



GUIDELINES AND OPERATIONS MANUAL For HRSD's Regional Residuals Facility (RRF)

April 2022



The Regional Residuals Facility was designed and approved by the organizations listed above through the cooperative efforts of the Hampton Roads Planning District Commission. Special thanks to John Carlock, Executive Director HRPDC for orchestrating the development of this regional facility.

This manual was prepared by HRSD Operations Department for use with the Regional Residuals Facility located at the Nansemond Treatment Plant. Requested operational changes or corrections to any section of this manual should be directed to the Nansemond Treatment Plant Superintendent of Operations, Seth Luma.

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1. INTRODUCTION

1.1 BASIS FOR THE MANUAL

In 1987, the Hampton Roads Planning District Commission (HRPDC) developed a long range plan for the Hampton Roads region to design and construct facilities to receive and process residuals generated from maintenance and cleaning operations from municipal collection (sanitary sewers) systems and Hampton Roads Sanitation District's (HRSD) regional interceptor system. HRSD, the cities of Chesapeake, Norfolk, Portsmouth, and Suffolk conceptually agreed to develop and fund a regional facility on the Southside of Hampton Roads.

At that time the region had no viable or cost effective alternative for disposal of the collection system residuals. New legislation regarding Sanitary Sewer Overflows (SSO's) has prompted increased maintenance and cleaning activities of the collection systems to meet regulatory requirements. The increase in the volume of the residuals was also a major concern. The Regional Residuals Facility (RRF) was designed to meet the near and long term goals for residual solids disposal.

This manual seeks to further implement these goals in order to improve water quality throughout the Chesapeake Bay watershed. This manual is intended to provide local support to municipal staff for the facility operation and use.

1.2 OBJECTIVES OF THE MANUAL

The specific objectives of this manual are to:

- Provide an understanding of the facility and its operation and administration
- Assist the municipalities with training their employees and subcontractors on the facility and its operation
- Promote guidance for the disposal of collection system residuals from municipal and HRSD collections systems.

1.3 MANUAL AUDIENCE AND ORGANIZATION

This Operations Manual is intended for use by “hands-on” HRSD, municipal employees and private contractors. Section 1 provides an introduction and overview of the manual. Section 2 contains a location diagram and information about the use of the facility. Section 3 contains Standard Operating Procedures (SOPs) for discharge and disposal of collection system residuals generated through maintenance and cleaning activities. Section 4 contains SOP’s for Administrative issues. The SOPs, which are designed to be concise and easy to use, are divided into three categories: *Always*, *Whenever Possible*, and *Never*. Specific training on the SOPs will help to reinforce their importance and encourage implementation.

1.4 COLLECTION SYSTEM POLLUTANTS, SOURCES AND IMPACTS

Collection system residuals generated as a result of maintenance or cleaning is regulated as Liquid Industrial Waste by the Virginia Department of Environmental Quality (VDEQ). Collection system maintenance and cleaning results in liquid and solid residue that contains pollutants that can harm human health, degrade water quality and aquatic habitat, and impair ecosystem functions. Regular and frequent cleaning of wet wells and collections systems are required for proper operation of the infrastructure to reduce SSO from occurring due to blockages or leaks in the system. Elevated fecal coliform levels impair water quality and can lead to restrictions on the use and enjoyment of natural resources such as shellfish beds and swimming areas. Understanding the sources of these pollutants and the impacts each pollutant has can help inform municipal planning and assist in identifying priority goals and objectives when managing/operating a collection system.

1.5 FACILITY PURPOSE

The RRF was developed and constructed to receive and process residual material captured during maintenance and cleaning operations of the sanitary sewer collection system. It is intended to receive both liquid and solid residuals that are non-hazardous by definition, which can be dewatered using gravity separation. NOTE: Other wastes are prohibited, including but not limited to stormwater collection system cleanings. The residual material is dewatered by gravity on a concrete drainage slab. The dewatered material is disposed of by hauling to a local approved landfill. The facility is fully enclosed to eliminate any off-site nuisance odors. The RRF is continuously monitored and digitally recorded by CCTV.

2. FACILITY USE

2.1 SITE LOCATION

The RRF is located at the HRSD Nansemond Treatment Plant. The address is:

6909 Armstead Road
Suffolk, Virginia 23435

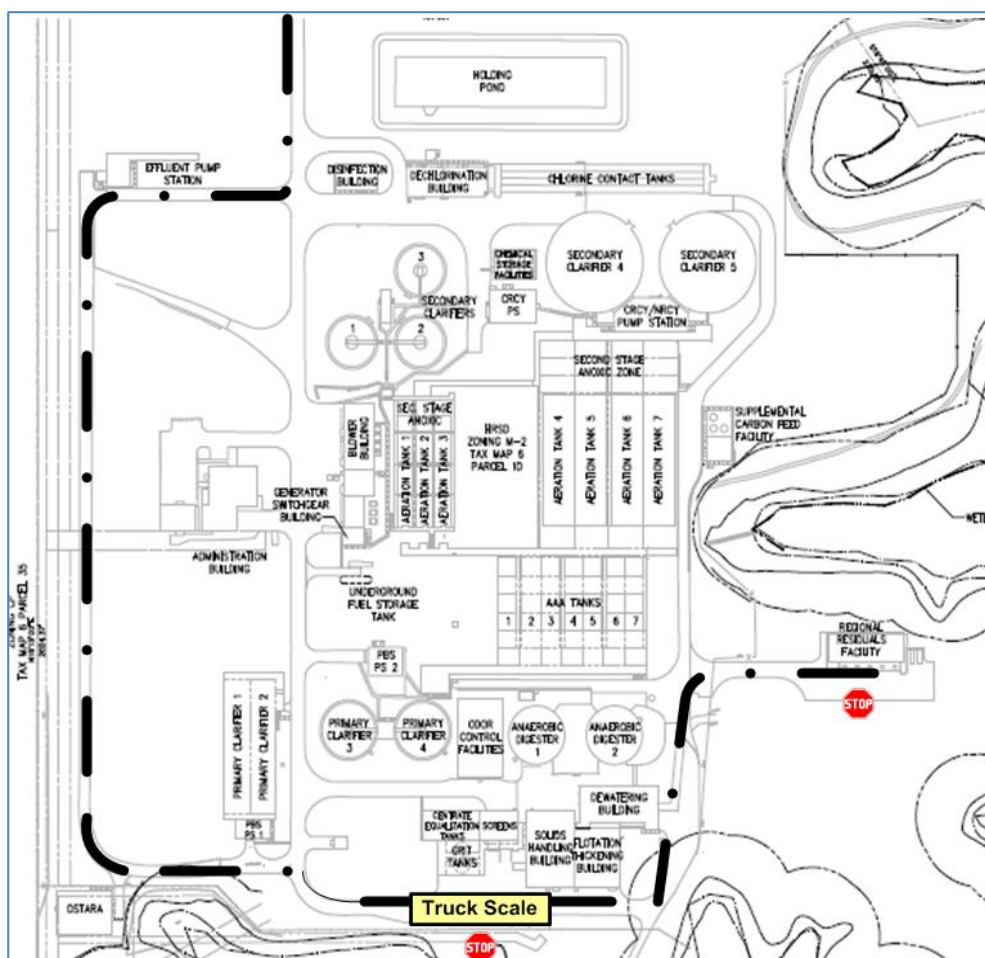
Directions to the Nansemond Treatment Plant:

From I-664, take Exit 8A - College Drive North.
Turn right on Armstead Road and proceed to the end of the road.

To gain access to the facility:

Use the HRSD supplied badge at the gate access panel.
Use pushbutton at gate access panel to request entry.

Site location of the RRF:



In accordance with OSHA/EPA Standards (29 CFR 1910.119), HRSD hereby notifies the municipalities and their subcontractors that hazardous materials are present at HRSD Wastewater Treatment Facilities. All non-HRSD personnel are expected to abide by applicable requirements concerning hazardous materials at HRSD facilities. All non-HRSD employees must enter and leave HRSD facilities by the most direct route to and from the RRF. Any problems should be brought to the immediate attention of the Plant Manager or their designee.

2.2 AUTHORIZED USERS

All municipalities and their subcontractors within the HRSD service area will be eligible to use the facility after being authorized by HRSD's Pretreatment & Pollution Prevention (P3) Division. Prior to utilizing the facility, municipal and subcontractor employees will be required to attend a mandatory training session at the facility. The municipalities are responsible for their subcontractors and their actions. Any misuse of the facility can result in enforcement actions or loss of discharge privileges. **Municipal and Subcontractor contacts will change from time to time. It is the responsibility of the municipality to inform HRSD of changes in staffing to ensure proper oversight of RRF discharges. The contacts will also be used for email notifications of discharge activities.**

2.3 AUTHORIZED DISCHARGES

The RRF will only accept non-hazardous liquid and solid residuals generated from maintenance and collection system cleaning. In the event that any user discharges unauthorized material, HRSD will immediately notify the emergency contact for the users' organization to investigate the source of the materials and make arrangements for disposal.

2.4 UNAUTHORIZED DISCHARGES

No person shall discharge or cause to be discharged into the RRF any wastes which may violate any law or governmental regulation or have an adverse or harmful effect on the sewerage system, maintenance personnel, wastewater treatment plant personnel, processes, or equipment, treatment plant effluent quality, biosolids quality, air quality, public or private property, or which may otherwise endanger the public, the local environment or create a nuisance, or which may interfere with or adversely impact wastewater treatment and/or biosolids technology, as determined by HRSD. Pump station cleaning waste and sanitary sewer line cleaning waste shall not contain any prohibited waste listed in Section 301 of the HRSD Industrial Wastewater Discharge Regulations as amended periodically and available from the offices of HRSD or at www.hrsd.com.

2.5 AUTHORIZED VEHICLES

Each vehicle that is authorized to discharge will be inspected by HRSD's P3 Division and provided with a vehicle specific HRSD access badge (identified as access badge in the rest of this manual). The access badge is required to enter and use the facility and must stay with the assigned vehicle at all times. **The access badges are not transferrable.** The access badge is used for gate entry and automated scale operation to identify the vehicle and to determine the weight of the material discharged at the RRF. If the access badge no longer operates properly, contact HRSD's P3 Division to obtain a replacement. See HRSD contacts in Section 4.8. The access badge is property of HRSD and must be returned when they are no longer operational or the contract expires. If a badge is lost or stolen, in accordance with the Rate Schedule a \$25.00 fee will be assessed and a new badge will be issued.

2.6 HOURS OF OPERATION

The RRF will be accessible 6AM to 2:30PM, 7 days per week for all authorized users.

2.7 USER TRAINING

All authorized users are required to attend training and orientation for the Regional Residuals Facility. User training includes a tour of the RRF, operation of the automated truck scale, housekeeping and emergency response procedures for the site.

2.8 RESTROOM FACILITIES

All authorized users of the RRF are allowed to use the restroom facilities at the RRF. Use of other HRSD restroom facilities is not allowed.

2.9 SNACK MACHINES

Snack machines are provided at the RRF for use by authorized users. All users are responsible for properly disposing of all trash. Use of any HRSD lunch room is not permitted by non HRSD personnel.

Section

3

3. FACILITY OPERATION

3.1 FACILITY OVERSIGHT

The RRF will operate on the honor system. Every user of the RRF is required to follow the requirements of this Operations Manual and the Best Management Practice for HRSD's Regional Residuals Facility when using the facility. The RRF is designed as an unattended facility and operation. HRSD staff will maintain the facility and its equipment. The RRF is under constant surveillance using the plant CCTV system. Each bay of the RRF and the exterior of the building will be monitored and recorded on a continuous basis. These recorders will be reviewed on an as needed basis to ensure that operation and use of the facility is in compliance with HRSD requirements. The event recordings may be provided to the municipalities to document non-compliance events upon receipt of request.

3.2 SCALE OPERATION AND USE

Each vehicle that enters the facility to discharge is required to be weighed before every discharge event (inbound). A green stoplight will identify the scale is ready for use. Municipal vehicles will pull to the end of the scale and stop at the red stoplight. The driver will place the access badge in front of the reader and wait for a faint beep, the vehicle weight will be taken and the light will turn to green, signaling the vehicle to pull off the scale. Subcontractors will be required to select the municipality they are discharging for at inbound scale control panel before exiting the scales. After discharging, all vehicles will be required to re-weigh the vehicle to obtain the "empty" weight (outbound). The scale will print two discharge receipts, one for the municipality and one for the driver. E-mail notifications will be provided to each municipality for each discharge event. If the access badge is not recognized it will be indicated on the scale controller display. If this occurs, a manual discharge ticket must then be completed. To complete a manual transaction, the user must contact the plant using the Call Box at the scale and report the problem. The plant operator will provide a manual ticket for the user to complete. The scale will be used to determine the inbound and outbound weight of the vehicle. The user will be required to use the manual print button at the scale control panel to obtain weight tickets for each pass. Weight tickets must accompany the manual discharge ticket and be signed by an HRSD employee. In the event that the scale is out of service, the weight for the manual ticket will be estimated based on the average of the last three discharges for that specific vehicle. See SOP 3.16 for detail instructions for the scale.

3.3 DISCHARGE OPERATIONS AND PROCEDURES

Each vehicle that arrives at the plant to discharge will enter the plant gate using the vehicle specific access badge. Upon entering the plant site, the vehicle will travel to the automated scale to obtain the inbound weight. The vehicle will then travel to the discharge bay with a green light at the RRF. There are two different residuals designations for the facility. Bays 1-2 are for solid residual material only, e.g. sand, grit, and debris with some water. Bays 4-5 are designated for primarily grease discharges with large volumes of liquid. Bay 3 bay can be used for either, if Bays 4-5 are not open (no green light above

bay).

The driver should stop the vehicle ten (10) feet from the roll up door; the vehicle operator will use the Open/Close button on the outside of the door to open the door. After discharging and cleaning-up, the vehicle will exit the loading bay. The vehicle operator will use the Close button on the outside of the door to close the door, before proceeding to the scale for checkout. **Note: The open and close button require the individual to hold the button continuously until the door is either open or closed. Any damage to the door caused by the person operating the door will be assessed and charged to the vehicle owner.** The vehicle must travel back to the scale to obtain the outbound weight and discharge receipts (or weight tickets for a manual ticket). The vehicle must leave the plant site after obtaining the receipt/manual ticket. An Email notification of the discharge transaction will be immediately sent out to the municipalities and subcontractors designated contacts. **It is the responsibility of each designated contact to review the emails to guarantee that the discharges are forwarded to the correct municipality and that the correct contractor is discharging on behalf of the municipality. If there are any discrepancies, the municipality shall contact HRSD's P3 Division.** See HRSD contacts in Section 4.8.

3.4 HOUSEKEEPING REQUIREMENTS

All facility users are expected to clean any areas that are soiled, including but not limited to the apron as a result of discharging. Any unclean areas must be reported to the plant using the Call Box on the corner of the facility prior to discharge. Plant staff will take the appropriate action to document the area. See SOP 3.11 and 3.15 for detailed procedures. A user may be billed for any follow up cleaning HRSD must perform on behalf of negligence of the user. No water, wastewater, residuals, etc. are permitted to be discharged at any other location of the plant other than the available RRF bays.

3.5 VEHICLE CLEANING

Vehicle cleaning is strongly encouraged while at the plant site. Vehicles should not leave the plant site with any liquids dripping from the vehicle. Hoses and brushes will be provided by the plant at the designated wash down area for use by the vehicle operator. The vehicle operator is responsible for cleaning the area around the vehicle after cleaning has been completed. Leaking hoses or broken equipment should be immediately reported to the plant staff using the Call Box at the facility. Under no circumstances, shall a truck take on potable or non-potable water (NPW) from the Nansmond Plant, including the RRF. See SOP 3.12 for detailed procedures.

3.6 ODOR CONTROL

Odor control has been provided for the facility. The high speed roll up doors should be closed at all times, except when discharging. Report any door that does not automatically open or close to the plant management. For safety purposes, there are LEL monitors in the RRF for the early detection of hydrocarbons or hydrogen sulfide.

3.7 BUILDING ALARMS

The RRF building has a fire alarm system installed at the facility. Flashing LED lights and siren are located inside the RRF. Gas monitors are installed which continuously analyze the enclosed spaces for carbon dioxide, hydrogen sulfide and LEL. The gas monitors trigger an audible alarm and flashing red beacon if concentrations exceed safe levels. Do not enter the building if any audible or visual alarms are active. If you are already inside the building, exit immediately.

3.8 RESIDUALS DISPOSAL


All dewatered residuals will be collected by HRSD personnel and placed into the dumpsters provided at the facility. Use of HRSD's loader by non-HRSD employees is prohibited. Paper trash and other debris resulting from the operation of the RRF is the only material to be disposed of in the dumpsters at the RRF. HRSD and non-HRSD personnel are not to place any other trash or debris in the dumpsters without authorization from the plant supervisors. Disposal costs for emptying the dumpsters will be charged to the RRF user.

3.9 EMERGENCY CONTACT

For emergency contact information see Section 4.8.

3.10 REPORTING OF MAINTENANCE AND/OR DISCHARGE ISSUES

All users shall utilize the RRF Call Box to promptly notify HRSD plant personnel of any unusual discharge, LEL monitor alarms, and maintenance or housekeeping issues.


| | | |
|--|---|---|
| Standard Operating Procedure for: | |  |
| 3.11 Discharge Basin and Drain Cleaning | | |
| Purpose of SOP: | To protect plant process by maintaining the ability of discharge basins to trap sediment, organic matter, and litter. | |
| Intended Users: | This SOP should be used by HRSD personnel to maintain the facility | |

Always:

- 💧 Inspect catch basins for structural integrity and evidence of unauthorized discharges during cleaning.
- 💧 Contact P3 for instructions if you suspect any discharged material contains any hazardous substances. Alert the plant staff and close the discharge bay to any further discharges until the matter is resolved.
- 💧 Dispose of discharge basin dewatered material in the containers on site designated for the RRF.

Whenever Possible:

- 💧 Inspect each discharge basin at least weekly, during discharge basin cleaning.
- 💧 Perform sweeping and /or loose debris removal to reduce the amount of sediment, debris and organic matter entering the catch basins and roadway grating in front of the RRF.

| | | |
|---|--|---|
| Standard Operating Procedure for: | |  |
| 3.12 Vehicle and Equipment Washing | | |
| Purpose of SOP: | To maintain a professional public impression using proper vehicle and equipment washing techniques, proper washing locations, and proper disposal of wash water. | |
| Intended Users: | HRSD, Municipal employees and their subcontractors. | |

Always:


- 💧 Wash/rinse vehicles and equipment in a designated area.
- 💧 Discharge all wash water into the RRF discharge bays.

Whenever Possible:

- 💧 Maintain vehicles and equipment to prevent oil/grease leaks and drips from being washed into the roadway grates or discharge bays.
- 💧 Ensure drain guards (filter inserts) are in place to trap sediments, petroleum products, etc. that might enter the RRF drain system as a result of vehicle washing.
- 💧 Minimize water use when rinsing or washing vehicles.

Never:

- 💧 Never perform engine washing at the RRF.
- 💧 Never wash vehicles over any storm drains located at the RRF.

| | | |
|--|--|---|
| Standard Operating Procedure for: | |  |
| 3.13 Spill Cleanup | | |
| Purpose of SOP: | To protect storm water by educating employees on proper spill cleanup procedures, State reporting requirements and preventative actions. | |
| Intended Users: | HRSD, Municipal employees and their subcontractors. | |

Always:


- 💧 Immediately report any spill or leaks to HRSD plant operator using the Call Box at the RRF.
- 💧 Stop the source of the spill.
- 💧 Contain any liquids.
- 💧 Cover the spill with absorbent material such as kitty litter, sawdust, and/or oil absorbent pads. Do not use straw. Dispose of used absorbent material properly.
- 💧 Use water only when necessary and minimize use.
- 💧 Store and maintain a spill kit at RRF.
- 💧 Train employees and users in spill response procedures and equipment.
- 💧 Deploy containment booms if spill could potentially reach a storm drain or water body.
- 💧 Position mats to contain drips from equipment or vehicles until they can be repaired.
- 💧 Report to HRSD plant personnel any equipment used from the provided Spill Kit.

Whenever Possible:

- 💧 Install low-level or low-pressure alarms and/or cut-off systems on hydraulic equipment.

Never:

- 💧 Never leave the RRF without reporting any spills or leaks.
- 💧 Never wash a spill into the storm drain.
- 💧 Never leave a spill without cleaning it up.


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| Standard Operating Procedure for: | |  |
| 3.14 Removing Unauthorized Discharges | | |
| Purpose of SOP: | Provide guidelines for the proper removal, cost recovery and removal associated with unauthorized materials. | |
| Intended Users: | HRSD | |

Always:

- 💧 Suspend access to discharge bay.
- 💧 Notify P3 Division for instructions on disposal.
- 💧 Determine who is financially responsible:
 - Municipality
 - HRSD
 - Subcontractor
- 💧 Suspend access to RRF drain pump station if an “imminent and substantial danger” exists.
- 💧 HRSD’s P3 Division will notify the responsible user regarding cost recovery and steps to be taken to ensure future compliance.

Never:

- 💧 Never discharge unauthorized materials into the RRF drain pump station or containers.

| | | |
|---|--|---|
| Standard Operating Procedure for: | |  |
| 3.15 General Facility Housekeeping | | |
| Purpose of SOP: | To protect RRF by maintaining a clean, organized facility. | |
| Intended Users: | HRSD, Municipal employees and their subcontractors. | |

Always:


- 💧 Notify plant staff, prior to discharge, if the discharge bay was not cleaned after another users discharge.
- 💧 Clean the discharge bay after discharging your load.
- 💧 Secure hoses and wash water valves before leaving the facility.
- 💧 Store all cleaning materials and supplies in the specified storage area.
- 💧 Vehicle cleaning must be accomplished in the designated areas.
- 💧 Vehicle wash down area shall be washed down after each use.
- 💧 Flush the toilet after use.
- 💧 Report empty soap and paper towel dispensers to the plant operator.

Whenever Possible:

- 💧 Store bulking materials or debris inside or under a cover if outside.
- 💧 Use only the HRSD furnished cleaning solutions at the RRF.
- 💧 Inspect facility (interior, exterior, parking areas, etc.) for stains.
- 💧 Conduct regular employee training and public education to reinforce proper housekeeping.

Never:

- 💧 Never leave any hoses discharging water in the discharge bays unattended.
- 💧 Never leave any garage doors open.

| | | |
|--|---|---|
| Standard Operating Procedure for: | |  |
| 3.16 General Discharge Procedures | | |
| Purpose of SOP: | To provide instructions for unattended scale operation. | |
| Intended Users: | HRSD, Municipal employees and their subcontractors. | |

Access to the Plant

1. Use access badge to enter the front gate.
2. Hold access badge against the badge reader. Gate alarm will sound (chirping sound), then the gate will open.
3. Drive to Scale.

Discharge Procedure

1. Proceed to scale.
2. Pull to end of scale. Stoplight will turn from green to red.
3. Hold access badge against badge reader on the Inbound Scale Panel. You will hear a faint beep and lights will alternate between red and green. Scale display will display a list of municipalities. Select the municipality where the residuals originated. If the badge is not recognized, it will be indicated on the scale display. Operator will use the **CALL BOX** to request assistance from the Plant Operator and complete a **MANUAL TICKET** (see Section 5.2 for instructions).
4. Select the enter button. Stoplight will turn green. Proceed to RRF to discharge.
5. Verify bays in service by observing the stoplights over each bay. Green indicates bay is available. Bays 1-2 are designated for grit/solids discharges (small liquid content). Bays 4-5 are designated for primary liquid discharges.
6. Back up to the available bay based on the discharge contents. Stop the vehicle 10 feet from the bay door.
7. Vehicle driver will use the controls on the outside of the bay door to open the rollup door. Door should be open completely before backing into the bay.
8. Back vehicle into bay. Truck door should be located halfway into the bay. Do not back truck to the end of the bay.
9. Slowly open back door to allow contents to discharge and avoid a sudden discharge that will cause liquid to splash off the back wall and out of the front door. Any residuals that flow out of the bay will require the vehicle driver to clean up immediately.
10. Once the discharge is complete, pull out of the bay and close the door completely. Caution: When the door is approximately 2 feet from the bottom, release the close button and bump it down till it is completely closed.
11. Proceed to the scale for checkout. Stoplight will turn from green to red. Hold access badge against badge reader on the Outbound Scale Panel. You will hear a faint beep and lights will alternate between red and green. Stoplight will turn green after access badge is read. Scale display will indicate that the transaction tickets are printing. Two tickets will be printed out. One for the vehicle, the other for the municipality. Exit the scale and plant site.
12. Report any issues with the scale or RRF site immediately to plant staff using the **CALL BOXES** at the Scale or RRF facility.

Section

4

4. ADMINISTRATIVE ISSUES

4. ADMINISTRATIVE ISSUES

4.1 ROLES AND RESPONSIBILITIES

HRSD has the primary responsibility for the operation and maintenance of the RRF. HRSD will provide the site for collection and disposal of residuals generated from maintenance activities associated with the collection systems in the respective municipalities. In addition HRSD will have the following responsibilities:

Treatment Division – facility operation, overall housekeeping, disposal of residuals

Water Quality P3 Division – Administrative and Enforcement Actions, issue/replace access badges

HRSD, municipalities within the HRSD service area and their subcontractors have responsibility to deliver all residuals to the facility and have their employees/subcontractors conduct themselves in a professional manner at all times. All users are required to follow the procedures outlined in this manual.

4.2 NOTIFICATION OF DISCHARGE

The automated scale system will provide an automated email notification for each discharge event by the municipality or their contractor. The municipalities are responsible for reviewing the emails to ensure discharges are assigned to the correct municipality. If a discharge was not approved, please contact HRSD's P3 Division immediately.

4.3 RECORDKEEPING

The Nansemond plant staff will be responsible for recording all discharge transactions at the RRF. Upon request, HRSD will provide municipal usage records. The automated scale and digital CCTV recorder will be used to monitor the operations. In the event that the scale automation is not operating, the users shall revert to a manual ticket system and use the scale to obtain weights for the manual ticket. These manual tickets will be entered into the scale database within 48 hours of the discharge. Manual tickets will be forwarded to P3 Division for documentation. HRSD, the municipalities and subcontractors shall maintain a discharge log to record discharges of waste which are collected, transported, and disposed of at the RRF, including but not limited to manifests, invoices, bills of lading, work orders, ledgers, logs and receipts.

These records shall indicate which lines were cleaned, the date of the cleaning, and the estimated volume to be discharged at the RRF. See the example Discharge Log located in Section 5.3 for the required format. The records shall be maintained for the last 12 months and available for inspection

and copying by authorized HRSD personnel at any time. Each vehicle that discharges should have a current RRF Discharge Log in the vehicle at all times.

4.4 BILLING AND INVOICING

There will be no charges for this service initially. Each year HRSD will review the operational costs and determine if tipping fees will be required. Tipping fees will be reviewed on an annual basis and adjusted to cover the O&M costs. A user can also be billed to recover any and all costs as a result of non-compliance with the Operations Manual, Best Management Practice for HRSD's Regional Residuals Facility and/or the HRSD Industrial Wastewater Discharge Regulations.

4.5 NOTIFICATION OF UNAUTHORIZED WASTE DISCHARGE

Any user who discharged unauthorized materials will be immediately notified by HRSD's P3 Division to make arrangements to have the materials collected and disposed at their expense.

4.6 NOTIFICATION OF FACILITY CLOSURE

Email notices will be provided as soon as possible in the event that the RRF will be temporarily closed or operations suspended for any reason. Email notices will be provided when the facility is accepting discharges after closure.

4.7 CIVIL/CRIMINAL PENALTY

Any user whose actions result in a Civil Penalty or Civil Charge being assessed against HRSD shall be financially responsible and liable to HRSD as outlined in Chapter 66, Acts of the Virginia General Assembly, 1960 as amended, and Part VI of the HRSD Industrial Wastewater Discharge Regulations.

4.8 HRSD CONTACTS

Users should contact the appropriate HRSD staff member based on the issue or concern that needs to be addressed. If you are not sure who to contact, you can send an inquiry to the email address HRSD_RRF@hrsd.com. This is a distribution list that sends an email to all parties below. The appropriate contact will respond in a timely manner. Please use the following format.

1. Individual requesting response.
2. State the subject.
3. State the urgency, i.e. routine, immediate or emergency.
4. Provide a call back number.

| | CONTACT | OFFICE/CELL | EMAIL | ISSUE |
|----|--|-------------------------------------|--------------------|---|
| 1. | Nansemond Plant Operator | 757-956-3524 | npops@hrsd.com | Operational issues after hours |
| 2. | Seth Luma, Operations Superintendent | 757-956-3512 757-636-9655 (c) | sluma@hrsd.com | Emergency Contact, Facility Operational Issues |
| 3. | Frank Matesig, Maintenance Superintendent | 757-956-3513 757-334-2354 (c) | fmatesig@hrsd.com | Facility Operational Issues |
| 4. | Garrett Clower, Operations Lead Operator | 757-956-3515 757-439-0968 (c) | gclower@hrsd.com | Facility Operational Issues |
| 5. | Lenzie Ward, P3 Specialist, P3 Division | 757-910-3702 757-837-7853 (c) | lward@hrsd.com | Primary Contact: Vehicle Permitting, Inspection, subcontractor use, Special situations, RFID Tags, Gate Access Badges |
| 6. | Kaitlyn Stone, P3 Specialist, P3 Division | 460-7050 449-3433 (c) | kstone@hrsd.com | Primary Contact: Vehicle Permitting, Inspection, subcontractor use, Special situations, RFID Tags, Gate Access Badges |
| 7. | Chris Carlough, P3 Manager, P3 Division | 460-7048 449-3441 (c) | ccarlough@hrsd.com | Subcontractor use, Special situations |
| 8. | Chris Stephan, P.E., Chief, North Shore Interceptors | 833-1739 | cstephan@hrsd.com | Municipal Administrative issues |

Section

5

5. MISCELLANEOUS ITEMS

5.1 SCALE TRANSACTION TICKET


After each discharge the scale will print out two tickets for each event, when a subcontractor is used by a municipality. One ticket is for the driver and the other is for the municipality's records. It is the responsibility of the subcontractor to deliver the ticket to the appropriate municipal contact in a timely manner. Email notifications will also be sent to the municipality's primary contact(s) and the subcontractor's contact(s).

| | |
|---------------------------------|-------------------------|
| HRSD Regional Residual Facility | |
| Weight Ticket | NP-14932 |
| Discharge Date | 9/29/2009 |
| Facility | Nansemond |
| RFID Number | 98 |
| HRSD | /Carlton Scale Company |
| WTCC: | 0 |
| Arrival | 9/29/2009 6:45:45 AM |
| Inbound Wgt | 5,860 Lbs |
| Departure | 9/29/2009 6:46:44 AM |
| Outbound Wgt | 3,020 Lbs |
| Total Time: | 0 hrs |
| Net Wgt | 2,840 Lbs, tons |
| Calc Vol | 1.3 CuYDS@2214 Lbs/CuYD |

Normal Scale Transaction Ticket

5.2 MANUAL DISCHARGE TICKET

When manual tickets are used, they must be filled out completely. Scale discharge tickets must be attached to indicate the inbound and outbound weight, if the automatic operation of the scale is not properly functioning. The user must use the "Quick Print" button to obtain the weight print outs for the inbound and outbound ticket. User must circle the facility "NP" and check the box for "Muni Grit/Grease". The estimated volume will only be used when scale tickets cannot be obtained using the scale. Upon completion of the manual ticket, the white copy with the scale quick print tickets attached should be placed in the ticket box located at the RRF facility. The yellow and pink copies should be retained by the driver. The pink ticket is for the driver and the yellow is for the municipalities' records. It is the responsibility of the subcontractor to deliver the ticket to the appropriate municipal contact in a timely manner.



Indirect Discharge Manual Ticket

No: XXXXXX

Discharge Location (circle one) AT BH CE NP WB YR

Discharge Date _____ Discharge Time _____

Inbound Wgt _____ Outbound Wgt _____

Company/City _____

RFID No _____ Vehicle No _____

Waste Source _____

Estimated Vol (Yd3) _____ Estimated Wgt(Tons) _____
(Estimated volume and weight only required if scale is out of operation)

Signature of Deliverer _____ Signature of HRSD Representative _____

Reason for manual discharge form: _____

Select Waste Type

Residential Septage

Food Service Grease Trap

Pump Station Cleaning

Portable Toilets

Mixed (Septage & Grease or CHT)

Shipboard Domestic (CHT)

Pump-Around

Muni Grit/Grease

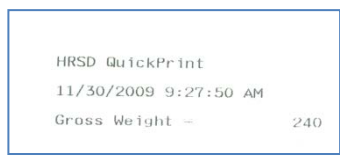
Special Discharge

Foreign Biosolids

Data Entered by _____ Date _____
 (Office Use Only)

White Copy -HRSD Yellow Copy-City Pink Copy-Subcontractor

Attach all Scale Quick Print Tickets to form



Quick Print Ticket

5.3 DISCHARGE LOG

HRSD, the municipalities and subcontractors shall maintain a discharge log to record discharges of waste which are collected, transported, and disposed of at the RRF. The following is a suggested format. An excel file can be provided upon request. All information should be kept filled out where appropriate. Specific source locations are required. It must be kept in the vehicle at all times and available for inspection by HRSD staff.

