

# West<sup>2</sup>Tec

2018

## Industrial Pretreatment Programs

Improving Communications, Relationships,  
and Outcomes

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INDUSTRIAL PRETREATMENT...

... AIN'T ONLY ABOUT THE WASTE.






## HERE'S WHAT TO EXPECT TODAY...

- No perfect scenarios
- No one right way
- No great philosophies

Instead...

- Some ideas, experiences, and stories with good endings
- 



BUT FIRST...

• ***IT'S TIME FOR SOME  
ENTERTAINMENT!***



# WHAT DID WE LEARN?

- REGARDLESS OF YOUR ROLE, RESPONSIBILITY, OR EXPERTISE, IT TAKES...
  - UNDERSTANDING
  - COMMUNICATION
  - COOPERATION
    - SUPPORT
  - FOCUS ON GOAL[S]



# LET'S START AT THE BEGINNING...

- PROGRAM START-UP
    - SURVEY / QUESTIONNAIRE
    - PERMIT APPLICATION
    - SITE VISIT
    - ISSUING PERMIT
    - MONITORING & REPORTING REQUIREMENTS
- 



## DIFFERENT ROLES, SIMILAR GOALS

- IDENTIFY & REINFORCE

- ❖ GOALS OF PRETREATMENT PROGRAM


- ❖ RESPONSIBILITIES OF PLAYERS

- ❖ MEASURES OF SUCCESS





# WITH WHOM ARE YOU DEALING?

- GET TO KNOW MORE THAN JUST YOUR INDUSTRIAL CONTACT.
  - WHO IS THEIR DIRECT REPORT, PLANT MANAGER?
  - IS THERE AN OFFSITE HIERARCHY?
  - WHO CALLS THE SHOTS?
- 





# KEEP YOUR EYE ON THE PRIZE.

PROTECT THE WATERS OF THE  
COMMONWEALTH



The image features a light gray background with a subtle gradient. In the top-left and bottom-right corners, there are clusters of realistic-looking bubbles of various sizes, some with highlights and shadows, giving them a 3D effect. The text "NOW FOR THE STORIES!" is centered in the middle of the image in a bold, black, sans-serif font.

**NOW FOR THE STORIES!**



**WE'RE TALKING...**

**BOO'S**

**MOO'S**

**&**

**BREWS**





BOO'S

THE STORY OF THE...

***'GHOST' CYANIDE***





ONCE UPON A TIME IN  
'BATTERY PARK'...

*EVERYONE IS GOING ABOUT THEIR  
DAILY LIVES, WHEN SUDDENLY...*

THE 'GHOST' APPEARS



# DURING ANNUAL ROUTINE SAMPLING...

- HIGH CYANIDE READINGS (NO WAY!?)
- TRACKING DOWN PROCESS POSSIBILITIES
- LAB STARTED SAMPLING FOR FREE CN INSTEAD OF TOTAL CN. INTERFERENCE EFFECTED FREE MORE THAN TOTAL
- SPLIT SAMPLES REVEALED A PROBLEM
- EPA ADVISED YOU CANNOT SELECTIVELY IGNORE RESULTS FROM A CERTIFIED LAB [AFTER 2<sup>ND</sup> YEAR]
- GHOST CYANIDE HITS CAUSED CONCERN WITH POTW DUE TO ADDITION OF OXIDIZER LIKE CHLORINE
- AFTER RECEIVING RESULTS EVERYONE RAISED A FLAG AND GOT COOPERATION FROM LAB.

# CHASING A SOLUTION

- LAB BOUGHT DEP IN TO AUDIT CYANIDE PROCEDURES AND FOUND INTERFERENCES IN NON-POTABLE TESTING FROM THEIR POTABLE TESTING PROCEDURES.
- CONSULTANT SUGGESTED MORE FREQUENT SAMPLING.
- AGAIN, THE APPROACH AND RELATIONSHIP YOU HAVE WITH COLLEAGUES, CUSTOMERS, AND REGULATORS WILL GO A LONG WAY. HOWEVER...
- YOU SHOULD NEVER TAKE ADVANTAGE OF THAT.



**MOO'S**

**UH OH!**

**THERE'S TROUBLE AT THE DAIRY!**

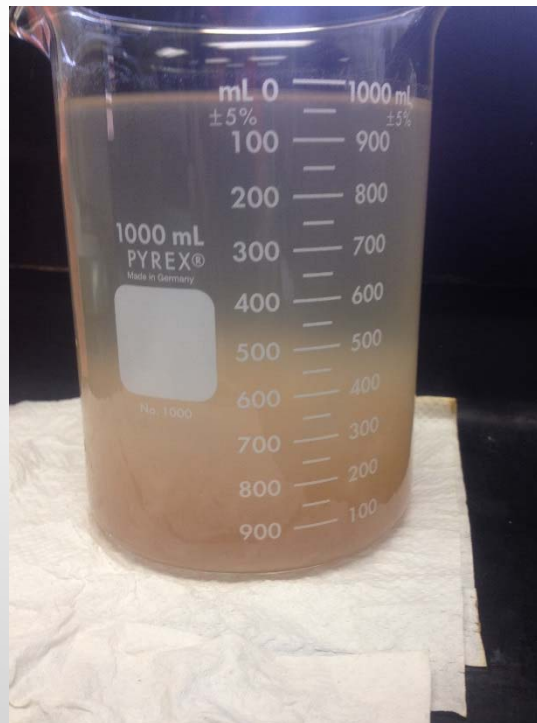




**SO, THIS IS WHAT I FOUND WHEN I  
ARRIVED AT WORK.**




# POOR SETTLING





## ○ HISTORY OF POOR RELATIONS WITH IU

- INDUSTRIAL OPERATOR WAS DECEPTIVE, ETC.
  - LATER FOUND TO BE FALSIFYING RECORDS
- 

THIS IS WHAT HAPPENS!




# JUST KEEP TALKING...

- IU SOUGHT THE ADVICE AND RECOMMENDATIONS OF POTW
- LATER, INDUSTRY AGREED TO USE THE SAME CONSULTANT AND THE RELATIONSHIP CONTINUED TO IMPROVE BECAUSE OF SHARED GOALS AND COMMITMENTS
- PERHAPS WATER CONSERVATION EFFORTS REDUCED FLOW AND THEREFORE INCREASED DETENTION TIME



# PROBLEM FOUND, PROBLEM SOLVED!

- FILAMENTOUS ISSUES DUE TO LONG DETENTION TIME IN EQ TANK.
  - EVENTUALLY LOWERED FLOATS IN TANK TO REDUCE EQ TANK LEVEL AND DETENTION TIME
- 



## AND THE RELATIONSHIP IMPROVES

- AFTER 'CHANGING OF THE GUARD' BORO RELEASED SOME SELF-MONITORING RESPONSIBILITIES BACK TO THE INDUSTRY
- 



**BREW'S**

**WHO LIKES BEER?**







**MICROBREWERIES ARE POPPING UP  
EVERYWHERE!**

**(AND THAT'S A GOOD THING, RIGHT?)**



# PROBLEM

- BUSINESS IS GOOD
- SURCHARGES WERE THROUGH THE ROOF
- FALLING BEHIND ON SURCHARGE PAYMENTS
- CITY ORDERED THEM TO HIRE CONSULTANT TO INVESTIGATE POLLUTION REDUCTION MEASURES

# WORKING TOGETHER

- POTW RECOGNIZED THE STRAIN ON THE MICROBREW AND OFFERED TO FORGO SURCHARGING THE INDUSTRY IF THEY AGREED TO PUT THOSE FINANCIAL RESOURCES TOWARDS WASTE TREATMENT

# HEY, HOW ABOUT THIS?

- THOUGHTS OF INJECTING THE STRONG WASTE DIRECTLY INTO THE ANAEROBIC DIGESTER TO INCREASE GAS PRODUCTION WHILE CONSIDERING COGENERATION
- CONTINUE CREATIVE THINKING OF BENEFICIAL RE-USE OF WASTESTREAMS

# WHY?

- ALL THIS WAS IN THIS INTEREST OF SUPPORTING NEW, THRIVING BUSINESSES / ECONOMIC BENEFIT



*Questions?*



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*Thank you!*



*Cheers!*