

# ACWWA



Arapahoe County Water and Wastewater Authority

VOLUME 3 ISSUE 2

## THE PIPELINE

NEWSLETTER DATE: FALL/WINTER 2008

Help us go GREEN!  
Join our e-Newsletter

### STATE OF THE ART WASTEWATER TREATMENT PLANT

#### UP AND RUNNING

The weather was a little gloomy, but it did not put a damper on the Ribbon Cutting Ceremony for the Lone Tree Creek Water Reuse Facility, a state-of-the-art water treatment plant which is located on the same site as the existing plant site but replaces virtually all of the existing process.

The Ceremony, held on Friday, October 10, 2008, was well attended by various members of the cooperating agencies, including the Arapahoe County Water and Wastewater Authority (ACWWA) and the Cottonwood Water and Sanitation District. Representatives from the architectural firm Arber & Associates, Glacier Construction, Inverness, the South Metro Chamber of Commerce, the City of Centennial and neighboring businesses also helped to celebrate this exciting project.

This new facility will help to meet the demands of a growing service area while ensuring that ACWWA can treat its present flows and meet or exceed all requirements from the Environmental Protection Agency, Colorado Department of Public Health and other governing bodies in a cost effective manner.

Our new plant utilizes microbiology to do much of the work thus reducing the need to use chemicals and energy hungry mechanical processes. This system uses microbes to remove ammonia, nitrates and phosphorous which have traditionally been removed using large volumes of chemicals or energy intensive equipment. The water that this plant will produce will be among the most pure in the industry today.

ACWWA is committed to protecting human health and the environment while keeping cost to a minimum. This new plant will serve our ratepayer's needs and has been designed for further expansion as the need arises.



Board President, Hap Henderson, along with Arapahoe County Commissioner, Rod Bockenfeld, cut the ribbon, as other Board Members and ACWWA staff look on.

#### OUR MISSION STATEMENT:

IT IS OUR GOAL TO PROVIDE UNPARALLELED SERVICE AND ACCOUNTABILITY TO OUR CUSTOMERS WHILE FURNISHING THE HIGHEST QUALITY WATER.



### THE BOARD

Ralph Henderson	President
Doyle Tinkey	First Vice President
Rod Bockenfeld	Treasurer
Jim Dyer	Assistant Treasurer
Marie Mackenzie	Secretary
Patrick Mulhern	Assistant Secretary
Alan Leak	Assistant Secretary
Linda Lehrer	Assistant Secretary

**CURRENT COMMITTEES**

- ◆ Personnel
- ◆ Finance
- ◆ Water Supply & Acquisitions
- ◆ Project Development & Construction
- ◆ Investment

The Board meets on the second Wednesday of each month. The meetings are held at the ACWWA Administration Building in the Arapahoe Conference Room at 9:00 a.m. Please call (303) 790-4830 to confirm date and time before attending.

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## PAYMENT INFORMATION

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### NOW OFFERING ONLINE BILL PAY!

As part of our commitment to provide our customers with efficient, convenient service, ACWWA has partnered with Official Payments to offer online bill pay at [www.arapahoewater.org](http://www.arapahoewater.org). If you wish to view your account, this feature offers information such as last bill, last payment, two years worth of readings, and a water history graph comparing the current and previous year's usage. American Express, Discover, MasterCard and Visa are the four credit cards accepted with a convenience fee of \$4.95, per transaction. Please be advised that the payment is not deposited immediately. The expected deposit day for MasterCard and Visa is approximately two days and for Discover and American Express it is approximately three days. A Settlement Guide, showing detailed information is available at [www.arapahoewater.org](http://www.arapahoewater.org). To access the online bill pay feature, please first contact our office to receive your pin number.

Effective October, payments are due on the 25th of each month. Payments received after that date will be charged a late fee. We accept cash, check or ACH\* either by mail or at our office.

**Mailing Address:** Arapahoe County Water & Wastewater Authority (ACWWA)  
P.O. Box 172608  
Denver, CO 80217-2608

**Office Address:** Arapahoe County Water & Wastewater Authority (ACWWA)  
13031 East Caley Avenue  
Centennial, CO 80111

\*What is ACH? ACH stands for Automated Clearing House. ACH automatically withdraws the amount of your bill from your bank account on the 20<sup>th</sup> of each month. If you are interested in this service and would like more information, please contact our Customer Service Department at (303)790-4830 extension 311.



**Our Vision is to  
consistently meet or exceed  
customer expectations.**



## HELP US STAMP OUT FOG!

### What is FOG?

When fat, oil, or grease is poured down the drain, it clings to pipe walls and solidifies. It can also cling to other substances and cause them to float. Chunks of fat, oil, and grease can stick to pipe walls and completely block the pipe. Fats, oils, and grease—FOG—comes from meat fats in food scraps, cooking oil, shortening, lard, butter and margarine, gravy, and food products such as mayonnaise, salad dressings, and sour cream. FOG poured down kitchen drains accumulates inside sewer pipes. As the FOG builds up, it restricts the flow in the pipe and can cause untreated wastewater to back up into homes and businesses, resulting in high costs for cleanup and restoration.

### Grease Myths Debunked

We've all heard them. We may even believe them. Grease myths are as common as urban legends. Here are a few of the most common myths about grease and drains.

#### It's ok to pour grease down the drain as long as . . .

. . . I use the **garbage disposal. Myth.** The garbage disposal only grinds up items before passing them into your sewer pipes.

. . . I chase it down with a **dose of dish soap. Myth.** It's true that soap breaks up grease. You see it happen every time you wash your dishes. But what you don't see is what happens in your sewer pipes. Eventually, soap loses its effectiveness and grease solidifies and congeals on pipe walls.

. . . I run **hot water. Myth.** This myth is similar in logic to chasing grease down the drain with soap. Eventually, the water will cool, and the grease will solidify.

. . . it is a **liquid at room temperature. Myth.** Liquid cooking oils like canola and olive oil float on wastewater and easily adhere to sewer pipes. The oily film can collect food particles and other solids and begin to create a blockage.

**TRUTH:** The best way to dispose of cooking oil and grease is to pour it into a heat-safe container and store it in the freezer. On trash day, throw the hardened grease away. If you use very little oil while

cooking, simply wipe the cooled pan clean with paper towels.

Following these *dos* and *don'ts* will help you and your neighbors avoid expensive sewer backups, plumbing emergencies, and rate increases to cover sewer maintenance and repairs, while helping protect water quality in your community.

### Do

- Recycle used cooking oil or properly dispose of it by pouring it into a sealable container and placing the sealed container in the trash. To recycle large amounts, such as what's left over from a fish fry or frying a turkey, contact a local recycler by looking in the yellow pages under "Greases" or "Rendering." If you have a lot of oil to dispose of, use clay cat litter. Just mix the litter, a little at a time, into the oil. When all the oil has been absorbed, pour the cat litter into a trash bag, seal the bag, then dispose of it in your regular trash.

- Scrape food scraps into the trash, not the sink.
- Wipe pots, pans, and dishes with dry paper towels before rinsing or washing them. Then throw away the paper towels.
- Use paper towels to wipe down work areas. Cloth towels will accumulate grease that will eventually end up in your drains from towel washing/rinsing.
- Place a catch basket or screen over the sink drain when rinsing dishware, or when peeling or trimming food, to catch small scraps that would otherwise be washed down the drain.
- Throw the scraps in the trash.

- Rinse dishes and pans with cold water before putting them in the dishwasher. Hot water melts the fats, oils, and grease (FOG) off the dishes and into the sewer pipes. Later on in the sewer, the hot water will cool and the FOG will clog the pipes.

Use a grease can. Never pour grease or cooking oil down the sink drain or into the toilet. Instead, pour grease and oil into a can. You can store the can in the freezer until it is full. Then, just toss it in the trash. Opened soup or vegetable cans work well for storage purposes. (Cont'd. on Page 4)



**FOG (CONT'D. FROM PAGE 3)**

**Don't**

- Don't use a garbage disposal or food grinder. Grinding food up before rinsing it down the drain does not remove FOG; it just makes the pieces smaller. Even non-greasy food scraps can plug your home's sewer lines. So don't put food of any kind down the drain.
- Don't pour cooking oil, pan drippings, bacon grease, salad dressings, or sauces down the sink or toilet, or into street gutters or storm drains.
- Don't use cloth towels or rags to scrape plates or clean greasy or oily dishware. When you wash them, the grease will end up in the sewer.
- Don't run water over dishes, pans, fryers, and griddles to wash oil and grease down the drain.



**KUDOS TO  
ACWWA'S OPERATIONS**

In September, 2008, the ACWWA Operations Department took on the task of changing out 263 water meters in the Chapparral neighborhood. These meters were converted from "manual read" to "radio read." This conversion took approximately 175 man hours to complete. Prior to the conversion, ACWWA personnel would spend approximately 21 man hours walking from meter to meter, recording the usage. The chance of human error was always present using this antiquated method. By switching over to the "radio read" meters, ACWWA now spends a total of 2 hours to complete the entire route. The meter reader simply drives down the street with car window down, pointing the Meter Transceiver Unit (MXU) towards to meter. The MXU then registers the current usage and records it to a disc drive. This information is then downloaded to the ACWWA billing program and your bill is automatically generated.

**ACWWA VALUES**

- |                 |              |
|-----------------|--------------|
| ◆ Honesty       | ◆ Teamwork   |
| ◆ Service       | ◆ Excellence |
| ◆ Enthusiasm    | ◆ Integrity  |
| ◆ Communication | ◆ Focus      |

**ACWWA RECEIVES STATE AWARD**

On August 25, 2008, ACWWA was awarded the Silver Member Award from the State of Colorado. The Award was presented by Martha Rudolf, Director of Environmental Programs, to ACWWA on October 21, 2008, at the Environmental Leadership Award Ceremony .

The award was received for ACWWA's commitment to implement, complete and maintain an Environmental Management System (E.M.S.) under the International Organization of Standardization 14001 standards. The award also recognizes ACWWA for its future water conservation efforts that include the expansion of the Lone Tree Creek Water Re-use Facility, the Joint Water Purification Project (a state-of-the-art reverse osmosis treatment plant), and associated infrastructure revisions.

