

Wastewater Collection System Annual Report 2023/2024

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Permit # WQCS00296 **Name:** Town of Shallotte Collection System, Brunswick County

The Town of Shallotte's collections system consist of 79 miles of sewer system. 20 miles of that is gravity sewer, 31 miles is pressure sewer and 28 miles of force main. Our collection system pumps approximately 285,000 gallons of wastewater into the Brunswick County treatment plant on a daily basis. As part of an agreement with the Town of Shallotte, Brunswick County assumed ownership of the Town of Shallotte's Wastewater Treatment Plant. This WWTP is a facultative lagoon, non-discharge facility with a treatment capacity of 500,000 gallons per day.

The Shallotte Public Works Department is responsible for the daily operations and maintenance of the collection system. System maintenance includes cleaning 10% of the system and daily monitoring of the lift stations.

New sewer lines are continually being installed to preplace sewer lines that are inadequate and failing. Pump stations, which are a vital part of the wastewater systems are being maintained in the most effective manner to prevent financially and environmentally costly overflows. The Town is continuing to evaluate the sewer system and to identify needs and methods of repair based on the preservation of public health, protection of the environment and controlling cost to our customers.

Wastewater collection and treatment facilities require highly-skilled staff to operate and maintain them effectively and efficiently. Wastewater collection personnel are certified through the Water Pollution Control Systems Operators Certification Commission and are governed by N.C. State Law and regulations administered through NCDENR. To become certified, one must have suitable education and experience, must satisfactorily complete required coursework, and pass a state-administered examination. The Town of Shallotte has 16 highly skilled and diverse staff for proper operation and maintenance.

The Town of Shallotte had three reportable sewer spills from July 2023 through June 2024.

This report is available for viewing at the Town of Shallotte Administrative Office or by logging onto our website at www.townofshallotte.org. Customers will be notified of its availability by printed notice on water and sewer bills.

This report was completed by the Town of Shallotte staff and is complete and accurate to the best of our knowledge and belief.

Questions or comments concerning this report should be directed to Debra White at 910-754-4032.

Sanitary Sewer Overflows



A sanitary sewer overflow is a condition whereby untreated sewage is discharged prior to reaching sewage treatment facilities. Despite the best efforts of Charlotte's Public Utilities staff, sanitary sewer overflows (SSOs) occur in our system, just as they do in every other sewer system. The North Carolina Department of Environment and Natural Resources Division of Water Quality defines a reportable SSO as any spill to surface waters or any spills of 1,000 gallons or more.

Causes of Sanitary Sewer Overflows

The most common cause of SSOs is due to grease deposits blocking sewer pipes resulting in the escape of raw sewage through manholes, sewer clean outs, and other entries into the sewer collection system. Sewer blockages also occur due to foreign objects being dropped into sewers and manholes, the flushing of non-biodegradable materials down the toilet, and the growth of roots into the sewer system piping. Excessive rainfall can also overload the sewer piping systems and pump stations. Additionally, the cutting of sewer mains by contractors and property owners in the course of excavation has become more problematic as Charlotte becomes more urbanized. SSOs may also occur due to the failure of pipe or other mechanical equipment.

Charlotte Public Utilities is working to prevent and reduce Sanitary Sewer Overflows.

Our lift stations are equipped with an automated audio/visual alarms system that provides high level alarms to operators tasked with monitoring the sewer system around the clock. Town of Charlotte staff is available 24 hours per day, 7 days per week to respond quickly to emergencies in order to prevent SSOs from occurring. Moreover, Charlotte Public Utilities staff provides daily checks and maintenance to the piping, valves, lift stations, and other components of the sewer system in order to minimize failures and maintains generators for backup power during outages.

As part of its Fats, Oils, and Grease (FOG) Program, Charlotte helps to educate customers on the proper disposal of these items to minimize sewer blockages and encourages the public to contact Public Utilities if they see deficiencies or misuse of the sewer system. Additionally, Charlotte is part of the NC 811 call system (www.NC811.org) that seeks to avoid utility damage due to excavation by the general public and contractors by providing proper notification and utility location services.

What You Can Do to Prevent Sanitary Sewer Overflows(SSO).

- Contact Town of Shallotte Public Utilities if you see a maintenance issue, SSO, or someone misusing the public sewer system.
- Never pour grease down sink drains or into toilets! Put grease in a disposable container and dispose of in the garbage or recycle where available.
- Put strainers in kitchen sinks to catch food and debris and empty them into the trash.
- Put wipes, napkins, cat litter, cotton balls, hygiene products, and latex products into the trash; never flush these down the toilet.
- Speak with your neighbors about how to keep grease and other materials out of the sewer. Sewer blockages from grease and other foreign materials don't just impact the person putting them down the drain!

When an SSO Occurs...

Through active monitoring, maintenance, repair, staff training, investment, and outreach programs

Shallotte Public Utilities seeks to be a good steward of the environment. However, even with due diligence all utilities providing sewer service will experience SSOs from time to time. When an SSO occurs, Shallotte takes the following corrective actions:

- Notification of the public in accordance with Division of Water Quality guidelines
- Remove blockages from piping
- Repair, refurbish, and renovate damaged or inadequate facilities
- Cleanup and disinfection of spill area
- Increase inspection frequency as warranted
- Construct capacity improvements as warranted

Do's and Don'ts of Grease

DO!	DON'T!
Put oil and grease in collection containers	Pour oil and grease down drains
Remove oil and grease from kitchen utensils, equipment and food preparation areas with scrapers/towels/brooms	Wash fryers/griddles, pots/ pans, and plates with water until oil and grease are removed
Keep grease out of wash water	Use hot water to rinse grease off surfaces
Place food scraps in collection containers	Put food scraps down drains