



FOG (FATS, OILS, AND GREASES) POLICY & PROCEDURES

The Policy, Procedure, and Penalty for GREASE TRAP Maintenance for Old North State Water Company's Wastewater Treatment Facilities will be as follows:

1. The "Best Management Practices for Fats, Oils, and Grease" is available to all commercial businesses utilizing grease interceptors at www.onswc.com/fog.
2. A copy of the Manifest from a certified Grease Trap Pumping Company along with the completed Old North State Water Company FOG Management Program Compliance Report must be provided to Old North State Water Company on a QUARTERLY basis or more frequently as needed. Said Manifest must show the amount, date and time the Grease Trap for the premise was emptied. It shall be the responsibility of the customer to freely submit quarterly the mandated Manifest. ***There will be NO notifications or reminders from Old North State Water Company.***
3. Notification MUST BE sent to Old North State Water Company. **Notifications must be sent to info@onswc.com.**
4. On the occasion of wastewater/sewer malfunction, including but not limited to clogs, back-ups, etc., at the premise of a Restaurant/Food Service Provider, or other facility requiring a Grease Trap, a notification must be reported to Old North State Water Company and/or its subsidiaries. Such notification must include the date, time, type of occurrence, and remedy. Notifications must be sent immediately to info@onswc.com or by calling 877-511-2911 option 2.
5. Disconnection of service will occur for each violation of this policy. Damages incurred due to such violation(s), will be the sole responsibility of the customer. Damages may include but are not limited to, all repairs to Old North State Water Company's Wastewater System and/or to any of the Old North State Water Company customer's property affected by the neglect of the Restaurant/Food Service Provider or any facility that requires a Grease Trap.
6. Old North State Water Company and its subsidiaries may pursue all legal remedies for damages due to or sustained from any one or combination of the violations stated herein.