

President's Message

The District's mission is to provide the best possible service at the lowest possible cost. The lowest possible cost side is easily measured, and is what Oro Loma most often receives accolades for. The rate summary below demonstrates this. Oro Loma's sewer service rate is 59% less than the average for providers in Alameda County.

What is often lost is how well the District accomplishes the other half of its mission. As an example, in an era of computerized voices and dial by number directories, the District still answers the phone on the first or second ring, with a real person, who is knowledgeable about the District and committed to help.

In the collection system, the District excels in many categories. On average, the District cleans its entire network of 280 miles of pipes every nine months. While many agencies are working on the first video inspection of their systems, the District is nearing completion of its third. The practice allows the District to find problems before they find

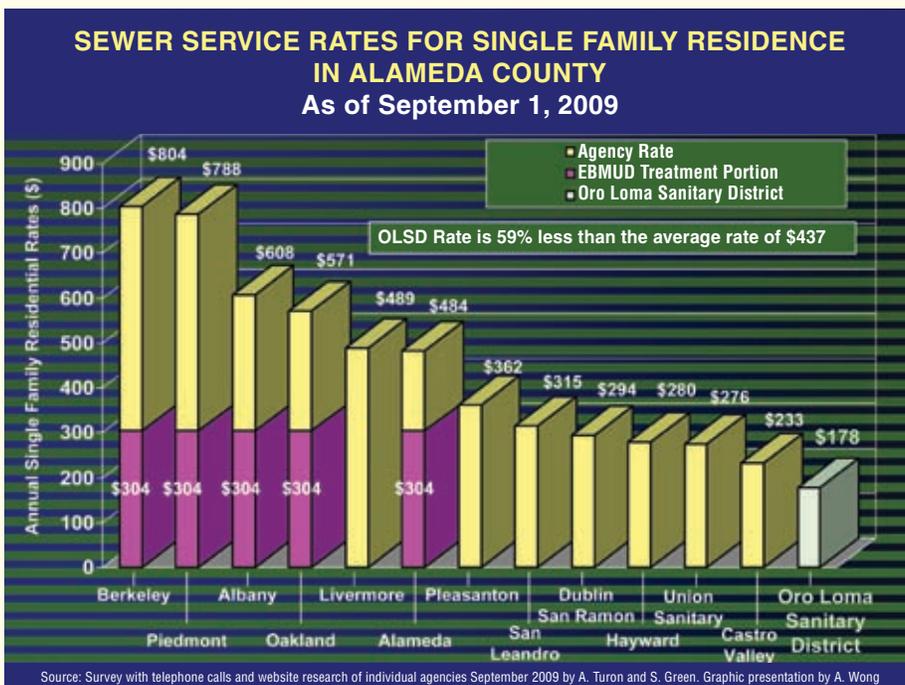
us. These practices and the commitment of our crews have resulted in a sewer overflow rate approximately one fifth of the industry average.

In the plant, the District has operated without a permit violation for over five years. Over the past two years, the District has reduced its power requirements by 15% and is working to become 100% self sustaining from renewable energy sources within two years.

The District is committed to providing excellent service at a low cost. As the front page article indicates, we need your help. There is a growing use of disposable wipes in the home. These wipes are distinct from toilet paper in that they do not break down in the collection system. To maintain our high level of service and to protect from sewer spills, we are asking that you dispose of these in the trash receptacle.

Thank you and Happy Holidays. We look forward to another year of service to the citizens of Oro Loma.

Oro Loma residential sewer rates are still the lowest in Alameda County!



POLLUTION PREVENTION

Safe Disposal of Medical Sharps



Home-generated needles and other medical sharps that are thrown into household waste or flushed down the toilet present a great risk to sanitation and sewage treatment workers. Used needles, syringes, and lancets can injure people and spread diseases such as HIV/AIDS, hepatitis, and syphilis. Since all used needles and syringes may carry disease, anyone incurring a needle stick injury must undergo expensive medical testing and treatment in addition to worrying about his/her health.

Alameda County residents can dispose of their own medical sharps waste for free at any of Alameda County's Household Hazardous Waste facilities. Proof of Alameda County residency is required and only home-generated sharps in approved containers will be accepted.

Approved sharps containers are available from medical providers and most chain pharmacies and drugstores, as well as some discount warehouse stores. Follow instructions for filling and sealing, and then bring the container to a Household Hazardous Waste Facility. Keep the container separate from any other waste and let the greeter know you have sharps with you when you arrive.

For further information, visit www.acgov.org/aceh/solid/diabetic.pdf. For a household hazardous waste site schedule, visit www.stopwaste.org, call 510-670-6460.

To find out more about your options for the proper disposal of medical sharps, contact the Coalition for Safe Community Needle Disposal at (800) 643-1643 or visit www.safeneedledisposal.org