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City of Fort Lupton touring Metro's Northern Treatment Plant

Request for Updated Service Area Maps

Member Connectors

In an effort to keep Metro's records current, we are requesting that all [Member Connectors](#) provide an updated service area map to our GIS Team. Per section 7.2.1 of the [Metro Water Recovery Rules and Regulations Governing the Operation, Use, and Services of the System](#) (Rules & Regulations) all changes to the service area should be reported to Metro annually, submitted within sixty days after the end of the calendar year.

If you have not done so already, submit updated maps as either a shapefile or a file geodatabase to Kurt Babcock, GIS Specialist, at kbabcock@metrowaterrecovery.com. Kurt is also available to answer any technical questions concerning file transfer.

As a reminder, this request only applies to Member Connectors. Per section 8.1 of the Rules & Regulations, expansion of a Special Connector wastewater service area cannot increase without Metro Board of Directors action. If there are questions concerning this, reach out to Dawn Ambrosio, Director Strategy & Communication, at dambrosio@metrowaterrecovery.com or 303-286-3087.

Introducing Jensen Santos

Accounting Analyst

Originally from the tropical island of the Philippines, Jensen migrated to Chicago, Illinois in 1998, moved to Colorado in 2007 and in 2008 he was hired as Metro's Accounts Payable Technician. After serving that role for eight years he was promoted to Fixed Asset Accountant which he proudly held until becoming the Accounting Analyst.

Prior to Metro, Jensen worked through three different organizations as Accounts Payable, Project Accountant, and General Accountant. In these roles he performed many general accounting duties that included processing invoices for payments and accounts receivable, cash and bank reconciliation, payroll, auditing, and month-end and year-end processing.

Jensen is ready to serve this new role, "I feel humbled and blessed to be able to advance my knowledge and career in Metro's Accounting team. I enjoy working with a company that strives to make a positive impact on our environment and hope to be here for many more years."

As the Accounting Analyst Jensen will direct and manage the Sewer Connection audits of Metro's Connectors. He will be responsible for tracking and verifying the reporting and payments for Sewer Connection and Annual Charge revenues as well as assisting Connectors in the application of our rules and regulations.



Jensen Santos enjoying a trip to Washington, D.C.

New Finance Emails

Annual Charges & Sewer Connections

Finance has created two new emails for contacting their team concerning questions about Annual Charges and Sewer Connections. These were created to ensure someone is always available to quickly respond to questions and/or give assistance to our Connectors. These new email groups will go to more than one team member at the same time which will allow for good coverage in the event one team member is out of the office.

Please update your contact information and start using these as soon as possible to ensure the best service response.

For Annual Charges Questions

AnnualCharges@metrowaterrecovery.com

For Sewer Connection Questions

SewerConnections@metrowaterrecovery.com

The contact information has also been updated on the [Planning for Annual Charges](#) reference document on Metro's website.

Strategic Plan Update Values & Pillars

Metro has been working with external consultant, Raftelis, to update its strategic plan. The process has been collaborative and inclusive, involving guidance from the Strategic Plan Committee and Metro leadership, as well as feedback from employee focus groups.

At the Fall Board workshop, large themes were presented as primary areas of focus, and specific workgroups were developed to further refine those themes. One workgroup was tasked with identifying the organization's core values, and the Values Workgroup recommended four: Excellence, Inclusion, Collaboration, and Integrity. These values will play an important role in continuing to shape Metro's culture and guide the behavior of its employees.

Three other workgroups focused on the pillars of Our People, Our Work, and Our Communities. These pillars will guide Metro towards achieving its vision: "To be a leader, an innovative clean water partner, and a great place to work." The Our People pillar will focus on attracting, developing, and retaining talented and diverse employees. The Our Work pillar will prioritize innovation, efficiency, and sustainability to ensure that Metro is a leader in clean water. The Our Communities pillar will prioritize collaboration, equity, and transparency to ensure that Metro is a responsible and trusted partner for the communities it serves.

By focusing on the pillars of Our People, Our Work, and Our Communities, Metro is well-positioned to achieve its vision. The plan is set to be completed in May, and implementation planning will begin in June. If you have specific questions, please reach to Muzit Kiflai, Senior Continuous Improvement Manager, at mkiflai@metrowaterrecovery.com.



Jenna Widham, Administrative Assistant Senior, presents the value of Collaboration as recommended by employees to the Strategic Plan Committee

Annual Charges Webinar 2023 Recording

Thank you to those who join us for the 2023 Annual Charges Webinar – your questions and engagement will help us improve the presentation for future sessions. For those unable to participate, below is a link to the webinar. If you would like a copy of the presentation, contact Dawn Ambrosio at dambrosio@metrowaterrecovery.com.

[2023 Metro Water Recovery Annual Charge Webinar Recording](#)

Note: Metro has also updated the one-page reference document on our website. [Check it out!](#)

Tour Tuesdays

Introducing Tour Tuesdays for 2023! Public tours for individuals and small groups being offered on the second Tuesday of the month, April through October, at 10:30 a.m. [See the schedule via the website](#). Reservations are required.

2023 General Assembly Update

Mid-Session

We have reached the mid-way point for the First Regular Session of the 74th General Assembly. The 2023 legislative session convened on January 9, 2023 and will conclude on May 8, 2023. There have been multiple bills related to topics that are of interest to Metro Water Recovery and our Connectors. Below are highlights of two key bills.

Senate Bill 016 - Greenhouse Gas Emission Reduction Measures

Sponsors: Senator Chris Hansen (D) and Representatives Emily Sirota (D) and Karen McCormick (D)

Overview: Among other things, the bill defines Wastewater Thermal Energy and adds it into both the “Clean Heat Plans” and “Greenhouse Gas Emission Roadmap” as a “clean heat resource” and as “pollution control equipment”. Metro’s engagement on this bill seeks to expanded utilization of this type of technology for space heating and cooling.

Status: The bill has passed two Senate committees and is awaiting action in the Senate Appropriations Committee. It will then need to pass a vote by the entire Senate and be sent over to the House of Representatives to start the process over again.

Senate Bill 150 – Require Labeling Disposable Wipes

Sponsors: Senators Dylan Roberts (D) and Perry Will (R) and Representatives Meg Froelich (D) and Lisa Frizell (R)

Overview: The bill would require packages of premoistened, non-woven disposable wipes to be labeled with the phrase “Do Not Flush”. The bill is compatible with laws that have been enacted in California, Illinois, Washington and Oregon.

Status: The bill has broad bi-partisan support. It has passed unanimously, out of the State Senate and out of the House Business Affairs and Labor Committee. Kimberly Cowan, Director of O&M at Metro’s Northern Treatment Plant, testified in both the Senate and House committee expressing Metro’s support for the bill.



Kim Cowan (far left), NTP Director of Operations and Maintenance, testifying in front of House committee

Environmental Achievement Awards

Stewardship & Education

Metro Water Recovery receives two [Environmental Achievement Awards](#) from the National Association of Clean Water Agencies (NACWA). Metro will be recognized in two categories at [NACWA’s winter conference](#) for the hard work and combined efforts across multiple divisions and departments.

Watershed Collaboration Award

The South Platte River Aquatic Life/Habitat Improvements Project supports Metro’s role as a [steward of the environment](#) and is an example of a collaborative effort with cost-saving regional benefits. Metro wrapped up Phase IV of the 20-year project in 2018. Phase V launched late last year.

Local news outlets agreed with Metro that this was a great story to share. [Check out one story shared via 9News.](#)

Public Information & Education Award

In early 2022, Metro embarked on a project to develop an interactive tool to visually demonstrate who we are, what we do, and how we do it. The [How We Transform Wastewater](#) webpage provides on-demand information about every aspect of the public service we provide.



Tim Kelly, Steve Summers, Chris Thyfault, Luis Gomez, Noah Schroeder (left to right).

Currents Employee Feature

Facilities Maintenance (FM) crew at the Northern Treatment Plant (NTP)

This crew has grown quickly into its own powerhouse team since the facility started up six years ago with a skeleton crew. The team performs a broad variety of activities including heavy equipment operation and crane checks, process tank cleaning, grounds and building caretaking, snow removal, plumbing repairs, meeting setup and teardown, and holiday decorating. [Learn more about this essential team!](#)

Important Dates to Remember

April 15, 2023	Q1 Sewer Connection Charges Due
April 16-22	Wastewater Worker Recognition Week
April 18, 2023 (5:30 pm)	Board of Directors Meeting
May 16, 2023 (5:30 pm)	Board of Directors Meeting & Public Hearing for Budget
June 15, 2023	Q2 Annual Charges Due
June 20, 2023 (5:30 pm)	Board of Directors Meeting
July 15, 2023	Q2 Sewer Connection Charges Due

Recognition Week

Metro has worked with the office of Governor Polis to secure a Governor's Proclamation declaring April 16 –22, 2023 as Wastewater Worker Recognition Week. Metro Water Recovery is grateful for your work and partnership.

Follow Us on Social



<https://www.facebook.com/MetroWaterRecovery>



<https://www.linkedin.com/company/metro-water-recovery/>

[Previous issues of The Connector can now be found on Metro's website.](#)

National Engineers Week

Running Monday, February 20th through Saturday, February 25th, National Engineers Week is a unique celebration of engineering professions

The week is hosted by the [National Society of Professional Engineers](#) and aims to recognize how engineers make a difference, add to the conversation about the need for engineers, technicians, and technologists, and engage students in engineering. Since Metro relies on the expertise of many engineers to help us accomplish our important mission, we're featuring two of Metro's finest.



Ben Ruder (Principal Engineer) stands outside the south complex at RWHTF.

Ben Ruder, Principal Engineer

Ben has served Metro for an incredible 17 years. Although Ben has led many large projects over the years, perhaps his greatest achievement is leading the massive south secondary project, which essentially doubled the size of Metro's Robert. W. Hite Treatment Facility (RWHTF) in Denver.

Ben takes pride in his work here at Metro. "I'm proud of what we do here, cleaning the environment. There's nothing that's not satisfying about this work."

Myles Howard, Engineer Associate

Myles graduated from CU-Boulder's Environmental Engineering program and chose Metro to launch his career and focus on his passion for wastewater engineering.

Just 1.5 years into his role, Myles is already heading up massive projects and making an impact. In fact, he's supporting a project focused on rehabilitating Metro's transmission system at the Robert W. Hite Treatment Facility (RWHTF). The project will help Metro maintain the structural integrity of our facilities, in turn preventing failures and sewer overflows.

Every new project presents its challenges, but Myles remarks that the process of finding solutions is what it's all about. "Even though you don't know everything about everything, neither does anybody else. And that's the fun of finding solutions."



Myles Howard (Engineer Associate) outside the north primary area at RWHTF.



Implementing Metro Water Recovery's Industrial Pretreatment Program – Identifying Facilities of Concern and Full Facility Characterization

In this edition of the Emerging Issues Report, learn more about Metro Water Recovery's process for identifying the facilities of concern and next steps in conducting a full facility characterization. This article builds upon the August 2022 Emerging Issues report, which focused on the industrial waste survey.

What happens after Metro Water Recovery receives a Wastewater Discharge Information Form?

As mentioned in the August 2022 Emerging Issues Report, Metro Water Recovery continuously updates the Industrial User (IU) Inventory. Based on the operations conducted at an IU's facility and the nature of their discharge, the Industrial Pretreatment Program (IPP) team may send the IU a Wastewater Discharge Information Form (WDIF) or no further action is taken and the IU remains in the IU Inventory.

After the WDIF is received from an IU, it is reviewed for the information contained on the form. This could include the type of business, such as a printer, dry cleaner, pharmaceutical manufacturing company, and more. The form also provides information on average water used and wastewater discharge from the IU; types of chemicals used, stored, and discharged at the facility; and treatment given to the wastewater before it is discharged (also referred to as pretreatment device as the wastewater is treated prior to discharge to the sanitary sewer).



A bottling facility, one example of a facility carefully reviewed by Metro Water Recovery's Industrial Pretreatment Program.

Information which could trigger further review of the IU includes the following criteria:

1. Is the IU discharging more than 25,000 gallons of process wastewater per day or more? This could classify a facility as a Significant Industrial User (SIU).
2. Is the IU performing certain process operations which are considered categorical? The categorical process operations are defined by national pretreatment regulations consistent across the nation. These types of facilities are referred to as Categorical Industrial Users (CIUs). There are about 26 federal standards which cover a wide range of industry sector, for example, metal finishing, pharmaceutical, metal molding (foundries), paving and roofing material, and glass manufacturing.
3. Does the IU have a reasonable potential to adversely affect the treatment plant's operation or violate a pretreatment standard/operation? This determination could be plant-specific, can vary from treatment plant to treatment plant, and is more of a local control. If the IU fits this category, it is categorized as an SIU.

Full Facility Characterization

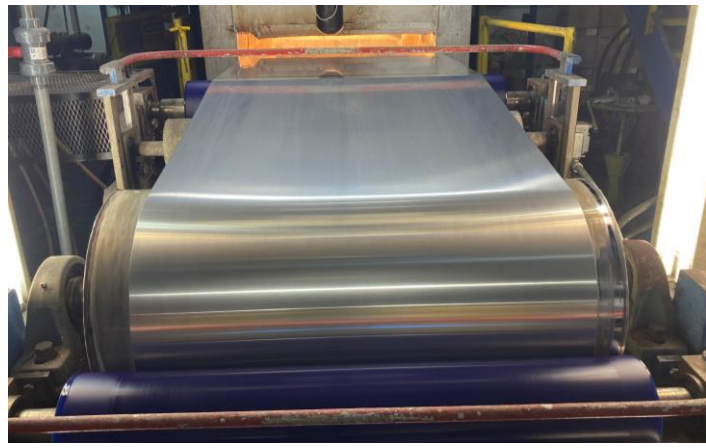
Further review of the facility includes an inspection and characterization of the facility. This inspection provides an opportunity to explain Metro Water Recovery's Pretreatment Program directly to industry representatives, gain a more detailed understanding of the industrial processes and their discharges and potential to charge slug load, and identify locations where future monitoring can be conducted.

As part of the inspection process, Metro Water Recovery also collects detailed information on the following:

1. Information on facility operations, process schematic showing all raw materials, chemicals, industrial processes, flows, process discharges, and fate of all discharges.
2. A map or schematic showing the location of sewer outlets and size and location of drains.



3. The type of pretreatment (if any) wastewater received before discharge.
4. Any planned pretreatment facilities or changes in facilities operation which could change the present wastewater characteristics or flow rate.
5. List of wastes being disposed of by methods other than sewage discharge (i.e., offsite disposal, sold to recycler, etc.) and their volumes.
6. Spill prevention control plan, or methods/procedures to prevent slug discharges or accidental spills from entering the sanitary sewer system, if any.
7. The date the industry-commenced process discharges to the sanitary sewer system.
8. Current compliance status with Metro's Rules and Regulations or federal or state pretreatment regulations.



Top: A coil-coating facility, another example of a facility reviewed by Metro Water Recovery's Industrial Pretreatment Program. Above: a plastic molding process. Left: An aerial view of a facility and its sewer outfalls.

Next Steps

After the inspection is completed, a detailed inspection report is drafted, and a copy is sent to the IU.

Below are some of the outcomes of the full facility characterization:

1. IU is determined not to be a SIU and permitting is not required.
2. IU has categorical processes and needs to be permitted.
3. IU is determined to be a SIU and needs to be permitted.
4. IU is determined not to be a SIU but is part of an industry sector which will be controlled with Best Management Practices (BMPs), such as Dentists, dry cleaners, etc.

For any questions regarding Metro Water Recovery's Industrial Pretreatment Program, contact Director of Environmental Services Jennifer Robinett at jrobinett@MetroWaterRecovery.com.