

Industrial User Survey
Required with each new NPDES permit (1/5 years)

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Objective:

Locate users of the sewer system whose discharge may:

1. Cause interference of sewer system operation,
2. Cause pass-through of pollutants to the receiving stream,
3. Cause biosolids contamination,
4. Negatively impact the system.

Survey Forms

Short Form. A one page form to collect general information. If a user is a “significant industrial user” or has potential to impact the system, follow up with long form.

Long Form. An eleven page document which will request detailed information about the users discharge.

Who to survey.

Use sewer billing list to identify:

1. Known or already permitted industrial users,
2. Large water users, especially anyone using >25,000gpd,
3. New industrial or commercial users who you may have little information about,
4. Users who perform commercial cooking, such as restaurants, delis, convenient stores,
5. Institutional users such as schools, hospitals, nursing homes, jails, prisons, churches that may cook and serve large numbers of diners,
6. Automotive repair and servicing users, car washes,
7. Medical and health care related users such as dentist, doctors, veterinarians, funeral homes,
8. Photo processing users
9. Others who may impact the system.

Send survey along with a cover letter describing what is needed to the users in question.

Comments: Some cities will send the single page survey to all commercial users. Then follow up with the long survey for those who show potential for impact. Users who you clearly know discharge only domestic sewage such the offices of lawyers, accountants, insurance, or banking concerns can be eliminated. Survey results should be organized into groups with similar types of discharges. These groups could include manufactures, food service establishments, health care providers, and automotive type businesses.

Significant Industrial User

Any user who falls into this EPA defined classification must be Permitted under an approved Industrial Pretreatment Program.

Significant Industrial User

1. A categorical industrial user according to EPA's definitions found in 40 CFR 403 et. seq.,
2. A user using greater than 25,000 gallons per day of industrial process wastewater,
3. A user who discharges to the system greater than 5% of the systems hydraulic or organic capacity,
4. Any user who has the potential to impact the system.

Reporting

A report of survey activity is due to the Pretreatment Section of Water Pollution Control. This is a general report of your findings, do not send the individual survey forms. A summary should include the following:

1. List the source from which you identified users to surveyed. This could be you billing records or tax records.
2. A copy of the cover letter and blank survey forms used.
3. Describe what follow-up action you took for those who did not return a survey and enclose an example letters used in the follow-up. This could be another letter, phone call or perhaps a personal visit.
4. A numeric summary of survey finding listing the number of users in general classifications. The biggest group most likely will be users with only domestic sewage.
5. A detailed listing of users who are classified as "significant industrial users," what pollutants they will be discharging and how the city will regulate them. This will most likely be through a formal State approved Industrial Pretreatment Program.
6. A listing of users who you want to pay more attention to. These could be food service establishments which you may choose to regulate more closely through Fat-oil-grease ordinances.

Review

The survey process is all about locating discharges which do or could negatively impact the operation of your system. If you locate a user whose discharge is causing interference, pass through, contamination of biosolids or other potential problem, it is the responsibility of local government to regulate those discharges. The basis for this regulation is the sewer use ordinance. Water Pollution Control wants to know what you found and how you will deal with any problems.