



Dublin San Ramon  
Services District

*Water, wastewater, recycled water*

# Dublin San Ramon Services District Citizens Water Academy

Session One  
May 7, 2026

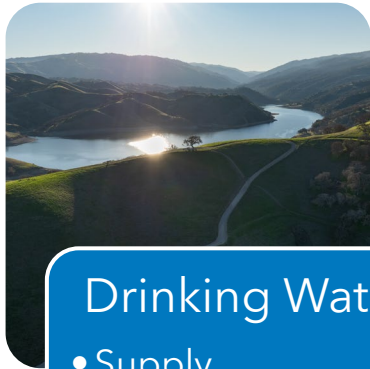
# Welcome & Logistics

- Emergency procedures
- Facility information
- Questions encouraged
- Eating also encouraged
- “Open forum” Q&A at end of each session



# Citizens Water Academy Schedule

## Session One May 7<sup>th</sup>



### Drinking Water

- Supply
- Water Quality
- Conservation

## Session Two May 14<sup>th</sup>



### Wastewater

- Collection
- Treatment
- Laboratory

## Session Three May 21<sup>st</sup>



### Recycled Water

- Emergency Preparedness
- Treatment Plant Tour

## Session Four May 28<sup>th</sup>



### Administration

- Finances
- Board of Directors
- Capital Projects



# Introductions



**Name**



**Live here?**

Which city and how long have you lived here?



**Work here?**

Who is your employer and how long have you worked there?



**Student?**

Which school and what grade are you in?



# Agenda

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DSRSD Overview

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Tri-Valley Water 101

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Overview of District Water Facilities

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Water Quality

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Water Conservation

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Session Wrap-Up



# DSRSD OVERVIEW



**Jan Lee**  
General Manager

# Who is DSRSD?

- **Not-for-profit public utility**
- **Rate dollars directly fund operations and capital improvements**
- **All additional revenue is reinvested in the system**

**Independent**

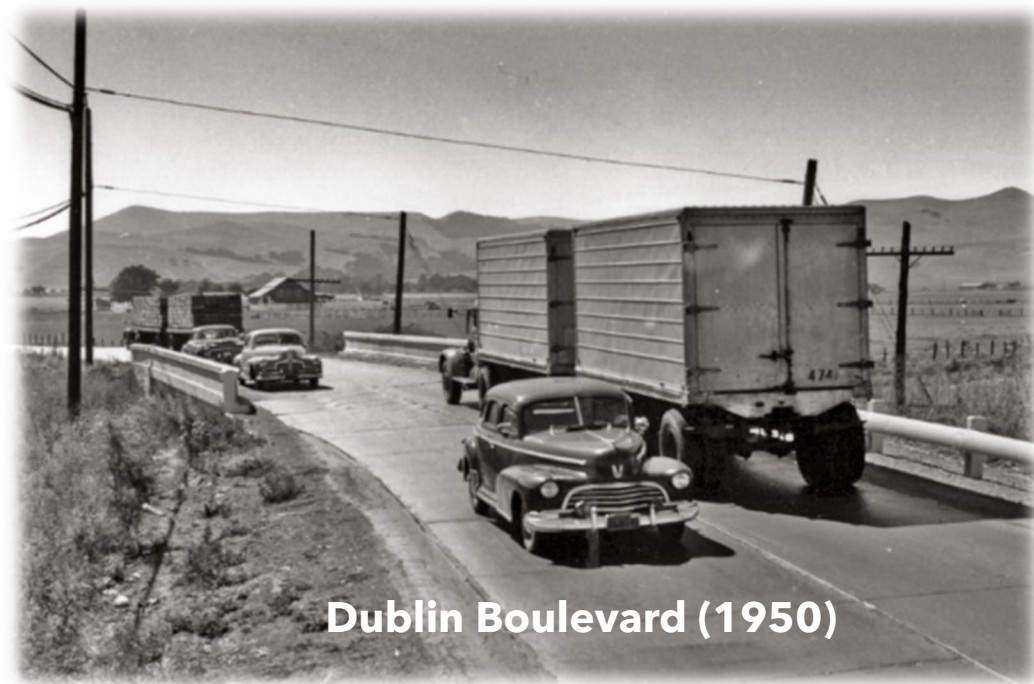
**Enterprise**

**Community  
Services**

**Special  
District**



# DSRSD was created in in 1953 as the Parks Community Service District

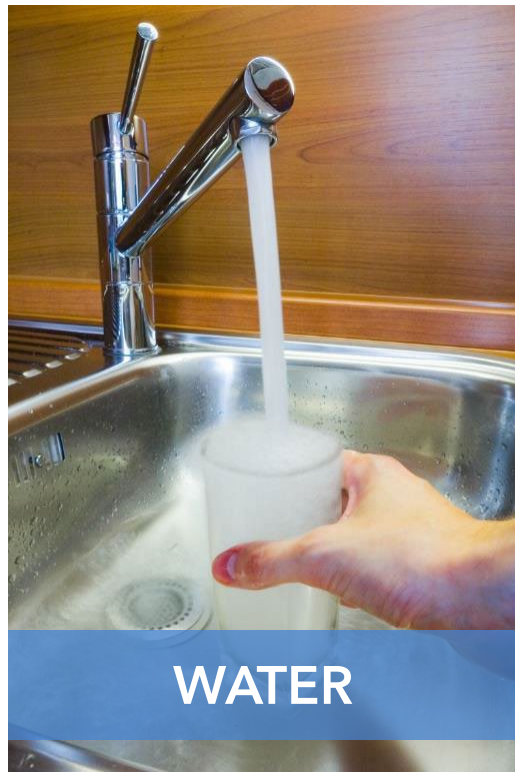


Dublin Boulevard (1950)



# Mission

“Protect public health and the environment by providing reliable and sustainable water, recycled water, and wastewater services in a safe, efficient, and fiscally responsible manner.”



**WATER**



**WASTEWATER**



**RECYCLED WATER**



# Areas We Serve

## Water Services

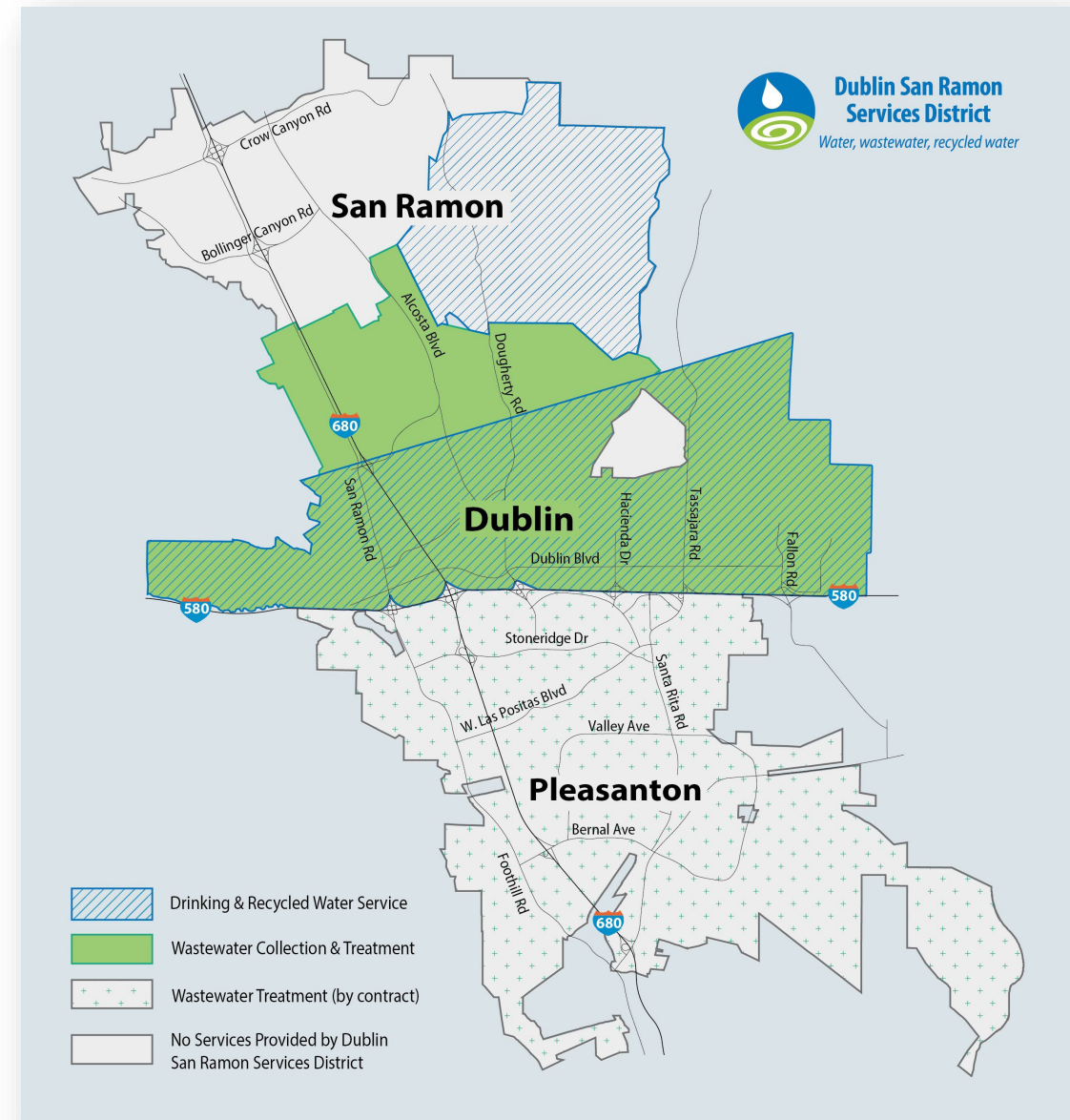
- Potable distribution
- Recycled water treatment & distribution
- Provided to Dougherty Valley & City of Dublin

## Wastewater Services

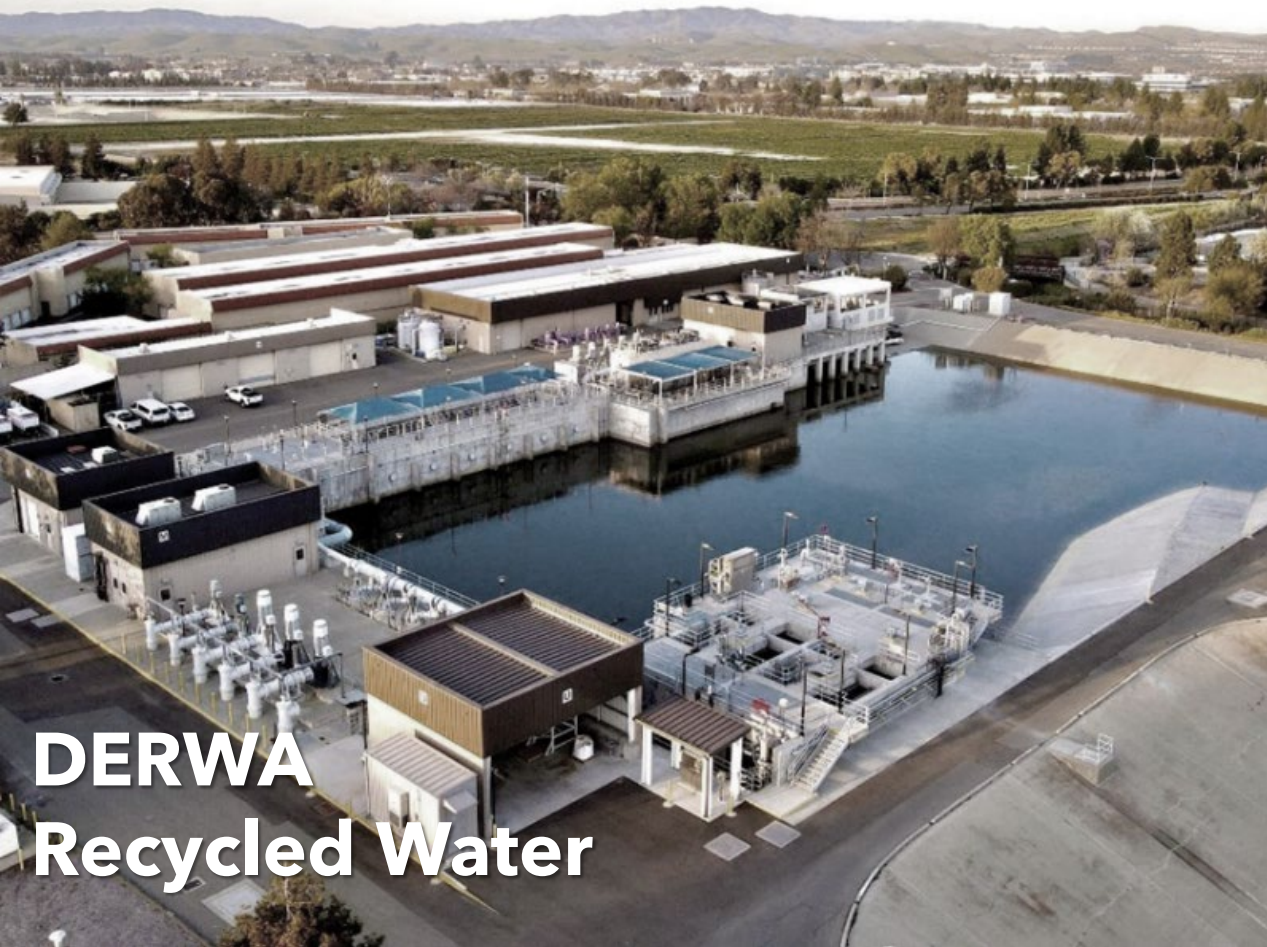
- Collection & treatment provided to portions of southwest San Ramon & City of Dublin
- Treatment provided to City of Pleasanton by contract

## Total Population Served

- 194,600 total water and wastewater customers



# Regional Partnerships



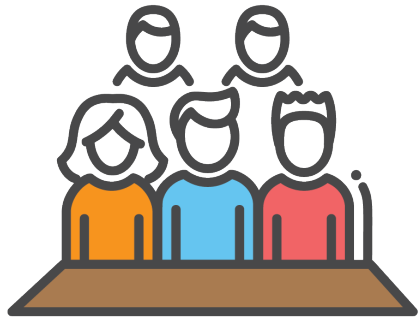
**DERWA**  
**Recycled Water**



**LAVWMA**  
**Treated Wastewater Disposal**



# Governance



Citizens elect a  
five-member  
Board of Directors

Elections are held in  
November of even  
numbered years

Board appoints a  
General Manager



# DSRSD Board of Directors



**Edward Duarte**  
Director  
Term expires 12/2026



**Dinesh Govindarao**  
Vice President  
Term expires 12/2028



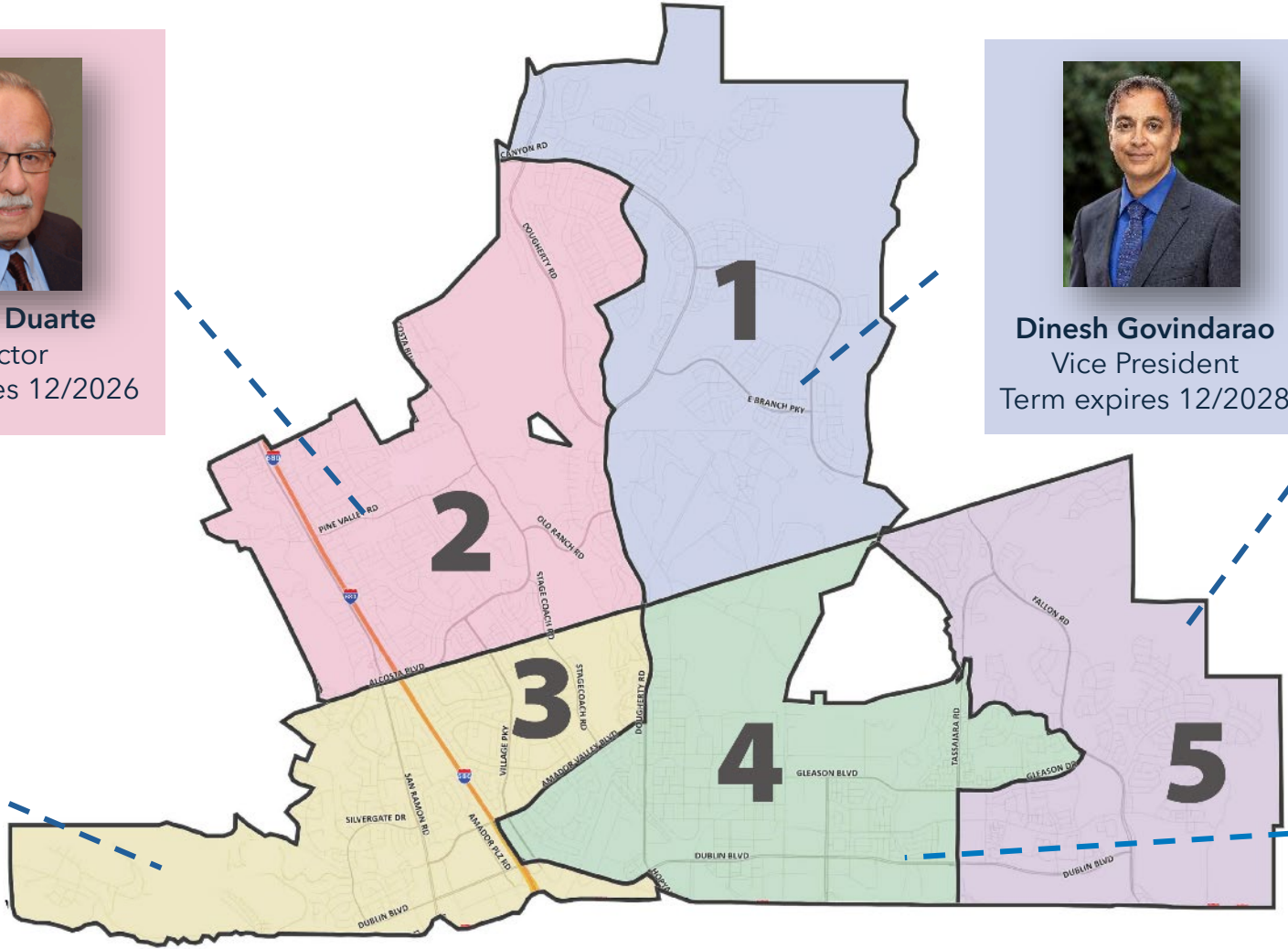
**Arun Goel**  
Director  
Term expires 12/2028



**Georgan Vonheeder-Leopold**  
Director  
Term expires 12/2026



**Richard Halket**  
President  
Term expires 12/2028



A man in a dark suit is seen from the back, gesturing with his right hand towards a large, blurred audience seated in a conference hall. The lighting is warm, and the background is out of focus, emphasizing the speaker and the text.

## How does the Board manage and run the District's business?

- » **Twice monthly publicly noticed Board meetings**
- » **A Board majority directs the General Manager at the Board meetings**
- » **Directions to the General Manager take the form of:**
  - District Code
  - Policies
  - Strategic Plan
  - Operating and Capital Budgets
  - Resolutions
  - Verbal direction in open session

# DSRSD Team = 142 Employees



# Three Facility Locations:

- **District Office** on Dublin Blvd, Dublin
- **Regional Wastewater Treatment Facility** on Johnson Drive, Pleasanton:
  - Wastewater Treatment Plant
  - Water Recycling Plant
- **Field Operations Facility** on Commerce Circle, Pleasanton



# CHALLENGES

- Reliable water supply
- Ensuring water quality
- Aging infrastructure
- Regulatory requirements
- Increasing costs
- Evolving workforce



# Key Takeaways



DSRSD is a separate entity from the cities we serve



Good things come in 3's

Three services

Three facilities

Three cities



Our mission statement addresses our greatest challenges



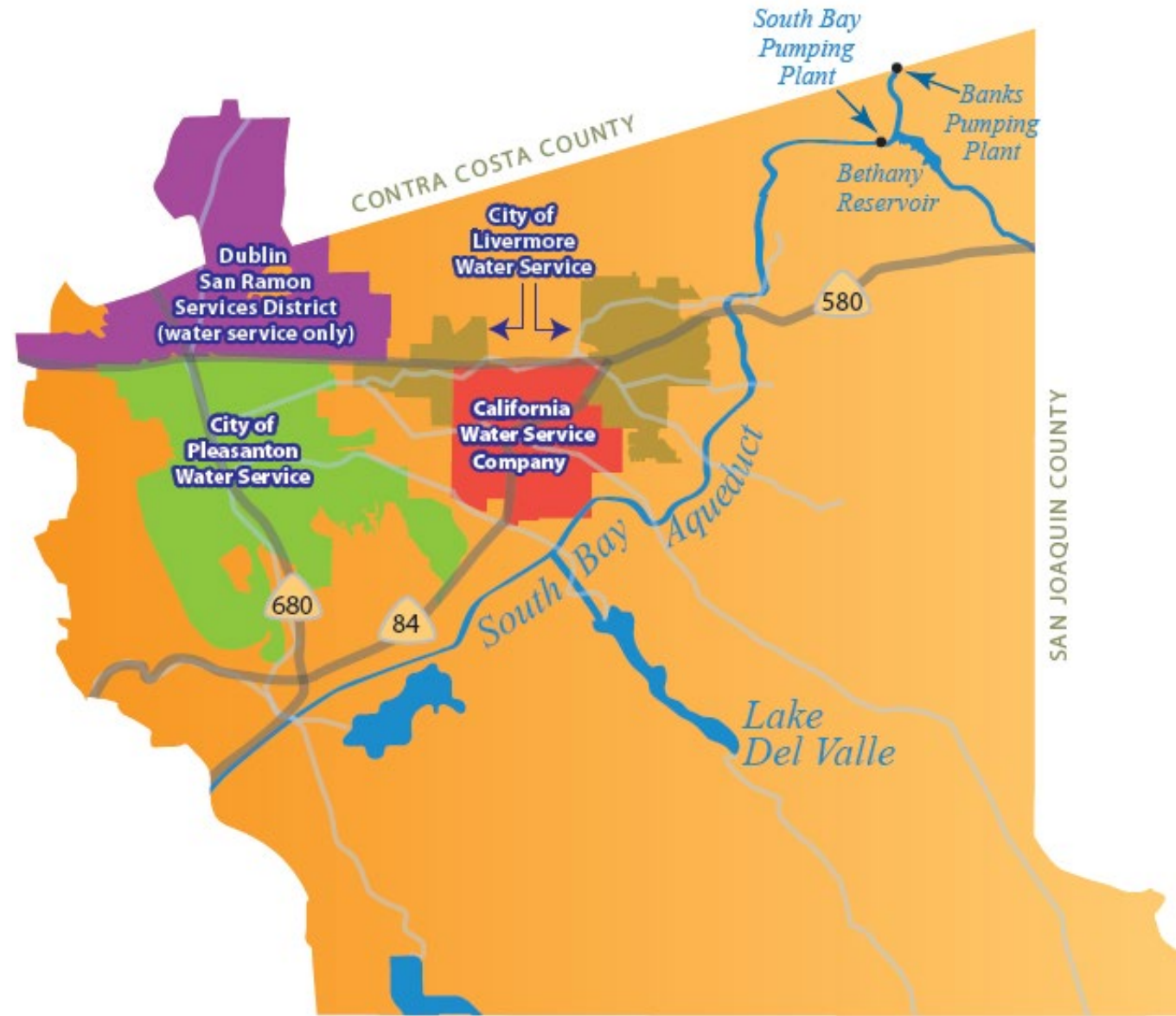
**Jan Lee**  
**General Manager**

# TRI-VALLEY WATER 101

Photo: Lake Del Valle, courtesy of DWR

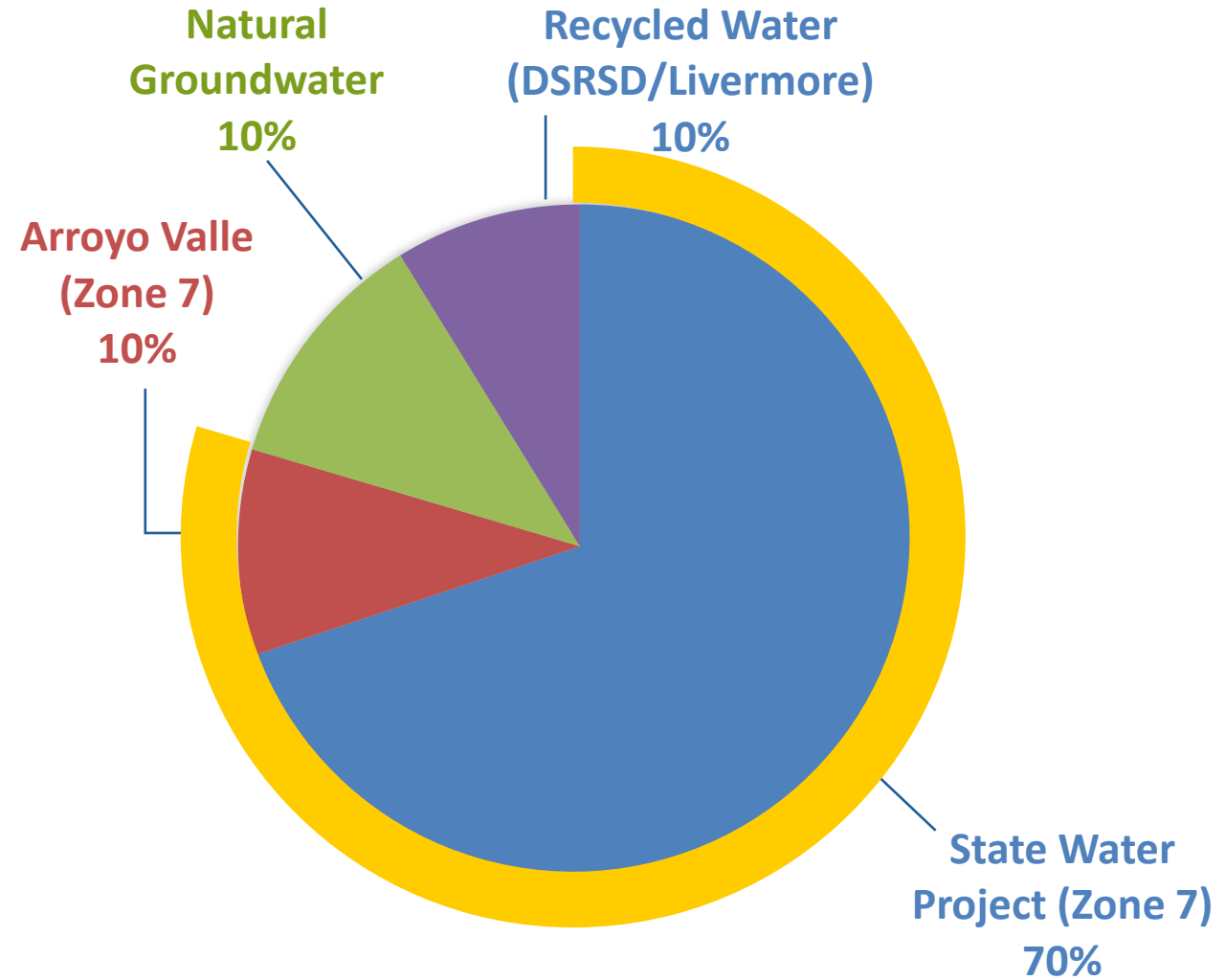
# Zone 7 and Water Retailers

- Cal Water
- DSRSD
- Livermore
- Pleasanton

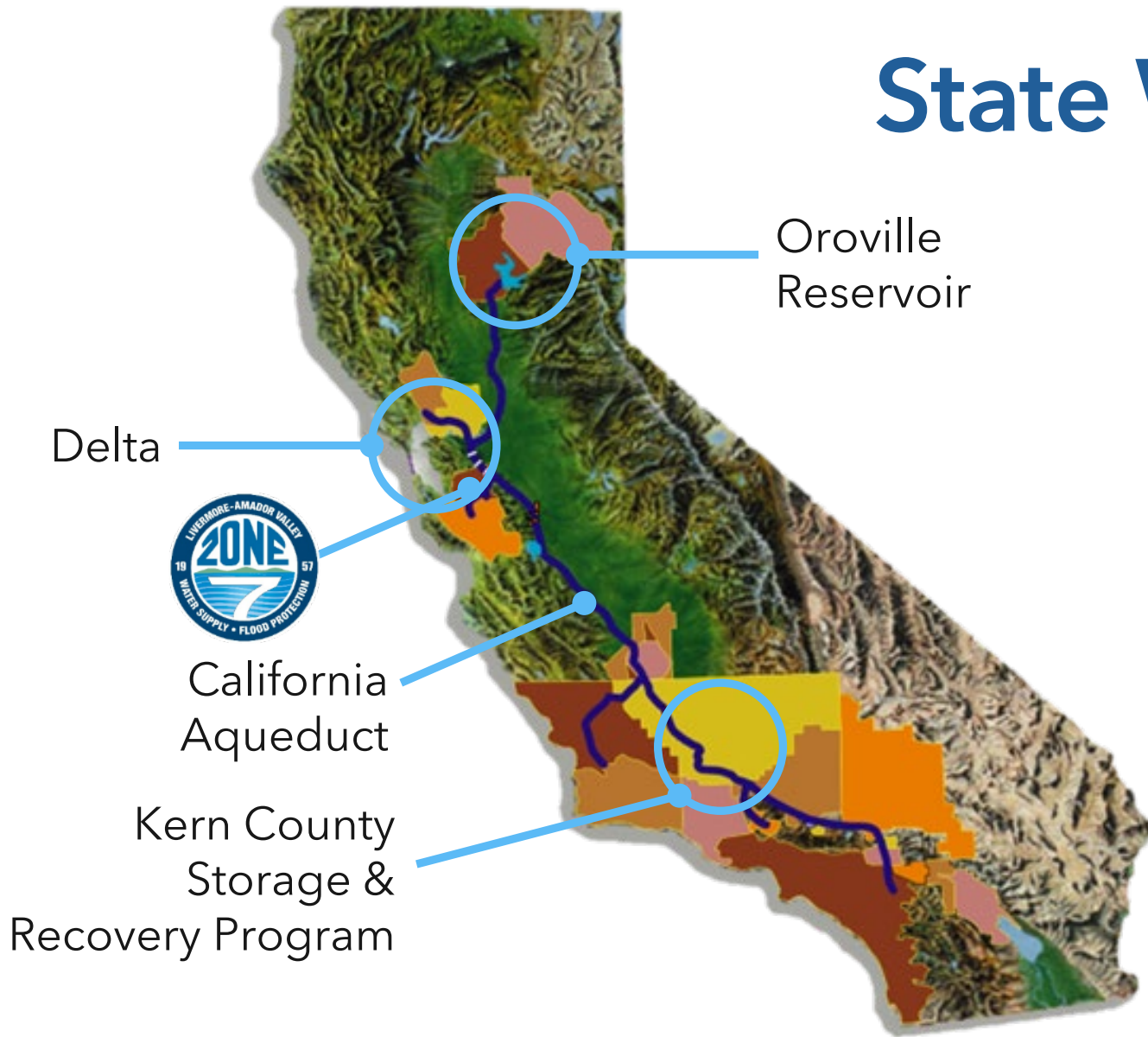


# Tri-Valley Water Supplies

- Zone 7 Water Agency is region's wholesale water supply agency and manages the groundwater basin
- 70% of supply comes from the State Water Project (SWP) via the Delta
- Most of region's water supply is imported, not local



# State Water Project (SWP)

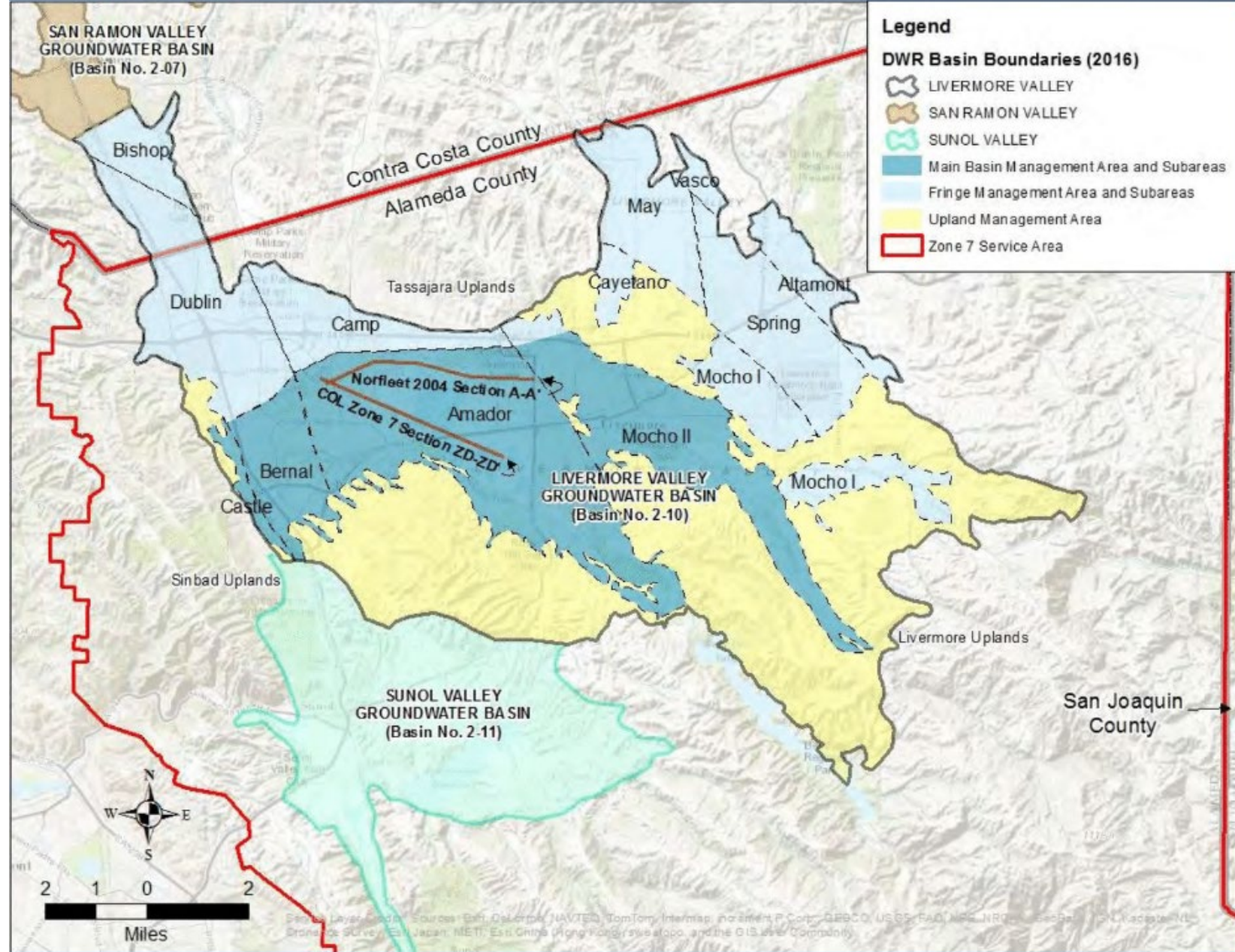


- Owned and operated by California Department of Water Resources
- Delivers water to 29 contractors
- Zone 7 stores excess imported surface water in the local groundwater basin and remote groundwater banks in Kern County

# Local Runoff - Lake Del Valle (10%)



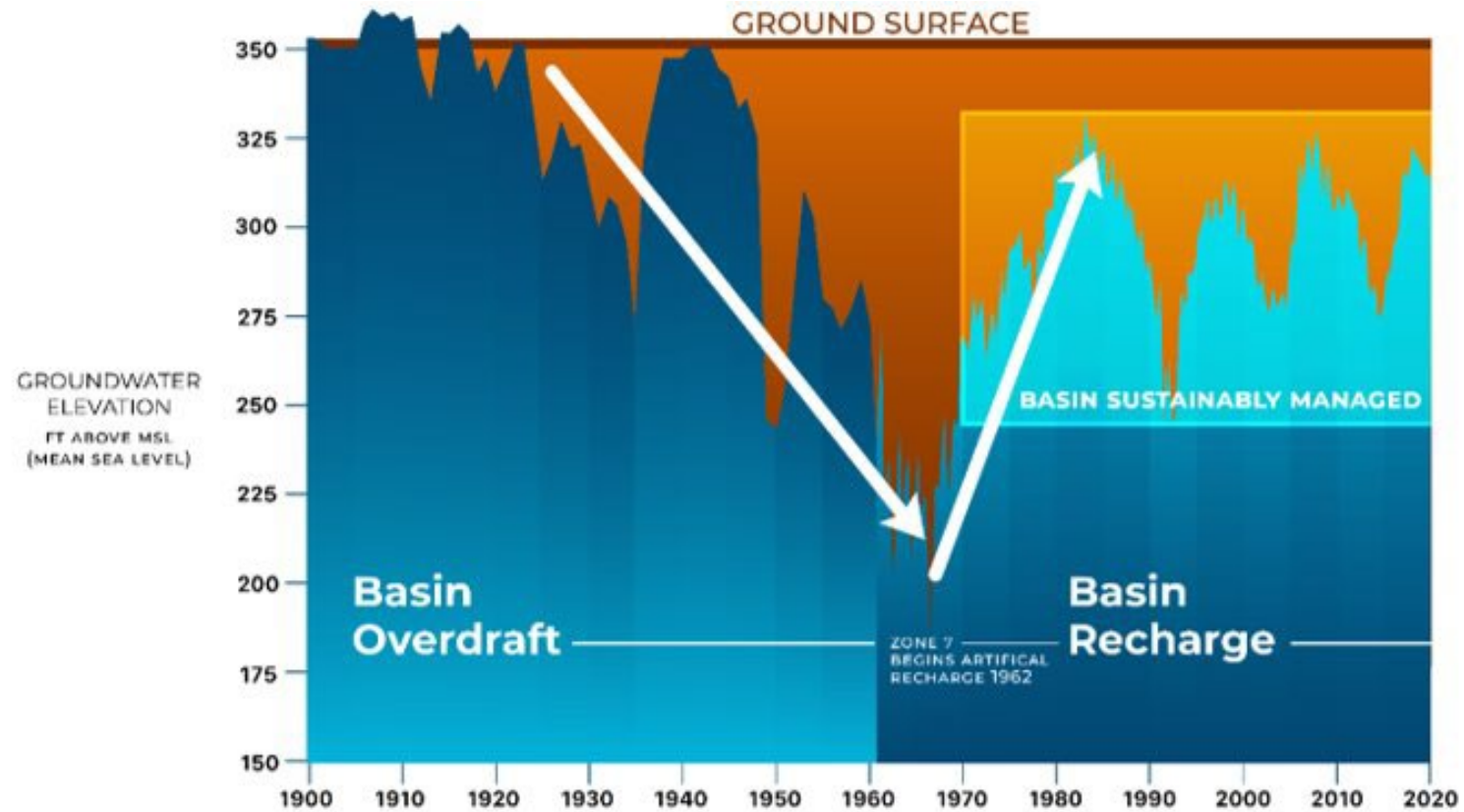
# Natural Groundwater (10%)

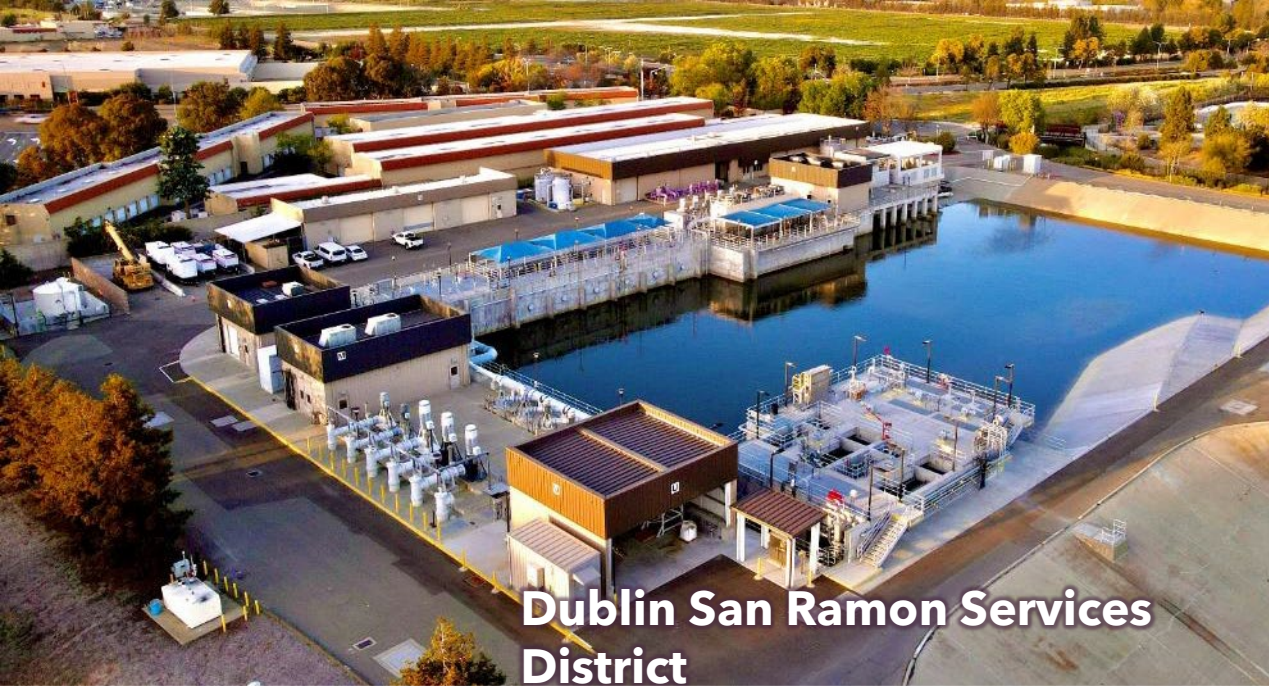


Dublin San Ramon Services District

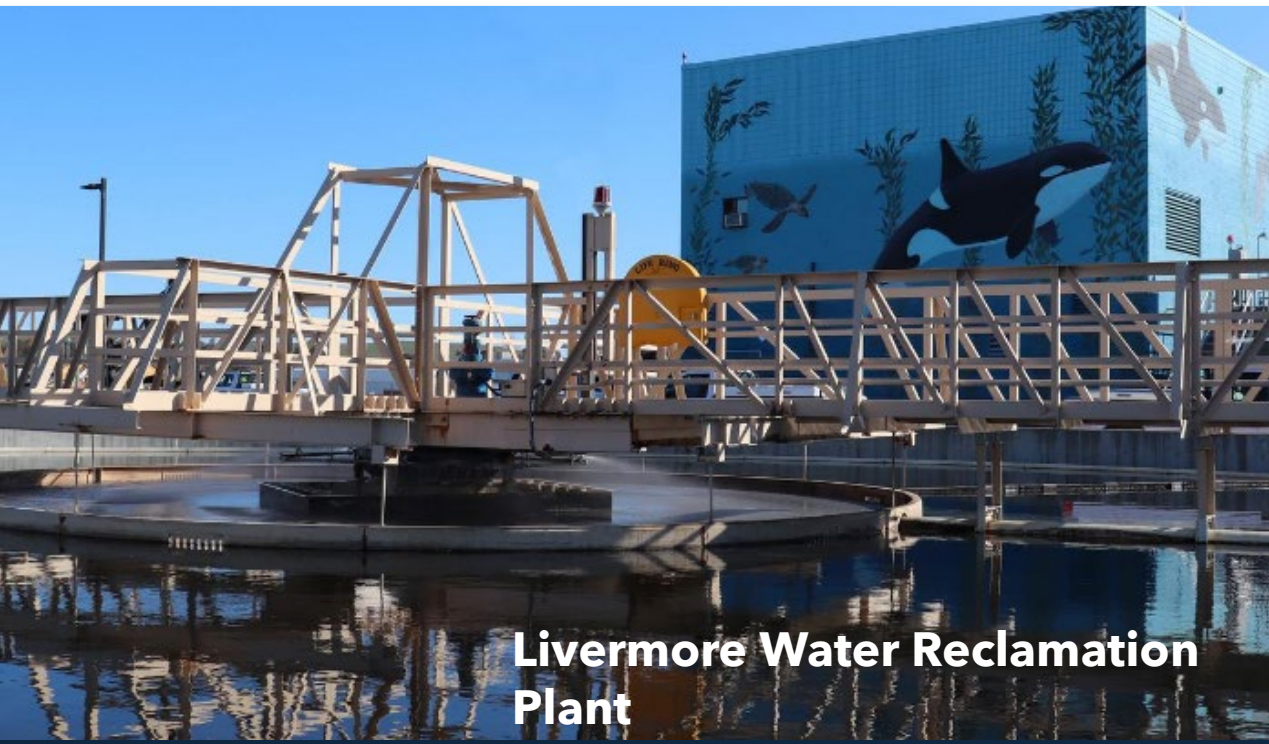
Water, wastewater, recycled water

# Sustainable Groundwater Management





**Dublin San Ramon Services District**



**Livermore Water Reclamation Plant**



**Recycled Water  
(10%)**

**RECYCLED WATER  
USED FOR IRRIGATION  
DO NOT DRINK**  
No tome agua del sistema de riego  
CITY OF PLEASANTON 925-931-5500

# TRIVALLEY

WATER PARTNERS

## Water's Journey

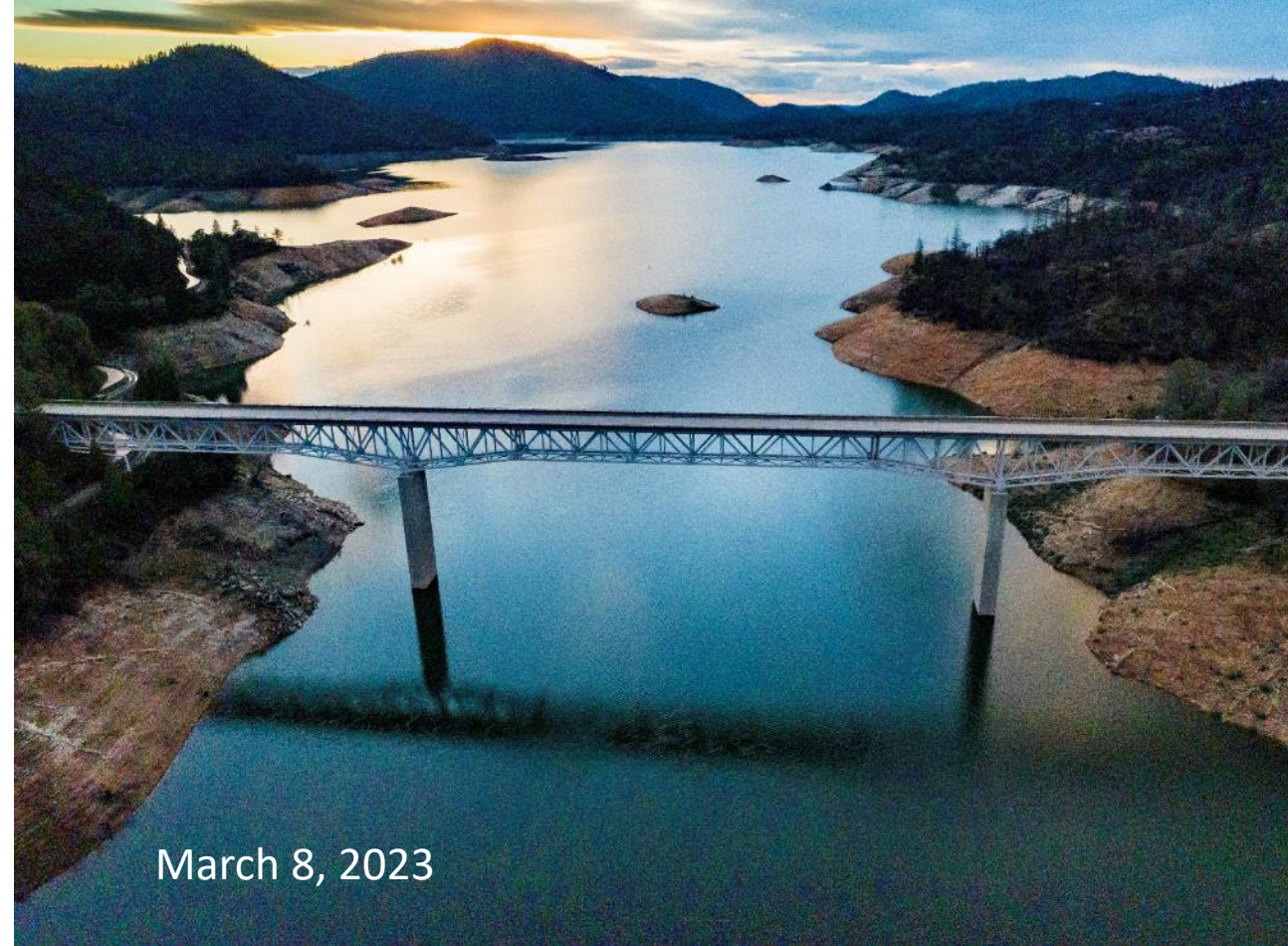


# Water Supply Challenges





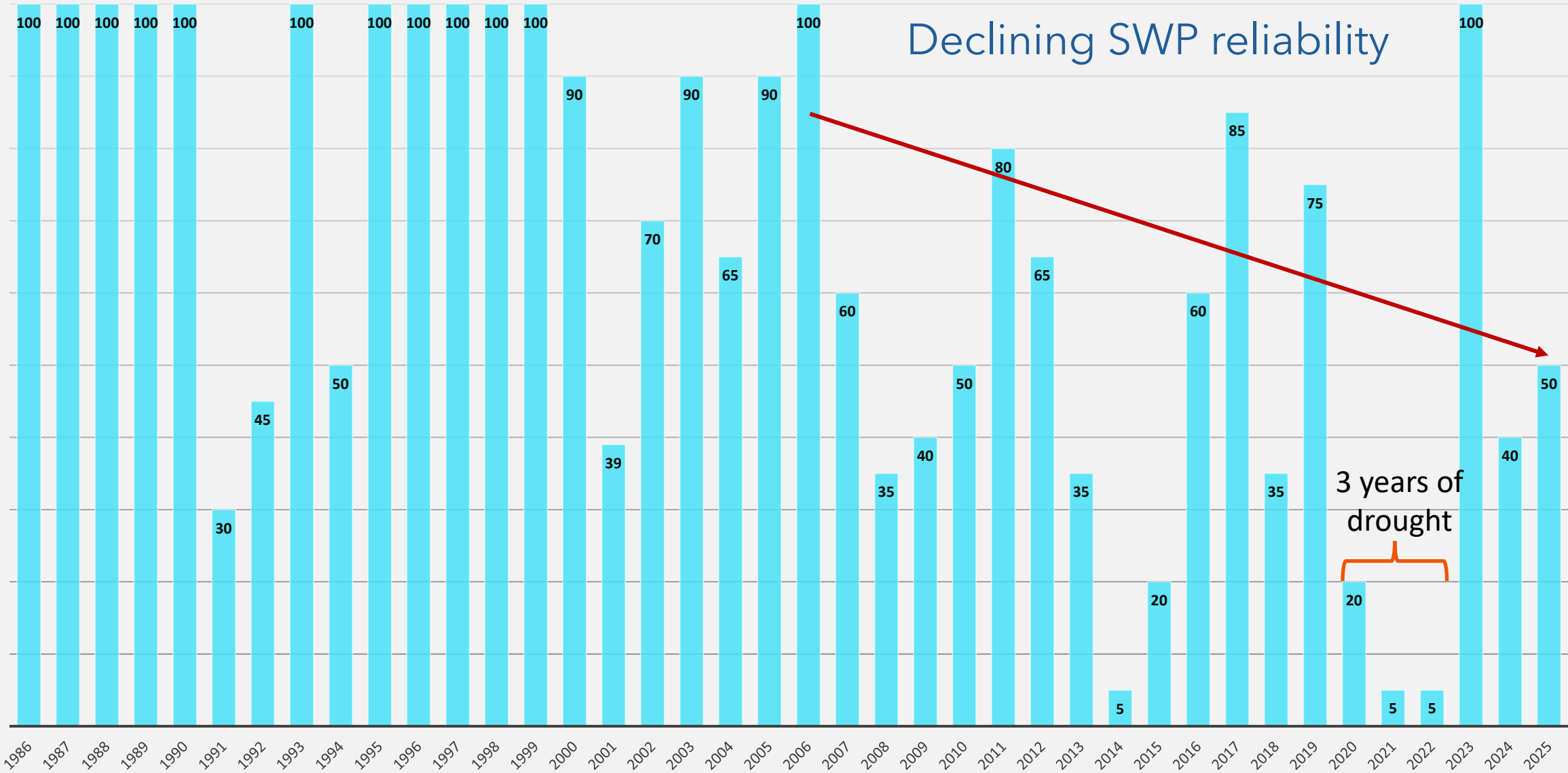
December 21, 2022



March 8, 2023

# Climate change means greater extremes

# Declining SWP reliability



3 years of drought



Maxwell, CA - Location of Proposed Sites Reservoir



# Long-Term Water Options

Potential Projects	Supply	Storage	Conveyance
Delta Conveyance	√		√
Sites Reservoir	√	√	
Chain-of-Lakes	√	√	√
Water Transfers	√		
Potable Reuse	√		
Desalination	√		
New Wells		√	√

**Conservation and Recycled Water Key Part of Solution**



# Sites Reservoir

- Located in Glenn and Colusa Counties
- 1.5 million acre-feet storage
- Captures excess stormwater
- Zone 7 requested 3% of storage capacity  
~ 3,500 acre-feet per year of new supply





# CHAIN OF LAKES

Conveyance System Project



For more information visit:  
[www.trivalleywater.org](http://www.trivalleywater.org)

**Delivering water  
for our community  
now and into  
the future**



# Key Takeaways



DSRSD purchases wholesale water from Zone 7



Surface water and groundwater



Several long-term supply planning efforts to address challenges



# OVERVIEW OF WATER FACILITIES



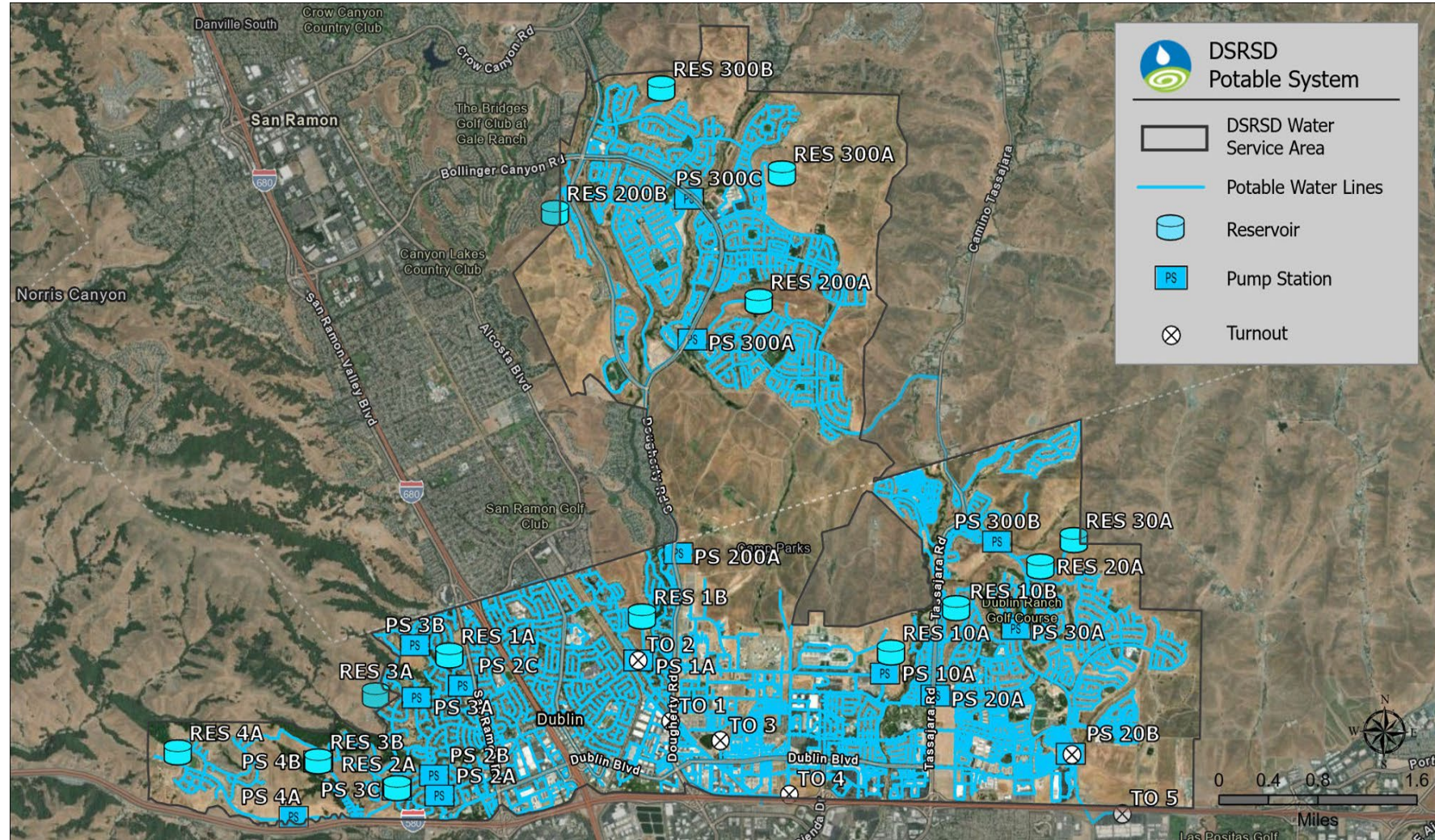
**Danny Ward**  
Water/Wastewater Systems Superintendent

# Zone 7 System Map



# DSRSD Water Facilities

- 8.5 million gallons per day
- 27,000 connections
- 100,000+ people
- 349 miles of pipe
- 12,760 Valves
- 3,760 Fire Hydrants



# Turnouts

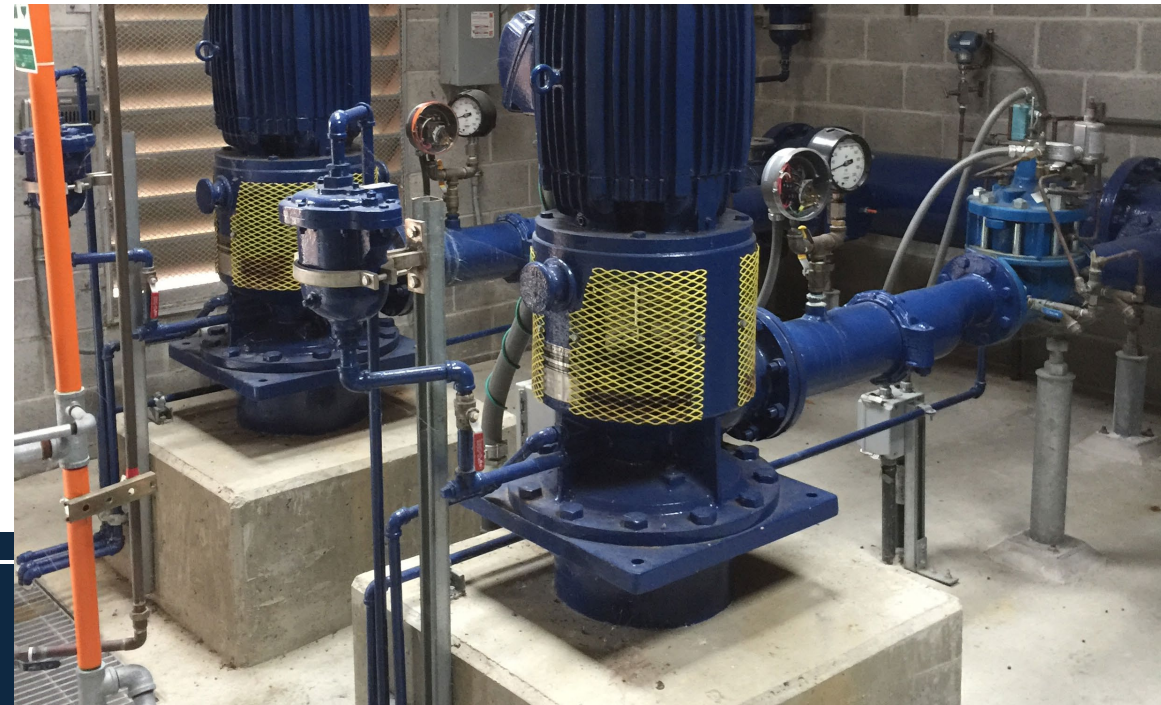


- 4 turnouts
- 24-hour monitoring:
  - Chlorine residual
  - Fluoride residual
  - Turbidity (clarity)
  - pH
  - Conductivity
  - Temperature
  - Site Security



# Pump Stations

- 17 Pump Stations
- 47 potable pumps
- 24-hour monitoring:
  - Suction pressure
  - Discharge pressure
  - Flow
  - Tank levels
  - PG&E power
  - Site Security





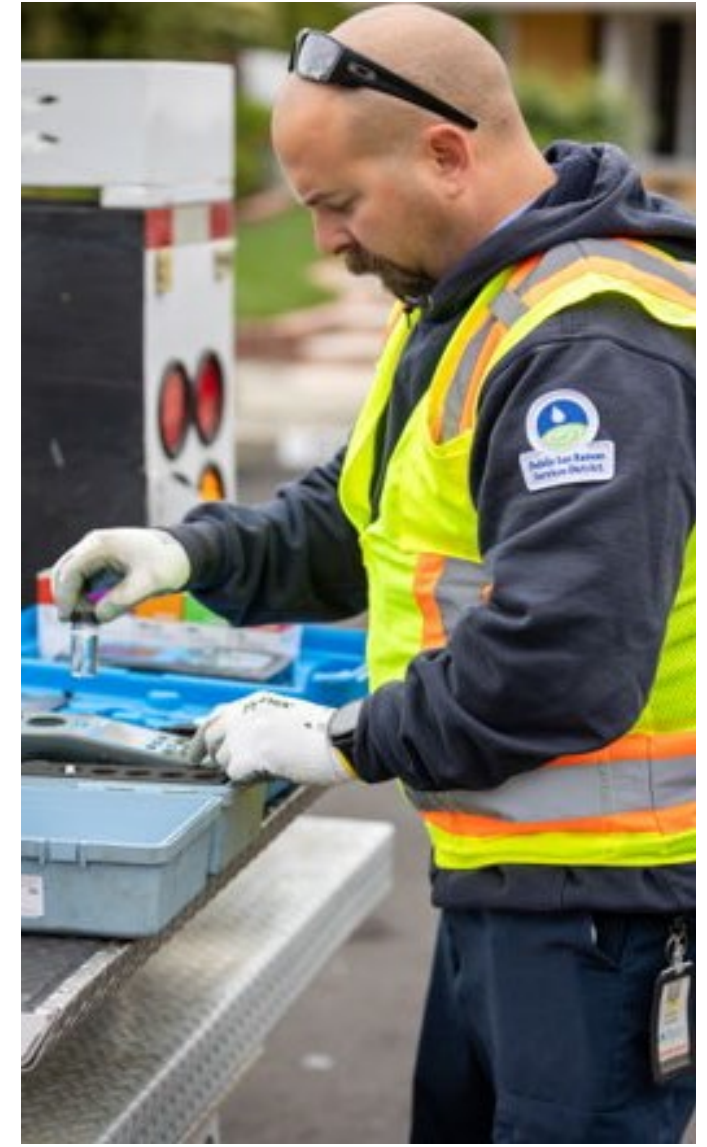
## Reservoirs

- 14 reservoirs
- 22.5 million gallons of capacity
- Fire storage, emergency storage and demand
- 24-hour monitoring:
  - Tank Level, PG&E Power and Site Security



# Water Quality

- Daily, weekly and reservoir sampling
- Optimizing system operation
- Controlling water age
- Reservoir turn over
- Chloramine boosting systems
- Unidirectional and dead-end flushing
- Reservoir Cleaning

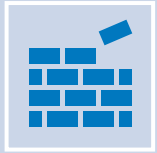


# Emergency Preparedness

- 2 Stationary Generators
- 6 Portable Generators
- Emergency Interties:
  - 3 with EBMUD
  - 1 with City of Livermore
  - 1 with City of Pleasanton
- Annual training



# Key Takeaways



It takes a lot of infrastructure to provide water service



Monitoring water quality is a key component of operations



Prepared for emergencies



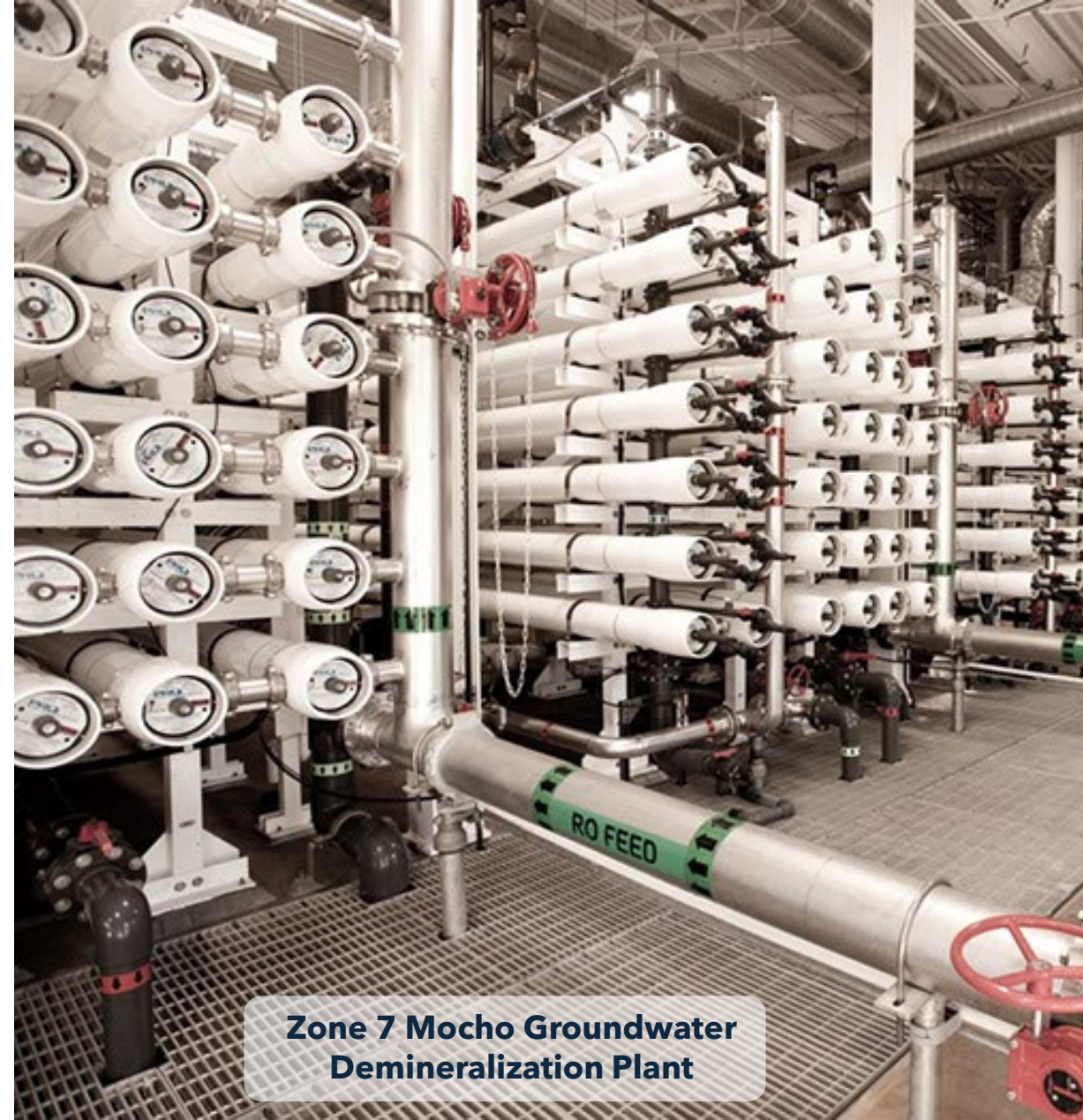
A photograph of a water treatment facility at sunset. The scene features a long row of large, cylindrical, light-colored tanks connected by a complex network of pipes and valves. The valves are painted blue, providing a contrast to the metallic and concrete tones. The sky is filled with soft, golden light from the setting sun, with some clouds catching the light. In the background, a fence and some trees are visible under the hazy sky. The overall atmosphere is industrial yet serene.

**Kristy Fournier**  
**Deputy Director of Operations - Regulatory**

# DRINKING WATER QUALITY

*Photo: Zone 7 Chain-of-Lakes PFAS Treatment Facility*

# ZONE 7 WATER SUPPLY



**Zone 7 Mocho Groundwater  
Demineralization Plant**



# Drinking Water: Distribution Sampling



- 39 sampling locations
- Visited daily or weekly
- Trained staff



# Drinking Water: Testing



- **>42,000 analytes tested annually**
- **178 different chemical or microbiological analytes**
- **Drinking water meets or surpasses State and Federal Standards**

# Drinking Water: Laboratory

- Accredited by the California Environmental Laboratory Accreditation Program
- 3 Chemists
- 3 Laboratory Technicians
- 1 Laboratory Supervisor
- On-call emergency coverage

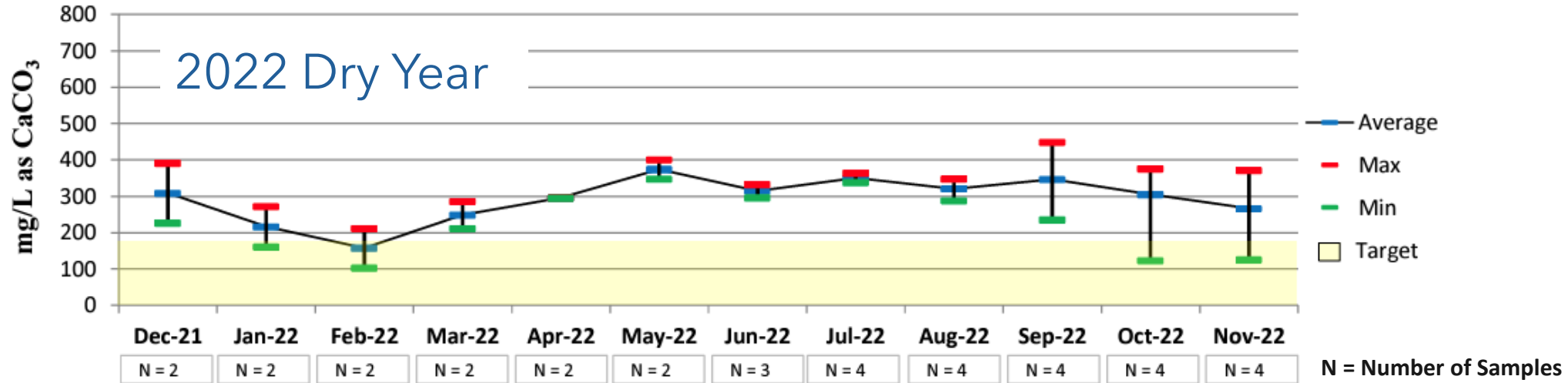
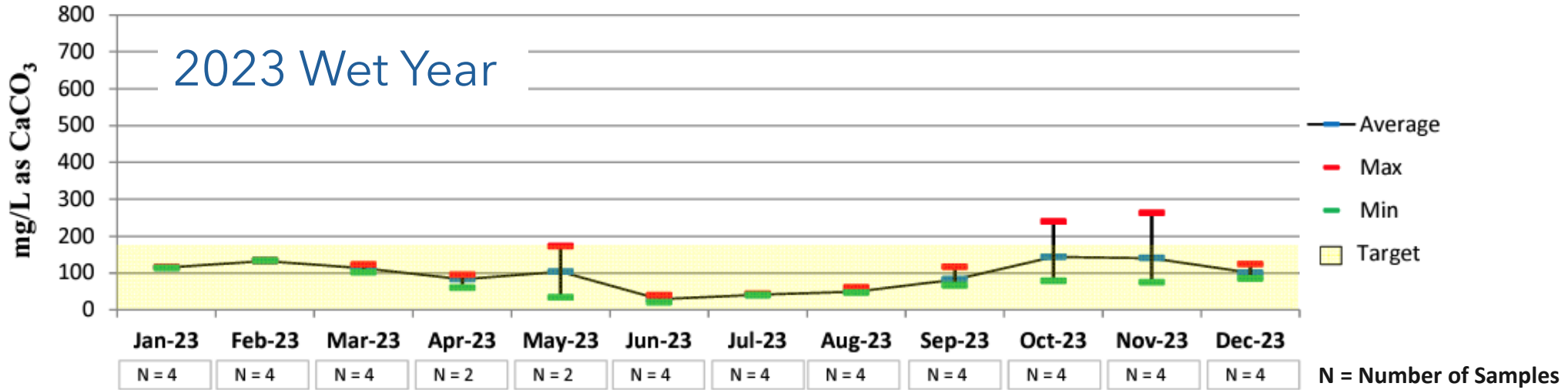


# FAQs: Hardness

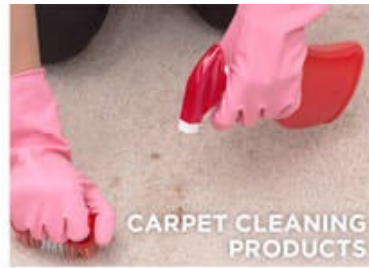
- No health-related limit or aesthetic limit
- Cause: Natural occurring minerals in the source water

Hardness Classification	Calcium Carbonate Concentration (mg/L)
Soft	0-60
Moderately Hard	61-120
Hard	121-180
Very Hard	>180

# FAQs: Hardness Comparison



# Per- and Polyfluoroalkyl Substances (PFAS)



Source: Green Sciences Policy Institute

# What is being done to address PFAS?

- Regulatory
  - EPA Federal Limits for 6 PFAS adopted in April 2024
  - State Health Advisory Levels
- Zone 7 PFAS Management Strategy
- U.S. EPA Study found no detectable levels in DSRSD's distribution system
- Meets PFAS Federal Limits and below State Health Advisory Levels



<https://www.zone7water.com/pfas>

# Microplastics

- CA Senate bill 1422 (2018)
- U.S. EPA Contaminant Candidate List (2026)



# 2025 Annual Water Quality Report

- Delivered water quality meets or exceeds all State and Federal drinking water standards
- Proactively addressing PFAS
- Information on programs required to protect water system and public health

## 2025 Annual Water Quality Report

Dublin San Ramon Services District is pleased to report that in 2025 your drinking water met or surpassed all state and federal water quality standards.



[www.dsrds.com/water-quality-report](http://www.dsrds.com/water-quality-report)

# Key Takeaways



Efforts to monitor water quality are significant



DSRSD drinking water meets or surpasses State and Federal Standards

**Stefanie Olson**  
Clean Water Programs  
Administrator



**CONSERVATION**

# Making Conservation a California Way of Life



# Current Program Overview

## In Collaboration with Zone 7 Water Agency

Rebate Programs

Educational Resources &  
Events

## Administered by DSRSD

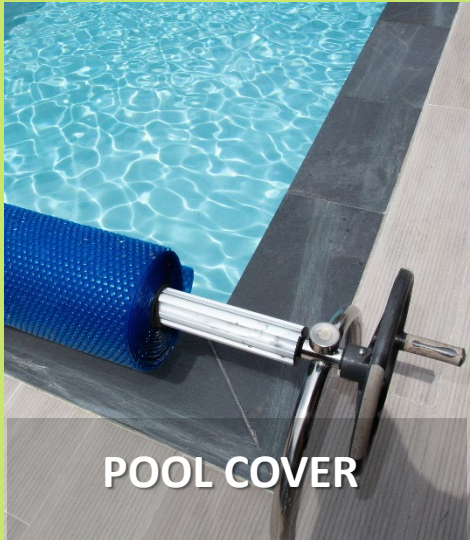
Free Water Saving  
Devices

AMI Infrastructure &  
AquaHawk Portal

Customer Outreach



# Rebate Programs



**POOL COVER**

\$100 on qualifying models



**HIGH-EFFICIENCY CLOTHES WASHER**

\$200 on qualifying models



**WEATHER-BASED IRRIGATION CONTROLLERS**

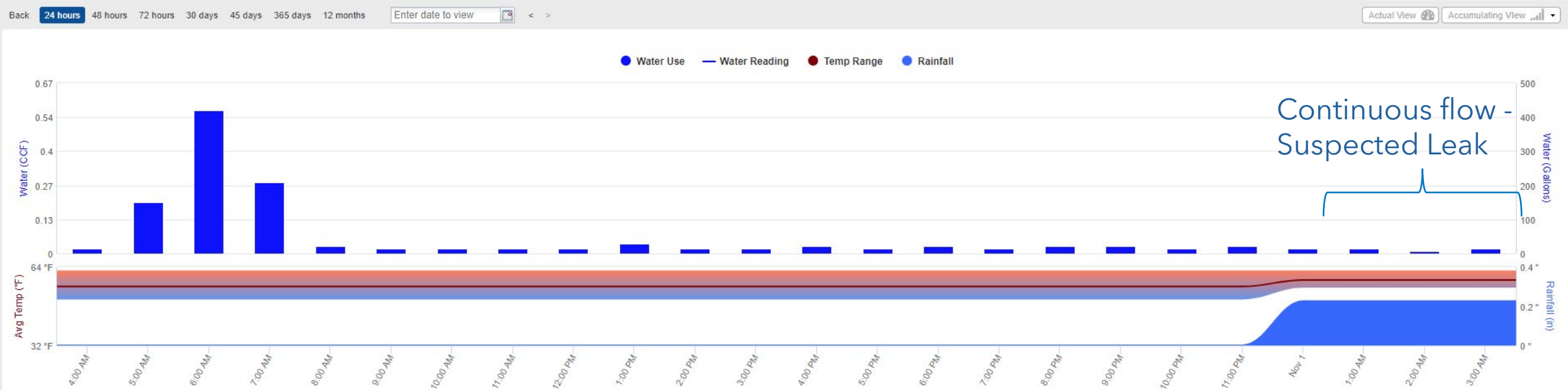
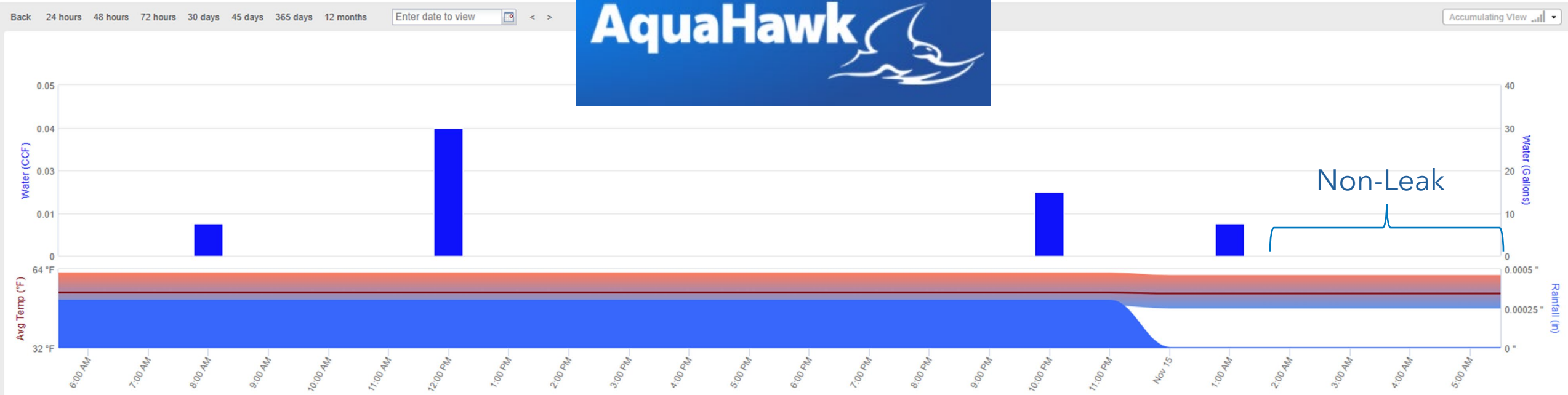
\$125 for residential  
\$3,000 for commercial properties



**WATER-EFFICIENT LAWN CONVERSION**

\$3,000 for residential (SF & MF)  
\$20,000 commercial properties  
*Do not remove existing lawn until you receive approval*





# Setup Alerts in AquaHawk

**My Thresholds** # 03-21-101010-000 7051 DUBLIN BLVD

Account # 03-21-101010-000 (705)

**Billing Period Thresholds (Account)**

Estimated Bill Alert Threshold      Water Use Alert Threshold

Current    Projected       Current    Projected

Bill Amount (dollars)      Reading      Water Use (Gallons)

To set advanced water use thresholds, [click here](#).  
If multiple water meters are available,  
click each desired meter number.

**Apply**   **Cancel**

**My Thresholds** # 03-21-101010-000 7051 DUBLIN BLVD

Account # 03-21-101010-000 (705)      Meter # 69354711

**Billing Period Thresholds (Account)**

Estimated Bill Alert Threshold      Water Use Alert Threshold

Current    Projected       Current    Projected

Bill Amount (dollars)      Reading      Water Use (Gallons)

**Water Use Thresholds (Meter)**

1 Hour      Water Use (Gallons)      1 Week      Water Use (Gallons)

1 Day      Water Use (Gallons)      1 Month      Water Use (Gallons)

Water Use (Gallons)      gallons per hour for      24 Hours

**Apply**   **Cancel**

## THE FACTS ON LEAKS

10

percent of homes have leaks that waste 90 gallons or more per day



### Did you know?

Minor water leaks account for nearly



**trillion gallons**

of wasted water each year and is equal to annual household water use in nearly



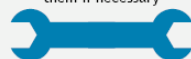
**10 Drips**  
per minute wastes more than **500** gallons per year



**million homes**

### Repair

leaks by checking faucet washers and gaskets for wear and replacing them if necessary



Replace old toilets with WaterSense models & save



**13,000**

gallons of water savings for the average family

Homeowners can save



10 percent on their water bills



[epa.gov/watersense](http://epa.gov/watersense)

# Check for Water Leaks

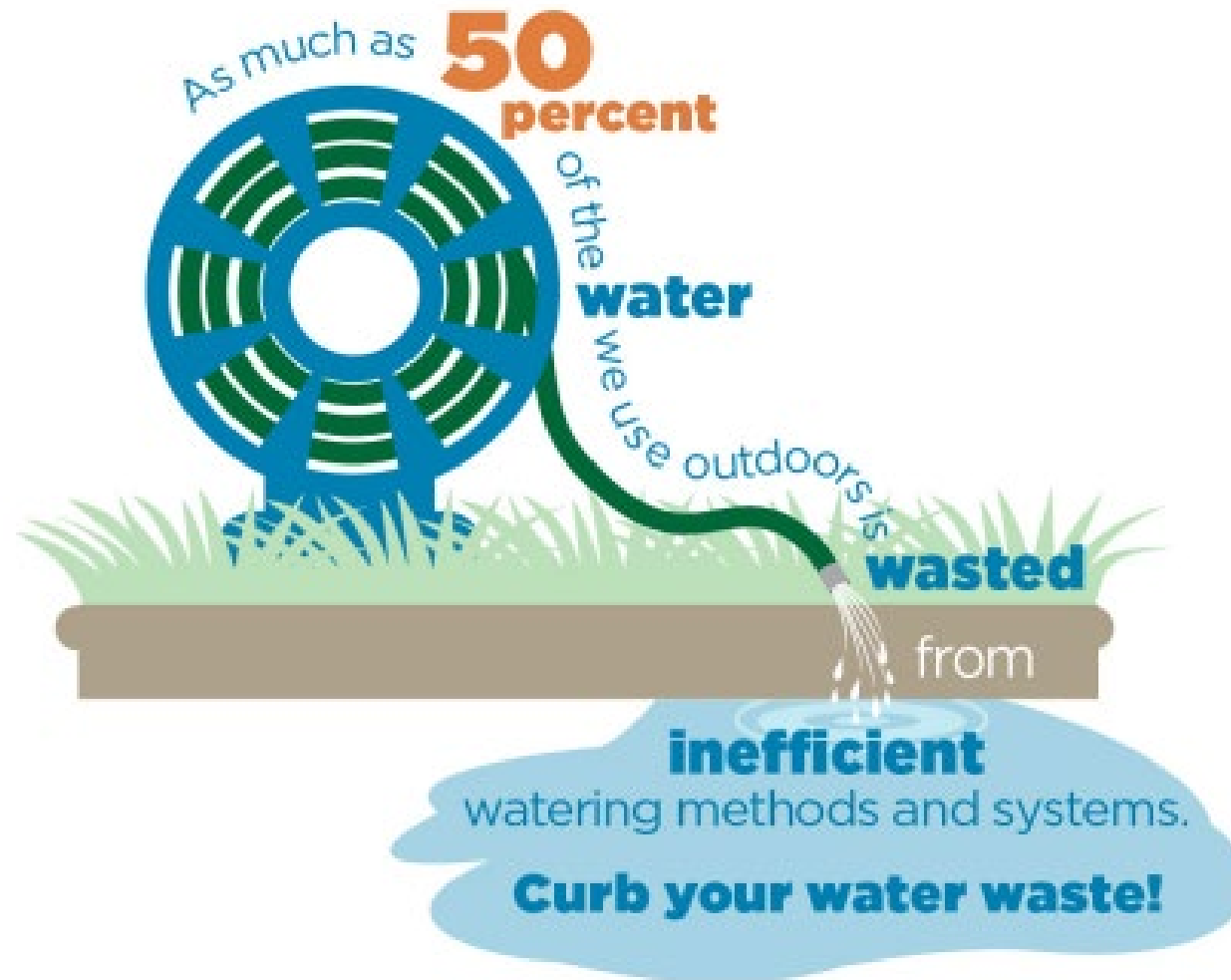
- Nationwide data:
  - Household leaks waste nearly 1 trillion gallons/year
  - 10% of homes have leaks that waste 90+ gallons/day
  - Toilet leaks can silently waste up to 7,000 gallons/year
- Examine walls for signs of moisture
- Setup leak alerts in the AquaHawk customer portal
- Use dye tablets/food coloring to find toilets leaks



Dublin San Ramon Services District

Water, wastewater, recycled water

# How Much Water Is Being Wasted Outdoors?





# It's Spring!

- Inspect irrigation system
- Convert overhead irrigation to drip
- Don't irrigate during rain events or for 48 hours after
- Reduce lawn areas to native, drought resistant gardens
- Keep mulch at least 2 inches deep
- Install smart irrigation controllers
- Plant during the spring or fall
- Check for leaky pipes, hose bibs, and hoses



# Key Takeaways



Conservation rebates are available



Conservation regulations are set by the State



Online tools to monitor water use (Aquahawk)



# Wrap-Up

## Next session

When: Thursday, May 14<sup>th</sup> at 6 p.m.

Where: DSRSD Wastewater Treatment Plant  
(7399 Johnson Drive, Pleasanton)

Details: Wastewater  
Hands-on activities  
Please wear comfortable attire





# Take it a step further

- Check for leaks!



Questions?



**Dublin San Ramon  
Services District**

*Water, wastewater, recycled water*