

ATTENTION UTILITY DISTRICT #2 USERS
Mar 20, 2011

Delafield-Hartland

Water Pollution Control Commission

416 Butler Drive

Delafield, Wisconsin 53018-1871

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To all who discharge to the Delafield-Hartland WPCW Wastewater Treatment Facility.

HELP ME PLEASE!!!

I need your help in removing the unwanted materials that flow through our sewers in the service area. This means all of the rags and other garbage (paper towels, baby wipes, disinfectant wipes, feminine products, clothing, hair, dental floss, and so on) that are put down the sewers everyday resulting in clogged pumps and continuous wear and tear on our wastewater treatment plant and collection system.

Business owners such as hotels, retail stores, restaurants, office buildings, cleaning services and other large users in our sewer area need to be especially aware of putting unwanted material down our sewer system. Managers from these establishments can help this cause immensely by instructing your employees and patrons to pay special attention to this message and help keep our plant running cleaner and more efficient.

I know that people tend to blame the treatment plant and operators at the end of the wastewater flow process for sewer overflows, however, a lot of our sewer problems result from the unwanted items that everyone puts into our sewer system every day.

Attached are descriptions of pictures of different parts of our plant that are affected by unwanted "extra" items on a daily basis:

1. Rags packed in the pump impeller which causes clogging and wear on the impeller resulting in loss of efficiency of our pumps.
2. Wet well located in one of our pump stations. Wastewater accumulates in these wet wells before it is pumped down the sewer or is treated at our wastewater plant. Wet wells have floats to control the wastewater level and when these floats get tangled with bulky rags their operation is adversely affected resulting in pump station failures and possible sewer backups.
3. Massive amounts of debris trapped in our mechanical bar screen located in the headworks of the plant. This bar screen is designed to remove unwanted materials from the waste stream

before entering the wastewater process and can trap material down to a half inch chunk for easy removal. The mechanical bar screen is equipped to discharge the unwanted material to a garbage dumpster.

4. An example of the garbage that is removed from our bar screen every few days to be disposed of in a landfill. If we all were more cautious we could remove these unnecessary "extra" items ourselves (don't flush) so we could save money in the long run.

In summary, if every single residential and commercial user did their part to protect our wastewater sewer system we would all benefit from lower costs and a cleaner environment. I would like to thank all of our users in our service area that already treat our sewer system with the great care that it deserves. We appreciate all of your extra efforts and diligence on our communities' behalf and encourage our unintentional polluters to please do their part in cleaning up this problem because in the end everyone pays the price for our sewer system misuse.

Sincerely,

Scott Luczak

General Manager