

Santa Clara Valley
Urban Runoff
Pollution Prevention Program

**INDUSTRIAL/COMMERCIAL DISCHARGER CONTROL PROGRAM
PERFORMANCE STANDARD**

Revised February 17, 2005

Participating Agencies:

Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Mountain View, Palo Alto, San Jose, Santa Clara, Saratoga, Sunnyvale, County of Santa Clara and the Santa Clara Valley Water District.

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PART I

Introduction

**Performance Standard and Supporting Documents
for the
Industrial/Commercial Discharger Control Program
Revised February 17, 2005**

Introduction

Performance standards define control measures or levels of achievement for particular tasks carried out by all Santa Clara Valley Urban Runoff Pollution Prevention Program (Program) Co-permittees. Control measures are described in the Program's 2004 Urban Runoff Management Plan (URMP), which details what the Program is doing to reduce urban runoff pollution in the Santa Clara Valley watershed. The development and implementation of performance standards is an integral part of the Program's URMP.

The components contained herein constitute the revised Industrial/Commercial Discharger Control Program Performance Standard.

The goal of industrial and commercial discharger control measures is to reduce or eliminate adverse water quality impacts from activities conducted at selected industrial and commercial sites. The Industrial/Commercial Discharger Control (IND) Performance Standard defines the level of implementation that Co-permittees must attain to demonstrate their IND activities reduce pollutants to the maximum extent practicable.

The performance standard for IND is based on current and proposed practices that municipal agencies are and/or will be implementing to minimize water quality impacts; and practices that are accepted by the State and Regional Board as being effective in controlling these impacts. The performance standard is also consistent with the goals and objectives of the Program's Urban Runoff Management Plan and is intended to work parallel with the State's General Industrial Permit.

PART II

Performance Standard

**Performance Standard and Supporting Documents for the
Industrial Commercial Discharger Control Program**

MODEL PERFORMANCE STANDARD

(Revised February 17, 2005)

A. INSPECTION CATEGORIES AND FREQUENCIES

Industrial and commercial facilities covered under the Industrial Commercial Discharger Control Program may be described using one or more of the following facility inspection categories: Notice of Intent (NOI) Filers and Program-wide Facilities. The Program-wide Facilities category includes additional facilities not limited to those industrial sites required to obtain coverage under the State's Industrial Stormwater NPDES General Permit. The Program-wide Facilities category was also developed to include facilities typically inspected by Co-permittees and to ensure standardized reporting of facility inspections. Inspection frequencies, which are provided for each category, may vary between Co-permittees, depending on the types of businesses and potential threats of stormwater pollution occurring in each jurisdictional area. In addition, each Co-permittee has assigned an inspection frequency for each industrial and commercial category within their jurisdictional area. Inspection frequencies for certain categories are included in Co-permittee Management Plans, Work Plans, and/or Annual Reports.

1. Notice of Intent (NOI) Filers

NOI filers are those facilities that have filed an NOI with the State and appear on a list provided by the State. The following shall be accomplished for all NOI filers and facilities with individual NPDES permits for storm water discharge:

- A complete initial storm water inspection shall be performed within one (1) year of beginning implementation of this Performance Standard.
- At the beginning of each fiscal year the lists of NOI filers shall be reviewed and revised as needed.
- Any facility that files an NOI after the date that the jurisdictional Co-permittee begins implementation of this performance standard shall undergo its initial inspection within one (1) year of filing report received by Co-permittees.
- During the initial inspection, it will be verified that the facility has submitted an NOI.
- NOI filers who have undergone their initial inspection shall have an inspection frequency of no less than once in five (5) years. However, the inspection frequency can be reduced for sites that demonstrate a history of compliance or exhibit little threat to water quality.
- Inspection frequency should be increased (greater than once in five (5) years) for sites

that demonstrate non-compliance, or exhibit significant threat to water quality.

2. Program-wide Facilities

Program-wide facilities (Table 1) have a potential to be a source of pollutants to storm water. This category includes seventeen descriptive facility types typically inspected by the Co-permittees. To ensure standardized reporting of inspections, facility types described as NOI Filers are also included within this category. The program-wide facility type described as “Other” is provided to include miscellaneous industries that are less significant or less probable sources of stormwater pollution. Each program-wide facility category was developed in accordance with the Program’s Enhanced Annual Reporting Requirements for the Industrial/Commercial Discharger Control Program (Permit Provision C.6.a.i). Each category is also described in the *Continuous Improvement of Industrial Reporting* Technical Memorandum dated September 7, 2001. Program-wide facilities that are not NOI Filers are inspected no less than once every five (5) years. Program-wide facilities that are NOI filers shall be inspected within one (1) year of filing report received by Co-permittees. However, the inspection frequency for Program-wide facilities can be reduced for sites that demonstrate a history of compliance or exhibit little threat to water quality. Inspection frequency should be increased (greater than once in five (5) years) for sites that demonstrate non-compliance, or exhibit significant threat to water quality.

TABLE 1 - Program-wide Facilities

Facility Category	Description
• Automotive	Automotive sales, engine and body repair, gas stations, car washes, parking, vehicle services
• Food Service	Eating and drinking establishments, including cafeterias, delis, bakeries, mobile food
• Paint Facilities	Manufacturing and retailing
• Dry Cleaners	Dry cleaners
• Cleaning Services	Mobile washers, building cleaning, carpet cleaning
• Pesticide Facilities	Manufacturing and retailing; pesticide applicators
• Machine Shops	Industrial machinery and equipment
• Metal Manufacturing	Metal fabricating, finishing, plating, metal work (40 CFR 413, 433)
• Electric/Electrical Components	Manufacturing (40 CFR 469)
• Construction/Building	Retail, trade contractors, construction, landscape and garden businesses
• Local Transit; Highway Transport	Electric, Gas and Sanitary Services, Trucking Industries
• Recycling yards	Recycling yards
• Auto Dismantlers	Auto Dismantlers
• Concrete/Stone/Clay Products	Concrete/Stone/Clay Products
• Corporation Yards	Corporation Yards
• Landfills	Landfills
• Other	Other
<u>Other may include:</u>	
➤ Photographic/Printing	➤ Commercial Areas
➤ Laboratories	➤ Winery
➤ Medical and Dental Labs	➤ Florist
➤ Chiropractors	➤ Jewelry/Precious Metal manufacturing
➤ Radiologists	➤ Miscellaneous Manufacturing
➤ Veterinarians	➤ Storage
➤ Plastics manufacturing	➤ Welding/Iron Works
➤ Pharmaceuticals manufacturing	➤ Amusement Parks
➤ Cabinetry	➤ Laundries
➤ Wood furniture	➤ Hazardous Waste
	➤ Underground Storage Tanks

B. GENERAL ADMINISTRATION

- All facilities addressed by this Performance Standard will be inspected to determine the existence of discharges or threatened discharges that are illegal under local ordinances.
- For any Storm Water Infiltration Devices (SWIDs) discovered, a SWID notification card will be completed. One copy will be submitted to the Santa Clara Valley Water District's Water Quality Unit.
- Facilities will be inspected to determine compliance with local municipal storm water ordinances. The facility operator will be notified of observed areas of concern; official action on violations will take place under local authority.
- Significant problems that cannot be addressed promptly and fully under local authority shall be referred to the Regional Board or other appropriate agency.
- Best Management Practices (BMP) information will be distributed to those facilities that do not already have them at the time of the inspection. These BMP documents include the Santa Clara Valley Urban Runoff Pollution Prevention Program literature for: Industrial Facilities, Construction, Food Service Facilities and Automotive Facilities will be distributed as appropriate depending on the type of facility inspected.
- Internal summaries of the type and number of violations reported, and the type of facilities with reported violations, will be reviewed annually. Recommendations for updates to the standard list of violations on the Inspection Checklist, or possible Program-wide focus for facility type or violation type, will be made as needed.

C. ENFORCEMENT

- When non-compliance is observed, educate facility operators/owners on the impacts of their actions, explain the storm water requirements, and provide information regarding Best Management Practices (BMP), as appropriate. Certain violations may warrant immediate mitigation and/or enforcement actions. Each Co-permittee will follow its enforcement plan to determine the level of enforcement for issues identified during inspections.
- If a specific problem is identified during an inspection, provide information on corrective actions and provide either verbal or written warnings to the facility owner and expected dates to correct the problem.
- If compliance has not been achieved upon re-inspection, initiate formal enforcement procedures (e.g., Compliance Order, Notice to Comply or Compliance Directive). Conduct follow-up inspections to evaluate progress towards compliance.
- If compliance has not been achieved upon a second re-inspection, enforcement actions should be taken. Enforcement actions can include a Compliance Agreement or Administrative Citation, which may include fines and/or court action.

D. RECORD KEEPING/ REPORTING

- Document and report IND inspections annually using one of the descriptive categories provided within Tables 1 and 2¹. The categories provided in each tables relate to the facility category and enforcement actions for each IND inspection. A category from each table will be assigned to document the each IND inspection.
- IND inspections will be documented by, and the documentation maintained in the files of, the local agency or its contractor. The standard Santa Clara Urban Runoff Industrial/Commercial Inspection Checklist (see Reporting Form on page 8) or an inspection reporting form developed by a Co-permittee that contains all of the elements in the standard incident reporting form, will be used by all local agencies
- If actual non-compliance or threatened non-compliance is noted during an inspection, the nature of the follow-up, through resolution of the noted issues, up to and including the enforcement action will be reported annually.
- Submit IND inspection results to the Regional Board within Annual Reports.
- Provide IND inspection results (within an electronic format) to Program staff for inclusion in SCVURPPP Annual Report (see below).
- Provide IND effectiveness evaluation results in Annual Reports.

IND Inspection Data for SCVURPPP Annual Report

To facilitate the continuous improvement of industrial facility inspection reporting on a Program-wide level, each Co-permittee will routinely submit raw IND inspection data (within an electronic format) to Program staff during each fiscal year. The procedures and schedule for submitting raw IND inspection data will be provided to Co-permittees each November.

Once received within an electronic format, Program staff will analyze all categories to ensure that they are reported in accordance with the categories provided in the IND technical memoranda. Once all reported data is linked to the appropriate category, Program staff will produce a summary report detailing all IND information for the Program. Individual reports detailing individual Co-permittee IND inspection information will be developed for each Co-permittee.

¹Reporting requirements and categories are also described in the *Continuous Improvement of Industrial Reporting* Technical Memorandum dated September 7, 2001.

The following levels of enforcement shall be reported by municipalities against non-compliant facilities:

Table 2 – IND Enforcement Actions

Level 1 – (Warning)
Verbal and/or written notice to facility owner/operator identifying the problem and providing information on corrective actions. A time frame to correct the problem should be specified based on the severity and/or complexity of the problem.
Level 2 - (Administrative Actions):
Issuance of Compliance Order, Notice to Comply or Compliance Directive, or other similar notification outlined in the municipality’s storm water ordinance that identifies a problem, requires correction or abatement but does not assess fines. A time frame to correct the problem should be specified based on the severity and/or complexity of the problem. This category is more descriptive and provides steps conducted prior to assessing fines.
Level 3 - (Enforcement Actions):
Administrative and/or civil actions that may include fines or require the facility to resolve the matter in the court system. Level 3 may include the following categories: administrative citations with monetary fines and referral for legal action. Level 3 is the highest level of enforcement.
No Action:
Facilities observed to be in compliance with storm water ordinances and/or current and proposed practices implemented to minimize water quality impacts.

Santa Clara Valley Urban Runoff Industrial/Commercial Inspection Checklist

Date: _____ Time: _____

Agency or Department: _____

Inspector(s): _____

I. FACILITY INFORMATION

1. Facility Name: _____

2. Address: _____

3. Responsible Party: _____ 4. Phone: _____

5. Notice of Intent (NOI) has been submitted: Yes No N/A

6. Describe the Facility Type:

- | | |
|---|--|
| <input type="checkbox"/> Automotive | <input type="checkbox"/> Construction/Building |
| <input type="checkbox"/> Food Service | <input type="checkbox"/> Local Transit/Highway Transport |
| <input type="checkbox"/> Paint Facilities | <input type="checkbox"/> Recycling Yards |
| <input type="checkbox"/> Dry Cleaners | <input type="checkbox"/> Auto Dismantlers |
| <input type="checkbox"/> Cleaning Services | <input type="checkbox"/> Concrete/Stone/Clay Products |
| <input type="checkbox"/> Pesticide Facilities | <input type="checkbox"/> Corporation Yards |
| <input type="checkbox"/> Machine Shops | <input type="checkbox"/> Landfills |
| <input type="checkbox"/> Metal Manufacturing | <input type="checkbox"/> Other* _____ |
| <input type="checkbox"/> Electric/Electrical Components | |

No Violations Observed

II. ENFORCEMENT ACTIONS

1. Describe Enforcement Action (Definitions on Back).

- No Action
- Level 1 (Warnings)
- Level 2 (Administrative Actions)
- Level 3 (Enforcement Actions)

III. COMMENTS/RECOMMENDATIONS/REFERRALS

Inspector(s): _____

Received by: _____

PART III

Guidance for Support Documents

SECTION 1

Work Plan/Implementation Schedule

Performance Standard and Supporting Documents for the Industrial/Commercial Discharger Control Program

Section 1

WORK PLAN IMPLEMENTATION

This section contains the plan or activities to be conducted to enable the Co-permittee to implement the performance standard along with an implementation schedule. The work plan will be developed by each Co-permittee based on its responsibility to conduct industrial/commercial discharger control activities within its jurisdiction.

Example Contents of the Work Plan

- Steps needed to incorporate the implementation of the performance standard.
- Obtain legal authority for inspection and enforcement (if necessary).
- Facilities to be inspected and inspection frequency
- Develop inspection program for a new category of discharger.
- Develop agreements with other agencies to conduct facility inspections (e.g., Health Department).
- Develop referral and complaint response protocols.
- Develop documentation and record keeping tools.
- Develop a training program for inspectors and field personnel.
- Conduct workshops for inspectors or the regulated community.
- Develop and/or distribute public information.
- Develop an inspection checklist.
- Incorporate BMPs (included in section 3) and other control measures into facility inspections.
- Develop program evaluations (may include):
 1. Reviewing the industrial/commercial facility tracking system to assess the effectiveness of data collection, the inspection reporting format and identification of facilities to be inspected.
 2. Verifying the frequency requirements for facility inspections outlined in the current performance standard.
 3. Identifying other facilities or activities related to industrial/commercial storm water discharge(s) not addressed in the current performance standard that require attention.
 4. Obtaining and reviewing feedback on the Industrial/Commercial Discharger Control Program from: 1) citizen reports 2) inspections 3) workshops for inspectors.
 5. Documenting recommended modifications to the performance standard.
 6. Reviewing data for the purposes of evaluating compliance and opportunities for Program improvement.
- Submit industrial/commercial facility data to Program staff.

SECTION 2

Legal Authority to Implement

Performance Standard and Supporting Documents for the Industrial/Commercial Discharger Control Program

Section 2 Legal Authority to Implement

This section contains a demonstration that the Co-permittee has the legal authority to implement the performance standard. Each Co-permittee should provide citations for, or excerpts from, documents that demonstrate adequate legal authority, and/or provide a time schedule for developing and obtaining additional authority. Required areas of authority may include, but are not limited to, the following:

- Authority to control quantity and quality of discharges from industrial activities that enter the municipality's storm drain system.
- Authority to prohibit illicit discharges to the municipality's storm drain system.
- Authority to control discharges to the municipality's storm drain system which result from spills, dumping or disposal of substances other than storm water.
- Authority to conduct inspections, surveillance and monitoring of discharges into the municipality's storm drain system.

(Full documents do not need to be included within this performance standard, but should be available upon request by the Regional Board.)

SECTION 3

Best Management Practices and Other Control Measures

Performance Standard and Supporting Documents for the Industrial/Commercial Discharger Control Program

Section 3 WORK PLAN BMPs AND CONTROL MEASURES

The purpose of best management practices for a commercial and industrial discharger control program is to eliminate or reduce adverse water quality impacts from activities commonly conducted at commercial and industrial sites. This section contains a list of model best management practices to be used as guidance by Co-permittees in conducting commercial and industrial facility inspections.

The model BMPs are grouped into four areas: general facility information, indoor activities, outdoor activities and equipment. These areas correspond to each element in the standard Santa Clara Valley Urban Runoff Facility Inspection Checklist (see part II). Note: BMPs were developed by Co-permittees through the Industrial/Commercial Subcommittee.

I. General Facility Information

- A. Notice of Intent (NOI)
 - 1) Determine whether an NOI for coverage under the State's General Permit has been submitted (if required).
 - 2) Make visual verification of NOI.
 - 3) If NOI has not been filed, but is required, advise facility to contact RWQCB.
- B. Storm Water Pollution Prevention Plan and Storm Water Monitoring Plan
 - 1) If NOI has been filed, a visual verification of a Storm Water Pollution Prevention Plan (SWPPP) and a Storm Water Monitoring Plan will be conducted.
 - 2) If SWPPP and SWMP are required, but not on site, advise facility to contact the RWQCB regarding NPDES requirements.
- C. Best Management Practices (BMPs)
 - 1) Distribute appropriate BMP brochures to all inspected industrial and commercial facilities.

II. Indoor Activities

- A. Floor Cleaning
 - 1) Verify where all floor cleaning water, wax and unused stripper is disposed of. Advise facility staff on proper disposal of unused products.
 - 2) Make visual inspection of all drains and sinks. Look for signs of improper disposal of waste liquids.
 - 3) Verify waste liquids from automated floor cleaning equipment holding tanks are discharged to the sanitary sewer.
- B. Indoor Equipment Cleaning
 - 1) Wastewater from cleaning equipment should be discharged to the sanitary sewer (within local POTW discharge limits) or recycled. The facility should consult with the POTW or manage wastewater as a hazardous waste.

C. Indoor Manufacturing, Residues and Spills

- 1) Ensure proper cleaning and disposal methods are performed for interior spills and leaks. Proper disposal methods depend on the type of substance. If hazardous material is spilled, the facility should refer the incident to the local hazardous material agency.
- 2) Verify appropriate absorbent materials are kept readily accessible and designated employees are trained on proper spill response techniques.
- 3) Ensure proper control of process residues and dust near exterior doorways (e.g., recommend relocating machinery and improving housekeeping).
- 4) Verify proper connection of interior floor drains (e.g., review plumbing schematics, conduct a dye test). All interior floor drains and sumps should be plumbed to the sanitary sewer or closed loop treatment system.

III. Outdoor Activities

A. Vehicle and Equipment Fuel Dispensing Areas

(Note: Some items in this section are the responsibility of the local hazardous materials or fire prevention agency. Refer to appropriate enforcement agencies as needed).

- 1) Determine whether any fuel dispensing equipment is exposed to storm water and/or whether fueling or the transfer of any chemical from one vessel or another is conducted near a storm drain. If so:
 - a) Verify the dewatering procedures for the secondary containment areas that surround fuel tank farms or other fuel storage equipment.
 - b) Ensure a method is in effect to protect all adjacent storm drains in the event of a spill.
 - c) Ensure absorbent material and booms are readily at hand.

B. Vehicle and Equipment Washing

- 1) Verify floor mat and equipment screen/filter cleaning is not conducted in a location that may adversely impact a storm drain.
- 2) All vehicle and equipment rinse water should be discharged, with proper approval, into a sanitary sewer drain. All wastewater resulting from power washing of contaminated surfaces may be subject to some type of pretreatment prior to entering the sanitary sewer.
- 3) Recommend wash water be recycled in a closed loop system.

C. Vehicle and Equipment Maintenance

- 1) If vehicles are maintained on site, ensure there are no associated impacts to any storm drains.
- 2) If leaks or drips occur under vehicles, drip pans should be placed under the vehicles.
- 3) If applicable, inspect all outdoor drains and suspicious indoor drains in the vehicle maintenance area. Conduct dye tests to verify proper connections.
- 4) If specialized equipment (forklifts, fifth wheels, etc.) is maintained on site, ensure wash water used to clean equipment is not disposed to the storm drain directly or indirectly.

D. Material Storage

- 1) Determine whether raw materials and their by-products are exposed to rain water. Ensure loose materials are stored under cover or in bermed areas if possible.

- 2) If raw materials and their by-products are transferred from one place to another in or adjacent to any storm drain, or in such a manner to impact the storm drain, recommend placing protective covers or similar devices over storm drains and improving housekeeping in these areas.
- E. Waste Storage
- (Note: In cases where hazardous materials or hazardous waste storage pose a threat to the storm drain, the facility should consult with the local hazardous materials/waste enforcement agency).
- 1) Determine whether the facility stores or disposes of hazardous materials, hazardous wastes, or any other substances on site.
 - 2) Verify if rainwater can enter any double contained areas and how these areas are drained once rainwater comes into contact with these materials. The facility should consult with the local hazardous materials enforcement agency and POTW.
 - 3) Determine whether the transfer of hazardous materials, waste or non-hazardous substances may potentially impact the storm drain. If non-hazardous substances are involved:
 - a) Recommend good housekeeping measures.
 - b) Recommend the facility protect storm drains by relocating substance to a covered area.
 - c) Recommend the facility berm or cover substance(s) or install an approved protective device at storm drain inlets.
 - 4) If there are any storm drains adjacent to any storage areas, request that the facility effect a method to monitor and protect storm drain inlet from accidental discharge.
- F. General Construction Activities
- 1) Facilities are responsible to advise and require contractors to protect storm drains.
 - 2) Advise facility that if 5 acres or more are disturbed, a general construction permit (NPDES) is required.
 - 3) If construction activities are current, determine if there is a potential for soil to erode into the storm drain by rain or irrigation run-off. If so:
 - a) Recommend installing filter fabrics in combination with swales or berms to protect storm drain inlets.
 - b) Recommend erosion control techniques.
 - 4) Verify construction workers are not washing tools and/or equipment adjacent to any storm drains.
 - a) Recommend that the facility incorporate storm control verbage into all contracts.
 - b) Recommend that the facility provide an employee training program.
 - 5) Verify construction materials are not being disposed in the storm drain directly or indirectly. Construction debris and materials such as paint, mineral spirits, drywall compounds, adhesives and other solvents should be properly disposed of. If a material is a hazardous waste, the facility should refer to the appropriate agency.
- G. Power Washing
- 1) Recommend dry methods of clean-up.
 - 2) If power washing must be used, the facility should refer to the proper procedures in the Bay Area Storm Water Management Agencies Association's "Pollution From Surface Cleaning."

H. Outdoor Equipment Storage

- 1) Inspect all scrap yards, vehicle storage lots or areas where retired/surplus equipment is stored. Determine where storm drains are in relation to these areas.
 - a) The facility should cover oily and soiled equipment with a leak proof cover.
 - b) The facility should drain all automotive related fluids prior to storage, and dispose of properly.
 - c) Drip pans should be placed under leaky equipment.

I. Process Residues

- 1) Determine if any manufacturing process that creates any residue is conducted outdoors and whether this residue can impact the storm drain.
 - a) The facility should ensure good housekeeping.
 - b) Recommend conducting manufacturing processes in a covered location.
 - c) Recommend protection of adjacent storm drains.

J. General Housekeeping

- 1) Determine the general overall condition of the facility. Is housekeeping conducted on a consistent basis? Are there accumulations of debris, refuse or litter? Make necessary recommendations.
- 2) Recommend a training program addressing good housekeeping practices.

K. Irrigation and Landscape

- 1) Determine if landscape contractors are properly disposing of lawn clippings and other vegetative wastes.
- 2) Inspect storm drains for vegetative wastes.
- 3) Ensure temporary protection of all impacted storm drain inlets while conducting landscape activities.
- 4) Inspect paving around landscaping to see if sprinklers are over watering and causing undue erosion and runoff of associated chemicals. If, so have facility representative adjust irrigation timers or sprinkler heads.
- 5) Determine whether pesticides, herbicides or fertilizers are applied to the landscaping; identify how much and how often. Refer all pesticide/herbicide application problems to the Santa Clara County Agriculture Department.
- 6) Verify landscape equipment is washed properly and away from paved areas or storm drain. The facility should filter wash water and discharge to sanitary sewer (if within POTW limits).

IV. Equipment

A. Air Compressors

- 1) Inspect air compressor units that are exposed to storm water for residual grease on the tank or motor surface.
- 2) Air compressors should be located in a covered area.
- 3) Request air compressor leaks be repaired.
- 4) Inspect area beneath air compressor bleed line and determine if any oily substance is being released which could impact the storm drain. If so, place a catch pan below the bleed off valve and dispose of water from pan on a regular basis.

B. HVAC, Chillers and Refrigerators

- 1) Determine whether air conditioning units (generally found on roof) and chillers have a condensate line that is plumbed to a roof storm drain.
 - a) For existing buildings, non-contaminated discharge can go to the storm drain.

- b) For new development or building remodels, the discharge should go to the sanitary sewer. Consult with local planning/building department.
 - 2) Determine whether air conditioning and chiller units are treated with descaling or anti-algae agent. Facility representatives are responsible to direct HVAC contractor to properly dispose of all flushing agent residues and by-pass condensate line while flushing unit.
 - 3) Determine whether HVAC condenser tubes are annually flushed with any type of chemical by a servicing contractor and how wastewater is disposed of. The runoff from the tube cleaning must be captured and properly disposed of.
 - 4) Determine whether any of the units are power washed. If so, refer to proper procedures in the Bay Area Storm Water Management Agencies Association's "Pollution From Surface Cleaning".
 - 5) Determine whether defrost water or condensate is discharged. The facility representative is responsible to ensure defrost water does not come into contact with any pollutants directly or indirectly.
 - 6) Determine how waste compressor oil from chillers is disposed of. The facility should contact the local hazardous waste enforcement agency regarding proper disposal.
- C. Air Scrubbers
- 1) Determine whether particulate from air scrubbers is deposited on any surface in a manner that may impact the storm drain.
 - 2) Advise the facility representative to repair air scrubbers and remove any debris. If feasible, a protective catch pan should be placed around the scrubber.
 - 3) Refer any fall out violations to the Bay Area Air Quality Management District.
 - 4) Inspect the discharge point of any wet scrubber. Wet scrubbers must discharge to the sanitary sewer.
- D. Basement Sump Pumps
- 1) If the facility has a basement parking lot, verify rainwater drains to a storm drain.
 - 2) Inspect the bottom of the storm drain sump drain and determine the method of cleaning.
 - 3) Advise the facility representative that only rainwater can be pumped into the storm drain. Any debris surrounding or inside the sump should be removed. A screen mesh or filter fabric may be installed on the sump grate to assist in protecting sump from particulate debris (if it will not cause a flood hazard). The facility should consult the appropriate agency regarding proper disposal of sump debris.
 - 4) Determine whether automotive fluid spills and/or drips are cleaned with appropriate absorbent.
 - 5) Determine whether cars are washed in the basement parking lot. This should include mobile auto detailers.
 - 6) Advise the facility representative that all floor cleaning contractors must protect the storm drain system from accidental discharge.
- E. Boilers
- 1) Determine whether the blow line or tank drain line is located adjacent to any storm drain inlet or channel, directly or indirectly. All treated boiler discharge must be discharged to the sanitary sewer or recycled/reused in an approved closed loop system.

- 2) Determine whether the boiler is treated with scaler or algicide and if any leakage is present. Discharge from boiler chemical additives may meet hazardous waste criteria. If so, the facility should refer to the local hazardous waste compliance agency for proper storage and disposal.
 - 3) Determine whether the boiler vents to the roof. If so, determine whether vapor will recondense on the roof and make contact with storm water runoff. Advise facility representative to repair condensate pipe and redirect flow to sanitary sewer.
- F. Facility Catch Basins
- 1) Inspect all catch basins and drop inlets for debris or other foreign material and have the facility clean or remove debris regularly.
 - 2) Identify all storm drains with stencil: "Do Not Dump- Flows to Bay"
- G. Refuse Dumpster and Compactor
- 1) Advise the facility to keep dumpster lids closed when not in use and/or exchange bins without lids.
 - 2) The facility should relocate dumpsters and bins away from storm drains.
 - 3) Contaminated rainwater that has accumulated from an open container must be discharged to the sanitary sewer (if within POTW limits).
 - 4) Verify plugs are installed on dumpsters and are not leaking. If so, the facility should install plugs or exchange dumpsters.
 - 5) Verify compactor leachate or associated hydraulic fluid does not leak into or adjacent to any storm drain or onto the pavement. If so, the facility should protect the storm drain, repair the compactor, absorb leaked material, and discharge absorbent in compactor. Liquid can also be discharged to the sanitary sewer, if within POTW limits.
- H. Cooling Tower
- 1) All cooling tower discharges must be directed to the sanitary sewer.
 - 2) Cooling tower chemicals should not be stored adjacent to any storm drain. Refer any chemical storage problems to the local hazardous waste enforcement agency. Also contact POTW.
 - 3) Ensure proper disposal of washing detergents and/or muriatic acid (common cooling tower cleaner). The facility should contact the appropriate agency for proper disposal.
- I. Emergency Showers
- 1) Verify emergency showers do not discharge to the storm drain sewer.
- J. Filter Back flush
- 1) Back flushed or back washed equipment filters, including filters for pools and fountains, should discharge to the sanitary sewer. The facility should collect and dispose of solids into a refuse container.
 - 2) Commercial and institutional swimming pool facilities should refer to the Santa Clara County Health Department, Consumer Protection Division for filter medium disposal issues
- K. Grease Interceptor, Tallow Containers
- 1) Inspect the area around outdoor grease interceptor cover and verify rain water can not carry residual grease to the storm drain.
 - 2) Advise facility representative to clean debris on a regular basis and clean the interceptor area after it is pumped by a septic hauler. Residual grease must be

- collected or washed back into the interceptor.
- 3) Tallow bins must be stored in areas where they do not come into contact with storm water. Recommend a covered area for tallow bin storage.
 - 4) Ensure a mechanism is in effect to protect storm drains if an interceptor overflows.
 - 5) Replace or exchange bins, if necessary.
- L. Ground Water Treatment Discharge
- 1) Determine whether ground water is being treated at the site and where it is discharged. Consult with RWQCB or SCVWD.
 - 2) If ground water is discharged to the storm drain, verify an NPDES permit has been issued. If ground water is discharged to the sanitary sewer, verify POTW permit.
- M. Ground Water Dewatering Devices
- 1) Determine if any groundwater is discharged from the site, and verify which sewer it connects to.
 - 2) Uncontaminated groundwater infiltration need not be prohibited unless the discharge is identified by a public agency or the RWQCB as a source of pollutants to receiving waters.
 - 3) If applicable, review spill control plan.
 - 4) Determine whether pumped water comes into contact with any pollutants before water is discharged. Consult with RWQCB and SCVWD.
- N. Loading Docks
- 1) Inspect all loading dock drains for potential pollutants, including truck fluid leaks.
 - 2) Debris from catch basins should be removed on a regular basis.
 - 3) Catch basin inlets should be protected from accidental spillage by placing absorbent booms or covers over drains or installing valved inlet inserts (if safe and feasible).
 - 4) Advise local hazardous materials agency if materials that could impact the storm drain are loaded or transferred at the dock.
 - 5) Dock wash water should be diverted to the sanitary sewer, (if within POTW limits) or a dry method of clean-up should be used.
- O. Parking Lots
- 1) Inspect facility parking lots for excessive vehicle fluid leaks or spills. The facility should clean-up spills by (1) sweeping up particles and debris, (2) absorbing spills with rags or absorbent, (3) mopping area.
- P. Ponds, Fountains and Pools
- 1) Overflow drains from ponds and decorative fountains must be discharged to the sanitary sewer or re-used for irrigation. This includes all pool filter backwash and associated debris.
 - 2) The facility should consult with the local POTW if ponds or fountains are treated with copper-based algaecides (shock), growth inhibitors or other agents.
 - 3) Ensure pond or fountain filters are not back flushed into a storm drain.
- Q. Roof Vents and Equipment
- 1) Excessively greasy roof vents should be cleaned on a regular basis, especially during the wet season.
 - 2) If feasible, catchment pans or trays should be installed at the base of the vents.
 - 3) Duct work should be properly sealed and maintained.
 - 4) If feasible, protective devices should be installed around storm drains.
 - 5) Inspect roof for residual machinery process residues on roof (paper dust, sawdust,

steam condensate, paint, etc.). The facility should consult with the local hazardous material waste enforcement agency and the Bay Area Air Quality Management District for control measures.

R. Reverse Osmosis and Deionization Units.

- 1) Ensure reject water from reverse osmosis (R.O.) units, in no way impacts the storm drain. Reject water from R.O. unit should be diverted to the sanitary sewer. The facility should consult the local POTW for requirements.
- 2) Back flush water from deionization units should be discharged to the sanitary sewer. The facility should consult the local POTW for requirements.

References

California Storm Water BMP Industrial Handbook

Mobile Cleaner BMP, CETA

Machine Shop BMP, City of San Jose

Guidelines for Vehicle Service Facilities, Santa Clara Valley Nonpoint Source Program

Restaurant BMPs, Santa Clara Valley Nonpoint Source Program

Vehicle Service BMP, City of Sunnyvale

California Storm Water BMP Construction Handbook

BMPs for Industrial Storm Water Pollution Control, Santa Clara Valley Nonpoint Source Program

Pollution from Surface Cleaning BMPs, Bay Area Storm Water Management Agency Association

SECTION 4

Standard Operating Procedures

**Performance Standard and Supporting Documents for the
Industrial/Commercial Discharger Control Program**

**Section 4
STANDARD OPERATING PROCEDURES**

This section contains the Co-permittee's standard operating procedures for implementation of the performance standard.

Example Contents

- Enforcement Response Plan
- Documentation and/or Record Keeping Methods
- Staff Training
- Enforcement Procedures
- Public Information and Participation Distribution