

# THE WATERLINE

No. XXVIII NEWS FROM THE CITY OF SAN DIEGO WATER DEPARTMENT Winter 2004



## Community Service Centers have new hours and locations

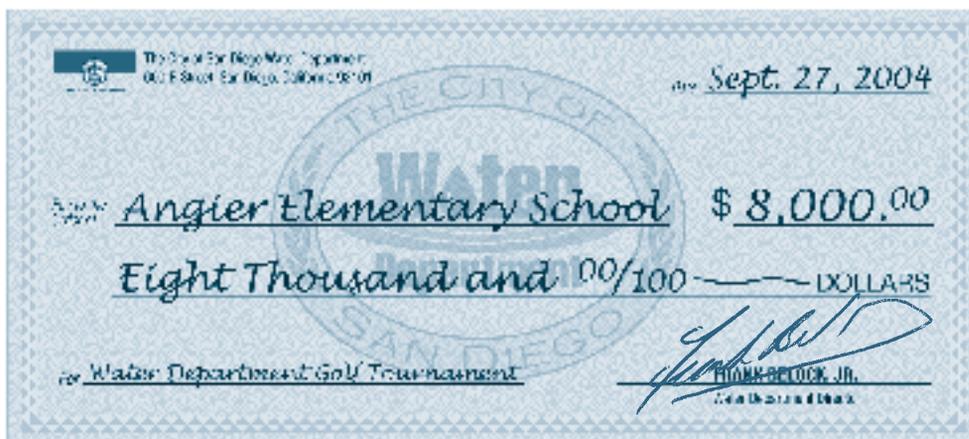
Because of budget cuts, some Community Service Centers have new hours and/or locations. The staff at the Centers are resourceful, helpful, friendly and ready to serve.

Among the many services San Diegans can take advantage of at the Centers are water/sewer bill payment, U.S. passport applications, City of San Diego employment applications, or to report a problem.

Currently there are seven full-time Community Service Centers. Their opening hours are Monday through Thursday, 8 a.m. - 5 p.m. and Fridays, 1-5 p.m. These Centers are located at:  
**Carmel Valley**, 3840 Valley Centre Dr., Suite 602. (858) 552-1607;  
**Central**, 2500 Commercial Street. (619) 446-1000;  
**Clairemont**, 4731 Clairemont Drive. (858) 581-4112;  
**Market Street**, 4690 Market Street. (619) 527-3466;  
**Mid-City**, 4305 University Ave., Suite 120. (619) 516-3110;  
**Peninsula**, 3740 Sports Arena Blvd., Suite 2. (619) 692-4970;  
**San Ysidro**, 663 E. San Ysidro Blvd. (619) 424-0230.

**CENTERS continued on back**

## Golf Tourney Raises Funds for Elementary School



When students at Angier Elementary School play on their new and improved playground equipment, they will never know how many bad golf shots went into making that equipment a reality.

Thanks to the many duffers and hackers at the City of San Diego Water Department, \$8,000 was raised at the department's Fourth Annual Golf Tournament. Water Department Director Frank Belock recently presented the proceeds from the tournament to the school's administrators during a morning school assembly. The school is located at 8450 Hurlbut Street in Serra Mesa.

"It's nice to know that something good can happen from so much bad golf," joked Belock. "But, seriously, I'd like to thank all those who participated in the tournament.

We had Water Department employees, employees from other City departments, as well as folks who do work with our department."

The tournament featured 130 players as well as 40 sponsors who generously helped support the event with in-kind and financial contributions.

"The great thing about the tournament is that it gives us the exciting opportunity to give back to the community by helping out a local school," said Mark Stone, Deputy Director for the Water Department's Operations Division. "We are fortunate that our Water Department employees and friends took the time to support this fundraising event which benefits educational partnership opportunities like this one."

# Water Department Earns National Honor

Quality service, protecting the environment and operating cost-effectively have always been top priorities for the City of San Diego Water Department. Past successes in these areas, as well as a commitment to them in the future, is why the Department was recently one of two water agencies in the U.S. honored by the Association of Metropolitan Water Agencies with a 2004 Gold Award for Competitiveness Achievement.

The Water Department's Operations Division was recognized for its Bid-To-Goal Program (in which Divisions within

the Department sign binding contracts ensuring cost-effective business practices) and ISO 14001 Environmental Management System Programs, which is a set of policies and procedures designed to manage environmental issues.

"This award was validation of all the hard work we've done, as well as an inspiration to keep improving our service to our customers," said Frank Belock, Water Department Director. "We're constantly seeking ways to improve performance in a cost-effective and an environmentally sensitive manner."

Some benefits of the programs include improving performance efficiency, reducing operations costs, creating a new process to document, check and correct courses of action, improving service quality, measuring performance and improving environmental sustainability.

In addition to receiving the prestigious national award, the Water Department was also recognized for being the first utility in the nation to combine Bid-to-Goal with the ISO 14001 Environmental Management System.

## Don't Forget to Recycle Your Christmas Tree

The City of San Diego Environmental Services Department is hosting the 31st Annual Christmas Tree Residential Recycling Program from Dec. 29, 2004 through Jan. 24, 2005.

Trees collected as fundraising projects or commercial loads will not be accepted at the drop-off locations. These trees can be dropped off free of charge at the Miramar Greenery.

Residents participating in the Christmas Tree Recycling Program should drop off clean trees during daylight hours. Before trees can be dropped off, all tree stands, nails, staples, ornaments and other tree decorations must be removed.

In addition to clean trees, flocked trees (fake snow) are also accepted. All trees will be recycled into high quality mulch and compost which is available throughout the year to city residents for free at the Miramar Greenery.

Residents who currently receive curbside greenery recycling collection can also recycle their trees through the curbside collection program by placing

trees at the curb with the regular greenery recycling. Residents who wish to recycle trees through the curbside recycling program are required to remove all non-recyclable materials before placing trees on the curb.

The following is a list of this year's drop-off locations:

- **Carmel Valley:** Carmel Valley Recreation Center, 3777 Townsgate Drive, lower parking lot.
- **Clairemont:** Clairemont Mesa Boulevard at Diane Street.
- **Encanto:** Cielo Drive at Woodman Street.
- **Golden Hill:** Golden Hill Recreation Center, 2600 Golf Course Drive.
- **La Jolla:** Kate Sessions Park, Soledad Road.
- **Logan Heights:** Memorial Recreation Center, 2902 Marcy Avenue.
- **Miramar:** Miramar Landfill, Convoy Street north of Highway 52.
- **Mission Bay:** Sea World Drive at Pacific Highway.
- **Mission Valley:** Super Target parking lot in Mission Valley Center.

- **Oak Park:** Chollas Lake, 6350 College Grove Drive.
- **Ocean Beach:** Robb Field Recreation Center, 2525 Bacon Street.
- **Otay Mesa/Nestor:** Montgomery Waller Community Park (upper and lower-west parking lots).
- **Rancho Bernardo:** RB Rec. Center, 18448 West Bernardo Drive.
- **Rancho Penasquitos:** Canyonside Recreation Center, 12350 Black Mountain Road.
- **San Diego State University:** Parking Lot D.
- **Scripps Ranch:** Scripps Ranch Rec. Center, 11454 Blue Cypress Drive.
- **Tierrasanta:** De Portola Middle School, 11010 Clairemont Mesa Blvd.
- **University City:** Swanson Pool, 3585 Governor Drive.

Additional information about drop-off sites is available by calling the City of San Diego Recycling Hotline at (858) 694-7000. For information on mulch and compost produced at the Miramar Greenery, please call the Miramar Landfill at (858) 573-1418.

### CENTERS continued

There are also four part-time Community Service Centers at:

**College/Rolando**, 4704 College Ave.

(Monday only). (619) 265-3044;

**Navajo**, 7381 Jackson Drive

(Tues-Fri). (619) 668-2700;

**Rancho Bernardo**, 17110 Bernardo

Center Drive (M-W-F). (858) 538-8070;

**Scripps Ranch**, 11885 Cypress Canyon Rd. (M,T,Th,F). (858) 538-8200.

For more information please call the Service Center of your choice or go to:

[www.sandiego.gov/servicecenters](http://www.sandiego.gov/servicecenters).

### Important Water Department numbers



To report a water line break or a sewer overflow.....	515-3525
To ask a question about your water or sewer bill.....	515-3500
To find out where you can pay your bill.....	515-3500
For Water Conservation Program information.....	515-3500
To establish or cancel water or sewer services.....	515-3500
To ask about San Diego's drinking water.....	668-3232
For Lakes Recreation Program information.....	465-3474
To schedule a presentation through the Speaker's Bureau.....	533-6638
To ask the location of a City water or sewer line.....	527-7482
Capital Improvements Projects Hotline.....	533-4679
San Diego City Lakes Hotline.....	465-3474
To report water theft from the Water Department.....	533-4146

(All phone numbers are 619 area code)

This information is available in alternative formats upon request.

11/9/04 kk