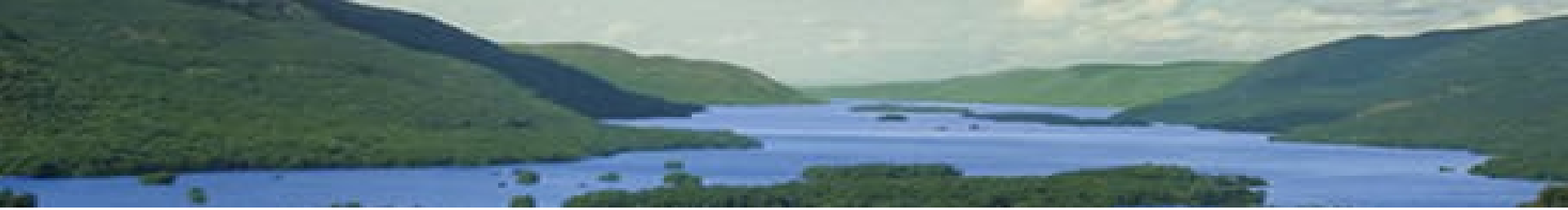


# Informational Meeting

## Town of Hague Sewer System

July 25, 2018

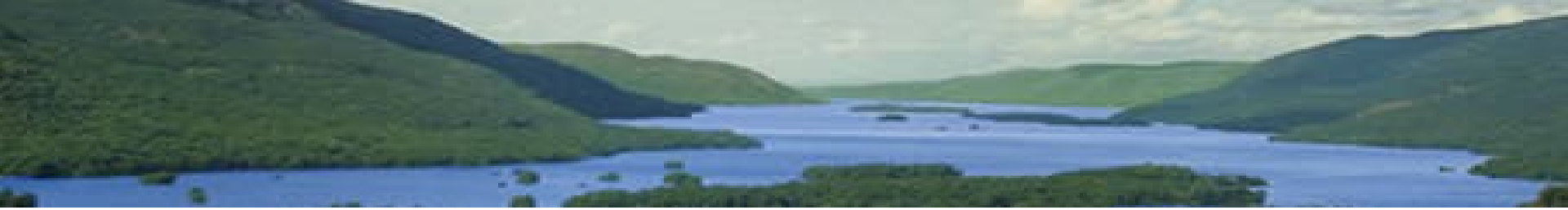




# The mission of Hague's sewer collection and treatment facilities is to:

- Protect the public health and welfare
- Preserve the water quality in Lake George and tributaries
- Assure continuous compliance with regulations
- Provide reliable service to ratepayers
- Ensure that equipment and systems are maintained in a sustainable, cost-effective manner

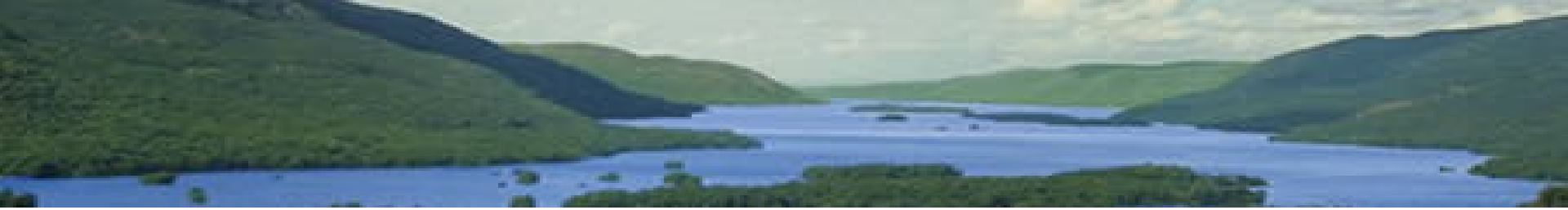




# Agenda

- **Overview of system**
- Current condition and operation
- Current actions | Goals
- Communications and education
- Questions and answers

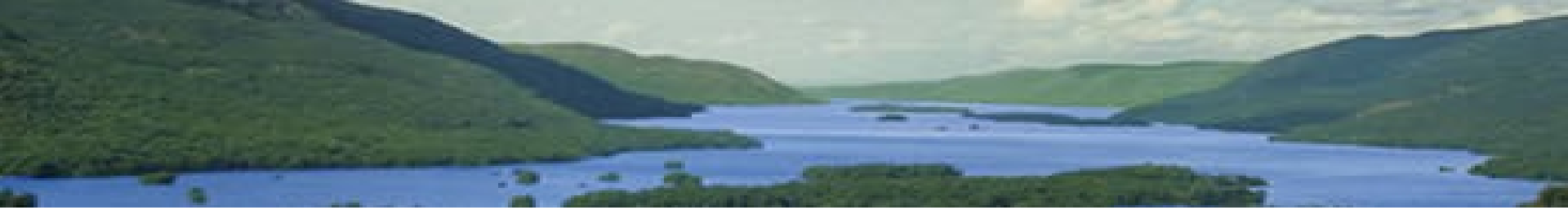




# Overview of system

- Town of Hague's waste water treatment system
  - District 1 since 2003
  - District 2 since 2009
- 447 EDUs (Equivalent Dwelling Unit) to centralize treatment and disposal
- Lake George and the environment are protected
- Reduce uncertainty of on-site systems
- Increased property values





# Two main parts of sewer system

## 1. Collection system

- Hybrid of gravity and low-pressure (i.e. grinder pumps)
- Homeowner grinder pumps, connection to mains, mains, three pump stations

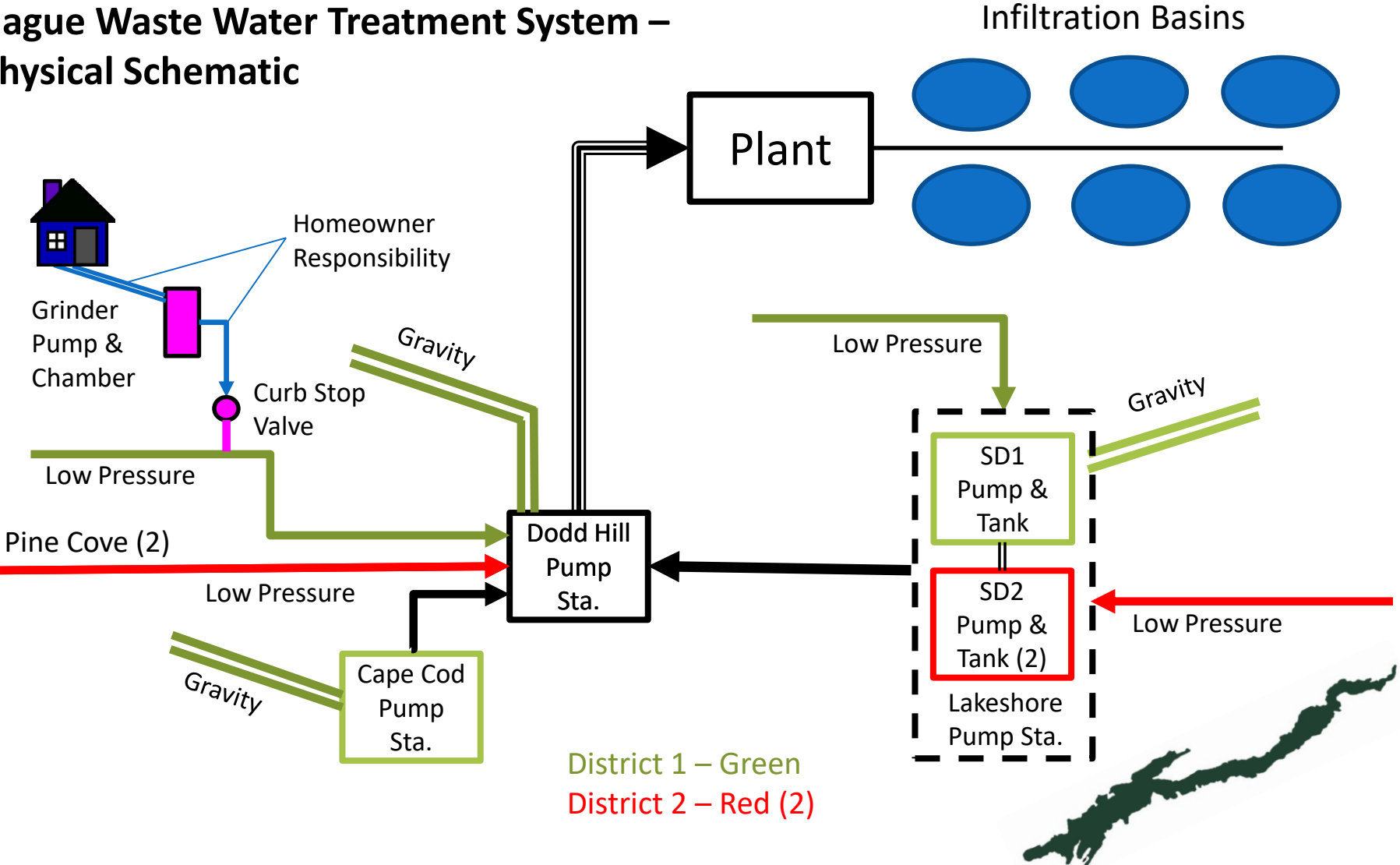
## 2. Wastewater Treatment Plant

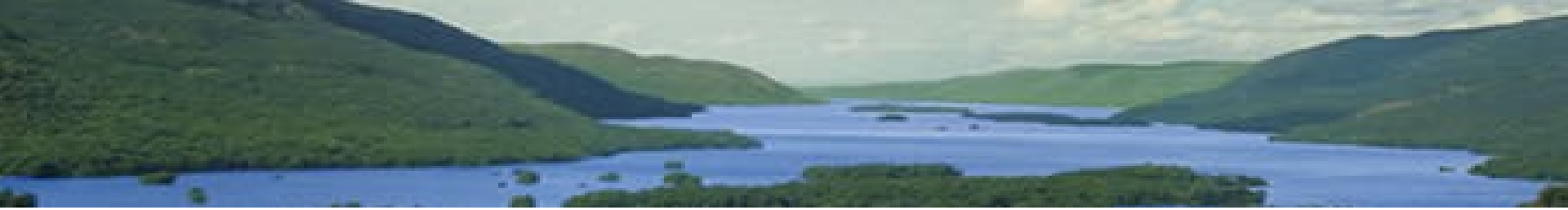
- Small plant that is partially automated and can run efficiently and effectively
- Sophisticated process designed to protect sensitive bodies of water





# Hague Waste Water Treatment System – Physical Schematic

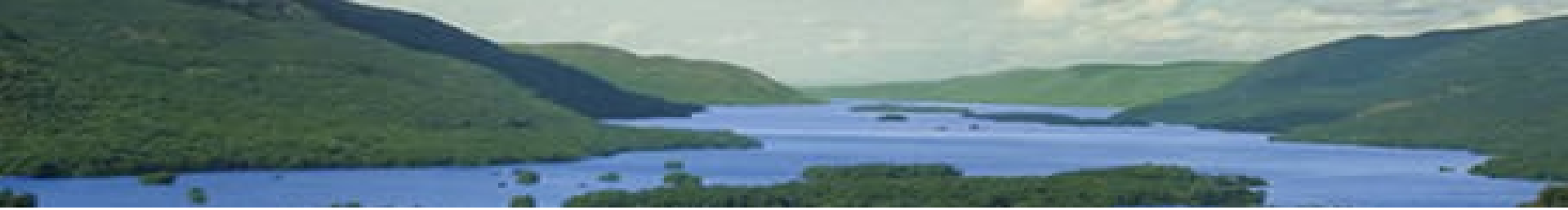




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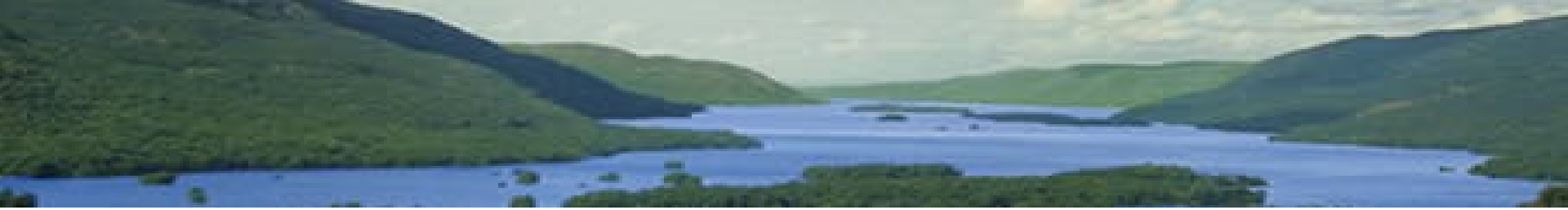


# User expectations

- A sewer system that is reliable and compliant
- Budgeting for cost-effective operation & maintenance and reserves for capital projects
- Customer service that resolves issues quickly and satisfactorily
- A system that is sustainable for future generations



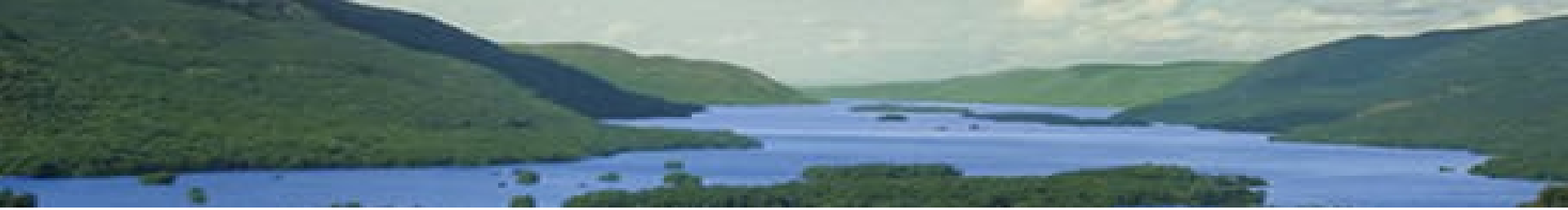




# Status 2018

- Still under consent order from NY State DEC
- Improvements made
  - Sludge dewatering system upgrade (pilot)
  - Upgrades to SCADA (control) system
    - Mixers, oxygen sensors, programming
- Other issues that are being/need to be addressed
  - Better preventive maintenance, spare parts inventory
  - Issues caused by challenging site conditions
  - E-one pumps in district 1 are aging out

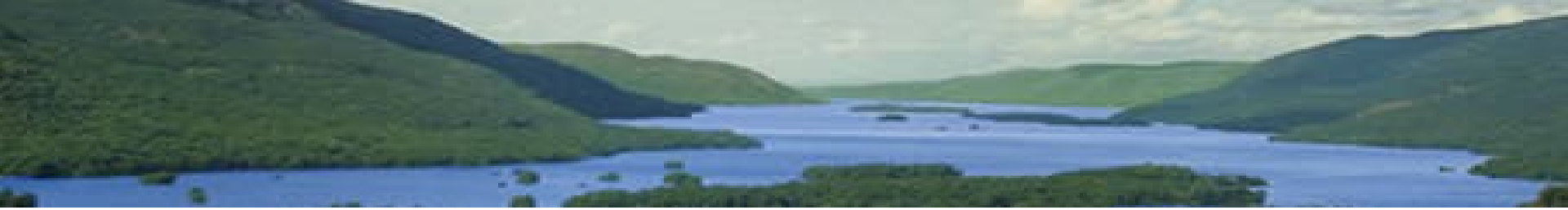




# System status 2018

- Staffing
  - Staff training is a high priority
  - Need to ensure adequate staffing for sustainability
- Hague was named wastewater treatment system of the year by New York Rural Water Association
- We are on a good path, but must continue to make improvements

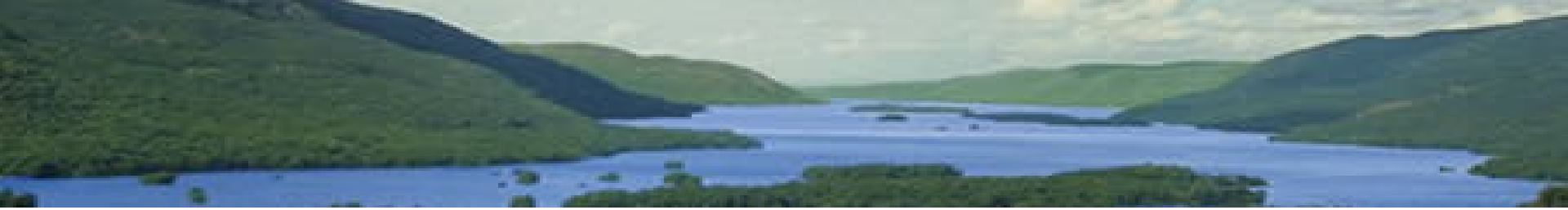




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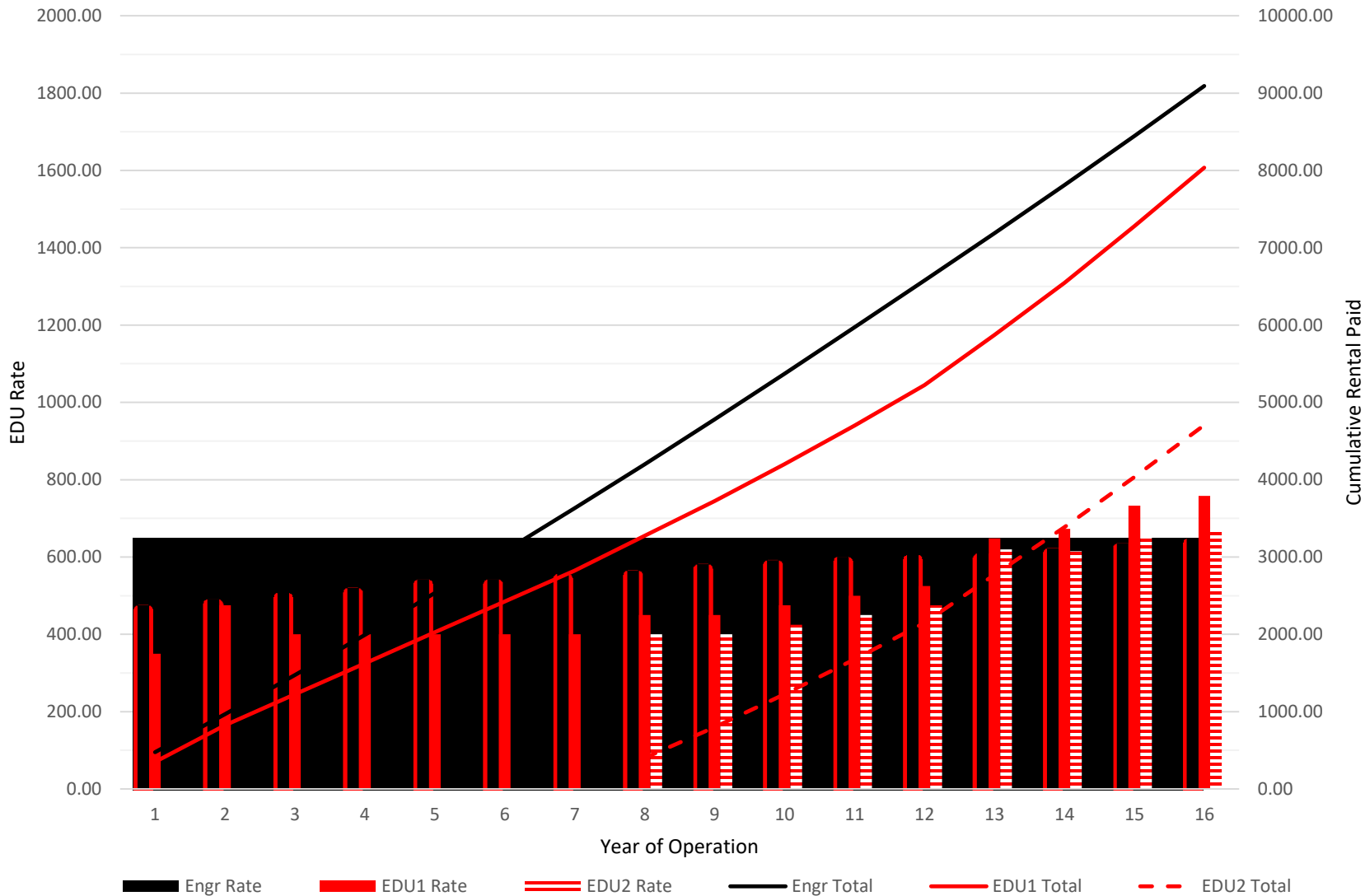


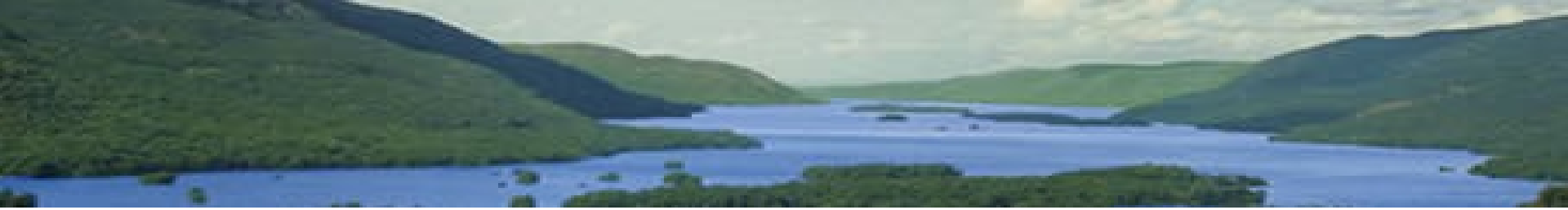
# Current actions

- Sewer advisory committee meets regularly
- Implementing system improvements
- Seeking grants for critical equipment upgrades and replacement to meet compliance
- Working on saving costs



### Rate Analysis for One EDU

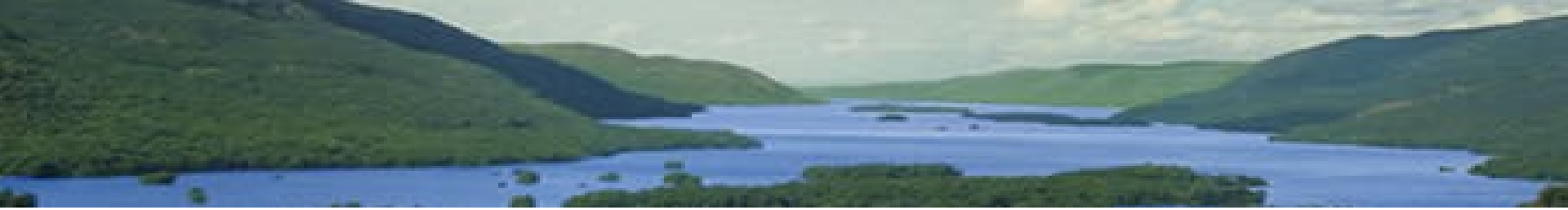




# Ongoing goals

- Sustainable staffing plan
- Invest what's needed to keep the plant and collection system working properly
- Operate plant 24 x 7 as cost-effectively as possible
- Continuing to apply for grant funding
- Be responsive to homeowners in district
- Achieve continuous compliance
- **Protect Lake George!!**





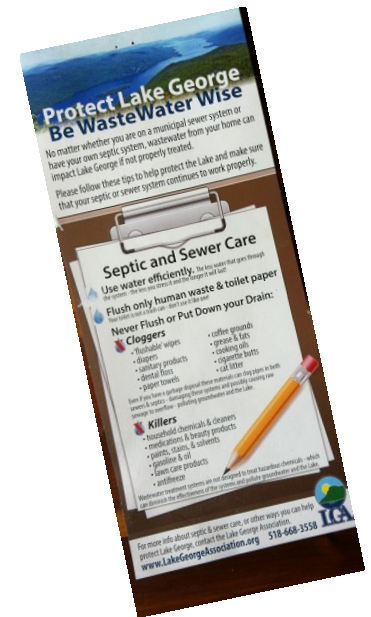
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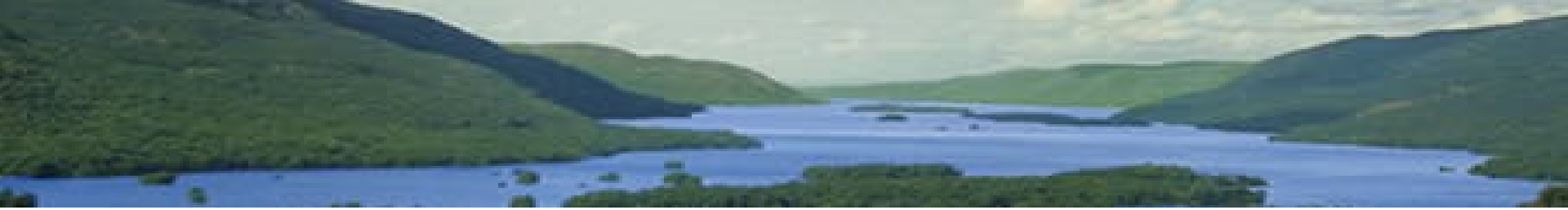


# Communications and Education

- FAQs – online and in the sewer bill
- Letters in sewer bill
- Website
- Cards for homeowners
- Public informational meetings
- Staff available to answer questions
- User survey



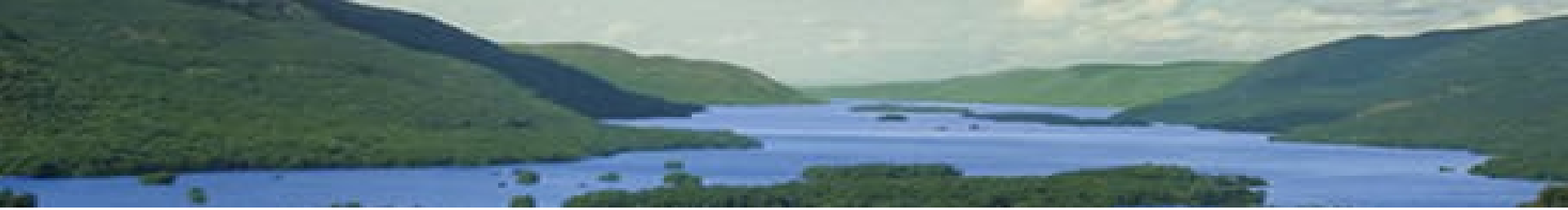




# User Survey Results

- How well do you understand where the money you pay for sewer service is spent?
- Do you know that, should your pump fail through normal wear and tear, the town will replace it free of charge to you?
- Overall, how satisfied are you with the service provided by our wastewater treatment plant staff?





# Your role and responsibilities

- Put only water, toilet paper and human waste in drains – tell guests and renters to do the same
- Never connect a sump pump to the sewer
- Always leave power on to your pump
- Properly flush system (or winterize) if leaving for a week or more
- Ensure that your pump is easily accessible
- Do not try to fix things yourself





Personal hygiene wipes, wet-ones, baby wipes, handiwipes cause problems in our system

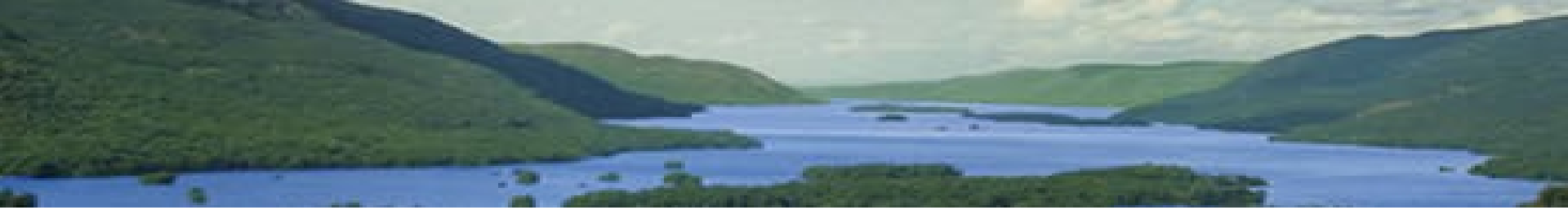


# What if my alarm sounds?

- Turn off the sound of the alarm by pressing the 'silence' button on bottom of the box.
- If the alarm light is still active after an hour, call the phone number below. If the alarm sounded and the system subsequently cleared itself, you should consider what caused this to happen.
- If you notice any irregularity with the unit, such as the alarm sounding frequently, then call the phone number below.

**518-543-8862 or  
1-877-730-2749 (Emergency after hours)**





# Questions and Answers

