

DEPARTMENT OF PUBLIC WORKS

Bureau of Utility Operations Wins Esteemed Platinum, Gold AMSA Awards

The Association of Metropolitan Sewer Agencies (AMSA) recently honored the Annapolis Water Reclamation Facility (WRF) with its prestigious Platinum Award for 2003. AMSA awards recognize major wastewater treatment plants for their anti-pollution efforts demonstrated by compliance with their national pollutant discharge permits. The Platinum Award honors member facilities that have achieved 100% compliance with their national pollutant discharge permits (NDPES) for five consecutive years. Only 23 facilities from 19 utilities nationwide received the Platinum Award for 2003.

All of the other five major water reclamation plants in the County, that are eligible for the awards, won Gold Awards which recognize plants that have achieved 100% compliance with their national pol-

lutant discharge permit for an entire calendar year. The 2003 Gold Award winners were the Broadneck, Broadwater, Cox Creek, Maryland City and Patuxent facilities.

Anne Arundel County is routinely among the nation's top AMSA award winners.



State "flush tax" to begin in 2005

In 2004, the Maryland Legislature took a major step towards protecting the Chesapeake Bay and its tributaries, when it passed what has become known as "the flush tax". The bill established the Chesapeake and Atlantic Coastal Bays Restoration Fund to be supported by a \$2.50 a month fee on sewer bills and an equivalent \$30 annual fee on septic system owners. Utilities customers can expect to see a new line item on their quarterly bills beginning January 1, 2005 for \$7.50 per quarter (\$2.50 per month). These funds will be collected by the County and turned over to the State who will distribute the funds to utilities to upgrade wastewater treatment plants to reduce nitrogen discharge which causes algae blooms that harm fish, crabs, native plants and other aquatic life. The revenues from septic tank users will be used to upgrade or replace failing septic systems and to provide financial assistance to farmers to help plant cover crops to prevent nutrient runoff from agricultural land.

Protect yourself from Utility worker imposters

The Bureau of Utility Operations wants to remind all customers to protect themselves and their property against individuals who may be posing as utility workers. Earlier this year several incidents took place in which citizens were robbed by suspects posing as water utility employees.

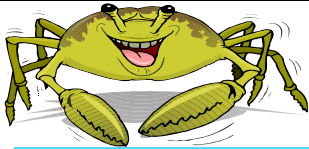
Rarely is it necessary for Anne Arundel County Utility workers to enter a customer's home. In the unlikely event that a Bureau of Utility Operations employee needs to enter a customer's home, the public is advised to look for the following:

- The employee should be in a marked Anne Arundel County vehicle.
- Ask for an Anne Arundel County identification badge; and if still in doubt, ask the employee to wait outside while you confirm the information and reason for the visit by calling Emergency Services at (410) 222-8400.
- Call 911 and ask for Anne Arundel County Police if you believe the person is a scam artist.

Always keep these simple tips in mind to protect yourself and your family from becoming a victim.

Customer safety comes first!





*A Save the Bay Tip from Claws the Crab...
Working together to avoid sewer spills...*

One of the main causes of sewer spills is clogged pipes. And how do pipes become clogged? From fats, oil, grease as well as other foreign substances and objects in the sewer system. Fats, oil and grease and other byproducts of cooking present a significant clogging problem for sewer systems. These materials stick to the walls of the sewer pipes and eventually reduce the diameter of the pipe, limiting the amount of wastewater that can flow through the pipe. Chunks of grease can break away from the walls, congeal with other materials and clog lines or travel to the wastewater treatment plant where it can cause costly operations and maintenance problems and lead to equipment failure. Grease related clogs may eventually cause sewer backups and sewer overflows that can be unpleasant, costly, and a potential threat to public health and the environment.

Restaurants and other food handling facilities are required to install devices to separate grease from the rest of the wastewater to protect the sewer system. In order to protect the sewer system and thereby help protect the Bay, individual home owners also need to take precautions.

Grease Disposal:

Do not put grease or oil down a sink or toilet or garbage disposal.

Collect grease, oil, etc. in a container - such as a glass jar or can and fill the container with absorbent material such as newspaper, paper towels, napkins, etc. Dispose of in your trash.

Scrape dishes and silverware of food and grease before washing them.

Use a sink strainer and empty it in the trash.

Waste Disposal:

Do not use the toilet or sink to dispose of anything other than toilet paper and human waste. This includes paper products, plastics, rubber, food scraps and toys. Keep a wastebasket handy in each room to dispose of trash. Scrape food into plastic bags

and dispose of in the trash.

Foreign Objects:

Never place foreign objects into sewer manholes. If you should ever see anyone place something into a manhole or if you see liquid coming from a manhole, call Emergency Services 24-hours a day, 7-days a week at 410-222-8400.

**Helpful Telephone Numbers for
The Department of Public Works**

24-hour EMERGENCY service for water and wastewater
(after 3:30 p.m.) ... 410-222-8400
South County... 410-451-4118

After 3:30 p.m., weekends and holiday EMERGENCY Service for
stormdrains, roads, traffic lights/signs... 410-222-6120

For weekday EMERGENCIES (between 7:00 a.m. and 3:30 p.m.)
involving stormdrains, roads, or traffic lights/signs, please call the
appropriate district office. If you do not know what district to call,
please call any of these Customer Relations numbers...

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| Customer Relations... | 410-222-7582 |
| General Information... | 410-222-7500 |
| Billing Information... | 410-222-1144 |
| Bulk Item Trash Service, Recycling Information, Trash Collection... | 410-222-6100 |
| Northern Roads District... | 410-222-6120 |
| Southern Roads District... | 410-222-1933 |
| Central Roads District... | |
| Crownsville Yard... | 410-222-7940 |
| Central Roads District... | |
| Odenton Yard... | 410-222-6126 |

During snow emergencies (4" or more) customers in all roads districts please call... 410-222-4040

Anne Arundel County
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2662 Riva Road
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www.aacounty.org/dpw

