

# *Wipes and FOG Public Outreach*

R8PA Conference Deadwood SD

May 11, 2017

Bill Gefroh

City of Bismarck

# New York and California Communication Networks

After having dug to a depth of 10 feet last year, New York scientists found traces of copper wire dating back 100 years and came to the conclusion, that their ancestors already had a **telephone network more than 100 years ago.**

Not to be outdone by the New Yorkers, in the weeks that followed a California archaeologist dug to a depth of 20 feet, and shortly after, a story in the LA Times read: "California archaeologists, after finding 200 year old copper wire, have concluded that their ancestors already had an advanced **high-tech communications network a hundred years earlier** than the New Yorkers".

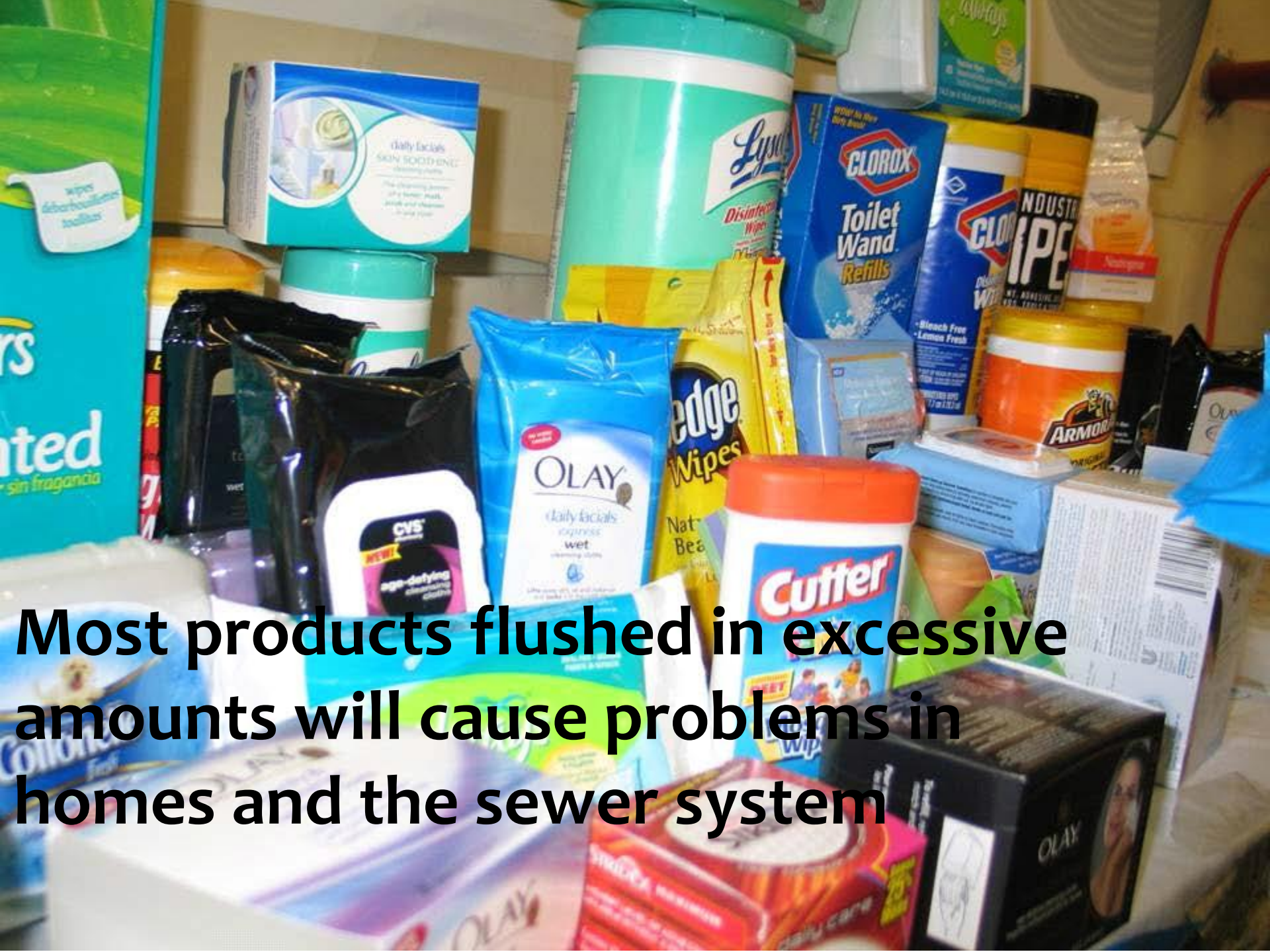
# North Dakota Communication Network

One week later a local newspaper in ND reported the following: "After digging as deep as 30 feet in his pasture near Fessenden ND, Sven, a self-taught archaeologist, reported that he found absolutely nothing. Sven has therefore concluded that **300 years ago, North Dakota had already gone wireless**".

North Dakotans we are such a proud bunch!

# Public Outreach on What is Flushable

The fundamental problem is a failure of a discerning consumer. They're not distinguishing between what's flushable and what's not flushable. There's an established pattern on consumer behaviors that needs to be modified. Water



**Most products flushed in excessive amounts will cause problems in homes and the sewer system**

Labels:  
the  
“Bad”

?

\*Compare to Kleenex®  
Cottonelle Fresh®

# moist flushable wipes

Enhanced  
Cleansing & Freshness  
Better than dry  
toilet paper alone



- Ultra Soft
- Gentle on Skin
- Safe for Sewer & Septic

600  
Pre-moistened Wipes



perfect for the entire family!

10 x



60 ct Solo Packs  
9.5 in x 6.5 in  
(17.3 cm x 15.3 cm)

?

2012

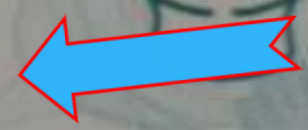
# Labels: the “Bad”

## **FOR EXTERNAL USE ONLY.**

Suitable for use in external vaginal area.

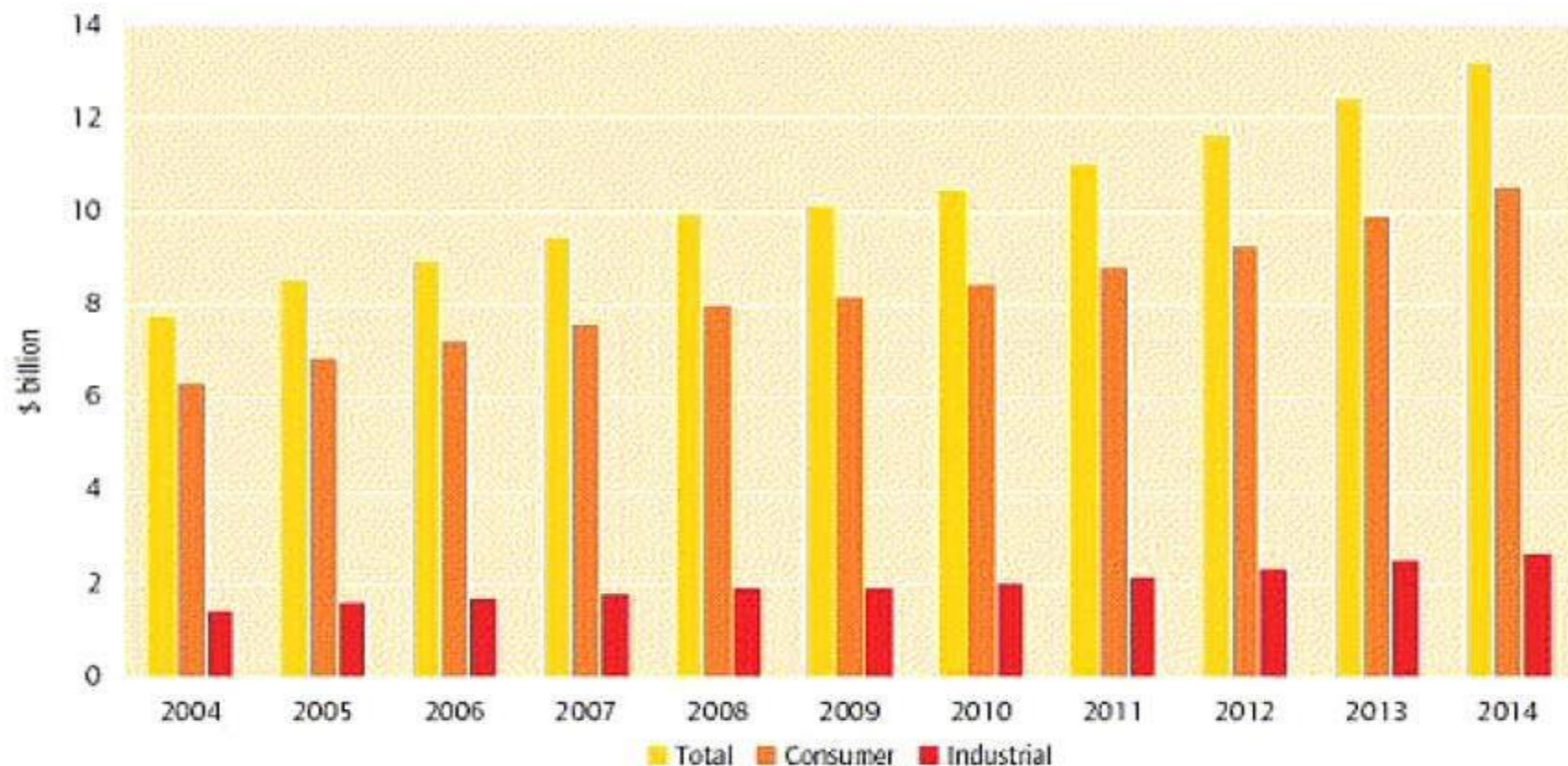
Wipes are safe to flush in properly maintained sewer and septic system.

For best results, flush one or two wipes at a time.



# Consumer Wipes: Prevalence of Use

FIGURE E.2 Sales of consumer and industrial wipes, 2004-14 (\$ billion)



Source: Pira International Ltd





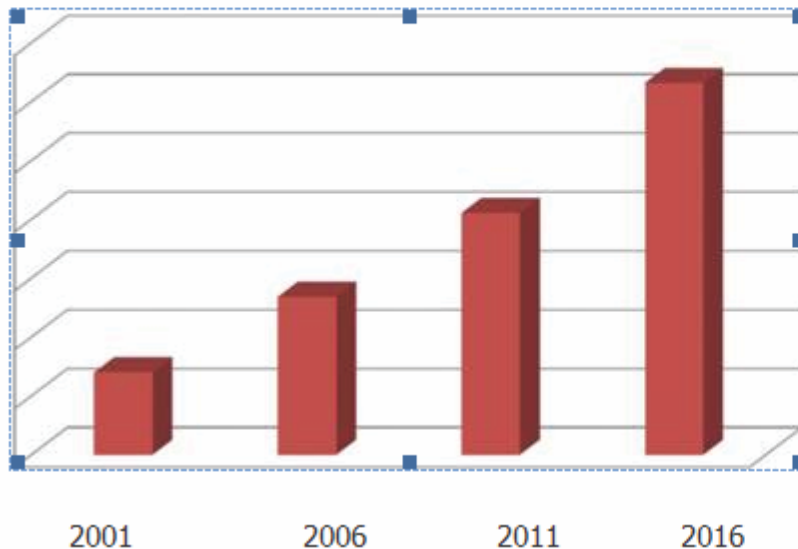
# Global Spunlaced Technology Markets and Trends 2011-2016

## Purchase!

Rapid global growth of spunlaced/hydroentanglement technology and end-uses

## Outlook for Worldwide Spunlaced Nonwoven Production

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## Cost

INDA Members: \$1,995

Non-Members: \$2,795

Follow us on:



# Toilet Paper After 30 Seconds



Toilet Paper after 5 Min.

Paper Towel after 24 Hr.



# Non-Dispersibles

While products such as wet wipes are advertised to be “flushable,” “biodegradable,” and “safe for the sewer and septic systems,” rapid dispersibility of these products within the sanitary sewer system has not been observed.

Field observations have found these types of products to be a cause of back-ups within the sewer system leading to Sanitary Sewer Overflows (SSOs).

# Flushables are a Nationwide Problem



Courtesy Orange County (CA)  
Sanitary Sewer District

# Problems From Flushing Flushables

Clogs pipes and pumps

Maintenance Costs

Disposal Costs

Engineering Costs



# Usage of Flushable Products

- \* Requires more frequent sewer pipe jetting
  - \* Increase in equipment maintenance
  - \* Pump failure or replacement sooner than normal.
  - \* Requires Public Works staff to generate and provide more public education
  - \* Increase sanitary sewer cost
- 
- \* Wet wipes are a \$6 billion-a-year industry, with sales increasing 5 to 6 percent a year since 2007. Flushable wet wipes represent a significant portion of this industry. At roughly the same time, wastewater treatment officials across the country began reporting an increased number of sewer backups, pump breakdowns, and overflows – traced back to flushable baby wipes and adult wipes.

Southern California Alliance of Publicly Owned Treatment Works (SCAP) is a non-profit corporation organized to help ensure that regulations affecting POTWs and collection systems are reasonable and in the public's best interest.





# Non-Dispersible Issue

- \* Wastewater officials across the U.S. have been trying to spread the message that not just anything can go down the toilet and they have taken aim at wipes.
- \* A public awareness campaign by the Orange County Sanitation District in California called “What 2 Flush” emphasizes that the toilet is meant only for the three Ps — pee, poop and toilet paper.
- \* It even says **facial tissues are too sturdy to be flushed.** Among the more unusual items it says people commonly flush that risk causing clogs: cat litter, condoms and dental floss.

# How do wipes affect the public

- \* Plugged toilets and pipes, - **flushable products can catch on rough surfaces** inside pipes and cause blockage.
- \* Interior home damage due to wastewater overflow
- \* Plumbing repairs and increase cost
- \* Clogged laterals, can back up sewage into their homes
- \* Blockage/obstruction downstream in City pipes where the **flushable products catch on roots and stick to grease coated pipes** can lead to blockage and SSOs.
- \* Increase in sanitary sewer fees

# What are the Manufacturers Doing About This Problem?

- \* Some are doing nothing. Business as usual.
- \* Some are manufacturing smaller sized wipes (they still don't disperse). This requires no new equipment or technology.
- \* Some, like Clorox and SC Johnson, are actually developing a “new” flushable spunlace wipe that have very low wet strength (half of a standard flushable). **These are still capable of hanging up on roots or in pumps or bar screens.**
- \* Others like Kimberly-Clark have developed an actual dispersible wipe ( the Cottonelle Rollwipe) using a reversible ionic bond for strength but which disperses in the toilet.

# Who are the “Players” in the Discussion?

**APWA:** American Public Works Association

**INDA:** Association of the Nonwoven Fabrics Industry. Includes Kimberly-Clark, Procter & Gamble, and many others

**MWWCA:** Maine Wastewater Control Association

**NACWA:** National Association of Clean Water Agencies

**NEWEA:** New England Water Environment Association

**OCSD:** Orange County (CA) Sanitation District

**PWD:** Portland (ME) Water District

**WEF:** Water Environment Federation

*... and many, many more!!!*

# Definition of flushable: depends who you ask!

Manufacturers say: “Products not designed to be flushed are in some cases being flushed **due to lack of consumer education**”

Wastewater utilities say: “Should degrade in a way similar to toilet paper- dispersible.”

**Consumers say: “Isn’t ‘flushable’ the same thing as ‘disposable’?”**

# “Dispersible” Products

“Dispersible” means product dissolves and becomes part of water flow.

Toilet paper is dispersible.

# Public Works Magazine October 2012 Issue - Part 1

According to Association of the Nonwoven Fabrics Industry (INDA) field tests with wastewater utilities, nondispersibles break down as:

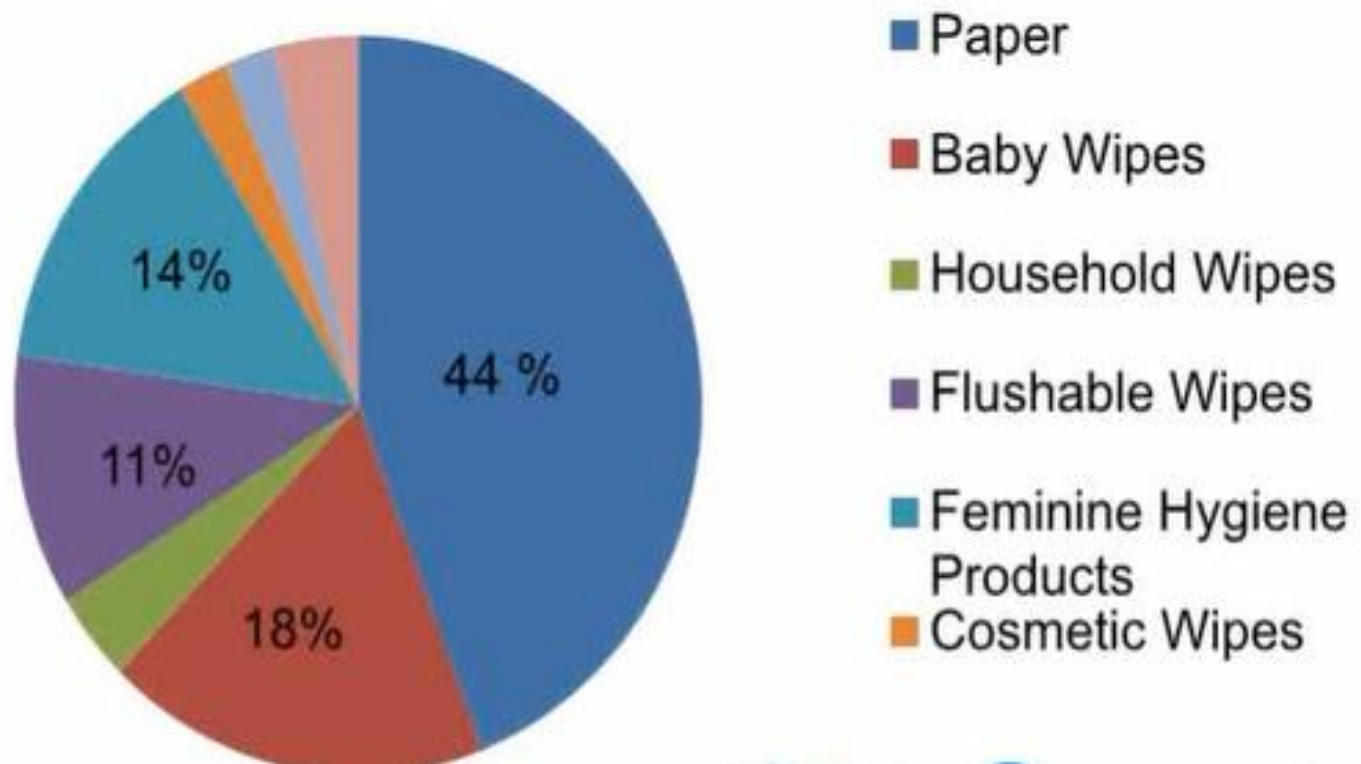
**50% paper towels from public restrooms;**  
they get to the treatment plant relatively intact  
and build up on bar screens

25% baby wipes

25% feminine hygiene, household cleaning, and  
cosmetic wipes; tampon strings wrap around  
other stuff to create a solid mass of material.

## Maine: LD 781 (CONT)

- Result: INDA assisted with “forensics” project at Portland Water District Cottage Place Pump Station, Westbrook, ME
  - September 2011 and January 2012
- Demonstrated that “flushables” do not disperse as claimed.
- MWWCA developed SOP Form to document % by category in clogs; getting forms from around the country!





# Portland, Maine Paper Towels



# Field Study 2, Forensics Maine

**42% Paper Products**

**24% Baby Wipes**

**17% Feminine Hygiene Products**

**8% "Flushable" Wipes**

**10% Other**

# Field Study #2 –Forensics Maine

~90% of the products removed from the sewer during the test are non-flushable.

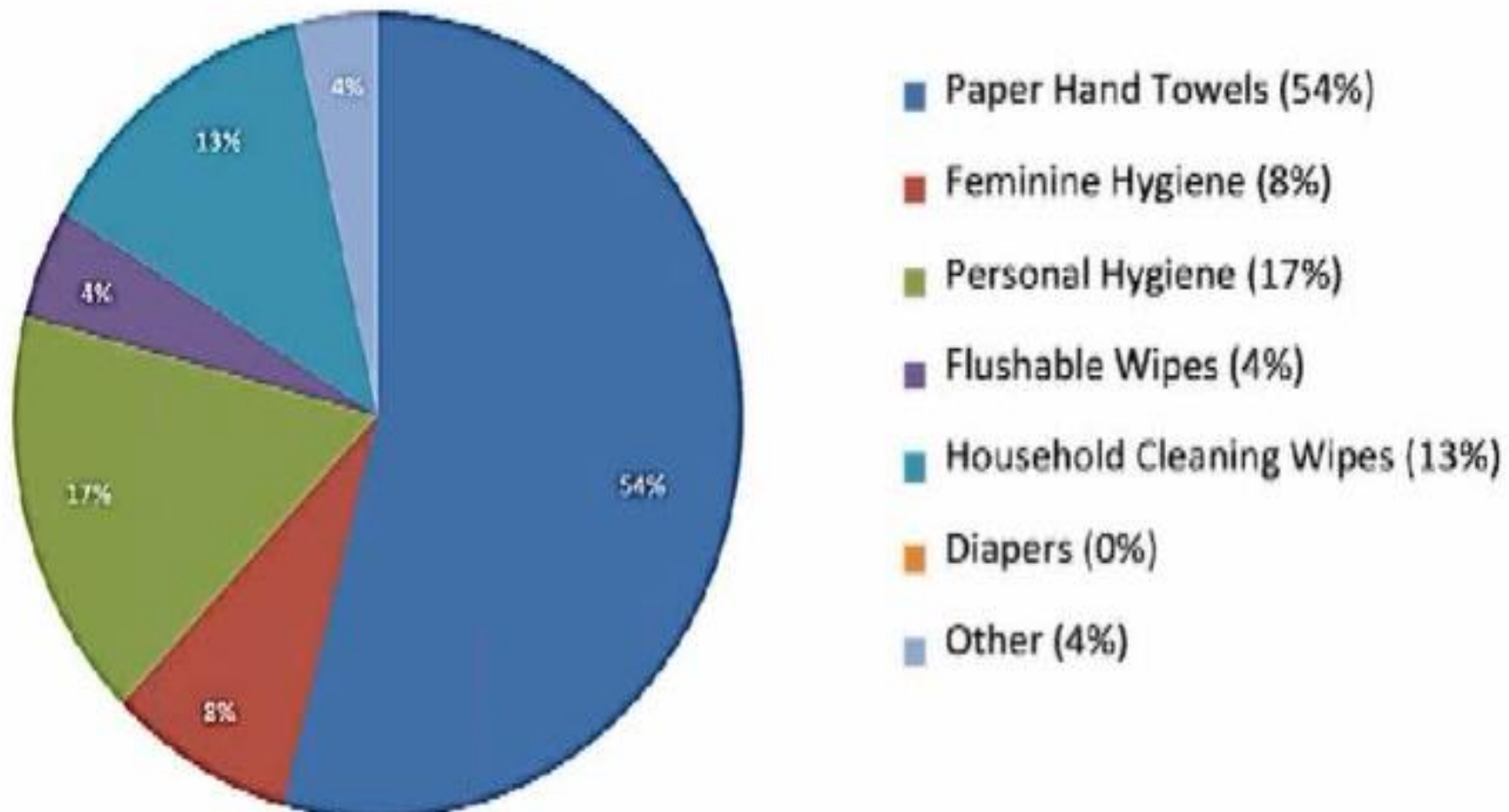
The “Flushable Products” do not have a lot of structural strength and tear easily.

Paper, specifically paper towels from public restroom dispensers is a major issue.

Baby Wipes are indestructible squares of plastic.

## California: AB 2256 (cont)

- Result: INDA assisted with “forensics” project at Moraga Pump Station, Contra Costa County, CA (near San Francisco)
- Methodology and results were questioned.



# Not to be outdone by the states of Main and California on their wipes research in 2012 - 2015

Public Works staff from the proud state of North Dakota dug into the non-dispersible/wipes issue.

We went 30 feet below the ground, just like we did with the wireless research and observed clogged pumps.



# Major lift station 30 feet below the ground



# Bar Screen at Lift Station

Public Works staff  
removes numerous  
5-gallon pails of  
wipes and towels daily



# Bar Screen at Lift Station





A gallon of paper towels  
& wipes can easily plug a  
pump.

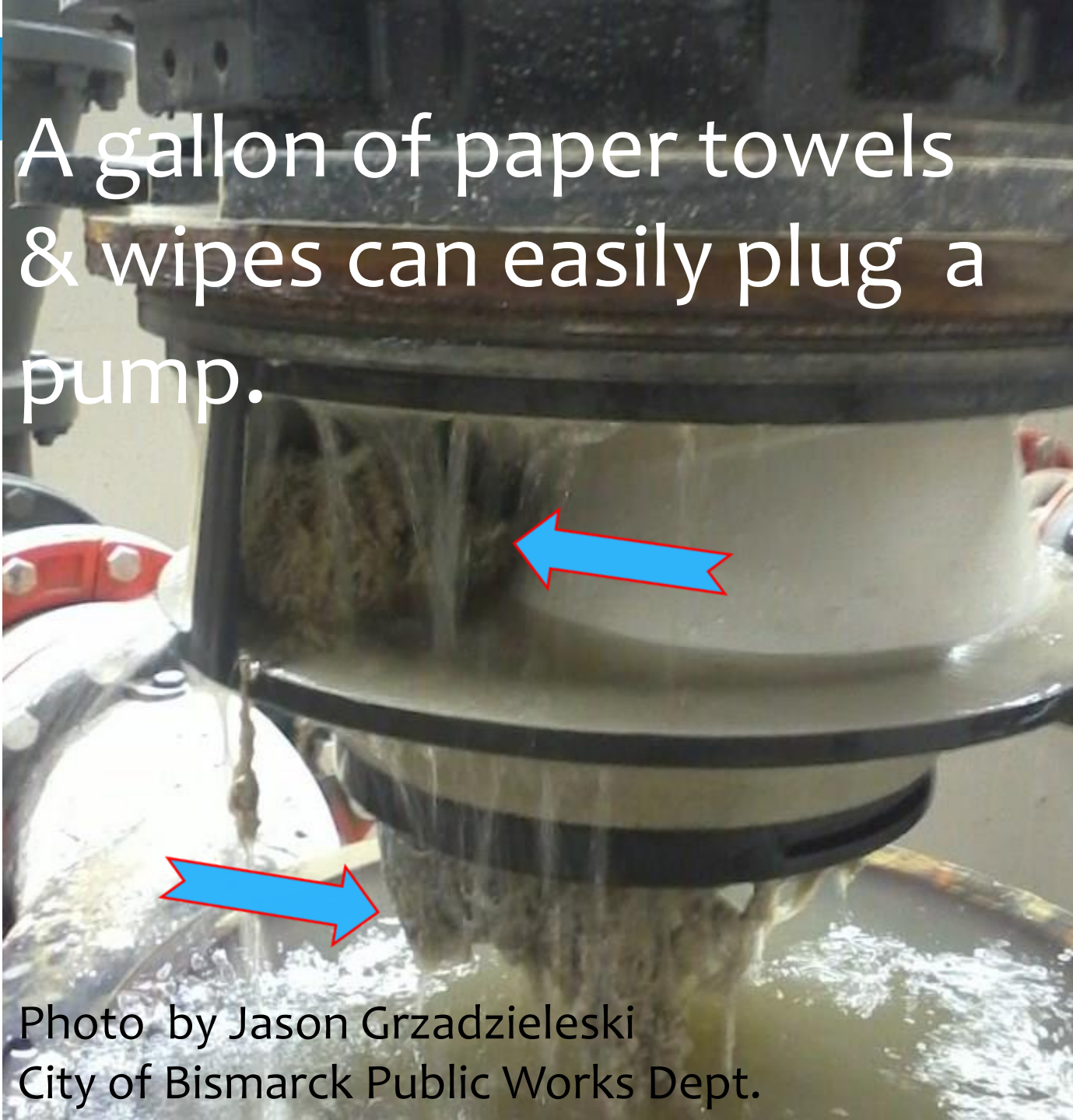
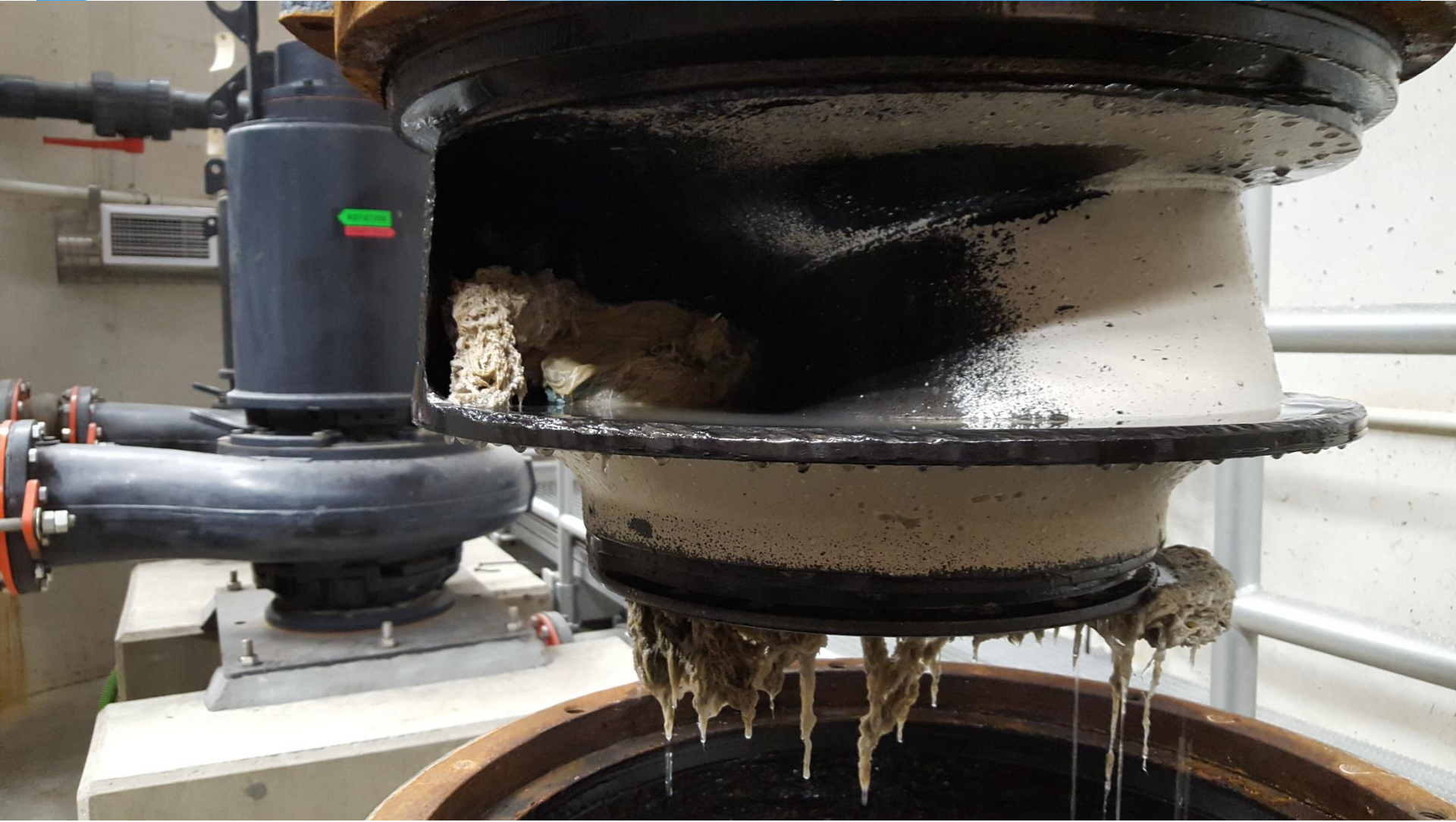


Photo by Jason Grzadzieleski  
City of Bismarck Public Works Dept.







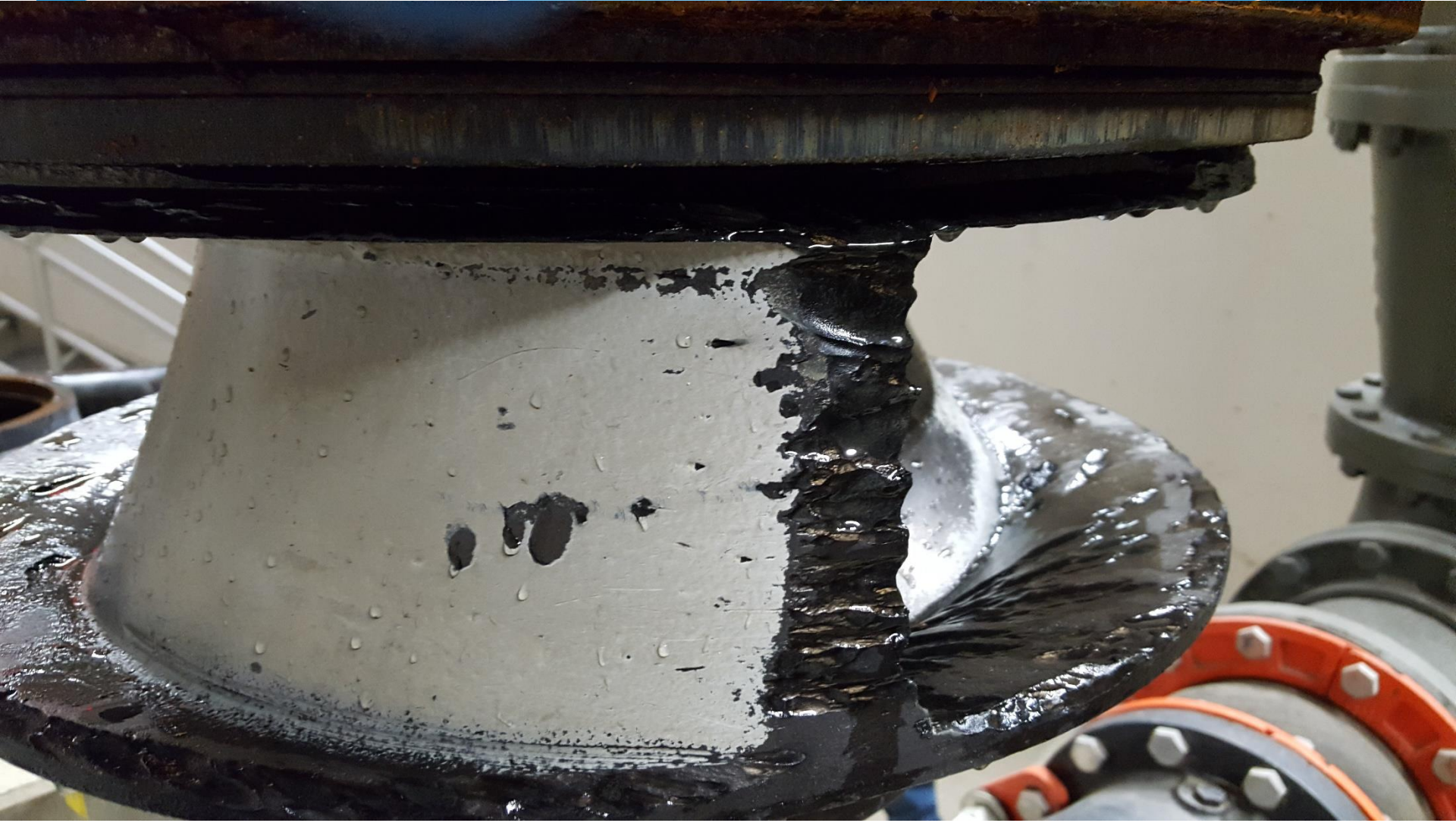
















# Bismarck Public Education and Community Involvement

- Presentations
- Brochures
- Partnerships
- Media Relations: Radio and Newspaper
- Videos
- Face to Face
- Social Media: Twitter, Facebook
- School Education: Environmental Festival (5<sup>th</sup> grade), Water Festival (3<sup>rd</sup> grade)
- Door hanger

# Types of Public Education and Outreach Performed

- \* News Releases
- \* Information on Water Bill
- \* Water Bill Insert
- \* Internet Web Site
- \* Newspaper – Bismarck Tribune
- \* Public Notice
- \* Télévision
- \* Facebook
- \* Twitter

# Post on Facebook

February 23, 2015

Don't Flush Trouble!

The City of Bismarck is experiencing an increase in wastewater pump station malfunctions in certain areas of the City and we need help from Bismarck residents. Crews are regularly unclogging mounds of rags and wipes from pumps, at considerable expense, and there is the very real potential for the environmental consequence of raw sewage backing up into yours or a neighbor's basement.

...Sometimes we forget the toilet is not a trash can. All wipes and disposable cleaning products belong in the trash, not the toilet. Did you know flushing wipes down the toilet can cause problems in your home and in the City's sewer system? "Disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly cleanups and may result in basement sewer backups. Read on:

<http://www.bismarcknd.gov/civicalerts.aspx?AID=3638>



Home + SHARE Print RSS

- Industrial Pre-Treatment Program
- Sewer Back-Ups
- Wastewater Treatment Plant
- Tree Roots in Your Line
- What Not to Flush

|                   |                  |      |
|-------------------|------------------|------|
| Bids & RFPs       | Report a Concern | Jobs |
| How Are We Doing? | Online Services  | Maps |

You are here: Home > Departments > Public Works > Sewage > What Not to Flush

## What Not to Flush

**Fats, oils and grease (FOG)** - should never be poured down the sink, garbage disposal or toilet. FOG sticks to the interior surface of the sewer pipes, hardens over time and eventually may cause sewage to backup and lead to a sewage spill in your home or on our streets. Running hot water as you pour the grease down the drain will not help either. Many people are unaware that pouring hot water and detergent down the drain only breaks up grease temporarily. Pour grease into a can (an empty coffee can works great). Keep it in the refrigerator so the grease can cool/harden, and then dispose of it in the trash. Remember to put FOG where it belongs.

**Bathroom wipes** - which sometimes are advertised as flushable, are not, sewer officials insist. Neither are tissues, paper towels, feminine hygiene products, make-up pads, various medical materials, condoms and dental floss. Paper towels, diapers, baby wipes and facial tissues are made of materials that don't break down easily and can cause all pipes to clog. Even if a large object like a diaper makes it to the sewer main (if you're that lucky) they can cause blockages in the sewer main and can cause city pumps to fail. The trash is the place for these items.

- [Don't Flush Trouble Public Service Announcement 30 sec.](#)
- [Don't Flush Trouble Public Service Announcement 60 sec.](#)

**Food** - should not be flushed down the sink. Use a drain screen in your sink to catch any remaining bits of food as you wash the dishes. Use your garbage disposal sparingly. Using the drain as a dump will have unforeseen consequences of clogging sewer lines and possible backups in your home. Never use your garbage disposal as a substitute for the trash can. Scrape grease and food scraps from trays, plates, pots, pans, utensils, grills and cooking surfaces into a can or the trash for disposal. Be especially careful with pasta, potatoes, and other starchy foods. Starch and water make paste, which can plug pipes. Be even more careful with what goes down the kitchen drain if you don't have a garbage disposal. Another way to get rid of food is to compost what you can and wipe or scrape the remnants in the trash.

**Never dump kitty litter down the drain** - many of these products contain clay which will narrow the opening of your sewer pipe. Eventually it may plug your sewer pipe.

**Coffee grounds and eggshells** - should be properly disposed of in the trash. Never put them in the garbage disposal. Crushed eggshells and coffee grounds can also be used for making garden compost

**Hair** - always seems to make its way past the plug. Hair will catch and stick to other items and is very difficult to get out of piping once it gets in. Keep hair from going into the pipes by using a fine drain screen to catch hair in your bathtub and shower and dispose of it properly in the trash.

Home + SHARE Print RSS

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You are here: Home > Departments > Public Works > Sewage > Sewer Back-Ups

## Sewer Back-Ups

### Emergency

After Hours Emergency  
Ph: (701) 355-1700, Option1

### Purpose

This policy will establish the conditions under which the City of Bismarck will pay for the cost of damages resulting from blockages in the sanitary sewer system.

### Policy

The City of Bismarck, through its Sanitary Sewer Utility, will pay for the cost of cleanup and reimbursement for property damages resulting from sanitary sewer backups that are a result of an obstruction or blockage in the City sewer main. Damages that result from blockages or deficiencies in private sewer service lines or private sewer mains are not covered by this policy.

The City will pay for actual cleanup and restoration costs and actual present cash value for any personal property damage resulting from such sewer backups. The property owner must file a damage claim with the City Attorney's office and provide documentation to support the claim.

The cost of claims will be paid for from an account funded by the establishment of a surcharge on the monthly sewer bill for all commercial and residential properties. The initial charge will be \$1.00 per month per commercial account and \$0.50 per month for residential accounts. The charge shall be reviewed annually and adjusted as necessary by the Board of City Commissioners.

Acceptance or payment of a claim by the City is not an admission of liability or negligence on behalf of the City. Payment of a claim is not determined under principles of negligence or legal responsibility but rather is a payout from a fund that is collected by the City to relieve the financial burden that may be caused by sewer backups.

### Don't Flush Trouble

Did you know flushing wipes down the toilet can cause problems in your home and in the City's sewer system? "Disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly cleanups and may result in basement sewer backups.

View these videos to learn more!

[Don't Flush Trouble Public Service Announcement 30 sec.](#)

[Don't Flush Trouble Public Service Announcement 60 sec.](#)

[Holiday entertaining can lead to plugged sewer lines](#)



# News Release with Posting on City of Bismarck Website

- \* The City of Bismarck needs your help in preventing sewer back-ups. Putting the wrong things down sinks and toilets can cause expensive plumbing problems in your home or business and for the City. Do not flush paper towels, cleaning wipes, diapers, nursing pads, baby wipes, facial tissues, cat litter, condoms, tampons and pads, dental floss, hair and grease down the toilet.
- \* These products are resistant to degradation and hang up in your pipes and the Cities. The label might say “flushable”, but **disposable products are clogging our sewer pipes and damaging pumps and equipment.** The toilet is only meant to flush the three P’s: Pee, Poop and (toilet) Paper.

# NEWS RELEASE Continued

If a large City sewer pipe clogs, it can lead to a sewer back-up in a whole neighborhood. **Don't Flush Trouble, save yourself and your sewer utility from a pain in the drain, put disposable wipes, rags and towels in the trash, not the toilet!**

To learn more, including how to get rid of things you no longer want or need, visit us on the Web at [www.bismarcknd.gov](http://www.bismarcknd.gov) or call the Bismarck Wastewater Treatment Plant at 701-355-1760.

# Write Up/Blurb on Water Bill

## \* KEEP WIPES OUT OF PIPES

- \* Did you know flushing wipes down the toilet can cause sewer problems in your home and in the City's sewer system? Those “disposable” wipes may be labeled flushable, but they can clog the sewer system and may result in basement backups.

## \* COMMON OFFENDERS

- \* • Paper towels • Cleaning wipes • Facial wipes • Baby wipes • Diapers
- \* Many cleaning products are labeled “flushable” but don't dissolve or break down after being flushed. A general guideline is, if it doesn't dissolve as fast as toilet paper, it's not flushable. Sometimes we forget the toilet is not a trash can. All wipes and disposable cleaning products belong in the trash, not the toilet.

# Write Up/Blurb on Water Bill

- \* If a large City sewer pipe clogs, it can lead to a sewer back-up in a whole neighborhood. Don't Flush Trouble, save yourself and your sewer utility from a pain in the drain, put disposable wipes, rags and towels in the trash, not the toilet!
- \* To learn more, including how to get rid of things you no longer want or need, visit us on the Web at [www.bismarcknd.gov](http://www.bismarcknd.gov) or call the Bismarck Wastewater Treatment Plant at 701-355-1760.

## Minnesota city sues makers of 'flushable' wipes

Across Minnesota and the country, cities have been cautioning residents not to flush wipes, which have forced them to boost their monitoring and buy expensive grinders. Wadena, MN, posted its warning on Facebook: **A wipe labeled flushable “only means they will fit down the piping within your home.”**

But down the line, wipes can catch on joints and tree roots, cities say. They wind around pumps at lift stations, which bring wastewater to higher elevations, get caught in screens and form massive clumps so common that they earned a nickname: polar bears.

Linda White, who has a house in Wadena County, was struck by Wadena's warning. “I think **people really do need to be educated** on why they should not be flushing them into the septic systems,” she said. “I was shocked at how expensive it was to the city of Wadena to take care of this problem.”

# Flushable Wipes Class Action Lawsuit Investigation

By Top Class Actions , August 20, 2015

A flushable wipes class action settlement could include awards for reimbursement for product purchases and/or repair bills for clogged sewer and toilet flooding damage.

Products that may qualify include but are not limited to:

- Babyganics® flushable wipes
- Charmin Freshmates
- CVS flushable wipes
- Equate® flushable wipes by Wal-Mart
- Kandoo® flushable wipes by Pampers
- Up & Up® flushable wipes by Target
- Walgreens flushable wipes
- Other flushable wipe products

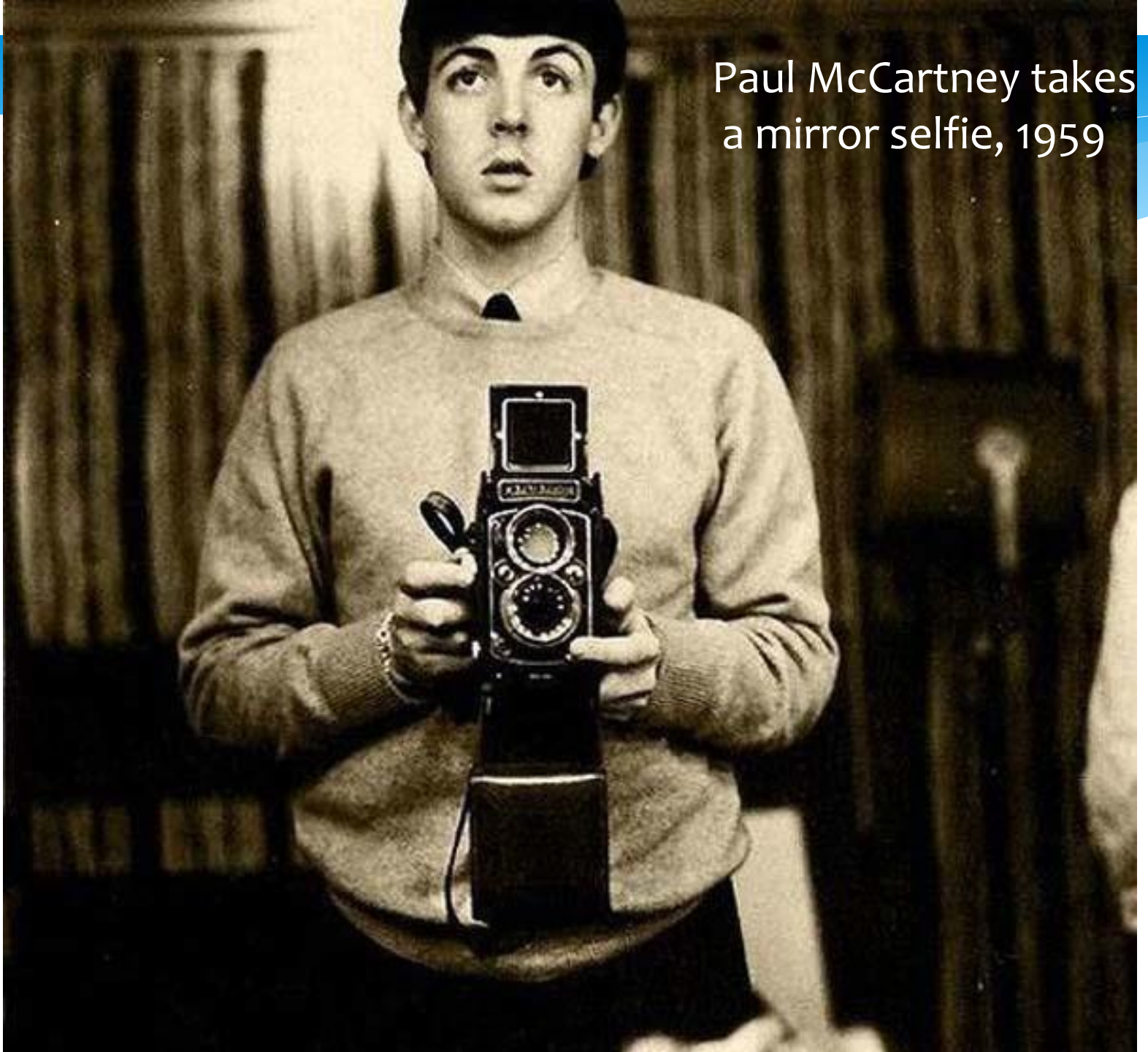
**Q:** What do you call a microbiologist that has traveled to every country in the world?

**A:** A man of many cultures.

Biology is the only science in which multiplication is the same thing as division.

"Mama, Get The Hammer (There's A Fly On Papa's Head)"

Paul McCartney takes  
a mirror selfie, 1959





# Non-dispersible Public Education Message Generation

**Don't Rush** to **Flush!**  
You'll Strain the Drain!



**SAGE**  
PRODUCTS INC



# Know what should go down the drain that is sewer safe

It's simple, the toilet is only meant to flush the three P's—pee, poop and paper.

**H**uman waste and toilet paper should be the only thing going down the toilet. Unfortunately, over the years, people have turned the toilet into a trash can. From medications and sanitary products to deceased pet fish and cigarette butts, if it fits, people flush it. Flushing these types of items down the toilet causes home pipes to clog, wastes water (up to 5 gallons of water every time you flush) and most importantly can have a huge impact on our sewers and not to mention our ocean. Below is a list of items that people commonly flush that should not be going down the toilet:

**Sanitary Products, Paper Towels, Diapers, Baby Wipes and Facial Tissues**—are made of materials that don't break down and can cause pipes to clog. The trash is the place for these items.

**Prescription Drugs, Over-The-Counter Medications**—contain chemicals that you don't want entering the wastewater supply. Keep in mind that sewage is treated and recycled, so we want to keep our wastewater as chemical-free as possible. Our wastewater treatment plants were not designed to remove chemicals from the water. The best way to dispose of items like these is to make them undesirable, such as crushing them and then mixing with coffee grounds, kitty litter or dirt before sealing them in a plastic bag and disposing in the trash.

**Kitty Litter**—(especially clay kitty litter) will sooner or later clog your pipes, even the ones that claim to be "flushable." Far more problematic is Toxoplasmosis, a parasite found in cat waste that is harmful to marine biology. It's better to keep your cat waste out of wastewater and just put it in the trash.

**Condoms and Dental Floss**—both cause more problems than you'd imagine. They don't biodegrade and can cause pipes to clog.

*Besides the three P's the only other thing that should be going down the drain is what comes out of the faucet.*

The toilet is not the only drain that people are using to get rid of unwanted waste; people are also known to use the kitchen sink as a trash can. Since the invention of the garbage disposal, which claims to grind even the hard stuff such as small bones and fruit peels, people have turned the sink drain into a common destination for kitchen waste. Again, as long as it fits, people throw it or pour it down the drain. Letting trash flow and go down the kitchen sink (or any other drain in the house) may cause pipes to clog and can eventually lead to sewage spills that harm the environment. Here is a list of the most common things that people dump into their sinks instead of disposing of them properly:

**Fats, Oils and Grease (FOG)**—should never be poured down the sink or garbage disposal. FOG sticks to the interior surface of the sewer pipes, hardens over time and eventually may cause sewage to backup and lead to a sewage spill in your home or on our streets. Running hot water as you pour the grease down the drain will not help either. Many people are unaware that pouring hot water and detergent down the drain only breaks up grease temporarily. The best way to get rid of FOG is to let it cool/harden, mix it with other absorbent materials, place it in a bag or container and then throw it in the trash.

**Food**—should not be flushed down the sink. The best way to get rid of food is to compost what you can and wipe or scrape the remnants in the trash. Use a drain screen in your sink to catch any remaining bits of food as you wash the dishes. Use your garbage disposal sparingly. Using the drain as a dump will have unforeseen consequences of clogging sewer lines and possible backups in your home.

**Coffee grounds and eggshells**—should be properly disposed of in the trash. Never put them in the garbage disposal. Crushed eggshells and coffee grounds can also be used for making garden compost.

**Hair**—always seems to make its way past the plug. Hair will catch and stick to other items and is very difficult to get out of piping once it gets in. Keep hair from going into the pipes by using a fine drain screen to catch hair in your bathtub and shower and dispose of it properly in the trash.

**Household hazardous materials**—such as motor oil, pesticides, paint and solvents should never be poured down the drain. All of these are highly toxic and will cause long term damage to the environment. Dispose of these items by contacting the nearest household hazardous waste collection center where these and other household items can be dropped off. If there is just a little unused paint left, put the can in a safe place (inaccessible to children, pets, or ignition sources) and remove the lid so the remaining contents can dry out. Once the contents have dried out, replace the lid and dispose of the can in the trash or recycler.

**Let's keep our wastewater flowing and our oceans clean. Educate yourself and others. Know What 2 Flush and what to put down the drain. Protect our sewers and environment!**



# Know What 2 Flush!

The toilet is only meant to flush the three P's

- \* Pee,
- \* Poop and
- \* Toilet paper.

The toilet is not a trash can!

Flushing non-dispersibles items down the toilet causes home pipes to clog and most importantly can have a huge impact on the sewer.

# Can the Wipes

Many household cleaning products are labeled and marketed as “disposable” but should not be flushed down the toilet.

Items include:

- disinfecting wipes
- baby wipes
- mop refills
- paper towels
- towelettes

These products don't dissolve. They clog pipes and cause expensive and time consuming repairs for homeowners.

These products also clog public sewer pipes and pump station equipment leading to sewer backups. Save yourself and your wastewater utility from a pain in the drain—put wipes, rags and towels in the trash, not the toilet!

[Wipes Clog Pipes sign](#) (PDF, 292KB)

Proper [household waste disposal](#)

More ways to [Join the Cycle](#)

<http://www.cleanwaterservices.org/Residents/JoinTheCycle/CanTheWipes/default.aspx>



# Wipes clog pipes!

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(503) 681-3600

[www.cleanwaterservices.org](http://www.cleanwaterservices.org)

CleanWater  Services

## THREE THINGS THAT **DON'T GO DOWN THE DRAIN** ■■■

### GREASE, OIL, AND FATS



Scrape fats, oils, and grease into the garbage.

### FIBROUS MATERIAL



Recycle and reuse as much as possible. Toss fibrous material, like cloth, rags, and wipes, in the trash.

### TOXIC CHEMICALS



Use natural cleaners like vinegar and borax. If you use toxic chemicals, use them up or dispose of them properly.



WHERE DOES IT  
**ALL GO?**

You may be surprised to learn that what you flush down the toilet or wash down the drain can end up in our rivers and bays – even if you have a private septic tank.



Message: Keep it Simple

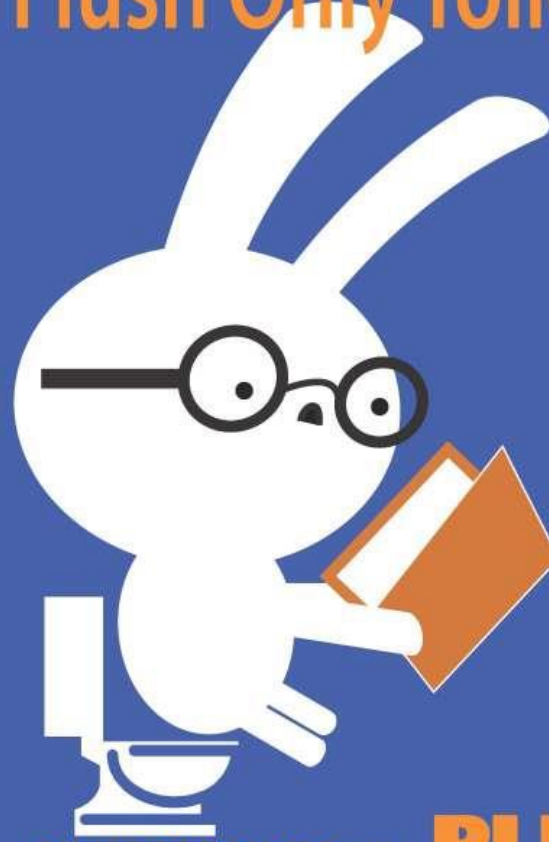
If it is not toilet paper,  
it shouldn't be flushed!



A message from the  
Portland Water District



# Smart Bunnies Know Flush Only Toilet Tissue



OTHER PRODUCTS WILL **PLUG** THE PIPES!

It's a fact. Wipes, diapers, cloths, feminine hygiene products and other "disposable" or "flushable" items may be handy to use, but they should NEVER be flushed in your toilet, no matter what the label says. These products don't break down like toilet tissue. They just plug plumbing, pipes, pumps and treatment facilities, costing thousands of dollars and making a big MESS!

**Be smart. Flush only toilet tissue.**





Message: Keep it Simple



It's a Toilet,  
Not a Trashcan!

WEF  
Public  
Education



Disposable **WIPES**

Minimize use of disposable wipes.

Discard used wipes in the trash.

Do Flush



- Toilet Paper
- Human Waste
- Pet Waste

Don't Flush



- Disposable Wipes
- Dental Floss
- Paper Towels
- Feminine Products
- Cotton Balls
- Bandages
- Syringes or Needles
- Gum

POLLUTION SOLUTION

A MESSAGE FROM THE PORTLAND WATER DISTRICT



IF IT **IS NOT** TOILET PAPER,  
IT SHOULD **NOT BE FLUSHED**



Portland Water District

225 Douglas Street | PO Box 3553

Portland, Maine 04103

207.761.8310 | customerservice@pwd.org | www.pwd.org

www.facebook.com/MyPortlandWater

www.twitter.com/MyPortlandWater



# Water Bill Insert Photo



**Kleenex are not toilet paper in a box!**

# Middle Part of Water Bill Insert

Sometimes we forget the toilet is not a trash can. All wipes and disposable cleaning products belong in the trash, not the toilet.

Did you know flushing wipes down the toilet can cause problems in your home and in the City's sewer system? Those "disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly cleanups and may result in basement backups.

The City is experiencing an increase in wastewater pump station malfunctions in certain areas. Crews are regularly unclogging mounds of rags and wipes from pumps, at considerable expense, and the potential for environmental consequences could be raw sewage backing up into your or a neighbor's basement

# Bottom Part of Water Bill Insert

- \* KEEP WIPES OUT OF PIPES  
COMMON OFFENDERS • Paper towels • Cleaning wipes • Facial wipes • Baby wipes • Diapers • Feminine Hygiene Products

Many cleaning products are labeled “flushable” or “disposable,” but they often don’t dissolve or break down after being flushed.

A general guideline is, if it doesn’t dissolve as fast as toilet paper, it’s not flushable.

We are asking everyone to please do your part and place these materials where they belong: in the trash.

Phone: 701-355-1700 ★ FAX: 701-221-6840 ★ [www.bismarck.org](http://www.bismarck.org) ★ 601 S. 26th St.  
★ P.O. Box 5503 ★ Bismarck, ND 58506-5503 ★ TDD 711  
An Equal Opportunity-Affirmative Action Employer

# Write Up/Blurb on Water Bill

## March 2015

**Help!** Tissues, paper towels, feminine products, wipes and trash are plugging our sewers! This cost residents and the city of Bismarck a lot of money. Products may say “flushable”, but when flushed they are causing sewer blockage problems. **Don't Flush Trouble; Use the trash, not the toilet!**

For more information visit  
[www.bismarcknd.gov/publicworks](http://www.bismarcknd.gov/publicworks), select Sewage and  
What Not to Flush.

Message: Keep it Simple

# Sticker Development

If it is not toilet paper,  
it shouldn't be flushed!



A message from the  
Portland Water District

PLEASE FLUSH  
ONLY TOILET  
PAPER AND WHAT  
NATURE PROVIDES



~~DO NOT~~ THROW

TRASH OR PAPER  
TOWELS IN ~~TOILET~~

TRASH CAN

USE THE TRASH CAN  
NOT THE TOILET FOR

- DISPOSABLE
- DIAPERS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- TAMPONS
- SANITARY PADS
- ~~CONDOMS~~



DO NOT THROW  
TRASH OR PAPER  
TOWELS IN TOILET



NO ARROJE BASURA  
NI TOALLAS DE PAPEL  
EN EL INODORO

*Bisman Logo*

**PLEASE**  
**DO NOT FLUSH:**

PAPER TOWELS  
CLEANING WIPES  
FACIAL WIPES  
BABY WIPES  
DIAPERS  
TRASH  
FEMININE HYGIENE PRODUCTS

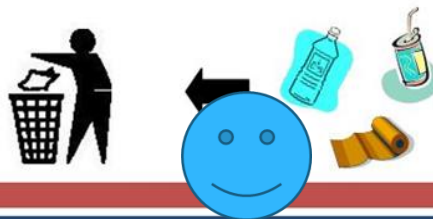


**USE THE TRASH CAN,  
NOT THE TOILET FOR:**

**PAPER TOWELS**  
**CLEANING WIPES**  
**FACIAL WIPES**  
**BABY WIPES**  
**DIAPERS**

**USE THE TRASH CAN,  
NOT THE TOILET FOR:**

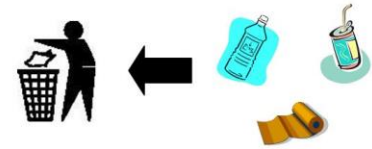
PAPER TOWELS  
CLEANING WIPES  
FACIAL WIPES  
BABY WIPES  
DIAPERS  
FEMININE HYGIENE PRODUCTS



*Thank you for your cooperation!*

**P** **LEASE**  
**DO NOT**  
**FLUSH...**

Paper towels  
Cleaning wipes  
Facial wipes  
Baby wipes  
Diapers  
Trash  
Feminine hygiene products



*Thank you!*

*Bismarck*

*Thank*

**PLEASE,**  
**DO NOT FLUSH:**

**PAPER TOWELS**  
**CLEANING WIPES**  
**FACIAL WIPES**  
**BABY WIPES**  
**DIAPERS**  
**FEMININE -**  
**HYGIENE PRODUCTS**



**WHAT GOES WHERE?**

**TRASH CAN**

- ◆ Paper towels
- ◆ Baby wipes
- ◆ Diapers
- ◆ Tampons
- ◆ Sanitary pads
- ◆ Cleaning wipes

**TOILET**

- ◆ Pee
- ◆ Poop
- ◆ Toilet paper

# USE THE TRASH CAN, NOT THE TOILET FOR:

PAPER TOWELS  
CLEANING WIPES  
FACIAL WIPES  
BABY WIPES  
DIAPERS  
FEMININE HYGIENE PRODUCTS



*Thank you for your cooperation!*

[www.bismarcknd.gov](http://www.bismarcknd.gov)

Final Product

Printed 10,000 in  
2014 and 9,000 in  
2015 for distribution  
and current usage.

City of Bismarck Logo

City of Bismarck  
web site



# Display of Public Educational Stickers on Public Bathroom Mirrors and towel Dispensers at:

Hospitals

City Schools and Colleges

Long Term Care & Child Care Facilities

Shopping Malls & Grocery Stores

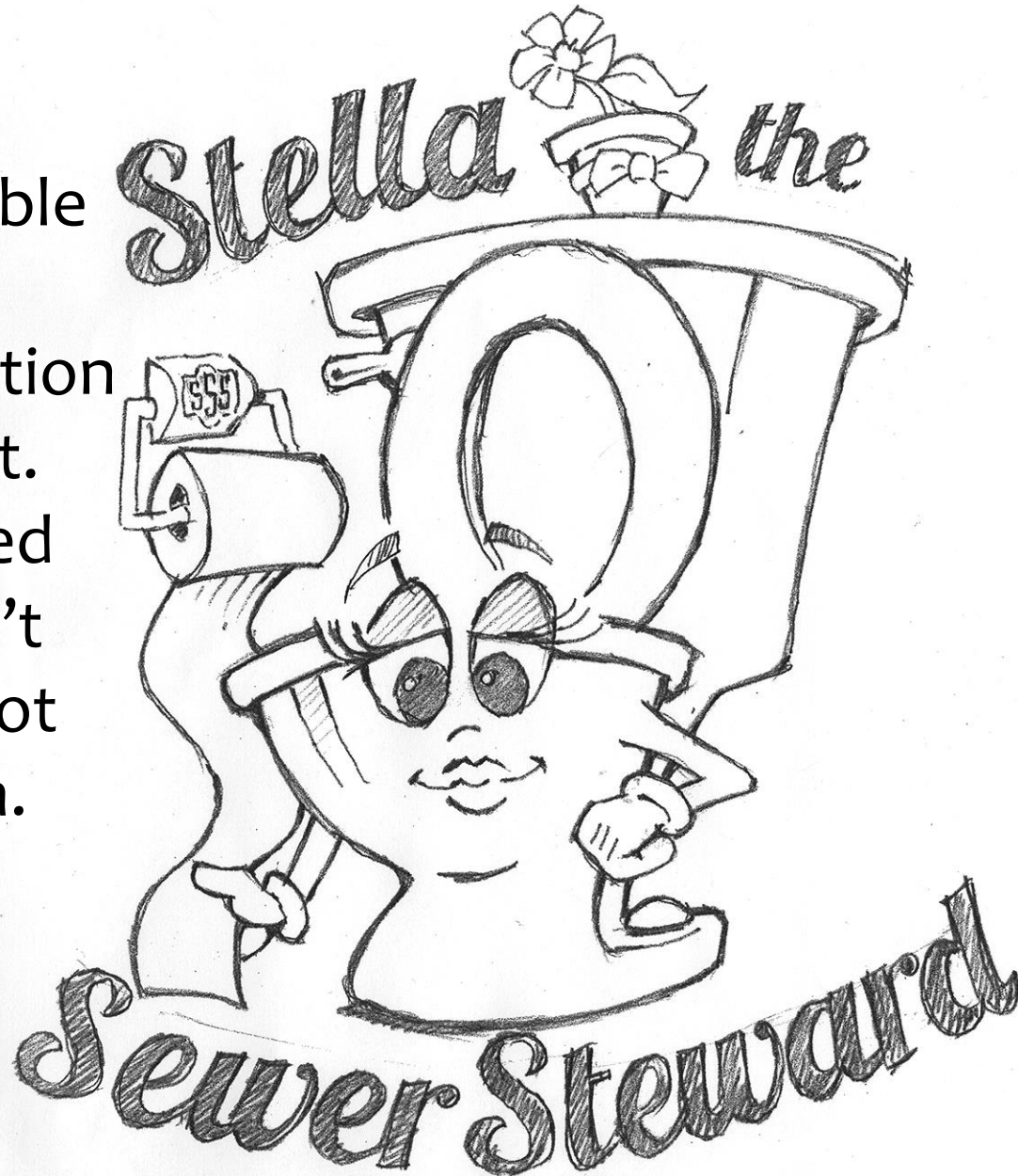
Food Service Establishments

Commercial Facilities

Large Apartment Complexes

City, State and Federal Buildings

Non-dispersible  
door hanger  
public education  
development.  
It was decided  
that we didn't  
need a mascot  
named Stella.



If it doesn't come  
off the roll,  
don't throw  
it in the  
bowl.



# It's a TOILET, not a trash can!

Use the **trash can** for:



- paper towels
- cleaning wipes
- facial wipes
- baby wipes
- diapers
- feminine products

If it doesn't come  
off the roll,  
don't throw  
it in the  
bowl.



## The City of Bismarck Needs your **HELP!**

Bismarck has been seeing a higher than normal accumulation of paper towels and disposable cleaning products in the sewer pipes in your neighborhood which could lead to sewer backups.

### Keep Wipes out of Pipes

Sometimes we forget the toilet is not a trash can. All wipes and disposable cleaning products belong in the trash, not the toilet. Did you know flushing wipes and paper products down the toilet can cause problems in your home and in the City's sewer system? Those "disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly cleanups, and may result in backup of sewage into your basement or your neighbor's. Most products labeled "flushable" or "disposable" often don't dissolve or breakdown after being flushed.

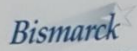


### How You Can Help

A general guideline is, if it doesn't dissolve as fast as toilet paper, it's not flushable. We are asking everyone to please do your part and place these materials where they belong: in the **trash**.



For more information go to  
[www.bismarcknd.gov](http://www.bismarcknd.gov)  
or call **355-1700**.



Departamento de Obras Públicas

MANTENGA LAS TOALLITAS FUERA DE LAS TUBERÍAS



A veces nos olvidamos que el inodoro no es un basurero de limpieza desechables.

¿Sabía usted que el tirar las toallitas al hogar y en el sistema de alcantarillado pueden estar etiquetadas como desechables, contribuyen al taponamiento en el sótano?

La Ciudad está experimentando problemas de la bomba en la alcantarilla y las posibles consecuencias son el de...

Toilet

Muchos productos de limpieza desechables...

- Paper towels
- Baby wipes
- Cleaning products are labeled "flushable" or "biodegradable" but they do not break down as fast as toilet paper, it's not flushable.

We are asking everyone to please do your part and please don't flush anything that doesn't belong in the trash.

Phone: 701-355-1700 • FAX: 701-221-6840 • [www.bismarcknd.gov](http://www.bismarcknd.gov) • 601 S. 26th St. • P.O. Box 5303 • Bismarck, ND 58502

An Equal Opportunity-Affirmative Action Employer

Bismarck

KEEP WIPES OUT OF PIPES



Sometimes we forget the toilet is not a trash can. All wipes and disposable products belong in the trash, not the toilet.

Did you know flushing wipes down the toilet can cause problems in the City's sewer system? Those "disposable" wipes may be labeled "flushable" but they can clog the sewer system, contributing to costly cleanups and backups.

The City is experiencing an increase in wastewater pump station overflows in certain areas. Crews are regularly unclogging mounds of rags and debris at considerable expense, and the potential for environmental damage is raw sewage backing up into your or a neighbor's basement.

- COMMON OFFENDERS**
- Paper towels
  - Baby wipes
  - Cleaning wipes
  - Diapers

If it doesn't come off the roll, don't throw it in the bowl.



USE THE TRASH CAN, NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- FEMINE HYGIENE PRODUCTS



Thank you for your cooperation!

USE THE TRASH CAN, NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- FEMINE HYGIENE PRODUCTS



Thank you for your cooperation!

USE THE TRASH CAN, NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- FEMINE HYGIENE PRODUCTS



Thank you for your cooperation!

USE THE TRASH CAN, NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- FEMINE HYGIENE PRODUCTS



Thank you for your cooperation!

USE THE TRASH CAN, NOT THE TOILET FOR:

- PAPER TOWELS
- CLEANING WIPES
- FACIAL WIPES
- BABY WIPES
- DIAPERS
- FEMINE HYGIENE PRODUCTS



Thank you for your cooperation!

It's a TOILET, not a trash can. Use the trash can.



- paper towels
- facial wipes
- baby wipes
- diapers
- feminine products

Bismarck

For more information, visit [www.bismarcknd.gov](http://www.bismarcknd.gov) or call 355-1700

How You Can Help

A general guideline is, if it doesn't dissolve as fast as toilet paper, it's not flushable. We are asking everyone to please do your part and place these materials where they belong: in the trash.

Keep Wipes out of pipes

The City of Bismarck Needs your HELP! Bismarck has been seeing a higher than normal accumulation of paper towels and disposable cleaning products in the sewer pipes in your neighborhood which could lead to sewer backups.





**How does the Grease Menace get into your sewer?**

When you put cooking waste, like grease, oil and food scraps, down the drain, it clings to the sides of your sewer pipes. This **Grease Menace** clogs your pipes and causes sewer back-ups.

**Grease is a menace to your sewer line.**

**Never pour grease down the drain. Here's why:**

- It clogs your sewer line, resulting in an expensive visit from the plumber.
- It plugs city sewer lines and makes it harder to treat waste water. The cost of cleaning and repairs leads to higher sewer rates for you.
- It causes sewer back-ups which are hazardous to your health and harm the environment.

**Fight the Grease Menace.**

1. Pour grease from cooking into a can, let it cool, and throw it in the trash.
2. Throw food waste into the trash; not down the drain.
3. Recycle all used fryer oils. Businesses must contract with a certified waste hauler.
4. If you are a food service establishment, you must clean your grease traps and interceptors regularly!

A cartoon yellow monster is shown inside a metal can, with yellow grease dripping over its head and down the sides of the can.

**Keep grease out of your drain.**

A cartoon yellow monster is shown inside a drain, with yellow grease splatters around it. The monster has a green tongue sticking out and a grumpy expression.

A drainage service message brought to you by the  
**Bismarck Department of Public Works**  
[www.bismarck.org](http://www.bismarck.org)



**GREASE MENACE**

**The City of Bismarck needs your HELP!**

The City is seeing a higher than normal accumulation of grease in the sewer pipes in your neighborhood which could lead to sewer back-ups.

**How does the Grease Menace get into your sewer?**

When you put cooking waste (grease, oil, food scraps) down the drain, it clings to the sides of the sewer pipes. This Grease Menace can clog the pipes and cause a sewer back-up.

**Fight the Grease Menace**

- The proper way to get rid of grease is to pour it into a tin can, let it cool, and then throw the can into the trash.
- Throw food waste into the trash; not down the drain.
- Recycle used fryer oils.

**Residents can recycle used fryer oils at Bismarck Public Works, 601 S. 26th St. For more information call 355-1700.**

A cartoon yellow monster is shown inside a drain, with yellow grease splatters around it. The monster has a green tongue sticking out and a grumpy expression.



Rock the Prairie  
K&K Band  
Friday, September 11 - 8pm  
Slaughter & Lynch Hall  
Saturday, September 12 - 8pm  
Neal McCoy &  
Tracy Lawrence  
Saturday, October 17  
Little River Band  
Saturday, November 14  
Trent Clark  
Saturday, December 12



**Keep grease out of your drain.**

**GREASE MENACE**

**Bismarck** Department of Public Works  
**KEEP WIPES OUT OF PIPES**

100% GREASE FIGHTER  
100% FIBER OPTIC FIBER



MONTANA DAKOTA UTILITIES

MID CONTINENT



Friday, September 11 • 8pm  
**Slaughter & Lynch Mob**  
Saturday, September 12 • 8pm

**Neal McCoy & Tracy Lawrence**  
Saturday, October 17

**Little River Band**  
Saturday, November 14

**Terri Clark**  
Saturday, December 12

**Jimmy Lee**



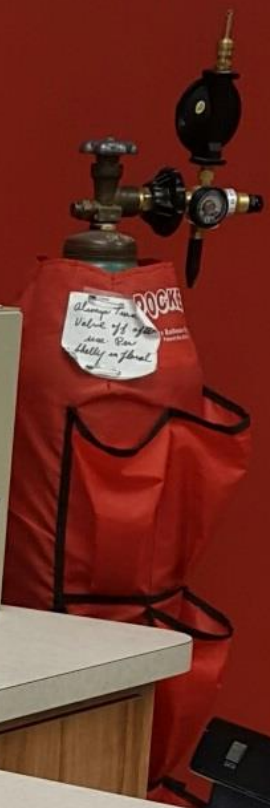
**Keep grease out of your drain.**

**GREASE MENACE**

A real PAIN in the DRAIN.

**Bismarck** Department of Public Works  
**KEEP WIPES OUT OF PIPES**

Keep Grease out of your drain  
**ONE PER HOUSEHOLD PLEASE**







ON:

convenience,  
arges across town  
ill need to be  
viding ID  
cooperation!  
day!

ACE Hardware  
**FREE-  
PLEASE TAKE  
ONE**

late 1960s - 1987  
**ACE  
HARDWARE**  
1973 - 1987

**Keep grease  
out of your  
drain.**



**GREASE  
MENACE**



Image service message brought to you by the  
Bismarck Department of Public Works  
bismarck.org

**Bismarck** Department of Public Works  
**KEEP WIPES OUT OF PIPES**

Keep grease out of rain drains  
**ONE PER HOUSEHOLD PLEASE**



8398884  
**LOCK DEICER ALL USE**  
33.99

# 2014 Public Education Costs

|                |       |            |                |      |       |        |
|----------------|-------|------------|----------------|------|-------|--------|
| Grease Scraper |       | \$1,000.55 | Dakota Awards  | 1000 |       | \$1.00 |
| Stickers       | DNF   | \$613.38   | Dakota Awards  | 2000 | large | \$0.31 |
| Stickers       | DNF   | \$613.38   | Dakota Awards  | 2000 | large | \$0.31 |
| Stickers       | DNF   | \$613.91   | Dakota Awards  | 2000 | large | \$0.31 |
| Stickers       | DNF   | \$1,041.78 | Dakota Awards  | 4000 | small | \$0.26 |
| FOG brochure   |       | \$882.95   | Image Printing | 2000 |       | \$0.44 |
|                | Total | \$4,765.95 |                |      |       |        |

# 2015 Public Education Costs

|                        |       |            |                |           |        |
|------------------------|-------|------------|----------------|-----------|--------|
| Water Bill Insert      |       | \$850.00   | The Printers   | 2/15      | 20,000 |
| Stickers               | DNF   | \$1,047.06 | Dakota Awards  | 7/2/2015  | 4000   |
| Stickers               | DNF   | \$113.00   | Printers       | 7/14/2015 | 5000   |
| DNF door hanger design |       | \$225.00   | Image Printing | 9/14/2015 |        |
| DNF door hanger        |       | \$865.86   | Image Printing | 9/10/2015 | 10,000 |
| Nondispersible         | Total | \$3,100.92 |                |           |        |
| Grease Scraper         |       | \$1,875.00 | Dakota Awards  | 7/24/2015 | 2500   |
| Public Education Total |       | \$4,975.92 |                |           |        |

# 2016 Public Education Costs

| Public Education       |         |            |
|------------------------|---------|------------|
| Scrapers               |         | \$3,755.75 |
| FOG display            | 2 each  | \$52.32    |
| Scrapers               |         | \$3,770.00 |
| Handout                |         | \$665.33   |
| FOG Handout            | Spanish | 795.33     |
| Public Education Total |         | \$9,038.73 |

# Bismarck Lift Station Pump Blockages

2017 – 14 through May 5, 2017

2016 – 21

2015 – 42, 1,531 door hangers distributed

2014 – 82, Started distribution of non-dispersible education material

2013 – 70

2012 – 58

| Wastewater Lift Stations Pump Plugs |      |      |      |      |      |      |       |
|-------------------------------------|------|------|------|------|------|------|-------|
| Lift Station                        | 2017 | 2016 | 2015 | 2014 | 2013 | 2012 | Total |
| Billings & Reno                     | 0    | 0    | 5    | 12   | 2    | 1    | 20    |
| Eagle Crest                         | 3    | 1    | 7    | 6    | 18   | 11   | 42    |
| Haycreek                            | 8    | 5    | 2    | 27   | 10   | 5    | 44    |
| Manchester                          | 0    | 0    | 1    | 1    | 1    |      | 3     |
| Northern Plains CC                  | 0    | 0    | 1    |      |      | 1    | 2     |
| Old Airport                         | 0    | 0    |      | 1    |      | 1    | 2     |
| Southport                           | 0    | 0    |      |      |      | 1    | 1     |
| Southwood                           | 0    | 4    | 3    | 14   | 16   | 13   | 46    |
| Tatley                              | 0    | 1    |      | 3    | 2    | 2    | 7     |
| Washington St.                      | 2    | 6    | 7    | 9    |      |      | 16    |
| Wachter 7                           | 1    | 4    | 7    | 9    | 21   | 23   | 60    |
| Total                               | 14   | 21   | 33   | 82   | 70   | 58   | 243   |

# Wastewater Lift Stations Pump Plugs

| 2015               |              |          |           |           |           |         |         |            |         |                         |         |         |    |      |            |  |  |  | Public Education |
|--------------------|--------------|----------|-----------|-----------|-----------|---------|---------|------------|---------|-------------------------|---------|---------|----|------|------------|--|--|--|------------------|
| Lift Station       | Jan.         | Feb.     | March     | April     | May       | June    | July    | Aug.       | Sept.   | Oct.                    | Nov.    | Dec.    |    |      |            |  |  |  |                  |
| Billings & Reno    | 13-Rags      |          |           |           | 5-Rags    | 2-Rags  |         | 12-27 Rags |         | 29-Rags                 |         | 14-Rags | 7  | 450  | by 11/4/15 |  |  |  |                  |
| <b>Eagle Crest</b> | 8-12-19 Rags | 1-8 Rags | 30-Rags   | 8-Rags    |           |         |         |            |         |                         |         |         | 7  | 125  | 10/20/2015 |  |  |  |                  |
| Haycreek           |              |          |           |           | 21-Rags   | 29-Rags |         |            |         |                         |         |         | 2  |      |            |  |  |  |                  |
| Manchester         | 2-Rags       |          |           |           |           |         |         |            |         |                         |         |         | 1  |      |            |  |  |  |                  |
| Northern Plains CC | 21-Rags      |          |           |           |           |         |         |            |         |                         |         |         | 1  |      |            |  |  |  |                  |
| Southwood          | 26-Rags      |          | 19-Rags   |           |           | 8-Rags  |         |            |         |                         | 4-Rags  |         | 4  | 230  | by 11/4/15 |  |  |  |                  |
| Tatley             |              |          |           |           |           |         |         |            |         |                         |         |         | 0  |      |            |  |  |  |                  |
| Washington St.     | 8-Rags       | 2-Rags   | 2-19 Rags | 8-27 Rags |           |         | 23-Rags |            |         | 1-Rags<br>16-26<br>Rags | 10-Rags | 9-Rags  | 10 |      |            |  |  |  |                  |
| Wachter 7          | 13-Rags      | 13-Rags  |           | 7-Rags    | 7-26 Rags |         | 14-Rags | 12-Rags    | 14-Rags |                         |         |         | 10 | 553  | by 11/4/15 |  |  |  |                  |
| Total              |              |          |           |           |           |         |         |            |         |                         |         |         | 42 | 1358 |            |  |  |  |                  |

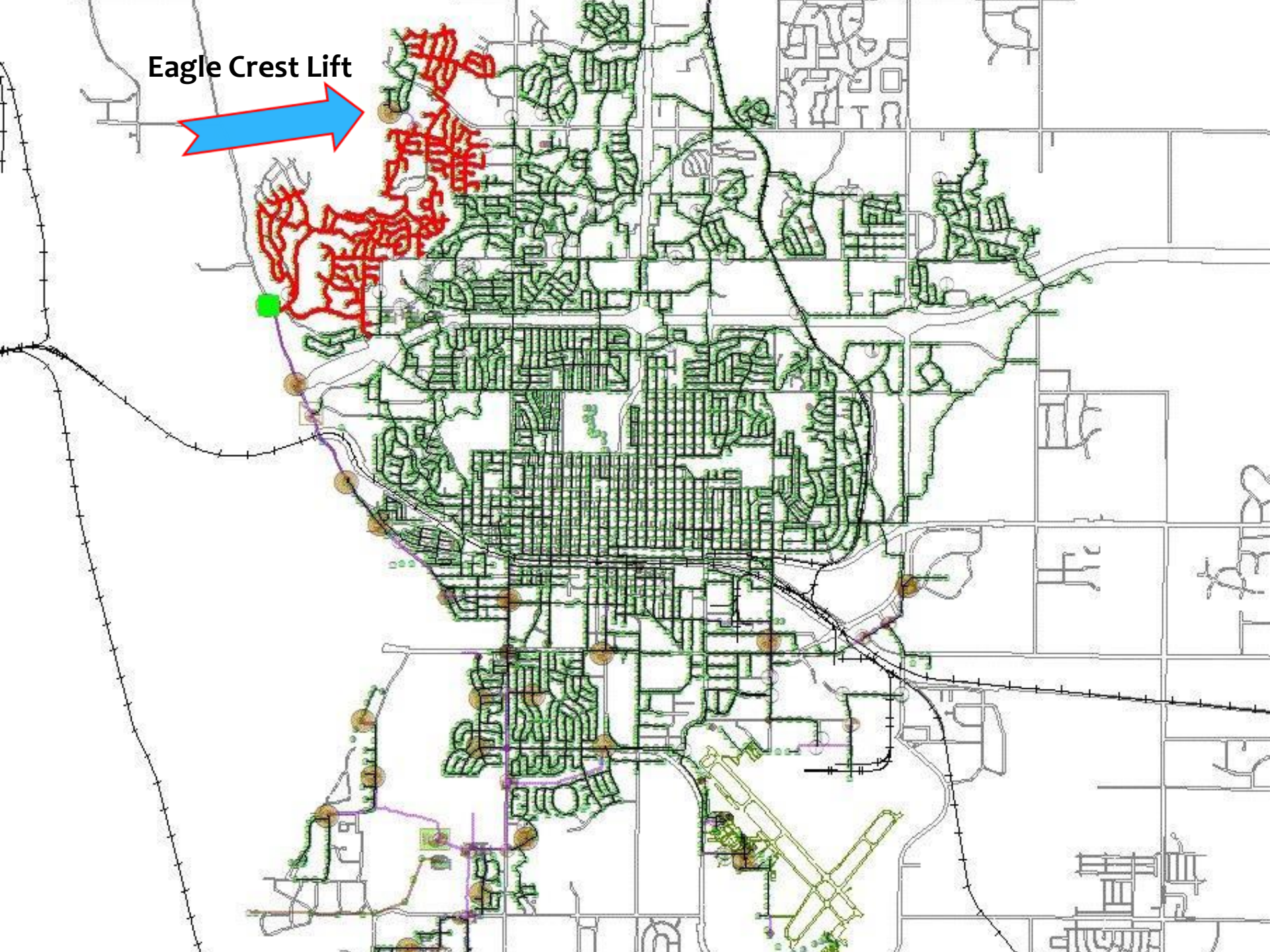
| 2016               |         |           |         |         |           |         |         |      |       |         |        |      |       |  |  |  |  |  |  |
|--------------------|---------|-----------|---------|---------|-----------|---------|---------|------|-------|---------|--------|------|-------|--|--|--|--|--|--|
| Lift Station       | Jan.    | Feb.      | March   | April   | May       | June    | July    | Aug. | Sept. | Oct.    | Nov.   | Dec. | total |  |  |  |  |  |  |
| <b>Eagle Crest</b> |         |           |         |         |           |         |         |      |       | 24-Rags |        |      | 1     |  |  |  |  |  |  |
| Haycreek           | 25-rags | 29-Rags   | 8-Rags  |         |           | 20-Rags |         |      |       |         | 7-Rags |      | 5     |  |  |  |  |  |  |
| Southwood          | 12 Rags |           | 9-Rags  |         | 2-20 Rags |         |         |      |       |         |        |      | 4     |  |  |  |  |  |  |
| Tatley             |         |           |         |         |           |         | 28-Rags |      |       |         |        |      | 1     |  |  |  |  |  |  |
| Washington St.     | 14-Rags | 5-23 Rags | 14-Rags | 7-Rags  | 2-Rags    |         |         |      |       |         |        |      | 6     |  |  |  |  |  |  |
| Wachter 7          | 13 Rags | 2-Rags    | 16-Rags | 15-Rags |           |         |         |      |       |         |        |      | 4     |  |  |  |  |  |  |
| Total              |         |           |         |         |           |         |         |      |       |         |        |      | 21    |  |  |  |  |  |  |

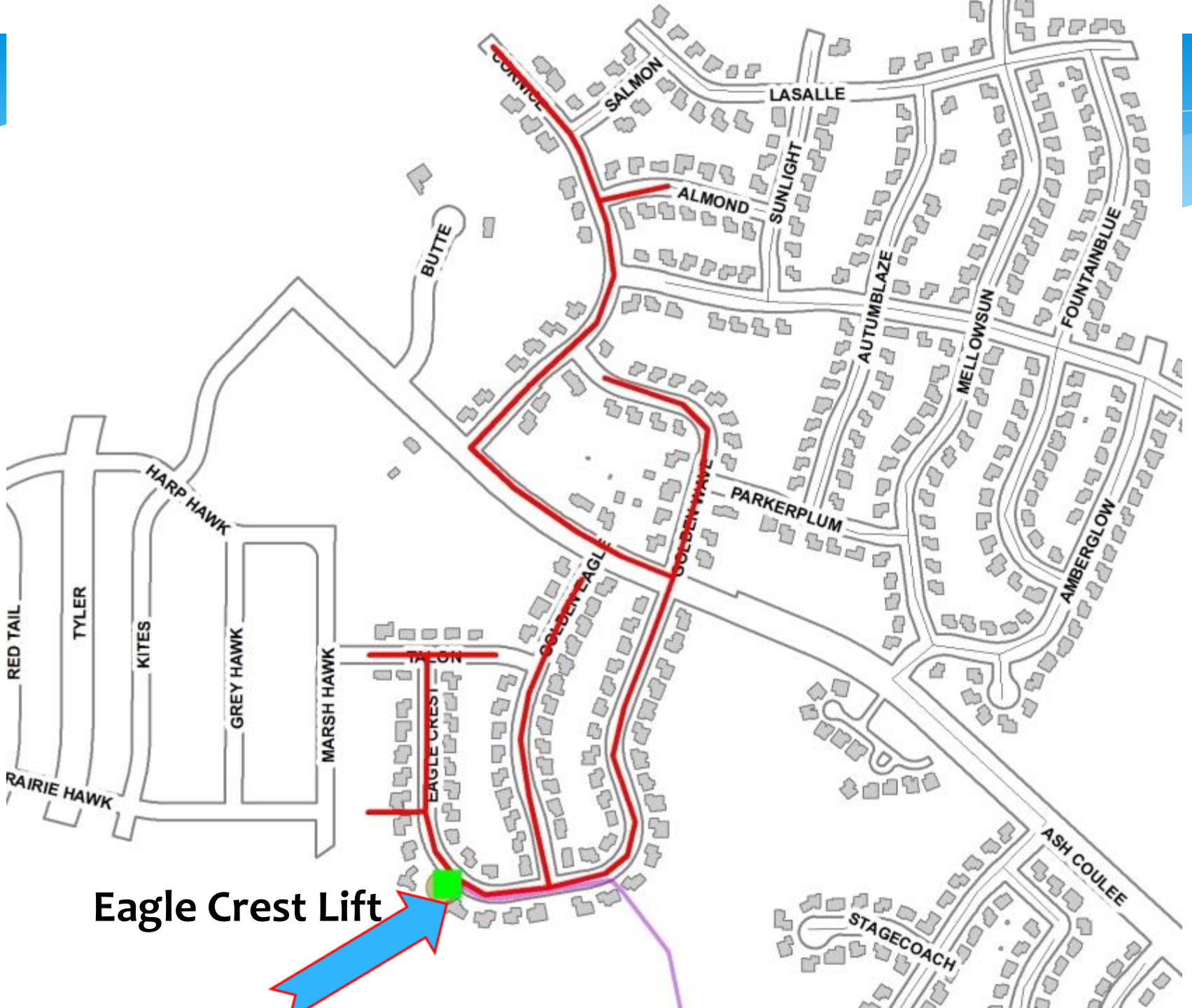
11 months without a rag plug at Eagle Crest lift station after using the wipes door hanger. Upscale homes increased from ~125 – 150 from 2015 - 2017.

| 2017               |         |         |                     |         |       |  |
|--------------------|---------|---------|---------------------|---------|-------|--|
| Lift Station       | Jan.    | Feb.    | March               | April   | total |  |
| <b>Eagle Crest</b> | 30-Rags |         | 16-23 Rags          |         | 3     |  |
| Haycreek           | 30-Rags | 23-Rags | 13-21-22-30(2) Rags | 25-Rags | 8     |  |
| Washington St.     |         |         | 20-Rags             | 25-Rags | 2     |  |
| Wachter 7          |         | 8-Rags  |                     |         | 1     |  |
| Total              |         |         |                     |         | 14    |  |



Eagle Crest Lift





Eagle Crest Lift

# 30 Sec. Video Version

Help! Tissues, paper towels, feminine products, wipes & trash are plugging our sewers!

This costs residents and the City of Bismarck a lot of money. See how much trash is pulled from our pump stations every day! Products may say “flushable,” but when flushed cause sewer blockage problems.

**Don't Flush Trouble, Use the trash not the toilet!**

For more information visit [bismarcknd.gov/publicworks](http://bismarcknd.gov/publicworks) or call the Bismarck Wastewater Treatment Plant at 701-355-1760.

<https://archive.org/details/PublicServiceAnnouncement2015-02-16-Non-Flushables-30-seconds>

# 90 Second Version

The City of Bismarck needs your help in preventing sewer back-ups. Flushing the wrong things down the toilet can cause expensive plumbing problems in your home or business and for the City.

Do not flush paper towels, cleaning wipes, baby wipes, facial tissues, diapers and feminine hygiene products down the toilet. These products don't easily break down, are resistant to degradation and hang up in pipes.

At our sewage pumping stations, Public Works employees have to spend extra time to remove trash from our sewers. The label might say "flushable", but disposable products are clogging our sewer pipes and damaging pumps and equipment.

As you see from testing, toilet paper disintegrates after only a few seconds. So-called "flushable" wipes, don't break down after 20 min or even several weeks. Paper towels, wet wipes and facial tissues belong in the trash can. The toilet is only meant to flush human waste and toilet paper.

Don't Flush Trouble, save yourself and your sewer utility from a pain in the drain, put disposable wipes, rags and towels in the trash, not the toilet!

To learn more visit us on the Web at [www.bismarcknd.gov/publicworks](http://www.bismarcknd.gov/publicworks) or call the Bismarck Wastewater Treatment Plant at 701-355-1760.

<https://archive.org/details/PublicServiceAnnouncement2015-02-16-Non-Flushables-90-seconds>

# Public Education Events Currently Provided by the Pretreatment Program

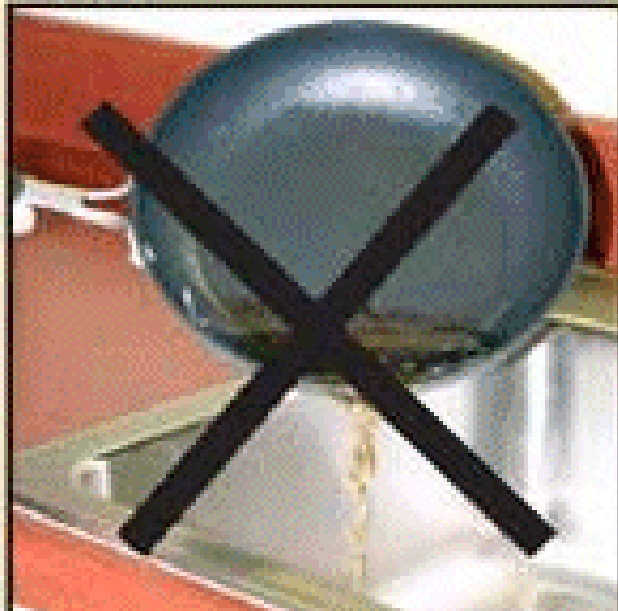
- a. Environmental Festival – 5<sup>th</sup> grade two day event  
~1,100 kids attend
- b. Water Festival – 3<sup>rd</sup> grade two day event, ~1000 kids
- c. Wastewater plant tours
- d. City Employee Benefit Fair – one day event, about  
~300 employees/spouses attend

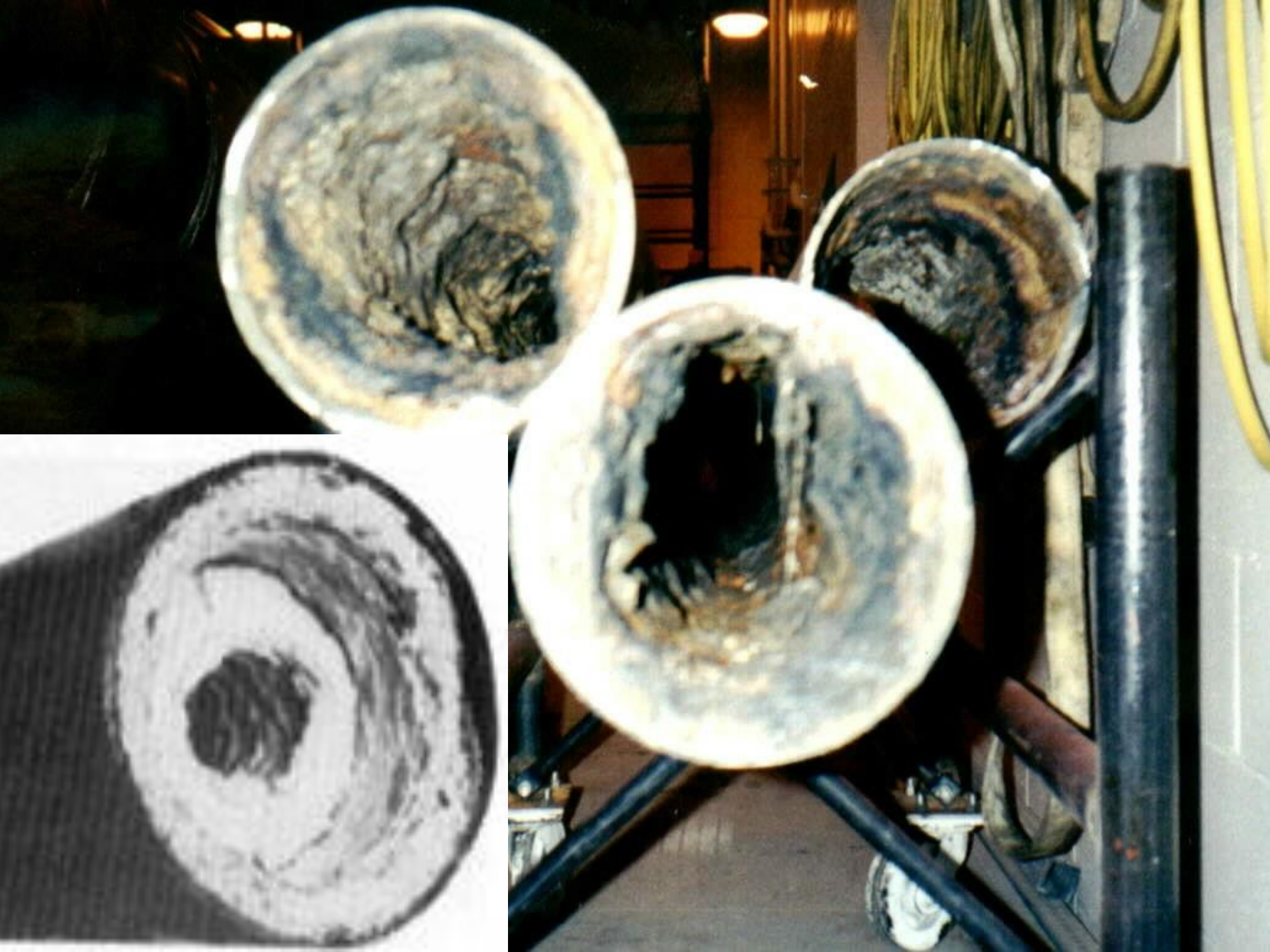


**DO**



**DON'T**







# **GREASE** **Menace**

## Public Education



# Businesses declare war on the Grease Menace.

## Here's the battle plan:

- Make sure your kitchen drains have screens.
- Throw grease and table scraps in the trash; not down the drain.
- Train employees on proper grease disposal.
- Install and maintain properly sized grease interceptors.
- Contract with a waste hauler to recycle oil.



**INDUSTRIAL PRETREATMENT PROGRAM  
DEPARTMENT OF PUBLIC WORKS  
CITY OF BISMARCK**

PO Box 5503  
Bismarck, ND 58502  
Tel: 701-222-6618

[www.bismarck.org](http://www.bismarck.org)



## How does the Grease Menace get into your sewer?

When you put cooking waste, like grease, oil and food scraps, down the drain, it clings to the sides of your sewer pipes. This **Grease Menace** clogs your pipes and causes sewer back-ups.



## Grease is a menace to your sewer line.

**Never pour grease down the drain. Here's why:**

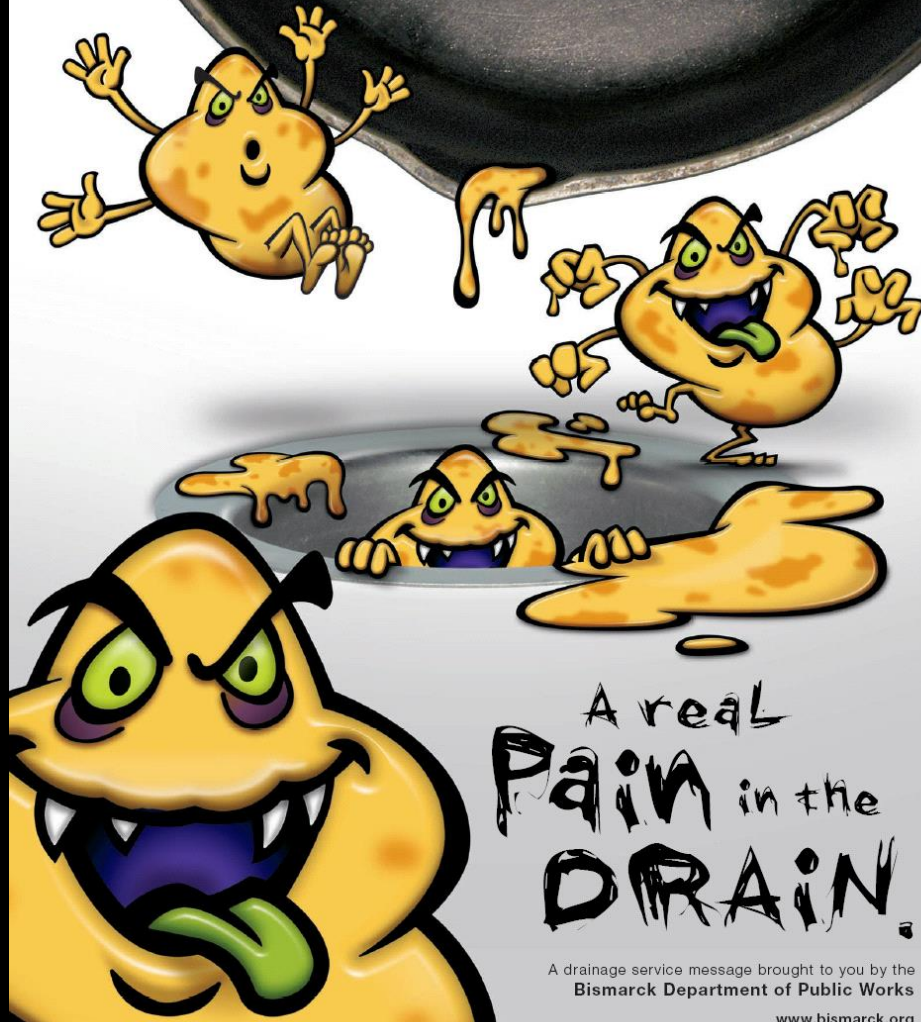
- It clogs your sewer line, resulting in an expensive visit from the plumber.
- It plugs city sewer lines and makes it harder to treat waste water. The cost of cleaning and repairs leads to higher sewer rates for you.
- It causes sewer back-ups which are hazardous to your health and harm the environment.

## Fight the Grease Menace.

1. Pour grease from cooking into a can, let it cool, and throw it in the trash.
2. Throw food waste into the trash; not down the drain.
3. Recycle all used fryer oils.  
Residents can recycle oils at the Bismarck Public Works Building, 601 S. 26th St. Businesses must contract with a waste hauler.
4. If you are a food service establishment, you must clean your grease traps and interceptors regularly!



# GREASE Menace



A real  
**Pain** in the  
**DRAIN.**

A drainage service message brought to you by the  
Bismarck Department of Public Works

[www.bismarck.org](http://www.bismarck.org)



# Keep grease out of your drain.



A drainage service message brought to you by the  
Bismarck Department of Public Works

[www.bismarck.org](http://www.bismarck.org)

**Keep grease  
out of your  
drain.**



A drainage service message brought to you by the  
Bismarck Department of Public Works  
[www.bismarck.org](http://www.bismarck.org)

**CITY OF BISMARCK**

**Keep grease  
out of your drain.**



5115

# Suburban Back



# Suburban Front





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Industrial Users

Household Users

Restaurant Users

Frequently Asked Questions

Links



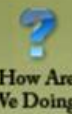
Bids & RFPs



Report a Concern



Jobs



How Are We Doing?



Online Services



Maps

You are here: [Home](#) > [Departments](#) > [Public Works](#) > [Sewage](#) > [Industrial Pre-Treatment Program](#)

## Industrial Pre-Treatment Program

### Resources

View the [Title 11.1 - Pretreatment Program Ordinance](#).

[click here for FOG \(fat, oil and grease\) Brochure](#)

### City of Bismarck Fat, Oil and Grease Program (FOG)

1. Fats, oil and grease (FOG) clog private sewer lines and city sewer lines.
2. FOG clogs can cause sewer back-ups in homes and businesses.
3. FOG can harm the environment through sanitary sewer overflows and hinders sewage treatment.
4. Keeping FOG out of your sewer lines will reduce the need to call the plumber to your home.

*Recycle used fryer oils at the Public Works Dept at 601 S 26th St*

### GREASE MENACE



### Contact

Bill Gefroh  
Industrial Pretreatment  
Coordinator

Ph: (701) 355-1763



## HOUSEHOLD USERS

### How to Fight the Grease Menace

Throw it in the trash, not down the drain! You can significantly minimize your plumbing and sewer problems simply by limiting the things you pour down your drain.

The vast majority of sewer problems start as plumbing troubles inside the house. Most sewer problems result from slow drainage in sinks, floor drains, washer drains, or toilets. In severe cases, there may be a complete blockage and with it an expensive and unpleasant cleanup that must be paid for by the homeowner.



#### Here are some things you don't want to put down the drain:

- **Never pour grease down sink drains or into toilets!** Too often, grease is washed into the plumbing system, usually through the kitchen sink, which will stick to the inside of sewer pipes. Over time, the grease can build up and block the entire pipe. Pour grease into a can (an empty coffee can works great). Keep it in the refrigerator so the grease can solidify and then dispose of it in the trash.
- **If you are deep frying a turkey**, Bismarck residents can recycle the used oil at the Public Works Dept. (601 S 26th St) during normal office hours. Be sure the oil is in a tightly capped plastic container.
- **Use your garbage disposal sparingly!** Never use your garbage disposal as a substitute for the trash can. Scrape grease and food scraps from trays, plates, pots, pans, utensils, grills and cooking surfaces into a can or the trash for disposal. Be especially careful with pasta, potatoes, and other starchy foods. Starch and water make paste, which can plug pipes. Be even more careful with what goes down the kitchen drain if you don't have a disposal. Put strainers in sink drains to catch food scraps and other solids, and empty the strainers into the trash for disposal.
- **Never flush baby diapers down the toilet!** Even if large objects like this make it to the sewer main (if you're that lucky) they can cause blockages in the sewer main, or plug city pumps.
- **Never plant trees over your sewer service line!** Roots are the leading cause of service line blockages. If you have any roots in your sewer service line, the grease, food waste, and large objects just mentioned are even more likely to cause blockages.
- **Never dump kitty litter down the drain!** Many of these products contain clay which will narrow the opening of your sewer pipe. Eventually it may plug your sewer pipe.
- **Use sewer pipe cleaning chemicals carefully and sparingly!** Follow label instructions closely to avoid dangerous fumes, skin and eye injury, and pipe and fixture damage. Proper care of your home sewer pipes will decrease the need for chemicals. Fats, oils, and greases aren't just bad for your arteries and your waistline; they're bad for sewers, too.

The maintenance of internal plumbing and sewer service lines is the responsibility of the **property owner**. The City is responsible for maintenance of sewer mains only. If sewage is actually flowing into your home through a floor drain, immediately contact the City at (701) 355-1700 because there may be an obstruction in the sewer main.

# Grease Menace Price Tag

- PSA, TV & Radio Shows, Web Space – Free!
- 3 Billboards - \$525 total
  - \$175 each, guaranteed 1 month display
- 1 Vehicle Wrap – \$2,000
- 1000 Posters and 23,000 Pamphlets – \$4,995
  - Including all original artwork
- Total Cost - \$7,520
- Not dumping grease down the drain – Priceless!



# GREASE Menace



**Bismarck**

A drainage service message brought to you by  
Bismarck Public Works • [www.bismarck.org](http://www.bismarck.org)

## The City of Bismarck needs your HELP!

The City is seeing a higher than normal accumulation of grease in the sewer pipes in your neighborhood which could lead to sewer back-ups.

### How does the Grease Menace get into your sewer?

When you put cooking waste (grease, oil, food scraps) down the drain, it clings to the sides of the sewer pipes. This Grease Menace can clog the pipes and cause a sewer back-up.

### Fight the Grease Menace

- The proper way to get rid of grease is to pour it into a tin can, let it cool, and then throw the can into the trash.
- Throw food waste into the trash; not down the drain.
- Recycle used fryer oils.

Residents can recycle used fryer oils at  
**Bismarck Public Works, 601 S. 26th St.**  
For more information call 355-1700.

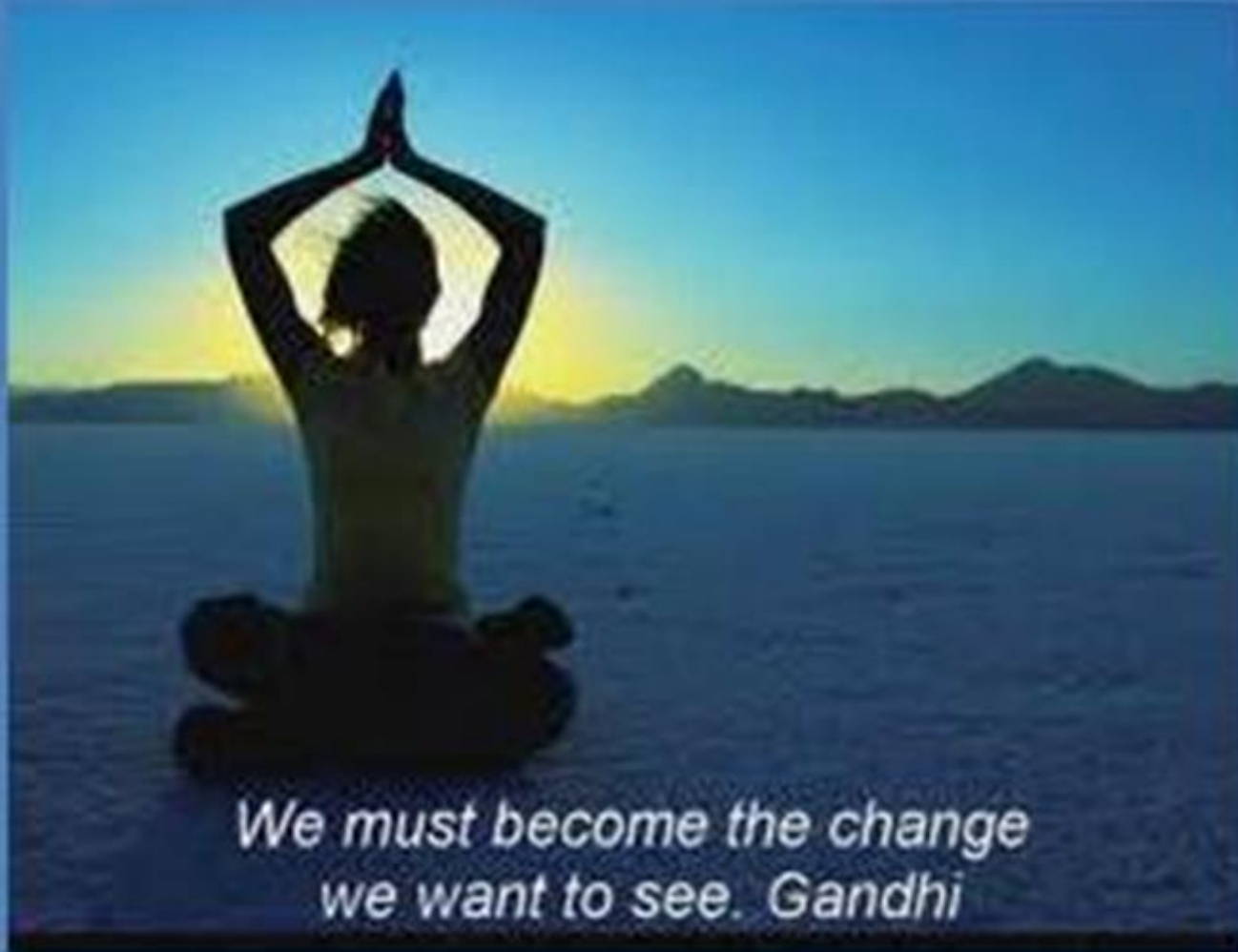
# Conclusion

Educate your customers/the public to use the garbage can, not the toilet to dispose of wipes, paper towels and FOG.

Provide public education through numerous methods to help consumers recognize what's flushable and what's not flushable.

To change an established consumer behavior they will need to hear it numerous times.

# Questions ???



*We must become the change  
we want to see. Gandhi*