



MISSION STATEMENT

The mission of the Industrial Waste & Backflow Compliance Unit (IWBC) is to protect the City's 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.

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Inside This Issue:

Compliance Assistance	2
What's Happening at PWD	3
Pretreatment Awards Program	4
IWU Contact Information	4

What's Inside?

In this issue, the Compliance Assistance section covers Significant Non-Compliance (SNC) and How to Avoid Receiving One.



SEMI-ANNUAL COMPLIANCE REPORT REMINDERS

1. Ensure all paperwork is included to avoid incomplete reports.
2. Complete all reports at least 10 days before due date to allow for mailing time.
3. Make sure you mail your report to the correct Permit Administrator. The mailing address for your Semi-Annual Compliance Report is:

Baxter Water Treatment Plant
9001 State Road
Philadelphia, PA 19136



DEADLINE REMINDER



Semi-Annual Compliance Reports are Due NO LATER THAN July 31, 2020.

Submitting your Semi-Annual Compliance Report more than 30-days late is considered Significant Non-Compliance.

Compliance Assistance: Significant Non-Compliance (SNC)

Users who find themselves in Significant Non-Compliance (SNC) are subject to enforceable compliance schedules, increased sampling, mandatory fines and permit revocation.

What is an SNC and What Does it Mean to your Facility?

An Industrial User is in Significant Non-Compliance (SNC) when any Pretreatment Standards or Requirements are not met. Users can be in SNC if it meets one or more of the following criteria:

REPORTING

Failure to provide any required reports within thirty(30) days after the report's due date including:

- ◆ Periodic Compliance Reports
- ◆ Spill Prevention and Slug Control Plans
- ◆ Semi-Annual Compliance Reports
- ◆ Responses to Notices of Violations
- ◆ Baseline Monitoring Reports

SAMPLING AND MONITORING

Monitoring for any parameter less than 100% of the total sampling events required by the Permit.



Failure to report noncompliance accurately

- ◆ Incomplete Reporting — Reports and notifications are timely submitted but contain errors or omissions.
- ◆ Intentional Falsification of Reports — The Industrial User has intentionally falsified reports or documents.

Examples of sampling violations:

- ◆ Failure to sample for any required parameters
- ◆ Failure to follow proper sampling protocols
- ◆ Failure to sample at the appropriate point
- ◆ Failure to sample as frequently as required in the Wastewater Discharge Permit (sampling twice in a month to avoid sampling consecutive months)

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

Happening at PWD

PWD Maintains Service During COVID-19 Response

Through all the challenges posed by the COVID-19 pandemic this year, the Philadelphia Water Department has remained dedicated to providing our core services while keeping our employees and customers safe.

While we have had to make many adjustments, ensuring for clean water and clean waterways is always our top priority.

We thank members of the Industrial Waste community for working with us.

As the City works to reopen, we are bringing staff who cannot work from home back to their stations. Emergency repair work was never halted, and standard infrastructure work resumed in May 2020.

With many customers impacted financially due to the pandemic, we have paused all shutoffs through at least Aug. 31.

We are working to provide assistance and payment agreements for those behind on water bills.

To see the latest information on how COVID-19 is impacting PWD, visit water.phila.gov/covid-19/



Leadership Change at IWBC

In order to assist with PWD's response to the pandemic, former head of the Industrial Waste & Backflow Compliance Unit, Nicole Charlton has been appointed as COVID-19 response coordinator.

Jennifer L. Moore will now lead the IWBC.

Jennifer has served at PWD for the last 12 years. She holds a Master of Science in Civil Engineering (M.S.C.E) from Temple University.

She can be contacted at Jennifer.L.Moore@phila.gov with questions.

PWD congratulates Nicole and Jennifer on the new positions!

PWD Pretreatment Program Awards

PWD Pretreatment Program Awards will be given in recognition of continued Industrial User compliance with the Pretreatment Program. In order to qualify for an award, you must have:

- ◆ Monitored 100% of all Required Samples
- ◆ Submitted all Reports on Time
- ◆ Not Received any Monitoring Violations During the Year

Different award levels are based on how long the Industrial User has achieved continuous compliance.

BRONZE - Awarded for 1 to 3 years of continuous compliance

SILVER - Awarded for 3 to 5 years of continuous compliance

GOLD - Awarded for 5 to 10 years of continuous compliance

PLATINUM— Awarded for 10+ years of continuous compliance

These awards are PWD’s way of giving recognition to those who work hard to achieve compliance with the treatment program and the Water Department Regulations. It is only with your cooperation and hard work that this program can successfully meet its goals of protecting the City’s wastewater treatment plants and the state’s freshwater resources.

This is our PLATINUM year of the 100% Compliance Pretreatment Awards. The award notifications are delayed due to the COVID-19 situation. The Pretreatment Award recognition list will be published in a special edition. “Congratulations” and “Job Well Done” for all Industrials Users that maintained their continued compliance throughout 2019!



Industrial Waste & Backflow Compliance Unit 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
 Fax 215-685-6232



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 & Backflow Compliance Online at: www.phila.gov/water/IWU.html