

# NEWS in a NUTSHELL

THE NEWSLETTER FOR THE EMPLOYEES OF MARYVILLE



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July 2020



Water & Sewer Inspectors Stacy Frye, Danny Kimsey, Tom Bible, Joe Head, and Todd Burchett.

## W&S Inspection Team: Guardians of the (Wastewater) Galaxy

Clean water is essential to life, and public health is dependent on proper sanitation. Those who are charged with providing both, know that it is a monumental task that rarely gets the respect it deserves. Our water and wastewater systems keep working as they should 24/7 because of the unsung heroes among us who keep a watchful eye on the entire process. We don't always recognize their contributions to our health and wellbeing, but we literally couldn't live without the skilled workers in W&S from the construction and repair teams, to the engineers, the water treatment and wastewater treatment plant employees, and the inspection teams.

## Utility Construction Inspectors

Stacy Frye and Tom Bible, W&S Utility Construction Inspectors for the City of Maryville oversee the construction of new water distribution and sewer collection systems within the city. They carry with them an engineer's plans showing the details of the work to be completed. They perform field inspections and approve construction and installation of earthwork, concrete, piping for large infrastructure projects as well as manholes, clean out pipes, and hydrants. They are vital to state projects like the planned widening of Robert C. Jackson Drive running through the Denso campuses that will require the existing underground pipes to be relocated. When a homeowner needs a plumber to make repairs an inspection must be completed before any underground pipes are re-buried. Water Tank inspections, tank painting jobs, and commercial tie-ins to the city's water and sewer system are also on their radar. To date the team has inspected 926,587 ft. of pipe since 1998 when they began keeping track.

It is the policy of the Water and Sewer department to require 100% inspection from start to finish of each installation job carried out in the system. 100% inspection is not required by every municipality, but Joe Head, Utility Construction Inspector Supervisor, believes it has resulted in a perfect track record with no revisits for repairs for many years. This also means there is a lot riding on Stacy and Tom's expertise.

When a developer begins a project, for example a new subdivision, they must attend a pre-construction meeting with the W&S staff that includes our engineers and inspectors and the builder and their contractors. In this meeting expectations will be discussed, plans reviewed, metals approved, and licenses confirmed. Following the meeting, the building process and inspections can begin. After the work is completed, the developer warrants the job for one year, meaning they are responsible for any repairs that are needed for one full year. After the year passes, the developer signs a transfer and dedication of the land back to the city. At this point the 100% inspections that were conducted as the project progressed come into play. If all the work was completed flawlessly, and any mistakes were discovered and corrected during the inspection process, there will be no need for our Utility Construction teams to go back in to make repairs. If you can imagine, retracing steps to find an underground leak in a pipe would be a huge undertaking, not to mention costly and time consuming. Think: finding a needle in a haystack. The only way to find a leak is to unearth each 20' length of pipe until its located. The fact that W&S hasn't had to do that since 1998, speaks to the level of excellence the inspection team has achieved.

Additionally, Stacy and Tom review drawings. They prepare reports, permits, maps, charts and records. They have to be aware of laws, standards and regulations relating to construction and inspection methods, and safety procedures. They have to understand water distribution and wastewater collection systems, their maintenance, testing and disinfection. They have to be able to interpret engineering and construction drawings, as well as contract documents. They are required to have a Grade II Distribution System Operator license, as well as a Grade II Collection System Operator license. These are State of Tennessee Operator licenses. Tennessee Department of Environment and Conservation (TDEC) certifies the operators and requires continuing education in each of these fields for Stacy and Tom to maintain their licenses year after year.

## Environmental Compliance Inspector

There are five industrial facilities within the City of Maryville's Industrial Pretreatment program permitted to discharge treated wastewater to the sewer collection system. Federal EPA Regulations identifies any Industrial User that discharges an average of 25,000 gallons or more per day of processed wastewater to the sewer system as required to have a permit. These permitted facilities must have pretreatment practices in place, or at least be able to meet categorical and/or the city's Sewer Use Ordinance parameters. Pretreatment is the process of removing contaminants from the wastewater before it is released into the sewer lines and piped to the sewer plant. Without pretreatment practices, contaminated wastewater has the potential to upset the delicate



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# Applause Please



Promotion  
**Jason Cable**  
W&S  
Construction Supervisor



Promotion  
**Thorn Cooper**  
Electric  
Engineering Technician I



Promotion  
**Anthony Hatcher**  
W&S  
Construction Supervisor



Retired June 29  
**Eric Russell**  
MFD  
31 Years of Service



New Employee  
**Chris Buchanan**  
MPD  
Police Officer



New Employee  
**Kyle Love**  
EPW  
Grounds Maintenance Worker

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balance of microorganisms that are natural to the wastewater environment and play an important role in the wastewater treatment process. This provides benefits to the industrial users, the city, and our drinking water source, Little River.

Danny Kimsey, W&S Environmental Compliance Inspector, is required to visit each permitted industry annually for the purpose of inspections; however, Danny and Jana Brown, the City's Regulatory Compliance Administrator, try to make these visits more often when

possible. Their objective when they visit is to ensure the wastewater that is discharged from these facilities does not contain pollutants above acceptable levels. Some of those pollutants include metals, oil and grease, and other hazardous waste that may interfere with the operation of our wastewater treatment plant.

Danny and Jana work to make sure industries comply with the Clean Water Act (CWA) of 1948 (reorganized and expanded in 1972). The CWA establishes guidelines for regulating discharges of pollutants into the waters of the U.S. and managing quality standards for rivers, creeks, and wetlands. Danny and Jana see that our permitted industries are compliant with local, State and Federal regulations. They take samples, record results and prepare reports for the State and Environmental Protection Agency. They advise the facility if they find their numbers are running high and commend them when all their goals are met. Danny and Jana work hard to maintain good relationships with our permitted industries so if a problem comes up, they know they can call for help rather than fear the possibility of fines or being shut down.

## Backflow Preventer Inspections

Another part of Danny's job is to inspect residential and commercial underground sprinkler/irrigation systems. These systems are considered by the city, state and federal regulations to be hazardous cross-connections. When drinking water piping connects to various plumbing fixtures or equipment that utilizes water, a cross-connection is created. If improperly protected, contamination can result when a backflow event occurs; allowing contaminants to reverse flow from the fixture/equipment back into the drinking water piping. Cross-connection control and backflow prevention is extremely important because in water lines, water is normally maintained at a substantial pressure to permit water to flow from the tap, shower, or other fixtures. Should the water pressure on the city's main distribution line fall because of a water main break or an unexpectedly high demand on the water system, for example, when several fire hydrants are opened, this could cause the reversal of flow. When that happens the customer's irrigation system water along with contaminants like fertilizers, pesticides, herbicides and even animal waste could be drawn back into the city's potable (drinkable) water system. In order to protect the city's water distribution system from this type of cross-connection, the City requires that a Reduced Pressure Principal backflow prevention assembly be installed.

Beginning in May of each year, Danny and Todd Burchett start the testing and inspection process of approximately 1,550 residential irrigation devices and continue these inspections and tests through the month of September. October through April, they begin testing and inspecting commercial backflow prevention assemblies. This accounts for approximately 210 of the total 1,760 backflow prevention devices

## To Err is Human, to Forgive, Divine...

Last month in the anniversaries section of the Nutshell there were several employees with incorrect numbers for their years of service. Below are the corrected numbers.

Shane Collins, MPD	21 years
Randy Cupp, Finance	21 years
Brian Boone, EPW	15 years
Jessica Cooper, W&S	14 years
Dusty Finger, Electric	13 years
Adam Parton, W&S	8 years
Chase Green, EPW	5 years

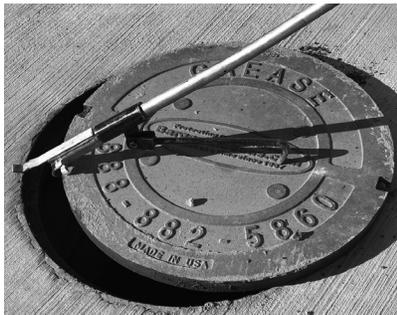


# People are the Key

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tested annually.

If any device is found not to be in compliance with city, state or federal regulations, or not functioning properly, the Water and Sewer Department immediately issues the customer a notice of violation and requires a backflow device be installed or repaired within 30 days. If a customer refuses to cooperate, and all other attempts to rectify the situation fails, the Water and Sewer Department does have the ability to discontinue the customer's utility services.



## FOG Inspector

Todd Burchett is the City's F.O.G. Inspector within the Water & Sewer department. FOG refers to fats, oil and grease that are a result of normal business operations of restaurants and food service businesses. Grease is commonly washed into a restaurant's plumbing system during cleanup through the kitchen sink. As the grease cools, it congeals and clogs pipes both inside the restaurant and in the main sewer system. This can become an environmental and public health risk.

All 230+ food/beverage establishments connected to the city's sewer system must have an approved grease interceptor (grease trap). A grease trap is designed to capture the fat, oil, and grease that if left unchecked to run down the drain, can clog sewer and drainage pipes. The result is often messy, costly overflows that are harmful to public health and the environment. Federal, state and local laws require FOG control to protect our citizens, our sewer system, and our water sources.

As the city's FOG Inspector, Todd inspects the kitchens and grease traps of food service businesses two to four times each year to ensure compliance with the federal Clean Water Act and state and city regulations. During each visit Todd assesses the condition of the facility's grease trap(s). He also works with the business owner to help teach kitchen staff about best practices for controlling FOG at the source. For example, rather than washing table scraps from plates down the drain with hot water, Todd encourages staff to clear the debris into garbage bags prior to rinsing the plates and placing them into dishwashers.

Todd is responsible for Grit Traps in the city too. Car washes are also required to keep the water that they release into the city's sewer as clean as possible. Grit traps use two chambers, one primary and one secondary, to separate oily petrochemicals and solid wastes (dirt, sands, and solids) from water. The wastewater from a car wash is collected in the primary separation chamber, and the oily petrochemicals rise to the top, while solids sink to the bottom. A crossover pipe is fixed in the middle of the chamber wall, below the oily film and above the solid grit. Cleaned water flows through the crossover pipe to the second chamber, where gravity separates any remaining grit and oils from the water. The water then flows out of the secondary chamber through an outlet pipe to the sewer system. Following his inspections, Todd issues a report that indicates any required corrective actions the business must complete to remain in good standing with federal, state, and local regulations. He also readily shares recommendations for the business owner that will help them to avoid costly and unnecessary sewer blockage and backups in the future as well as any fines for non-compliance.

*In next month's Nutshell we will feature the Building Inspectors in Development Services.*

## Residents Thankful for Great Service

I saw a bulk pick up truck on the street today around 11 a.m. and went to ask the driver a question. I thought I may have missed my pickup and wanted to verify. He explained with the events of the last few weeks the City was working hard and taking care of business.

He was very nice and very professional. I didn't know you could get excited about bulk pick up but he was. He even waited and I went and got a couple of boxes I was going to place for pick up on the 8th.

Thanks for the GREAT SERVICE! Resident on Woodgate Drive  
*Eric Bailey is the EPW employee who impressed this citizen.*

## Another Resident Happy with Service

*On May 28, 2020, Tammy Hankinson wrote:*

Good Morning Ms. Evans,  
I just wanted to let you know that we have your new address set for June 10 2020.

*Tammy, Thank you for such a prompt response. You have wonderful customer service. Thank you so much and be safe!*  
*-L Evans*

## Even More Exceptional Customer Service

*Tuesday, June 9, 2020 7:59 PM*

Hey Mr. Cantwell:

I didn't get the gentleman's name who ran our route today, but I messed up and placed a couple of old pictures in the garbage and laid them on top and didn't get the lid closed— so he picked it up and boom, crash in the street.

He was super nice and apologized when it wasn't for my stupidity he would have been on his way. He was even going to clean up the mess without my help. Just wanted to say what a polite courteous man he is.

He also noticed my can was cracked and said I could reach out for a replacement. Super great job ;-)

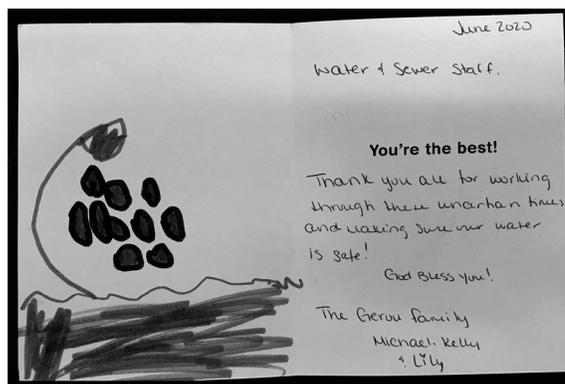
Sincerely, Drew - Stonehenge Dr. (Whittington Subdivision)

*Tuesday, June 10, 2020 7:00 AM*

Drew, Michael Alexander is the employee, glad he gave you good customer service. He also wrote up a can replacement request for you. We will have that taken care of in the next day or two.

Thanks, Dan

## And then there's this...



# People are the Key

## July Birthdays

- 1 Debbie Ryan, Finance
- 3 Charles Fipps, MFD  
Darryl Adams, Electric
- 4 Michael Braden, MPD
- 5 Chance Anderson, EPW
- 7 Greg McClain, Admin  
Scott Poland, Dev. Services  
Kevin Stoltenberg, Dev. Services  
Chad Wilson, EPW
- 8 Mike Caylor, MFD  
Marcus Walker, MPD  
Jordan Marshall, EPW
- 12 Rod Fernandez, MPD  
Travis Hill, MPD
- 13 D.J. Porter, MPD
- 15 Keith Anderson, W&S
- 16 Derik Hilbert, EPW
- 18 Dusty Finger, Electric
- 20 Randy Thompson, MFD  
Logan Rogers, MFD
- 21 Cody Whitehead, W&S
- 22 Tyler Kirkland, W&S
- 24 Jeff Kirchburg, W&S
- 26 Terry McCoy, IT  
Dewayne Shoffner, Electric
- 28 Jerry Barnes, Finance  
Donnie Williams, Electric
- 31 Chance Hawkins, MFD



## July Anniversaries

- David Graves, MPD 36 years
- Bill Walt, Electric 33 years
- Stay Chissay, EPW 32 years
- Ralph Goodson, Finance 31 years
- Keith Wilson, W&S 31 years
- Doug Short, Electric 30 years
- Ricky Cummings, EPW 27 years
- Johnny Garner, EPW 27 years
- Charlie Martinez, MFD 25 years
- Tony Clark, MFD 25 years
- Jim Yearout, Electric 25 years
- Chad Simpson, MPD 24 years
- Teresa Rucker, Finance 24 years
- Amy Woody, Electric 24 years
- Richard Johnson, Electric, 22 years
- Tony Hatcher, W&S 17 years
- Ray Boswell, Admin 15 years
- Jonathan Ellenburg, Electric 13 years
- Mark Hasty, MFD 12 years
- Ron Breazeale, W&S 12 years
- Jason Barham, MPD 8 years
- Clayton Hall, MPD 5 years
- Tyran Harrison, MPD 4 years
- Jacob Curtis, MPD 4 years
- Matt Tipton, MPD 4 years
- Adam Cook, MPD 4 years
- Bryson Dykes, MFD 2 years
- Trever Nix, MPD 2 years
- Chance Anderson, EPW 1 year

## Fleet Services Improvements



Fleet Services is celebrating the installation of a new lift that will replace a worn out lift and provide a safer work environment. Fleet Superintendent, Scott Brown is eager for the new lift to be functional!

### Blood Screening Checks in July

Annual Biometric Blood Screening will be held on July 13th and 14th. Watch for an additional email from Patty with scheduling instructions.

**July 13th 8 a.m. – 12 p.m.**  
Municipal Building-Gary Hensley Room

**July 14th 7:30 a.m. – 12 p.m.**  
Op Center Auditorium

## EPW Replaces Three Bridges in One Day

On Wednesday June 3, Engineering and Public Works spent the day in Sandy Springs Park replacing three aging pedestrian bridges over Pistol Creek. The new bridges were built in Fort Payne, Alabama. They are 60' long and weigh around 21,000 lbs. each. The crane that was used to lift the bridges from the flatbed truck had a 100' reach in order to lift them from the truck and up and over the tree canopies and power lines. The first bridge arrived on site around 8 a.m. and by 5 p.m. all three bridges were in place, secure, and ready for the public to enjoy.



Crews preparing to remove the first of three bridges.