

CHALLENGE

When industrial wastewater is released to municipal sewers, a lack of cooperation between the municipal wastewater treatment plant (WWTP) and industry can lead to misunderstandings about local circumstances and the processing capacity for both parties. Misunderstandings induce deficient industrial contracts and fines, barriers to communication, as well as a lack of trust and knowledge transfer. At the end this can cause many problems at the municipal WWTP as inhibition of nitrification, overloading, process breakdown etc.

SOLUTION: CO-OPERATION THROUGH ACTIVITY CHART

Järve Biopuhastus OÜ, a water company operating in Eastern Estonia, found an opportunity to monitor the incoming industrial wastewater using an Activity Chart.

The developed Activity Chart provides answers to questions about what activities should be carried out to safely discharge industrial wastewater to the municipal treatment plant. Based on this Activity Chart, the service rights and responsibilities are explained to the industrial customer and the service contract is completed.

In addition, the Activity Chart greatly helps to avoid conflict situations, and describes the procedures for the involvement of the authorities. The big advantage of the Activity Chart is that voluminous contracts and service regulations can be visualised on a single, easy-to-follow page.



INSTRUCTIONS AND GUIDELINES

- Every water company has different customers, and consequently, every municipal WWTP has to design its own, unique activity chart. However, most of the activities are similar, and mostly related to the interaction between the WWTP and the industrial customer.
- Before concluding a service contract, the WWTP prepares an activity chart draft for the industry client and discusses it jointly with them.
- The Activity Chart gives the client more information about how industrial wastewater could be accepted, and how special drivers would be handled. After discussing the Activity Chart, it is easier to ratify the cooperation and a clear service agreement.



BASIC WWTP ACTIVITY CHART

