GIBSON PLACE UTILITY AND MIDDLETON UTILITY GREASE MANAGEMENT PROGRAM HANDBOOK
(FATS, OILS, AND GREASE MANAGEMENT)

JANUARY 22, 2025

PREPARED BY:
VIKUS WATER
3635 KIESSEL ROAD
THE VILLAGES, FL 32163
352-753-4747

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INTRODUCTION

Fats, oils, and grease (FOG) is a major concern for wastewater collection systems. When not disposed of properly, FOG forms thick layers inside sewers constricting flow, similar to the way cholesterol affects blood flow in our arteries. Clogged sewers require additional maintenance and cleaning and can result in sewage spills and overflows. FOG also places additional loadings on wastewater treatment plants, which can result in process operational difficulties, added treatment costs, and possible plant upsets. Restaurants are a significant source of FOG because of the amount of grease used in cooking and other food prep work. Improper cleanup practices allow food particles, oil, grease, and cleaning products to flow to the sanitary sewer.

Utility operation contractors devote many pieces of equipment and man hours to unstopping and cleaning sanitary sewer collection systems which include, but not limited to, manholes, lift stations, gravity lines, and service lines clogged with oil and grease.

This Handbook maintains the discharge limitation for oil and grease at 250 mg/L (milligrams per liter) for users of the wastewater collection systems within The Villages® community. Additionally, the Handbook requires users to install and maintain a FOG removal device at their facility.

All facilities are subject to periodic inspections and sampling to ensure they stay within the guidelines described in the Handbook.

The following sections provide operational policies, equipment requirements, recordkeeping and reporting requirements, best management practices, and other valuable information and resources which can greatly reduce the amount of FOG entering the wastewater collection and treatment systems.

By doing your part, you can contribute to a cleaner and healthier utility system.

GREASE MANAGEMENT PROGRAM CONTACTS

The Grease Management Program is administered by the Gibson Place Utility (GPU) and Middleton Utility (MU) Utility Engineer. Any questions, submittals, and/or documentation referenced in this Handbook should be forwarded to the Utility Engineer at the contact information shown below:

Vikus Water - Program Manager, Renee Smith
Attention: Grease Management Program
3635 Kiessel Road, The Villages, FL 32163
Phone: (352) 753-4747
Fax: (352) 753-1296
Email: Renee.Smith@VikusWater.com

You may also contact GPU or MU at the contact information shown below:

Administrative Operations Office
Attention: The Villages® Community Development Districts (VCDD)
3571 Kiessel Road, The Villages, FL 32163
Phone: (352) 751-3939
Fax: (352) 753-1572

STATEMENT OF PURPOSE

The purpose of this Handbook is to establish a uniform policy for pumping, cleaning, maintenance, and monitoring requirements for minimizing the discharge of fats, oils, and grease (FOG) into GPU and MU's wastewater collection system. GPU and MU will hereinafter be referred to as the Utility. The safe and efficient operation and maintenance of FOG removal devices is essential in order to properly protect the public from possible hazards caused by sanitary sewer overflows and to reduce the costs to the public and the Utility from clogged sewer lines due to fats, oils, and grease build-up. In order to implement a Grease Management Program, the Utility adopts the following:

1. Establish a fats, oils, and grease management Handbook outlining the responsibility for upholding the policies and procedures that shall be followed by customers to prevent the introduction of excessive amounts of FOG into the water purveyor's wastewater collection system.
2. Provide information to assist customers to meet the requirements. This may include, but is not limited to mail-outs to customers, publications, and newspaper articles.
3. Conduct periodic meetings with local licensed plumbers and others who will be involved in the installation, cleaning, and maintenance of FOG removal devices.
4. Establish a policy that specifies the types and sizes of FOG removal devices, guidance on proper location, and a cleaning and maintenance schedule necessary for the proper operation of the program.
5. Ensure that any new construction is reviewed to assess the proper type, size, and location of an installed FOG removal device.
6. Maintain records associated with installation, pumping, cleaning, and repair of FOG removal devices.
7. Provide customer service contact numbers and specify procedures for questions or concerns.

The Grease Management Program Handbook may be amended at any time at the discretion and approval of the Utility.

A. POLICIES CONCERNING FOG REMOVAL DEVICES AND OPERATION

The Utility hereby establishes the following policies:

A.1. Facilities generating fats, oils, or grease as a result of food manufacturing, processing, preparation, or food service shall install, use, and maintain in proper working condition a grease removal device. These facilities include but are not limited to restaurants, food manufacturers, food processors, hospitals, hotels, nursing homes, convenience stores, and any other facility preparing, serving, or otherwise making any food items available for consumption.

A.2. Facilities that have the potential to discharge waste containing residual petroleum-based oil and grease, including but not limited to car washes, automotive dealerships, and automotive repair facilities shall install and maintain an approved oil/water separator.

A.3. Other facilities may be required by the Utility to install an approved FOG removal device, as appropriate, for the proper handling of wastes potentially containing fats, oils, or grease.

A.4. Garbage or food grinders are not permitted in any establishment that discharges to the wastewater collection system.

A.5. The location of any newly installed FOG removal device must be approved by the Utility or its representative and the Owner of the property.

A.6. FOG removal devices shall be installed at the Owner's or utility customer's expense. Proper operation, maintenance, and repair shall also be at the Owner's or utility customer's expense.

A.7. All grease interceptors shall be installed in a location that provides easy access at all times for inspection, sampling, sludge measurement, cleaning, and proper maintenance. FOG removal devices shall also function properly and be maintained in good operation according to the guidelines of this Handbook, the manufacturer's guidelines, and applicable codes, rules, and regulations.

A.8. Grease interceptors shall be located in the facility sewer service lateral between all fixtures which may introduce oil and/or grease into the collection system and the connection to the wastewater collection system.

A.9. Wastewater from sanitary facilities shall not be introduced into the FOG removal device.

A.10. The Utility or its representative may conduct periodic independent records review, compliance monitoring, and/or sampling and analysis of the discharge from a customer's FOG removal device. Utility customers, facility operations personnel, and/or property owners shall cooperate with the Utility or its representative regarding any activities associated with a FOG removal device. Failure to cooperate may result in facility non-compliance.

A.11. As a condition of being supplied utility service by the Utility, the utility customer shall grant the Utility or its representative access to their FOG removal device during reasonable hours, and in the event of an emergency at any time, for the purpose of maintaining, inspecting, pumping, cleaning, repairing, sampling, installing, or for any other purpose the Utility or its representative deems necessary for compliance with the Grease Management Program Handbook.

A.12. Liquid wastes shall be discharged to the FOG removal device through the inlet pipe only, and in accordance with the guidelines of this Handbook, the manufacturer's guidelines, and applicable codes, rules, and regulations.

A.13. No chemical, enzyme, live bacteria, grease cutter, or any other additive may be introduced to the FOG removal device or to the food service facility for the purpose of emulsifying fats, oils, or greases. Systems or additives that dissolve fats, oils, or greases are prohibited.

A.14. No user may intentionally allow the direct discharge of fats, oils, or grease into the wastewater collection system.

A.15. No person shall modify or use a FOG removal device for anything other than its intended use as defined in the guidelines of this Handbook, the manufacturer's guidelines, and applicable codes, rules, and regulations.

A.16. Any customer wishing to request a variance to the established pumping schedule for a grease interceptor can find detailed information in Section J, titled Reduced Pumping Frequency (Variance Request) to determine the requirements and eligibility.

A.17. In the event of any damage to Utility property which arises out of any act of a commercial customer, property owner, agent, employee, or independent contractor at the facility, the cost of repairs or replacement of Utility property shall be paid to the Utility by the responsible party. Ultimate responsibility for any costs extends to the property owner. The protection of Utility property extends to wastewater transmission lines, lift stations, valves, wastewater treatment plants, and any other appurtenances of the wastewater collection and treatment system.

A.18. Any facility generating fats, oils, or grease which is newly proposed or newly constructed, or any existing facility that intends to expand or renovate to include a facility generating fats, oils, or grease where such facility did not previously exist shall be required to install a FOG removal device as approved by the Utility. Devices shall be designed and sized in accordance with applicable codes, rules, and regulations or as approved by the Utility or its representative. FOG removal devices shall be operated and maintained in accordance with the provisions of this Handbook, manufacturer's recommendations, and applicable codes, rules, and regulations.

B. DESIGN AND CAPACITY

B.1. The capacity of the approved FOG removal device shall be determined in accordance with applicable codes, rules, and regulations; the provisions of this Handbook, or as approved by the Utility or its representative.

B.2. The design of a FOG removal device shall be based on peak flow, and where applicable, capable of treating and removing emulsions. FOG removal devices shall be sized and designed to allow efficient removal of fats, oils, and grease from the discharge to the sanitary sewer system. These devices shall be sized and designed on an individual case by case basis as determined by the guidelines set forth in this Handbook; applicable codes, rules, and regulations; or as approved by the Utility or its representative. The minimum capacity of a grease interceptor shall be 750 gallons. The maximum capacity of a single grease interceptor shall be 1250 gallons.

B.3. For new construction activities, the placement of a grease interceptor, grease trap, or oil/water separator shall also be approved by the property owner, if requested. This provision shall not apply for non-compliant installations performed by the Utility in accordance with the provisions of this Handbook, latest edition.

B.4. Under the sink grease traps are not permitted for installation at new facilities that generate fats, oils, and grease. However, an under the sink grease trap may be permitted for installation at a new facility after review and approval of a variance by the Utility or its representative. Existing facilities that have an under the sink grease trap may be required to install an outdoor grease interceptor of proper size if the indoor under the sink grease trap is found to be in violation of this Handbook more than two (2) times in a six (6) month period.

C. GENERAL RULES OF PUMPING AND MAINTENANCE

C.1. All records of FOG removal device pumping, cleaning, maintenance, and repair activities must be submitted to the Program Manager on the Utility Approved Tracking Form or on the Florida Industrial Pretreatment Association (FIPA) Manifest. Examples of these forms are provided in Appendix B of this Handbook.

C.2. Cleaning, maintenance, and repair activities of grease trap devices as defined in Section M (i.e., under-sink traps) shall be recorded on the designated form located in Appendix B of this Handbook. The form can also be obtained by contacting the Utility Engineer or Administrative Operations Office.

C.3. FOG removal devices shall be maintained in good operating condition at all times.

If a FOG removal device is in need of repair or maintenance, it shall be completed within fifteen (15) days of written notification from the Utility or its representative. If repairs are not completed within fifteen (15) days, the customer will be considered non-compliant and actions may be taken by the Utility.

C.4. The use of additives is strictly prohibited and in no way shall be considered a substitution to the maintenance procedures in this Handbook.

C.5. Discharging water to the FOG removal device that has a temperature in excess of one hundred forty °F (140° F) shall be strictly prohibited.

C.6. Each grease interceptor shall be fully evacuated unless the volume of the interceptor exceeds the tank capacity on the vacuum truck. In such case, the transporter shall arrange for additional transportation capacity so that the interceptor or oil/water separator is fully evacuated within a 24 hour period.

C.7. Decanting, back-flushing or discharging of removed waste back into a grease interceptor or oil/water separator is prohibited.

D. INTERCEPTORS, SCHEDULE OF PUMPING AND UPGRADES

D.1. All grease interceptors shall be pumped a minimum of four times per calendar year and in accordance with the scheduled provided in Section D to ensure that sediment and floating materials do not accumulate and impair the efficiency of the interceptor or enter the wastewater collection system.

D.2. It is the responsibility of the utility customer to ensure submittal to and receipt of all records by the Utility. This responsibility may be handled by the utility customer or a designated representative, such as a property owner, property manager, or ground lessee.

D.3. An explanation of the standard pumping and cleaning requirements are listed below:

a) The 1st pumping cycle will begin January 1st of the respective year and run through March 15th of the same year. Complete records for the 1st cycle are required to be submitted to the Program Manager before March 15th of the respective year.

b) The 2nd pumping cycle will begin April 1st of the respective year and run through June 15th of the same year. Complete records for the 2nd cycle are required to be submitted to the Program Manager before June 15th of the respective year.

c) The 3rd pumping cycle will begin July 1st of the respective year and run through September 15th of the same year. Complete records for the 3rd cycle are required to be submitted to the Program Manager before September 15th of the respective year.

d) The 4th pumping cycle will begin October 1st of the respective year and run through December 15th of the same year. Complete records for the 4th cycle are required to be submitted to the Program Manager before December 15th of the respective year.

D.4. At the discretion of the Utility, existing facilities generating fats, oils, or grease may be required to increase their pumping and/or cleaning frequency or upgrade their existing FOG removal device whenever any of the following exist:

a) The facility is found to be contributing fats, oils, or grease in quantities sufficient to cause stoppages, overflows, or necessitate increased maintenance in the collection system.

b) The facility is found to have a discharge concentration of fats, oils, and grease that exceeds 250 mg/L.

If a device upgrade is required, the FOG removal device shall be designed and sized in accordance with applicable codes, rules, and regulations or as approved by the Utility or its representative.

D.5. The pumping and/or cleaning schedule described in this Handbook may be modified by the Utility or by a Utility-approved request for variance by the facility or property owner (see Section J). The modified schedule may be an increase or decrease in frequency based on pumping records, cleaning records, or FOG removal device discharge analytical results.

E. INTERCEPTORS, SCHEDULE OF DEEP CLEANING

E.1. Grease interceptors or oil/water separators shall be deep cleaned at a frequency as necessary to ensure a properly operating device. Pressure washing or scraping walls, baffles, inlet and outlet tees are acceptable methods of deep cleaning.

E.2. Deep cleaning records shall be submitted to the Program Manager within two (2) weeks from the last day of the month of the respective pumping cycle in which deep cleaning was performed.

F. GREASE TRAPS, SCHEDULE OF CLEANING

F.1. Existing under the sink grease traps must be cleaned at a frequency as necessary to prevent the pass through of grease, fats, oil, and other food solids to the wastewater collection system. A cleaning schedule may be determined by SSU in coordination with the customer.

F.2. Cleaning records for these existing devices are required to be recorded when cleaning is performed and submitted to the Program Manager. These records must be forwarded within two (2) weeks from the last day of the month being reported.

G. DISPOSAL AND REMOVAL OF SOLIDS AND WASTE

G.1. Fats, oils, grease, and solids from any FOG removal device shall be disposed of at an approved facility that is authorized to accept the applicable materials and dispose them in accordance with the requirements of all local, state, and federal regulations. In no way shall the pumpage be returned to any private or public portion of the wastewater collection system or treatment plants.

H. RECORDKEEPING AND REPORTING

H.1. Records are required to be maintained by the responsible party for not less than three (3) years.

H.2. Written records of FOG removal device inspections, pumping, cleaning, and maintenance activities shall be made available to the Utility or its representative during normal operating hours.

H.3. The Utility has developed an Approved Tracking Form and requires that all activities that pertain to FOG removal device inspections, pumping, cleaning, and maintenance be reported on this form or on the Fats, Oils, and Grease Waste Disposal Manifest form developed by FIPA (see Appendix B).

H.4. Forms and manifests are required to be completed in their entirety. Any form or manifest that is submitted incomplete shall be considered non-compliant and is subject to the non-compliant actions explained in Section I of this Handbook.

H.5. All records shall be kept organized by date and located at the facility or by the property owner, depending on the party responsible for compliance with the provisions of this Handbook.

H.6. The following is a summary of the pumping and reporting requirements. This summary is intended to be used as a guide to the requirements and does not replace what is described in more detail throughout this Handbook:

a) Have grease interceptors pumped in accordance with the schedule provided in Section D or otherwise as required by the Utility or approved variance, and submit complete records before the 15th of the month during the last month of the respective pumping cycle.

b) Clean existing under the sink grease traps at a minimum frequency of twice per week or at an alternate cleaning schedule as determined by the Utility. Submit records within two (2) weeks from the last day of the month being reported.

H.7. A utility customer may request that written notices from the Utility are sent to an alternate address. This request should be made in writing to the Program Manager. However, the utility customer remains responsible for compliance with the provisions of the program.

I. NON-COMPLIANCE

I.1. The Utility will issue a written notice of non-compliance stating the nature of the violation. The responsible party shall have five (5) days to schedule corrective action, and the corrective action shall be completed within fifteen (15) days after the date of the notice. The responsible party shall submit confirmation to the Program Manager that demonstrates compliance within five (5) days of the date of the corrective action. This schedule shall govern unless an alternate schedule is approved by the Utility or its authorized representative.

I.2. Any responsible party failing to comply with this program within the proper timeframe shall be deemed to be in non-compliance. By rule, the Utility may have any pumping, cleaning, repairs, upgrades, and/or device installations performed on behalf of a non-compliant customer and charge all applicable fees on their utility bill. Water service may also be terminated by the Utility until corrective actions required by this program are completed and verified. Fees may be assessed to customers regarding actions taken by the Utility associated with disconnection/reconnection of service.

I.3. A customer shall be considered to be out of compliance if any of the following occur:

a) The grease or solids collector/reservoir in a grease interceptor is more than twenty-five (25) percent full. An alternate standard may be utilized if needed for protection of the utility collection system.

b) The top layer of oil and grease exceeds six (6) inches or the solids layer on the bottom exceeds twelve (12) inches in a grease interceptor. An alternate standard may be utilized if needed for protection of the utility collection system.

c) The outlet tee on the FOG removal device is broken or missing.

d) The inlet tee on the FOG removal device is broken or missing.

e) The baffle of the FOG removal device is not intact, is missing or broken.

f) The cover of the FOG removal device is not secure, not in good condition, or is not easily accessible.

g) The FOG removal device walls and bottoms are not in good condition per the manufacturer's guidelines and all codes, rules, and regulations.

h) For a FOG removal device, if the retained oil is leaking into the discharge, the captured oil reservoir is full or overflowing, or the containment area or vault (if applicable) is flooded with oil or water.

i) A facility is found to be contributing fats, oils, or grease in quantities sufficient to cause stoppages, overflows, or necessitate increased maintenance in the wastewater collection system.

j) A facility is found to have a discharge concentration of fats, oils, and grease that exceeds 250 mg/L.

k) Any failure to properly maintain or repair the FOG removal device in accordance with the provisions set forth in this Handbook.

l) Failure to complete, sign, and submit pumping activities, manifest forms, logs, receipts or records within the established timeframe as required by the Utility.

m) Failure to maintain and provide access to logs, files, receipts, and records for inspection or monitoring by the Utility or its representative during normal business hours.

n) Failure to provide the Utility or its representative access to the FOG removal device for compliance purposes, or any other purpose.

o) A facility that generates fats, oils, and grease but does not have an approved FOG removal device.

p) Non-compliance with any of the provisions of this Handbook.

J. REDUCED PUMPING FREQUENCY (VARIANCE REQUEST)

J.1. Requests for reduced pumping frequency must be made on the authorized form located in Appendix B. In order to meet the minimum requirements to request a variance of the current pumping schedule, the following guidelines must be met:

a) Have a minimum of one (1) year of verifiable consecutive compliant data at the current pumping frequency or other level of documentation, or as approved by the Utility or its authorized representative.

b) The data provided must reasonably demonstrate that a longer interval between pumping events will not result in non-compliance as listed in Section I titled Non-Compliance.

c) The existing grease interceptor located at the facility requesting the variance must be a Utility approved type.

d) The existing grease interceptor must be structurally sound with all components in proper working order according to this Handbook, the manufacturer's guidelines, and all applicable codes, rules, and regulations.

e) All required plumbing fixtures located at the facility requesting the variance must discharge into the grease interceptor.

J.2. A request must be made six (6) weeks prior to the next pumping cycle in order for the request to be considered for the approaching pumping cycle. Notification regarding approval or denial will be provided by mail within four (4) weeks of receipt of a request. If a request is approved, a new schedule will be provided to the facility by the Program Manager.

J.3. If at any time a customer is deemed to be non-compliant as specified in this Handbook, a variance may be rescinded and the customer may be required to revert back to a previous pumping schedule or as otherwise required by the Utility.

K. BEST MANAGEMENT PRACTICES

K.1. There are several universal standards that have proved to be beneficial in grease and oil reduction. These standards are called Best Management Practices or BMP's. All employees should be taught BMP's with periodic training sessions to reinforce their knowledge. The responsibility of training and ensuring staff follow the BMP's for reducing the quantity of grease or oil that goes down the drain is with the business owner, facility manager, or their designated representative. The following table lists some of the things that should be implemented at a business, if not already in place. Applying these BMP's will help prevent excess grease or oil from entering the collection system and reduce the risk of sanitary sewer back-up's:

BMP	REASON	BENEFIT
Train kitchen staff to help ensure BMP's are implemented.	People are willing to support efforts they understand.	All of the benefits of BMP's will have a better chance of being implemented.
Post "NO GREASE" signs above sinks & on the front of dishwashers.	Signs serve as a reminder for staff working in kitchens.	Reminders will minimize grease discharge to traps and interceptors & reduce cleaning & disposal cost.
Use water temperatures less than 140° F in sinks.	Temperature in excess of 140° F will dissolve FOG, but FOG can re-congeal or solidify in the collection system as water cools.	The food service establishment will reduce costs for the energy-for heating the water.
Recycle waste cooking oil.	Locate a waste oil recycler; this is a cost recovery opportunity.	The establishment will be paid for waste and will reduce the amount paid for garbage collection.
"Dry wipe" pots, pans, and dishware prior to dishwashing.	By "dry wiping" and disposing in garbage receptacles, the material will not be sent to the grease traps and interceptors.	This will reduce the amount of material to the grease traps and interceptors and result in less cleaning & reduced maintenance costs.
Dispose of food waste by recycling and/or solid waste removal.	In the absence of recyclers, the food waste can be disposed by solid waste haulers.	Recycling food wastes reduces the cost of waste disposal.
Witness all cleaning/maintenance activities to ensure the device is properly operating.	Grease trap/interceptor pumpers may take shortcuts.	The establishment will ensure that it is getting value for the cost of cleaning.
Cover outdoor grease and oil storage containers.	Uncovered grease & oil storage containers can collect rainwater. Since grease and oil float, the rainwater can cause an overflow onto the ground.	The discharge of grease and oil to the storm drain system will degrade water quality and is an illegal discharge.
Be sure grease dumpsters & storage containers are located away from storm drain catch basins.	The farther away the catch basin, the more time given to clean up spills or drainage prior to entering the storm drain.	The discharge of FOG to the storm drain system will degrade the water quality and is an illegal discharge.
Routinely clean kitchen exhaust system filters.	If FOG escapes through the exhaust system, it can accumulate on the roof and eventually enter the storm drain when it rains.	The discharge of FOG to the storm grain system will degrade the water quality and is an illegal discharge.
PLEASE SEE THE EXAMPLES OF SIGNS PROVIDED IN APPENDIX A OF THIS HANDBOOK. THESE SHOULD BE POSTED ABOVE ALL SINKS AND DRAINS, OR WHERE GREASE AND/OR OIL MAY BE DUMPED OR RINSED. UPDATE THE SIGNS AS NECESSARY TO ENSURE ALL EMPLOYEES AT YOUR FACILITY CAN ACCURATELY READ AND UNDERSTAND.		

L. QUESTIONS

L.1. Please contact the Utility Engineer at (352) 753-4747 or District Utility Administration at (352) 751-3939 with any questions regarding the Grease Management Program.

M. DEFINITIONS

The following terms and phrases, when used herein, shall have the meaning ascribed to them in this Section, except where the context clearly indicated a different meaning.

FATS, OILS, AND GREASES (FOG): Organic polar compounds derived from animal and/or plant sources that contain multiple carbon chain triglyceride molecules. These substances are detectable and measurable using analytical test procedures established in 40 CFR 136, as may be amended from time to time.

FOG REMOVAL DEVICE: Inclusive of all devices constructed for the removal of fats, oil, and grease, including, but not limited to, Grease Interceptors, Grease Traps, and Oil/Water Separators.

GARBAGE GRINDER or DISPOSAL: An electrical device that shreds solids or semi-solid waste materials, generally food related, into smaller portions for discharge into the wastewater collection system.

GREASE HAULER: An entity that collects the contents of a grease interceptor or trap and transports it to an approved recycling or disposal facility. A grease hauler may also provide other services to a food service facility related to grease interceptor and trap maintenance.

GREASE INTERCEPTOR: A device located underground and outside of a food service facility designed to collect, contain or remove food wastes or grease from the waste stream while allowing the balance of the liquid waste to discharge to the wastewater collection system. Interceptors shall have at least one inspection hatch on the top surface to facilitate inspection, cleaning, and maintenance by a grease hauler.

GREASE TRAP: A device located inside a facility and/or under a sink designed to collect, contain, or remove food wastes, oil, and grease from the water prior to discharge to the wastewater collection system.

OIL/WATER SEPARATOR: A device used to separate oil from wastewater before being discharged into the wastewater collection system. This type of device shall be utilized at, but not limited to, mechanical maintenance repair shops, car washes and facilities where floor drains collect motor oil, transmission fluid, lubricating oil, grease, hydraulic oil, etc.

WATER PURVEYOR: The Owner or Operator of a Potable Water Utility supplying a potable water supply to the Public.

WATER SERVICE CONNECTIONS: The terminal end of a service connection from the potable water system; i.e., where the Utility loses sanitary control over the water at its point of delivery to the Customer's water system. If a meter is installed at the end of the service connection, then the service connection shall mean the downstream side of the meter.

APPENDIX A - INFORMATIONAL SIGNS

For more information, log onto www.DistrictGov.org

DO NOT DUMP GREASE DOWN THE DRAIN,

SCRAPE IT INTO THE GARBAGE BEFORE WASHING!

For more information, log onto www.DistrictGov.org

APPENDIX B – FORMS & LOGS

The Villages®
Community Development Districts
Utilities

PUMP-OUT REPORTS SHOULD BE SUBMITTED TO:
VIKUS WATER
ATTENTION: PROGRAM MANAGER
3635 KIESSEL ROAD
THE VILLAGES, FLORIDA 32163
EMAIL: RENEE.SMITH@VIKUSWATER.COM
PHONE: 352-753-4747
FAX: 352-753-1296

Grease Interceptor Pump-Out Report

WASTE HAULER INFORMATION:

NAME: _____PHONE NO:_____

ADDRESS: _____

VEHICLE TAG NO: _____ DECAL NO:_____TANK CAPACITY:_____GALLONS

CUSTOMER INFORMATION:

BUSINESS/COMPANY: _____

PHYSICAL ADDRESS: _____

TELEPHONE NO: _____

TYPE OF DEVICE AT LOCATION: _____

INTERCEPTOR,TRAP & OWS CONDITION:

BAFFLE UNOBSTRUCTED & INTACT	{ } YES { } NEEDS REPAIR_____
COVER ACCESSIBLE, IN GOOD CONDITION & SECURE	{ } YES { } NEEDS REPAIR_____
OUTLET & INLET PIPES INTACT	{ } YES { } NEEDS REPAIR_____
WALLS & BOTTOM IN GOOD CONDITION	{ } YES { } NEEDS REPAIR_____

ESTIMATED WASTE THICKNESS & VOLUME REMOVED FROM INTERCEPTOR, TRAP & OWS DEVICE:

OIL/GREASE: _____INCHES BOTTOM SOLIDS: _____INCHES

TOTAL DEVICE DEPTH: _____INCHES VOLUME PUMPED: _____GALLONS

CERTIFICATION:

☐ I certify that by checking this box and signing below all information listed above is true and accurate.
I further certify the device listed above was thoroughly pumped and cleaned and no removed waste was pumped back into the device or into the collection system.
I understand that falsification of information may be a violation of the Grease Management Program as outlined in the Grease Management Program Handbook adopted by Resolution by both VCCDD, NSCUDD & WUDD (owners of waste water collection systems) and I may be subject to enforcement action resulting in termination of utility service in accordance with Section 26 & 36 of the District Rule.

Customer Printed Name:_____Date:_____

Customer Signature:_____

Driver Printed Name:_____Date:_____

Driver Signature:_____

DISCHARGE APPROVAL:

On the dates and times stated below, the wastes listed on this tracking form were approved for discharge, and were disposed by the hauler at the following permitted disposal/treatment facilities:

Facility No.1 Name _____

Waste was received on this date:_____Time:_____Invoice/Ticket No:_____

Operator Signature:_____ Printed Name:_____

Facility No.2 Name_____

Waste was received on this date:_____Time:_____Invoice/Ticket No:_____

Operator Signature:_____ Printed Name:_____

Comments:_____

WASTE HAULER, CUSTOMER, WASTE DISPOSAL FACILITY AND DESIGNATED DISTRICT AUTHORITY MUST RETAIN A COPY OF THIS TRACKING FORM IN FILES FOR A MINIMUM THREE YEAR PERIOD.

Control Authority: _____ Control Number: xxxxxxxxxx

Fats, Oils and Grease Waste Disposal Manifest

Hauler Information:

Name: _____ Phone #: _____

Address: _____

Vehicle Tag #: _____ Tank Capacity: _____ Gallons

Decal Number: _____

Generator Information:

Customer Name: _____

Physical Address: _____

Telephone #: _____

Type of Device: _____

Interceptor/Trap/OWS Condition:

Baffle intact and unobstructed [ ] Yes [ ] Needs Repair: _____

Cover secure, accessible & in good condition [ ] Yes [ ] Needs Repair: _____

Inlet / Outlet pipes intact [ ] Yes [ ] Needs Repair: _____

Walls & bottom in good condition [ ] Yes [ ] Needs Repair: _____

ESTIMATED Waste Thickness and Volume Removed from Interceptor/Trap/OWS Device:

Grease/Oil Cap:___ Inches Bottom Solids:___ Inches Total Device Depth____ Inches

Volume Pumped:_____Gallons

Certification: I certify that the above information is true and accurate. I further certify that said device was completely pumped and cleaned, and no materials were pumped back into the device unless prior approval was received from the control authority of the Publicly Owned Treatment Works wastewater collection system. I understand that falsification of this information may be a violation of the local code and ordinances and I may be subject to enforcement action in accordance with the provisions set forth therein.

Customer Signature: _____ Date: _____

Print Customer Name: _____

Driver Signature: _____ Date: _____

Print Driver Name: _____

Discharge Approval: On the dates and times provided below, the wastes listed in this manifest were approved for discharge, and were disposed by the hauler at the following permitted treatment facilities:

Facility #1:

Facility Name: _____

Waste Received Date: _____ Time: _____ Invoice/Ticket #: _____

Operator Signature: _____

Facility #2:

Facility Name: _____

Waste Received Date: _____ Time: _____ Invoice/Ticket #: _____

Operator Signature: _____

Comments: _____

GREASE TRAP CLEANING AND MAINTENANCE REPORT

FACILITY NAME: _____ **PHONE NO:** _____ **SUBMITTAL DATE:** _____

FACILITY ADDRESS: _____ **CONTACT NAME:** _____

UTILITY ACCT. NO: _____ **GREASE REMOVAL DEVICE SIZE:** _____

CLEANING COMPANY: _____ **PHONE NO:** _____ **ADDRESS:** _____
(If Applicable)

DATE	TIME	EMPLOYEE OR COMPANY	GALLONS REMOVED (Qty. & Type of Material)	METHOD OF DISPOSAL	COMMENTS/NOTED DEFECTS	WITNESS (Initials)

***Grease Trap: A device located inside a facility and/or under a sink designed to collect, contain, or remove food wastes, oil, and grease from the water prior to discharge to the wastewater collection system.**

****ATTACH ADDITIONAL SHEETS AS NECESSARY****

REDUCED PUMPING FREQUENCY FORM (VARIANCE REQUEST)

LOCATION INFORMATION	
Utility Account #:	Name:
Address:	
Phone #:	Fax #:

RESPONSIBLE PARTY CONTACT INFORMATION	
Name:	Title:
Address:	
Phone #:	Alternate Phone #:
Fax #:	E-Mail:

1. Volume of existing grease interceptor (in gallons) :

2. Current cleaning frequency:

3. Proposed cleaning frequency:

4. Number of kitchen fixtures currently on site:

5. Provide a description of food manufacturing, processing, preparation, or service provided by the facility (provide a copy of a menu if possible, you may attach additional sheets as necessary):

6. Provide details of the methods and equipment used to reduce fats, oils, and grease from entering the wastewater system (you may attach additional sheets as necessary):

7. Explain why you are requesting a variance to your schedule (you may attach additional sheets as necessary):

Your request for variance to your current pumping frequency will be reviewed and an approval or denial response will be mailed to you within 4 weeks of receipt of this form. If the variance is approved, a revised schedule will be provided to you by the Utility. Requests must be made 6 weeks prior to your next scheduled pumping cycle to be considered. Approval by the Utility of a request for a variance to the pumping cycle can at any time be revoked if the Utility believes that the utility customer is in non-compliance with the Grease Management Program.

By signing below you acknowledge that the information that is provided herein is factual to the best of your knowledge. You also acknowledge that you have read and understand the Grease Management Program Handbook that is available to download at www.DistrictGov.org. Questions regarding the program and its requirements should be directed to the Utility Engineer at (352) 753-4747.

Signature:	Date:

Please complete this form in its entirety and forward via email, fax, or mail to:

Vikus Water
Attention: Program Manager, Renee Smith
3635 Kiessel Road
The Villages, FL 32163
Fax: (352) 751-1296
Email: Renee.Smith@VikusWater.com

FATS, OILS, AND GREASE REMOVAL DEVICE PROGRAM REGISTRATION FORM

Utility Account #:	**Date:**
Facility Name:	
Facility Address:	
Contact Name:	
Phone #:	**Alternate #:**
Mailing Address ***(if different from above)*****:**	
Please initial ONLY if your facility DOES NOT generate Fats, Oils, and Grease as described in the Fats, Oils, and Grease Handbook. PLEASE NOTE, YOU ARE STILL REQUIRED TO SIGN PAGE 2 OF THIS FORM.	_____ **Initial Here**

Seating Capacity ***(if applicable)*****:**	0-50:		51-100:		101-250:		Over 250:	

1. Choose the description that best describes your facility type:

Fast Food Restaurant		Hospital		Caterer	
Full Service Restaurant		Nursing Home		Other	
Drive Thru Restaurant		Club/Organization		If other please describe:	
Coffee Shop		Office			
Bakery		Auto Repair			
Supermarket		Car Wash			

2. Check each day your business is open:

Monday:		Tuesday:		Wednesday:		Thursday:		Friday:		Saturday:		Sunday:	

3: Check the meals that are served at your facility (if applicable)**:**

Breakfast:		Lunch:		Dinner:		Snack/Coffee:		Food Prep Only:			

4. Does this business have a grease removal device?	Yes:		No:		*If no, go to question # 6*

5. Complete the following for EACH grease removal device at your business
(If more than 1 device exists at your business, use additional sheets as necessary):

FOG Removal Device Information

Indoor or Outdoor:		Size *(gallons)*:	
Location *(i.e., under 3-bay sink, in-ground, etc.):*			
Manufacturer:		How often is it cleaned/pumped:	

How is the grease disposed of:	Trash		Contractor/Pumper		Other *(describe)*	

If a contractor or pumper is utilized for cleaning and / or pumping, please complete the following:

Company Name:		Phone Number:	
Address:			

6. Choose each of the items listed below that are present in your facility:							
Fryer		If yes, how many		Grill		If yes, how many	
Oven		If yes, how many		Tilt Kettle		If yes, how many	
3-Bay Pot Sink		If yes, how many		2-Bay Pot Sink		If yes, how many	
Single Bay Pot Sink		If yes, how many		Pre-Rinse Sink		If yes, how many	
Dishwasher		If yes, how many		Mop Sink		If yes, how many	
Wok Station		If yes, how many		Other		If yes, how many	
If you selected other, please describe:							

7. If your facility has grills/ovens which type of exhaust cleaning system do you use to clean the filters:				
Automatic cleaning system:		Manual cleaning system:		

8. If you manually clean hood filters, where are they cleaned:	Onsite		Offsite *(by a contractor)*		

9. If cleaning hood filter on-site, describe process in detail (i.e., 2-bay sink, dishwasher, etc.):	
10. If waste fats, oils, and grease are stored on the premises, where is the material stored:	

11. Do you use additives associated with your grease containment device, floor drains, sewer lines, etc. to help clean them:	Yes		No		

12. If you answered yes to question # 11, please describe the type *(i.e., enzyme, bacteria, chemical, etc.)*:	
13. If you answered yes to question # 11, please describe where it is used *(i.e., Floor drain, sewer line, etc.)*:	

By signing below you acknowledge that the information that is provided herein is factual to the best of your knowledge. You also acknowledge that you have read and understand the Grease Management Program Handbook that is available to download at www.DistrictGov.org. You are also aware that you must notify the Utility Customer Service Department within 30 days if any of the information provided on this Registration Form changes. Questions regarding the program and its requirements should be directed to the Utility Customer Service Department at (352) 750-0000.

Signature	Date

Please complete this form in its entirety and forward via email, fax, or mail to:

Utility Customer Service Department
Attention: Grease Management Program
3571 Kiessel Road
The Villages, FL 32163
Fax: (352) 753-1572
Email: Utilities@DistrictGov.org

PLEASE ATTACH A COPY OF THE MENU IF AVAILABLE