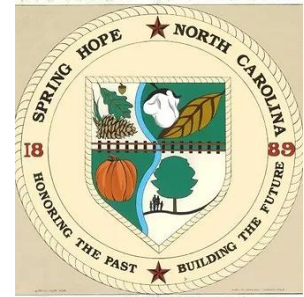


Town of Spring Hope

Wastewater Treatment and Collection System Performance Annual Report



I. General Information

Permit No.: NC 0020061

Person in Charge/Contact:

Andrew DeLonno, Town Manager – 252-478-5186

Bobby Ball, Public Works Director – (252) 478-5186

II. Description of Treatment Process

The Town of Spring Hope has a wastewater treatment facility with a permitted flow of 0.4 million gallons per day (MGD) consisting of a mechanical bar screen, manual grit removal, influent ultrasonic flow meter, two aeration basins, dual clarifiers, one aerobic digester, two tertiary clarifiers, liquid chlorination/dechlorination system, a effluent cascade aeration, and a backup generator. The total amount of gallons treated for the fiscal year 2022/23 was 30,660,000 gallons.

III. Performance: Treatment Plant

Test Summary of System Performance for the Fiscal Year 2022/23. The Wastewater Treatment Facility was in Compliance for Monitoring, Reporting & Permit Limits for 2022/23, except:

| Date | Reason for Non-Compliance |
|-------------|--|
| July 2022 | The Town of Spring Hope liquid chlorine feed pump failed while under contract with third party operator causing a violation of fecal coliform and chlorine residual for the month. |
| August 2022 | The Town of Spring Hope's spare liquid chlorine feed pump failed causing a violation of fecal coliform and chlorine residual for the month. Caustic feed was started for pH adjustment due to violation during the month. The town had one (1) violation for total suspended solids. |

If you would like any further information or a copy of this report, Contact Town Hall at: 252-478-5186

IV. Description: Collection System

The network of pipes that constitutes the wastewater collection system includes approximately 10 miles of gravity sewer, approximately 2 miles of force main, 6 duplex pump stations, and all associated piping, valves, and appurtenances required to make a complete and operational wastewater collection system to serve the Town of Spring Hope. The wastewater is then pumped via the pump stations and gravity lines to the Spring Hope WWTP which is owned and operated by the town. Our wastewater collection system is operated and maintained under a system- wide Wastewater Collection System Permit (#WQCS00206) issued by the State of North Carolina Division of Water Resources. The ORC of the system is Bobby Ball, Public Work Director.

V. Performance: Collection System

The Town of Spring Hope is routinely working to maintain and improve the efficiency of our Collection System by increasing routine maintenance of lines and lift stations and participating in an ongoing education program in which citizens are instructed in the importance of proper disposal of household waste, including fats, oils, and grease. The Town is encouraging its citizens and system users to recycle used cooking oil and avoid the use of 'flushable' wipes.

Sanitary Sewer Overflows (SSOs): Sanitary sewer overflows may result from a variety of causes: inflow and infiltration due to high water levels; blocked pipes from rags, roots, and grease accumulation; broken lines from corrosion or construction activity; power failures at pump and lift stations within the system. The

Town of Spring Hope

Town of Spring Hope Collection System had no reportable sewer SSO during this report period. The SSO was reported in accordance with State regulations to the NC Division of Water Resources. There were no environmental impacts noted as a result of the sewer overflow. A summary of reportable sanitary sewer overflow for this report period:

| Date | Location | Reported Gallons | Cause |
|------|----------|------------------|-------|
| None | | | |

How We Protect the System

We'd like to reduce system overflows to zero, so we work hard to protect our system. The following is an overview of the ways we try to protect our system and prevent overflows:

I/ I Investigations. Infiltration/ Inflow (I/ I) is extraneous water that gets into the wastewater collection system— any water other than sewage. We have an extensive program that includes smoke testing, closed-circuit TV inspection and flow monitoring to assist us in identifying areas of extraneous flow. Once we have located problem areas, we take steps to remediate the problem.

Routine Pipe Cleaning. Each year we routinely have at least 10% of the collection system cleaned, an average of more than 15,000 linear feet of sewer pipe, with special high-pressure equipment designed to remove grease and other debris from the system and inspected manholes. This routine cleaning and inspection program further reduces the potential for system blockages and overflows.

Fats, Oils and Grease (FOG) Program. Residual fats, oils and grease are a by-product of food service establishments and individual homes. Commercial customers that serve food or process meat, etc. are required to have grease interceptors. These grease removal devices are designed to remove animal fats and vegetable oils, leading causes of sewer line blockages. Commercial customers that service or wash motorized vehicles are also required to have sand/oil interceptors. These devices help protect the wastewater collection system by removing sediments, oil, grease, and light petroleum products from the wastewater discharge.

Education. We have an educational campaign involving newsletters designed to inform the public on ways they can help us protect the sanitary sewer system.

VI. Notification

This report was made available to users by mail in the customer's monthly utility bill, via the Town's Website (www.springhope.net) or one can be obtained from the Town Hall.

VII. Certification

I certify under penalty of law that this report is complete and accurate to the best of my knowledge. I further certify that this report has been made available to the users of Spring Hope's Waste Water Treatment Facility and that the users were notified of its availability.

Bobby T. Ball

11-03-2023

Bobby Ball, Public Works Director
Town of Spring Hope

Date

NOTICE TO THE PUBLIC – Reporting Violation

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Reporting Requirement(s) Not Met for Town of Spring Hope

We are required to report the results of monitoring of your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the [monthly](#) compliance period beginning 9-1-23 and we did not report the results of monitoring for Revised Total Coliform Rule (RTCR) and Chlorine within the 10 day required timeframe.

Our system failed to notify the state drinking water program as required by 10-10-22. Although public health was not impacted, as our customers, you have a right to know what happened and what we did to correct the situation.

What should I do?

There is nothing you need to do at this time. You do not need to boil your water or take other actions.

What is being done?

While the Town did not notify the state per the administrative code, we have moved the sampling process in house in December 2022. We are no longer in violation.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact:

| | | |
|---|------------------------------------|---|
| Responsible Person Bobby Ball, Public Works Director | System Name Town of Spring Hope | System Address (Street) 118 W Railroad St; Spring Hope |
| Phone Number 252-478-5186 | System Number NC0464025 | System Address (City, State, Zip) 118 W Railroad St; Spring Hope |

Notice of Violation Date: 11-23-22

Date Notice Distributed: 11-08-23

Method of Distribution: Mail and Website

Public Notification Certification:

The public water system named above hereby affirms that public notification has been provided to its consumer in accordance with all delivery, content, format, and deadline requirements specified in 15A NCAC 18C .1523.

Owner/Operator: Andrew Delonno
(Signature)

Andrew Delonno
(Print Name)

11-03-2023
(Date)