

INSIDE ORO LOMA



Oro Loma recognized for Excellence in Government Finance for 29th Consecutive Year

Oro Loma has again won the Government Finance Officers Association's (GFOA) award for excellence in financial reporting.

The GFOA's Award for Excellence in Government Finance recognizes innovative programs and contributions to the practice of government finance that exemplify outstanding financial management. "This award highlights our dedication to transparency and high standards in financial reporting for the benefit of our customers. We commend our finance staff for their continued commitment to excellence," said Jimmy Dang, Oro Loma General Manager.



WASTEWATER
SOLID WASTE
RECYCLING

*Serving Our
Community,
Protecting Our
Environment.*

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Sign up for our quarterly plant tour for a first-hand look at how your wastewater treatment plant works.

Next tour: Feb. 12, 2025. More info at: OroLoma.org/tour

A Message from Our GM

Two years ago, I made a promise to you—that we would prioritize the reliable management of your wastewater collection, treatment, and the safe disposal of trash, recycling, and organics. You trusted us with your service needs, and I want to take a moment to thank you for that trust.



Jimmy Dang, P.E.
General Manager

Over these past two years, we've worked tirelessly to deliver on that promise, and I'm proud of what we've achieved together.

ADDRESSED AGING

INFRASTRUCTURE: We replaced over 11.6 miles of outdated sewer mains, eliminating cracked and broken pipes to ensure a more reliable system.



MAINTAINED SMOOTH

OPERATIONS: Our dedicated team has kept the treatment plant and lift stations running efficiently, even in the face of challenges.



RESPONDED TO HISTORIC STORMS:

During one of the most severe storms in our district's history, our team's swift actions and dedication kept essential services intact, ensuring you were never without the vital infrastructure you depend on.



SECURED A LONG-TERM

PARTNERSHIP: We renewed our 15-year partnership with Waste Management (WM), helping to keep rates as low as possible.



INVESTED IN FUTURE RELIABILITY:

To meet the growing needs of our system, we've adjusted sewer rates and actively pursued grants to fund critical projects.



PLANNING FOR THE FUTURE:

We have significant infrastructure projects in the pipeline, including improvements to wastewater processing and updates to meet evolving regulatory standards.



Through it all, we remain focused on delivering reliable service so that you can go about your life – whether it's spending time with loved ones during the holidays or enjoying the everyday comforts of home – without worrying about the systems that work behind the scenes.

Thank you once again for placing your trust in us. We are deeply committed to maintaining the infrastructure that supports our community, working quietly but steadily beneath the streets each and every day. *Wishing you all a joyful, peaceful, and well-deserved holiday season!*



INTRODUCING *Swift Comply*

Oro Loma Sanitary District is rolling out *Swift Comply*, a required online compliance program, to monitor grease control devices found in all facilities that process food.

The grease tracking system will help food service establishments improve compliance and help Oro Loma prevent sewer blockages. How? By reducing overall fat, oil, and grease discharges and increasing compliance accuracy.

All food service establishment are required to enroll in the program. Each establishment will receive information about *Swift Comply*, including how to register and create an account. *Please email pretreatment@oroloma.org with any questions.*

SWIFT COMPLY



Recycle Like You Got Elves Watching!



This holiday season, let's keep your recycle cart jolly and contamination-free with these simple tips:

- 1. Be Good for Goodness Sake:** Only place paper, cardboard, empty bottles, cans, jars, and jugs in your cart.
- 2. Keep Out the Naughty Stuff:** Plastic bags, film plastic, food, coated wrapping paper, ribbon, bows, toys, and batteries don't belong in the recycle cart.
- 3. Let it Go:** Toss recyclables in the cart loose—no bags, please!

Thanks for spreading recycling cheer! Your efforts help keep our community greener and our recycling program running smoothly.

For more sorting tips, visit: oroloma.org/recycle-coach



Available Tools and Resources!



DOWNLOAD RECYCLE COACH

Download Recycle Coach to your desktop or mobile phone for free in the Apple App Store or Google Play Store.



**INTERACTIVE
SEARCH
TOOL**



**CHECK
PICKUP
SCHEDULE**



**LEARN
WITH
GAMES!**



ATTEND TRASH TALK

Scan the QR code or visit OroLoma.org/trash-talk for more information.



ORGANIZE A COMMUNITY CLEANUP WITH HELP FROM ORO LOMA

To request cleanup support, visit: OroLoma.org/volunteer-litter-pickup

Reminders!

WM collections services will be delayed by one day due to the holidays on December 25 and January 1.

Here is the adjusted schedule:

- Monday, December 23 & 30 - Regular schedule.
- Tuesday, December 24 & 31 - Regular schedule.
- Wednesday, December 25 & January 1 - No WM service.
- Thursday, December 26 & January 2 - Wednesday customers will be serviced.
- Friday, December 27 & January 3 - Thursday customers will be serviced.
- Saturday, December 28 & January 4 - Friday customers will be serviced.

Holiday Tree Collection (January 2-17, 2025): Place at the curb on your service day. All decorative items must be removed. After January 17, place tree in organics cart. Must fit inside the cart with lid closed flat. *Only real trees can be composted.*

SB 1383 requires EVERYONE to sort and properly dispose of their discarded materials. It also requires jurisdictions to monitor and enforce it. *Visit: OroLoma.wm.com for more information.*



Do More with My WM: Register or login to pay your bill, set your communication preferences, view service images, track curbside ETA, view service dates and holidays or report missed pickups. *Visit wm.com or scan the QR code to sign up.*



Oro Loma Sanitary District
2655 Grant Avenue
San Lorenzo, CA 94580

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Oro Loma Sanitary District 24/7 Emergency Response: (510) 276-4700
Waste Management: (510) 613-8710
Alameda County Household Hazardous Waste: (800) 606-6606

BOARD MEETINGS

Second and fourth Tuesdays of every month. Visitors may attend in person or via Zoom.
Visit OroLoma.org for Board agendas.

Tips for Stopping Holiday Sewer Clogs!



Deep frying your holiday turkey? Remember - no grease down the drain!



Holidays call for lots of cleanup. If you're using any type of wipes, they always go in the TRASH, not the TOILET!

More Tips at StopClogs.OroLoma.org

Watch Out for the Cone Zones

The cones indicate that our crews are performing important sewer maintenance. Please drive slowly and safely. Thank you!



Oro Loma Sanitary District provides wastewater collection and treatment services and residential and commercial trash, recycling, and organics collection services to its customers.

Our services **do not** include providing drinking water.



OroLoma.org



In 2022, Senate Bill 1383 (SB 1383) went into effect, requiring everyone in the State of California to sort their discarded materials properly and to have recycle and organics collection services. Jurisdictions like Oro Loma Sanitary District are required to monitor and enforce these requirements. The goal of the mandate is to reduce greenhouse gas emissions by keeping organics and recyclables out of the landfill, which helps create a sustainable future for the next generation.



HOW DOES THE CONTAINER MONITORING PROGRAM WORK?

WM uses WM Smart Truck™ technology to photograph overfilled containers and/or contaminants in your collection containers. Customers will receive a notification with a photograph explaining what was found, along with tips to avoid overage and/or contamination charges.

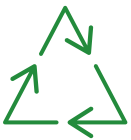


CHARGES

Effective January 2024, additional charges apply after two warnings when contamination and/or overfilled containers are found. These charges help offset costs associated with processing and disposal.

Four chargeable notices may result in your trash cart being upsized to the next size to manage your trash volume. If you already have the largest trash cart, another 95-gallon trash cart will be delivered and added to your service.

To learn more about the container monitoring program and/or view the charges for overages and contamination, visit: OroLoma.WM.com.



HOW DO I AVOID THESE ADDITIONAL CHARGES?

Materials must fit inside the cart with the lid closed flat to avoid overage charges. Follow the sorting guide to avoid contamination charges. Please refer to "What Goes Where" sorting guide on reverse side.

Need extra help sorting?

Use Recycle Coach app: Desktop, visit OroLoma.org/Recycle-Coach or scan the QR code to download it to your phone.



Place only empty bottles, cans, jars, jugs, paper, and cardboard into your recycle cart. Do not bag recyclables.



Place only food, food soiled paper, and yard trimmings into your organics cart. Do not use plastic bags, including those labeled compostable or biodegradable.

To Learn More About Sorting Properly Join Us for Our Trash Talk Sessions

Visit oroloma.org/trash-talk-waste-sorting-sb1383.

Need to Make Changes to Your Services?

Call WM at 510-613-8710.