



► Win FREE Sewer Service For A Year!



► USD's Capital Improvement Projects Team Safeguards Your Infrastructure



► USD Rates And Budget



► Help USD Protect The Bay - The Fish Will Thank You!

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CUSTOMER FOCUS

Union Sanitary District

VOLUME V | AUTUMN | 2009

USD Stays Lean, Goes Green

Unlike Many Government Agencies, USD Is Operating With A Balanced Budget

At a time when the fiscal woes of many public agencies are in the headlines, USD's history of careful budgeting and mindful spending has served our ratepayers well. The District uses a Ten-Year Financial Plan to forecast operating costs, revenue sources, and project needs. This ensures that we provide safe and reliable service to our customers and maintain the integrity of our infrastructure.

Like many agencies and private businesses, the District faces rising costs for energy, healthcare, construction materials and other operating expenses. Through thoughtful planning, USD is able to prioritize projects and prepare for the future while keeping our rates low and protecting our communities and the environment.

See more financial information on page 3



New Projects Focus On Staying Green To Improve The Environment

At USD, we work with Tri-City residents, businesses and industries to lessen their impact on the environment. We hold ourselves to the same standard. The District has adopted many practices that reduce our footprint on nature, and several upcoming projects will help us to continue "going green."

The District's administration complex in Union City is a Certified Alameda County Green Business. In order to be certified, we were required to meet benchmarks for our water efficiency, energy efficiency, practices in our auto shop, our solid waste reduction and recycling efforts, and how we store hazardous materials.

USD is one of only four wastewater utilities in Alameda County to obtain this certification.

USD's Green Projects: Fuel cells proposed at our Alvarado Treatment Plant will more efficiently convert methane gas that is a byproduct of our treatment processes into energy, which will reduce our power costs. Solar Panels will also provide additional power. Between the two projects, we will reduce our annual electric bill by over \$1 million dollars.

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Capital Projects Team Works To Protect Your Infrastructure Investment

Board of Directors

Anjali Lathi, President
Representing Fremont

Jennifer Toy, Vice President
Representing Fremont

Tom Handley, Secretary
Representing Fremont

Pat D. Gacoscos
Representing Union City

L. Patricia Kite
Representing Newark

General Manager

Richard Currie



USD's Mission:

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

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

When you see a Union Sanitary District construction project underway in the Tri-Cities, you can think of it as an example of your asset management team at work! It takes a special group of people to guide projects that help us to protect public health and the environment. The District is a complex collection of facilities that includes more than 777 miles of sewer lines, seven pump stations, and the buildings and equipment at our Alvarado Wastewater Treatment Plant in Union City. Our Capital Improvement Projects Team (CIP) focuses on safeguarding these assets while ensuring dependable service for our customers.

The CIP Team works with USD's operating groups to gather information that helps them to prioritize and plan projects. The Team's focus is on safely managing cost-efficient, quality projects that protect USD's assets and meet the growth needs of the Tri-Cities. They are dedicated to learning about new technologies and the latest industry

standards. CIP staff oversees all aspects of each project: Studies, design, funding, construction, and coordination with other agencies and customers. The Team also keeps track of USD's infrastructure by using a Geographic Information System (GIS). This links points on a map to information

about each location, including maintenance history on our main sewer lines.

The District is undertaking several Capital Improvement Projects within our service area and at the Plant during the next year. If you have any questions about USD's projects, contact us



at (510) 477-7500.

Capital Improvement Projects 2009/2010 In Fremont, Newark and Union City:

- Cedar Boulevard Sewer Rehabilitation
- Newark Pump Station Upgrade
- Force Main Pipeline Access Improvements
- Boyce Road Lift Station Construction
- Blacow Road Sewer Replacement
- Warren Avenue Sewer Replacement
- Irvington Pump Station Holding Pond Improvements

Win Our Contest And Have Some Autumn FUN With Your Refund!!

Win FREE
Sewer Service
For A Year!
A \$276 Value

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

What could you buy with your prize?

13 Footballs

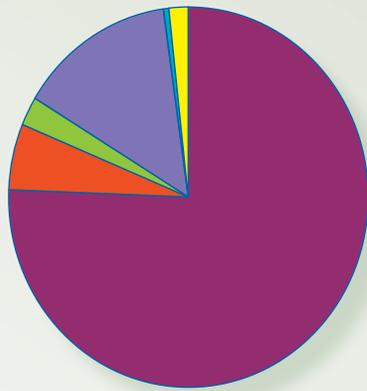
24 Pumpkin Pies

21 Thanksgiving Turkeys

144 Caramel Apples

Two Tickets to a 49ers or Raiders Game

USD - A Government Agency That Lives Within Its Means (and has low rates, too!)



Revenues 2009
Total \$46,282,015

- Sewer Service Charges (Homes, Businesses & Industries) \$35,000,118
- Capacity Fees (New Connections) \$2,621,801
- Interest \$1,136,138
- State Revolving Fund (Loans for Projects) \$6,496,319
- Reserves \$218,468
- Misc. Income \$809,171



Expenses 2009
Total \$46,282,015

- Administration \$9,137,769
- Engineering \$4,267,694
- Collection System \$4,742,394
- Capital Projects \$14,995,918
- Plant Operations & Maintenance \$13,138,240

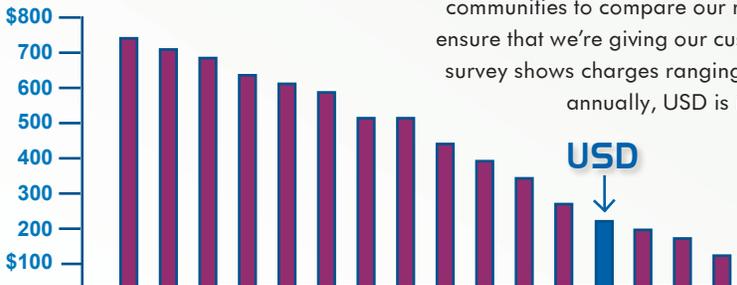
A Great Utility Value

Utility costs are a big chunk of everyone's budget. USD is proud to be a utility that provides its customers with outstanding service at low rates. Here's how we stack up on a monthly basis:



Keeping Our Rates Low

We annually survey 27 Bay Area wastewater agencies and communities to compare our residential sewer service charges and ensure that we're giving our customers a competitive rate. The latest survey shows charges ranging from \$153 to \$792 per year. At \$276 annually, USD is in the lowest 25 percent of the group.



Going Green...

(Continued from page 1)

More Green Projects:

We currently use a biodiesel fuel mix in many of our fleet vehicles. Biodiesel is fuel made from plants, plant oils or animal fats.

Electric carts are used to navigate our 33-acre Treatment Plant and our fleet includes eight hybrid vehicles.

The District is working with several Bay Area sewer agencies to assess the feasibility of developing a regional facility for handling biosolids. This would reduce our hauling miles and the vehicle pollution they produce, and the biosolids would generate renewable energy.

Currently, over 15% of our biosolids are processed into Class A compost, which can be safely used on farmland without restrictions. The remaining biosolids are applied to farmland on non-food crops.

The City of Union City has invited USD to participate in its Climate Protection Task Force as it prepares an overall plan to reduce its greenhouse gas emissions.

USD's commitment to continuous improvement keeps us on the lookout for equipment, products and processes that will enhance our stewardship of the environment and better serve our customers.

USD's Latest Awards

- U.S. Environmental Protection Agency National Clean Water Act Recognition Award for outstanding achievement in industrial pretreatment and pollution prevention.
- Union City Chamber of Commerce 2009 Spirit Award for Best Green Business.
- Outstanding Agency Accreditation Achievement Award for excellence in the principles and processes of procurement.
- National Association of Clean Water Agencies Silver Award for outstanding treatment plant performance.



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

PRSRD STD
U.S. Postage
PAID
Oakland, CA 946
Permit #549



TIPS for Protecting The Environment

Less Toxic Pest Control

Using pesticides in your yard is not just a health risk for your family and pets - they can also run off into storm drains that lead to San Francisco Bay and harm the environment.

USD partners with several local hardware stores and nurseries to provide information about Integrated Pest Management (IPM), which offers safe alternatives to harmful pesticides. Look for the "Our Water Our World" symbol on products and find more information at these locations:

Regan's Nursery
Dale Hardware
Orchard Supply Hardware
(Fremont & Newark)
Mission Adobe Nursery

For more information, see
www.ourwaterourworld.org.



Keep Drugs Out Of The Bay!

USD collaborates with Washington Hospital and Haller's Pharmacies to provide seven permanent drop-off locations for safe disposal of your expired and unwanted medications - and it's FREE. Treatment doesn't remove 100% of all substances from wastewater. Pharmaceuticals flushed into the sewer system could flow into the Bay, where they could harm wildlife.

Bring your medicines to Haller's Pharmacies in Fremont and Newark, or to Washington Hospital's Main Lobby, Library, or Washington Township Medical Group offices in the Tri-Cities. Look for location addresses and other recycling information at www.earth911.com. Remove pills from original bottles and recycle after blacking out personal information. USD pays for the medicines to be hauled away and incinerated. For more information, contact us at (510) 477-7621.



Is Your Dentist A USD Pollution Prevention Partner?

Look for USD's Certificate in your Tri-City dentist's office! Our dental partners follow best management practices for mercury and solid wastes recycling and disposal to help keep mercury out of the Bay.



**POLLUTION
PREVENTION
PARTNER**

Partner dentists use amalgam separators that remove mercury from the waste stream, and they recycle solid wastes such as lead foils from x-rays. They use safe chemicals to clean lines so that mercury isn't released to our treatment plant, and their mercury is recycled instead of disposed of as hazardous waste. For more information, call us at (510) 477-7649.

