

Wipes Education & Outreach: Strategies, Successes, and Challenges in Plano

By Jade Affleck and Parker Chambers



Environmental Health & Sustainability Department



Jade Affleck

Water Education Coordinator
Sustainability Division



Parker Chambers

Environmental Quality Specialist
Environmental Quality Division

Take a Guess!

**How much do you
think the largest
recorded fatberg
weighed?**



Fatbergs are a combination of fats, oils, grease & wipes.



What are (Un)Flushable Wipes?

- Flushable wipes are sold under many brand names but are defined as, “pre-moistened and non-woven” cloths utilized for cleaning purposes.



Why Do We Care About (Un)Flushable Wipes?

- A 2021 study compared 23 “flushable wipes” and concluded that none broke down in municipal sewers while contributing to “fatbergs” and other sewage blockages (Harter et. Al, 2021).
- Nationally, the economic impacts of “flushable wipes” on infrastructure are estimated to be approximately \$441,000,000 (The National Association of Clean Water Agencies , 2020).

Education and Outreach Tools



Proactive Mitigation

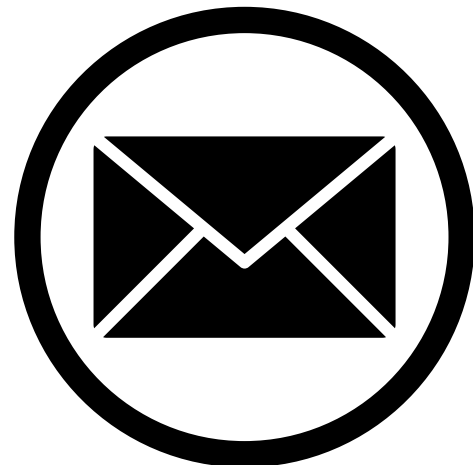


Reactive Education

Proactive Mitigation



Social
Media Post



LGIP E-
Newsletter



Educational
Graphics



Giveaways



Live Green in Plano

Published by Katie Walker · December 19, 2025 ·

🌱 There's been a Leo the Live Green Elf sighting!

🗑️ He lives green by trashing all wipes (because wipes block pipes).

🍀 Thank you for living green like Leo!



Live Green in Plano

Published by Katie Walker · December 24, 2025 ·

🏠 Hosting for the holidays? Remind your guests that the toilet is NOT a trash can.

❗ Only flush the three Ps: pee, poo and paper. Trash all wipes (even if labeled flushable).

📺 Watch this video to learn why: https://youtu.be/NkO4VsFoS9g?si=urZ8KnpNxY_N2dgG





Live Green in Plano

Published by Katie Walker · February 8 ·

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Hope you enjoyed the Super Bowl!



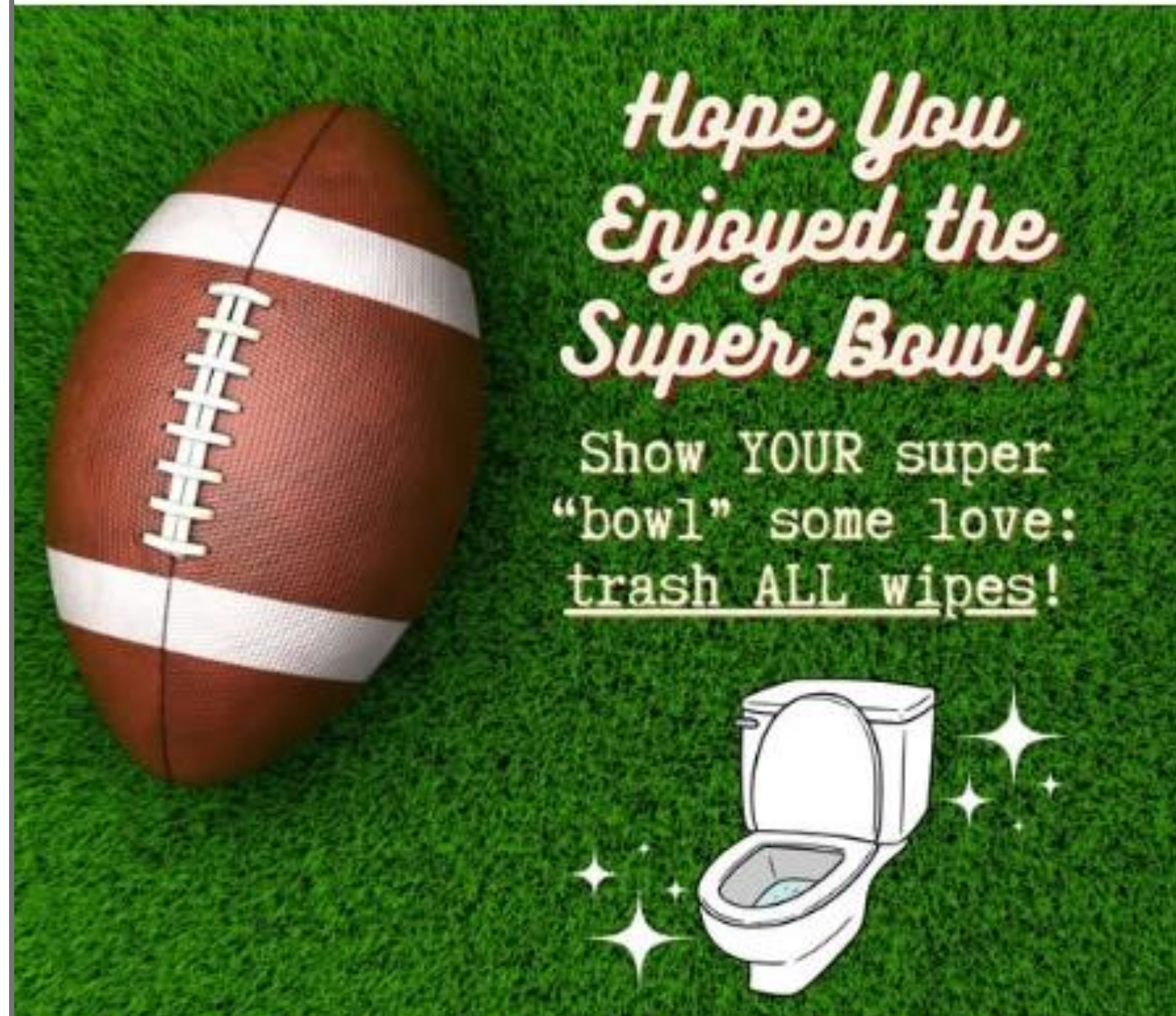
Show YOUR super "bowl" some love: trash ALL wipes!



"Tackle" toilet clogs and backups by only flushing the 3 Ps: pee, poo and paper.



See why: <https://youtu.be/Sa8GrAv71Xw?si=KsQpmXKMegY8glEr>



A graphic with a light blue background and white snowflakes. The text "Friendly Reminders:" is in a white, cursive font with a dark blue outline, arched at the top. Below it, the words "PIPES & WIPIES" are in a large, bold, white, blocky font with a dark blue outline.

Friendly Reminders: PIPES & WIPIES

Protect Your Pipes from Winter and Wipes

Although spring is on the horizon, February is known to bring some wild winter chills. **Ensure your pipes are protected when temperatures dip below freezing.** Disconnect and drain garden hoses. Cover outdoor faucets and let indoor faucets drip. Open cabinets with pipes to let heat in. Know how to shut your water off if a pipe bursts. Watch a how-to [video](#).

Another way to protect your pipes year-round? Don't flush wipes – even if they're labeled "flushable." They may go down, but they don't break down. Flushed wipes cause costly clogs and backups in residential and municipal sewer pipes. Watch this [video](#) to learn more. Only flush the 3 Ps: pee, poo and (toilet) paper. Trash all wipes and personal care items. [Discover more ways](#) to keep your wastewater flowing smoothly.

[Learn More About Winter Weather Preparedness](#)



**Keep
Fats, Oils and Grease
out of your drains.**

**What is
F.O.G.?**

Fats, Oils & Grease (F.O.G.) are common in foods like bacon, butter, cooking oil, dressings and other food scraps.

**So, what's
the problem?**

F.O.G. can cause expensive clogs and sewer backups in your home and neighborhood.

Learn to properly dispose of F.O.G. at Plano.gov/FOG

Single-family homes can schedule a free used cooking oil collection for proper disposal by calling 972-769-4150.

 
LiveGreenInPlano.com

CLOG-FREE IS THE WAY TO BE

*How to Prevent Plumbing
Clogs and Backups*



Remember the old
surf tune, "Wipeout?"

Think of that tune whenever you're
tempted to flush a wipe. Keep WIPES OUT
of pipes, even "flushable" wipes.
They belong in the trash. Only flush
the three p's: pee, poo and paper.

KEEP WIPES
OUT OF
PIPES

WIPEOUT



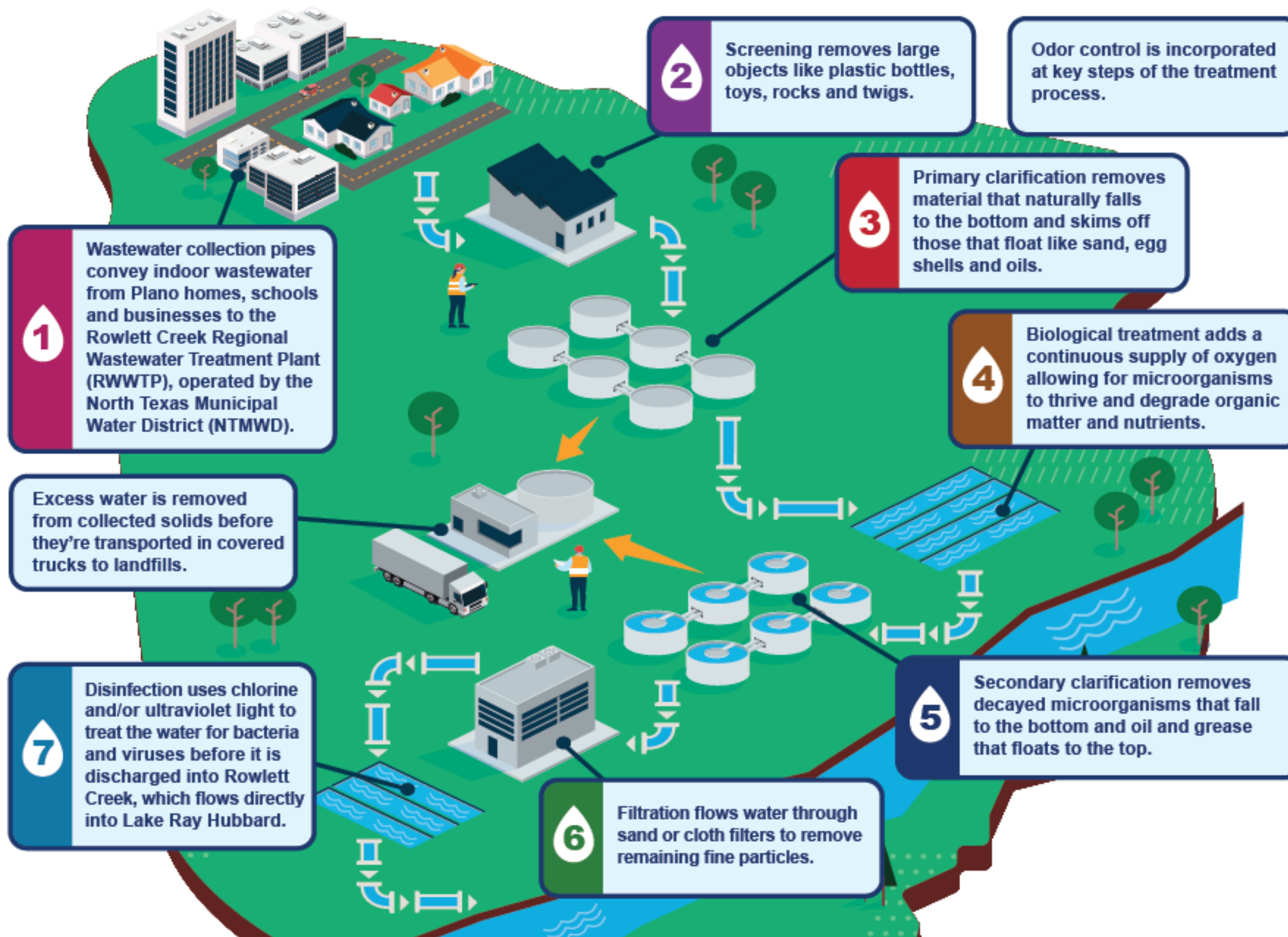
plano.gov/fog



**Defend your drains
from fats, oils
and grease with
these simple actions.**

- Wipe pans and plates with paper towels before scrubbing them clean.
- Use a food strainer to prevent food scraps from going down the drain.
- Use your garbage disposal sparingly.
- Collect used cooking oil in a sturdy, sealable container. Trash it when full or call 972-769-4150 to schedule a free pickup.





Everything that goes down your drain travels through the wastewater system.



Keep wipes out of the pipes



Keep fats, oils, and grease (FOG) out of the drain



Only flush the 3 Ps (Pee, Poo & Paper)

F.O.G Giveaway Items



F.O.G Bag Card



Protect your pipes
from clogs!

Trash ALL wipes!

LiveGreenInPlano.com



Save your drains from **FOG CLOG** Easy as 1-2-3!

Defend your drains from FOG
(Fats, Oils and Grease) clogs and
expensive plumbing repairs!

1 | EMPTY

Pour cooled FOG
into a sturdy, sealable
container such as
an empty milk carton
or soda bottle.



2 | WIPE

Wipe out all
remaining FOG with
a paper towel
BEFORE
washing your dishes.



3 | TRASH

Dispose of FOG
in the trash.

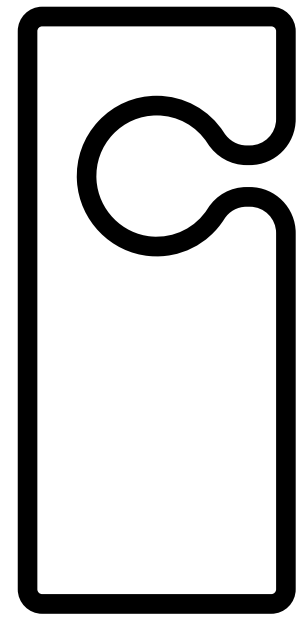


Learn more at
Plano.gov/FOG

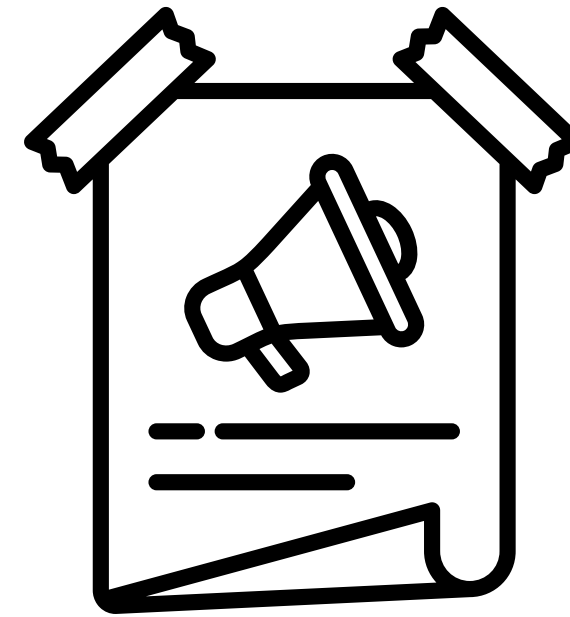
Call 972-769-4150
for a Free
single-family home
cooking oil pickup.



Reactive Education

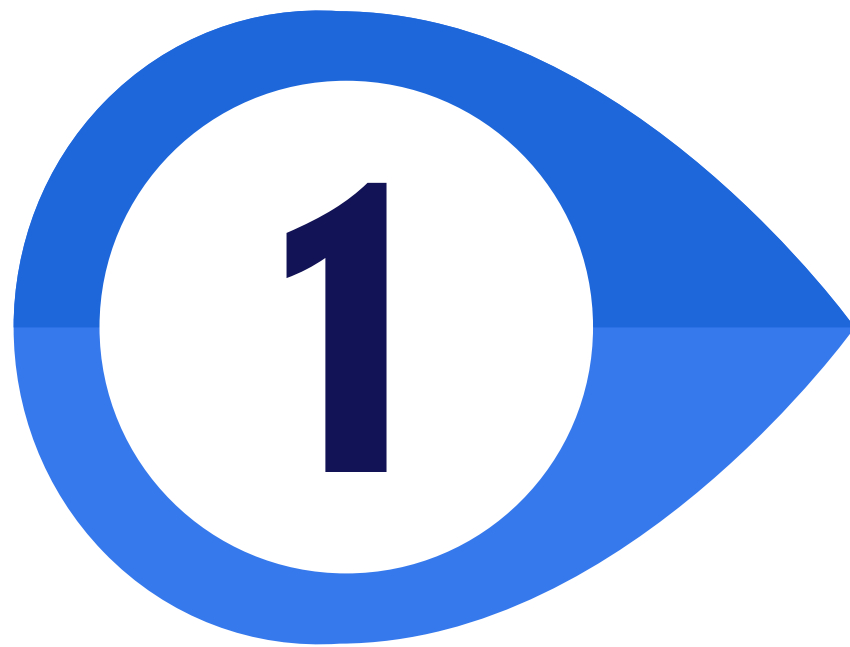


Residential
Doorhangers



Commercial
Posters

SSO Education Pathway



SSO Occurs

A large blockage occurs, leading to a sanitary sewer overflow.



Public Works Notifies

Using GIS software, EQ identifies ALL residential and commercial properties that feed the blocked sewer line.



EQ Educates

EQ splits into teams and provides educational materials for residents and commercial businesses.

Legend

Parcel Information

Infrastructure - Utilities

Sanitary Sewer
Water Access Chamber

Sewer Valves

Sewer Manholes

Lift Stations

Sewer Junction Boxes

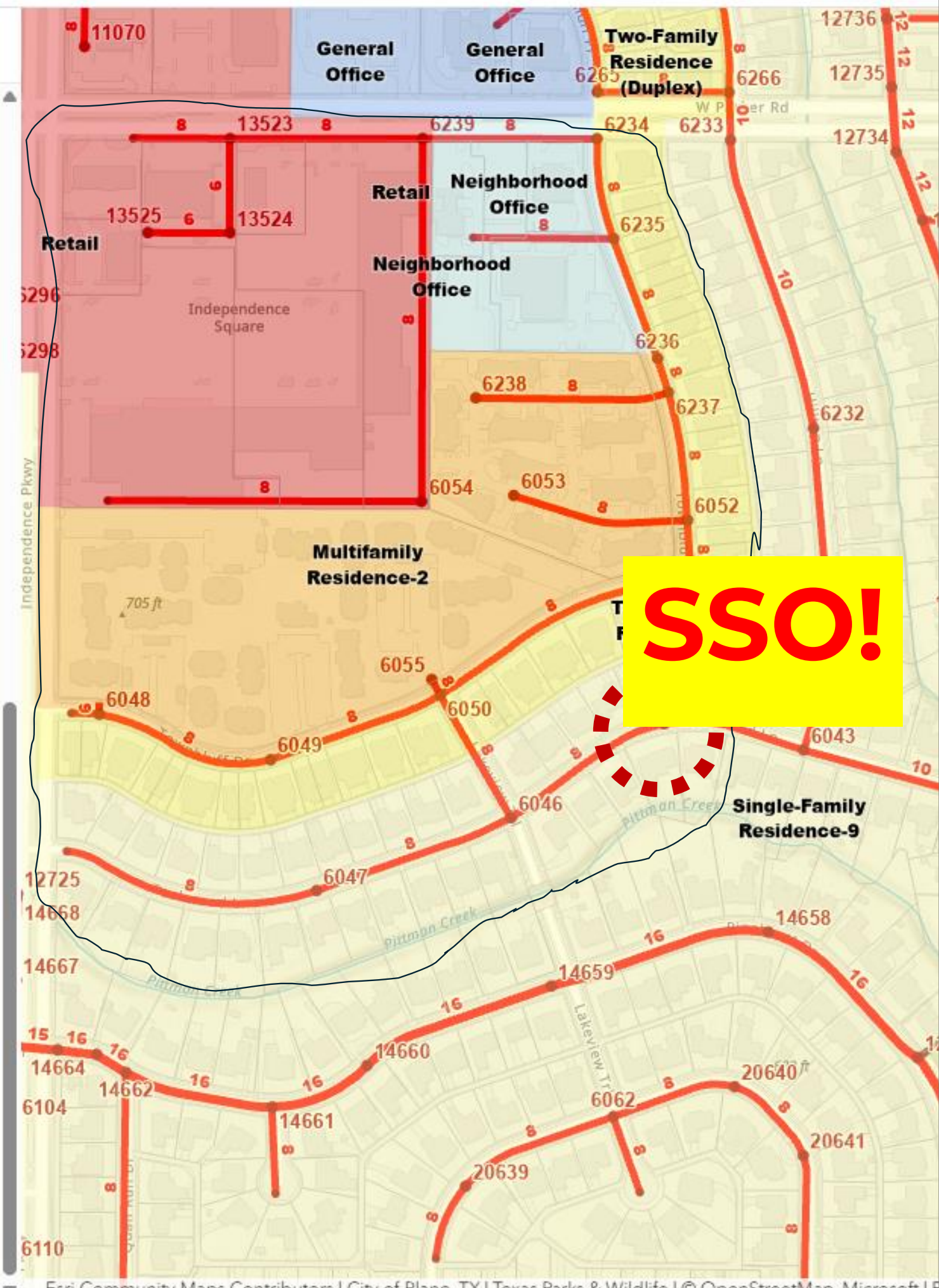
Cleanouts

Aerial Crossing Sewer Lines

Sewer Lines

Diameter, Owned By

- Sewer <=10"
- Sewer 10" - 24"
- Sewer >=24"
- NTMWD Sewer <=10"
- NTMWD Sewer 10" - 24"
- NTMWD Sewer >=24"



Post-SSO Education

- Each property within the dashed line will receive either an educational door hanger (residential) or poster (commercial).

FOG ALERT!

Fats, Oils and Grease are clogging sewer pipes in your neighborhood.

Save your drains from
FOG CLOG
Easy as 1-2-3!

1 | EMPTY

Pour cooled **FOG** into a sturdy, sealable container such as an empty plastic container or drink carton.



2 | WIPE

Wipe out all remaining **FOG** with a paper towel **BEFORE** washing your dishes.



3 | TRASH

Dispose of **FOG** in the trash.



Scan for more languages.



Plano.gov/FOG

PLEASE DO NOT FLUSH

- **BABY WIPES**
- **CLEANING WIPES**
- **FEMININE HYGIENE PRODUCTS**
- **PAPER TOWELS**
- **TISSUES**
- **TRASH OF ANY KIND**



Think Before You Flush!

Protect Your Pipes... Don't Flush Wipes!

please only flush
toilet paper!
Thank You



REMEMBER

**DO NOT FLUSH
WIPES, HYGINE
PRODUCTS, DIAPERS
OR OTHER ITEMS!**

**SAVE A PIPE,
TRASH YOUR WIPE!**



Residential

Commercial

Challenges

- Changing behavior is more difficult than making people aware of a problem



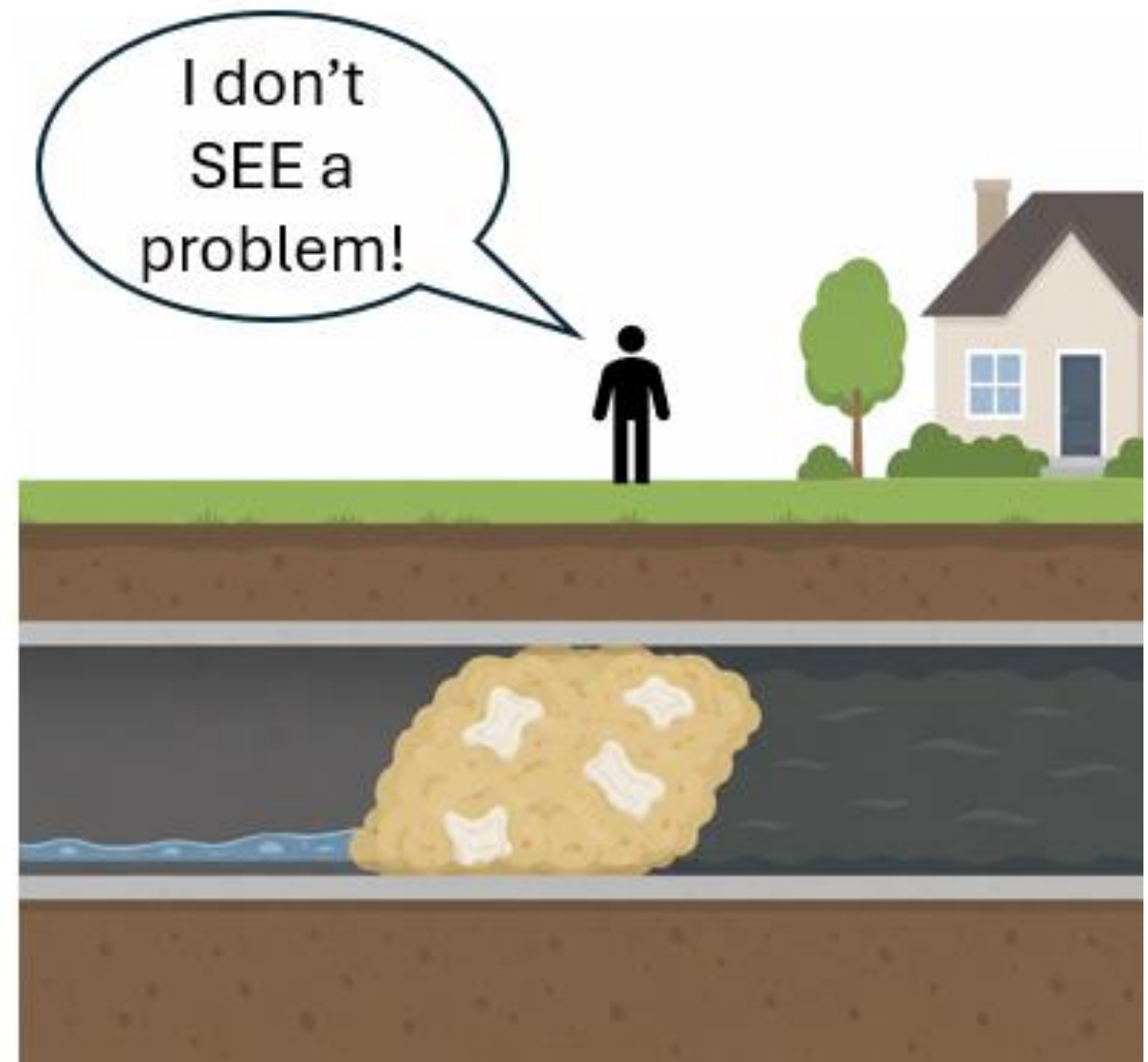
Challenges

- Proactive educational materials only reach as far as people are willing to click
 - Social media
 - Newsletter



Challenges

- Negative impacts of behavior is invisible to residents until it's too late



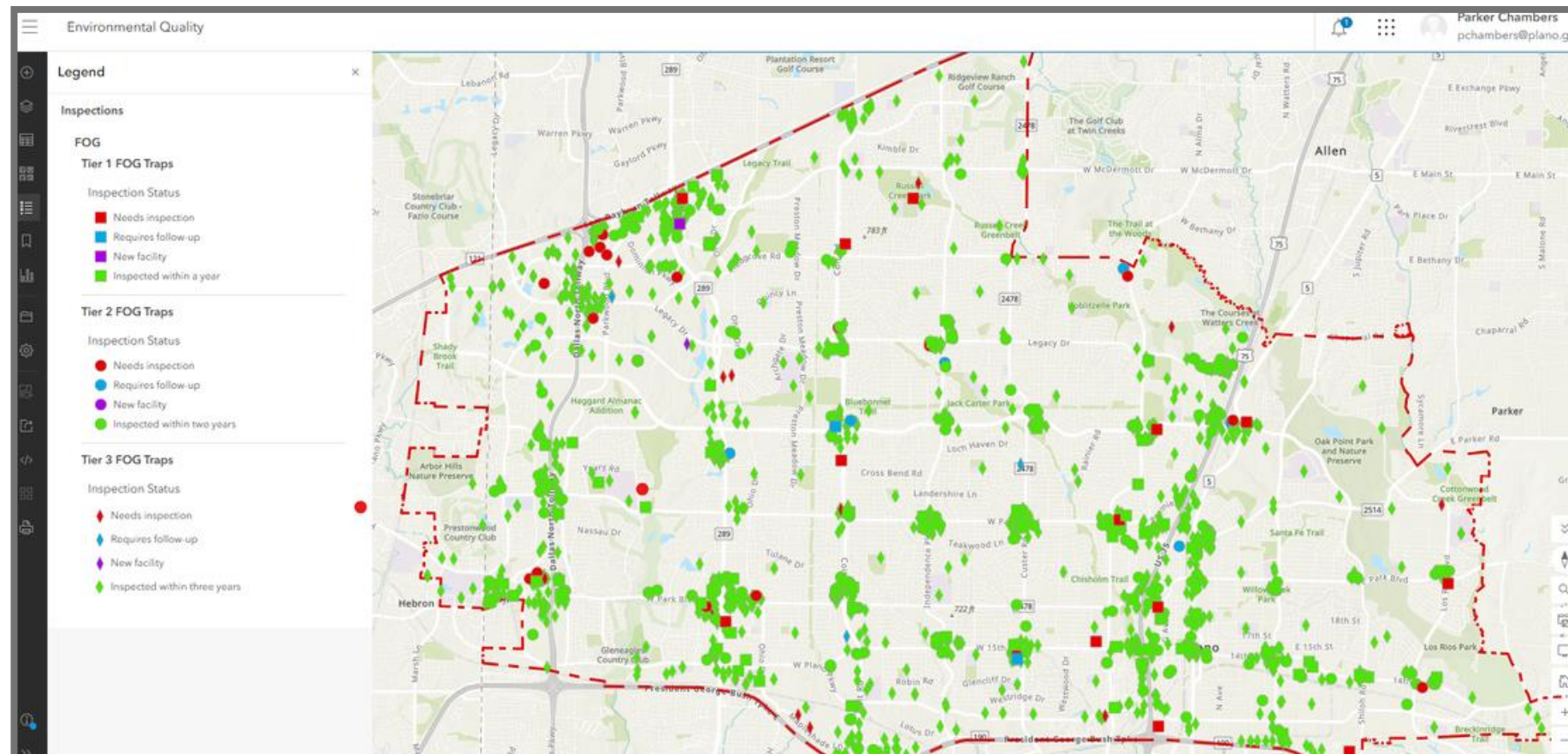
Challenges

- Homeowners have a financial incentive to change their behavior compared to renters



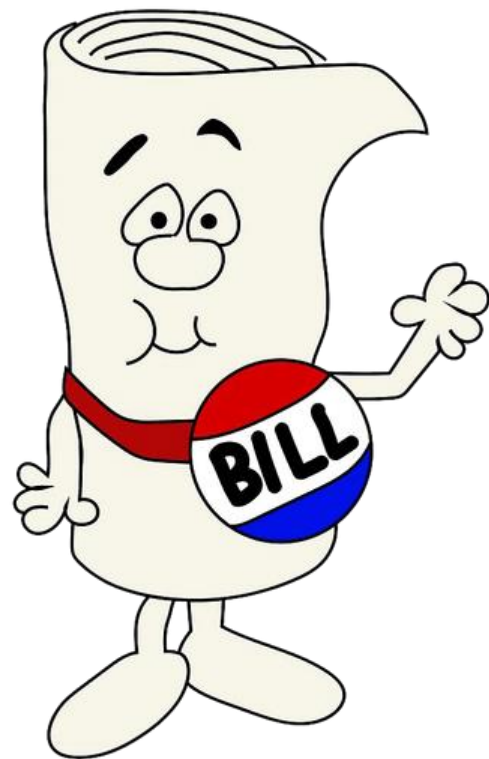
Working in Tandem

- FOG program ensures grease traps at commercial businesses are regularly serviced
- Tiered System (1-3)
- Inspections are tracked in GIS



Federal Reinforcements Are Coming

- The “Wastewater Infrastructure Pollution Prevention and Environmental Safety Act” or the “WIPPES Act” is a bipartisan effort to ensure the packaging on pre-moistened and non-woven wipes clearly communicates that these wipes should NOT be flushed.



- ☒ Passed by the U.S. House of Representatives
- ☒ Passed by the U.S. Senate
- ☐ Awaiting signing by the President

Questions?



Jade Affleck
Water Education Coordinator
JAffleck@Plano.gov
972-769-4860

Parker Chambers
Environmental Quality Specialist
PChambers@Plano.gov
972-769-4828