24-inch encased gravity pipeline under dual railroad tracks adjacent to the City of Carlsbad’s Poinsettia Train Station. This project eliminated a potential single point of failure in the District’s collection system in a cost effective and efficient manner. The project was designed, bid and constructed by teaming with the San Diego Association of Governments (SANDAG) on a section of their Los Angeles-San Luis Obispo-San Diego (LOSSAN) rail corridor improvement project. The District saved more than $800,000 in construction and permitting cost and 2 years of permitting time. Additionally, by teaming with T.Y. Lin International (TYLI), SANDAG’s project design consultant, the District’s cost to design its portion of the project was $28,705 and was completed in just 4 months. This project demonstrates what can be accomplished through cooperation and teamwork between various public and private entities.

Mt. View Sanitary District

The Moorhen Marsh Western Pond Turtle Habitat Enhancement Project

This project became the Moorhen Marsh Western Pond Turtle Habitat Enhancement Project.

The two-year project provided:
1) improvements including pond excavation/deepening, levee reconstruction, replacement of water control structures, wetland/riparian habitat enhancements, additional basking habitat for western pond turtles, and nesting habitat for herons, and
2) improved visitor access and facility upgrades, including a new ADA-compliant pathway and boardwalk, viewing platform, additional dip-netting areas for MVSD’s Wetlands Field Trip Program, two new picnic areas, and ten new wetland interpretive panels.

Sewer Authority Mid-Coastside

System Reliability Improved Through Fast Track Force Main Replacement

Sewer Authority Mid-Coastside (SAM) replaced its longest force main in 2018 after a series of breaks and SSOs. The existing 5,700-foot-long deteriorated ductile iron pipeline was replaced with a new HDPE pipeline. New force main appurtenances, including ARVs and surge tank, have increased the reliability and resiliency of the system for decades to come. The new force main was constructed using innovative horizontal directional drilling (HDD) techniques that
1) preserved surface features and sensitive environmental habitats,
2) decreased construction duration, and
3) allowed several high points in the force main to be eliminated by drilling horizontally far below the ground surface.

These changes have improved the hydraulics of the force main and the pump station, and resulted in reduced power consumption and carbon footprint of SAM.
Orange County Sanitation District

Interim Food Waste Receiving Facility

This project will construct an interim food waste station to receive and store approximately 150 tons/day (30,000 gallons/day) of feed pre-processed food waste to an existing wastewater processing system at the OCSD’s Plant No. 2 in Huntington Beach. This facility will generate approximately 15-20 percent more methane gas for on-site power production, turning a waste product into green renewable energy, resulting in a greenhouse gas reduction of approximately 10,800 MTCO2e annually. The cost of the project will be offset by revenues from tipping fees charged to municipal solid waste haulers in need of a sustainable management option. OCSD’s new interim facility will give these haulers a place to recycle organic waste pursuant to new State regulations that require them to divert organic waste from landfills, comply with organics recycling mandates, and to reduce greenhouse gases enforced on cities and counties.

Inland Empire Utilities Agency

San Sevaine Basin Ground Water Recharge Basin Improvements

The project has installed a new conveyance system within the San Sevaine Basin that allows recycled water as well as stormwater to be pumped from Basin 5 up to Basins 1 through 3 where the percolation rate is much faster. These improvements will greatly enhance the operational flexibility to recharge the underground aquifer with stormwater from rain events as well as recycled water during the summer months. The additional yield as a result of this project for both recycled water and stormwater is projected to be 4,100 acre-feet per year and 642 acre-feet per year, respectively. In addition, two new monitoring wells were constructed at strategic locations to determine the hydraulic gradient and the flow direction of the groundwater within the San Sevaine Basins.

Inland Empire Utilities Agency

Regional Composting Authority Battery and Solar Project

The Inland Empire Utilities Agency (IEUA) commissioned the first-of-its-kind battery storage system that is integrated with on-site solar and wind generation technologies to optimize renewable power and reduce facility energy demand and costs. The system is located at its Regional Water Recycling Plant No. 4 and Inland Empire Regional Composting Facility (RP4/IERCF) in Rancho Cucamonga, CA. IEUA partnered with Advanced Microgrid Solutions (AMS) to expand its existing solar system with an additional 1.5 MW of solar and a 1.5 MW battery storage system that is integrated with all on-site generation sources and imported electricity from the utility, to optimize renewable power and achieve cost savings through strategic procurement. Through complex algorithms that analyze historical facility loads and apply time-of-use pricing structures, the system can identify savings opportunities and improve demand-side management for renewable generation. Using this predictive tool, the storage system can determine optimum schedules for charging and discharging the batteries.
 SAM evaluated various means of diverting the WAS from the primary settling tanks to a thickener and subsequently to the digesters. After pilot testing several thickening machines, a rotary drum thickener (RDT) was selected by SAM and installed at the plant for WAS thickening. The RDT has been performing exceptionally well and has improved the performance of the plant and related processes.

The advantages of installing a WAS rotary drum thickener include:

1) Effective thickening of sludge in primaries by gravity without thinning it with WAS stream,
2) Better primary clarifier performance and lower activated sludge loadings,
3) Effective thickening of WAS by the RDT to 4-6% total solids,
4) Increased digester detention time and complete volatile solids reduction,
5) Thicker digested sludge, less belt press hours, lower belt press polymer use,
6) Decreased potential for in-plant solids recycle from belt press filtrate,
7) More reliable plant process performance for potential recycled water projects.

In a month of running the RDT, SAM was able to demonstrate the following:

1) Thickening of WAS to 5.5%,
2) Less required belt press hours of operation,
3) Increased detention time in anaerobic digesters,
4) Increased percentage of solids coming out of the digester.

The North Valley Regional Recycled Water Program (NVRRWP) is a regional solution to address water supply and reliability issues on the west side of California’s San Joaquin Valley, by making tertiary-treated recycled water available from the Cities of Modesto and Turlock for use by Del Puerto Water District in portions of Stanislaus, San Joaquin, and Merced Counties. The innovative program combines recycled water from both cities’ wastewater treatment facilities through a new pump station and pipelines, conveying recycled water to the Delta-Mendota Canal for agricultural benefit within the Del Puerto Water District and to South of Delta wildlife refuges. Approximately 13,000 acre-feet of recycled water was delivered in 2018, the first year of operation. Deliveries will increase as additional phases of the project become operational. The City of Turlock component of the project is currently completing construction and by 2020 the NVRRWP will be delivering over 27,000 acre-feet per year, becoming one of the largest water recycling projects in California.
Organizational Excellence

Orange County Sanitation District

Board Member Orientation

The Orange County Sanitation District (OCSD) is a public agency that provides wastewater collection, treatment, and recycling services for approximately 2.6 million people in central and northwest Orange County. We have a Board made up of 25 members including 20 cities, two water districts, two sanitary districts and a representative from the County of Orange. The Board Member Orientation was created to provide a framework for incoming and current Board Members alike. During the orientation, we showcase the work of each department; highlight our current finances; and introduce key staff members from each department. After the Orientation, we provide a tour of our facility emphasizing key process areas and update the attendees on our current Capital Improvement Projects.

Sacramento Regional County Sanitation District – Department of Regional San Operations

O&M Training Streamlining and Standardization

Proficiency is a core value at Regional San because a skilled workforce is essential to operate a large and complex wastewater treatment plant. A major effort to consolidate, streamline, and standardize training was completed. Employees in the Operations and Maintenance (O&M) section perform a broad range of work activities that must comply with safety and regulatory requirements. As a result, O&M employees are trained on more than 60 topics, the majority of which are taught by in-house trainers. Modeled after our 15-year success with the Wastewater Treatment Plant Operator training program, curricula were identified and developed for mechanics, electricians, and control systems technicians to ensure they can acquire and demonstrate retention of the knowledge and expertise necessary to perform their work and prepare themselves for career advancement.

East Bay Municipal Utility District

Wastewater Treatment Plant Operator Trades Training Program

The East Bay Municipal Utility District’s (EBMUD’s) Wastewater Treatment Plant Operator Trades Training Program (WWTPO TTP) is a formalized in-house training program for Wastewater Operators. Participants require little to no experience in the field. What they do require is passion for learning new things, for working together in a team, and for the EBMUD’s mission to protect public health and the environment. The WWTPO TTP is managed by supervisory level Operators. The materials used for the training are developed in-house and supplemented with text books and materials developed by others. Eighty-five percent (85%) of the training is through direct on-the-job (OTJ) experience. The OTJ component of the training is provided by journey level staff. The WWTPO TTP has achieved tremendous success in ensuring a strong workforce for many years to come. Sixty-two (62%) of the current Operations team for both front line and supervisory positions are graduates of this program.
**Inland Empire Utilities Agency**

**Operations & Maintenance (O&M) Intern/Volunteer Trades Program**

The Inland Empire Utilities Agency (IEUA) Trades Program provides trade school and college students the opportunity to explore a wide range of career paths within the Operations and Maintenance (O&M) Department. The program provides opportunities for students to enhance their classroom learning by obtaining practical real-world work experience. The trades program is designed to provide students with meaningful work experience to supplement their academic curriculum and to enhance their future career development. The trades program is also designed for trainees to meet the experience requirements for industry certifications. Trainees will have the opportunities to shadow and work with staff from the Collections, Operations, Mechanical, and Electrical/Instrumentation departments. Based on the trainee’s work experience, educational background, certifications, trade preference, and available positions, they will be assigned to the department that best fits them as well as the Agency to enrich their future career.

**Union Sanitary District**

**Treatment and Disposal O&M Revamp**

The Union Sanitary District, Treatment and Disposal Workgroup identified a need to update and revamp the existing outdated materials used by the Operators to complete work and make process decisions. The workgroup wanted to move away from accessing multiple documents in multiple locations to a tool that supports the efficiency of the team.

Important criteria that led to the develop of the O&M Revamp Project included:

1) Central communication - one location where information will be stored and referenced; including one Plant glossary, process overviews, equipment identification, tasks and procedures,

2) Tool interactivity - utilizing technology to link and navigate desired information in an organized and quick way, “reference at your fingertips”,

3) Accessibility - not limited to access information needed when in the field outside of the control building, and supports the use of tablets,

4) Sustainability - a tool that is flexible, adaptable and easy to manage and maintain.

**Silicon Valley Clean Water**

**Regional Environmental Sewer Conveyance Upgrade (RESCU)**

Silicon Valley Clean Water (SVCW) is in the middle of an $850M CIP that includes the $490M Regional Environmental Sewer Conveyance Upgrade (RESCU) Program. Construction has started on the RESCU Program, which includes:

1) New 80 MGD raw wastewater lift station and headworks,

2) New 3.3 mile raw wastewater conveyance pipeline that will be mined using a 16-foot diameter Earth Pressure Balance Tunnel Boring Machine,

3) Rehabilitation or replacement of three raw wastewater conveyance pump stations.

SVCW tasked its staff and consulting team with conceptual engineering, environmental documentation, obtaining permits, and identifying project solution alternatives. Utility information, geotechnical data, and other information was collected to support an alternatives analysis, which included approximately 140 alternative approaches, incorporating varying construction methods between the upstream and downstream connection locations.
Organizational Excellence

Encina Wastewater Authority

5 Year Strategic Plan

The 5 Year Strategic Plan was created to build a roadmap for addressing opportunities and challenges that may occur in the five-year planning horizon at the Encina Water Pollution Control Facility (EWPCF). These future opportunities and challenges include the following:

1) Rising costs and unfunded mandates,
2) Aging infrastructure,
3) Increasingly stringent regulatory requirements,
4) Optimizing performance,
5) Technology obsolesce,
6) Rapidly changing workforce and succession planning,
7) Workplace safety, security, and training,
8) Waste resource recovery,
9) Member agency communication and outreach, and
10) Leveraging public-private partnerships.

The plan was designed in 2017 and put into action in 2018 as a strategic guide that includes a dashboard of metrics to be followed over the next 5 years, through 2023. The plan is updated annually with the annual budget being associated with the plan tactical goals. Progress on the plan is provided to the Board on a regular basis.

City of Sunnyvale

Water Pollution Control Plant

Welding Safety and Skills Training

The Sunnyvale Water Pollution Control Plant Maintenance section consists of eight mechanics, a senior mechanic, and a maintenance manager. Mechanics work in a variety of trades. A review of skills found that the current maintenance staff lack the welding skills necessary for critical fabrication projects. There was a need to develop this skill set. It wouldn’t be unusual to attend vocational classes at a trade school or community college to gain these skills. However, with difficult commutes and other factors impacting work/family live balance, staff do not find attending semester long classes an attractive alternative for developing skills. As an alternative, Sunnyvale developed an intensive on-site program for welder safety and skills training with David Diaz, owner of ETMS. Mr. Diaz is a member of the American Welding Society (AWS) and provides welding inspection and training services. AWS promotes welding, develops standards, provides training and certifications used around the world.
Napa Sanitation District

NapaSan Internship Program

Though partnerships with local high schools, colleges, Office of Education, CWEA, BAYWORK and others, NapaSan has developed a volunteer/internship program that is integrated throughout its organization, with impressive results for an agency its size (53 employees). At any given time, NapaSan has up to 12 interns or volunteers, paid and unpaid, in operations, engineering, the laboratory, or the mechanical/electrical trades. This has been done through a wholesale embrace of interns throughout all levels of the organization, with a commitment to developing real world, hands-on experiences. While we may be developing some of our future workforce, with our limited staffing we know that the effort is really about helping develop a skilled workforce in the wastewater professions for other local agencies. NapaSan has made presentations at workshops and conferences to help other agencies establish their own programs.

Castro Valley Sanitary District

Wonderful Outstanding Works Committee

CVSan's Wonderful Outstanding Works (WOW) Committee focuses on developing and sustaining the agency's delivery of exceptional customer service. The Committee works to improve external customer service with CVSan's customers and internal customer service among employees so they can better serve the public. The Committee is made up of one representative from each department – Engineering, Collection System Maintenance, Zero Waste, and Business Services. Each representative serves a minimum of two years on the Committee but there is no maximum on the number of terms they can serve. The representative for each department is determined by the Department Head and CVSan's Public Outreach Specialist serves as the Committee Chair.

Sewer Authority Mid-Coastside

Energy Cost Reduction by LED Lighting and High Efficiency Aeration Blowers

Two projects were identified for reducing energy and promoting sustainability at the Sewer Authority Mid-Coastside (SAM) Wastewater Treatment Plant. Lighting Project at the SAM Wastewater Treatment Plant and Pump Stations. There was a need for replacing/upgrading many of the lamps and fixtures at all of SAM's facilities. The existing 40-year-old fixtures were inefficient and consumed a considerable amount of power. SAM took advantage of the On-Bill Financing Program from Pacific Gas & Electric Company (PG&E) and contracted with an energy and lighting company to replace the existing lamps and fixtures with LED fixtures. An electric survey of all the existing lighting assets was carried out, and with financing and incentive from PG&E, the fixture replacement/upgrade program was carried out. High Efficiency Aeration Blower Project: Air for the secondary aeration basin is currently provided by 40-year-old multistage centrifugal blowers. The existing blowers have limited turndown capability, resulting in over-aeration and wasted energy. These inefficient blowers are being replaced by high efficiency turbo blowers which have a greater turndown capability to more accurately meet the secondary aeration demand requirements and therefore save energy.
We know that if we have a connected and engaged student base, who understands our system and its processes, those students will become the next generation of highly knowledgeable customers. Pipe Protectors is helping to develop the customers of our future, by helping them connect their behavior to the important service we provide.

**Orange County Sanitation District**

*Plant No. 2 Neighborhood Outreach Program*

The Orange County Sanitation District (OCSD) has a treatment plant in Huntington Beach referred to as Plant No. 2. Plant No. 2 is surrounded by residents in three cities: Costa Mesa, Huntington Beach, and Newport Beach. OCSD has a $2.6 billion Capital Improvement Program that is generating the construction and rehabilitation of multiple facilities at Plant No. 2. While construction is often necessary to improve infrastructure, the temporary impacts can be frustrating to those who live near it. Not having answers to simple questions like what is going on can be the most frustrating. Advanced notice and awareness of the activities can often alleviate frustrations and provide answers. As such, a comprehensive outreach program was implemented to keep the OCSD neighbors informed and aware of several long-term construction activities planned to occur at Plant No. 2. The program consists of a neighborhood newsletter, website, plant tours, and meet and greets.

**Central Contra Costa Sanitary District**

*Pipe Protectors Student Education Program*

Pipe Protectors was designed to fill a void in current wastewater student education, as Kindergarten through 2nd grade programming simply does not exist. As more of our schools fully transition to the Next Generation Science Standards, the need for high quality learning activities for all age groups becomes paramount.

As part of this effort, we wanted to create a program with accessible characters that young students could relate to. We felt it was especially important that our characters were representative of the heterogeneous community of students in our service area.

**Inland Empire Utilities Agency**

*Water Discovery Program*

The Water Discovery Program (Program) provides a free educational outdoor learning opportunity to students in kindergarten through the 12th grade within the state of California to connect students with the environment by witnessing a living ecosystem while learning about sustainability, environmental stewardship, the value of natural treatment wetlands, water quality and sources, conservation, pollution, groundwater, urban runoff, and the creation of native habitat. Participants of the Program receive an in-depth experience of the Chino Creek Wetlands and Educational Park — program location — through guided tours and activity stations. Activity stations are placed throughout the Park while trained facilitators act as group leaders. Leaders guide the students through the Park stopping at activity stations to implement a focused environmental topic while incorporating natural viewing and interpretation. The Program provides a grant opportunity for all schools within the state of California to apply for transportation funding to participate.
**East Bay Municipal District**

*Wastewater Treatment Plant Tour Program*

The East Bay Municipal Utility District (EBMUD) Wastewater Treatment Plant Tour Program provides free tours for residents to learn more about the wastewater treatment process and how EBMUD protects public health and the San Francisco Bay. The walking tours are guided by EBMUD employees, who include operators, engineers, and administrative staff that have all received in-house training and mentoring. Tours are scheduled via EBMUD’s public website. Tours of the EBMUD Wastewater Treatment Plant have been offered since 2016. From March through October, tours for the general public are given on two Saturdays per month and school tours are offered on the first Wednesday and last Thursday of the month. Additional special tours are scheduled as needed. These include community groups, international technical groups, and other wastewater agency staff.

**Union Sanitary District**

*Fifth Grade School Outreach Program*

The one-hour 5th grade presentation uses a number of activities to get students thinking about water; where it comes from and where it goes to. We identify and discuss the drinking water system, sanitary sewer system and storm drain system. Then we discuss how the wastewater treatment plant does its job of cleaning the water before discharging back to the environment. We explain how human water use, via these 3 systems, fits in with the natural water cycle. We identify ways in which our community can prevent pollution from impacting the sewer system and the storm drains. Our presentation includes discussion and questions, viewing a DVD, and a hands-on student activity to demonstrate the effects of pollution on stormwater. We support the teachers with a teacher workbook and leave with the students a workbook, placemat exercise, ruler and erasers.

**Olivenhain Municipal Water District**

*Recycled Water Outreach Program*

Olivenhain Municipal Water District is a public agency providing water, wastewater services, recycled water, hydroelectricity, and recreation to 86,000 customers in northern San Diego County. OMWD’s Recycled Water Outreach Program encompasses all aspects of the reclamation process.

The program includes education campaigns regarding FOG (fats, oils, and grease) and non-flushables (rags, pharmaceuticals) to protect infrastructure and source water quality. OMWD holds public tours to provide a behind-the-scenes look at the reclamation process. Community workshops are held on the benefits of irrigating with recycled water with tips on retrofitting to encourage recycled water expansion. To impress the value of recycled water on the public, educate future community leaders, and ensure funding opportunities, the program includes community events, social media, school presentations, and meeting with legislators and state and federal agencies on the importance of drought-resilient water supplies.

**South Coast Water District**

*Tunnel Outreach and Education Program*

For 60 years, a two-mile tunnel beneath the bluff in South Laguna Beach has carried up to one million gallons of wastewater per day to a local treatment facility. When built in 1954, the tunnel was an engineering marvel.

In 1954, South Laguna Beach was still a rural and undeveloped area. At the time, there were only a few dozen or so resort homes owned by celebrities like Ozzie and Harriet Nelson and the small community of Three Arch Bay.

The District needed to build a sewer pipe that would take sewage from Killer Dana down to the Aliso Beach and up to the Coastal Treatment Plant. Now, the tunnel needs repair, and unlike 1954, mega-mansion homes pepper the dramatic California coast. How do you repair a tunnel 100 + feet underneath multi-dollar cliff side ocean homes? The answer? Very carefully and with a lot of communication.
Encina Wastewater Authority

**Stakeholder Outreach**

EWA staff oversaw the creation of a complete package of print materials that demonstrate the entire resource recovery process and outlines the work being done by Encina Wastewater Authority. Systems described within these documents include biosolids management and processing, water reclamation and reuse, cogeneration, ocean outfall, what not to flush, a recruiting flier, and folder that details the entire treatment and resource recovery process. These assets are meant to serve as a package to provide the Board, key community stakeholders, the public at large and new employees with a complete overview of the regional benefit that EWA provides. The timeframe for completion was prior to the new Board being seated in December 2018. The project was delivered several months ahead of schedule.

Fairfield-Suisun Sewer District

**Stewardship and Innovation Video Series**

The Fairfield-Suisun community is curious about the District. They want to be sure that fees are being well spent and that resources are being properly managed. To demonstrate the value that we provide to the community and the environment, we created a series of video vignettes.

The videos were originated and crafted by District staff, and produced, filmed, and edited by an outside marketing company that creates impactful cinematic videos. The new videos include beautiful aerial footage, eye-catching graphics, timeless music, and a touch of humor to answer rate payer questions in an engaging and memorable way. It is important to note that FSSD does not have any designated outreach staff, so all outreach is conducted by engineering, administrative, and O&M staff. These videos allow staff members from all departments to feel comfortable spreading a consistent District message to a diverse audience.

Napa Sanitation District

**NapaSan Citizens Academy**

In October of 2018, NapaSan invited community members to be part of the first NapaSan Citizens Academy. The Academy began with a Saturday tour of the treatment plant and was followed by three consecutive Tuesday evening sessions. Twenty-one people took part in the academy to meet and get to know staff from all of NapaSan's departments, learn how decisions are made, see how the sewer system is monitored and maintained, learn about future projects, and give NapaSan feedback as an agency.

A major focus of the Citizens Academy was NapaSan's resource recovery efforts. Participants learned about NapaSan's recycled water production, onsite energy production, and beneficial reuse of biosolids. All the sessions were interactive in order to give participants a sense of what happens at NapaSan. Attendees toured the treatment plant, watched equipment demonstrations, viewed the cured-in-place-pipe lining process, and participated in mock budget and sewer rehabilitation project prioritization exercises.
Ironhouse Sanitary District

“No Wipes in the Pipes” Regional Coalition Outreach Campaign

In Northern California’s East Contra Costa County, a coalition of five-public agencies — Byron-Bethany Irrigation District, City of Brentwood, Delta Diablo, Ironhouse Sanitary District and the Town of Discovery Bay — created a regional public outreach campaign to help customers understand the environmental impacts that are caused by flushing personal hygiene wipes marked “flushable” or “flush-friendly”. The coalition developed a two-month campaign that featured a cross-boundaries, bilingual advertising/marketing campaign, entitled “No Wipes in the Pipes”, to reach an estimated regional population of 340,019 residents, businessowners, daycare facilities and senior centers. The campaign allowed the coalition agencies to pool resources, expand the geographical reach for messaging and divide costs to saturate the local market with outreach and education programs about flushable and non-flushable wipes.

Sewer Authority Mid-Coastside

Coastside OneH2O

The Coastside OneH2O participates in events to provide outreach, education, and information to Coastside residents and visitors to Half Moon Bay and the unincorporated San Mateo County communities of El Granada, Montara, and Moss Beach. Materials from each agency are included and the event booths are staffed by volunteers. The overall objective is to educate everyone on the importance of water in all its forms and how we need to take care of our water supply in any form. By informing the public and the residents of the Coastside, there are more chances to be able to have a cleaner environment and better water quality throughout our districts.

Leucadia Wastewater District

Teacher Grant Program

Leucadia Wastewater District (LWD) public outreach efforts include a Teacher Grant program that provides financial assistance to local schools in LWD’s service area. The grants are provided to schools for implementing projects that promote environmental awareness relating to water resource management, water-reuse or ocean water pollution prevention. LWD’s Teacher Grant Program was implemented during 2008 and the program has been successful throughout the years; however, during the last two years, LWD noticed a decline in Teacher Grant applications received. As a result, LWD developed a Teacher Grant Program social media campaign with the goal to increase public awareness about the program and increase the number of grant submissions through the use of LWD’s Facebook.

Eastern Municipal Water District

Healthy Sewers Campaign

As EMWD began to explore opportunities to expand its groundwater program in order to secure future water supplies for the residents and communities served by EMWD, it became apparent that EMWD needed to focus on educating customers/stakeholders about what is and is not flushable and what should not be put into drains—encouraging customers to dispose of household items properly. This same level of education was seen to be beneficial in the continuing effort to ensure peak operational conditions of EMWD’s water reclamation facilities. Educating customers/stakeholders of the impacts disposal activities have on groundwater supplies is vital to future water planning at EMWD.

EMWD is not only a water retailer but also a wholesaler to other local water districts, making it imperative that the outreach plan consider their agencies and customers/stakeholders. Rather than limiting the campaign focus, EMWD reached out to Elsinore Valley Municipal Water District (EVMWD), Rancho California Water District (RCWD), and Western Municipal Water District (WMWD) to increase the campaign reach from 246,000 to more than 1.3 million customers.
Interested in submitting your project? Mark your calendar! We will begin accepting applications for the 2020 Awards of Excellence in February.