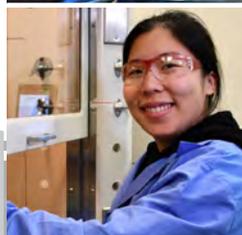


# STRATEGIC ALIGNMENT



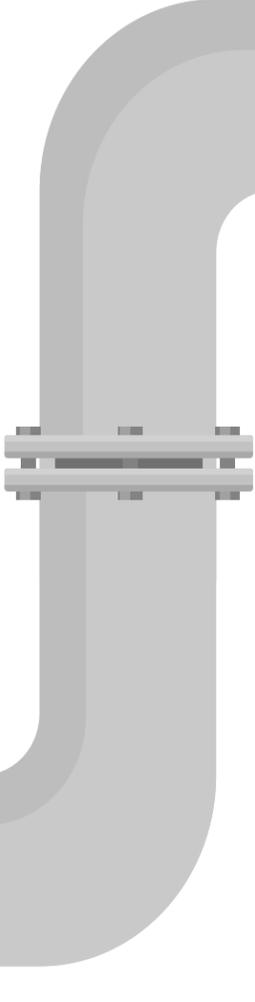
**Annual  
Report**  
2022/23





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## WHO WE ARE...

The Orange County Sanitation District (OC San) is responsible for collection, treatment, and recycling of wastewater for the northern and central portion of Orange County, California. The wastewater from OC San's service area travels through 388 miles of regional sewers to one of two treatment facilities, Plant No. 1 in Fountain Valley and Plant No. 2 in Huntington Beach. Together, both plants process approximately 180 million gallons per day of wastewater for approximately 2.6 million people.

## OUR MISSION

*"To protect public health and the environment by providing effective wastewater collection, treatment, and recycling."*

## OUR VISION

### ORANGE COUNTY SANITATION DISTRICT WILL BE A LEADER IN:

- Providing reliable, responsive, and affordable services in line with customer needs and expectations.
- Protecting public health and the environment utilizing all practical and effective means for wastewater, energy, and solids resource recovery.
- Continually seeking efficiencies to ensure that the public's money is wisely spent.
- Communicating our mission and strategies with those we serve and all other stakeholders.
- Partnering with others to benefit our customers, this region, and our industry.
- Creating the best possible workforce in terms of safety, productivity, customer service, and training.

## MESSAGE FROM THE GENERAL MANAGER

This year marked a significant milestone in my journey with OC San having assumed the role of General Manager. For the past 28 years, I have taken immense pride in being part of an agency known for its innovation, responsibility, and leadership. I have had the privilege of witnessing firsthand the profound impacts our programs have on our industry. Now, as the General Manager, my mission is to continue OC San's legacy of innovation and stellar performance.

As you peruse this year's annual report, you'll notice our focus on strategic alignment. This strategic alignment ensures that everyone from the Board of Directors to frontline employees understand and fulfill our mission to our community while working diligently to prepare for any contingency. At the center of this alignment is our agency-wide guiding document, the Strategic Plan.

The Strategic Plan serves as our compass, defining what OC San does and what our Board of Directors want the agency to become. Our current plan, adopted in 2021, is comprised of 15 goals distributed across four pivotal categories: Business Principles, Environmental Stewardship, Wastewater Management, and Workplace Environment. These categories encompass our endeavors at OC San, reflecting our focus and priorities. In November 2023, the Board of Directors is set to adopt the 2023 plan which is updated to address new challenges and opportunities.

Throughout the past fiscal year, OC San has remained committed to a robust Capital Improvement Program with 147 active projects. OC San's commitment to asset management requires that we keep investing in our infrastructure so we can continue to deliver our essential service. By consistently improving and maintaining our systems in a targeted way, OC San maintains its reliability and resilience and is able to meet new challenges like cyber security threats, climate and seismic risks, sea level rise, and new contaminants in sewage that may threaten public health and the environment.

After many years of diligent effort, I am proud to report the completion of the final expansion of the Groundwater Replenishment System (GWRS). Through a collaborative effort with our partners at the Orange County Water District, the GWRS is able to provide enough water for one million Orange County residents, providing a high quality, resilient, and reliable water supply. This is just another example how long-term strategic alignment can deliver world class infrastructure to the community we serve.

I am honored to lead such a forward thinking, focused, and innovative organization. With the support of the Board of Directors and our staff, I am confident that I will be able to continue OC San's legacy as an industry leader while continuing to provide the promised level of service to our community.



Rob Thompson  
OC San General Manager



## EXECUTIVE MANAGEMENT TEAM

**Robert Thompson**  
General Manager

**Lorenzo Tyner**  
Assistant General Manager

**Michael Dorman**  
Director of Engineering

**Laura Maravilla**  
Director of Human Resources

**Riaz Moinuddin**  
Director of  
Operations and Maintenance

**Wally Ritchie**  
Director of Finance

**Lan Wiborg**  
Director of  
Environmental Services



(From left) Wally Ritchie, Riaz Moinuddin, Lan Wiborg, Robert Thompson, Laura Maravilla, Michael Dorman and Lorenzo Tyner.

## BOARD OF DIRECTORS

### CITY

Anaheim  
Brea  
Buena Park  
Cypress  
Fountain Valley  
Fullerton  
Garden Grove  
Huntington Beach  
Irvine  
La Habra  
La Palma  
Los Alamitos  
Newport Beach  
Orange  
Placentia  
Santa Ana  
Seal Beach  
Stanton  
Tustin  
Villa Park

### AGENCIES

Costa Mesa Sanitary District  
Midway City Sanitary District  
Irvine Ranch Water District  
Yorba Linda Water District  
Member of the Board  
of Supervisors

### ACTIVE DIRECTOR

Stephen Faessel  
Christine Marick  
Susan Sonne  
Scott Minikus  
Glenn Grandis  
Bruce Whitaker  
Stephanie Klopfenstein  
Pat Burns  
Farrah N. Khan  
Rose Espinoza  
Marshall Goodman  
Jordan Nefulda  
Brad Avery  
Jon Dumitru  
Chad Wanke (Chairman)  
Johnathan Ryan Hernandez  
Schelly Sustarsic  
David Shawver  
Ryan Gallagher (Vice Chairman)  
Robbie Pitts

Robert Ooten  
Andrew Nguyen  
John Withers  
Phil Hawkins  
Doug Chaffee



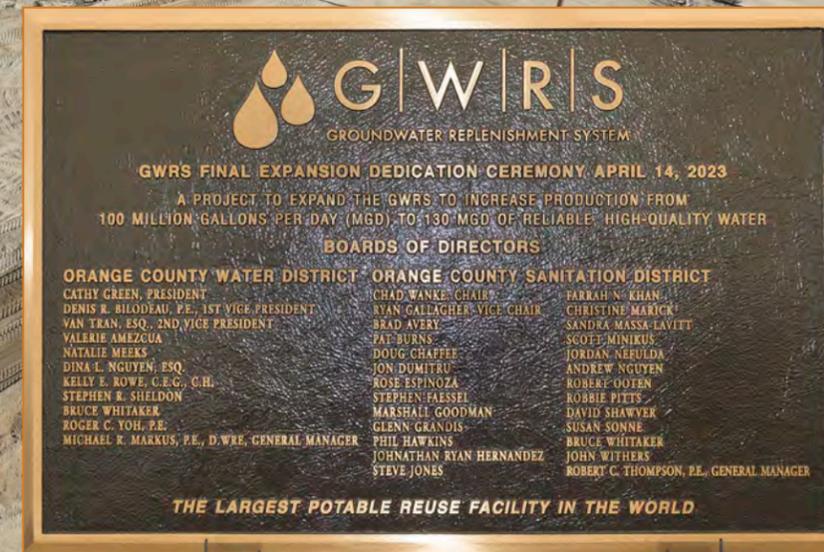
# ALIGNING FOR THE FUTURE

## COMPLETION OF THE GROUNDWATER REPLENISHMENT SYSTEM

They say that patience is a virtue, and in the case of OC San's visionary journey, this saying rings true. OC San has achieved the remarkable feat of recycling 100 percent of our reclaimable flow, setting another industry first. This achievement stems from our strategic alignment with our partners at the Orange County Water District (OCWD). We are sending all the water we possibly can to the Groundwater Replenishment System (GWRS).

The GWRS represents a stellar partnership between OC San and OCWD. Renowned worldwide as a water recycling marvel, the GWRS takes treated wastewater from OC San, which would otherwise be sent to the Pacific Ocean and purifies it using an advanced three-step process consisting of microfiltration, reverse osmosis, and ultraviolet light with hydrogen peroxide.

Through the GWRS Final Expansion project, OC San can now provide a staggering 170 million gallons daily of treated wastewater to the GWRS, enough to cater to the needs of one million residents in central and north Orange County. This monumental accomplishment reflects a success for both agencies and Orange County.



A dedication ceremony to celebrate the completion of the GWRS Final Expansion was held on April 14, 2023.

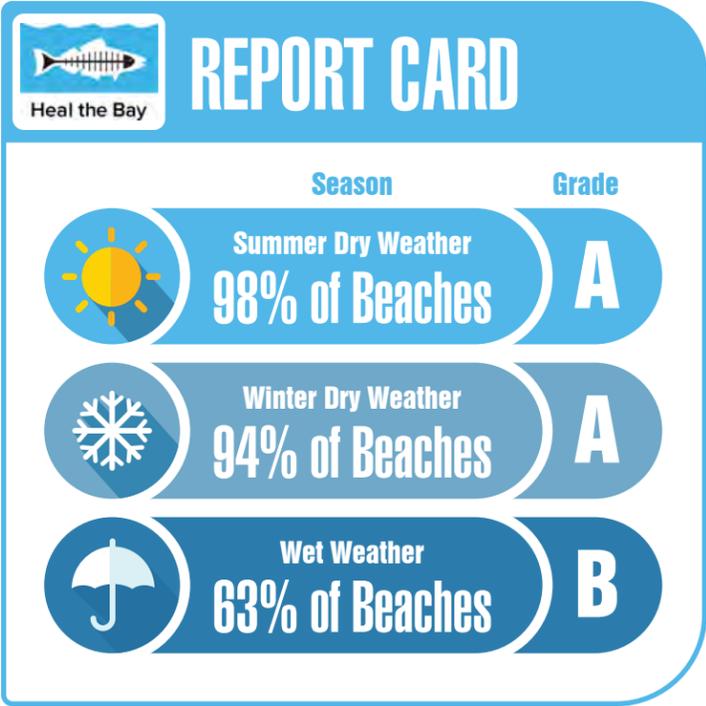


# ENVIRONMENTAL EXCELLENCE: OC SAN CONTRIBUTES TO TOP RATINGS AND RECOGNITION TOP GRADES

OC San is dedicated to safeguarding public health and the environment through a multifaceted approach. Our unwavering commitment to aligning with regulatory requirements ensures that we not only fulfill our mission but also protect the well-being of our community and the environment we cherish. For over four decades, OC San has been a steadfast steward of the ocean, maintaining an extensive ocean monitoring program.

Encompassing over 200 square miles of ocean off Huntington and Newport Beaches, OC San conducts regular monitoring of marine life, sediment, and water quality. Additionally, we collect water samples along 19 miles of Orange County coastlines, stretching from Seal Beach to Crystal Cove, in order to assess potential health risks to beachgoers. The Ocean Monitoring Program is a testament to our dedication, as it consistently demonstrates that the release of OC San’s treated wastewater into the Pacific Ocean neither degrades marine habitats nor poses a risk to human health.

This exemplary effort was acknowledged in the 2022-2023 Annual Heal the Bay Report Card. The report underscores the outstanding quality of Orange County beaches, consistently surpassing all three seasons (Summer Dry, Winter Dry, and Wet Weather). Notably, 98 percent, 94 percent, and 63 percent of the beaches received A or B grades, respectively. This achievement stands as a testament to OC San’s effective collection and treatment process, our comprehensive dry weather urban runoff diversion program, and our ocean monitoring efforts.



# CREATING BUSINESS PARTNERSHIPS: OC SAN ENGAGES WITH LOCAL BUSINESSES

In our ongoing commitment to cultivate relationships with local businesses and enhance the diversity of our contract bidding pool, OC San proudly organized a series of Vendor Information Workshops in the spring, summer, and fall of 2022. These workshops were specifically designed for prospective local vendors, aiming to empower them with knowledge and tools needed to participate in our contract bidding processes. Attendees received invaluable guidance on locating and submitting bids for forthcoming contracts. This effort resulted in a 4.2 percent increase in new vendors registered in our system.

For businesses eager to explore opportunities and collaborate with OC San, we invite you to explore further at [www.ocsan.gov/DoingBusiness](http://www.ocsan.gov/DoingBusiness). This dedicated platform provides comprehensive information on how to engage in business with OC San, opening doors to a world of potential partnerships and collaborations.

**OC SAN**  
ORANGE COUNTY SANITATION DISTRICT

**VENDOR OUTREACH PROGRAM**

**PLANET BIDS**

**22/23 RECAP**

- 5 Online Sessions
- 4.2% Increase of New Vendors Registrations



# BUILDING BRIDGES FOR COLLABORATION

OC San builds a new pedestrian skybridge — a pioneering feature in Fountain Valley. The bridge will link Plant No. 1 with the new headquarters building, establishing a pathway for collaboration between personnel working in the office and those in the field.



## OC SAN NEARS COMPLETION ON ITS NEW HEADQUARTERS

The construction of OC San's cutting-edge headquarters building is currently in progress, with an anticipated completion date in early 2024. This state-of-the-art headquarters is a pivotal step in bringing together our workforce of more than 300 dedicated professionals who have been dispersed across a sprawling 100-acre expanse, housed in aging structures and trailers at our Fountain Valley Plant.

The consolidation of our staff within a single building marks a significant leap forward in fostering collaboration and enhancing operational efficiency. This modern marvel, spanning three stories and encompassing 110,000 square feet, will stand proudly across the street from our existing administration building. Notably, it will be linked to the plant via a pedestrian skybridge — a pioneering feature in Fountain Valley. This strategic relocation frees up additional land for future treatment process requirements at Plant No. 1, paving the way for future innovation.

A noteworthy achievement of this project lies in our adoption of mass timber, a revolutionary building material. Mass timber is composed of compressed layers of wood, bound together through lamination or adhesives. It boasts exceptional strength and fire resistance, all while significantly reducing our headquarter's carbon footprint. Engineered to deliver robust structural capabilities akin to concrete and steel, mass timber stands out for its lightweight nature, enabling swift and secure on-site installation. When coupled with steel-braced frames, mass timber introduces a natural warmth to the building's interior, promising a sustainable and inviting workspace.



## PIONEERING EFFICIENCY: OC SAN RENEWS AGING PLANT STRUCTURES

The Headworks Rehabilitation Project, a monumental undertaking valued at \$222.3 million, stands as a cornerstone for OC San's future endeavors and our unwavering commitment to the community we proudly serve. This ambitious initiative is poised to breathe new life into our headworks, the vital core of our plant, responsible for handling the initial treatment of wastewater originating from six regional trunk sewers spanning our expansive service area.

In essence, the headworks plays a pivotal role in elevating wastewater from the depths of the sewers and prepares it for comprehensive treatment. This crucial step involves the removal of large debris and coarse solids from the water — a process of paramount significance. Without the headworks, our water supply would remain vulnerable to damaging debris that could compromise our pumps and obstruct the functionality of our treatment systems.

The Headworks Rehabilitation Project is not merely an upgrade; it represents a paradigm shift in efficiency, a reduction in potential odorous concerns, and an enhancement in overall reliability. These improvements will empower OC San to continue delivering efficient and dependable wastewater treatment services to our community. Anticipated to span seven years, this transformative project is slated for completion in 2028, setting the stage for a brighter and more efficient future.



## SUPPORTING OUR HEALTHCARE PARTNERS: OC SAN'S COMMITMENT TO MERCURY POLLUTION PREVENTION

OC San remains steadfast in its dedication to enforcing federal mandates that pertain to dental offices, with the primary objective of curtailing the release of mercury into our environment. In line with these regulations, each dental office must submit a certification statement to OC San attesting if the office places or removes dental amalgam. For those dental offices handling amalgam, the use of a separator is mandatory to prevent the discharge of mercury laden amalgam into the sewer system.

Our efforts have yielded remarkable results, with OC San having received over 1,600 completed Dental Discharger Compliance Reports to date. In June of 2022, we extended our outreach by dispatching more than 350 certification letters to newly identified dental offices. Our dedicated staff continue cataloguing returns and conducting field visits, which offers support to the dental community in navigating the regulatory reporting requirements. In doing so, we ensure that our medical professionals remain aligned with the critical mission of preventing mercury pollution and safeguarding our precious environment.



## FOSTERING PARTNERSHIPS WITH RESPONSIBLE DISCHARGERS: OC SAN INTRODUCES THE PRETREATMENT HONOR ROLL

OC San administers a permit program to protect public health and the environment through the regulation of industrial wastewater discharges.

As a part of this endeavor, OC San has created a Pretreatment Honor Roll Program to recognize the positive environmental stewardship efforts by local businesses categorized as Class I Industrial Wastewater Dischargers who have an annual average industrial wastewater discharge of 25,000 gallons or more per day.

Launched in the fall of 2022, this initiative identifies businesses that collaborate closely with us to ensure that their contributions to our system is not only compliant but also environmentally safe. To qualify for this prestigious recognition, businesses must demonstrate their commitment to environmental excellence by:

- Diligently maintaining compliance with wastewater discharge permit limits and conditions.
- Empowering staff to promote a sense of regulatory responsibility.
- Dedicating resources to provide a supportive atmosphere that is conducive to maintaining an exceptional level of responsible waste and wastewater management.

Award winners are recognized by OC San with a certificate of achievement, and a window decal recognizing excellence in environmental compliance.

The inaugural program had 37 honorees who received a 2022 Honor Roll Program window decal, a bronze award certificate and recognition at the 2022 State of OC San event. As time progresses, we aspire to elevate the levels of recognition further, emphasizing the importance of acknowledging businesses that not only serve the community but do so responsibly and in an environmentally conscious manner.



# EDUCATING THE COMMUNITY

## OC SAN LAUNCHES VIRTUAL CITIZENS ACADEMY

Amidst the challenges and adversities brought about by the pandemic, we seized a unique opportunity to delve into the realm of virtual education. In the spring of 2022, the virtual Wastewater 101 Citizens Academy emerged.

An academy was something on our long-term list of items to tackle, however, under the circumstances the need arose much quicker and opened the doors far beyond our local community. The goal of the academy was to provide insight into the work we do, the wastewater industry, and highlight our future projects and initiatives. The academy consisted of four, two-hour workshops and an on-site plant tour when permissible.

Graduates were honored with an official certificate of completion at the OC San Board Meeting. To date, we have conducted three academies and look forward to our next one scheduled to start in the spring of 2024.

The academy has generated 40 wastewater ambassadors who can eloquently convey our mission and illuminate the vital role that OC San plays in delivering an essential service to our community and beyond.



## NURTURING TOMORROW'S STEWARDS: OC SAN'S COMMITMENT TO YOUTH EDUCATION

OC San was honored to participate in the 26th annual **Children's Water Education Festival** held at the University of California, Irvine in the spring of 2023. The award-winning program hosted by the Orange County Water District reached more than 4,000 third, fourth, and fifth grade Orange County students. OC San staff presented on a variety of topics including the What2Flush program and the wastewater system.

Through a partnership with the **Heritage Museum of Orange County**, a program was developed to increase knowledge of the wastewater treatment process and illustrate how OC San protects public health and the environment. For more than two-years, this partnership has shown the community how they can be an environmental steward and contribute to protecting the environment by learning What2Flush. The program began with a virtual component and is now available virtually and in-person. Through the program's inception, more than 10,000 adults and children have been reached.

In collaboration with **Inside the Outdoors**, OC San created an environmental education program which is administered by the Orange County Department of Education. The program aims at instilling environmental awareness and promoting sustainable practices among students. Inside the Outdoors and OC San have developed school programs for students across various grade levels. Fifth-grade students, as well as those in middle school and high school, have benefited immensely from these initiatives, which have given them the knowledge about the importance of environmental preservation and the role of sanitation in maintaining a healthy ecosystem. This innovative partnership has not only expanded the reach of OC San and Inside the Outdoors but also fostered a deeper understanding and appreciation for the critical link between sanitation and environmental sustainability among the younger generation.

Through the program, a total of 1,144 students were reached through 45 programs. Participating schools are in Anaheim, Buena Park, Costa Mesa, Cypress, Fullerton, Garden Grove, Huntington Beach, Newport Beach, and Santa Ana.



## CULTIVATING DEVELOPMENT: OC SAN HOSTS ITS OWN EDUCATIONAL UNIVERSITY

Now in its third year, the internal OC San “University” allows employees the opportunity to enhance their skills through in person and online courses. In the past year, a total of 14 sessions were held with an average attendance of 54 employees per session. These sessions cover a diverse range of topics encompassing leadership, technology, communications, and organizational awareness. New topics are offered each year based on employee interest.

OC San continues to extend select course seats to interested member agency employees for a second year, thus far we’ve had participants from 11 agencies. OC San “U” also offers mentoring, a leadership academy, and online courses.



## INNOVATIVE ENVIRONMENTAL SOLUTIONS: OC SAN COLLABORATES ON INNOVATIVE BIOSOLIDS MANAGEMENT

In a groundbreaking partnership, OC San has joined forces with 374Water to revolutionize the management of biosolids, a crucial byproduct of the wastewater treatment process. This collaboration emerges as a proactive response to the pressing concerns surrounding the presence and treatment of Per- and polyfluoroalkyl substances (PFAS) and microplastics in wastewater. Together, OC San and 374Water are embarking on the creation of a remarkable six-ton-per-day demonstration project known as AirSCWO Nix6, or Supercritical Water Oxidation (SCWO).

SCWO represents a cutting-edge technology that holds the promise of not only mitigating contamination and treatment challenges associated with PFAS compounds but also addressing other complex issues confronting OC San. These challenges include the cost implications of solids processing, adherence to stringent air emission requirements for methane, and the enhancement of power generation equipment. Additionally, the project is well-poised to tackle the treatment of emerging contaminants like PFAS compounds, microplastics, and facilitate advanced solids recovery.

The core of this pioneering process lies in the application of high-temperature, high-pressure water to oxidize organic compound materials, transforming them into simpler and environmentally benign compounds. With an estimated project cost nearing \$8 million, this visionary initiative is set to reach completion in the fall of 2024.

To further support this transformative endeavor, OC San has been honored with federal funding amounting to \$3.45 million through the federally run Community Partnering Program. This remarkable collaboration marks a significant stride toward sustainable and forward-thinking biosolids management, exemplifying OC San's unwavering dedication to environmental stewardship and innovation.

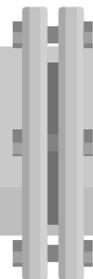


## ENVIRONMENTAL HARMONY: OC SAN IS A RESOURCE RECOVERY POWERHOUSE

As community partners, OC San is committed to beneficial reuse of the wastewater treatment process. At OC San, we are energy producers and generate an average of 7.3 million kilowatt hours of energy per month by converting biogas, a byproduct of the wastewater treatment process, into electricity and process heat. The renewable gas is used at our facilities to save energy, reduce greenhouse gas emissions, and save about \$9.8 million annually in power that would otherwise be purchased from the grid. In fact, Plant No. 2 in Huntington Beach runs completely on energy we produce and only uses energy from the grid as a backup or during times of increased demand.

We also host a 4.9-megawatt, 32-megawatt-hour Tesla lithium-ion energy storage system. This saves OC San ratepayers a minimum of \$300,000 annually based on the energy storage system agreement and reduces our overall electrical needs during peak use periods so that other customers have greater access to the supply.

And it does not end there. OC San generates over 500 tons per day of biosolids, which are highly treated, nutrient-rich, organic matter recovered through the treatment of wastewater. OC San's biosolids are recycled as a soil amendment by applying them directly on farm fields to grow non-food crops or by way of composting for other agriculture use. Biosolids land application and composting have been heavily regulated and used safely for decades. Through many years of scientific research, biosolids have demonstrated that the nutrients and beneficial microbes in biosolids create and maintain healthy soils, improve crop yields, and contribute to carbon sequestration, effectively reducing carbon emissions and mitigating climate change.

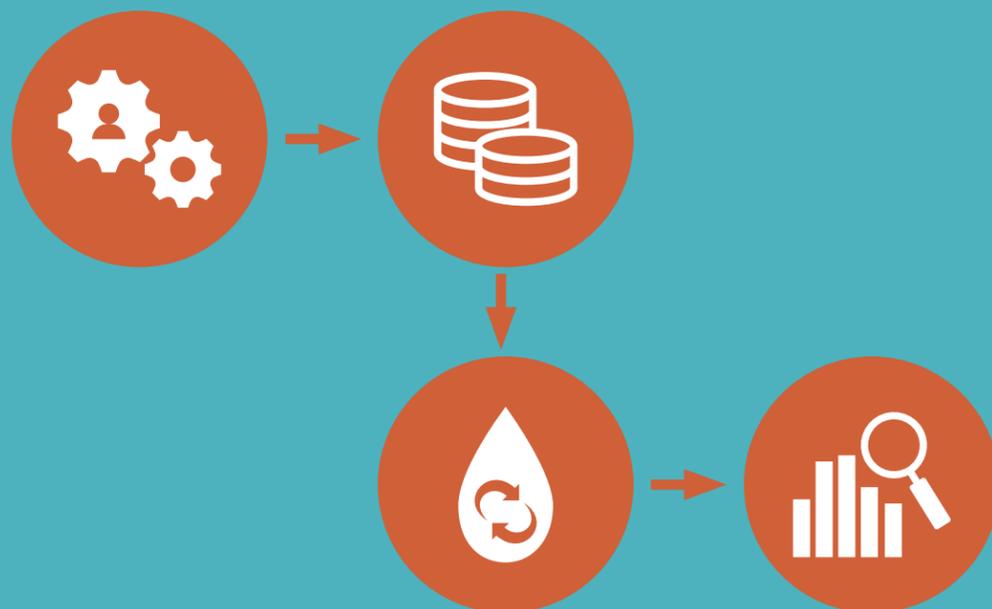


## STRATEGICALLY CHARTING OC SAN'S FUTURE: OC SAN'S STRATEGIC PLAN

Preparing and planning for the future of OC San and the community we serve is the essence of who we are. As a part of the planning process, OC San creates a guiding document — the Strategic Plan.

The four-step strategic planning process begins with defining OC San's ability to have people and assets in the right place at the right time to meet its agreed upon mission and levels of service. The second step is budget development. The budget document lays out the tactical planning and resource allocation based on the adopted plan. The third step is the budget execution which is the day in and day out delivery of services to the public we serve.

The final step is reporting on our levels of service, including what we have achieved. These four steps are repeated every two years adjusting as needed based on the Board of Directors input, legal and regulatory changes, and the needs of the communities we serve. The most recent plan is scheduled to go to the OC San Board of Directors in November 2023 for adoption.

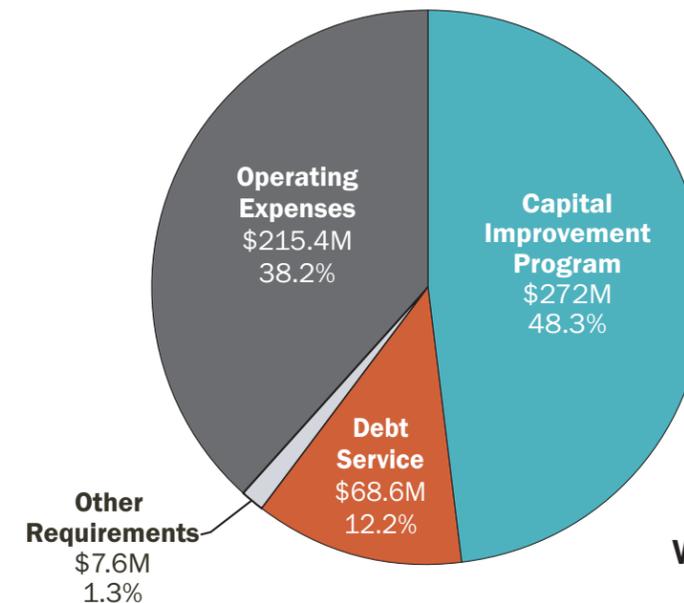


## FINANCIAL RESILIENCE FOR THE FUTURE: OC SAN'S COMMITMENT TO AFFORDABLE SEWER RATES

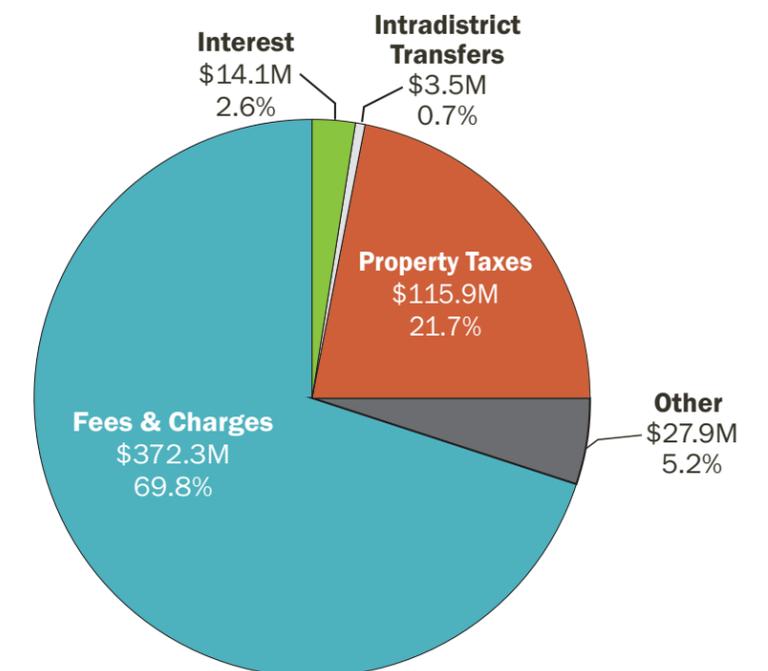
OC San strives to maintain financial stability while keeping our sewer rates affordable. OC San received a AAA rating for OC San's Wastewater Refunding Revenue Obligations, Series 2022A, and had our AAA rating reaffirmed on other Obligations by Fitch Ratings, Standard & Poor's, and Moody's Investors Service Incorporated.

These ratings reflect our management practices and financial strength. With the highest credit rating possible, we have access to low-interest rates for infrastructure projects, resulting in cost savings for our customers. OC San is the sole California utility with a AAA rating from all three major agencies.

Where The Money Goes



Where Money Comes From



## POSITIONING THROUGH PREPARATION: OC SAN IS A WEATHER-READY NATION AMBASSADOR

OC San has been accepted as a National Oceanic and Atmospheric Administration (NOAA) Weather-Ready Nation Ambassador. The Weather-Ready Nation Ambassador initiative is an effort to formally recognize NOAA partners who are improving the nation's readiness against extreme weather, water, and climate events. As a Weather-Ready Nation Ambassador, OC San is committed to working with NOAA and other Ambassadors to strengthen national resilience against extreme weather.



## ALIGNING OUR RATES: OC SAN ADJUSTS ITS RATE STRUCTURE

Charging for a service is a reality that many organizations including OC San must do. The sewer service fee is for the collection, treatment, and recycling or disposal of wastewater (sewage). At OC San, we are committed to maintaining affordable rates through meticulous planning and the execution of our Strategic Plan and our Capital Improvement Program.

In preparation for establishing a new five-year rate program, OC San conducted a rate study to determine customers' fair and equitable share of collection, treatment, and disposal costs. The previous rate structure expired in June 2022. To support ongoing operations, maintenance, and necessary improvements, the OC San Board of Directors approved a new five-year sewer service fee rate structure for 2023 - 2028 in March 2023.

### How is the fee calculated?

It is based upon the demand placed on our system by the property parcel.

- Residential properties, including condominiums and town homes, are charged a flat rate.
- Multi-family (apartment buildings including duplexes and triplexes) and mobile home parks are charged on a per unit basis.
- Non-residential properties are charged a rate per thousand square feet of improvements. The rate varies based upon the use of the property.
- The sewer service fee is an annual charge that appears on the property tax bill. Using the property tax bill is the most cost-effective method of fee collection.
- The approved uniform single-family residential (SFR) user rate structure over the next five-year period from 2023 - 2028 is:

2022-23	2023-24	2024-25	2025-26	2026-27	2027-28
\$347	\$358	\$371	\$384	\$397	\$411

# SERVING THROUGH OUR STAFF: OC SAN REPRESENTING OUR COMMUNITY

Authorized FTEs:

**653**

Average Years  
of Service:

**8**

Average Age:

**46**

Diversity

Male **74.8%** | Female **25.2%**

Bachelor's or  
Higher Education:

**56%**

Master's or  
Higher Education:

**17%**



Positions Requiring  
License/Certification:

**257**

Retirements:

**40**

Retirements  
Years of Service:

**975 TOTAL  
24.4 AVERAGE**

New Hires:

**53 TOTAL**

# RESULTS IN THE COMMUNITY:

## LEGISLATIVE STATS



**50**

Legislative Bills Tracked



**50**

State Position Letters



**7**

Federal Position Letters

## SPEAKERS BUREAU



**34**

Speaking Engagements



**13**

Events



**1,716**

Attendees



**1,647**

Attendees

## TOURS



**49**

Tours



**1,338**

Attendees

## SOCIAL MEDIA



**782**

Social Media posts reaching  
more than 254,000 people.

REACHING OVER  
**387,000**  
PEOPLE

## CONSTRUCTION OUTREACH

Construction Outreach Infrastructure improvements throughout our service area took place over the last year in the cities of Anaheim, Buena Park, Cypress, Fountain Valley, Irvine, Costa Mesa, Los Alamitos, Seal Beach and Westminster.



**OVER 100**

Information pieces reached over 120,000 residents, businesses, and schools about construction activity in their neighborhoods.

## HERITAGE MUSEUM OF ORANGE COUNTY - OUTREACH LOG



**123**

Schools in Person



**8,900**

In Person Students



**20**

Virtual Schools

# INDUSTRY ACCOLADES

The following awards were received by OC San during the year ended June 30, 2023:

**Project Excellence Award for GWRs Final Expansion**  
2023 Water Environment Federation

**Investment Policy Certification**  
2023 California Municipal Treasurers Association

**Award of Excellence, Capital Project of Year for GWRs Final Expansion**  
2023 California Association of Sanitation Agencies (CASA)

**American Inhouse Design Award for the CIP Annual Report and OC San Light Poll Banners**  
2023 Graphic Design USA

**Project Achievement Award for GWRs Final Expansion**  
2023 Construction Management Association of America

**Platinum Peak Performance Award**  
2023 National Association of Clean Water Agencies (NACWA)

**Utility of the Future**  
2023 National Association of Clean Water Agencies, Water Environment Federation

**Certificate of Achievement for Excellence in Financial Reporting**  
2023 Government Finance Officers Association

**Excellence In Innovation Award for GWRs Final Expansion**  
2023 Association of California Water Agencies

**Innovative Project of the Year Award for GWRs Final Expansion**  
2023 California Special District Association

**Excellence in Procurement**  
2023 National Procurement Institute

**Community Engagement and Outreach – 1st Place – Heritage Museum**  
2023 California Water Environmental Association

**Special Achievement Award in GIS**  
2023 ESRI

**Outstanding Wastewater Treatment Project and Project of the Year for GWRs Final Expansion**  
2023 American Society of Civil Engineers

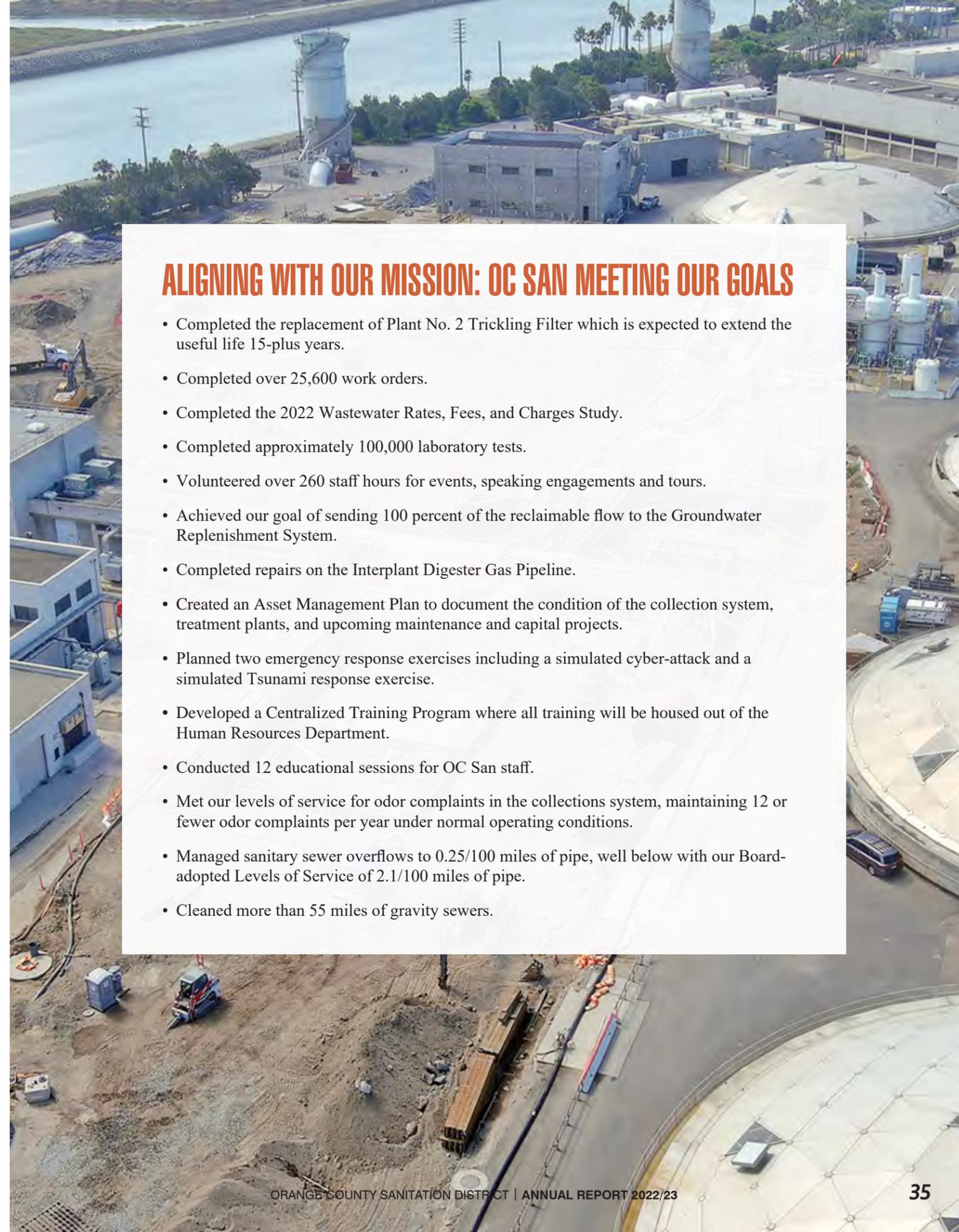
**Grand Prize (Design Category for GWRs Final Expansion)**  
2023 American Academy of Environmental Engineers & Scientists

**John W. Gaston, Jr., Award for Excellence in Public Service Management**  
2023 American Society of Public Administration

**Santa Ana River Basin Section (SARBS) 2023**

- Community Engagement & Outreach 1st Place — Heritage Museum
- Mechanical Technician of the Year Victor Gonzalez
- Operator of the Year Milton Rocha
- Silver Award for Pretreatment, Pollution Prevention, and Stormwater (P3S) Person of the Year Bryce Dragan

**Utility Leadership Award**  
2022 National Association of Clean Water Agencies (NACWA)



## ALIGNING WITH OUR MISSION: OC SAN MEETING OUR GOALS

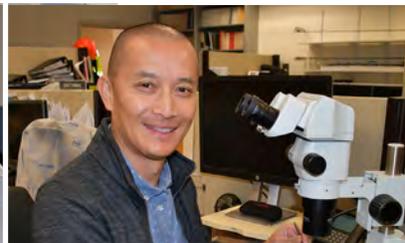
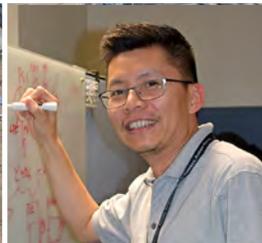
- Completed the replacement of Plant No. 2 Trickling Filter which is expected to extend the useful life 15-plus years.
- Completed over 25,600 work orders.
- Completed the 2022 Wastewater Rates, Fees, and Charges Study.
- Completed approximately 100,000 laboratory tests.
- Volunteered over 260 staff hours for events, speaking engagements and tours.
- Achieved our goal of sending 100 percent of the reclaimable flow to the Groundwater Replenishment System.
- Completed repairs on the Interplant Digester Gas Pipeline.
- Created an Asset Management Plan to document the condition of the collection system, treatment plants, and upcoming maintenance and capital projects.
- Planned two emergency response exercises including a simulated cyber-attack and a simulated Tsunami response exercise.
- Developed a Centralized Training Program where all training will be housed out of the Human Resources Department.
- Conducted 12 educational sessions for OC San staff.
- Met our levels of service for odor complaints in the collections system, maintaining 12 or fewer odor complaints per year under normal operating conditions.
- Managed sanitary sewer overflows to 0.25/100 miles of pipe, well below with our Board-adopted Levels of Service of 2.1/100 miles of pipe.
- Cleaned more than 55 miles of gravity sewers.

# LOOKING FORWARD

## FY 23/24 GENERAL MANAGER'S WORK PLAN GOALS:

- Update the Asset Management Plan and identify critical plant and collections assets that are currently in service and under construction that have long lead times for parts and replacement.
- Work with member agencies to update the waste discharge and pretreatment ordinance by June 30, 2024.
- Complete the commissioning and begin demonstration of the Supercritical Water Oxidization pilot project and implement an outreach campaign.
- Monitor and research OC San's final effluent following the completion of the Groundwater Replenishment System.
- Work with Orange County Waste & Recycling in the construction of a regional food waste processing facility.
- Increase resilience and energy cost savings through the continued development of OC San's energy storage.
- Continue with OC San's proactive emergency preparedness stance through drills that include staff and contractors and national emergency management training.
- Conduct an analysis of member agency's encroachment permit requirements to evaluate if a regional approach and harmonized fee structure is needed.
- Expand on coordination opportunities with the Irvine Ranch Water District.

- Identify opportunities within Orange County Water District, County of Orange, and OC San's respective water, stormwater, and wastewater systems for additional dry weather urban runoff diversions.
- Review and update the fleet procurement strategy based on recently adopted regulations.
- Develop a design for the headquarters building outdoor patio hands-on educational display.
- Develop outreach material for member agencies regarding impacts affecting the local and regional sewer system.
- Identify opportunities to expand OC San Pretreatment Honor Roll Program beyond Significant Industrial Users.
- Evaluate the seismic vulnerabilities of Plant No. 2 flow processes within the plant.
- Refresh both short and long-term hauling and management options for biosolids management.
- Ensure compliance with easement requirements and maintain unobstructed access to OC San's regional sewer line within the Miller-Holder alignment in Huntington Beach.
- Implement a trusted system for scanning and paper reduction.
- Develop and implement a Centralized Training Program for employees.
- Seek a licensed law firm to provide as-needed legal services to support employment related cases.



**Reclamation Plant No. 1**  
 (Administration Offices)  
 10844 Ellis Avenue  
 Fountain Valley, California 92708  
 714.962.2411

**Treatment Plant No. 2**  
 22212 Brookhurst Street  
 Huntington Beach, California 92646

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