

## Pollution Prevention Strategies

### *Backfill*

- Replace ditches with good materials
- Remove wet materials, large debris, asphalt, or trash in ditches
- Properly compact ditches

### *Excavation*

- Call NC One Call before digging
- Spot dig where utilities are located
- Install erosion control measures before digging and maintain throughout project (i.e. silt fencing)

### *New Line Installation*

- Treat new water lines with chlorine at 50 PPM-100PPM
- Test for bacteria in water sample
- Prevent spills resulting in soil and surface/ground water contamination

### *Flushing*

- Dechlorinate water prior to flushing new water lines and fire hydrants
- Use diffuser to dissipate water or hydrant hose to route water
- Do not leave area unattended

### *Backflow*

- Install backflow assemblies where state requires

### *Bulk Chemical Unloading*

- Double check name of chemical and valve prior to hooking up to line and unloading
- Make sure tank will hold amount delivered
- Hook hose to correct chemical fill line
- Complete chemical unloading checklist and return to on-site operator

### *Safety*

- Follow OSHA rules and regulations
- Wear appropriate PPE
- **Report chemical/hazardous material spills and water line breaks immediately**

### *Saw Cutting*

- Apply water while cutting concrete, asphalt and pipe to prevent dust from contaminating air

### *Equipment Maintenance*

- Inspect vehicles and equipment for leaks
- Repair leaks immediately
- Do not clean vehicles on job site

### *Security/Terrorism*

- Report suspicious people or activities occurring at water facilities

### *CEO/President/Office/Administration*

- **Share this brochure** with your employees
- Communicate to employees how their job can impact the environment and what they should do to prevent pollution
- Make sure employees are competent based on education, training, or experience to perform tasks for the City of Asheville
- **Record training** on Training Sign-in Sheet and **mail or fax** to:

Sara McHone  
City of Asheville Water Admin  
PO Box 7148  
Asheville, NC 28802  
Phone: 828-259-5971  
Fax: 828-259-5710



Important Contacts	
Ambulance	911
City of Asheville Customer Service (report leaks)	828-251-1122
Confined Space Entrapment	911
Fire	911
Hazardous Material Spill	911
NC One Call Center	800-632-4949
Police	911
Terrorism/Unauthorized Entry	911

# City of Asheville



## Water Resources Department

Environmental Management System

ISO 14001



**P.O. Box 7148  
Asheville, NC 28802**

**P: 828-259-5955**

**F: 828-259-5710**

## Introduction

In December 2004, the City of Asheville Water Resources Department became the first ISO 14001 Registered water utility in North Carolina. The ISO 14001 International Standard requires that we educate contractors about our environmental policy and what the possible environmental impacts could be from the activities you perform.

In this brochure our environmental policy is defined, your responsibilities as our contractor are defined, important contacts are listed, and strategies are listed to help you become more environmentally friendly.

It is very important that the information in this brochure is communicated with your employees who may work for or on behalf of our department. At your earliest convenience, please **share this information** with them, **record training** on the attached Training Sign-In Sheet, and **mail or fax** it back to Sara McHone, Environmental Management Representative.

Please feel free to contact us should you have any questions.

Thanks,

City of Asheville  
Water Resources Department

## Environmental Policy

The City of Asheville Water Resources Department is committed to manage and protect our resources and to provide the highest quality of water service to our customers through:

- **Continuous Improvement** in our product, systems, and processes to maximize customer satisfaction;
- **Communication** among and between our staff, customers, vendors, contractors, and governing boards;
- **Compliance** with relevant federal, state, and local environmental regulations;
- **Commitment** to a clean, healthy environment through prevention of pollution.

### 4 C's

**C**ontinuous Improvement

**C**ommunication

**C**ompliance

**C**ommitment to prevent pollution



NSF-ISR third party registered

## Contractor Responsibilities

1. Demonstrate knowledge of the City of Asheville Water Resources Department Environmental Management System (EMS).
2. Comply with all applicable federal, state, and local laws and regulations.
3. Follow any and all applicable Standard Operating Procedures (SOPs) while conducting business for and on behalf of the City of Asheville Water Resources Department.
4. Demonstrate knowledge of the City of Asheville Water Resources Department Environmental Policy.
5. Take appropriate measures to prevent pollution at all times.
6. Recycle waste materials where practical.

