

# OC San's Levels of Service

*Presented by:*

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*Operations  
Committee*



1

## Our Commitment To...

- Rate payers
- Regulators
- Employees
- Board of Directors
- Stakeholders

2

2

## Four Categories We Monitor

- Environmental Stewardship
- Wastewater Management
- Business Principles
- Workplace Environment

3

3

## Environmental Stewardship

OC San will protect public health and the environment	LOS
Compliance with Ocean Discharge Permit	100%
Dry weather urban runoff collected and treated	Up to 10MGD
Major non-conformance audit findings	<5 per permit per audit
Respond to corrective actions within regulatory timeline for air, solids, and water compliance audits	100%
Comply with Fleet Air Emission Regulations	100%
Number of odor complaints under normal operations	<5 per event per treatment plant <12 per event for the collection system
Sanitary Sewer Spills per 100 miles	<2.1
Compliance with core industrial pretreatment requirements	100%

4

4

## Environmental Stewardship – cont.

OC San's effluent, solids, and biogas will be recycled	LOS
Provide specification effluent to Groundwater Replenishment System	100%
Beneficially reuse biosolids during normal operations	100%

5

5

## Wastewater Management

OC San will be a good neighbor and will be responsive to its customers	LOS
Respond to collection system spills within 1 hour of notification	100%
Respond to odor complaints	Within 1 hour in plants Within 24 hours in collections
Respond to public complaints or inquiries regarding construction within 24 hours	100%
Respond to biosolids contractor violations within one week of violation notice	100%
Respond to Public Records Act requests within the statutory requirements	<=10 days
Dig alert response within 48 hours	100%

6

6

## Wastewater Management – cont.

OC San will manage its assets to ensure reliability and security	LOS
Cybersecurity event monitoring and incident handling, percent successful	>87%
Annual real property assessments/inspections	25%
Annual inspection, documentation, and evaluation of collection system	70 miles of sewers 880 manholes

7

7

## Business Principles

OC San will exercise sound financial management	LOS
Annual user fees sufficient to cover 100% of O&M Budget	100%
Collection, treatment, and disposal costs per million gallons	within 10% of budget
Maintain Credit Rating (Moody's, Fitch, S&P)	AAA

8

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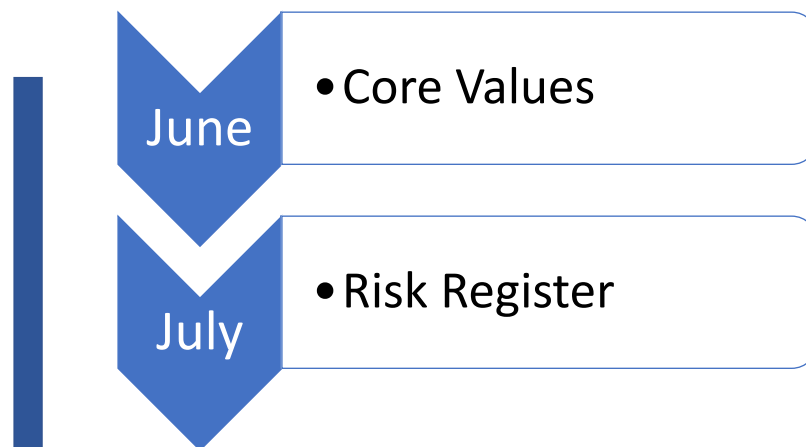
## Workplace Environment

OC San will provide a safe, productive workplace	LOS
Employee injury incident rate per 100 employees	<4.4
Annual days away from work, restricted activity, or job transfer resulting from a work-related injury	<2.5
Annual training hours per employee	45

9

9

## Committee Meetings



10

10