

PREFERRED PUMPER PROGRAM: STANDARDS FOR MEMBERS

The Preferred Pumper Program (PPP) is an alliance between certain pumper companies and local sewer agencies to establish a standard of cleaning and reporting procedures for grease interceptors. The developed criteria promotes effective maintenance, helps prevent building sewer backups, and promotes compliance of local sewer use ordinances. These are the items agreed upon for this alliance:

- **New Members (Pumpers):** Potential new members must fill out the Preferred Pumper Registration form located on the PPP website. This form needs to be submitted to the proper program representative. Potential new members go through a review and interview process with municipal members. Upon approval, the new member will receive an orientation on program requirements and standards. Six months after the date of program admittance, full membership will be confirmed, pending PPP group consensus. This time allows both the new member and local sewer agencies to confirm the Preferred Pumper Program objectives are a fit and are implemented.
- **New Members (Municipal):** New municipal members will be instructed on program standards and expectations. Municipal members expectations include:
 - Being present at least 75% of monthly meetings during the calendar year.
 - Conducting periodic pump out inspections at the time of the service and/or immediately following service during work hours the following day.
 - Working with Preferred Pumpers and FSEs to get interceptors found to be in disrepair repaired or replaced.

The PPP Executive Committee will reach out to Preferred Pumper service providers periodically to ensure municipalities are meeting the pumpers expectations.

- **Voluntary:** This is a voluntary program for the pumpers as well as local sewer agencies. Failure to adhere to the standards set forth may be grounds for removal from the program as decided by the executive committee.
- **Uniformity:** Consistency in following inspection standards is critical for the success and viability of the PPP. If the standards are not consistent, the program and member credibility will be lost.
- **Cleaning and Inspection Standards:** All local sewer agencies and preferred pumper companies agree to follow the same set of cleaning standards and inspection standards established for performance.

The food service establishment owners and property management are educated on cleaning standards to ensure effective service is rendered.

- **Training on cleaning.** Training is available to member companies to help clarify the grease interceptor cleaning goals of the PPP.

If there are chronic cleaning or reporting issues with a pumper company, the executive committee will contact the pumper company management to resolve the issue or may remove the company from the program. The pumper company may request a meeting with the executive committee to

consider basis for dismissal. For this meeting, evidence including incidents, dates and past communication will be requested from municipal FOG programs for consideration.

- **Communication:** If an inspector finds a failure to adhere to the cleaning standards set forth by the PPP, the local sewer agency may contact pumper company management or food service establishment ownership with the inadequacy or issue a violation to corresponding food service establishment. There will only be one contact person from each local sewer agency represented.
- **Scheduling:** All pumping companies give the local sewer agency their pumpout schedules a week in advance. If there is a location that requires a visual inspection prior to pumpout, the local sewer agency will notify the pumping company in advance. The pumping company will make every effort to ensure that proper scheduling occurs.
 - Problems occur (trucks break down, employee issues, emergency schedules, etc.) and sometimes pumpers may not have time to notify the inspectors in a timely fashion. These are exceptions to the rule, not standard operation, and the pumper must notify the municipality as soon as possible of any issue or change.
- **Reports and Documentation:**
 - **Routing.** If reports from other local sewer agencies are included, they will be forwarded to the respective municipality.
 - **Follow-Up.** The local sewer agency will follow-up on problems identified on pumpout reports such as grease interceptors that are broken or leaking.
 - **Timely Reports.** FOG reports are to be submitted no later than 10 days after each pumpout.

When there is a complaint, issue, discrepancy or other problem, a standard form will be used to document the incident. This will be sent to the respective pumper company representative. It will create a record for historical data and create consistency to help eliminate potential hearsay situations.

- **Other Agreements:** The PPP seeks to ensure the safety of its members so it adheres to all Oregon OSHA standards. The local sewer agency dictates the pumping frequency, enforces timely repairs and installations.

The official online website resource for all program participants, members and customers is **preferredpumper.org**. The site contains information such as:

- A description of the program with a summary of the values, purpose, education and overall plan.
- Program standards and performance requirements for member companies. This includes a set of inspection and cleaning standards agreed upon by all the members. To assist with accomplishing the performance standards, training and training materials will be available.
- Contact information including a regional map of local sewer agencies. The contact information for pumpers will feature the contact information they submit and may include a link to their website.