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

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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”
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