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**HANOVER COUNTY**  
**DEPARTMENT OF PUBLIC UTILITIES**

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DIRECTOR OF PUBLIC UTILITIES

PUBLIC UTILITIES OFFICE  
PHONE: (804) 365-6019  
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Note: This letter was sent to customers in Jan. 2005. Similar mailings occurred during April, June, and July of 2004.

Dear Commercial or Industrial Customer;

Your current water and sewer bi-monthly bill from the Department of Public Utilities includes a strong waste surcharge.

On April 14, 2004, the Hanover County Board of Supervisors approved amendments to the Sewers and Sewage Disposal Section of the Hanover County Code to increase the Strong Waste Surcharge and establish a Re-inspection Fee for grease interceptors (traps). These changes were adopted to reflect the costs associated with the treatment of Strong Waste; changes in current and pending State and Federal regulations; a requirement in the County's wastewater treatment permit; and the need to address occurrences of sanitary sewer backups caused by grease.

Prior to approval by the Board of Supervisors, the ordinance changes were published in the Herald Progress on March 15, 2004 and March 22, 2004. A Public Hearing was held on March 31, 2004 at 7:00 p.m. in the Board Room of the Hanover County Administration Building. To assist in determining if the ordinance change would impact your businesses, there was an informational meeting held on May 10, 2004 at 2:00 p.m. in the Board Room of the Hanover County Administration Building. An announcement of the informational meeting was mailed to all commercial and industrial customers on April 26, 2004. Brochures regarding strong waste were included in the June/July 2004 bills.

Attached is summary information regarding the ordinance amendments and ways to limit the impact on your business. For additional information regarding the new requirements, how to limit Strong Waste discharges or how to properly maintain grease interceptors, please contact Customer Service at (804) 365-6024.

Sincerely,

Frank W. Harksen, Jr., Director



## COUNTY OF HANOVER COUNTY DEPARTMENT OF PUBLIC UTILITIES

### NEW STRONG WASTE & GREASE INTERCEPTOR REQUIREMENTS

- Strong Waste
  - Sample to establish waste strength will be obtained annually
  - Interim samples may be taken at owner's expense (typically limited to one additional sample annually)
  - All sample results will be averaged to establish surcharge
- Amended Strong Waste Surcharge Rate Per Bi-monthly Billing Period:
  - Twenty-four dollars and twenty-four cents (\$24.24) per hundred weight for BOD in excess of 250 milligrams per liter, and
  - Fifteen dollars and eighty-three cents (\$15.83) per hundred weight for suspended solids in excess of 250 milligrams per liter.
- Actions to Limit Strong Waste Discharge
  - Limit Fats, Oils & Grease (FOG)
  - Reduce the Use of Harsh Chemical Cleaners
  - Collect Chemical Waste in Sealable Containers and Dispose of Accordingly
  - Conserve Water – Surcharge Amount Increases with Water Use
  - Control Grease Discharge
  - Limit/control Use of Food Grinders
  - Limit Dough Products & Sugars
- Strong Waste Implementation
  - Non-Food Service Industry
    - Begin Sampling – 7/1/04; Begin Billing – 1/1/05
  - Food Service Industry
    - Begin Sampling – 1/1/05; Begin Billing – 7/1/05
- Grease Interceptor (trap) - All food service establishments are required to have a properly maintained grease interceptor.
- Actions to Limit Grease Interceptor Maintenance
  - Do Not pour Fats, Oils and Grease down the drain
  - Reduce or eliminate the use of sink grinders
  - Place food waste in the trash
  - Scrape cookware, bake ware, and dishes into trash prior to cleaning
  - Dry wipe FOG prior to washing dishes etc.
  - Collect and recycle used cooking oil (used in other products)
  - Pump out grease interceptor on a regular interval
- Grease interceptors will be inspected annually. Failing grease interceptors will continue to be re-inspected until a passing inspection is obtained.
  - Re-inspection fees:
    - \$80 – up to two grease interceptors per site
    - \$40 – each additional grease interceptor per site