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Roland P. Williams, Jr. General Manager/Treasurer

BUSINESS SERVICES DEPARTMENT

Stacy Marcoux-Powell	Business Services Supervisor
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Edward La Grange	Application Support Specialist
Purvi Solanki	Executive Assistant/Clerk of the Board
Kyle Levy	Administrative Technician
Jaquita Angelino	Administrative Technician
Christina Fenton	Accounting Clerk
Judy Rodriguez	Office Assistant

COLLECTION SYSTEM MAINTENANCE (CSM) DEPARTMENT

Kevin Dip	CSM Supervisor
Gilbert Espinoza	Senior CSM Worker
Jeff Zhong	CSM Technician
Lorenzo Grayson	CSM Worker
Gio Aquino	CSM Worker
DeShawn Shipp	CSM Worker

ENGINEERING DEPARTMENT

Landon Lochrie	Associate Engineer
Evan Choy	Engineering Technician
Natan Johnson Lennon	Engineering Technician

ZERO WASTE DEPARTMENT

Naomi Lue	Zero Waste Supervisor
Jordan Figueiredo	Zero Waste Specialist II
Belinda Magallon	Zero Waste Specialist II

Community Advisory Committee

Jesse Bick	Sejal Naik
Michelle Cheng	Guy Sandoval
Ellen Griffin	Matt Turner
Yon Hardisty	Dennis Waespi
Christina Huang	Leah Walke
Barbara Nagy	Gary Wolff

Resources

Report a Sewer Emergency

Call CVSan First. We are available 24/7 to help you.

(510) 537-0757

(Monday – Friday, 7:00 a.m. – 11:00 a.m. and 12:00 p.m. – 4:00 p.m.)

(510) 506-5821

(sewer emergencies after hours)

CVSan.org

Recycling, Organics, Garbage and Bulky Pick-Ups

Contact CVSan's solid waste service contractor Alameda County Industries (ACI) directly for inquiries or concerns.

(510) 483-1400

alamedacountyindustries.com/CVSan

Household Hazardous Waste Drop-Off

Visit the nearest facility below, or find more information at (800) 606-6606 or

household-hazwaste.org.

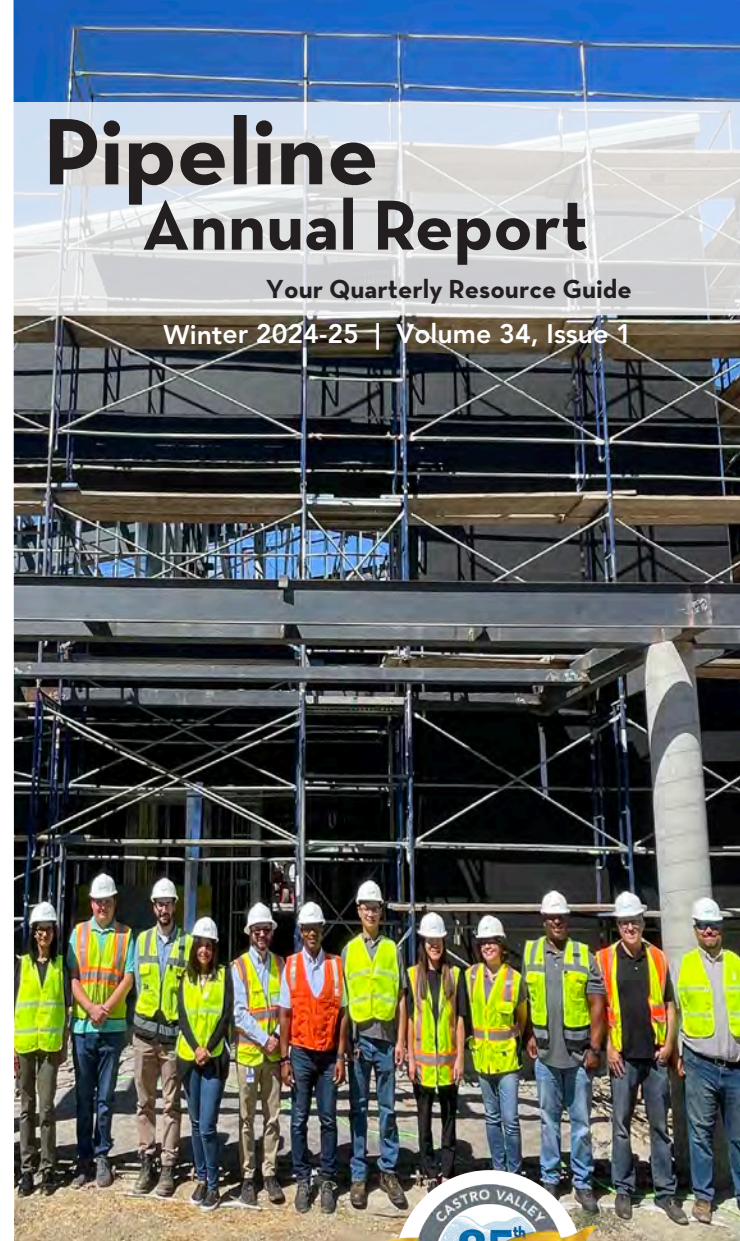
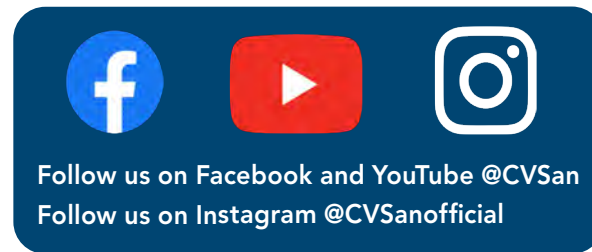
2091 West Winton Avenue

Hayward, CA 94545

How do I dispose of...?

For information on how and where to dispose of hard-to-recycle items, visit

resource.stopwaste.org.



Pipeline Annual Report

Your Quarterly Resource Guide

Winter 2024-25 | Volume 34, Issue 1

CVSan



2023-24 Annual Report

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CASTRO VALLEY SANITARY DISTRICT

Welcome!

Welcome to Castro Valley Sanitary District's (CVSan's) 2023-24 Annual Report. This report contains useful information about CVSan's budgeting and financial management practices and an overview of departmental activities from July 1, 2023, to June 30, 2024. As we reflect on our past accomplishments, we also look forward to an exciting future. In the new year, CVSan staff will be settling into our newly constructed headquarters at 21195 Center Street at the corner of Center Street and Castro Valley Boulevard.

The new building represents a turning point in our organization. Consolidating our operations from three locations to one will increase organizational efficiency and lead to long-term savings for the community of Castro Valley. In addition, it will ensure that future sewer needs are met as Castro Valley continues to grow. We want to extend our thanks and gratitude to the community for your overall support and patience during construction. We are eagerly looking forward to inviting you to a Grand Opening Celebration later this year, where you can get a first-hand look at the finished project and share in our excitement.



Until then, have a wonderful new year!

Roland P. Williams, Jr.
General Manager

Wastewater Department



BETWEEN JULY 2023 TO JUNE 2024, CVSAN ACHIEVED:

CVSan's Wastewater Department, led by the Engineering staff, continued work on District Project 96 – CVSan Operations and Engineering (O&E) Building project over the past year. This involved the continuation of construction activities, including the site grading, underground utilities, completion of the installation of the building foundation, completing the installation of the steel structural components, and beginning to install the metal wall framing. Construction is anticipated to be complete in early 2025. This new building and its facilities will serve as CVSan's new headquarters and will allow CVSan and its staff to execute its mission, providing solid waste and wastewater services to the residents and ratepayers of Castro Valley for decades to come. CVSan also completed the construction of the Inflow and Infiltration (I&I) Reduction Project. The pipeline repair and rehabilitation project focused on severe defects located near or at storm drain utilities. This project aimed to improve the condition of our infrastructure, where CVSan has historically seen a presence of I&I, possibly due to defects in the stormwater utilities.



448,302

Linear feet of public sewer main line cleaned.



47,720

Linear feet of public sewer main line inspected.

420



Number of inspections of private sewer laterals (laterals).

92%

Percent of businesses that passed their Fats, Oils, and Grease (FOG) inspection.



8

Number of Sanitary sewer overflows (SSOs) in the CVSan service area.

To learn more about our Wastewater Department, visit **cvsan.org/Wastewater.**

Financials and Rates



CVSan is responsible for maintaining over \$400 million worth of assets. In order to maintain these assets, keep enough funding in reserves, and account for future investments, CVSan relies on long-range financial planning. CVSan uses third-party consultants to evaluate its sewer service charge (SSC) every six years. CVSan also has a third party conduct a review of solid waste rates annually to ensure our customers are not overpaying for services. Rate adjustments allow CVSan to continue improving its quality of service and maintain sufficient reserves even after major expenditures in infrastructure improvements. For more information about CVSan's financials and rates, visit cvsan.org/Transparency.

Sewer Service Rate Information **\$550.70**

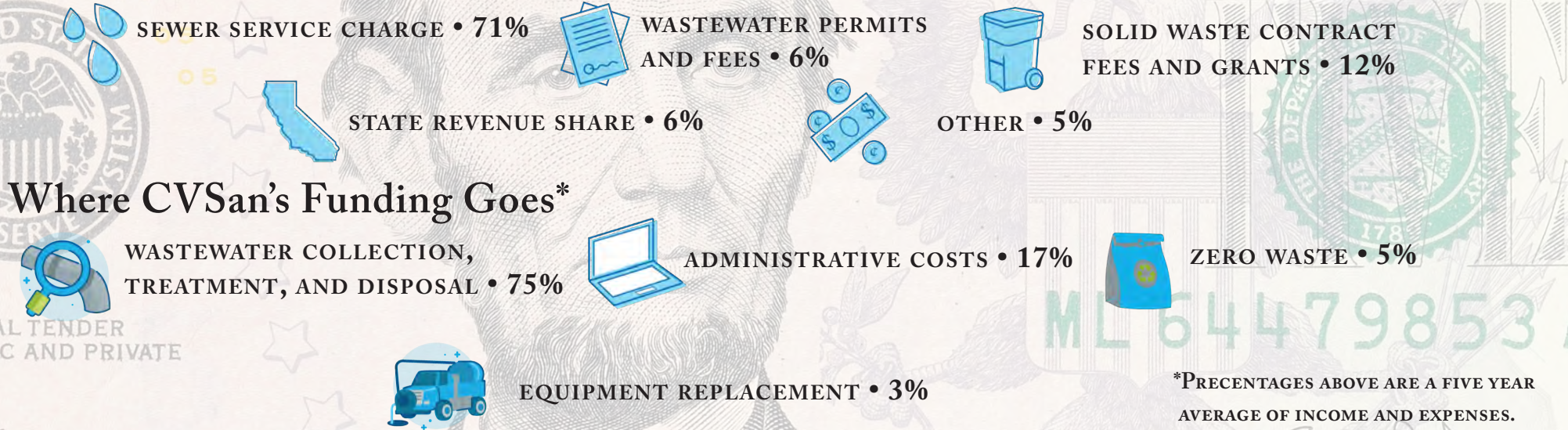
2024/25 ANNUAL SEWER SERVICE RATE

This rate funds the costs of the maintenance, operation, and replacement of the facilities necessary to collect, treat, and dispose of the wastewater generated from your home. CVSan's annual sewer service rate is lower than the \$806 average annual sewer service rate in Alameda County.

Solid Waste Rate Information **\$35.80**

This is the monthly cost for a 20-gallon garbage cart for a single-family home's solid waste service provided by CVSan's contractor, Alameda County Industries. This rate includes garbage, recycling, and organics collection. Please note, Canyonlands area customers do not receive organics service. For a complete list of current rates and to view our rate comparison chart, please visit cvsan.org/YourRates.

Where CVSan's Funding Comes From*



Where CVSan's Funding Goes*



Zero Waste Department

Textiles

A total of 46,770 pounds of textiles were collected through the October and June Textile Collection Weeks and the summer and spring Recycles Day events.



Green Ribbon

A total of \$20,360 was awarded to 14 Green Ribbon-certified schools at the May Board Meeting.



Zabble / SB 1383

CVSan piloted artificial intelligence (A.I.)-boosted software to help identify materials in carts. Oops cards were sent to residents to explain what materials go in recycling, organics, and garbage per California's Organics and Recycling Law, Senate Bill (SB) 1383.

Recycles Day

A total of 2,349 customers participated in CVSan's Recycles Day events to drop off textiles, documents for shredding, and household hazardous waste. CVSan distributed 6,920 bags of compost, which was made partially by materials from CVSan customers' organics.



Paperless Billing

When a customer switches their ACI bill to paperless billing, a tree is planted! Trees are planted in the ACI forest via Tree-Nation, whose mission is to help companies offset their carbon emissions. A total of 710 CVSan customers made the switch this year!



Email Newsletter Sign Up

Stay updated on the latest news, service updates, programs, and events by signing up for CVSan's email newsletter. Get important information delivered right to your inbox. Sign up today at cvsan.org/EmailUpdates.



2026 Calendar Opt-In



The 2025 CVSan Calendar was the final mass-produced and mass mailed paper calendar. If you wish to continue to receive a paper calendar in the mail, please email your name and mailing address to optin@cvsan.org or call (510) 537-0757 and ask to opt-in for future calendars.

Customers can continue to stay updated on our services, programs, and events on our digital calendar, website, email newsletters, social media channels, and our printed pipeline newsletter that you receive with your quarterly bill from CVSan's solid waste service contractor Alameda County Industries (ACI).