

BETHLEHEM TOWNSHIP MUNICIPAL AUTHORITY

FOG Device - Customer Certification Instructions

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This document provides instructions for end users who must certify routine maintenance of regulated Fats, Oils, and Grease (FOG) devices to Bethlehem Township Municipal Authority (BTMA). If you have any questions regarding these tools, please contact Andrew Tuleya at ARRO Consulting (andrew.tuleya@arroconsulting.com) or by calling 717-569-7021.

For more information on Bethlehem Township Municipal Authority's FOG Program, please visit the Authority's FOG webpage.

[Click Here](#)

Bethlehem Township Municipal Authority's FOG Certification System

BTMA requires customers with FOG devices to submit proof of regular maintenance and service to the Authority. In order to manage this requirement, BTMA offers an online FOG self-certification form to customers in order to submit quarterly proof of maintenance records to the Authority. The system is comprised of a cloud-based data management platform, digital public-facing-forms, and a notification mechanism managed by BTMA.

Upon submission of quarterly self-certifications, customers will receive proof of submission confirmation via e-mail, as well as the next date by which FOG device self-certifications must be submitted. Customers will receive an e-mail reminder to self-certify prior to the end of each quarter. This e-mail reminder will include the Authority's current information related to each customer, as well as a link to pre-populate the self-certification form with the customer's current information in the Authority's FOG database. Customer may also choose to provide hard copies of proof of FOG device maintenance to the Authority via paper/hard copy.

How To Certify FOG Device Maintenance

Customers with a FOG device must certify proof of regular maintenance with BTMA. Customers may certify regular maintenance using the certification form found on BTMA's website ([FOG Certification Form](#)).

- If you are currently registered as having a FOG device through BTMA, or upon your first self-certification submission using the online form, you will receive an e-mail from BTMA with your device's current certification information at the beginning of each quarter. This e-mail will contain a link to pre-populate BTMA's FOG certification form with the information currently stored in BTMA's FOG database specific to your business and FOG devices.
- The self-certification form requests the following information from customers.
 - Confirmation of customer location through a web map.
 - Which quarterly cycle the customer is proving proof of service for.
 - Please note customers that are delinquent in submitting prior proof of maintenance self-certifications to BTMA must self-certify for all prior reporting periods and the current reporting period.
 - Self-certification is due by midnight on the last day of each quarter. BTMA will notify all delinquent customers on the first day of April, July, October, and January for if proof of maintenance was not received for the prior quarterly period.
 - General Information
 - Customer ID is generated automatically for existing FOG users, as well as upon initial self-certification submission for new users. Users should indicate whether they are an existing customer with a valid customer ID, if they are a new customer and require a Customer ID be assigned, or if they have forgotten their Customer ID. Users that have lost/forgotten their Customer ID, as well as new users, will be provided with their Customer ID via e-mail correspondence.
 - Facility Information including address, contact name, contact telephone number, contact e-mail address.
 - Confirmation whether the property owner/landlord is different than the customer's facility contact.

- Business Activity Information
- Water Sources – Public/Private
- Wastewater Discharge Method – Public Sewer, Waste Hauler, or Other.
- FOG Control Devices
 - Device Type - Customer should indicate whether they have an interior FOG device, exterior FOG device, or both types of FOG devices at their location. Please note that the form will solicit different information based on the device type selected within the form.
 - Quantity (For Interior Devices)
 - Location Of Wastewater Device
 - Wastewater Sources
 - Hauler Information and Disposal Techniques
 - Cleaning Frequency and Record Keeping
 - Presence of deep fryers, grills and woks, exhaust system filters, dishwashers, floor drains, cleaning methods and chemicals used.
- Summary Information
 - Confirmation that the device(s) were maintained per BTMA’s FOG requirements as applicable.
 - Additional Information to be provided to BTMA.
 - Providing the waste manifest/weekly cleaning log documents to BTMA. Users may upload these documents within the form directly.
 - Confirmation that the user acknowledges BTMA’s terms and agreements outlined in the FOG ordinance.
 - The next due date for each customer will be identified at the end of the form.

Customer Support Tool

BTMA's has created a customer support tool ([FOG Customer Support Form](#)) in order for customers to interact with BTMA staff using a streamlined and automated workflow. The tool contains the following options.

- Submit general correspondence including questions and concerns to BTMA.
 - Submissions will be reviewed by BTMA. BTMA will provide e-mail correspondence to customers as appropriate upon each submission.
- Customer ID lookup.
 - Submissions will be reviewed by BTMA. BTMA will provide e-mail correspondence including the customers ID to the e-mail address on file for the location within BTMA's fog database.
- Requesting a new, blank self-certification form.
 - Upon public submission request, BTMA's automated system will e-mail a link containing a blank FOG self-certification form to the e-mail address provided in the support form.
- Requesting the most recent self-certification form submitted to BTMA for a customer location.
 - Submissions will be reviewed by BTMA. BTMA will provide e-mail correspondence including the customers most recent certification confirmation to the e-mail address on file for the location within BTMA's fog database.