



# ORO LOMA NEWS

San Lorenzo, CA

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[www.oroloma.org](http://www.oroloma.org)

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## Inside

- Oro Loma Customer Satisfaction Survey Results
- Oro Loma/Waste Management 2014 Earth Day Poster Contest Awards Ceremony
- Spotlight on Excellence  
Randy L. Wilhite  
Rudy Vera  
Marty Banuelos  
Christopher Brown
- 2014-2015 Solid Waste Rate Adjustment

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## Thank You for Your Feedback

Oro Loma is always looking for ways to improve. To help do this, the District recently sent a Customer Satisfaction Survey to a randomly-selected 5% of its 46,000 customers. The survey asked whether or not customers were satisfied with existing services, what services they would like to see improved upon or added, and what they were willing to pay for the new services.

The feedback was very valuable. In many cases, the strong majority supported the Board's direction to reliably meet regulatory requirements while minimizing expenses. We learned many people do not know Oro Loma provides sewer services or how the sewer and wastewater treatment infrastructure is maintained. We learned that respondents do not want additional recycling pickups if it means an increase in monthly trash and recycling charges.

In the past 10 years, the District has invested \$58M from reserve funds (\$1,260 per customer) back into its wastewater collection and treatment infrastructure. The results have been elite levels of system reliability and performance. Over the past five years, the number of sewer overflows in Oro Loma has been one of the lowest in the state and our performance continues to improve. The treatment plant has not had a violation in over 10 years. Quite simply, the investment in infrastructure has paid off.

Again, we thank you for your feedback. A review of all the survey questions is shown on the following page. If you would like to add your input, please call us at (510) 276-4700 or email us at [info@oroloma.org](mailto:info@oroloma.org). We look forward to hearing from you.

