

WINTER HAVEN

The Chain of Lakes City

Office of Utility Services

PREFERRED HAULER PROGRAM

Key participants in the City of Winter Haven's FOG Program are the vendors that pump out and dispose of grease trap/interceptor contents. For the success of the FOG program it is essential that waste haulers adequately maintain traps/interceptors and dispose of their contents in an acceptable manner. The Preferred Hauler Program (PHP) is for grease trap pump out vendors that meet certain of the City of Winter Haven's established criteria. FOG generators in the City of Winter Haven's FOG program will be encouraged to use vendors in the PHP. When Generators use a vendor in the PHP, the hauler will assume responsibility for submitting completed pump out reports. Also, grease trap inspections will be focused on the haulers performance in maintaining the trap and most discrepancies could be addressed to the hauler not the Generator.

PHP Criteria:

- Submit list of facilities pumped out on a regular basis for baseline data collection of grease trap pump outs.
- Attend waste hauler education meeting.
- Accurately completes the Pump Out (PO) Report.
- Submits PO Report to Winter Haven in a timely manner for the Generator, unless Generator wishes to retain that responsibility.
- Submits manifest for disposal of all trap/interceptor contents generated in the City of Winter Haven's service area on a monthly basis.
- Results from inspections of grease traps indicate acceptable pump outs.

PHP Status:

- Participant – Vendor meets all program requirements.
- Non-participant - Vendor does not meet all the program requirements.
- **Probation**
participant inaccurately completes PO Report (recurring)
inspection indicates inadequate trap/interceptor pump out (recurring)
- Hauler attends a Notice to Review Compliance meeting
- **Suspended**
during probationary period vendor continues to disregard program requirements
removed from PHP list – new list issued to Generators
suspension period up to 1 year

PHP Benefits:

- PHP list provided to all FOG Generators and listed on the City website.
- Preferred haulers will assume responsibility for completing and submitting PO reports.
- Restaurants know that PHP trap inspections will be hauler focused.
- Restaurants that use Non-participants will have trap inspections that are restaurant focused.