

Information Item: Industrial Waste Customer Workshop Update

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Environment Committee: May 9, 2017



Open House

Held on April 27, 2017
53 Industrial Customers

MCES Staff

- Industrial Waste
- Finance
- Technical Services
- Communications
- ESET
 - Leisa Thompson
 - Larry Rogacki
 - Bryce Pickart
 - Ned Smith



Informational Tables



- Industrial Waste Procedures
- Electronic Reporting
- Finance
- Capital Projects

Welcome



Finance Breakout

- Industrial Permit Fees
- Strength Charge
- SAC
- Liquid Waste Hauler
- Enforcement Fees



Industrial Waste Breakout



- Electronic Reporting
- Enforcement Response Plan
- Monitoring Reports
- Communications
- Regulatory Updates
- Strength Charge Stabilization
- Technical Assistance

Comments

SAC

- More Transparent
- Spread out Payments

Electronic Reporting

- Well Liked
- Improve Templates
- Some don't like reporting lab data separately from volume data

Strength Charges

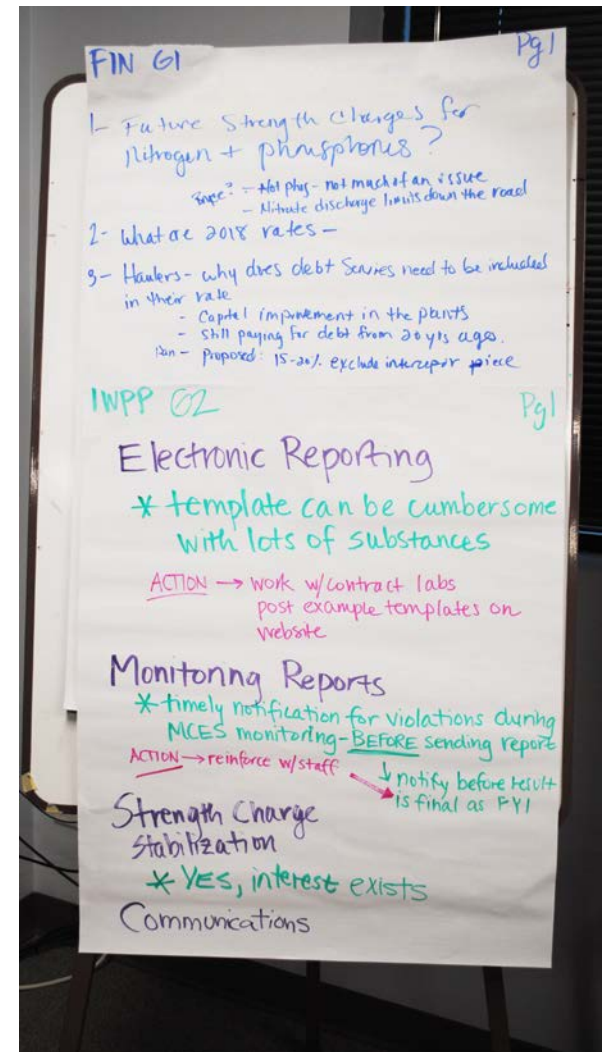
- Unpredictable
- Most in favor of using longer averages

Phosphorus (soluble non-reactive)

- Work with Metal Finishing Industry

Monitoring Reports

- Useful, but need to be timely



Thrive Lens - Principles

- Integration
 - Moving Beyond Organizational Silos
- Collaboration
 - Protect Water WITH Industry, not FROM Industry
- Accountability
 - Seek out Customer Opinions and Ideas
 - Commitment to Action

Feedback

Unexpected

Thank you for Listening

Wish it was Longer

Brave

Never seen anything like this in other states.

Appreciate the excellent level of support,
communication and professionalism...

Level of transparency is refreshing

Questions