



Town of Troutman  
Wastewater Collection System  
Annual Report  
2021

**Owner:**

Town of Troutman  
400 N. Eastway Dr  
Troutman NC 28166  
Phone: (704) 528-7600

**Permit Number:**

WQCS00258

**Operator in Responsible Charge:**

Adam Lippard \*Cert Number **996195\***  
Public Works Director  
Cell: (704) 902-1451  
Office: (704) 528-7616

**Town of Troutman Wastewater Collections System**

**Overview**

The Town of Troutman sends all of its wastewater to the City of Statesville and the Town of Mooresville for treatment. The Town of Troutman Public Works Department is responsible for the maintenance of roughly 45 miles of sewer line within the town that range from 4" to 12". This system includes 33 miles of gravity sewer line, 14 miles of force main sewer, 15 sewer pump stations that include submersible centrifugal grinder and self-priming centrifugal pump assemblies. A Strison alarm/monitoring, telemetry system that keeps track of each station's status individually. Some of the tasks associated with the maintenance of these systems are:

- Weekly pump station inspections that include pump performance, ARV valve function, wet well condition, controls, safety guards & covers, generator testing during power fail simulation, and alarm tests. Pump hours are logged weekly and turned in at the end of each month for approval and are kept on file for state requirements
- Monthly pump station inspections that include more detailed preventative maintenance tasks such as telemetry system testing, valve exercising, generator



**Town of Troutman**  
Wastewater Collection System  
Annual Report  
2021

load testing, alarm float testing, entrance road maintenance, site/security checks, and overall station cleaning.

- Diagnostic tests on Strison alarm system performed monthly
- Coordinating collections system permit renewal every 5 years
- Maintenance of all sewer lines which include regular manhole inspections and cleaning over 5 miles of gravity line annually for state requirements. All necessary cleaning is documented and filed for state inspection records
- I&I studies with assistance from NCRWA
- Performing root removal from known trouble areas documented as High Priority lines for records
- Performing a visual inspection of the entire sewer system by inspecting manholes annually
- Maintaining and mowing over 10 miles of sewer R.O.W.'s for accessibility.
- Performing annual maintenance on all on-site back-up generators and pump assemblies at each pump station. Including oil and filter changes, cooling system flushes, overall inspection, and load performance testing
- Performing annual maintenance on all wastewater above ground centrifugal pumps. This includes pump assembly oil change, belt inspection, and efficiency testing. All maintenance completed is documented for maintenance history access
- Maintenance of pump station sites including weed eating and herbicide application performed annually or as needed

## **Spills**

### **Overview**

The Town of Troutman has a very active sewer spill prevention program that includes annual line cleaning, detailed inspections, and a FOG program that includes pamphlets given to citizens with info on what is safe to put into drains. Despite these preventative measures spills do still occur. The Town is required to keep records of all sewer spills reportable and non-reportable. The Town has implemented a Standard Operating Procedure in the event of any sewer spill event. The Town experienced 3 documented spills in 2016 1 of those being a reportable incident.

## **F.O.G Program**

### **Overview**

FOG is an industry term for Fats, Oils, and Grease. It includes animal fats, vegetable fats, and oils used to cook and prepare food. FOG is a solid or viscous substance that can create an obstruction in the sewer system if not properly disposed of. FOG discharged by residential, commercial, institutional,



## Town of Troutman Wastewater Collection System Annual Report 2021

and industrial users presents a significant problem for the town's wastewater collection and treatment system.

When grease is washed down the drain, it sticks to the inside of sewer pipes (both on your property and in the streets.) Over time, it builds up and can block an entire pipe. FOG can cause serious damage to the sewage system, your property, and that of your neighbors, as well as damage to streets and waterways from sewage overflows. Also, cleanup can be very costly.

Garbage disposals do not keep grease out of the pipes - they only shred it into smaller pieces. Commercial additives, including detergents that claim to dissolve grease, may pass it down the line and cause problems away from the source.

### Do This

- Scrape all food and leftover grease into the trash, never the sink.
- Recycle large amounts of used cooking oil at the Iredell County Transfer Station.
- Wipe pots, pans, and dishes with dry paper towels before rinsing/washing them.
- Pour cooled FOG into a can with a tight lid (coffee can) and dispose of it in the garbage.
- Talk to friends and family about FOG in the sewer system and help them become proactive in preventing sewer blockages.

### Do Not Do This

- Do not pour FOG down the sink drain or toilet.
- Do not use hot water to wash grease down the drain. When the water cools, FOG will solidify and clog the pipes.
- Do not rely on additives or detergents to dissolve grease. They only disperse it down the line to recollect and cause more problems.
- Do not put grease or greasy food into the garbage disposal.
- Never pour grease or used oil into the storm drains or on the ground.

## **SSO SANITARY SEWER OVERFLOW RESPONSE PLAN (SSO)**

### **Procedure**



**Town of Troutman**  
**Wastewater Collection System**  
**Annual Report**  
**2021**

1. Upon receiving a call from the on-call cell phone, telemetry system, customer, Police Department, or anyone else, a Public Works Staff member shall immediately respond to the address to where the issue/complaint originated. Normal response time should be within one hour of receiving a complaint. This will include any odor complaint.
2. If an overflow is occurring the staff member is to immediately call the ORC or Back-up ORC to ensure the spill is evaluated and reported according to the State requirements if needed.
3. Keep accurate records of SSO, i.e., time of call, arrival time, GPM of SSO, cause of SSO, and time that it stopped spilling. If it reached surface waters then you will need to record start/stop times, GPM that reached the \*surface waters, and name of \*surface water or location.
4. .R&A labs are to be contacted to take upstream and downstream samples (R&A labs contact # is 336-996-2841)
5. Public Works staff should immediately take measures to resolve the SSO. Call Lentz septic service (704-876-1834) immediately to vacuum up any standing water or to lower the amount spilled. Once the blockage has been removed or pump problem has been fixed, the area around the site is to be cleaned and disinfected to ensure bacteria and any paper has been removed for public safety.

**\*Surface Waters-** stream, ditch, and/or storm drain directly tied into any public water source.

6. After the line has been cleaned and blockage removed, the line is to be inspected to ensure there are no structural defects. If the line has no structural damage, the area is to be put on our high priority list to ensure no future spill occurs. If the line has evidence of grease, F.O.G pamphlets are to be distributed to adjacent areas to educate residents about proper drain practices

### **Reporting Procedures**

1. ORC or Back-Up ORC has 24hrs to visit the spill site and notify DWQ or Emergency Management of a reportable spill (SSO's over 1,000 gallons or if any of the spills reaches surface waters).
2. If the SSO reached surface waters and more than 1,000 gallons we will have to issue a press release and give it to the local media outlets within 48 hours of the SSO.
3. When 15,000 gallons or more of untreated wastewater enters surface waters, a public notice shall be published within 10 days and proof of publication shall be provided to the Division within 30 days.
4. **The public notice must include:**
  - a. Name of facility



**Town of Troutman**  
**Wastewater Collection System**  
**Annual Report**  
**2021**

- b. Location of discharge
  - c. Estimated volume of untreated waste entering Water of the State
  - d. Time and date discharge occurred
  - e. Duration of discharge
  - f. Waterbody that was discharged into including creek and river basin if applicable
  - g. Action is taken to prevent further discharge
  - h. Contact person and phone number
  - i. If a discharge of 1,000,000 gallons of wastewater or more reaches surface waters, the DWQ regional office must be contacted to determine if public notices in other counties need to be published.
5. A copy of all public notices and proof of publication must be sent to the DWQ to the attention of "NDCEU" within 30 days of publication
6. CS-SSO Report Form/BIMS Report must be filled out and submitted to DWQ within 5 business days of the SSO.