

ILLICIT DISCHARGE DETECTION AND ELIMINATION PROGRAM MANUAL

City Policies and Procedures



City of Bothell™

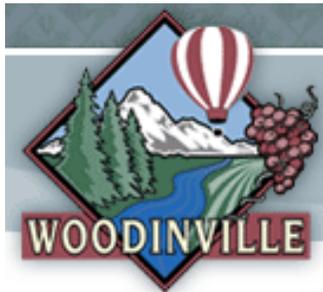
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Illicit Discharge Detection and Elimination Program Manual

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Section 1 – Introduction

1.1 Background

Surface Water Management staff work to protect and restore the physical, chemical and biotic integrity of surface water through the promotion of ecologically sound land use practices, reduction and elimination of storm water impacts, the assurance of a high performance level from current and future storm water control systems, and education and outreach opportunities to foster healthy watershed stewardship.

According to the US EPA's 2000 National Water Quality Inventory, 39 percent of assessed river and stream miles, 46 percent of assessed lake acres, and 51 percent of assessed estuarine square miles do not meet water quality standards. The top causes of impairment include siltation, nutrients, bacteria, metals (primarily mercury), and oxygen-depleting substances. Polluted stormwater runoff, including runoff from urban/suburban areas and construction sites is a leading source of this impairment. To address this problem, EPA established the National Pollutant Discharge Elimination System (NPDES) program as part of the Clean Water Act to regulate stormwater discharges.

In the State of Washington, EPA has delegated the NPDES program administration to the Department of Ecology. Ecology issued a Phase II Municipal Stormwater Permit to the City of Bothell. The Phase II Permit requires the City to have a stormwater management program (SWMP) with five major conditions. One of those conditions requires "The SWMP shall include an ongoing program to detect and remove illicit connections, discharges as defined in 40 CFR 122.26(b)(2), and improper disposal, including any spills..., into the municipal separate storm sewers owned or operated by the Permittee." (Permit Condition S5.C.3). The overarching program goal is to prevent, locate, and correct illicit discharges.

The City's IDDE program is managed by the Surface Water Management Team in Public Works. Maintenance staff and construction site inspectors also play an important role identifying illicit discharge problems and responding to clean-up requests. However, all Public Works, Planning and Community Development, Parks, Police, and Fire staff will play a role in locating, identifying and reporting potential illicit discharges.

1.2 Summary of the IDDE Program

The Phase II Permit requires the permittees to develop an IDDE program encompassing the elements listed below. Each element is addressed in the sections of this IDDE Program Manual as noted below.

- Develop a municipal storm sewer system map (Section 2);
- Adopt an ordinance to prohibit non-stormwater, illegal discharges, and/or dumping into the storm sewer system (Section 3);
- Implement an on-going program to detect and address non-stormwater discharges, spills, illicit connections, and illegal dumping (Section 4, 5, 6);
- Educate employees, businesses, and the general public about illicit discharge concerns (Section 7);
- Adopt and implement procedures for program evaluation and assessment (Section 8);
- Maintain records of all IDDE program activities (Section 8); and
- Provide IDDE training for municipal staff (Section 9).

This manual is intended to assist City staff in implementing the IDDE program. It is to be used as a guidance document for staff in their day-to-day activities related to IDDE. This document can also be used as a training tool to ensure that staff are following the same procedures in responding to illicit discharge concerns.

Section 2 – Storm Sewer System Map

2.1 Overview

The first major component of the City's illicit discharge program is the mapping of the municipal stormwater drainage system. Maintaining an accurate map of the stormwater drainage system will make it easier for the City to track and locate the source of suspected illicit discharges. The NPDES Phase II Permit outlines minimum information that should be included in the City's municipal storm sewer system map:

- Location of all known municipal storm sewer outfalls, receiving waters, and structural BMPs owned, operated, or maintained by the City,
- Tributary conveyances (type, material, size) leading to outfalls that are 24-inches or larger (or have an equivalent cross-sectional area),
- Drainage areas and land use for the drainage basins contributing to outfalls that are 24-inches or larger (or have an equivalent cross-sectional area),
- Locations of new connections to the City's stormwater drainage system, and
- Drainage areas within the City that do not discharge to surface water (closed depressions).

The Department of Ecology requires the map be prepared in GIS format and the map must be made available to Ecology upon request.

2.2 Mapping Procedures

The City's GIS data layer for its surface and storm water system is improved through various processes, which include: data audits, data corrections from reported inconsistencies, and the addition of as-built plan data. The source of information for these data updates come from as-built data, graphical editing, and the use of a Trimble GPS unit.

In 2010, the Surface Water Management Team began field collecting data for the surface and storm water data layer with the assistance of a Trimble GPS Unit. Users are trained by the GIS department in the use of the units and data collected conforms with the existing features and attributes in the data set.

When using the Trimble GPS unit for data collection, City staff locate drainage features and record the locations and feature attributes. The data is then downloaded, checked for accuracy, and imported into the City's GIS map.

The City has data for both the City's MS4 and private systems. Screening activities are done solely in the right-of-way. Data updates in the right-of-way are the highest priority, however, private systems are mapped and updated as data is available. New systems, both private and public, are routinely added through the development process.

Documentation on data collection dictionaries and procedures will be added to Appendix A as they become available.

Section 3 – IDDE Ordinance

3.1 What is an Illicit Discharge?

An illicit discharge is defined by the Department of Ecology as “...any direct or indirect non-stormwater discharge to the city’s storm drain system, except as expressly allowed by this chapter.” Examples of illicit discharges include (but are not limited to) the following:

- Disposal of vehicle maintenance fluids into a storm drain;
- Hosing or washing loading areas in the vicinity of storm drain inlets;
- Leaking dumpsters flowing into a storm drain inlet;
- Old and damaged sanitary sewer line leaking fluids into a cracked or damaged storm sewer line.
- Pouring paints or stains into a storm drain;
- Allowing washwater with soaps or detergents into a storm drain inlet;
- Washing silt, sediment, concrete, cement or gravel into a storm drain; and
- A measurable flow during dry weather that contains pollutants or pathogens.

3.2 What is an Illicit Connection?

An illicit connection is defined by the Department of Ecology as “Any man-made conveyance that is connected to a municipal separate storm sewer without a permit, excluding roof drains and other similar type connections.” Examples of illicit connections include (but are not limited to) the following:

- Sanitary sewer piping that is connected directly from a building to the stormwater system;
- A basement or shop floor drain that is connected to the stormwater system; or
- A cross connection between the municipal sanitary sewer and the stormwater system.

3.3 City IDDE Ordinance

The City of Bothell developed, adopted, and implemented ordinances to illicit discharges and illicit connections to the City’s surface and stormwater system, which included enforcement provisions for the ordinance. These updates are located in Bothell Municipal Code (BMC) Title 18, Utilities and BMC 11.20.010 (A) (3) Special Penalties for BMC Title 18, Utilities.

Copies of relevant code are located in Appendix B.

Section 4 – Illicit Discharge Detection Procedures

4.1 Purpose

Illicit discharges and connections are identified through citizen reporting, interdepartmental or interagency referral, or other routine MS4 inspection activities. The City relies on local citizens, field staff, and inspections to detect potential problem areas quickly, so that they can be addressed before they cause significant water quality degradation.

A water quality incident/spill/trouble call Hotline number (425.806.6750) is available to call to report concerns. This convenience encourages residents to participate in the reporting process and helps the City to receive timely information about problems like illegal dumping, spills, or strong odors. The City's related MS4 maintenance activities provide opportunities to document and identify potential problems that may not be obvious to the general public.

4.2 Incident Reporting

4.2.1 Contact Information

The City has established a "hotline" to handle water quality incident reports. Citizens, field personnel, and outside agencies that suspect an illicit discharge, an illicit connection, or an illegal dumping action can call 425.806.6750 to report the incident.

During normal business hours (Monday thru Friday 8:00am to 5:00pm) citizens, other City departments or outside agencies reporting incidents that have occurred within the city limits can call the hotline, and they will be routed directly to staff on the Surface Water Management Team.

After hours, emergency water quality incidents reported through the police non-emergency line, where the call is routed to the public works employee on-call. Residents that encounter a non-emergency incident are encouraged to report the problem the next business day through the hotline.

4.2.2 Problem Documentation

When water quality incident reports are received, the staff person receiving the information should complete a Request in the tracking program Energov, assign it to the primary Illicit Discharge Responder and notify them for follow up.

Once recorded, incident information is referred to the appropriate City department and/or staff person for follow-up. In most cases, IDDE problems should be referred to Kristin Terpstra for further investigation. Staff will either follow the investigation procedures in Section 5 to identify the source of the problem or, if the source is known, the corrective action procedures outlined in Section 6 will apply.

4.3 Outfall Inspection Procedures

The City will conduct an Outfall Reconnaissance Inventory (ORI) to visually inspect outfalls from the City's stormwater drainage system to identify areas of obvious pollution or non-stormwater discharges. Outfall inspections can locate potential problem areas without the need for in-depth laboratory analysis. Potential problem discharges can be identified by outfalls that are flowing during dry weather (potential illicit connection) or outfalls that have high turbidity, strong odors, or unusual colors.

If inspection staff encounter a transitory discharge, such as a liquid or oil spill, during inspection activities, the problem should be immediately referred to the appropriate agency or response contractor (i.e. NRC Environmental) for clean-up.

4.3.1 Prioritization Schedule

The Phase II Permit requires the City prioritize receiving waters for visual inspection to identify the areas most likely to include illicit discharges. Receiving water priorities were identified and screening completed in summers of 2010 and 2011.

After 2011, screening priorities will be set annually based on new permit requirements and additional information collected through mapping efforts and citizen complaint calls.

4.3.2 Responsibility

Inspections are the responsibility of the Surface Water Management Team. Inspections may be performed by City staff or by outside consultants hired by the City. In either case, all field reports will be reviewed by a Surface Water Management Team member.

4.3.3 Timing

Timing is important when scheduling ORI field days. The preferred conditions for outfall inspections include:

- Dry season – preferably in summer or early fall
- No run-off producing rainfall within previous 48 hours
- Low vegetation (avoid late spring when access may be hindered by heavy vegetation)

The preferred conditions allow detection of flows when there should be none and prevent the dilution of pollutants.

4.3.4 Equipment

Prior to conducting field work, crews should assemble all necessary equipment (see Table 4-1) and review records from prior inspections in the same area to become familiar with the outfall locations and any potential inspection challenges. Field crews should prepare for consecutive days of field work when possible.

Table 4-1 Field Equipment for Outfall Inspections	
Minimum 2 person crew	
Safety Gear – vest, work boots, cones	Flash light or headlamp
Field Notebook/Pencils	Tool Box–hammer, tape measure, duct tape, zip ties
Map or Aerial Photo of Inspection Area	First Aid Kit
GPS Unit	Clear sample bottles
Cell phone w/ charged battery	Wide mouth container
Digital camera w/ charged battery	Watch with second hand

After long periods of heavy rain, field crews should allow 3-4 days of an antecedent dry period before starting or resuming inspections, so that rainfall runoff has a chance to clear the storm drainage system.

4.3.5 Activities

During ORI field days, field crews should visually inspect each outfall and the immediate surrounding area, photograph the current conditions, and collect features and attributes for the GIS data layer.

Potential problems are indicated by outfalls that are flowing in dry weather and/or foul odors or discolored water in or around the outfall pipe. If an outfall with significant flow is encountered, field crews should attempt to first determine the source of the flow. If groundwater has been ruled out as the source of the flow, then a flowing outfall may indicate a potential illicit discharge concern.

When illicit discharge problems are identified, field crews will photograph the problem area and conduct a quick visual inspection of the surrounding area to identify any obvious pollution sources. For obvious illicit discharges, field crews should consider collecting samples of the discharge, if possible, and begin investigating the source of the pollutants as described in Section 5. These simple actions can give valuable direction to the upcoming IDDE inspection. Additional record keeping information is included in Section 8.

During field inspections, crews should also note whether the outfalls have maintenance issues, such as trash around the outfall or damaged infrastructure that should be brought to the

attention of the Street and Storm division of Public Works Operations. Observed spills or environmental hazards should be immediately reported to the Surface Water Management Team and the incident should be documented using a Request form In Energov. The Surface Water Management Team will work with the City's Maintenance and Operations Division or an appropriate vendor to clean-up and properly dispose of the spilled material.

4.5 Follow-up Actions

When potential problem areas are identified, field crews should report the observations to the City's Surface Water Management Team. Based on the severity of the problem, the responsible team member will direct staff to open a case log and begin the investigation procedures outlined in Section 5. The responsible staff member will also determine if other City departments or outside agencies need to be involved. For example, polluted discharges that may be the cause of leaking septic tanks warrant contacting the appropriate Health District in either King or Snohomish County for assistance and follow-up.

Section 5 – Investigation Procedures

5.1 Purpose

Potential illicit discharge problems can be revealed through outfall inspections or reports from staff, tenants, or the public as described in Section 4. When a complaint is reported, the Phase II Permit requires that a follow-up investigation be initiated within seven (7) days, on average. The follow-up investigation could include a site visit to look at the problem area, review of mapping information, review of past complaints or investigations at the location, or other data collection and review. Once a problem has been verified (either through a routine outfall inspection or follow-up to a called-in complaint) the City will begin an official illicit discharge investigation, following the procedures outlined in this section.

When an illegal dumping or illicit discharge problem is directly observed by a member of the City staff, it is generally not necessary to follow these investigation procedures. In those scenarios, the source of the problem discharge is already known. Problems revealed through direct observation are referred directly to the corrective action information in Section 6. In the event that a reported problem does not have a defined source, the procedures in this section should be followed to trace the source of the illicit discharge.

5.2 Source Investigation Priority Levels

Table 5-1 outlines the priority levels to assist City staff in determining the appropriate response time for initiating a source investigation after a problem is identified in the field. Priority levels are based on the suspected pollutant source(s) of a reported problem. According to the Phase II Permit, illicit discharge investigations should begin within seven days of identifying a problem. In most cases, the City strives to respond faster than the required timeline.

Table 5-1
Source Investigation Priority Levels

Priority Level	Suspected Pollutants	Response Time (Work Days)
1	<ul style="list-style-type: none"> • Alkalis • Automotive products • Bases • Cleaning products • Degreaser or solvent • Drain cleaner • Fertilizer • Flammable/explosive materials • Herbicide • Metals • Painting products • Pesticide • Petroleum • Process Wastewater • Sewage • Unknown chemicals 	1-2
2	<ul style="list-style-type: none"> • Ammonia • Construction runoff (silt, sediment, gravel) • Detergents • Food waste (fats, oils, grease) • Soap 	3-5
3	<ul style="list-style-type: none"> • Car washing • Pressure washing waste • Spa or pool water • Steam cleaning waste • Yard waste 	5-7
4	<ul style="list-style-type: none"> • Animal carcasses • Bacteria • Construction materials • Debris • Foam • Rust • Trash • Other 	Within 10 days

Priority levels were determined based on the potential public health and/or water quality threat posed by a given pollutant. The response time indicates a target time frame for opening a case log and initiating a source investigation as described in Section 5.3. Contact Emergency Services (911) or the Surface Water Management Team immediately if the discharge poses a severe threat to human health or the environment.

5.3 Tracing the Source

This section outlines the basic tools that can be used to trace the source of a suspected illicit discharge. Source tracing begins when a suspected problem area is identified through the ORI, field assessment/testing, or a complaint call. When the source of the non-stormwater discharge is not known, one of two primary methods can be used to locate the source of an illicit discharge:

- Method A – Storm Drain Network Investigations
- Method B – Drainage Area Investigations

The method used will depend on the type of information collected or reported, level of understanding of the drainage network, and existing knowledge of operations and activities on the surrounding properties. All source tracing investigations should be documented and recorded in Energov under Code Cases.

5.3.1 Open a Case Log

When problems are identified, a case in Energov should be opened, and assigned a case number, creation date, case description and the primary staff contact/investigator. A code case is created listing the property name, person responsible, and tracking all information related to the observed or suspected problem. The investigator assigned to the case shall keep an accurate log of labor, materials and costs associated with the investigation for invoicing the responsible party. The case log should be opened prior to completing any additional field work unless the nature of the discharge necessitates immediate response. In addition to filling out the electronic report, the file should include copies of the following, if applicable:

- GIS Inspection Map;
- Photographs;
- Field notes;
- Lab testing results;
- Compliance letters sent and responses received;
- Correspondence (mail, email, telephone logs);
- Proof of corrected problems (contract and invoice or clean field investigation report).

Any field investigations, photographs, corrective actions, or other activities associated with the suspected problem area should be documented in the case log. This becomes the City's official record of the IDDE investigation. Additional record keeping information is included in Section 8.

5.3.2 Method A – Storm Drain Network Investigations

The source of some illicit connections or discharges can be located by systematically isolating the area from which the polluted discharge originates. This method involves progressive

investigation at manholes in the storm drain network to narrow down the location where the illegal discharge is entering the drainage system. This method is best used to identify constant or frequent discharge sources such as an illicit connection from a sewer system or sink drain into the storm drainage network. One-time illegal discharges (such as a surface spill or intentional dumping into the storm drain system) should be investigated using Method B described later in this section.

Field crews should work progressively upstream from the outfall and inspect manholes until indicators reveal the discharge is no longer present. Manhole observations can be time-consuming, but they are generally a necessary step before conducting other tests. In particularly large storm drain systems, it may be helpful to first identify major branches of the system and test one manhole at the downstream end of each branch. This can help to reduce the area that must be investigated.

Storm drain network investigations include the following steps:

1. Consult the drainage system map (if available) and identify the major branches. If a drainage system map is not available or major branches cannot be identified, then sketches of the system shall be made and the system shall be identified in the GIS project queue for adding to the City's drainage system map.
2. Starting from the outfall, observe the next upstream manhole or junction to see if there is evidence of polluted discharge. As with the outfall inspections, field crews are looking for the presence of flow during dry weather, foul odors, colors or stained deposits, oily sheen, floatable materials, and/or other unusual observations.
3. Repeat observations at each upstream manhole or junction until a junction is found with no evidence of discharge; the discharge source is likely located between the junction with no evidence of discharge and the next downstream junction.
4. Work downstream from the "clean" manhole or junction to isolate the location where the polluted discharge is entering the storm drain system.
5. If discharge is evident from private property initiate private property site entry procedures.
6. Document all findings in field notes and the Energov case file.

Figure 5-1 shows the observation steps to isolate the location where an illicit discharge is entering the storm drainage network.

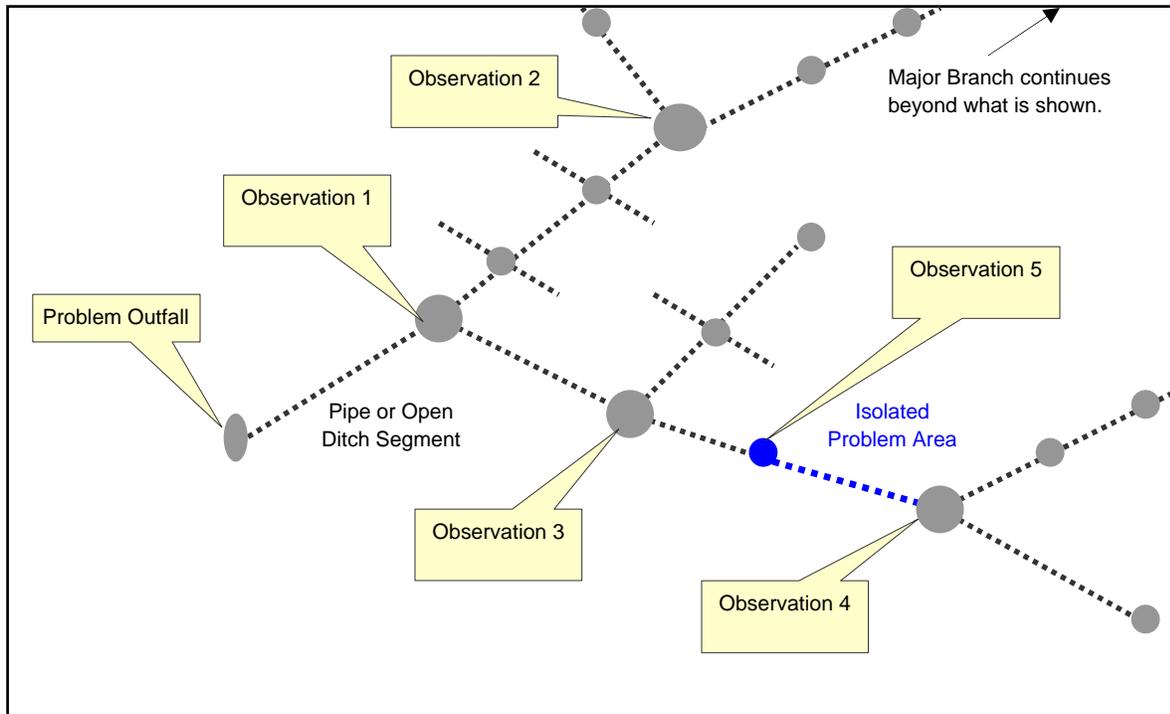


Figure 5-1. Storm Drain Network Observation Steps

When visual inspections are not enough to isolate the source of the illegal discharge, a number of additional field tests can be performed. These include:

- Dye testing,
- Video Testing/Camera-ing/TVing,
- Smoke testing,

The Center for Watershed Protection's *Illicit Discharge Detection and Elimination: A Guidance Manual* provides instructions for employing these testing techniques. The relevant pages from that manual are included in Appendix E.

Confirmed illicit discharge sources should be referred to the follow-up actions and corrective action procedures described at the end of this section and in Section 6.

5.3.3 Method B – Drainage Area Investigations

The source of some illegal discharges can be determined through a survey or analysis of the drainage area of the problem outfall. Drainage area investigations are particularly useful when the discharge observed at the outfall has a distinct or unique characteristic that can allow field crews to quickly determine the type of activity or non-point source that is generating the discharge. However, drainage area investigations are generally not helpful in tracing sewage discharges, since they are not related to a specific land use.

Drainage area investigations should begin with a discussion between the field crews, inspectors, engineers, and other knowledgeable City staff to identify the type of site most likely to produce the observed discharge. Table 5-2 shows some of the activities or land uses most likely associated with specific discharge problems.

Table 5-2 Common Discharges and Potential Sources	
Observed Discharge	Potential Causes
Clogging Sediment	<ul style="list-style-type: none"> Construction activity without proper erosion and sediment controls Roadway sanding operations Outdoor work areas or material storage areas
Thick Algae Growth	<ul style="list-style-type: none"> Fertilizer Leak or Spill Landscaping operations Hydroseeding following Construction Failing or leaking septic system
Oil	<ul style="list-style-type: none"> Refueling operations Vehicle or machinery maintenance activities
Sudsy discharge	<ul style="list-style-type: none"> Power washing of buildings Vehicle or equipment washing operations Mobile cleaning crew dumping Laundry or Cleaner Household greywater discharge
Clogged Grease	Restaurant sink drain connection to stormwater system
Sewage	Failing or leaking septic systems

Staff should make a list of likely discharge sources and consult City land use and drainage system maps to identify areas of likely pollutions sources near the storm drain network. Field crews should then conduct a windshield survey of the drainage area to confirm and identify potential sources of the discharge. Once potential discharge sites are identified, City staff should conduct individual site inspections to locate the specific source of the illegal discharge.

In some cases, dye testing (See Appendix E) may be needed to confirm that a suspected activity is actually draining into the storm drain network.

All drainage area investigations should be documented in field notes and entered in the Energov case log.

5.3.4 Equipment

Prior to conducting field work, crews should assemble all required equipment (see Table 5-3) and review the outfall inspection records or water quality incident reports from the area to become familiar with the background information and potential pollution sources.

Table 5-3 Field Equipment for Source Investigations	
Minimum 2 person crew	Watch with second hand
Safety Gear – vest, work boots, cones	Flash light or headlamp
Field Notebook/Pencils	Tool Box–hammer, tape measure, duct tape, zip ties
Map or Aerial Photo of Inspection Area	First Aid Kit
Digital camera w/ charged battery	Clear sample bottles
Cell phone w/ charged battery	Wide mouth container

5.3.5 Analytical Sampling (if needed)

If illicit discharge sources cannot be identified based on a storm drain network investigation and/or drainage area investigation, the investigator may request that water samples be collected from potential problem discharges and sent to the lab for analytical testing. The results of lab tests may isolate the source or type of illegal discharge. Lab tests may also be important for documentation in the event that an enforcement action must be taken against a tenant or property operator. Table 5-4 shows the recommended water quality testing parameters.

Table 5-4
Water Quality Test Parameters and Uses

Water Quality Test	Field or Lab Test	Use of Water Quality Test
Conductivity	Field	Used as an indicator of dissolved solids. Used to distinguish between seawater and stormwater.
pH	Field	Extreme pH values (high or low) may indicate commercial or industrial flows. Not useful in determining the presence of sanitary wastewater (tends to have a neutral pH like uncontaminated base flows).
Temperature	Field	Sanitary wastewater and industrial cooling water can substantially influence outfall discharge temperatures.
Ammonia	Lab	High levels can be an indicator of the presence of sanitary wastewater
Surfactants	Lab	Indicate the presence of detergent (e.g. laundry, car washing)
Total Chlorine or Fluoride	Field	Used to indicate inflow from potable water sources. Not a good indicator of sanitary wastewater because chlorine will not exist in a "free" state in water for long (it will combine with organic compounds).
Potassium	Lab	High levels may indicate the presence of sanitary wastewater.
Bacteria	Lab	Sanitary wastewater or septic systems.

Results of any analytical testing should be recorded in Energov. Testing results may lead to another round of field investigations using either Method A or B. All data shall be recorded in the Energov.

5.4 Follow-Up Actions

Once the source of an illicit discharge has been identified, the investigator should initiate private property site entry procedures (if needed), notify the property owner or operator of the problem, and provide the appropriate educational materials and/or a notice of violation. This is an important first step in the corrective action process. The investigator completes the information in Energov to document the findings. The investigator from the Surface Water Management Team can then begin working through the corrective action steps outlined in Section 6.

Section 6 – Corrective Action

6.1 Purpose

The City will respond to identified illicit discharges, illicit connections, or illegal dumping activities using progressive enforcement actions. Corrective actions will focus first on education to promote voluntary compliance and escalate to increasingly severe enforcement actions if voluntary compliance is not obtained.

6.2 Voluntary Compliance

The preferred approach to address illicit discharge problems is to pursue voluntary compliance through property owner or responsible party education. Often, business operators and property owners are not aware of the existence of illicit connections or activities on their properties that may constitute an illegal discharge. In these cases, providing the responsible party with information about the connection or operation, the environmental consequences, and suggestions on how to remedy the problem may be enough to secure voluntary compliance.

Education begins during the site investigation when the operation or connection is first confirmed. Property owners and operators should be notified that the problems must be corrected in a timely manner and that the City will be conducting a follow-up site visit to verify compliance. Field staff should also provide the property operator with an educational brochure describing illicit discharge violations and a copy of the applicable City code. Field staff should also remind property owners of their obligation to report discharges to the proper agencies.

6.2.1 Operational Problems

Property owners are responsible for correcting operational problems that are leading to illegal discharges to the storm drainage system. This could include moving washing activities indoor or undercover, covering material storage areas, locating an appropriate discharge location for liquid wastes, or other operational modifications. Through site visits and education, the City can provide technical assistance to aid property owners in identifying the required modifications.

6.2.2 Structural Problems

Most illicit connection problems will require a structural modification to correct the problem. Structural repairs can be used to redirect discharges such as sewage, industrial, and commercial cross-connections. Such cross-connections must be re-routed to an approved sanitary sewer

system. Correcting structural problems is the responsibility of the property owner, though the City may provide technical assistance throughout the process.

6.3 Enforcement Actions

When voluntary compliance does not produce the desired result, the City is required to pursue follow-up enforcement action.

All enforcement actions will be the responsibility of the Surface Water Management Team. Table 6-1 and Figure 6-1 outline the detailed enforcement steps. More serious violations or continued non-compliance may warrant a more aggressive, enforcement-oriented approach.

Table 6-1 Illicit Discharge Enforcement Steps		
Enforcement Step	Details	Responsibility
Step 1 – Initial Actions	<p>If first offense (otherwise, skip to step 2):</p> <ul style="list-style-type: none"> • Provide educational materials • Encourage voluntary compliance • Provide “warning letter” setting expected compliance date • Additional staff support or technical assistance • Request evidence of corrected problem (if applicable) • Site visit to verify compliance 	Investigator on Surface Water Management Team
Step 2 – Follow-up Actions	<ul style="list-style-type: none"> • Send “notice of violation” letter* to property owner regarding unresolved issues • Set second compliance date (determined on individual incident basis) • Site visit to verify compliance 	Investigator on Surface Water Management Team
Step 3 – Final Actions	<ul style="list-style-type: none"> • Send second “notice of violation” letter* indicating that unresolved issues will be referred to prosecutor • City may correct problems and send bill to property owner, if deemed appropriate by code 	Investigator on Surface Water Management Team

* Keep copies of all letters within the Energov Case File.

6.3.1 Enforcement Timeline

The timeline of corrective action procedures is highly dependent on the nature of the violation and the responsiveness and cooperation from the person(s) responsible. The urgency of addressing identified problems will be based on the nature of the pollutant in question and potential impacts to downstream waters. Compliance dates should be included in all violation notices.

The Phase II Permit requires identified problems to be corrected and illicit connections removed within 180 days of identifying the source. If property owners are not addressing problems in a timely manner, the City may step in (if deemed appropriate by code) and perform the repairs necessary to remove an illicit connection, eliminate an illicit discharge, and/or clean-up a dumping incident. Property owners will also be responsible for reimbursing the City for any costs occurred in correcting IDDE problems.

6.3.2 Potential Fines

11.20.010 Penalties

A. 3. Special Penalties for BMC Title [18](#), Utilities Infrastructure.

a. Basic Penalty. Each day or portion thereof during which a violation of the title exists is a separate violation of the title. The cumulative monetary penalty for each violation of the title shall be as follows:

- (1) The penalty for the first day a violation exists is \$100.00;
- (2) The penalty for the second day a violation exists is \$200.00;
- (3) The penalty for the third day a violation exists is \$300.00;
- (4) The penalty for the fourth day a violation exists is \$400.00;
- (5) The penalty for each day a violation exists beyond four days is \$500.00.

Schedule of Penalties per Violation

Day	Fine for That Day	Cumulative Total
1	\$100.00	\$100.00
2	\$200.00	\$300.00
3	\$300.00	\$600.00
4	\$400.00	\$1,000.00

5	\$500.00	\$1,500.00
6 and up	\$500.00	\$2,000.00 and up \$500.00 per day

b. Triple Penalties. Penalties may be trebled for:

- (1) A repeat violation, which means an additional violation of a requirement of this title for which the responsible party has previously received a notice of violation and failed to correct the violation by the compliance date;
- (2) A violation resulting in physical harm to persons or to private or public property;
- (3) A knowing or deliberate violation. The responsible party shall assume the burden of proof for demonstrating that the violation was not deliberate;
- (4) A violation resulting from gross negligence or reckless conduct.

c. Reduction of Penalties. Penalties may be reduced based upon one or more of the following mitigating factors:

- (1) The responsible party shows due diligence and/or substantial progress in correcting the violations;
- (2) Another responsible party was the primary cause of the violation;
- (3) The responsible party was unaware of the violation and had not acted negligently or recklessly.

d. Penalty for Significant Violation. Responsible parties for violations causing significant harm to public health, safety or welfare, the environment, or public or private property shall be assessed the penalties set forth in the schedule above, or an amount equivalent to the economic benefit the responsible party derived from the violation, whichever is greater. "Significant harm" is harm which cannot be fully corrected or mitigated by the responsible party, and which cannot be adequately compensated for by assessment of penalties, costs, expenses or damages under this chapter. Economic benefit may be determined by an increase in market value of property, value received by the responsible party, savings in costs realized by the responsible party, increased income to the responsible party, or any other method reasonable under the circumstances.

e. Damages. Any party who violates any of the provisions of BMC Title [18](#) shall, in addition to any penalties provided for such violation, be liable for any cost, expense, loss or damage occasioned thereby to the city, plus a charge of 15 percent for administrative costs. This clause does not establish a cause of action that may be asserted by any party other than the city. Penalties, damage, costs and expenses may be recovered only by the city.

f. Effect of Payment of Penalties. The person to whom an order is directed is not relieved of the duty to take corrective action to correct the violation by payment of a monetary penalty pursuant to this title.

g. Enforcement and Collection of Penalty. The penalties provided for in this subsection may be enforced as otherwise provided in this chapter or in any other available manner and the penalties imposed may be collected as provided under subsection (A)(1)(a) of this section.

6.3.3 Record Keeping

Effective enforcement procedures require comprehensive record keeping and documentation to demonstrate all program steps have been followed. Throughout the problem investigation and corrective action activities, all information related to the incident or property in question should be documented in the case log. Section 8 discusses illicit discharge record keeping in greater detail.

Section 7 – Public Education

The NPDES Phase II Permit requires the City to conduct outreach activities to educate the public and business community about water quality protection. Outreach activities focus on reducing pollutants at the source by educating the public and businesses about their ultimate impact on the natural environment. Many members of the community are apt to modify behaviors once they understand the potential negative consequences.

The City has a well-established outreach and education program. Please refer to the City's Surface Water Management Plan for a summary of activities and plans for future activities.

Section 8 – Record Keeping

The NPDES Phase II Permit requires the City to keep records of all stormwater program activities. Thorough record keeping is particularly important for a successful IDDE program. Records of past problems can help focus an investigation in the right direction or identify repeat offenders. Thorough record keeping is also critical to the enforcement process. Examples of the different types of information to be retained are included below:

- **Citizen Complaints** – recorded in Energov
- **Outfall Inspections** – maintain field maps and open Energov files for potential illicit discharges or connections.
- **Investigations** – retain notes, photographs, conversation records, and lab testing results.
- **Corrective Action** – in addition to the information collected during the investigation process, retain copies of compliance letters, correspondence with property owners, and proof of corrected problems (contract and invoice for completed work or clean field investigation report).

8.1 Data Sources

Outfall Inspections – ORI data is captured using a Trimble GPS unit and uploaded to the City's GIS database.

Investigations – Illicit discharge investigation records prior to July 2011 were logged in an Excel spreadsheet and investigation files saved in paper and electronic form. Subsequent to July 2011, case files utilize the Energov database for record storage and tracking. A case log is created for each individual compliant call. The system tracks actions completed by the Investigator including: education opportunities, technical assistance, communications, sample collected and enforcement.

Financial Records – Financial records are stored in a separate database called Eden.

8.2 Long Term Record Storage

The NPDES permit requires that all IDDE program records be retained for a minimum of five (5) years. However, longer term record storage will be helpful in building a library of data that describes pollutant problems in the City. To facilitate this process, the City will maintain records indefinitely. Case log files (including analytical sampling results) will be kept for at least ten (10) years, or longer as data storage availability allows.

Section 9 – Staff Training

The City has developed a comprehensive training schedule to meet the requirements of the NPDES Phase II Permit. Two primary trainings have been identified related to IDDE:

- Training for all staff that are routinely in the field to educate them on what constitutes an illicit discharge problem and how to report suspected problems.
- Training for illicit discharge responders on proper identification, investigation, clean-up, disposal, and reporting techniques for illicit discharges.

These trainings are generally conducted by the Surface Water Management Team using materials developed for the IDDE program. The City has developed presentations that are used for conducting the overview training for all field staff. The City has met the permit requirement of developing a program to train all field staff, and the City will schedule follow-up trainings as needed to keep the information fresh or introduce new information acquired during implementation of the IDDE program.

Training for illicit discharge responders will primarily include distribution and review of this procedures manual as well as a refresher on City spill response procedures. Follow-up trainings for illicit discharge responders may take the form of debriefings following significant IDDE incidents. Debriefings allow staff to review the actions taken and identify what worked well and what should be modified for future responses.

Section 10 – References

Illicit Discharge Detection and Elimination Program Manual, City of Bainbridge Island, April 2010.

Illicit Discharge Detection and Elimination: A Guidance Manual for Program Development and Technical Assessments, Center for Watershed protection and Robert Pitt (University of Alabama), October 2004.

Illicit discharge Detection and Elimination Manual: A Handbook for Municipalities, New England Interstate Water Pollution Control Commission, January 2003.

Investigation of Inappropriate Pollutant Entries into Storm Drainage Systems: A User's Guide, Robert Pitt, et al, EOA publication 600/R-92/238, January 1993.

Appendices

Appendix A – Outfall Mapping Field Guidance

(To be added as resources become available)

Appendix B – IDDE Ordinance

Bothell Municipal Code 18.04.260 Prohibited acts.

It shall be prohibited and in violation of this chapter for any person or entity to:

A. Throw, drain, or otherwise discharge, cause or allow others under its control to throw, drain or otherwise discharge into the municipal storm drain system and/or surface and ground waters any materials other than storm water. Examples of prohibited contaminants include but are not limited to the following:

1. Trash or debris.
2. Construction materials.
3. Petroleum products including but not limited to oil, gasoline, grease, fuel oil and heating oil.
4. Antifreeze and other automotive products.
5. Metals in either particulate or dissolved form.
6. Flammable or explosive materials.
7. Radioactive material.
8. Batteries.
9. Acids, alkalis, or bases.
10. Paints, stains, resins, lacquers, or varnishes.
11. Degreasers and/or solvents.
12. Drain cleaners.
13. Pesticides, herbicides, or fertilizers.
14. Steam cleaning wasters.
15. Soaps, detergents, or ammonia.
16. Swimming pool or spa filter backwash.
17. Chlorine, bromine, or other disinfectants.
18. Heated water.
19. Domestic animal wasters.
20. Sewage.

21. Recreational vehicle waste.
22. Animal carcasses but not those naturally occurring from natural causes such as salmon, deer, raccoon, birds, or other native species.
23. Food wasters.
24. Bark and other fibrous materials.
25. Lawn clippings, leaves, or branches from landscaping activities.
26. Silt, sediment, concrete, cement or gravel.
27. Dyes.
28. Chemicals not normally found in uncontaminated waters.
29. Any other process-associated discharge except as otherwise allowed in this section.
30. Any hazardous material or waste not listed above.

a. Allowable Discharges. The following types of discharges shall not be considered illegal discharges for the purposes of this chapter unless the director determines that the type of discharge, whether singly or in combination with others, is causing or is likely to cause pollution of surface water or ground water:

- (1) Diverted stream flows.
- (2) Rising ground waters.
- (3) Uncontaminated ground water infiltration – as defined in 40 CFR 35.2005 (20).
- (4) Uncontaminated pumped ground water.
- (5) Foundation drains.
- (6) Air conditioning condensation.
- (7) Irrigation water from agricultural sources that is commingled with urban storm water.
- (8) Springs.
- (9) Water from crawl space pumps.
- (10) Footing drains.

(11) Flows from riparian habitats and wetlands.

(12) Discharges from emergency fire fighting activities.

b. Conditional Discharges. The following discharges shall not be considered illegal discharges for the purposes of the chapter if they meet the stated conditions or unless the director determines that the type of discharge, whether singly or in combination with others, is causing or is likely to cause pollution of surface water or ground water:

(1) Potable water including water from water line flushing, hyperchlorinated water line flushing, fire hydrant system flushing, and pipeline hydrostatic test water. Planned discharges shall be de-chlorinated to a concentration of 0.1 parts per million or less, pH-adjusted, if necessary and in volumes and velocities controlled to prevent re-suspension of sediments in the storm water system;

(2) Lawn watering and other irrigation runoff are permitted but shall be minimized;

(3) De-chlorinated swimming pool discharges. These discharges shall be de-chlorinated to a concentration of 0.1 parts per million or less, pH-adjusted, if necessary and in volumes and velocities controlled to prevent re-suspension of sediments in the storm water system;

(4) Street and sidewalk wash water, water used to control dust, and routine external building wash down that does not use detergents are permitted if the amount of street wash and dust control water used is minimized. At active construction sites, street sweeping must be performed prior to washing the street;

(5) Non-storm water discharges covered by another NPDES permit; provided, that the discharger is in full compliance with all requirements of the permit, waiver, or order and other applicable laws and regulations; and provided, that written approval has been granted for any discharge to the storm drain system;

(6) Other non-storm water discharges. The discharges shall be in compliance with the requirements of a storm water pollution prevention plan (SWPPP) reviewed and approved by the city, which addresses control of such discharges by applying all known and reasonable technology (AKART) to prevent contaminants from entering surface or ground water:

B. Cause or permit pollutants to enter any private drainage system which drains directly or indirectly into a private drainage system, or into the public drainage system;

C. Cause any damage to any drainage facilities or a private drainage system or the public drainage system;

D. Cause or permit horses, cattle, or other domestic animals to enter any watercourses or wetlands that are part of the drainage system of the city, except those permitted by the Washington State Department of Ecology. Storm water for stables, pastures, kennels, and other animal enclosures shall be treated with all reasonable BMPs for water quality protection so as to prevent polluted drainage waters from entering the drainage system of the city;

E. Cause or permit clearing, grading, or other land surface changes to take place in such a way as to allow drainage from the site to carry any suspended or dissolved matter into the drainage system of the city without first treating the drainage with all reasonable BMPs;

F. Cause or permit any work that would result in the transmission of silt, pollution materials, or other foreign substances from one part of the drainage system to another, without first treating the drainage with all reasonable BMPs;

G. Discharge any water or in any way cause the temperature of the water discharged from the property to exceed by more than five degrees Fahrenheit the temperature of the nearest receiving body of waters, by the time it reaches the receiving body of waters;

H. Introduce into the drainage system any liquid or solid foreign substances which shall cause the water quality to degrade from the water quality standards of the receiving body of waters;

I. Place obstructions of any kind which would prohibit the free passage of fish, in channels which may contain fish now, or with improvements could contain fish in the future, unless approved by the director or through the hydraulic project approval (HPA) process;

J. Release any illicit discharge other than those authorized by a National Pollutant Discharge Elimination System (NPDES);

K. Abatement – Discharge of Pollutants – Liability for Expenses Incurred by the City.

1. Any person responsible for a pollutant discharge into the surface waters or storm water system shall be responsible for the costs and expenses incurred by the city in carrying out any pollutant abatement or restoration procedures, including the collection, removal, containment, treatment or disposal of pollutant materials, and including all personnel, legal and other costs and expenses. (Ord. 2023 § 1 (Exh. A), 2009; Ord. 1634 § 1, 1996).

18.04.400 Prohibition of illicit connections.

A. The construction, use, maintenance, or continued existence of illicit connections to the storm drain system is prohibited.

B. This prohibition expressly includes, without limitation, illicit connections made in the past, regardless of whether the connection was permissible under law or practices applicable or prevailing at the time of connection.

C. A person is considered to be in violation of this chapter if the person connects a line conveying sewage to the city's storm water system, or allows such a connection to continue. (Ord. 2023 § 1 (Exh. A), 2009).

18.04.500 Enforcement and inspections.

A. Enforcement. The code enforcement officer shall enforce violations of this code, as provided for in Chapter [11.20](#) BMC, Enforcement. The violation or failure to comply with any of the provisions of this chapter is unlawful. The remedies provided in this section, whether civil or criminal, shall be cumulative and shall be in addition to any other remedy provided by law.

B. Inspections.

1. Authority. The director is authorized to gain access to private property, make such inspections of drainage facilities, and take such actions as may be required to enforce the provisions of this chapter.

2. Procedures for Entry to Private Property. Whenever necessary to make an inspection to enforce any of the provisions of this chapter, monitor for proper function of drainage facilities or whenever the director has reasonable cause to believe that violations of this chapter are present or operating on a subject property or portion thereof, the director may enter such premises at all reasonable times to inspect the same or perform any duty imposed upon the director by this chapter; provided, that if such premises or portion thereof is occupied, the director shall first make a reasonable effort to locate the owner or other person having charge or control of the premises or portion thereof and request entry. If after reasonable effort, the inspector is unable to locate the owner or other person having charge or control of the premises or portion thereof, and has reason to believe the condition of the storm water system creates an imminent hazard, the inspector may enter.

3. Property Owner's Responsibility to Provide and Maintain Access to Drainage Facilities. Proper ingress and egress to any storm water facility shall be provided to the director to inspect, monitor or perform any duty imposed upon the director by this chapter. The director shall notify the responsible party in writing of failure to comply with this access requirement. Failing to obtain a response within seven days from the receipt of notification, the director may order the work required completed or otherwise address the cause of improper access. The obligation for the payment of all costs that may be incurred or expended by the city in causing such work to be done shall thereby be imposed on the person holding title to the subject property.

4. Orders.

a. Authority. The director is authorized to issue to an owner or persons representing an owner an order to maintain or repair a component of a drainage facility to bring it into compliance with this chapter.

b. Procedure. The order shall include:

- (1) A description of the specific nature, extent and time of the violation and the damage or potential damage that reasonably might occur;
- (2) A notice that the violation or the potential violation cease and desist and the specific corrective action to be taken;
- (3) A reasonable time to comply, depending on the circumstances;
- (4) Penalties that may be incurred by any owner of a storm water system not in compliance with this chapter; and
- (5) Any required structural repairs to a drainage facility are subject to approval by the director.

5. Penalties for Violations.

a. **Persons Subject to Penalty.** Any person who violates or fails to comply with the requirements of this chapter or who fails to conform to the terms of an approval or order issued by the director shall be subject to the civil and criminal penalties provided in Chapter [11.20](#)BMC, Enforcement. Each day of continued violation shall be considered a separate violation for purposes of penalty.

b. **Reinspection Fees.** In addition to criminal and civil penalties, the director may impose a reinspection fee for any account or storm drainage facility found not to be in compliance of this chapter. The inspection fee shall be independent of any current or future penalties that may be incurred by the property owner for noncompliance of this chapter. (Ord. 2023 § 1 (Exh. A), 2009).

18.04.600 Stop work order.

In the event the director finds any person engaged in construction for the purpose of making a connection to a public storm drain system without a permit, the director shall immediately notify such person to stop work. If such work is not immediately stopped, the public works director shall issue a stop work order and no further work shall be done until the person has complied with all the rules and regulations of the city. (Ord. 2023 § 1 (Exh. A), 2009; Ord. 1634 § 1, 1996; Ord. 1030 § 1, 1982).

Bothell Municipal Code 11.20.010 Penalties

A. 3. Special Penalties for BMC Title [18](#), Utilities Infrastructure.

a. **Basic Penalty.** Each day or portion thereof during which a violation of the title exists is a separate violation of the title. The cumulative monetary penalty for each violation of the title shall be as follows:

- (1) The penalty for the first day a violation exists is \$100.00;
- (2) The penalty for the second day a violation exists is \$200.00;
- (3) The penalty for the third day a violation exists is \$300.00;
- (4) The penalty for the fourth day a violation exists is \$400.00;
- (5) The penalty for each day a violation exists beyond four days is \$500.00.

Schedule of Penalties per Violation

Day	Fine for That Day	Cumulative Total
1	\$100.00	\$100.00
2	\$200.00	\$300.00
3	\$300.00	\$600.00
4	\$400.00	\$1,000.00
5	\$500.00	\$1,500.00
6 and up	\$500.00	\$2,000.00 and up \$500.00 per day

b. Triple Penalties. Penalties may be trebled for:

- (1) A repeat violation, which means an additional violation of a requirement of this title for which the responsible party has previously received a notice of violation and failed to correct the violation by the compliance date;
- (2) A violation resulting in physical harm to persons or to private or public property;
- (3) A knowing or deliberate violation. The responsible party shall assume the burden of proof for demonstrating that the violation was not deliberate;
- (4) A violation resulting from gross negligence or reckless conduct.

c. Reduction of Penalties. Penalties may be reduced based upon one or more of the following mitigating factors:

- (1) The responsible party shows due diligence and/or substantial progress in correcting the violations;

(2) Another responsible party was the primary cause of the violation;

(3) The responsible party was unaware of the violation and had not acted negligently or recklessly.

d. **Penalty for Significant Violation.** Responsible parties for violations causing significant harm to public health, safety or welfare, the environment, or public or private property shall be assessed the penalties set forth in the schedule above, or an amount equivalent to the economic benefit the responsible party derived from the violation, whichever is greater. "Significant harm" is harm which cannot be fully corrected or mitigated by the responsible party, and which cannot be adequately compensated for by assessment of penalties, costs, expenses or damages under this chapter. Economic benefit may be determined by an increase in market value of property, value received by the responsible party, savings in costs realized by the responsible party, increased income to the responsible party, or any other method reasonable under the circumstances.

e. **Damages.** Any party who violates any of the provisions of BMC Title [18](#) shall, in addition to any penalties provided for such violation, be liable for any cost, expense, loss or damage occasioned thereby to the city, plus a charge of 15 percent for administrative costs. This clause does not establish a cause of action that may be asserted by any party other than the city. Penalties, damage, costs and expenses may be recovered only by the city.

f. **Effect of Payment of Penalties.** The person to whom an order is directed is not relieved of the duty to take corrective action to correct the violation by payment of a monetary penalty pursuant to this title.

g. **Enforcement and Collection of Penalty.** The penalties provided for in this subsection may be enforced as otherwise provided in this chapter or in any other available manner and the penalties imposed may be collected as provided under subsection (A)(1)(a) of this section.

Appendix C – 2009 Bothell Spill Response Manual

(For Reference)



**Version 5.2009
May 2009**

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Overview

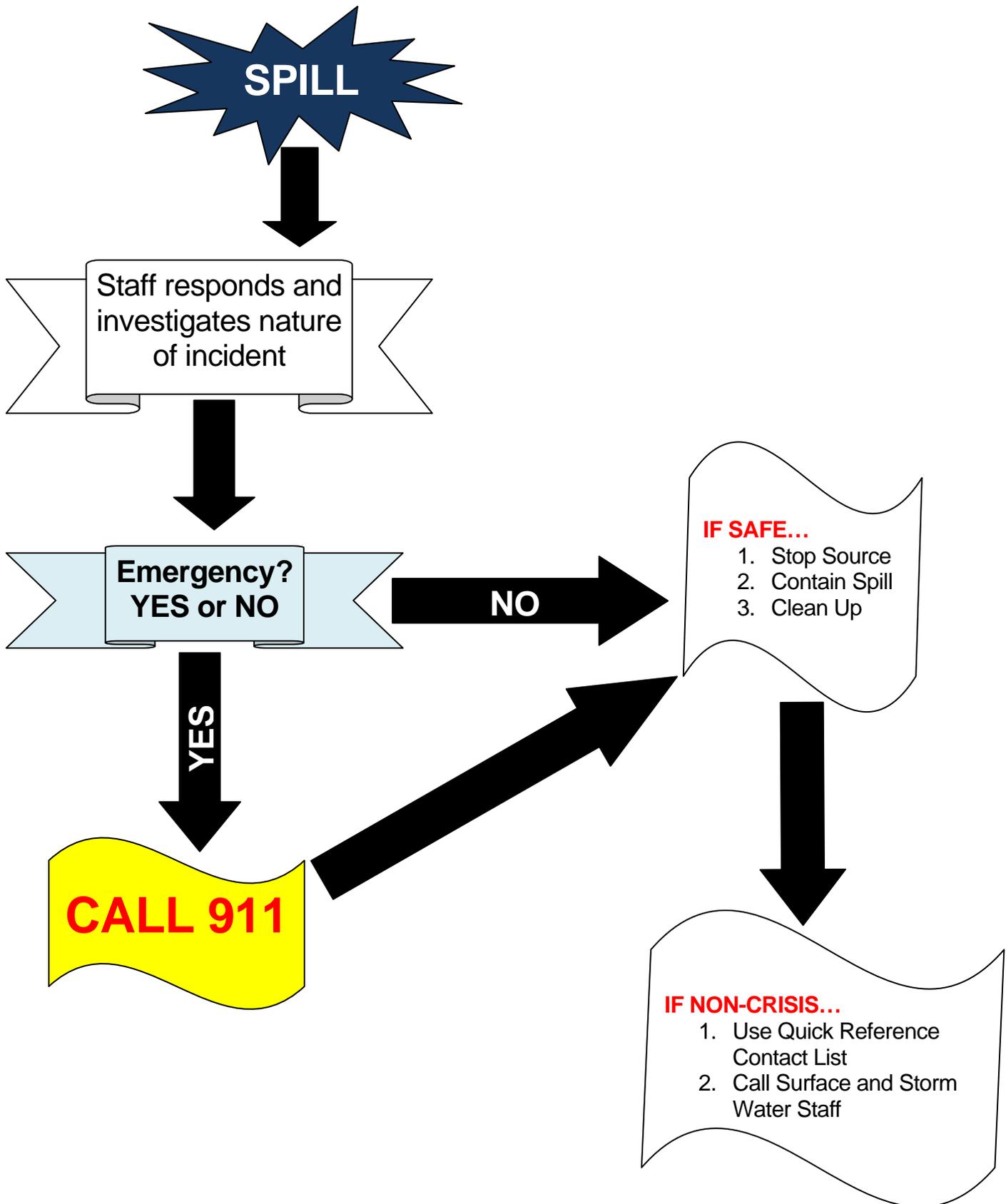
The spill response manual was created to provide City staff with basic information on how to respond to hazardous spills within the City. The manual is divided into four sections: Flow Chart, Emergency Spills versus Non-Crisis Spills, and Contact List. The goal of the spill program is to provide first response guidance for Surface and Storm Water Management staff as well as Road Maintenance crew, which may encounter or be called to respond to spills. If spill containment or cleanup is larger than a few gallons of oil or antifreeze or of a hazardous substance, other agencies or City departments will need to be notified.

Staff should familiarize themselves with this manual to ensure a coordinated approach while responding to spills. Use of this manual will decrease the inherent risk that spills pose on surface waters within the City of Bothell.



View of boom across Horse Creek to absorb kerosene spill at NE 188th Street, Bothell.

City of Bothell Spill Response



DEFINITION: Emergency vs. Incident (Non-Crisis) Spills

Emergency Spills

Emergency spills typically involve:

- hazardous chemical spills,
- oil spills,
- sewer overflows,
- extreme erosion or flooding,
- any incidents in which fish or wildlife are killed.

Incident (Non-Crisis) Spills

Examples of non-crisis events:

- turbid water,
- minor erosion / sedimentation,
- algal blooms,
- debris / litter problems,
- minor animal waste,
- neighborhood disputes.

If you intend to collect a sample using the spill kit check first with Kristin Terpstra or Andy Loch in Surface and Storm Water Management at [425.486.2768](tel:425.486.2768).

Information is also available from King County, Department of Natural Resources Divisions, and Environmental Laboratory at www.metrokc.gov. More information on how to report a spill or spill laws and regulations can be accessed at www.ecy.wa.gov.

Several hard copies of this manual are available from the Surface and Storm Water Management Program.

City of Bothell Public Works Department

Spill Response Basics

Spill events are divided into two categories: “**Emergency**” and “**Incident**.”

Emergency Spill Events

An event causing imminent threat or danger to public health or safety, to public or private property, or of serious environmental degradation. **CALL 911.**

Incident (Non-Crisis) Spill Events

Examples of non-crisis events are turbid water, minor erosion / sedimentation, algal blooms, debris / litter problems, minor animal waste, and neighborhood disputes.

 **In an emergency only: CALL**



 **For either emergency or incident do the following:**

- **Locate source:** Stop it if it can be done safely. Remember to follow the City safety procedures.
- **Containment:** Keep the spills from entering storm and sewer drains. Use berms to direct flow away from drains, streams, and wetlands. Block off drain inlets and place **DANGER** sign(s) on the site if needed.
- **Clean up:** Depending on the nature of the spill, follow appropriate clean up procedures.

 **Additional Notifications for All Emergencies and Incidents:**

City of Bothell Surface and Storm Water Management Team

- ❖ Kristin Terpstra – Desk: 425.486.2768 x 4463, Cell: 425.471.2797
- ❖ Gunnar Rybacki – Desk: 425.486.2768 x 4479, Cell: 425.471.0542

 **City of Bothell:**

After hours call: Police Department Non-Emergency Number at 425.486.1254

 **If unable to notify City staff:**

Call Washington Department of Ecology’s 24-Hour Response Line at 425.649.7000

 **Regardless of type of spill, fill out **Hazardous Materials Spill Report Form**.**

 **For detailed contact information, consult **Quick Reference and Hotline Contact List**.**

Emergency Spill Safety Guidelines

Information to provide when reporting or seeking assistance:

- ❖ Name of caller and those involved in spill;
- ❖ Telephone number for call-backs at the scene or facility;
- ❖ Have local officials been notified of incident? (Fire, Police, or Sheriff);
- ❖ Date, time, and location of the incident;
- ❖ Materials and quantity involved in the incident;
- ❖ Detail of incident location – physical address, nearest cross streets, building names, room numbers, etc.;
- ❖ Any surface waters or sewer impacted by spill;
- ❖ What has happened or what is happening.

When to seek assistance:

- ❖ The spill is more than 5 gallons;
- ❖ Chemicals involved are highly hazardous;
- ❖ Pose immediate threat to the public;
- ❖ Injuries are involved;
- ❖ You are not properly trained for the emergency response or it involves chemical spill.

Can I clean up a spill?

Yes, only if:

- ❖ There are no injuries;
- ❖ No life, fire, or extreme environmental hazardous is present;
- ❖ Spill contains no highly reactive or toxic chemical(s);
- ❖ The size of the spill is manageable;
- ❖ You have proper training;
- ❖ Proper equipment is available.

City of Bothell Public Works Department
Hazardous Materials Spill Report Form

Name and phone # of person completing this report: _____

Spill location: _____ Date/ Time: _____

Person reporting spill: _____

Person in charge at scene: _____ Phone: _____

Material involved: _____ Quantity: _____

Source/Cause of spill: _____

Name/phone # of spiller: _____

Injuries or potential threat to human safety: Yes No

If yes, explain threat and/or injuries: _____

Contamination of: Soil Water bodies Drains Streets Plants

People Vehicles/equipment Other (explain): _____

Estimated affected area: _____

Other agencies on scene: _____

Response actions taken: _____

Response actions planned: _____

Complete and submit this form to Surface and Storm Water Management within 48 hours of the incident, or fax to [425.806.6898](tel:425.806.6898).

Quick Reference Contact Numbers

For all emergency or incident spill events:

Contact **Kristin Terpstra** or **Gunnar Rybacki** at **425.486.2768** during normal business hours.
After hours, for emergencies only: **206.469.0488**.

Extreme Erosion/Flooding

Washington State Department of Ecology:	425.649.7000
King County Flood Center (when active):	206.296.4535
Snohomish County Flood Center (when active):	425.388.5060
City of Bothell (if affecting road):	425.488.0118

Oil Spill

Washington State Department of Ecology:	425.649.7000
Washington Emergency Management Center (EMC):	800.258.5990
US Coast Guard (if in Puget Sound):	206.217.6232

Fish and Wildlife Kills

Washington State Department of Ecology:	425.649.7000
Washington State Department of Fish and Wildlife:	425.775.1311

Sewage Overflows

Washington State Department of Ecology:	425.649.7000
City of Bothell Sewer District:	425.488.0118
Alderwood Water and Waste Water:	425.743.4605
After Hours:	425.672.4111

Water Districts

City of Bothell Water District:	425.488.0118
Snohomish County Water District:	425.388.3464
Alderwood Water and Waste Water:	425.743.4605
After Hours:	425.672.4111

Hazardous Chemical Spills

For Emergencies:	911
Washington State Department of Ecology:	425.649.7000
US Coast Guard (if in Puget Sound):	206.217.6232

Groundwater Contamination

U.S. Environmental Protection Agency:	800.424.4372
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Drinking Water Wells

City of Bothell Public Works Department :	425.488.0118
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City of Bothell Contacts

Surface and Storm Water:	
Kristin Terpstra	425.486.2768 x 4463
Gunnar Rybacki	425.486.2768 x 4479
Public Works After Hours:	425.489.3398
Police Non-Emergency After Hours:	425.486.1254
Community Development Code Enforcement Officer:	
Debbie Blessington	425.486.8152 x 4475
Road Maintenance Supervisor:	
Nik Stroup	425.488.0118 x 4102

City of Bothell Public Works Department

General Hotlines

An Emergency is:

An event causing imminent threat or danger to public health or safety, to public or private property, or of serious degradation.

- Respond and Inspect
- If it is a safety hazard, **CALL 911** immediately!

Water Quality

Washington Department of Ecology (required by state law)

- **24-Hour Emergency Response:** 425.649.7000
- **Air Quality:** 800.562.5632
- **Shellfish:** 800.562.5632
- **Wildlife:** 206.976.3200

Oil and Chemical Spills (required by federal law; threshold reporting quantities vary by material.)

- **National Response Center:** 800.424.8802
- **EPA-10 Public Information Center:** 800.424.4372
- **EPA 24-hour Emergency Response:** 206.553.1263

*If the spill is not an emergency and you are unsure of needed response, contact Kristin Terpstra at City of Bothell Surface & Storm Water Management at 425.486.2768 x 4463 or Gunnar Rybacki at 425.486.2768 x 4479.

Spill Response Sampling: Forms and Instructions

When sampling, your safety is the highest priority. Consult and review on a yearly basis the Department of Ecology web page <http://www.ecy.wa.gov/programs/spills/spills.html>. The site manual is full of sage advice and guidance.

Remember:

- The local Fire Department HAZMAT team is the lead agency for responding to emergency hazardous material incidents.
- Do not enter confined spaces!
- Do not enter trenches or excavations, buildings in danger or collapse, and areas with strong vapor, chemical clouds, or odor.
- Wear appropriate personal protective equipment at all times.
- Do not smoke or eat during sampling.
- Always wash your hands after sampling.



Sediment discharge is considered a spill incident.

City of Bothell Public Works Department Spill Response Sampling Form

A. BACKGROUND

Date: _____ Time: _____

Name: _____ Organization: _____

Work Phone: (____) _____ Location Phone: (____) _____

Event you are reporting: _____

Location of the event with specific address (landmarks/company logos/cross streets): _____

Information important to this event (odors, colors, possible source of material, unusual circumstances, nature of the problem): _____

B. EVENT TRACING INFORMATION

How did you learn of this event? Witnessed Contacted

If contacted, who was the contact? Name: _____

Phone #: (____) _____ Address: _____

Is this contact to be kept confidential? Yes No

Can you identify this pollutant (color, sheen, and odor)? _____

Do you see any possible sources of this pollutant? Yes No

Have you notified other agencies or personnel? Yes No

If yes, please complete the remainder of Section B.

Name: _____ Name: _____

Date: _____ Time: _____ Date: _____ Time: _____

In your opinion, this is an: Isolated case Chronic occurrence

C. SAMPLE I.D. **This section must be completed or the sample is invalid.*

Time and date the sample was taken: Date: _____ Time: _____

Location of the sample (specific): _____

Sampler's Name/Agency: _____ Phone: (____) _____

Did you take any photographs of this situation? Yes No

Use the back of this form if you need to diagram the situation. No Diagram

Thank you!

Appendix A

- Vactor Vendor List
- Hazmat Spill Contractor List
- List of Regional Treatment Centers for Petroleum Contaminated Soils

DRAINAGE SYSTEM MAINTENANCE SERVICE CONTRACTORS

When requesting drainage system maintenance from a contractor, please provide the contractor a copy of the attached inspection report. The contractors are aware that they can contact the inspector if they require any clarification of the report. After the maintenance work has been completed please notify the city.

BOTHELL PUBLIC WORKS DEPARTMENT MAKES NO RECOMMENDATIONS REGARDING PRIVATE CONTRACTORS

The companies listed below perform drainage system maintenance services. **This is not an all-inclusive list of contractors, which can provide this type of service; others can be found by consulting the phone book yellow pages under “Drainage Contractors” or Sewer Contractors & Cleaners.**

ACES FOUR CONSTRUCTION 18008 Bellflower Road Bothell, WA 98012-6238 <i>Phone: (425) 672-4811</i> <i>Fax: same as above</i>	DAVIDSON-MACRI, INC. 1480 19 th Avenue NW Issaquah, WA 98027-8923 <i>Phone: (425) 391-9221</i> <i>Fax: (425) 313-1599</i>	INNOVATIVE VACUUM SERVICES 20909 70 th Ave. W Edmonds, WA 98026 <i>Phone: (206) 783-9109</i> <i>Fax: (206) 783-3317</i>
AMERICAN SWEEPER SERVICE INC. Redmond <i>Phone: (425) 836-0390</i>	DEPENDABLE SWEEPING PO Box 2276 Kirkland <i>Phone: (425) 883-8219</i>	SAMMAMISH SWEEPERS, INC. 8611 216 th St. SE Woodinville, WA 98072 <i>Phone: (425) 487-0300</i>
BODINE CONSTRUCTION CO. INC. 6009 212 th St. SW Lynnwood, WA 98036 <i>Phone: (425) 778-2557</i> <i>Fax: (425) 672-2434</i>	EARTHWORK ENTERPRISES P.O. BOX 726 Mukilteo, WA 98275 <i>Phone: (425) 745-4275</i> <i>Fax: (425) 513-5919</i>	SWEEPING SERVICES INC. PO Box 625 Redmond <i>Phone (425) 898-8811</i>
C & C MAINTENACNE Bothell <i>Phone: (425) 743-9588</i>	FIELD'S POWER SWEEPING 4050 W. Lk. Samm. Pkwy. NE Redmond <i>Phone: (425) 869-0183</i>	Americian Vac-Tron Systems 308 162 nd Pl. SE Suite 105 Bothell, WA 98012 425-742-8899 1-888-822-8671
Bravo Environmental 6705 N.E. 175 th St., Kenmore, WA 98028 425-424-9000		

The Following is a List of Regional Treatment Centers for Petroleum Contaminated Soil:

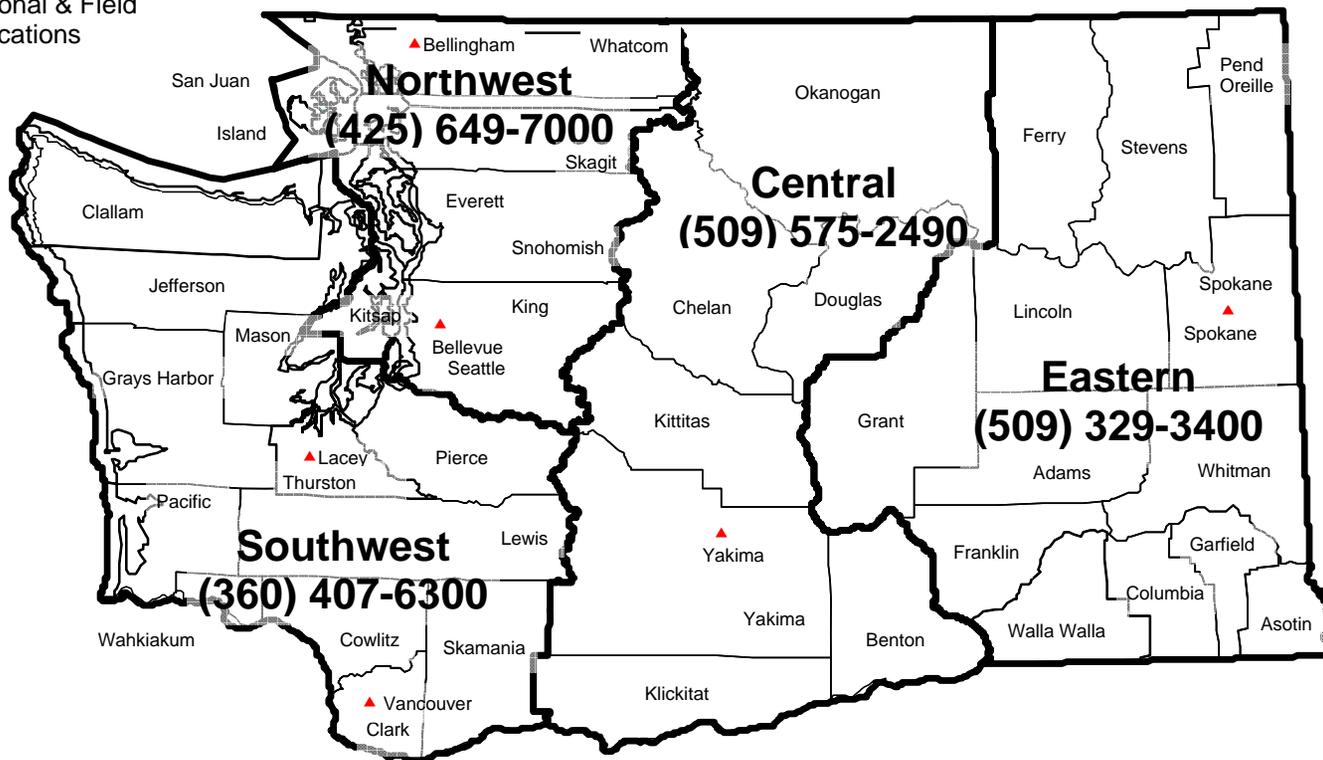
CRO	Roosevelt	Roosevelt Regional Landfill	1-800-275-5641	Disposal Only
ERO	Spokane	Remtech, Inc.	(509) 624-0210	Thermal Desorption
NWRO	Everett	Rinker Materials	(425) 355-2111	Soil Remediation
NWRO	Seattle	Leforge Cement	(206) 937-8025	Cement Incorporation
SWRO	Tacoma	Petroleum Reclaiming Services	(253)383-4175	Stabilization/Disposal
SWRO	Port Angeles	Fields Shotwell Corp.	(360) 457-1417	Thermal Treatment/Recycling
SWRO	Fife	Fife Sand & Gravel	(253) 922-7710	Bio-Remediation

KEY: CRO: Central Region ERO: Eastern Region NWRO: Northwest Region SWRO: Southwest Region

Washington State Department of Ecology Regional Office 24-Hour Oil Spill/Release Reporting Numbers

- WHAT WE NEED TO KNOW**
- Reporting Party
 - Contact Phone(s)
 - Responsible Party
 - Material Released
 - Resource Damages (e.g. dead fish)
 - Quantity
 - Concentration
 - Location
 - Cleanup Status

▲ = Regional & Field Office Locations



Or call the **Department of Emergency Management 24-hour Number: 1-800-258-5990**

For EPA and US Coast Guard reporting, call the National Response Center: 1-800-424-8802

Idaho: Communications Center (208) 327-7442

Oregon: Emergency Management (503) 378-6377

BC: Provincial Emergency Program (800) 663-3456

EPA Region X, Seattle: (206) 553-1263

Hazmat Spill Contractor List

Ecology does not verify or endorse any of the contractors or information on this list . Information on this list is subject to change

www.ecy.wa.gov/programs/spills/response/responsetable.htm

COMPANY LOCATION	COMPANY NAME	SPILL NUMBER	OIL SPILL		Haz Mat	Organic**	Reactives/ Cylinders	Vac Truck	Vessel/ Water	WA STATE COVERAGE	
			Small*	Large						Eastern	Western
Aberdeen	Apex Environmental	(360) 532-3590	X	X				X			X
Aberdeen	Evergreen Environmental Inc.	(360) 533-6141	X	X							X
Battleground/Waitsburg	3 Kings Environmental	(360) 666-5464	X	X	X		X		X	X	X
Bellingham	Matrix Service	(360) 676-4905	X	X♦							X
Bellingham	Western Refinery Service	(360) 366-3303						X			X
Camas	West Coast Marine Cleaning	(360) 696-3362	X	X		X		X		X	X
Astoria, Philomath, OR	NWFF Environmental	800-942-4614	X	X	X	X	X		X	X	X
Kent	Rivers Edge Services	(206) 941-1645	X	X	X			X			X
Longview/Portland/Seattle	Accord	(877) 251-8557	X	X	X	X	X	X			X
Longview	All Out Industrial & Env. Serv.	(360) 414-8655	X	X♦	X			X			X
Longview/Astoria/Portland/Aberdeen	Cowlitz Clean Sweep	888-423-6316	X	X♦	X	X		X	X	X	X
Lynnwood	Environmental Quality Mngmt	(425) 673-2900	X		X	X					X
Olympia	Focus Environmental Mgt Group	(815) 621-2398					X			X	X
Pasco/Portland	Tidewater Environmental	(360) 695-8088		X	X					X	X
Portland/Eugene/Vancouver	First Strike Environmental	800-447-3558	X	X	X	X		X	X	X	X
Portland/Kennewick	Oil Re-Refining Company	800-367-8894	X					X		X	X
Portland/Kennewick/Spokane	Harbor Oil	(503) 285-4648	X							X	X
Puyallup	Pro-Vac	(253) 435-4328	X	X				X		X	X
Renton	Aqua Clean Jet-N-Vac, Inc.	800-842-5326	X	X		X		X		X	X
Tacoma	Northwest Cascade	(253) 848-2371				X		X	X		X
Tacoma	Certified Cleaning Service	(253) 536-5500	X	X♦	X			X		X	X
Tacoma	Guardian Industrial Services	(253) 536-0455	X	♦				X		X	X
Tacoma	Emerald Services	(253) 627-4822		X	X					X	X
Tacoma	PRS Group, Inc.	(253) 383-4175	X		X			X			X
Seattle	Baker Tanks	(425) 487-6503		X	X					X	X
Seattle	Northwest Underwater Construction	866-277-1114	X						X		X
Seattle/Tacoma/Vancouver	Emerald Services Inc.	(206) 832-3000	X	X	X			X		X	X
Seattle	Clean Harbors	(206) 767-7990			X					X	X
Seattle/Tacoma/Spokane/Astoria	NRC Environmental Services (NRC)	800-337-7455	X	X♦	X		X	X	X	X	X
Seattle	Global Diving and Salvage	(206) 623-0621	X	X♦					X	X	X
Seattle	Marine Vacuum Service	(206) 762-0240	X	X				X		X	X
Seattle	ONYX Enviro. Services	(206) 241-3900			X		X			X	X
Seattle/Spokane	Pacific Industrial Resources	(206) 767-3957	X	X	X		X	X		X	X
Seattle/Tacoma/Washougal	Philip Services Corp. (PSC)	800-547-2436		X	X			X		X	X
Seattle/Portland	Belfor	800-930-0011	X	X	X	X				X	X
Snohomish	Whiteside Inc	(360) 668-8282	X	X				X			X
Spokane	Able Clean-up Technoloiges	(509) 466-5255	X	X	X	X	X		X	X	
Spokane	Big Sky Industrial	(509) 624-4949	X	X				X		X	
Woodinville	CADRE	(425) 883-8007					X			X	X

♦ = PRC: WAC 173-181 Approved Primary Response Contractor (oil) for facilities.

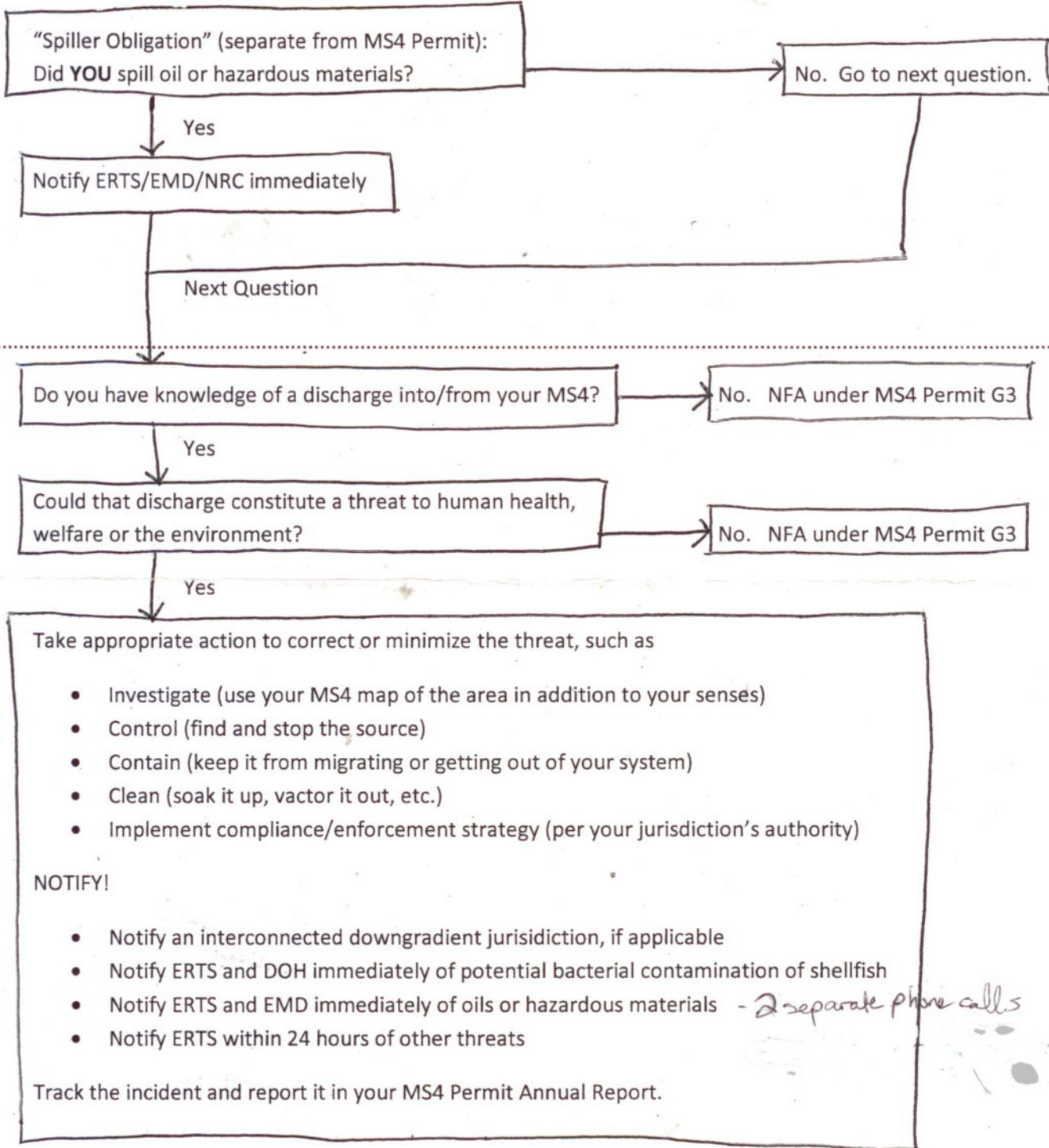
** Organic=sewage, blood, animal waste, etc.

* Small=roadside, home tank, saddle tank, storm drains, 1 drum, etc.

Home Heating Oil Tanks - state of Washington - Pollution Liability Insurance Agency 1-800-822-3905 - Insurance Verification (M-F, 8-5)

Revised June 2008

Example Decision Tree for G3/ERTS Reporting



Appendix D – Receiving Water Prioritization

MEMORANDUM
Public Works Department



DATE: March 16, 2010
TO: Surface Water Management
CC:
FROM: Kristin Terpstra, P.E. Environmental Engineer
SUBJECT: IDDE Priority Receiving Waters

In our staff meeting on January 20th, 2010, we prioritized the receiving waters in the City of Bothell for visual inspection under the IDDE Program (NPDES). We identified the following receiving waters in the city and they are ranked in order of priority. First priority was given to our creeks that are monitored for TMDL's.

First Priorities

1. North Creek – tributary to Sammamish River from the North
2. Little Swamp Creek – tributary to Sammamish River from the North
3. Sammamish River
4. Horse Creek – tributary to Sammamish River from the North
5. Perry Creek – tributary to North Creek

North Creek Tributaries

6. Junco Creek
7. Crystal / Queensborough Creek
8. Middle Creek
9. Palm Creek
10. Woods Creek
11. Royale Anne Creek
12. Filbert Creek
13. Maltby Hill Creek
14. Spring Stream
15. Boy Scout Creek

Memorandum to Surface Water Management

RE: IDDE Priority Receiving Waters

Page 2

March 16, 2010

Sammamish River Tributaries from the North

16. Cougar Creek
17. Parr Creek

Sammamish River Tributaries from the South

18. Waynita Creek
19. Blythe Creek
20. Riverside Creek
21. E. Riverside Creek
22. Brickyard Creek

Appendix E – IDDE Investigation Resources

(To be added later, as appropriate)

Appendix F – Standard Operating Procedures for IDDE Program

Code Enforcement: Procedures for Penalty Assessment

Overview

The City of Bothell's Municipal Code (BMC) allows for assessment of penalties for violations of BMC Title 18, Utilities, which regulates prohibited non-storm water illicit discharges into surface, ground, or storm waters. The penalty schedule for violations of BMC Title 18 is located in BMC Title 11, Enforcement. This document, Procedures for Penalty Assessment, provides a strategy to implement the enforcement provisions of BMC Titles 11 and 18. All staff members authorized to serve as a Code Enforcement Officer by City of Bothell's Public Works Director shall familiarize himself/herself with this document. The intended outcome is to provide consistency in strategy and implementation of the codes.

Introduction

A Code Enforcement Officer may encounter a wide assortment of illicit discharges. Staff should review what is and is not considered an illicit discharge, per BMC 18.04.260 (a) and (b). If an illicit discharge does not meet the conditions found in BMC 18.04.260 (a) or (b), it is a violation. Prohibitive illicit discharges (violations) include intentional and unintentional acts.

The Code Enforcement Officer shall be familiar with how to properly collect and handle evidence, which typically includes photographs and sampling procedures. All Code Enforcement Officers are required to be trained in the City's Spill Response Manual. Each prohibitive illicit discharge encountered shall be initially assessed for containment, cleanup and remediation. The initial assessment shall be based on the nature and quantity of the material involved. The result of the field assessment should be a response plan to address the illicit discharge. This assessment is separate from the violation assessment for issuing a penalty.

Violation Assessment

Each violation can be unique. The intent of a penalty is to change the violator's behavior. The use of monetary penalties can act as an incentive to do so. Penalties are used as advocates for preemptive actions that prevent illicit discharges from occurring in the first place. This may require receiving a penalty prior to a violator taking preventive efforts. The desired outcome is for polluters to be proactive in preventing illicit discharges and, if they do occur, being responsible for cleanup and remediation.

To determine if an illicit discharge should receive a penalty, follow the City of Bothell's Penalty Assessment Procedures. The assessment uses a scoring system to determine the need for a penalty. If, prior to issuance of a penalty, the Code Enforcement Officer has questions or uncertainties about the issuance of a penalty, he/she shall contact the Utility Manager, who may then suggest consulting with the City's Public Works Director or City Attorney for assistance.

The Penalty Assessment Procedure guidelines apply to most illicit discharge situations. For those incidents that fall outside the guidelines, consult the Utility Manager for guidance.

Penalty Assessment Procedures

1. Is the discharge a violation entering surface, ground, or storm water?
 - Yes – Go to question #2.
 - No – Provide education and outreach.

2. Is the discharge ongoing?
 - Yes – Begin efforts to stop the source, contain, and commence with cleanup.
 - No – Assess the cause and identify a responsible party, name(s), and contact information.

To determine if a penalty is warranted, proceed through the following questions.

3. Was the discharge preventable?
 - Yes – Score 1 point.
 - No – Score 0 points.

4. Was the responsible party aware that they were causing a violation?
 - Yes – Score 1 point.
 - No – Score 0 points.

5. If they are a commercial business, did they fail to initiate a spill plan response? (*Some businesses will have a plan while others do not need one, i.e. a gas station vs. a hotel.*)
 - Yes – Score 1 point.
 - No – Score 0 points.

6. Did the responsible party fail to act with reasonable effort to cease the discharge and begin containment and cleanup?
 - Yes – Score 1 point.
 - No – Score 0 points.

7. Is this a repeat violation?
 - Yes – Score 3 points.
 - No – Score 0 points.

If the points equal or exceed 3 points, then the code enforcement officer shall issue a notice of violation to the responsible party and may assess an appropriate penalty. If less than 3-points, use the first time violation procedure, requiring the responsible party to submit a plan to prevent a repeat incident. If this is a documented repeat violation the penalty may be tripled per the code penalty table.

Notice of Violation for Illicit Discharge



City of Bothell

Date of Notice:

File #

Responsible Person(s):

Company:

Title:

Mailing Address:

City, State, Zip:

Location of Violation:

Parcel Number:

Business Name:

Violation Date(s):

I. Brief Description of Code Violation (Reference BMC 18.04.260) – attach detailed report if appropriate:

II. Was a STOP WORK order issued? YES / NO Briefly describe corrective action required:

III. Time for Compliance:

IV. Monetary Penalty (Circle Appropriate Fine):

Day:	Fine for Day:	Subtotal:	Tripled:
1	\$100	\$100	\$300
2	\$200	\$300	\$900
3	\$300	\$600	\$1800
4	\$400	\$1000	\$3000
5	\$500	\$1500	\$4500
Addt'l			

Penalties may be tripled based on provisions in BMC 11.20.010:

- 1) repeat violation of the same code,
- 2) physical harm to persons or property,
- 3) deliberate,
- 4) gross negligence or reckless conduct.

V. Notices: See Reverse Side

Monetary Penalties are payable by mail (check) or in person (cash or check) between the hours of 8:00 am and 4:30 pm at: The City of Bothell Public Works Department Dawson Building; 9654 NE 182nd Street; Bothell, WA 98011

Please present this document to the Front Desk with your payment.

Revenue Code 406.359.90.00.000

Issuing Party _____

Kristin Terpstra, Environmental Engineer (425) 486-2768



Did you know?

City of Bothell storm drains do not connect to the sewer system, so *anything that enters the storm drain passes directly to the nearest pond, river, or wetland without treatment*. This is why it is so important to keep all pollutants out of our storm water system. The pollution comes from our everyday activities and can only be prevented by changing our habits.

The discharge of anything but uncontaminated storm water into our municipal storm drain system, and/or surface and ground waters, constitutes a violation of **Bothell Municipal Code 18.04.260** and is subject to enforcement actions. Payment of a fine and damages associated with this violation is authorized in accordance with **BMC 11.20.010 A.3**.

Please check-out the City's website for more information about storm water and ways you can help improve water quality in our city. Simply navigate to our webpage, select City Services and under Public Works select Surface Water Management. <http://www.ci.bothell.wa.us>

First Time Violations

The City's policy is to assign a fine, as denoted on the front of this notice. For a first-time violation, the fine may be waived if you or your organization appropriately respond to cleaning up the illicit discharge, and report back to the City how you or your organization will prevent future illegal discharges. In accordance with these regulations and policies you are hereby directed to:

Report back to the City by _____ regarding the proper Best Management Practices that will be employed in future operations by your organization to prevent illegal discharges.

If we do not receive a response from you by 4:00 pm on _____ we will uphold the fine in its entirety. If you have any questions regarding this information, please feel free to contact Kristin Terpstra at 425-486-2768 extension 4463.

Notices

Bothell Municipal Code 18.04.260 Prohibited Acts reads: "It shall be prohibited and in violation of this chapter for any person or entity to:

- A. Throw, drain, or otherwise discharge, cause or allow others under its control to throw, drain, or otherwise discharge into the municipal storm drain system and/or surface and ground waters any materials other than storm water."

As the responsible party, you must take any and all action necessary to prevent future spills of any kind into the municipal storm drain water and/or surface and ground waters in order to prevent prosecution by the City of Bothell under the enforcement and penalty provisions of BMC 11.20.010.

You may appeal this Notice of Violation by filing a Notice of Appeal, and submitting the appeal fee, with the Director of Public Works within fifteen (15) days after service of the Notice. If the Hearing Examiner finds against you, you will be responsible for the hearing preparation costs which will include staff time and Hearing Examiner costs. The cumulative civil penalty will accrue during the pendency of the appeal until compliance with the required corrective action(s) is achieved. If you do not appeal this Notice of Violation as provided under BMC Section 11.20.009, this Notice shall become the final order of the City, and shall be enforced in a subsequent legal action brought by the City Attorney.

Appendix G – IDDE Education and Outreach Program

(To be added later, as appropriate)