Raleigh Water Annual Wastewater Collection System & Resource Recovery Report 2020-2021





_ 353 miles of ⁺ sewer line cleaned



Environmental Protection:

Wastewater systems have evolved considerably from early systems in the 1800's. Although the purpose has always been to collect human waste and transport it away from urban areas to protect human health, early systems merely transported the wastewater to a nearby stream, where it was discharged. Today, wastewater systems are not only expected to protect public health, but to also protect the environment as well. In 1972, the U.S. **Congress passed landmark legislation entitled the** "Clean Water Act" which ensured environmental protection as a performance benchmark for all wastewater systems. Long before the passage of this act, and every day since, the protection of public health and the environment have been the operating standard of the Raleigh Water's wastewater system.

This report provides information about the performance of the three (3) wastewater treatment plants: Neuse River Resource Recovery Facility (NRRRF), Smith Creek Resource Recovery Facility (SCRRF) and Little Creek Resource Recovery Facility (LCRRF) in addition to the performance of the wastewater collection system for the period of July 1, 2020 through June 30, 2021. To learn more about the wastewater collection system or the treatment facilities, please contact Raleigh Water at 919-996-3245 or visit our web site at: www.raleigh.gov/water



WASTEWATER COLLECTION SYSTEM

The Raleigh Water provides wastewater collection and treatment services for areas within the City's corporate limits and many areas in the City's Extraterritorial Jurisdictional area (ETJ). Raleigh Water also provides wastewater collection and treatment services for Garner, Rolesville, Wake Forest, Knightdale, Wendell and Zebulon. Temporary contracts are also in place to treat specific amounts of wastewater from the Towns of Clayton, Middlesex and Johnston County.

The wastewater collection system functions primarily by gravity flow and it consists of approximately 2,600 miles of pipeline ranging in diameter from six inches to eight feet. Every day an average of 52 million gallons per day (MGD) of wastewater for this reporting period travels through the sanitary sewer collection system to the wastewater treatment plants.

The sewer pipes of the collection system are connected by a series of sewer manholes needed for maintenance of the collection system. Manholes in the street are level with the pavement, while manholes near streams are built higher minimize impacts during flood events. Some pipes are located above ground as well (aerial mains), particularly across streams. Ventilation is necessary at most manholes and is provided through vent holes in the lids or separate vent stacks. Although the collection system functions primarily by gravity, 125 pump stations are necessary to keep the wastewater flowing to the wastewater treatment plants. Raleigh Water also uses odor control systems on many large volume pump stations and on manhole vents near public greenways to improve air quality in these areas.

In order to continually improve our sewer services, the Sewer Maintenance Division fully implemented an ISO 14001:2015 Environmental Management System (EMS). The Sewer Maintenance Division's EMS is a commitment to prevent pollution through continual improvements in environmental performance and compliance with all regulatory requirements, by identifying aspects of activities having significant environmental impacts, setting performance objectives and targets and establishing standards and training for staff, including metrics for measuring performance. These processes allow the Sewer Maintenance Division to operate the collection system in a sustainable manner while contributing to the economic, social and environmental vitality of the communities it serves. Some of the highlights of the EMS in the 2020-2021 reporting period include:

- Maintained 1.15 sanitary sewer overflows (SSOs) per 100 miles of pipe (National SSO average is 4.5)
- Cleaned 353.41 miles (14%) of sewer line, which exceeded the Collection System Permit's annual system requirement of 10%
- ♦ Completed 100% of annual easement inspections as required in the Collection System Permit
- ♦ Cleared 127.7 miles of high priority sewer main easements







SANITARY SEWER OVERFLOWS (SSOs)

Sanitary sewer overflows (SSOs) occur when blockages in the collection system cause sewage to come out of the sewer collection system, which is usually at manhole locations.

During the reporting period from July 1, 2020 through June 30, 2021, the collection system experienced 34 SSOs that were 1,000 gallons or greater or that reached surface waters of the State. Of the 34 SSO's, 20 were dry weather events, which means they were not caused by excessive rainfall or a structural failure and were the result of preventable issues. Raleigh Water continues to pursue its goal of reducing the number of SSO's by investing millions of dollars to replace sewer lines in poor condition, by employing a fleet of sewer flusher trucks to clear blockages and proactively maintaining pumping equipment to reduce the chance of failure.

Debris can be such items as rags, paper towels, "flushable" wipes, feminine hygiene products, etc., all of which are illegal to discharge into the sanitary sewer system. Cooking grease is also not appropriate to pour down the drain as it quickly congeals underground and creates blockages. Raleigh Water has an ongoing education program to educate residents and business owners regarding the need to keep grease and other inappropriate materials out of the sewer system.





		0/42/20 40 20 444			Debris (paper towels	
E	3824 Bonneville Ct, Raleigh	8/12/20 10:39 AM	3,000	Marsh Creek	Flushed wipes, etc)	
a	1800 Century Dr, Raleigh	8/26/20 7:13 AM	6,000	Crabtree Creek	Contractor Damage	
	1902 Gleenwood Ave, Raleigh	9/9/20 7:55 AM	29,325	Crabtree Creek Basin	Asset Failure	
	1317 Wagram Ct, Raleigh	10/6/20 12:45 PM	1,310	Perry Creek Basin	Contractor Damage	
X8	7408 Boros Pl, Raleigh	10/29/20 12:15 PM	575	Perry Creek Basin	Roots	
2'8"×4'0"	6012 Viking Dr, Raleigh	11/2/20 9:28 AM	1,332	Turkey Creek Basin	Grease	
ies	4790 Wendell Blvd., Wendell	11/12/20 8:53 AM	57,230	Little Creek Basin	Severe rain event	
	3316 Allegheny Dr, Raleigh	11/12/20 11:04 AM	77,200	Crabtree Creek Basin	Severe rain event	
	3900 Quail Hollow Dr, Raleigh	11/12/20 12:52 PM	87,780	Big Branch Basin	Severe rain event	
	1212 Riverview Dr, Raleigh	11/12/20 4:00 PM	56,000	Neuse River	Severe rain event	
-	1500 Banbury Rd, Raleigh	11/12/20 4:00 PM	22,448	Beaver Creek Basin	Severe rain event	
-	5839 Capital Blvd, Raleigh	11/13/20 12:31 PM	900	Perry Creek Basin	Grease	N
-//	975 Buffalo Rd, Garner	11/15/20 12:03 PM	242,000	Lake Benson Basin	Asset Failure	
	1117 Beacon Lake Drive, Raleigh	11/28/20 8:41 AM	4,450	Crabtree Creek Basin	Grease	
46	9299 Glenwood Ave, Raleigh	12/9/20 2:04 PM	58,544	Sycamore Creek Basin	Asset Failure	
(m) here	3120 Walnut Creek Parkway, Raleigh	12/23/20 11:55 AM	3,000	Walnut Creek Basin	Debris (paper towels Flushed wipes, etc)	
A CONTRACTOR OF	105 Summershade Ct, Knightdale	12/30/20 10:14 AM	1,575	Mingo Creek Basin	Grease	
20	411 W. Young St Rolesville	1/14/21 12:00 PM	600	Smith Creek	Contractor Damage	
1	101 Teresa Dr, Rolesville	1/22/21 7:55 AM	880	Smith Creek N. Raleigh	Contractor Damage	
	600 Rawls Dr.	2/2/21 11:28 AM	3,380	Crabtree Creek Basin	Grease	
Ter Jos	510 Somerset Dr, Zebulon	2/16/21 12:30 PM	190	Little S Snipes Creek	Grease	1
FIG. 1	5501 Wade Park Blvd, Raleigh	3/8/21 10:30 AM	57,510	Richland Creek Basin	Debris (paper towels Flushed wipes, etc)	l
RD FLU	223 W Young St, Rolesville	3/17/21 5:59 PM	8,200	Smith Creek N. Raleigh	Contractor Damage	
	4000 Atlantic Ave, Raleigh	3/23/21 12:49 PM	960	Marsh Creek Raleigh	Contractor Damage	
	2712 Discovery Dr, Raleigh	4/1/21 9:10 AM	554	Marsh Creek Raleigh	Roots	
	400 Woods of North Bend Dr, Raleigh	4/13/21 4:42 PM	830	Big Branch Creek	Debris (paper towels Flushed wipes, etc)	
2.2	7703 Oak Marsh Dr, Raleigh	4/18/21 6:15 PM	31,700	Neuse River	Asset Failure	
and a	7100 Great Laurel Dr, Raleigh	4/20/21 10:30 PM	20,000	Neuse River	Asset Failure	
	707 S State St	5/17/21 1:49 PM	368	Walnut Creek Raleigh	Grease	
50'0"	3800 Hillsborough St, Raleigh	5/24/21 7:25 AM	1,500	Horse Creek	Roots	
	5000 Windy Hill Dr, Raleigh	5/24/21 10:24 AM	14,000	Marsh Creek Raleigh	Grease	
7 7 4	1837 Snow Wind Drive, Raleigh	5/29/21 2:01 PM	4,230	Mine Creek Basin	Roots	N
e V	0 Harris Rd, Wake Forest	6/28/21 5:13 PM	7,880	Richland Creek Raleigh	Grease	1.
Section	6601 Times Dr, Raleigh	6/29/21 3:46 PM	2 800	Perry Creek Raleigh	Grease	1





TREATMENT FROM START TO FINISH

The Neuse River Resource Recovery Facility (NRRRF), Smith Creek Resource Recovery Facility (SCRRF), and the Little Creek Resource Recovery Facility (LCRRF) process and treat wastewater for approximately 195,000 metered customers and a service area population of approximately 600,000.

For our National Pollutant Discharge Elimination System (NPDES) permitted wastewater treatment facilities (NRRRF, SCRRF and LCRRF), wastewater is treated both physically and biologically. As the wastewater enters the plant it goes through the area called preliminary treatment which is a physical process to remove debris, sand, and other inorganics that can't be biologically treated. The first stage of treatment is referred to as primary treatment and is a physical process to remove the settleable and floatable organics.

The second stage of treatment is a biological process referred to as "activated sludge" in which microorganisms consume organic matter (suspended and dissolved) and convert ammonia-nitrogen to nitrogen gas through the process of nitrification/denitrification. The microorganisms are separated from the treated water by secondary clarification and returned to the biological process. In the final stage, the clarified water is filtered by sand filters and disinfected by UV disinfection before it is metered and returned to the Neuse River.







Neuse River Resource Recovery Facility (NRRRF)

Originally constructed in 1977, the NRRRF was designed to serve the City of Raleigh and surrounding communities. The facility is located in Wake County, approximately 12 miles southeast of Raleigh, near the Johnston County line and currently can treat up to 75 MGD.

The City of Raleigh's NRRRF <u>did not</u> experience any NPDES permit (NC0029033) performance violations during the past fiscal year, while treating an average of 48.5 million gallons per day. Through improvements and continued excellent operation of the facility, the NRRRF has maintained 18 consecutive years of 100% compliance, resulting in the facility's Platinum 18 Award issued by the National Association of Clean Water Agencies (NACWA). The solids stabilization process is being converted from aerobic digestion to anaerobic digestion which will provide a renewable fuel source for natural gas-powered vehicles in the City's bus fleet and reduce overall biosolids volume.

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Little Creek Resource Recovery Facility (LCRRF)

The LCRRF was designed to serve the Town of Zebulon and was transferred to the City of Raleigh on October 1, 2006. The plant is located in Zebulon, approximately 24 miles east of Raleigh and operates with a capacity of 2.20 MGD.

The LCRRF <u>did not</u> experience any NPDES permit (NC0079316) violations during the past fiscal year while treating an average of 1 million gallons of wastewater per day. The LCRRF has earned a NACWA Platinum 6 Award with no discharge violations occurring during the past 6 years. The facility has been in 100% compliance 13 out of the past 14 years.

The following table shows the permit limits and performance history of the resource recovery facilities for this reporting period:

Smith Creek Resource Recovery Facility (SCRRF)

The SCRRF was designed to serve the Town of Wake Forest and was transferred to the City of Raleigh on July 1, 2005. The plant is located in Wake Forest, approximately 14 miles north of Raleigh and operates with a capacity of 3.0 MGD.

The SCRRF <u>did not</u> experience any NPDES permit (NC0030759) performance violations during the past fiscal year, while treating an average of 2.3 million gallons of wastewater per day. As a result of the SCWWTP experiencing 100% compliance, it received the Platinum 16 Award, which is issued by NACWA for 16 consecutive years of such compliance.

2020-2021 Annual Report Data for Plants

	Parameter	Permit Limit	NRRF	LCRRF	SCRRF
	Ammonia-Nitrogen (mg/L)	2.00/1.00/1.00	0.06	0.00	0.05
	Fecal Coliform (col/100mls)	200	1.0	1.5	1.0
	Biological Oxygen Demand (mg/l)	5.00	0.10	0.00	0.30
	Total Suspended Solids (mg/l)	30.00	0.00	0.10	0.60
	Total Phosphorous (mg/l)	2.00/1.00/2.00	1.33	0.41	0.19
	Total Nitrogen		Permit Limit 687,373 pounds	Permit Limit 26,660 pounds	Permit Limit 70,814 pounds
	(annual pounds)		Actual Pounds 247,929	Actual Pounds 5,589.31	Actual Pounds 30,301
	Average Daily Flow (MGD)	60.0/2.20/3.0	48.509	1.004	2.257





REUSE WATER PROGRAM

Reuse or reclaimed water [used interchangeably] is defined in North Carolina as effluent from a wastewater treatment plant that is treated to an exceptional high level. Traditionally, reuse or reclaimed water has been utilized primarily to replace potable water in applications where non-potable water is sufficient such as golf course irrigation and industrial cooling towers. Following the severe droughts of 2002, 2005 and 2007, the construction of a reuse water system was an important part of the City's overall strategy to reduce potable water demand and improve drought resilience. This benefit remains a critical element of the City's future drinking water supply plans, as there is also potential to use direct potable reuse water at the Dempsey E. Benton Water Treatment Plant to augment current drinking water resources.

However, due to a Federally promulgated nutrient management strategy implemented in 2003 for the Neuse River basin, reuse water has increasingly become a highly valuable tool to help municipal wastewater treatment facilities comply with these rules. The Neuse River nutrient management strategy strictly limits nutrient (total nitrogen) discharges from wastewater point sources such as the Neuse River Resource Recovery Facility. The City of Raleigh was allotted a total nitrogen allocation, or total maximum discharge limit (TMDL), which translates to a total nitrogen poundage limit on an annual basis. In response, the City upgraded it treatment facilities to comply with the requirements and has been a national leader in nitrogen removal performance.

The ongoing expansion of the reuse system is also a crucial part of this effort, as it diverts treated wastewater and the associated nitrogen poundage from being discharged to the Neuse River.







REUSE WATER PROGRAM (cont)

Reuse Distribution System

The NRRRF uses reuse water for irrigation of the agricultural land that serves the facility. From July 1, 2020 to June 30, 2021, approximately 45 million gallons of reuse water was used to irrigate cropland.

The reuse system has bulk reuse water loading stations at the Neuse River Resource Recovery Facility and Little Creek Resource Recovery Facility . "Bulk" distribution of reuse water allows certified landscape contractors or citizens to obtain reclaimed water at no cost if that person will transport and responsibly use the reclaimed water for approved purposes. The location of the bulk reuse facilities are as follows:

Neuse River RRF - 8500 Battle Bridge Road, Raleigh, NC Little Creek WWTP - HWY 39 (behind the Mudcats Stadium), Zebulon, NC

The Raleigh Water service area system also includes a reuse pipeline distribution system and an elevated storage tank. Reuse water is provided to North Carolina State University for use at their physical plant for non-potable demands. Raleigh Water also operates the Zebulon service area reclaimed water distribution system, which takes treated effluent from the Little Creek Resource Recovery Facility and provides the product to six permitted customers through 21,400 linear feet of distribution pipe and a 250,000 gallon elevated storage tank.

The following chart shows the total amount of reuse water distributed by the various reuse systems for the reporting period of July 1, 2020 through June 30, 2021.

NRRRF Bulk Reuse Flow	LCRRF Reuse	NRRRF	NRRRF Reuse Distribution (off-site)		
	Distribution Flow (includes	Reuse Irrigation Flow			
	bulk)				
1,579,526 gal	59,022,799 gal	45,477,000 gal	279,051,300 gal		







BIOSOLIDS PROGRAM

Sludge is a by-product of all wastewater treatment plants. Biosolids are defined as treated, stabilized sludge and are produced at two of the City's wastewater treatment plants. The City beneficially reuses these biosolids by processing them into products that can be utilized by local farmers, landscapers and homeowners on both public and privately owned land. Close monitoring of these biosolids product constituents, environmental conditions and the utilization of extensive pretreatment methodologies allow the city to ensure that these products are safe for their intended use.

Putting Biosolids to Work

The sludge from the Smith Creek Resource Recovery Facility is discharged into the city's sewer collection system and is recovered and processed into biosolids at the Neuse River Resource Recovery Facility. The Little Creek Resource Recovery Facility solids, and a portion of the solids produced at the Neuse River facility, are processed into a Class B biosolids product. This product is then beneficially reused on the City's farm and by local farmers as a fertilizer on agricultural crops. The nutrients in the biosolids are taken up by the crops, which are then harvested and sold for non-human uses such as animal feed.

Further information concerning the biosolids program can be obtained by calling 919-996-3700 or by email at Biosolids@raleighnc.gov.

Environmental Management Systems

An Environmental Management System integrates environmental considerations into day-to-day decision making and operations. It is also used for improving organizational performance over time. The Neuse River Resource Recovery Facility is a 14001:2015 certified facility.

The Environmental Management System has to be re-verified by an independent third-party auditor. Re-verification occurs every three years with surveillance audits of the program conducted annually. This re-verification certifies the Neuse River Resource Recovery Facility has an effective emergency management system that:

•Supports continual improvement of environmental performance •Meets regulatory compliance obligations

- •Uses good management practices, and
- •Creates meaningful opportunities for public participation.





Internal and Interim Audits

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Biosolids Program (cont)

Internal audits help identify strengths and weaknesses of the environmental management program and allow for opportunities to improve the system. Seven internal audits were conducted in 2020 on Documented Information; Compliance Obligations; Corrective Action; Environmental Objectives; Pretreatment; LCRRF High Flow Events; and SCRRF High Flow Events to verify that these processes were functioning effectively and as intended. Findings identified during these audits were addressed through the corrective action process.

The ISO 14001:2015 EMS requires the environmental management system be re-verified every three years with annual surveillance audits conducted in the years between re-verification audits. The third-party surveillance audit was conducted in mid-February 2021. There were no nonconformances identified and two opportunities for improvement as a result of the audit.

To coincide with its biosolids EMS, the NRRRF implemented an ISO 14001 EMS for the wastewater treatment operations at the plant. In February of 2014, the NRRRF received ISO 14001:2004 certification for its wastewater EMS; NRRRF was recertified in 2017 to the upgraded ISO 14001:2015 standard. Results of the third-party audits are available by contacting Emily Fentress, Utilities Coordinator at: <u>Emily.Fentress@raleighnc.gov</u> or calling 919-996-3680. Additional information may also be found on our website at:

https://www.raleighnc.gov/environment/content/PubUtilAdmin/Articles/Biosolids.html

Regulatory Compliance:

- □ 100% regulatory compliance by NRRRF, LCRRF, & SCRRF
- □ All of the City's biosolids contractors achieved 100% compliance with City contract requirements
- Contractor activities include hauling, spreading, and composting. Routine observations are performed by City staff to ensure contractor adherence to applicable regulations.
- □ All biosolids produced and distributed met all EPA 40 CFR 503 compliance requirements
- NRRRF, SCRRF, and LCRRF received Platinum awards from the National Associations of Clean Water Agencies (NACWA) for 100% regulatory NPDES compliance.
- □ Received recertification of ISO 14001 EMS
- FY21 Targets & Objectives: 5 of the 8 objectives were completed; the remaining 3 are being continued into FY22

FY22 Objectives & Initiatives:

- □ Meet or exceed regulatory compliance obligations across Utility operations
- Recruit a competent, safety focused workforce that is representative of the community we serve
- □ Invest in employee knowledge, skills, and well-being to support our vision to be a world-class utility
- Plan and prepare for emergencies and recovery to ensure continuity of operations
- Employ continuous improvement practices to improve operations across the Utility
- Optimize energy usage, cost, and intensity to reduce carbon footprint
- Protect and maintain the assets and enhance operations necessary to ensure system reliability
- Build stronger partnerships with industry stakeholders, including government entities, professional associations, peer utilities, and contractors





How you can Help!

YOUR TOILET IS NOT A TRASH CAN!



<u>NEVER</u> FLUSH ANY OF THE FOLLOWING ITEMS DOWN YOUR TOILET.

Actually don't put them down your garbage disposal or drain either!

- Baby/Facial/Cleaning Wipes
- Tampons
- Sanitary Napkins
- Medication
- Hair
- Dental Floss
- Cotton Swabs/Balls
- Bandages
- Rags and Towels
- Rubber Items (like latex gloves)
- Fat, Cooking Oil or Grease
- Clothing Labels
- Candy/Food Wrappers
- Syringes
- Cigarette Butts
- Disposable Toilet Brushes
- Kitty Litter
- Aquarium Gravel
- Plastic Items
- Diapers
- Fruit Stickers
- Paper Towels

ONLY FLUSH THE 3 P'S



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Raleigh Water is committed to protecting the quality of the Neuse River and the environment. The water returned to the Neuse River from the NPDES permitted wastewater treatment plants is of higher quality water by most parameters than the water in the river itself.

While grease continues to be a significant cause of sanitary sewer overflows in the sewer collection system, you can help Raleigh Water reduce the number of overflows by following these simple steps:

- Collect grease, fats and oils from cooking in a container and dispose of it in the garbage instead of pouring it down the drain.
- Place a wastebasket in each bathroom for the disposal of solid waste, disposable diapers, baby wipes, disinfecting wipes, condoms and personal hygiene products. These products **DO NOT** belong in the sewer system.

Wastewater collection systems are designed to handle *only* three things –used water, human body waste and toilet paper. It is very important to keep all foreign materials, such as grease and other household debris from entering the system, as these can cause blockages. Most sewer backups occur between the house and the City's sewer main. The property owner is responsible for correcting this problem.

Many disinfecting wipes and baby wipes are touted as disposable, and some are even labeled as flushable, but both contribute to sanitary sewer overflows (SSOs) throughout the sanitary sewer system. Their cloth-like material doesn't break down in the sanitary sewer system like toilet paper but rather blocks sewer lines and clogs pumps throughout the system, which increases maintenance and repair costs. Please help the city reduce costs and protect the environment by disposing of these items in the trash rather than in the sewer system.

Managing unused or expired medications is a safety and an environmental concern. Proper disposal will prevent medications from entering soil and groundwater. Where available, take unwanted or expired medications to a local collection site. The following link includes medication drop locations: <u>http://www.wakegov.com/humanservices/publichealth/Pages/dropbox</u>



Property owners are responsible for the care and maintenance of service lines from their homes or businesses to the sanitary sewer mains in the street. The Raleigh City Code also prohibits property owners from planting trees, shrubs and other vegetation on sewer lines and easements, covering manholes, erecting fences or permanent structures on sewer lines and easements, or damaging sewer lines in any manner.

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REPORT SANITARY SEWER OVERFLOWS (SSOs) AND WATER MAIN BREAKS: To report a sanitary sewer backup, overflow or a water main break please call the City of Raleigh Public Utilities Department at **919-996-3245** (24/7). Thanks for your help!

\$50 SSO REWARD PROGRAM

The City of Raleigh has a Sanitary Sewer Overflow (SSO) Reporting Reward Program. In this program, concerned citizens who are the first to notify the City of an SSO that they observe are rewarded monetarily with a **\$50** check. By promptly reporting the overflow, the City is able to minimize the impact of the overflow to the environment. Although the Public Utilities staff frequently inspect the sanitary sewer collection system every day, with 2,500 miles of sewer mains in the City's service area to maintain, the City certainly needs the help of customers and citizens to find and report these problems when they occur.

Illegal Dumping Reward Program - \$5,000 Reward

Raleigh's service area currently has approximately 2,000 Food Service Establishments (FSEs) that generate grease and that are required to install grease interceptors. The Department is concerned that some of this wastewater from these grease interceptors is being illegally dumped into the sanitary sewer system. Grease and other materials illegally dumped can lead to sanitary sewer overflows (SSOs), which are a public health, environmental and regulatory concern. Reporting a problem or an illegal dumping incident could earn you a \$5,000 reward if you are the first to notify the Public Utilities Department of a confirmed illegal dumping incident. To report anything suspicious or a suspected illegal dumping incident, contact the City of Raleigh Public Utilities Department at 919-996-3245 (24/7).

Property Manager Grease Management Kit

If you reside in an apartment or condo community, make sure your property manager is aware of our Grease Management Kit, which is available to any multi-family community in our service area. The kit is free of charge and includes grease pan scrapers, universal can lids (for grease storage), brochures and informational thumb drives that can be distributed to residents. Keeping grease out of the drain not only can help prevent SSO's in the sewer system, but can also help keep facility plumbing clear and avoid expensive plumbing bills. More information is available at our website or call 919-996-2334:

https://raleighnc.gov/services/content/PubUtilAdmin/Articles/SanitarySewerOverflows.html



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