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The **Tributary Tribune** informs the Industrial Users of the Plant's service area, which includes the cities of San José, Santa Clara, Milpitas, Cupertino Sanitary District, West Valley Sanitation District (including Campbell, Los Gatos, Monte Sereno, Saratoga), County Sanitation Districts 2-3, and Burbank Sanitary District.

The 2008 IU Survey Results are In!

Overall, 86 percent of Industrial Users (IUs) surveyed last year are "very satisfied" or "satisfied" with the Pretreatment Program and its staff.

That's one result from the City of San José's 2008 Industrial Waste Dischargers Survey of individuals from 140 IUs. The assessment also revealed high ratings in the areas of staff courtesy, responsiveness, assistance and knowledge, and program inspection and monitoring services.

The survey results were very positive, and while IUs gave slightly lower marks to the permitting process and the consistency of requirements and information given by staff, the majority of respondents were still satisfied or very satisfied with these program elements. Ratings also dipped for the program website, outreach, and educational materials. In an effort to better familiarize IUs with these areas, the Pretreatment Program is revamping its website. (Watch for a launch announcement in a future *Tributary Tribune* issue.)

In comparison to the last similar survey in 2006, the IU satisfaction level for specific program elements rose significantly, and quality of service marks improved as well. Equally encouraging is a decrease in the recent survey of problem reports or reasons to be dissatisfied.

The permitting section of the survey revealed that one in every four respondents use outside help to complete the permit application and many said they need the technical expertise of a consultant. A very high proportion of respondents indicated they would use a guidance document, checklist, or telephone help number to assist in the permitting process.

Recognizing this need, the annual IU Academy offers an in-depth look at each section of the permit application, along with the application process itself. IUs whose permits are due to expire soon or those wishing to get a jumpstart on the permitting process should reserve seats

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Survey Results Summary

Item	% Positive Rating*	% Neutral Rating
Overall Rating	86%	11%
Staff Courtesy	93%	5%
Staff Responsiveness	88%	8%
Quality of Assistance	84%	9%
Staff Knowledge Level	84%	11%
Inspection Services	85%	10%
Monitoring Services	81%	14%
Consistency of Requirements/Information	75%	19%
Permitting	62%	23%

*Positive ratings indicate a response of very satisfied or satisfied

Ask Your Inspector

Q: Are there any industry awards for Industrial Users (IUs)?

A: Yes, there are! In fact, every year since 1971 the California Water Environment Association (CWEA), an association of wastewater and pollution prevention professionals, presents Facility of the Year Awards. The program recognizes industrial facilities for outstanding efforts in waste minimization, wastewater treatment technology, and pollution prevention practices.

Selection criteria may include developing an innovative solution to a waste management problem, conducting community service programs to create public awareness for environmental protection, or improving environmental performance through operation and preventative maintenance practices.

The awards are presented each year at the Pretreatment, Pollution Prevention, and Stormwater (P3S) Conference. Awards are presented to one large and one small industry from both Northern and Southern California, for a total of four awards. Nominations, submitted at the end of each calendar year, must come from the regulatory agency. To qualify, the facility must be violation-free for the past 12 months. The 2008 Northern California awards were presented to L-3 Communications, Electron Devices Division in San Carlos for the large facility category and Melrose Metal Finishing, Inc, in Oakland for the small facility category. Southern California awards were given to Marcel Electronics International in Orange for the large facility category and Burbank Plating Service in Pacoima for the small facility category. Past local award recipients include Prodigy Surface Technology, Novellus Systems, and Evenstar. 🐾

Do you have a question? Submit it for future publication consideration to tributary.tribune@sanjoseca.gov.

today for the next Academy (see back panel for information).

While the majority of survey respondents have heard of the IU Academy and report receiving the *Tributary Tribune*, awareness of the Water Efficient Technologies (WET) Program is down slightly. The WET program provides rebates — up to \$50,000! — for water conservation projects that reduce wastewater discharge. To learn more, check out the “Did You Know” feature in this issue.

One interesting survey finding is that *Tributary Tribune* readers gave higher marks

to both the program’s education and outreach efforts and the permitting process. The *Tributary Tribune* itself was viewed as informative and a good source for keeping up to date on details of wastewater regulation policies and programs. With that in mind, pass this issue on to a colleague after you’ve read it! To join the *Tribune’s* mailing list, talk to your Inspector or call (408) 945-3000.

The Industrial Pretreatment Program would like to thank everyone who participated in the 2008 survey. 🐾



Sector Loading Studies

The City of San José periodically conducts sector loading studies to update information on the amount of specific pollutants discharged to the San Jose/Santa Clara Water Pollution Control Plant (Plant) from different identifiable sectors, such as residential, commercial, or business districts.

Data from sector loading provides critical information for a multitude of purposes such as:

- identifying, prioritizing, and focusing pollution prevention efforts
- evaluating, modifying, or expanding the pretreatment program
- determining the allocation of resources between programs and projects

- developing rate structures for cost recovery based on pollutant contributions.

These studies are initiated by benchmarking other wastewater agencies to help identify potential sampling sites. This process also illuminates the importance of source water analysis: the direct correlation between source water supply and wastewater concentration means baseline measurements are important. In the South Bay, where there are multiple water sources and water purveyors, this information becomes even more critical.

With baselines established, intensive sampling will follow. The sampling locations include residential areas, commercial sites at shopping malls, hospitals, and Industrial User (IU) testing points.

For example, metals were the focus of a City sampling effort from late 2006 through early 2007. The collected data helped the City prioritize its pollution prevention resources and was utilized in the development of a regulatory program for mercury. Now a current study is being developed to look at Total Dissolved Solids (TDS).

One of the drivers of this proposed study is headline-making concerns about future water supplies and the notion that recycled water may be part of the answer. Having consistent high quality recycled water is important when considering expanding its future uses. However, high TDS levels can negatively



affect the quality of recycled water, limiting potential applications. The TDS concentration in South Bay Water

Recycling (SBWR) water is dependent upon the influent to the Plant. Thus, gathering data on sector loading can determine if TDS pollutants from certain sources is a problem.

The TDS study is part of a larger plan supporting the growth and development of the recycled water system. With the results of this study, SBWR will continue to offer quality, cost-effective recycled water to customers far into the future. ➤



Did You Know?

Rebates for Water Conservation Projects

The Water Efficient Technologies (WET) program offers rebates of up to \$50,000 to commercial and industrial customers who implement water conservation projects that reduce wastewater discharge. The WET program serves facilities located within the service area of the San Jose/Santa Clara Water Pollution Control Plant, so any facility is eligible within the cities of San José, Santa Clara, Milpitas, Cupertino, Saratoga, Campbell, Los Gatos, and Monte Sereno.

WET rebates are a great way to help finance and garner support for water conservation projects and are often key to reducing payback periods. In addition to the rebate itself, you'll save money on water and sewer bills because consumption and discharge decrease.

Past sample projects include:

- rinse water reuse systems
- automated rinse lines
- reverse osmosis reject reuse for cooling tower feed water
- cooling tower upgrades
- closed-loop cooling systems

Projects must be approved before they are implemented, so if you're considering a water conservation project, be sure to visit www.sanjoseca.gov/esd/water-conservation/business/wet.asp for more details, where you can also review some previously completed water saving project success stories. You can contact the WET program at (408) 945-3000 or send email to esdwet@sanjoseca.gov. For additional water savings tips and rebates, visit www.valleywater.org/conservation/. ➤

What's in the Plant's Future?



How do we rebuild the aging Plant and best use its 2,600 acre property?

That question is being answered by the recently launched Plant Master Plan. Over a three-year planning and public input process, renowned wastewater and land use experts are joining us to rebuild the Plant as a world-class asset for our region. Watch for details in our next issue, or visit www.sanjoseca.gov/esd/plantmasterplan. ➤



Watershed Workforce

Mharr Lardizabal Dirige



Mharr Lardizabal Dirige joined the City of San José's workforce in December 1989 and has been serving the City for more than 19 years. As an Environmental Inspector, Mharr works directly with the City's Industrial Pretreatment Program. Her everyday tasks include inspecting industrial and commercial facilities to ensure compliance with federal, state, and local environmental codes and regulations. She also evaluates industrial waste discharges to determine industrial classifications and permit requirements. Prior to beginning her job with the City, Mharr worked as a chemical process engineer for PCB manufacturing shops in the San José area. She holds a Bachelor of Science degree in chemical engineering from St. Louis University in Baguio City, the Philippines. ➤

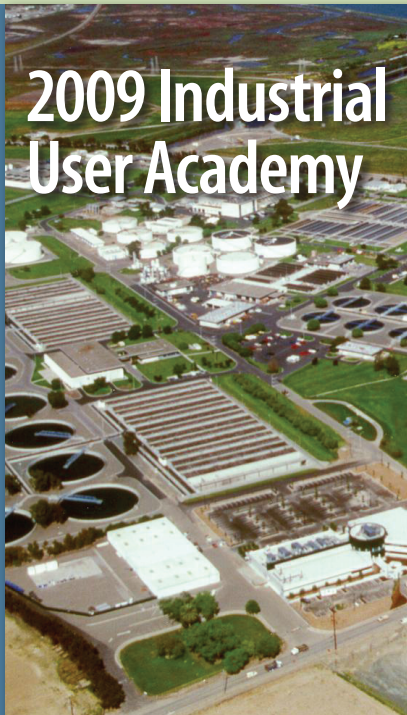
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Watershed Protection Division
City of San José Environmental
Services Department

170 W. San Carlos Street
San José, CA 95113
Phone 408-945-3000
Fax 408-277-5775

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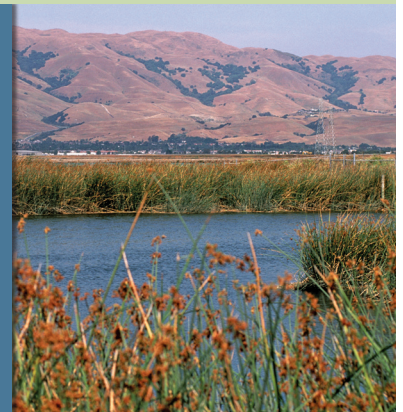


2009 Industrial User Academy

Mark your calendar for this year's Industrial User (IU) Academy, scheduled for Wednesday, May 13, at San Jose/Santa Clara Water Pollution Control Plant (Plant). This free IU Academy is provided by the City of San José and is open to Industrial Users within the Plant's service area (including the cities of San José, Santa Clara, Milpitas, Cupertino, Saratoga, Campbell, Los Gatos and Monte Sereno). Lunch is provided, and the day concludes with a guided tour of the Plant.

Bring lots of questions, and join us for a wonderful learning opportunity! You'll learn the latest with informative presentations on:

- Modifications to sampling frequency criteria
- New regulations and ordinances
- Federal pretreatment standards
- Self-monitoring reports
- Wastewater permit requirements
- What Inspectors look for during facility inspections
- Water Efficient Technologies (WET) rebate program



In accordance with the Americans with Disabilities Act, City of San José Environmental Services Department materials can be made available upon request in alternative formats, such as Braille, large print, audio-tape or computer disk. Requests may be made by calling (408) 945-3000 (Voice) or (800) 735-2929 (CRS).

Watch the mail box or ask your Environmental Inspector for your invitation. Seating is limited so please RSVP as soon as possible. For more information, contact José Anaya at jose.anaya@sanjoseca.gov or (408) 277-4574.



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