

**WOONSOCKET REGIONAL WASTEWATER COMMISSION
11 CUMBERLAND HILL ROAD
WOONSOCKET, RHODE ISLAND 02895-4819**

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February 8, 2015

Mr. David Turin
USEPA New England
5 Post Office Square
Boston, MA 02109-3912

Dear Mr. Turin,
Enclosed please find a copy of the "CMOM Program Implementation Annual Report for 2014" as required by the Administrative Order issued by the USEPA to the City of Woonsocket.

Also please find attached SSO report, budget items and personnel job specifications as referred to in the report.

Please feel free to contact me at 401-766-0555 ext 5122.

Sincerely yours

Adel Banoub

Adel Banoub
Acting Wastewater Superintendent

cc: Mayor Lisa Baldelli-Hunt
Michael Annarummo, City
Steven D'Agastino, PWD
Alan Brodd, P.E
Bill Patenaude, RIDEM
Reney Ann Mondoux City of Woonsocket
Paul Rodman, VWNA
John Oatley, VWNA



**City of Woonsocket
Sewer Collection System**

Annual Report

2014

As per EPA order No. 07-035, the City of Woonsocket is pleased to submit their Wastewater Collection System third annual report. During the calendar year 2014 the City of Woonsocket made progress in many areas at the collection system such as flushing and cleaning, CCTV, controlling fat & oil and grease, and spot repairs. In the past six years the City repaired 124 segments. 84 were structural repairs at a total of \$582,127.63 and 40 I/I repairs at a cost of \$184,045.70 at a total spending of \$766,173.33. during the last six year the I/I repairs resulted in removal of over 362,710 GPD from the system.

This report will follow the format as required by the EPA Order of 07-035:

A) Summary listing of all SSO:

During the calendar year 2014 the System has received a total of 40 complaints, and only **one** complaint was reportable SSO. Details of this SSO can be found in Attachment (A)

The table blow summarizes the details of all complaints and other activities by the Sewer Division.

MONTH	TOTAL COMPLAINTS	TOTAL SSO	TOTAL # OF CITY SEWER BLOCKAGES	TOTAL # OF HOMEOWNER BLOCKAGES	OTHER COMPLAINT ISSUES
January-14	8	0	1	5	2
February-14	6	0	0	5	1
March-14	4	0	1	2	1
April-14	2	0	0	1	1
May-14	1	0	0	0	1
June-14	2	0	0	2	0
July-14	0	0	0	0	0
August-14	2	0	1	0	1
September-14	4	0	0	3	1
October-14	5	0	0	2	3
November-14	4	0	1	1	2
December-14	2	1	1	1	0
Totals	40	1	5	22	13

DATE	TIME CALLED	TIME RESPONDED	LOCATION	OWNER NAME	PHONE NUMBER	AREA OF DISCHARGE	CAUSE
1/5/2014	8 pm	8:30 pm	60 Rathbun St	Ray Beaudion	401-659-7864	Sink & toilet	Grease in main
1/11/2014	5:30 pm	6:00 pm	329 Second Ave	Roger Helm	508-353-5754	Main line	Debris
1/13/2014	7 am	7:30 am	241 N Main St	Fire Chief	401-765-2500	Floor drain	Debris
1/15/2014	12:30 pm	1:00 pm	136 Lyman St	J. Plante	401-597-5705	Blocked lateral	Blocked lateral
1/21/2014	8:05 pm	8:40 pm	119 Lucille St	Dobra Dumas	401-766-6170	Blocked lateral	Blocked lateral
1/23/2014	7:30 am	8:00 am	136 Lyman St	Mary Plante	401-258-1869	Blocked lateral	Roots
1/26/2014	5:30 pm	6:10 pm	106 Cottage St	Mark Harman	401-479-6789	Basement	Blocked lateral
1/31/2014	7:30 am	7:45 am	186 Park Ave	Erica Amaral	401-766-5747	Blocked lateral	Blocked lateral
2/3/2014	5:45 pm	6:30 pm	Lyman St	PWD	401-659-7864	Main line	Sands in main line
2/5/2014	11:00 pm	11:45 pm	126 Monty Ave	Bill Pugler	401-762-2625	Toilet	Blocked lateral
2/9/2014	4:30 pm	5:00 pm	221 Gladue Ave	Brenda Paquinn	401-766-5356	Sink	Blocked lateral
2/24/2014	9:45 am	10:00 am	76 Jenckes St	Lou Beadet	401-769-4014	Toilet	Blocked lateral
3/5/2014	2:00 pm	2:30 pm	110 Willow St	Robert Lane		Drain	Blocked lateral
3/8/2014	6:00 pm	6:21 pm	247 Boyden St	Bob Mario	401-766-9299	Blocked lateral	Blocked lateral
3/22/2014	1:49 pm	2:30 pm	164 Dana St	Jerry Cardon	401-762-2523	Blocked lateral	Blocked lateral

429/2014	9:30 am	9:40 am	1055 Rodman St	Robert Saillant		Blocked lateral	Blocked lateral
5/3/2014	1:25 pm	2:00 pm	44 Newland Ave	David Harpin	401-658-0729	Odor	Blocked lateral
6/16/2014	9:00 am	(:16 am	566 S. Main St	Leo Collard	401-767-2194	Blocked lateral	Blocked lateral
6/24/2014	11:33 am	12:00 pm	1088 Diamond Hill Rd	Roger Vicatteri	401-651-7555	Blocked lateral	Blocked lateral
8/4/2014	11:00 am	11:30 am	344 Gauthier Dr	Steven Thibault		Odor	Broken Sewer Main
8/9 2014	6:20 pm	6:40 pm	Lydia Ave	Call service		Main sewer blocked	Main sewer blocked
8/18/2014	5:10 pm	6:00 pm	160 Asylum St	Jason Peloquin	401-257-8287	Odor	No odor were detected
9/8/2014	11:20 am	11:45 am	37 Alice Ave	Robert	401-769-0486	Noisy MH	Repaired
9/15/2014	3:30 pm	3:45 pm	122 Woodhaven Rd	Christine Labrun	401-762-4378	Blocked lateral	Blocked lateral
9/15/2014	4:55 pm	5:00 pm	50 Wagon Wheel Lane	Robert Young	401-762-0066	Odor	No odor were detected
9/16/2014	7:15 am	7:35 am	50 Wagon Wheel Lane	Robert Young	401-762-0066	Odor	No odor were detected
10/10/2014	2:00 pm	2:10 pm	32 Mechanic Ave	Main. Dept	401-639-9115	Basement	Roof drain pipe
10/16/2014	11:30 am	11:45 am	20 Cumberland Hill Rd	Ground Keeper	401-769-0486	Noisy MH	Repaired
10/20/2014	12:30 pm	1:00 pm	128 Pine Crest Dr	Vanessa Gatano	401-480-0588	Blocked lateral	Blocked lateral
10/24/2014	11:32 am	12:32 pm	392-404 Second Ave	HEDCO Housing	401-762-2600	Blocked lateral	Blocked lateral
11/13/2014	7:30 am	7:40 am	120 Ray Ave	Celeste Dion		Odor	No odor were detected

11/15/2014	10:54	11:15 am	504 N. Main St	Joe Pelletier	401-762-4172	Basement	No odor were detected
11/20/2014	10:17 am	10:52 am	284 Elm St	Tim Chambers	508-809-0845	Blocked lateral	Blocked lateral
11/26/2014	7:40 am	8:00 am	Seabury St	City Hall	401-762-6400	Main Sewer	Blocked main Line
12/22/2014	9:00 am	9:30 am	260 Robinson St	Raymond Beadoin	401-769-3213	Blocked lateral	Blocked lateral
12/31/2014	2:15 pm	2:35 pm	Diamond Hill PS	Jim Lauzon	401-356-1468	PS control left in off position	PS control left in off position

**City of
Woonsocket**

Sewer Collection System

	Camera Inspection in feet	Cleaning in feet	Number of Manhole inspected
January 2014	6092	1846	119
February	6110	0	84
March	3049	2595	1
April	0	26863	0
May	1663	27942	0
June	11573	37168	0
July	183	0	25
August	4229	228	16
September	1092	12159	28
October	1149	19035	86
November	9058	16503	8
December	9670	13353	23
Yearly Total	53,868	157,694	390

Previous Years Total	487,454	496,914	2861
Up-to-date Total	541,322	654,608	3,251
System total	541,322	541,322	3,500
Percent completed	100%	121%	93%

B) Other activities

1. Flushing and Cleaning:

During the calendar year 2014 the city through its contractor Veolia Water NA (VWNA) flushed and cleaned a total of 53,868 feet. In the past five years the city flushed and cleaned 541,322 this mean that the entire system has been cleaned and 441.30 tons of debris has been removed.

CCTV:

During the year 2014 VWNA has CCTV a total of 157,694 feet. To date a total of 654,608 feet of sewer line were CCTV. This reflects that 121% of the system was CCTV. All CCTV were conducted according to PACP protocol.

2. Manhole inspection:

During the year 2014 VWNA inspected a total of 390 manholes. To date the total manhole were inspected is 3,251 manholes. This reflects that 93% were inspected. All manholes inspection were conducted in accordance to NASSCO's standard

The action of the City of Woonsocket to reduce SSO during 2014 as follow:

1. Infiltration:

In 2009 the City of Woonsocket entered a 10 years contract with Veolia Water NA (VWNA) to maintain and operate its wastewater collection system. Under the term of the contract, VWNA will clean and flush 120,000 feet of sewer pipes every year. The contract also requires VWNA to CCTV 58,000 feet per year. During 2014 this contract was modified that the cleaning and CCTV will be 95,000 feet per year.

- a) In past six years the City repaired 84 structural spots at a cost of \$582,128 and 40 I/I spot repairs to reduce I/I which eliminated an estimated 362,710 at a cost of \$186,045.70.

The City will be working with Veolia Water to reduce the effect on the inflow in the sewer system

GIS Mapping

The City of Woonsocket converted their entire sewer mapping to GIS in 2007. The City continues to upgrade the GIS on a regular basis.

Under the contract Veolia Water, The City download every three months the latest CCTV conducted to its GIS database.

C) Budget and Staffing:

The Sewer collection system is financed by sewer use charge fund. Copy of the current year budget can be found in Attachment (B). The City of Woonsocket has established Capital Improvement fund many years ago. The current budget the City budgeted \$400,000 for this fund. However in accordance of the contract between the City and Veolia Water the City is committed to spend up to \$1,102,789.53 between July 2014 and June 30, 2015 if required. From January 1, 2014 to December 31, 2014 the city spent more than \$335,500 in different repairs

The VWNA organization chart: See Attachment (C)

The State of Rhode Island RIDEM was notified of the agreement between the City and VWNA. Copies of job descriptions can be found in Attachment (D). The collection system Manger and one of O&M Tech are certified MACP & PACP.

City's effort to reduce extraneous flow and FOG:

1: FOG:

In 2008, the City IPP started to permit all restaurants in the service area. Currently the IPP issued 150 permits. Only hand full of restaurants to be permitted. 149 restaurants have grease traps or grease interceptor. The IPP has issued compliance schedule to the remaining restaurants. In FY 2014, the IPP inspected 55 restaurants and additional 50 restaurants will be inspected in FY 2015

D) Buried Manholes:

During the current CCTV, Inland Water discovers some buried manholes. Arrangements are made to raise the manholes above grade. As the CCTV of the system progress any manholes discover to be buried will be raised.

E) Other Sewer Improvement in 2014

- a. Dig and replace of main sewer line on **Clinton Street** in August 2014 at a cost of **\$22,507**.
- b. Dig and replace of main sewer line on **East School Street** in August 2014 at a cost of **\$104,914**.
- c. Dig and replace of main sewer line on **Fourth Avenue** in August 2014 at a cost of **\$66,017**.
- d. Dig and replace of main sewer line on **Rachel Street** in August 2014 at a cost of **\$84,806**.
- e. Dig and replace of main sewer line on **Avenue C** in September 2014 at a cost of **\$128,748**.
- f. Dig and replace of main sewer line on **Social Street** in September 2014 at a cost of **\$10,042**.
- g. Dig and replace of main sewer line on **Diamond Hill Road** in September 2014 at a cost of **\$170,000**.
- h. Conducted flow analysis survey at zone **LL1** for **\$18935**

G) Project during calendar year 2014:

During the calendar year 2014, the City with their contractor will work to achieve the following:

The agreement between the City and VWNA call for the inspection of 350 manholes per contract year (from July 1 to the following June 30). The City expects that VWNA will complete inspecting the remaining manhole in the city in 2015.

- a. Raise any discovered buried manholes.
- b. The IPP already started to inspect permitted restaurants and will continue with this task during 2015

Public Education and outreach:

Recently, the City's Wastewater and Sewer launched a webpage. The purpose of the webpage is educating the public on the Pretreatment regulations and the sewer system. The public will be able to down load permit application and review current rate. Attachment (E)

The site is designed to educate the public on FOG and items not to be disposed in the sewer in order to reduce SSO in general. The webpage inform the public that the City accept waste vegetable oil to be recycled to biodiesel. The webpage also publish the important telephone numbers which the public my need in case if there is a sewer, odor or billing problems.

The following report summarize the City of Woonsocket sewer Division achievements in the last six year



October 23, 2014

Mr. Adel Banoub
City Official
City of Woonsocket
11 Cumberland Hill Road
Woonsocket, RI 0295

Re: Sanitary Sewer System Condition Assessment Report

Dear Mr. Banoub,

Veolia North America – Woonsocket Collections Department is pleased to submit the following condition assessment report of the Woonsocket sanitary sewer system. The following report will provide an overview of the past five (5) years that Veolia North America has operated and maintained the sanitary sewer system in Woonsocket. This report is intended to summarize each of the five (5) years achievements and key accomplishments followed by a summary totaling all completed obligations, capital work performed and future projects.

If you should have any questions or concerns regarding this report please free to contact me at 401-265-0525.

Respectfully submitted,

Paul Rodman
Project Manager
Veolia North America

Cc: John Oatley, VP of Operations, Veolia North America

Table of Contents

Historical Overview	3
A. Contractual Scope Highlights	3
Contract Year 1. July 1, 2009 – June 30, 2010.....	4
A. Annual Objectives:.....	4
B. Contract Year 1. Accomplishments	4
C. Summary of debris and I&I removal.....	4
D. Capital Improvements	5
E. Financial Summary	5
Contract Year 2. July 1, 2010 – June 30, 2011	5
A. Annual Objectives	5
B. Contract Year 2. Accomplishments	6
C. Summary of debris and I&I removed.....	6
D. Capital Improvements	6
E. Financial Summary	7
Contract Year 3. July 1, 2011 – June 30, 2012.....	7
A. Annual Obligations	7
B. Contract Year 3. Accomplishments	7
C. Summary of debris and I&I removal.....	8
D. Capital Improvements	8
E. Financial Summary	9
Contract Year 4. July 1, 2012 – June 30, 2013	9
A. Annual Obligations	9
B. Contract Year 4. Accomplishments	9
C. Summary of debris and I&I removal.....	9
D. Capital Improvements	10
E. Financial Summary	10
Contract Year 5. July 1, 2013 – June 20, 2014.....	10
A. Annual Obligations	10
B. Contract Year 5 Accomplishments	11
C. Summary of debris and I&I removal.....	11
D. Capital Improvements	11
E. Financial Summary	12
Contract Year 6. July 1, 2014 – June 30, 2015 (Current).....	12
A. Annual Obligations	12
B. Contract Year 6 Accomplishments	12
C. Summary of debris and I&I removal.....	13
D. Capital Improvements	13
E. Financial Summary	13
Six Year Summary.....	14
A. Capital Repairs and Costs	14
B. Total I&I Removed	14
C. Debris Removed.....	15
D. Customer Complaints and Sanitary Sewer Overflows.....	15



Historical Overview

Prior to 2009 the Woonsocket sanitary sewer system (Collections System) was operated and maintained by City employed personnel. As a result of consent orders for sanitary sewer overflows (SSO) issued by RIDEM (Rhode Island Department of Environmental Management) as well as the retirement of the current Collections Superintendent and Foreman; the City entered into RFQ discussions with Veolia, who had already been operating and maintaining the City's wastewater treatment plant for a number of years. Through the negotiations the parties agreed upon a 10 year operations and maintenance (O&M) contract with the option of two (2) additional five (5) year contract extensions after year 2019.

A. Contractual Scope Highlights

As part of the entered agreement between the two parties there were base obligations/annual requirements that were made to help the City show RIDEM that they were taking a proactive effort to eliminate SSO's and improve the condition of their sanitary sewer system. The industry standard for cleaning and CCTVing (Close Circuit Television) a municipalities entire sanitary sewer system is 100% every five (5) years. Based from the results of a flow study conducted by CDM during 2006-2007, the sanitary sewer system was sectioned into thirty six (36) individual flow zones and twenty three (23) of those zones were recorded as high severity for I&I (gpd/in-mi). The City requested an aggressive approach to clean and CCTV their sanitary sewer system so Veolia proposed an accelerated cleaning and CCTV schedule where twenty three (23) of the thirty six (36) flow zones would be completed in three (3) years and the remaining thirteen (13) zone would be completed in contract years four and five. This effort required additional cleaning and CCTV for each of the first three years of the contract.

A second major obligation was to clean and inspect the City's main 60" inceptor pipe that runs from the Hamlet Street Bridge parallel with the Blackstone River to the wastewater treatment plant. This pipe was constructed in 1975 and had never been cleaned or inspected and it handles over 80% of the City's raw sewage flow. In 2007 the City contracted CDM to perform system wide flow monitoring study in an attempt to identify major. According to the data provided by CDM the zone that the interceptor runs through recorded the highest amount of infiltration severity at 86,662 gpd/in-mi. The standard for infiltration severity in gpd/in-mi is 4,000, so the major objective for Veolia was to clean and CCTV this interceptor and try to identify sources of major infiltration.

The final scope objective to highlight was the implementation of an aggressive I&I reduction program. According to the historical data, during heavy rain storms that resulted in the Blackstone River rising over the five foot (5') mark, the flow of raw sewage entering the wastewater treatment plant would inundate the plant and force the sanitary sewer system to surcharge and ultimately result in SSO's on the streets. The program was implemented to find and remove I&I thus reducing the over flows to the wastewater treatment plant and creating more capacity with in the sanitary sewer system. Per the agreement the City would fund a Capital Repair and Replacement account that would be used to repair and structural or I&I



defects that were found. For year one (1) the City budgeted \$100,000, year two (2) the City budgeted \$200,000, and for year three (3) and the remaining length of the agreement the City budgeted \$300,000.

Contract Year 1. July 1, 2009 – June 30, 2010

A. Annual Objectives:

- Base obligation pipe cleaning = 120,000 lft
- Base obligation CCTV = 58,608 lft
- Base obligation manhole inspections = 350
- Accelerated pipe cleaning = 4,597 lft
- Accelerated CCTV = 36,000 lft
- Accelerated manhole inspections = 350

B. Contract Year 1. Accomplishments

Veolia completed the first contract year on schedule and achieving 100% completion of all contractual obligations. The pipe cleaning of the City’s main interceptor began and in the first three pipe segments there was a total of 85 tons of debris removed. However production was halted because of a three day rain event that occurred at the end of March 2010 which was declared a 200 year storm. All progress that was made was ultimately erased because of the elevated flows and the system surcharging the pipe that was already cleaned resulted in storage for the debris upstream. Work would begin again cleaning in the following contract year.

There were a total of 83 customer complaints and 31 sanitary sewer overflows. Twenty four (24) of the SSO’s were a result of a complete system surcharging during the three day rain event at the end of March 2010.

A major accomplishment during the first year was the reduction in weekly trouble spot or (Hot Spot) cleaning locations. The list that was provided by the previous City sewer field crew had a total of thirty two (32) different locations that had to be cleaned on a weekly basis to avoid SSO’s. This was the first project that Veolia undertook, removing as many locations as possible from the Hot Spot list. Through cleaning, thorough CCTV investigation, and monitoring Veolia was able to remove twenty seven (27) of the weekly Hot Spots cleaning list.

C. Summary of debris and I&I removal

Total debris removed (tons)	I&I removed (GPD)
84.93	50,415



D. Capital Improvements

The City budgeted \$100,000 for capital repairs during the first year of the contract. From that funding Veolia conducted 100,000 lft of smoke and dye testing to identify sources of infow, 18 CIPP pipe repairs completed identified through CCTV as either structural damage or sources of infiltration, and finally 185 manhole inserts were installed in sewer manholes as an attempt to eliminate road water run of infow to the sewer. The total amount used from the Capital Repair and Replacement account in year 1 was \$101,023.29.

E. Financial Summary

Date of work	Type of work	Total completed	Amount
9/29/09	Smoke testing	100,000 lft	\$40,023.29
9/29/09	Dye testing	1	\$125.00
11/6/09	CIPP pipe repairs	18	\$39,600.00
5/26/10	Manhole inserts	185	\$21,275.00

Contract Year 2. July 1, 2010 – June 30, 2011

A. Annual Objectives

- Base obligation pipe cleaning = 120,000 lft
- Base obligation CCTV = 58,608 lft
- Base obligation manhole inspections = 350
- Accelerated pipe cleaning = 3,854 lft
- Accelerated CCTV = 65,989 lft
- Accelerated manhole inspections = 350



B. Contract Year 2. Accomplishments

The second contract year was completed on time and schedule. Veolia completed cleaning the City's main interceptor removing a total of 190 tons of debris during year two. In just the inceptor alone there was a total of 276 tons of debris removed which also increased the capacity of the pipe by 25%.

Customer complaints and sanitary sewer overflow total were reduced. There were a total of fifty nine (59) customer complaints and four (4) of those complaints were a result of a SSO.

In contract year two the City Highway Department began working with Veolia to assist them with cleaning and CCTVing storm sewer pipes throughout the City that they did not have the equipment for or were too difficult. Veolia assisted by cleaning and CCTVing over 500 lft of storm sewer pipe and cleaning six (6) storm catch basins.

There were two (2) major emergency repairs completed in contract year 2 that required excavation.

C. Summary of debris and I&I removed

Total debris removed (tons)	I&I removed (GPD)
190.77	30,240

D. Capital Improvements

The City budgeted \$200,000 for the Capital Repair and Replacement account for contract year 2. From that funding Veolia completed six (6) CIPP pipe repairs that had either structural damage of infiltration, installed one hundred (100) manhole inserts to remove road runoff inflow water from entering the sanitary sewer system. The other expenses were for emergency repairs on Diamond Hill Road and Alyesworth Avenue. The total amount used from the Capital amount in contract year 2 was \$63,276.03 and the remaining balance of \$141,917.32 was carried over to the contract year 3 Capital Repair and Replacement account.



E. Financial Summary

Date of work	Type of work	Total completed	Amount
12/31/10	Manhole inserts	100	\$11,500.00
12/31/10	CIPP pipe repairs	6	\$13,200.00
1/24/11	Diamond Hill Road Emergency Repair		\$16,979.07
2/18/11	Alysworth Avenue Emergency Repair		\$8,113.48
2/19/11	Pine Street service lateral repair		\$6,756.50

Contract Year 3. July 1, 2011 – June 30, 2012

A. Annual Obligations

- Base obligation pipe cleaning = 120,000 lft
- Base obligation CCTV = 58,608 lft
- Base obligation manhole inspections = 350
- Accelerated pipe cleaning = 67,964 lft
- Accelerated CCTV = 79,488.5 lft
- Accelerated manhole inspections = 452

B. Contract Year 3. Accomplishments

Veolia completed all of the third year annual obligations on schedule as well as completing the three (3) year accelerated program, of the agreed upon twenty three (23) high priority flow zones outlined by CDM in 2007.

With the additional funds from the previous year's Capital Repair and Replacement account Veolia completed an extensive I&I reduction project that removed roughly 217,000 GPD of I&I from the sanitary sewer system. Most of the work was performed in house by Veolia which was a significant cost savings for the City because the only expense was for materials.

The total number of sanitary sewer overflows was not reduced, but was the same as the year prior. There were a total of four (4) SSO's during the year and a total of 66 customer complaints.



C. Summary of debris and I&I removal

Total debris removed (tons)	I&I removed (GPD)
13.97	217,440

D. Capital Improvements

Veolia conducted a major I&I removal project that was administered in three phases throughout the year. The first phase was Veolia completed thirty five (35) in house CIPP repairs to pipes that had structural damage or infiltration. From these thirty five repairs it was estimated that there was a total of 95,040 gallons per day of infiltration removed from entering the sanitary sewer system.

Phase 2 involved grouting and specialized T-Liner service lateral repair to fourteen (14) service laterals at the connection to City sewer main. Because of the specialized equipment Veolia sub contracted this portion of the project out. It was estimated that phase 2 removed a total of 10,000 gallons per day of infiltration from entering the sanitary sewer system.

Phase 3 was a complete 792 lft slip lining of the 20” and 22” sewer main that runs through the Peter’s Brook Swamp. During the spring the swamp would fill with water and because of the condition of the manholes the water would rise above the manhole and flow unrestricted into the sanitary sewer system. Due to the location of this pipe there is no equipment access to the middle sections of this pipe. The project consisted of one 792 lft liner being installed from one side of the swamp to the other sealing off the sewer main from the middle manholes in the swamp. This phase of the project removed an estimated total of 112,000 gallons per day of inflow from entering the sanitary sewer system.

The City budgeted \$300,000 for capital repairs in year 3 and there was a \$141,917.32 carry over from year 2. Contract year began with a total budget of \$452,579.87 for capital repairs. At the end of the year there was a balance of the capital repair and replacement account was \$263,298.05 that was carried over to year 4.



E. Financial Summary

Date of work	Type of work	Total completed	Amount
7/11 – 4/12	CIPP Structural Pipe Repairs	18	\$36,300.00
7/11 – 4/12	CIPP Infiltration Pipe Repairs	17	\$24,900.00
1/17/12	Peter’s Brook Swamp slip lining	792 lft	\$95,070.70
1/2012	Service lateral T-Lining and grouting	14	\$28,475.00
5/30/12	Gauthier Drive dig and repair	1	\$4,390.24

Contract Year 4. July 1, 2012 – June 30, 2013

A. Annual Obligations

- Base obligation pipe cleaning = 120,000 lft
- Base obligation CCTV = 58,608 lft
- Base obligation manhole inspections = 350

B. Contract Year 4. Accomplishments

Veolia completed the year’s base contract obligations on schedule and removed a total of 33.35 tons of debris from the sanitary sewer system.

The number of sanitary sewer overflows was reduced to 2, which was half as many as the two years prior.

There were twenty three (23) CIPP pipe repairs completed for a total of 2,880 gallons per day of infiltration removed from the sanitary sewer system.

C. Summary of debris and I&I removal

Total debris removed (tons)	I&I removed (GPD)
33.35	2,880



D. Capital Improvements

There was only one (1) capital improvement project completed during contract year 4. There were twenty three (23) CIPP pipe repairs completed between May and June 2013 by Veolia.

The budgeted \$300,000 for capital repairs in the fourth contract year. At the beginning of the year the balance in the capital repair and replacement account was \$578,884.29. At the end of the year there was only \$42,093.46 used for capital repairs. The remaining \$536,790.83 was rolled over to the contract year 5 capital repair and replacement budget.

E. Financial Summary

Date of work	Type of work	Total completed	Amount
5/13 – 6/13	CIPP Structural Pipe Repairs	22	\$34,200.00
6/6/13	CIPP Infiltration Pipe Repairs	1	\$1,800.00
6/11/13	Richelieu Street Emergency Repair	1	\$6,014.87

Contract Year 5. July 1, 2013 – June 20, 2014

A. Annual Obligations

- Base obligation pipe cleaning = 120,000 lft
- Base obligation CCTV = 58,608 lft
- Base obligation manhole inspections = 350

- Complete pipe cleaning and CCTV of the entire sanitary sewer system



B. Contract Year 5 Accomplishments

Veolia completed all base obligations on schedule and completed cleaning and CCTVing 100% of the Woonsocket sanitary sewer system.

The total number of customer complaints was reduced significantly from prior years. There were only 44 total complaints throughout the year.

There were zero (0) sanitary sewer overflows for the entire year.

Through twenty nine (29) CIPP lining repairs there was a total of 30,000 GPD of infiltration removed.

Veolia cleaned the main plant drain line between the wastewater treatment plant and the incinerator. The project took two weeks and there was a total of 51 tons of debris removed. For the entire contract year Veolia removed a total of 110 tons of debris from sanitary sewer system piping.

Veolia was asked to clean a section of 30” storm pipe on Logee Street that was causing flooding problems for two of the homes in the area. The project took three (3) days and there was a total of 30 tons of sand removed from the pipes.

Veolia was asked to conduct a flow monitoring study of the two (2) highest flow zones of infiltration severity (gpd/in-mi) from the 2007 report from CDM. LL-01 and LL-21 were monitored for 14 weeks through 7 flow meters and 2 rain gauges. The City has requested that Veolia compare their results to the results that CDM received in 2006-2007. This report is still being drafted and results can not be reported at this time.

C. Summary of debris and I&I removal

Total debris removed (tons)	I&I removed (GPD)
110.76	30,720

D. Capital Improvements

The City budgeted \$300,000 for capital repairs in contract year 5. There was a \$536,813.12 carry over from contract year 4. To begin contract year 5 there was a balance of \$857,417.18 in the capital repair and replacement account.

There was only one (1) project completed for capital repairs throughout the year. Veolia completed twenty nine (29) CIPP pipe repairs for structural defects and a total infiltration reduction of 30,720 gallons per day.



At the end of the year there was only \$80,906.40 used from the capital repair account. The remaining balance of \$776,510.78 was carried over to contract year 6.

E. Financial Summary

Date of work	Type of work	Total completed	Amount
7/13 – 10/31	CIPP Structural Pipe Repairs	21	\$46,600.00
8/13 – 11/13	CIPP Infiltration Pipe Repairs	8	\$13,600.00
3/9/14 – 6/23/14	LL-01 & LL-21 Flow Monitoring	7	\$18,935.00

Contract Year 6. July 1, 2014 – June 30, 2015 (Current)

A. Annual Obligations

In contract year 6 it was agreed upon by City personnel and Veolia to change the structure of the annual obligations. Previous obligations called for annual pipe cleaning of 120,000 lft and CCTV 58,608 lft. This left 61,000 lft that would not be CCTV'd in clean conditions. In order to achieve optimal results the pipes should be CCTV'd clean and with in two weeks of cleaning. Taking this into consideration the two parties agreed to reduce the pipe cleaning from 120,000 lft to 95,000 lft and increase the CCTV from 58,608 lft to 95,000 lft.

- Base obligation pipe cleaning = 95,000 lft
- Base obligation CCTV = 95,000 lft
- Base obligation manhole inspections = 350

B. Contract Year 6 Accomplishments

Thus far in contract year 6 there have been significant accomplishments completing eight (8) different repairs of sanitary sewer mains that were on the verge of failure.

The current weekly cleaning Hot Spot cleaning has had two (2) locations removed. There were two sections of sewer main installed on Rachel Street and the manhole invert at the North Main Street Pumping Station has been repaired. These two locations were part of the weekly cleaning



list and since the repairs have been removed. There are currently only three (3) locations on the weekly cleaning list. Since 2009 Veolia has removed a total of twenty nine (29) locations from the weekly Hot Spot list.

There have been twelve (12) total pipe repairs for a total infiltration reduction of roughly 31,015 gallons per day.

C. Summary of debris and I&I removal

Total debris removed (tons)	I&I removed (GPD)
7.52	31,015

D. Capital Improvements

The City budgeted \$300,000 for capital repairs in contract year 6. There was also a carryover from contract year 5 of \$776,510.78. The balance of the capital repair and replacement account at the beginning of contract year 6 was \$1,102,789.53.

To date there have been 12 sections of sewer main that have been excavated and replaced due to significant structural damage and were on the verge of failure.

E. Financial Summary

Date of work	Type of work	Total completed	Amount
9/14	Dig & replace of sewer main on Avenue C	3	\$128,747.94
8/14	Dig & replace of sewer main on Clinton Street	1	\$22,506.53
8/14	Dig & replace of sewer main on East School Street	1	\$104,914.32
8/14	Dig & replace of sewer main on Fourth Avenue	1	\$66,016.99
8/14	Dig & replace of sewer main on Rachel Street	2	\$84,806.30
9/14	Dig & replace of	2	\$10,041.55



	sewer main on Social Street		
10/21/14	Repair sewer manhole at N. Main Pump Station	1	\$490.00
10/14	Dig & repair of sewer main on Diamond Hill Road	1	TBD

Six Year Summary

A. Capital Repairs and Costs

	Total Number of Repairs	Total Costs
Structural Repairs	84	\$582,127.63
Inflow & Infiltration Repairs	40	\$184,045.70
Overall Total	124	\$766,173.33

B. Total I&I Removed

Contract Year	Total I&I Removed (GPD)
2009 – 2010	50,415
2010 - 2011	30,240
2011 - 2012	217,440
2012 - 2013	2,880
2013 - 2014	30,720
2014 -2015	31,015
Overall Total	362,710 GPD



C. Debris Removed

Contract Year	Total Debris Removed (Tons)
2009 – 2010	84.93
2010 - 2011	190.77
2011 - 2012	13.97
2012 - 2013	33.35
2013 - 2014	110.76
2014 -2015	7.52
Overall Total	441.30 Tons

D. Customer Complaints and Sanitary Sewer Overflows

Contract Year	Total Customer Complaints	Total SSO
2009 – 2010	83	31
2010 - 2011	59	4
2011 - 2012	69	4
2012 - 2013	66	2
2013 - 2014	44	0
2014 -2015	7	0
Overall Total	328	41



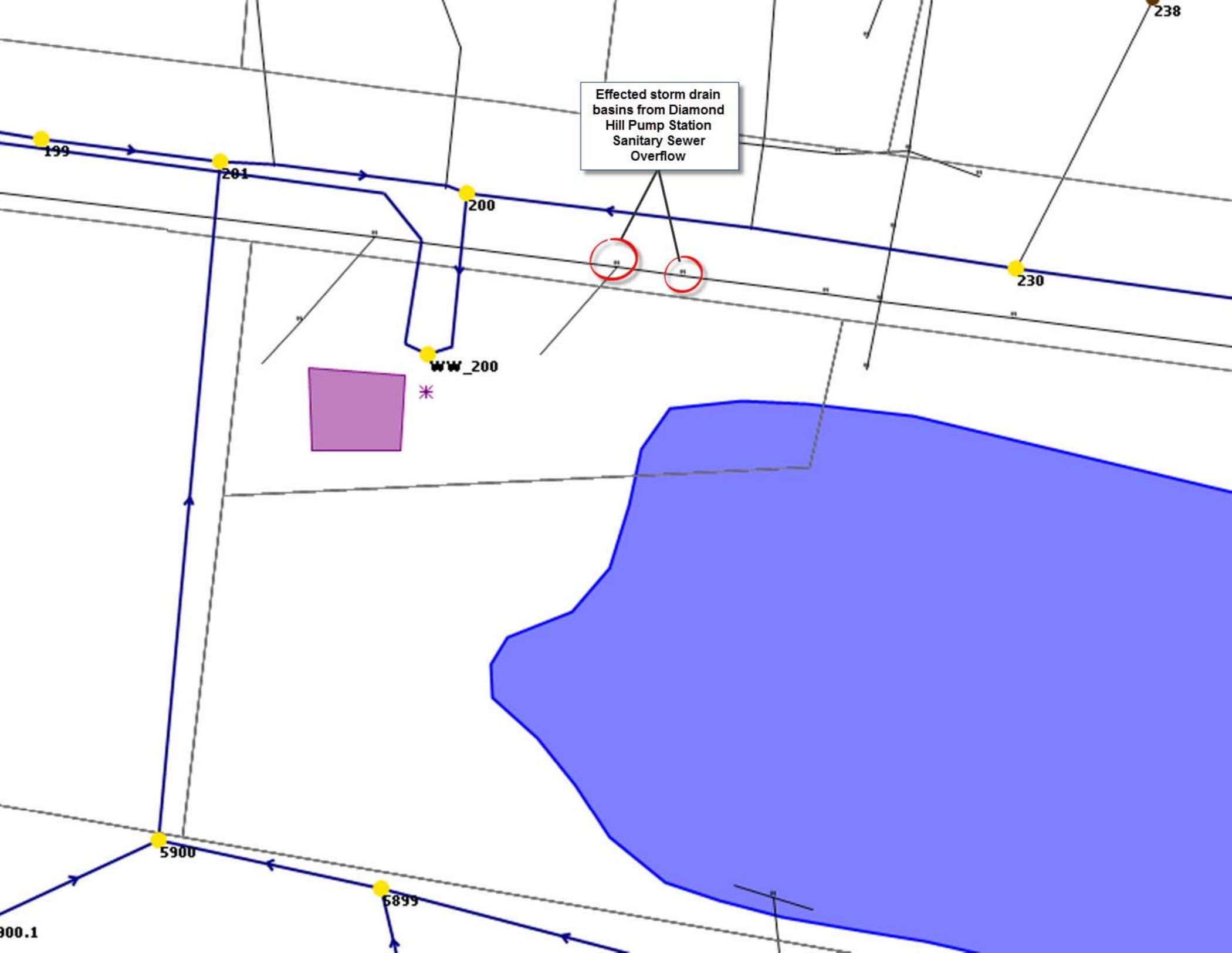
ATTACHEMENT A

PUMP STATION/COLLECTION SYSTEM BYPASS QUESTIONNAIRE

Wastewater Treatment Facility/municipality reporting: Woonsocket

1. Location of bypass: Diamond Hill Rd. Pump Station, Woonsocket
2. Who notified WWTF/municipality? Resident notified the Water Dept, they notified us.
3. Time and date of above notification: approximately 2:20 p.m. on Dec. 31, 2014
4. Date bypass started: 12/31/14 Time bypass started: 2:15 p.m.
5. Date bypass ended: 12/31/14 Time bypass ended: 2:35
6. Cause of failure: Human error. Pump controls were left in the incorrect position.
7. Amount bypassed: <100 gallons.
8. Was bypass treated with emergency chlorination? Yes Time chlorination started: 2:55
Amount of chlorine used: 2 gallons
9. What waterbody did the bypass discharge to? Abutting wetlands
10. Detail chronology of events leading to failure/bypass: Two operators were conducting their weekly pump station checks. One of the operators left the HOA switches for both pumps in the "off" position, claiming the controls for this station were different than the other stations. At approximately 2:20, we received a call from the water dept. stating the station at Diamond Hill was backing up. We drove to the site and went into the station and turned both pumps on. The overflow stopped instantly. An alarm had come in around 1:40 p.m. Dozens of alarms come in on pump station checks day.
11. Detail chronology of response indicating all steps taken to minimize the amount bypassed: Within ten minutes of receiving the call, we were on-site and the situation was corrected immediately. Upon arriving on scene, sewage was observed seeping out of the manhole in front of the station. The majority of the sewage was contained inside the station itself. I would estimate 50 to 100 gallons of sewage may have made it's way to two nearby catch basins based on the timelines. The crew added two gallons of sodium hypochlorite to the two basins, applied salt to the roadway to prevent freezing and pumped what had collected on the pavement in the station back into the wet well.
12. If applicable, were septage haulers and/or emergency generators used to minimize the amount bypassed? (If use was possible but not implemented, why not?)
It wasn't necessary.
13. What actions are being taken to mitigate and/or prevent further occurrences?
The responsible operator was retrained on pump controls and there will be general retraining for all of the operators on alarm notifications
14. Notification of RIDEM (during business hours #: 222-4700; 24-hour emergency #: 222-3070)
Person Notified Bill Patenaude Date/Time: 12/31/14 2:45 p.m.

By Jim Lauzon, Supt. Woonsocket Regional WWTF



ATTACHEMENT B

USER CHARGE COLLECTION FUND

Public Works DepartmentSewer Division

Detail 2014-2015

page 1 of 2

	Adopted Budget FY 14	Adjusted Budget FY 14	Total Est. Expended FY 14	Adopted Budget FY 15
U6951 <u>Personal Services</u>				
-51110 Permanent Services	\$ -	\$ -	\$ -	\$ -
-51122 Temporary Labor	\$ 19,850	\$ 19,850	\$ 19,978	\$ 16,443
Permanent Services	19,850	19,850	19,978	16,443
<u>Extra Compensation</u>				
-51141 Overtime	-	-	-	-
-51144 Out of Class Pay	-	-	-	-
-51145 Longevity	-	-	-	343
-51147 Sick Leave Reimb	-	-	-	-
51148 Comp Time Reimb	-	-	-	-
-51149 Shift Differential	-	-	-	-
-51153 Non Sick/Injury Bonus	-	-	-	-
-51155 Bonus for Course	-	-	-	-
Total Extra Compensation	-	-	-	343
Total Personal Services	19,850	19,850	19,978	16,786
U6952 <u>Maintenance & Servicing</u>				
-52211 Postage	-	-	-	-
-52212 Telephone	600	600	625	600
-52213 Dues and Subscriptions	-	-	-	-
-52214 Advertising	-	-	-	-
-52219 Education Training	-	-	-	-
-52221 Printing & Reproducing	-	-	-	-
-52223 Operations & Management	640,009	640,009	699,894	713,892
-52227 Accelerated Cleaning	155,000	155,000	-	-
-52231 Gen. Maint. & Upkeep	-	-	-	-
-52234 Veh & Outside Equip Upkeep	-	-	-	-
-52238 Maintenance - Roads & Walk	-	-	-	-
-52244 Land Rental Charges	2,475	2,475	2,475	2,475
-52251 Heating	-	-	-	-
-52252 Light & Power	52,250	52,250	47,500	50,000
-52290 Engineering Services	50,000	50,000	25,000	10,000
Total Maint. & Servicing	900,334	900,334	775,494	776,967

account detail continued on next page

USER CHARGE COLLECTION FUND

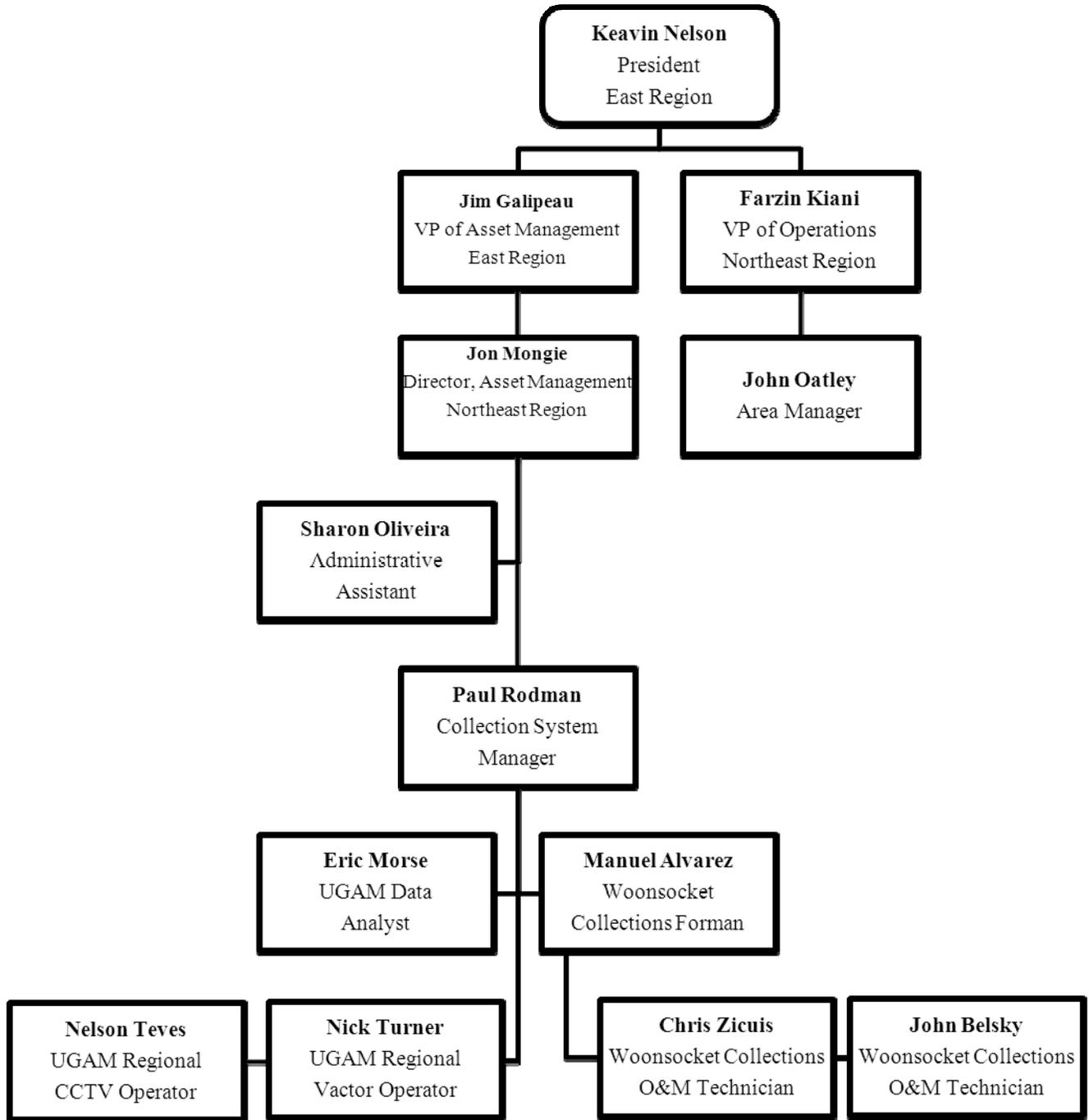
Public Works DepartmentSewer Division

Detail 2014-2015

page 2 of 2

	Adopted Budget FY 14	Adjusted Budget FY 14	Total Est. Expended FY 14	Adopted Budget FY 15
U6953				
<u>Operating Supplies</u>				
-53311 Office Supp. & expenses	-	-	-	-
-53321 Gas & Diesel Fuel	-	-	-	-
-53322 Tires & Batteries	-	-	-	-
-53335 Water Purchased	3,750	3,750	3,750	3,750
-53344 Tools & implements	-	-	-	-
-53346 Cleaning & Hskp Supplies	-	-	-	-
-53349 Other Supplies	-	-	-	-
-53363 Clothing & Footwear	-	-	-	-
-53366 Medical Supplies	-	-	-	-
-53369 Clothing Allowance	-	-	-	25
Total Operating Supplies	3,750	3,750	3,750	3,775
U6954				
<u>General Charges</u>				
-54433 City Employees Pension	-	-	-	726
-54434 FICA Employer Cost	1,530	1,530	1,530	1,762
-54449 RWT Service Charges	-	-	-	-
-54451 Vehicle Insurance	-	-	-	-
-54452 Insurance Workers Comp	-	-	-	-
-54453 Insurance Liability	-	-	-	-
-54456 Insurance-Group Life	-	-	-	43
-54471 Health Insurance	39,212	39,212	39,212	26,569
-54472 Dental Insurance	-	-	3,625	2,527
-54473 Renewal & Replace Fund	400,000	400,000	400,000	400,000
-54492 Contingency	430,539	430,539		100,000
Total General Charges	871,281	871,281	444,367	531,627
TOTAL SEWER DIVISION	\$ 1,795,215	\$ 1,795,215	\$ 1,243,589	\$ 1,329,155

ATTACHEMENT C



ATTACHEMENT D



June 30, 2009

COLLECTION SYSTEM MANAGER, WOONSOCKET, RI

Responsibilities/Duties for this position: Supervises approximately three full time employees on a regular basis. The work involves the maintenance of sanitary collection systems and pump stations as needed. Employees typically perform cleaning, inspection and maintenance of the gravity sanitary sewer pipes and manholes. The unique feature of this system is the pipes are large diameter of 10 to 30 inches.

Experience, Education and/or Licensing needed for this position: Degree in related field or equivalent related experience. Must hold or be working toward the highest level of Collection System Certification as required by site. Must demonstrate knowledge and experience of health and safety requirements, federal, state and local laws and codes. Must be First Aid and CPR certified within 90 days of hire. Five to seven years in progressive experience in the operation and maintenance of a sanitary sewer collection system with specialized experience in cleaning and inspecting large deep sanitary sewer pipes and manholes. Lead experience or supervisory training required with understanding of human relations, training, performance evaluation and health and safety.

Candidate must have:

- Experience in Cleaning and inspecting large diameter gravity sewer pipes and manholes.
- Effective skills in troubleshooting, problem solving and team building.
- The availability to help execute the wet weather operations plan.
- The ingenuity and initiative to coordinate problem resolution and to execute the contract requirements within a team environment.
- General knowledge of budget preparation and understanding of cost control.
- Demonstrated good verbal communications and interpersonal skills in order to interface with and motivate all levels of personnel.
- Demonstrated ability to prepare accurate, timely, effective, complete and easily understood written communications and reports.
- Proficiency in the care and use of all site specific, facility required PPE (Personal Protection Equipment).
- Computer skills and a knowledge of word processing, spreadsheet and presentation software for preparing work related reports, charts, graphs and data submittal requirements.
- The ability to use computer systems for preparing work orders and purchasing requisitions.
- The ability to work on an on-call, rotational 24 hour emergency basis with the other Collection System Supervisor.
- Must have or develop skills for the O&M of pump stations and instrumentation and control equipment.
- A demonstrated commitment to compliance with applicable laws and regulations, the Company's Code of Business Conduct and other Company policies and procedures.

Collections O&M Technician

JOB DESCRIPTION

Business Unit / Location: VWNA / Woonsocket, RI	Position Code: 270010 Benchmark
Department: UGAM	Prepared by: J. Mongie Last Update: April 9, 2010
Managed by (Title): Collections System Supv / Mgr	FLSA Status: Non-Exempt
Department Approval	HR Approval

SUMMARY

Performs field maintenance, inspection, installation or repairs in one or more areas such as system protection (line locates and inspections of the collection system), cleaning and CCTV pipe, SSES projects, and system flows, and inspecting and maintaining manholes, pipes, and wet wells.

Note: This position requires a mandatory rotating on-call schedule with a half hour response time. Also ability to travel to other job locations

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED TO CARRY OUT THE JOB

Technical Knowledge, Years of Related Experience, Certifications Required, Equipment and/or Systems Experience

High school or GED with the ability to read, write and comprehend English (maps, operational, maintenance, safety and quality instructions) and be able to carry out verbal and written instructions.

Ability to perform basic mathematical calculations. Some vocational training and mechanical aptitude preferred, with the ability to read, interpret and record data from meters, gauges, panels, computer consoles and other equipment.

Six months to two years experience in a related position with ability to comprehend specifications, drawings and manuals.

Minimum water / wastewater license as required by regulatory agency at site.

Experience using power, pneumatic, hydraulic, and hand tools.

Experience using pressure gauges and precision measuring instruments.

Must have ability to use a computer or computer device for record keeping.

Must consistently demonstrate the ability to learn and independently perform assigned duties and meet or exceed production and quality goals.

Must demonstrate ability to work in a team environment and willingness to assume additional or new responsibilities readily.

Must demonstrate the ability to work well and communicate with clients, management and the general public.

Must possess a valid driver's license and a safe driving record.

TRAINING REQUIRED

What training will an employee require to successfully perform the duties of the position?

Employee Orientation, Field Service Operating Procedures, Safety, Confined Space training, OSHA and Quality Training. Equipment inspection and repair training.

HAZWOPER (Hazardous Waste Operations and Emergency Response) Level I and II First Responder Certification if required by site. Minimum water / wastewater operator state certification.

Cross-connection certification if required by site.

Customer Service Training. Computer or systems training as required.

Must become proficient in the care and use of all site specific, facility required PPE (Personal Protection Equipment), including respirators, gas detectors, confined space equipment, etc.)

Forklift Certification if required by site.

Works toward increasing skills in additional functional areas or in obtaining advanced skills / certifications.

CDL Class B with Tanker endorsement Knowledge of operations and maintenance of Vactor Trucks May perform more advanced functions as part of training and development.
Learning Curve: How much time is required to effectively perform the job? <input type="checkbox"/> 0-3 months <input type="checkbox"/> 3-6 months <input checked="" type="checkbox"/> 6-9 months <input type="checkbox"/> 9 months to 1 year <input type="checkbox"/> 1 – 1 ½ years <input type="checkbox"/> 1 ½ to 2 years <input type="checkbox"/> 2 to 3 years

E or N	MAIN ACTIVITIES CARRIED OUT	% OF TIME
	Identify the major tasks accomplished by this job. Identify % of time spent on each and whether activity is an E- essential function or N – non-essential function of the job.	
E	Performs inspections for sewer pipe repairs, replacements and fresh water sources. Performs system locates. Performs cleaning and maintenance of pipes and manholes.	30%
E	Learns to use the InfoNet Mobile application to record and complete existing work orders and create work orders ad hoc in the field.	15%
E	Learns to perform SSES projects, such as smoke testing, dye testing, dye flooding, building inspection, sewer tie in & sewer extension inspections and manhole inspections.	25%
E	Performs routine and preventative maintenance on equipment. Promptly reports any operational problems to Lead or Supervisor.	10%
E	Cleans equipment and work area as required and properly disposes of waste according to safety and environmental policies. Operates vehicles for field service purposes.	10%
E	SPECIFIC ACTIVITIES (INTERMITTENT, ON AN OCCASIONAL BASIS, ETC.) May travel to other projects for assistance.	10%

SCOPE AND IMPACT OF THE JOB	
Revenue or budget managed: \$ 0 Investments decided upon / managed: none at this level	
Number of Direct Reports: 0 Number of Indirect Reports: 0 Titles of Reports: n/a	
Nature of Supervisory Responsibility: <input checked="" type="checkbox"/> None	
Degree of supervision received or the degree of autonomy given: The degree to which supervisor outlines the methods to be followed or results to be obtained and checks work or progress. Works under direct supervision: Works either with higher level or more experienced team member or specific instructions are given on assignments or follows written or verbal instructions and established procedures (specifications, drawing and manuals) and standard practice to perform assigned tasks.	
Complexity of Duties and Decisions: The extent to which duties are guided by standard policy, practice or precedents or the amount of resourcefulness and planning and creative effort in devising new methods, policies, procedures, products or original application. Performs a variety of manual functions. Follows established procedures to perform standardized or routine tasks. Must follow established operational, maintenance, safety and emergency response procedures. Must adhere to specifications and schedule. May suggest process improvements.	
Initiative: Describe the ingenuity, creative imagination or original thought that is expected of the job. Uses initiative in carrying out recurring assignments. Waits for direction for next steps and assignments outside of routine. Keeps supervisor informed of problems.	
How errors detected and what is possible impact of those errors? Work is reviewed for completeness and accuracy, or inherent checks are built into the nature of the work. Most errors are caught during self-inspection before leaving work unit. Impact is minimal.	

INTERPERSONAL / COMMUNICATIONS
Indicate internal and external contacts and purpose of contacts.
Internal contact with immediate associates and immediate supervisor for instructions, training and guidance. Frequent contact with customers to resolve service issues and problems.

WORK ENVIRONMENT AND DEMANDS

List the work environment and physical demands encountered while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

Spends majority of time in field environment and occasionally works in an office, maintenance or repair shop environment. Typically spends 85% of time exposed to outdoor and sometimes inclement weather. Company service vehicles are used as required. May serve rotational 24 hour emergency on-call.

Possible Work Hazards:

May be exposed to possible operations hazards including fumes, dust, toxic and caustic chemicals, noise, rotating machinery, high pressure and hot and cold temperatures, slippery surfaces, water and electrical hazards and confined spaces.

Physical Demands:

Amount of time spent – Standing 25%, Walking 75% for as many as five miles per shift. Requires close visual and hearing observation to detect non-conformance and machine malfunction. Constantly uses hands to finger, handle or feel and frequently reaches with hands and arms. Works in various positions; works on ladders, catwalks, and supports at heights of 50 feet above the ground; and works with hands extended above and below head and body up to 40 minutes using hand tools weighing up to 15 pounds. Must be able to lift and carry 50 pounds (occasionally 60 pounds) distances of 10 feet. Occasional stooping, bending or kneeling and entering confined spaces.

This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees are expected to perform tasks as assigned by supervisory personnel, regardless of job title or routine job duties.

ATTACHEMENT E



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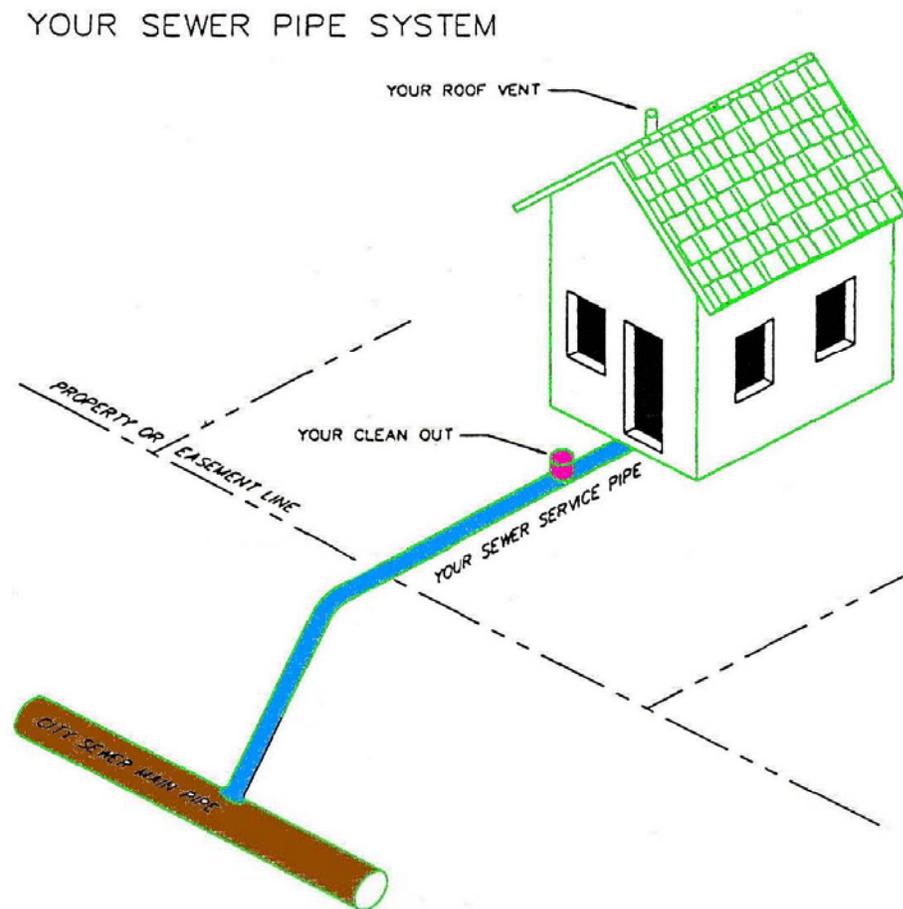
Sewer Division

- [Sanitary Sewer Overflows: Frequently Asked Questions](#)
- [Information About Your Sewer](#)
- [Woonsocket Sewer System](#)
- [What You Need to Know Before Hiring A Plumber](#)
- [Annual Sewer Use Charge - Rhode Island Cities & Towns](#)
- [Sewer Division Annual Report to EPA 2011](#)
- [City Sewer Policy](#)
- [Contact Us](#)

What is a sewer service lateral?

The service lateral is constructed by private owners for private use of their property. It is a private sewer located on private property not serving the community at large and for which the City does not have an executed and recorded easement for the purpose of providing City maintenance. The service lateral is an extension of the house building sewer that connects the building to the City sewer. The maintenance and repair of the entire sewer service lateral is the property owner's responsibility.

Page 1 of 1



What is a sanitary sewer system?

Those structures (pipes, force mains, gravity sewer lines and manholes) in the wastewater collection system designed to convey municipal sewage only (not stormwater) to a wastewater treatment facility are referred to as "sanitary sewers."

What is a sewer overflow or sanitary sewer overflow?

A sewage overflow is the intentional or unintentional diversion of flow from a sanitary or combined sewer collection and transmission system. Sewage overflows include discharges to public property or discharges on private property; discharges to State Waters and United States Waters.

What should a customer do when a sewage backup occurs in the home/yard, etc.?

If you experience a sewage backup, you should contact Veolia Water the operator of the City's sewer collection system at 401-762-5050 ext. 2

Sewer Backup Problems

Preventative measures you can take to prevent Sewer backups:

- Do not dispose of your household grease in the sinks or toilets
- Do not dispose of diapers or other disposable hygiene products in your toilets
- Do not dispose of bones and food scraps if you do not have an appliance to grind them before disposal
- Inspect and have your rooftop vents cleaned out by a professional
- Place screening over your rooftop vents if you encounter a problem with rodents entering your home through your toilets
- For information on how you can prevent a backup or sewer overflow: For more information on what to do if you have a sewer overflow:

Prevent Blocked Drains

Most homeowners have experienced a temporary blockage or sluggish drains in their plumbing. Minor blockages often can be cleared with a plunger.

Cooking grease, hair, food particles, toilet paper and roots often cause sluggish drains or line blockages. If they happen near the drain opening or toilet bowl, a plunger may be effective in clearing them. However, if the problem is some distance into a drain line, it may require a plumber to locate and resolve.

Eliminate Water

If you have a blocked or stubborn drain, the first thing you want to do is reduce or eliminate the water you put in the lines to minimize the amount of damage you may do. Obviously, if you keep flushing a slow-moving toilet, it will overflow the bowl, damaging your floor.

Washing machines can create one of the biggest problems when your drains are running slowly. Washers use 15 to 20 gallons a load. This water could back up into toilets or showers, possibly

causing overflow damage. It is relatively easy to find out if the blockage is in the house drains or in the sewer lines.

Check Your Cleanout

First, check the cleanout next to the house to see if it has water in it. If it contains no water, then you know the blockage is somewhere in the house plumbing. If there is water standing in the cleanout, the blockage is most likely in the line from the house to the main sewer line.

If there is a cleanout near your property line and you find water standing in it, the problem is likely in the City sewer line. Under these circumstances you should discontinue using your facilities and contact Veolia Sewer Collection at 401-762-5050 option 2.

If there is no cleanout at the property line and water is standing in a cleanout on your property, you should also contact Veolia Sewer Collection at 401-762-5050 option 2.

Please Note: Veolia Sewer Collection is not permitted to do any work on private property; therefore, the homeowner or a plumber must resolve any problem between the right-of-way and the house.

If you have any questions regarding your sewer bill, please contact Sewer Use charge at City Hall Telephone number 401-767-2217

How to Prevent Fats, Oils, and Greases from Damaging Your Home and the Environment

Fats, Oils, and Greases aren't just bad for your arteries and your waistline; they're bad for sewers, too.

Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment. An increasingly common cause of overflows is sewer pipes blocked by grease. Grease gets into the sewer from household drains as well as from poorly maintained grease traps in restaurants and other businesses.

Where does the grease come from?

Most of us know grease as the byproduct of cooking. Grease is found in such things as:

- Meat fats
- Lard
- Cooking oil
- Shortening
- Butter and margarine
- Food scraps
- Baking goods
- Sauces
- Dairy products



Too often, grease is washed into the plumbing system, usually through the kitchen sink. Grease sticks to the insides of sewer pipes (both on your property and in the streets). Over time, the grease can build up and block the entire pipe.

Home garbage disposals do not keep grease out of the plumbing system. These units only shred solid material into smaller pieces and do not prevent grease from going down the drain. Commercial additives, including detergents that claim to dissolve grease may pass grease down the line and cause problems in other areas.

The results can be:

- Raw sewage overflowing in your home or your neighbor's home;
- An expensive and unpleasant cleanup that often must be paid for by you, the homeowner;
- Raw sewage overflowing into parks, yards, and streets;
- Potential contact with disease-causing organisms; and
- An increase in operation and maintenance costs for local sewer departments, which causes higher sewer bills for customers.

Telephone numbers to remember

For Sewer bills inquiry: Call 401-767-2217

For Odor complaints: Call odor hot line at 401-765-7623

For Pretreatment questions call: 401-766-1255

For Sewer issues such as:

Sewage over flow from manhole

Broken manhole cover

Sewer over flow in basement

Sewer blockage

Call 401-762-5050 option 2