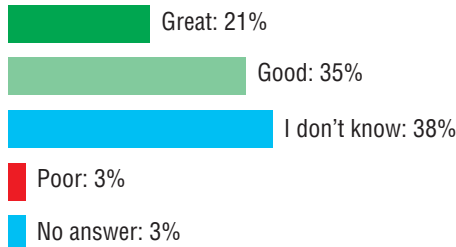


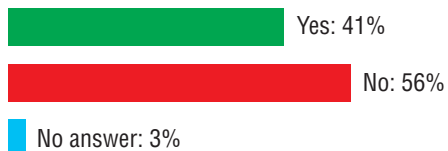
Oro Loma Customer Satisfaction Survey Results

1. How well is your sewer and wastewater infrastructure being maintained?

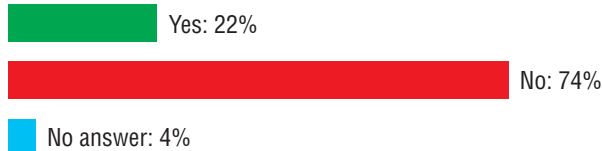


2. The current residential sewer service charge is \$16.25 per month (\$195 per year). Would you pay \$4 to \$5 more per month to:

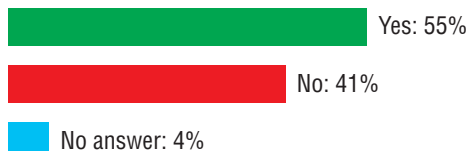
a. Improve the quality of the treated wastewater discharged in the San Francisco Bay beyond existing requirements?



b. Expand the District's public outreach?



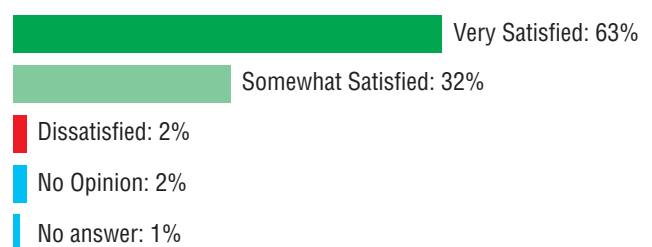
c. Increase infrastructure repair and equipment replacement?



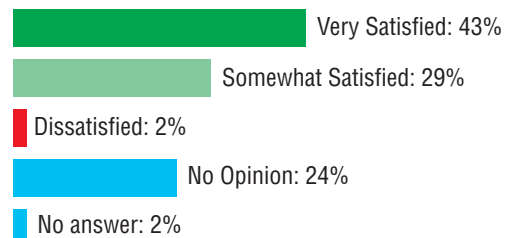
3. Currently, residential recycling service is every other week in Oro Loma. This minimizes expense and reduces truck emissions and neighborhood traffic. Would you want weekly recycling service at a cost of \$3 to \$5 more per month?



4. Overall, how satisfied are you with your trash, recycling and green waste collection services?



5. Overall, how satisfied are you with your sewer services?



6. How would you prefer to receive information about solid waste services? (Multiple answers possible)

- Direct mail: 35%
- Billing inserts: 24%
- Oro Loma Sanitary District website: 8%
- Oro Loma Newsletter: 18%
- Other (email): 3%

Responses to Customer Questions:

Q: What exactly is sewer infrastructure?

A: Sewer infrastructure consists of sewer mains, lift stations, and the wastewater treatment plant on Grant Avenue. Oro Loma is responsible for infrastructure repair and replacement. Sewer laterals, the sewer lines from buildings to the middle of the street, are the responsibility of the property owner.

Q: What is the difference between Oro Loma and Waste Management?

A: Oro Loma Sanitary District provides wastewater collection and treatment. Through a contract with Waste Management, Oro Loma also provides District customers with trash, recycling, and green waste pickup and disposal.

Q: Who is responsible for my water service?

A: East Bay Municipal Utility District, not Oro Loma, provides water service. Their phone number is (866) 403-2683.

Q: Will I be getting weekly recycling in the near future?

A: No, Oro Loma is not presently considering weekly recycling.

Thank you for your feedback. The survey results show us what is working well and what still needs improvement. If you would like to add your input, please call us at (510) 276-4700 or email us at info@oroloma.org.