

CHALLENGE

When industrial waste water is released to municipal sewers, a lack of cooperation between the industry and municipal waste water treatment plant (WWTP) can lead to misunderstandings of local circumstances and the process capacity of both parts, deficient industrial contracts and fines, barriers to communication, as well as a lack of trust and knowledge transfer. Regular cooperation in the form of site visits and meetings at both facilities benefits both parties and results in overall better and more stable management of industrial waste waters.



SOLUTION: REGULAR MEETINGS AND SITE VISITS BETWEEN WWTP AND INDUSTRY

Helsinki Region Environmental Service Authority (HSY, running WWTPs in the Helsinki metropolitan area in Finland) and its customers gather at regular meetings. These meetings and site visits between the WWTP and industry help in creating a common understanding of industrial wastewater management. The WWTP receives information on industrial processes, knowledge of where the waste water is formed, and possible challenges in process control. Industry increases its awareness of practices related to the co-treatment of industrial and municipal wastewaters, i.e. which kind of loading (quality and quantity) is especially challenging and what kind of pre-treatment could be suitable.

INSTRUCTIONS AND GUIDELINES

- It is beneficial to organise the first meeting as early as when the environmental permit and/or industrial waste water contract is issued. The advantage of regular meetings is that the essential people (operators of WWTPs and industrial processes) also meet to maintain contacts when there are no problems to be solved.
- The idea is to learn from the past (agenda issue 3) and think before doing (agenda issue 4).
- With a fixed agenda, both parties know the content of the meeting beforehand.
- In addition to meetings, possible means of learning and building trust are, e.g., taking tours at the WWTP and the company facilities. For an industrial operator, the operation of the WWTP and sewerage network can be quite unknown, which is why it is important to tell the industrial operator about the system and its limitations. The opposite potentially applies for knowledge of industrial processes for the WWTP operators.



MODEL AGENDA

Annual/ biannual cooperation meeting on industrial waste water between WWTP and industrial customer

Date, time and venue:

1. Welcome and introductions

2. Previous minutes

- Any changes to the minutes.
- Actions arising from the previous minutes. Add these with responsibilities to minutes.
- Approval of minutes.

3. Update on activities since the last meeting

- Flows, loads, other contract terms
- Investments
- Possible technical problems

4. Plans for the future

- Possible maintenance breaks or the need for them (matching schedules)
- Other upcoming changes in operations or in the operating environment (e.g. legislation)

5. Contact info

- Checking of contact information for emergency situations

6. Any other business

7. Next meeting

8. Closure