

The Past, Present and Future of I/I, FOG and Non-Dispersibles

NEWEA Specialty Conference September 10th, 2018
Jim Courchaine, WEF Fellow
Vice President and
National Director of Business Practices



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Overview

- What we didn't know
- Why we didn't take action
- How did we get here today?
- New products
- Leadership, Management and Communication

What We Didn't Know about I/I and FOG

- Laying sewer lines poorly
 - a. Poor construction and type of pipe (Clay, Orangeburg and AC)
 - b. Poor bedding and compaction
 - c. Poor inspection
 - d. Frost entering and leaving the ground
 - e. Effects of exfiltration
 - f. How to manage the system
 - g. There was little to no accountability

Why We Didn't Take Action

- Const. Grants Program - 90%; we built relief sewers; we built bigger treatment and pumping facilities to address I/I
- New State and Federal regulations were in place, but enforcement was not really strong
- Local sewer use ordinances were not very effective either
- Federal I/I guidelines were weak (flow monitoring and O&M)
- We kept putting out fires

Why We Didn't Take Action (cont.)

- We often didn't report the overflows or we underreported them
- We really hadn't thought about the long-term effects of SSO's on the environment
- We were never really managing the collection system
- We were not being held accountable

How did We Get Here Today

- We started looking at the “Big Picture”
- We began to manage our systems in a more business-like manner
- We became more accountable
- We use CCTV more today, rather than just clean
- We do a better job to prevent I/I and FOG from entering the system
- We remove grease and debris rather than just move it around the system
- We strengthened our Sewer Use Ordinances and now hold users accountable
- We communicate more and better than ever

New Products – Bad Idea

- Who knew that non-dispersibles would create such havoc in our public and private systems
 - Service laterals and mains
 - Lift station failures
 - Headaches at the headworks
 - Increased costs all-around

Leadership, Management and Communication

Leadership

- Utility
- Industry

Management, with the Advent of CMOM

- Provided a framework and structure for Managing, Operating and Maintaining your system in a more business-like manner
- Developed programmatic approaches in operating and maintaining your systems
- We need to work with the younger generations toward sustainability and succession planning

Leadership, Management and Communication (cont.)

Communication

- Communicate why you do what you do with staff
- Communicate the results of any and all activities with all staff
- Revisit the public outreach and education program to see how well it's working and if the message is still valid (TRA Program)
- Assemble a team of volunteers to develop performance measures for your I/I, FOG and Non-Dispersibles business practices



Questions

“Listen to understand, not to respond”



Contact:

jcourchaine@tataandhoward.com



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