

The Pretreatment Times



MISSION STATEMENT

The mission of the Industrial Waste and Backflow Compliance Unit (IWBC) is to protect our freshwater resources and wastewater treatment plants by enforcing local, state and federal regulations governing wastewater discharges to the City's wastewater and stormwater collection systems.

January 2020

Volume 21

Inside This Issue:

What's Inside?

- ◆ This article starts with the Compliance Assistance section relating to an SNC
- ◆ Following is an announcement about our new e-billing site and its amazing features
 - ◆ Next, this issue includes a reminder to have your storm drains marked
 - ◆ It continues with a summary of all the great things that happened in 2019
- ◆ This issue concludes with a challenging *Pretreatment Times* Word Search for you to enjoy.

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Reminders

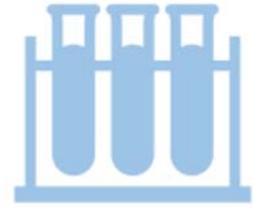
Semi-Annual Compliance Reports are due **NO LATER THAN January 31, 2020**. Failure to submit your Semi-Annual Compliance Report or sending in a report more than 30 days beyond the January 31 deadline will result in **Significant Non-Compliance!**



Make a checklist to ensure all paperwork is included. Complete all reports at least 10 days before due date. Make sure you mail your report to the correct Permit Administrator. The mailing address for your report is:

Baxter Water Treatment Plant
9000 State Road
Philadelphia, PA 19136

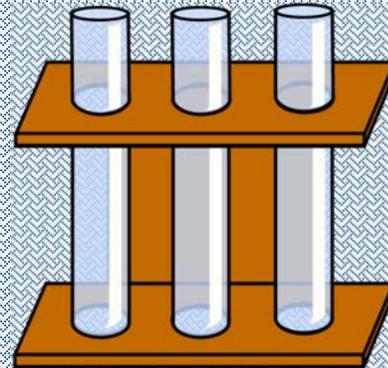
Compliance Assistance: Significant Non-Compliance (SNC) and How to Avoid Receiving One



What is an SNC?

An Industrial User is in Significant Non-Compliance (SNC) when any Pretreatment Standards or Requirements are not met. You can receive one for:

- Failure to provide any required reports within thirty (30) days after the report's due date
- Failure to report noncompliance accurately
- Monitoring for any parameter less than 100% of the total sampling events required by the Permit



Tips to Avoid Receiving an SNC

Regarding Reporting

- Be sure to respond with all necessary reports before the 30-day deadline
- Make sure all reports are complete and error-free by double checking them before sending them
- Do not put false information on any reports



Regarding Sampling and Monitoring

- Read all lab reports thoroughly and promptly
- Resample when any parameter is out of compliance, and show a return to compliance
- Take more samples than the amount required
- Consider continuous monitoring

Reminder: The Philadelphia Water Department's local limit on pH is: $5.5 < \text{pH} < 12.0$

Is Your Company Getting E-Billing Perks?

Did you know that you can now pay your water bill online?

In October, we introduced a new e-billing site where you access great new features like free AutoPay, paperless bills, and electronic copies of past bills going back 13 months!

There is no fee for using e-billing unless a customer uses a credit or debit card. PWD has also reduced the card fees for paying a commercial water account bill from \$25 to \$15.95!



*Please note that the IWBC does not use e-billing yet

Customers who use the new e-billing option can get notifications when a new bill is ready, when a payment is received, or if a bill is past-due.

All you need is an email and a Water Access Code from your bill to sign up:
www.phila.gov/waterbill

*Please note that you will automatically be entered into the paperless billing option. If you want to get paper bills, just select that option after you have made your account.

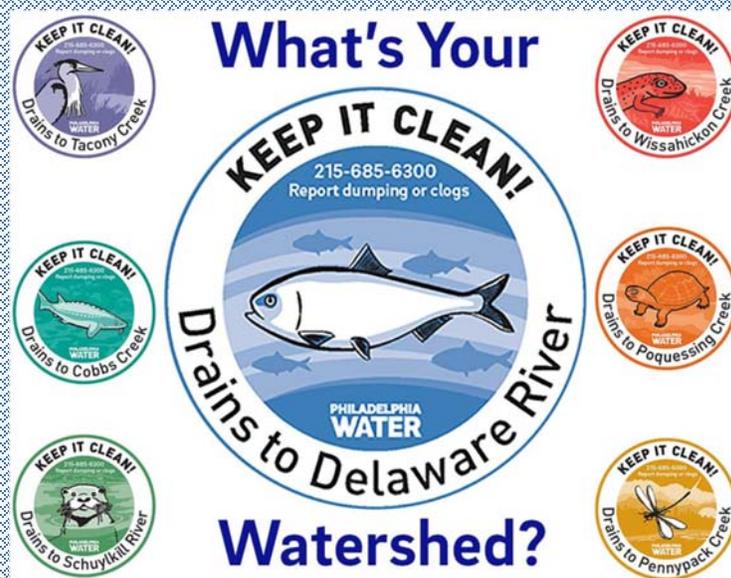
Are the Storm Drains Around Your Facility Marked?

The Philadelphia Water Department offers free kits to mark storm drains in your area. The kits feature a special emblem with aquatic wildlife from seven different Philadelphia watersheds.

Find out what your storm drain marking critter is and order a kit to mark drains this spring.

Storm drain marking is a great way to show people the community that your company cares about the environment and our waterways, and it's also a great, fun and free team-building activity for your employees.

Learn more here: phillyh2o.info/drain-marking



2019 Review: A Year of Change, Progress, New PWD Leadership and Big Improvements



Looking back, every year can seem like a big one—especially for a utility like ours, charged with protecting, treating, and delivering water for more than **1.6 million people...**

But we think you'll find that this was indeed a momentous year for the Philadelphia Water Department. Our 2019 was a year defined by change and progress.

At the top of the list when it comes to changes was the appointment of **Randy E. Hayman, Esq.** as our new leader. Commissioner Hayman took the reins this summer after Debra McCarty, appointed by Mayor Kenney at the start of his first term, retired.

Because his impressive career, including becoming a partner at a prestigious Washington, DC environmental law firm and having served as a general counsel for two major water utilities ([DC Water](#) and [Metropolitan St. Louis Sewer District](#)), took shape outside of Philadelphia, we conducted some interviews to help our customers get to know him better.

To watch that video and see more big news from PWD, check out the @PhillyH2O Blog at www.water.phila.gov/blog

Here's to a big 2020!

PWD Pretreatment Word Search

R D M Y I D V R H E D S W R S
 E I T T J N F J S I W A E E S
 T S N I Y U S A O C S T W U I
 A C E C Z Z E P L T A E R W N
 W H M I H R T Q E W R C Q A D
 M A T X G J B W D C H P Q T U
 R R A O D P A N P A T V E E S
 O G E T A T U Y R R H I S R T
 T E R Y E O U G D W E I O G R
 S E T R R P E R M I T P B N I
 G E E G E C N A I L P M O C A
 J S R D O W N S T R E A M R L
 S T P W O L F K C A B D H S T
 C A T E G O R I C A L X L J U
 E K E M X A H L I E Q I K Z M

BACKFLOW
 DISCHARGE
 GROUNDWATER
 PERMIT
 SEWER
 TOXICITY

CATEGORICAL
 DOWNSTREAM
 INDUSTRIAL
 PRETREATMENT
 STORMWATER
 WASTEWATER

COMPLIANCE
 GREASE
 INSPECTION
 REPORT
 SURCHARGE
 WATER

Answers to this Pretreatment Word Search Puzzle can be provided upon request!

Industrial Waste and Backflow Compliance Contact Information

Questions, comments and suggestions for future topics are always welcome and suggested.

For comments on draft permits contact us at:

Industrial Waste & Backflow Compliance
 1101 Market Street, 6th Floor
 Philadelphia, PA 19107

Phone 215-685-6236



For questions about your permit:
Baxter Water Treatment Plant

9001 State Road
 Philadelphia, PA 19136
 Kim Veres 215-685-8096
 Lonnie Goldiner 215-685-8034
 Walter Milton 215-685-8095
 Fax 215-685-8008

Visit the Industrial Waste and Backflow Compliance Online at: phillyh2o.info/IWBC