

Here, There, and Everywhere!



WCW is Who You Call

West County Wastewater (WCW) runs the Water Quality & Resource Recovery Plant along Richmond Parkway in North Richmond. We treat all of the wastewater that enters our underground pipes throughout a portion of West Contra Costa County.

If you're wondering if we service your home or business, enter your property address on [THIS MAP](#) and we'll show you if you live in the District!

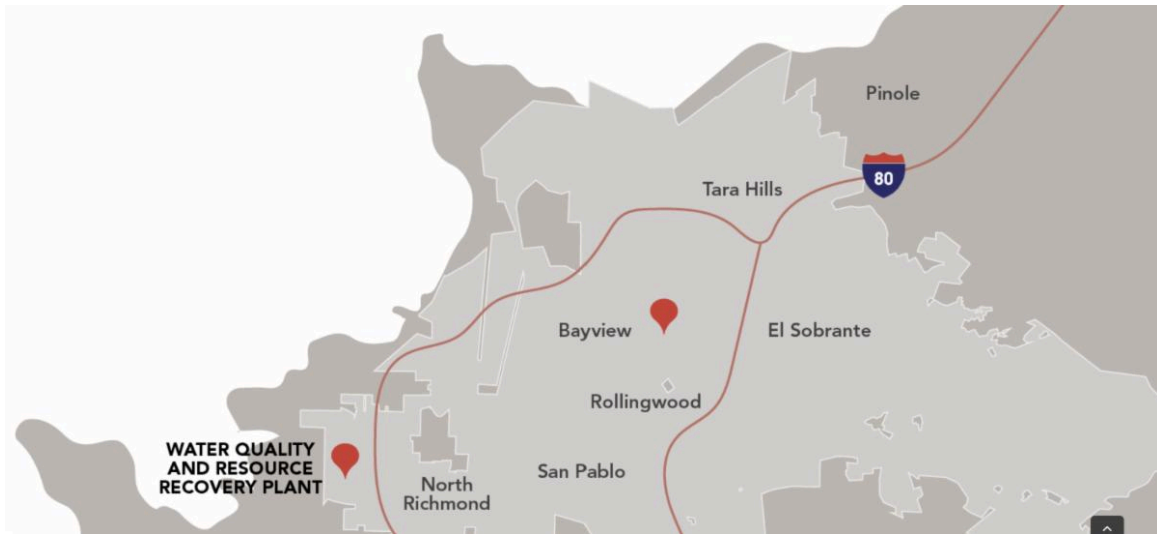
From the lateral pipes that attach to the faucets and toilets in your home or business, which connect to the main sewer line, sewage travels up hills, downhill, and makes its way to the treatment plant. During this process, there are occasional sewage backups that are most often caused by fats, oils, and grease that has been put in the system. Other things like tree roots, and baby wipes often cause the sewage flow to stop. Our Collection System Operations crew work every day to keep the pipes from your home to our plant clear. There are over 249 miles of gravity sewer lines, so it's a big, messy, and ongoing job!

You can help our infrastructure stay clear and well-run by collecting fats, oils, and grease in a separate container and throwing it away in the garbage or compost (check with your garbage provider). If you use facial, makeup, or baby wipes, please don't flush them down the toilet. Instead, please throw these items in the garbage.

Who do you call when you see a sewer overflow in West Contra Costa County?

Call West County Wastewater 24 hours-a-day, 7 days-a week! We have staff to respond to service calls around the clock!

(510) 222-6700



Understanding Your Wastewater Rates

Did you know?

WCW collects most of its rate revenue from residential and commercial customers on the property tax bill.

This revenue is received by WCW from Contra Costa County in two increments annually.

Residential Customers are considered single-family, multi-family, and mobile home residents.

Residential Customers are billed a flat rate per equivalent dwelling unit, reflecting the typical volume and strength of wastewater generated by a single-family home. A single-family residence = 1 equivalent dwelling unit.

Multi-family and mobile home residences are billed at a slightly lower rate.

Industrial Customers are billed monthly. WCW's billing method follows standard industry practice for wastewater utilities.

Protecting our Shoreline

NORTH RICHMOND LIVING LEVEE PROJECT



[LEARN MORE](#)

West County Wastewater is being proactive in protecting against the increase in changing weather patterns.

Did you Know?

There is an expected increase in flooding in Richmond, California over the next 30 years.

At least 1 in 4 buildings will be subject to flooding, including West County Wastewater's Resource Recovery Plant along Richmond Parkway.

What Are We Doing About It?

WCW recognizes the importance of protection from flooding to our processing plant and the community we serve.

With the help of many community partners, a Living Levee is emerging to support ecological restoration and protect the North



Unlike a concrete wall, a living levee integrates natural ecosystems to create a dynamic buffer against coastal flooding.

***By November 2026,
65% of the levee
design will be
complete***

What Are the Benefits?

The San Francisco North Bay area includes tidal marsh, which is home to the endangered California Ridgeway's rail and salt marsh harvest mouse (pictured above).

Richmond community as well as WCW's facilities.

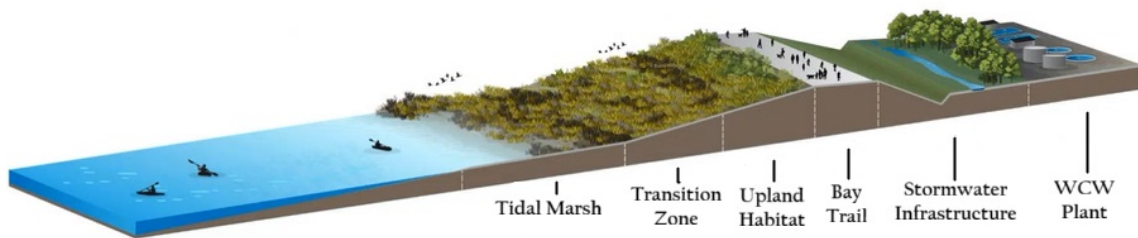
What is a Living Levee?

A living levee is a natural infrastructure project to help adapt to changing water levels and protect North Richmond.

These species and their marsh homes will be protected by the levee, which will allow them to move to higher ground as water levels rise.

The levee's natural slope will also protect critical infrastructure, including WCW's wastewater treatment plant, home to the new Clean & Green sustainability project.

The Living Levee project will also bring benefits to the local community – including access to green space and community amenities.

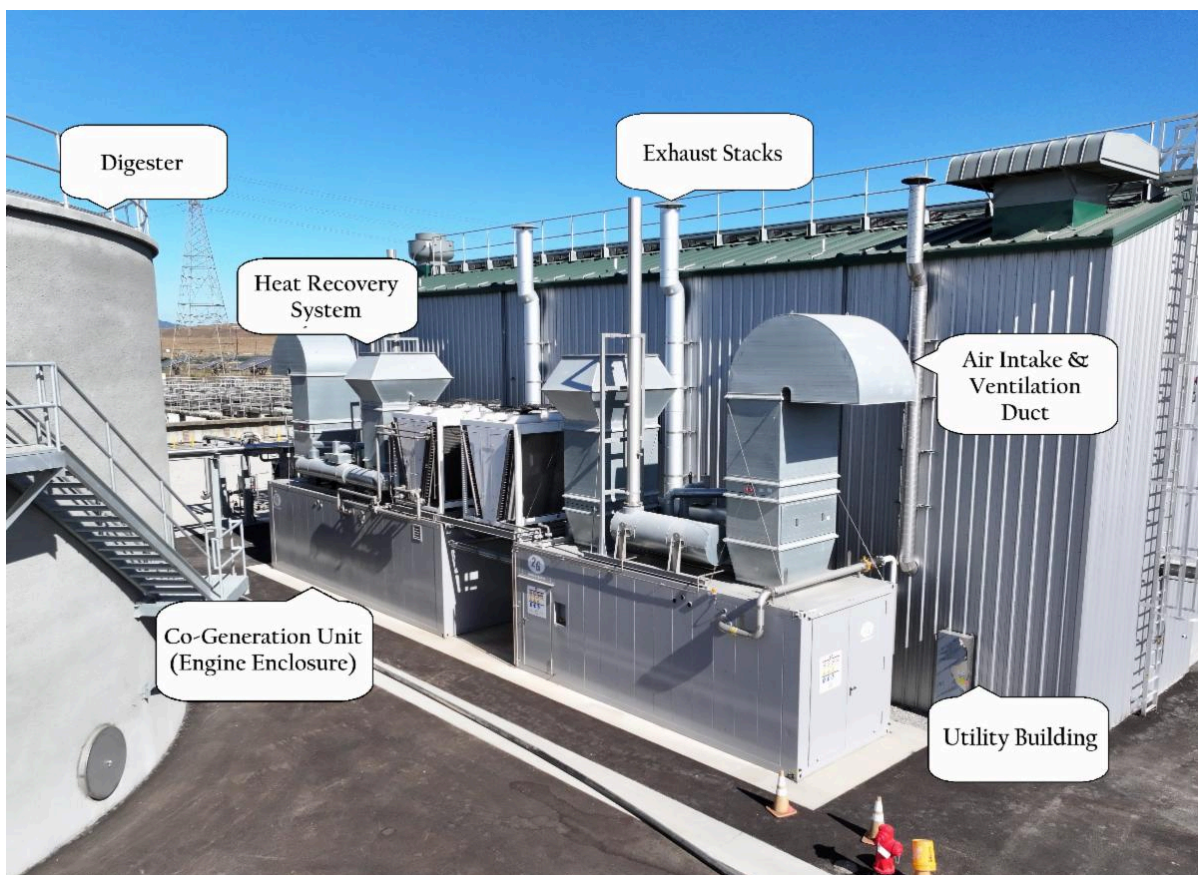


Follow along with the Living Levee as it progresses and learn more about this important coastal protection plan by being a frequent visitor of WCW's Living Levee webpage! Check it out [HERE](#)!

Did you know?

As a public agency, WCW is not legally allowed to make a profit. According to state law, WCW cannot charge more than the actual cost of providing wastewater service.

CLEAN & GREEN
————— PROJECT UPDATE —————

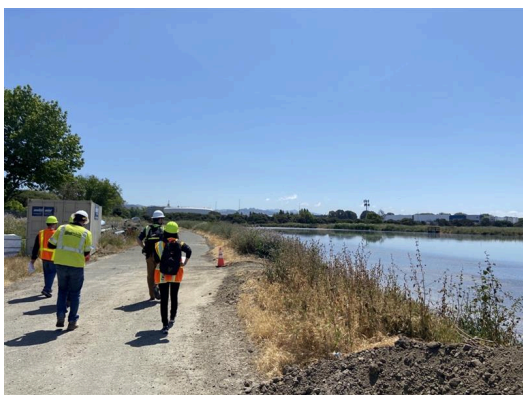


WCW is making a significant effort to decrease methane emissions by 93% through the Clean and Green Project. How is it being done? By terminating the use of sludge drying lagoons, which provide a medium for methane to slowly seep into our atmosphere.

Instead, WCW will use the new cogeneration system to produce both heat and electricity from Thickened Activated Sludge, while simultaneously converting methane into a more environmentally friendly form.

This energy production, combined with the new solar panel arrays, will save WCW 4.2 million kilowatt-hours of energy annually!

How the Living Levee and Clean & Green Sustainability Project are Connected



WCW has two major projects underway at our Water Quality & Resource Recovery Plant (Plant), and we've told you about both!

***How are the two Projects
Connected?***

- With the addition of a fourth Equalization Basin, WCW is now able to hold more influent (sewage and storm water) entering the plant, freeing up space previously used as an outdated solar array field and stormwater retention basin. This land will now help wetland restoration efforts for the Living Levee project.
- By processing sludge through our new cogeneration system, former drying fields are now available for other uses, including earth to build a living levee, and to produce renewable energy with new solar arrays.
- The living levee will protect our newly upgraded facility from flooding, preventing potential damage to both old and new systems, and leaving the community we serve vulnerable to sewer overflows throughout the district.

Looking ahead, WCW sees a bright, clean future!

WCW IN THE COMMUNITY



Look Where We've Been!

Connecting with our community is an important part of our work, and it's how we educate residents on how they can help keep the underground sewer pipes healthy and in good working order.

Our season kicks off in April with Earth Month!

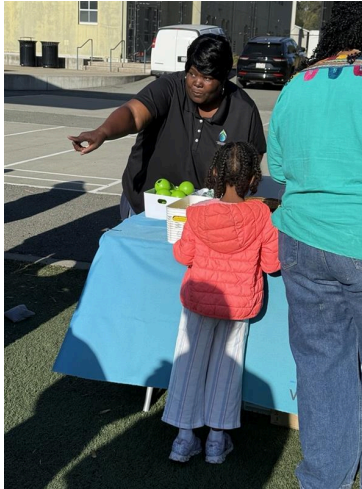
WCW team members have attended various community events in 2025 and 2026, including the City of Richmond's Juneteenth Celebration, music festivals, and much more.

We remind our customers not to flush wipes down the toilet, educate the community about the “3Ps” (only pee, poo, and toilet paper get flushed down the toilet!), and share updates on our exciting projects and upgrades that are helping WCW become cleaner and greener.

Most recently, WCW participated in:

- Richmond's Juneteenth Festival
- North Richmond's Music Festival
- National Night Out in the City of San Pablo & City of Richmond
- El Sobrante Stroll
- El Sobrante Pride Festival
- Various job fairs in the City of San Pablo and the City of Richmond

See the photos of where we've been!



WOMEN

IN WASTEWATER

Established over a century ago, WCW is proud of the diversity represented in our workforce. Over 30% of WCW positions are held by women, many of them in



leadership roles and positions historically held by men. We're incredibly proud of the women of WCW and hope their stories inspire you the way they inspire us.

In our continued series, *Women in Wastewater*, we're highlighting the work of Senior Management Analyst, Victoria Donati.

Through the benefits provided by WCW, Victoria took the initiative to go back to school while working as an Associate Management Analyst. In the Summer of 2025, Victoria was promoted to Senior Management Analyst and graduated with her Bachelor of Arts in 2026. [Read Victoria's inspiring story.](#)

Also, meet West County Wastewater's Communications Program Manager, Kate Gibbs, who was also featured in WCW's Women in Wastewater series.

Kate started her career in local government in 2005 at the California Attorney General's office, where she did administrative work. The next step in her career was her hiring by the press office of the Attorney General, Jerry Brown, where she remained throughout the Brown administration. [Read more about Kate!](#)



ABOUT YOUR WASTEWATER DISTRICT



Embracing the future by planning today...

West County Wastewater, founded in 1921, protects public health and the environment by safely and responsibly collecting and treating wastewater keeping our community safe, while helping to make our planet better for future generations.

Check and see if you work or live in the WCW Service District, Just click [THIS LINK](#) and enter your address.

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(510) 222-6700
After hours, press "1"

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