



INDIRECT PERMITTED WASTE HAULER PROCEDURES AND REQUIREMENTS

REGULATIONS

All discharges into the HRSD sewerage system are subject to the requirements detailed in the HRSD Industrial Wastewater Discharge Regulations. Enforcement mechanisms for violations of HRSD's Industrial Wastewater Discharge Regulations are outlined in the Pretreatment & Pollution Prevention (P3) Enforcement Response Plan.

Electronic copies of these documents are located at <https://www.hrsd.com/discharge-permits>.

RATE SCHEDULE

The HRSD Rate Schedule is located at <http://www.hrsd.com/rateschedule.shtml>.

WASTE HAULER WEBSITE

HRSD has a dedicated web page to waste hauler resources including a comprehensive waste hauler training program. Permit applicants are encouraged to review the information available online at <https://www.hrsd.com/waste-hauler>

USE OF HRSD FACILITIES

Indirect Permittees must follow all posted instructions at HRSD Wastewater Treatment Facilities. Dischargers are required to report any broken equipment to plant staff prior to discharge. Additionally, any equipment or property damaged during a discharge must be reported. Report damaged equipment using one of the call boxes on site.

Prior to leaving the discharge site, each discharger is expected to clean up any spills and place residuals in the hoppers provided. If a discharger arrives at the discharge site and finds residual debris or evidence that another hauler failed to clean, please report this to treatment plant staff **prior to use**.

Dischargers are expected to conduct themselves in a professional manner while on the plant site.

Please be advised that all discharge areas are under video surveillance.

PERSONAL PROTECTIVE EQUIPMENT

Hard hats must be worn at all times on HRSD property. Signage including this requirement is posted. **Hard hats will not be supplied by HRSD.**

A high visibility vest or shirt must be worn when on site at Nansmond treatment plant.

EMAIL CORRESPONDENCE AND SUBMITTALS

The preferred method for submitting correspondence to HRSD is via email to p3data@hrs.com. This email address may be used for monthly reports, enforcement response, and other general correspondence. In the subject line of the email please include the company name and purpose of the email. For example: ABC Septic Company April 2022 Monthly Report.

MONTHLY REPORT

The HRSD Indirect Wastewater Discharge Permit requires the submission of a certified monthly report, due in this HRSD office by the 10th day of the following month. Page eight (8) of this document includes a sample monthly report. This is the general format that should be used when submitting a monthly report indicating the commercial and residential customers serviced for the month. This sample is a guidance tool that shows the required information, but the report is not required to be identical to the one provided. Please review the HRSD Indirect Wastewater Discharge Permit for specific submission requirements. If there are no discharges to HRSD during the reported month, a statement indicating "**No discharge to HRSD Wastewater Treatment Facilities this month**" must be submitted, along with a certification statement signed by an authorized representative.

USE OF PERMITS

HRSD does not have permit fees. However, there are costs to HRSD to maintain permits. Every indirect permit issued requires input from HRSD staff at all levels. Once a permit is active it requires continuous effort from P3 staff regardless of the frequency of discharge. It is HRSD's expectation that permittees actively use their discharge privileges to justify HRSD maintaining a permit. HRSD reserves the right to drop permits for inactivity, as determined by HRSD. Permitted waste haulers who are dropped as a result of non-use are eligible to submit a new permit application for consideration as needed.

SCALE SYSTEM

HRSD uses an automated scale system to track hauled waste discharges. The scale must be used when discharging at HRSD Wastewater Treatment Facilities, **with the exception of Boat Harbor, which does not have a scale and is billed full load only.**

Scale Procedures are as follows:

1. Pull onto the scale, hold the HRSD access badge against the reader until a faint beep is heard.
2. Select the appropriate waste type.
3. Proceed to the discharge site.
4. Hold the access badge against the reader to unlock the discharge valve (where applicable).
5. Discharge the contents of the truck.
6. Clean the discharge area (including bar screen in areas where applicable).
7. Drive back onto the scale, holding the HRSD access badge against the reader until a faint beep is heard.
8. Obtain a discharge ticket.

If the scale does not properly read the HRSD access badge, press the call button for assistance. A treatment plant operator will answer and give instructions on how to proceed. The driver must follow the plant operator's instructions and obtain a manual discharge ticket before leaving the plant.

Failure to obtain a discharge ticket from any HRSD Wastewater Treatment Facility will result in the billing of a full load and may result in a violation for Failure to Follow Special Conditions of your Indirect Wastewater Discharge Permit.

When there is another truck on the scale, allow plenty of time for that driver to exit the scale and move away from the area before pulling onto the scale. The truck on the scale will receive a green light to exit the scale, after which the light will turn red for the scale to reset. Once the scale has reset, the light will turn green again, at which time it is safe to pull onto the scale. If there is a wait to discharge, please do not park near the scale.

For additional details see the plant specific discharge training videos at <https://www.hrsd.com/waste-hauler-training-program-videos>

MANUAL TICKET PROCEDURES

The scale system is designed to be unmanned. However, the scale system may malfunction or be taken out of service for maintenance. If a waste hauler suspects the scale is malfunctioning, they must contact a plant operator for instruction and work with them to obtain a completed and signed manual ticket.

The plant operator may instruct the waste hauler to manually print the scale weights before and after discharge. These printed scale weights must be presented to plant staff to receive a manual ticket.

If the scale is completely inoperable, plant staff must be notified, and an estimated volume must be recorded **BEFORE** discharge.

All manual tickets that are not signed by an HRSD representative will be billed for a full load and may result in enforcement action.

DISCHARGE TYPES BY TREATMENT PLANT

Treatment Plant	Address	Waste Types Accepted	Open Hours	Special Conditions	Contact
Atlantic (AT)	645 Firefall Drive Virginia Beach, VA 23454	All	24 Hours Seven (7) days a week	Separate receiving station for grease waste.	Phone: (757) 821-7401 After Hours: (757) 821-7408
Boat Harbor (BH)	300 Terminal Avenue Newport News, VA 23607	No grease accepted.	0600 to 1900 Seven (7) days a week	All trucks charged for a full load.	Phone: (757) 244-1670 After Hours: (757) 244-1676
Nansemond (NP)	6909 Armistead Road Suffolk, VA 23435	All	24 Hours Seven (7) days a week	Separate receiving station for portable toilet waste.	Phone: (757) 956-3510 After Hours: (757) 956-3524
Williamsburg (WB)	300 Ron Springs Road Williamsburg, VA 23185	All	0600 to 1900 Seven (7) days a week	Separate receiving station for grease waste.	Phone: (757) 258-6440 After Hours: (757) 258-6450
York River (YR)	515 Back Creek Road Seaford, VA 23696	No grease accepted.	0600 to 1900 Seven (7) days a week	NA	Phone: (757) 833-1760 After Hours: (757) 833-1766

Note: HRSD does not accept mixed loads with grease

Approval must be obtained from P3 prior to discharge at an HRSD treatment plant outside normal operating hours. In the event of an emergency, P3 staff must be contacted to coordinate with the Treatment Plant for access and use of the facility.

PLANT DISCHARGE SITE CLOSINGS

In the event an HRSD Wastewater Treatment Facility must close to hauled waste discharges, the P3 Division will notify Permittees via text or email through p3data@hrsd.com. Details on the hours and/or dates of closure will be included in the email/text.

If an HRSD Wastewater Treatment Facility remains open to indirect dischargers during construction or maintenance, follow all posted signs or special instructions and proceed with caution.

DISCHARGING AT ALTERNATE LOCATIONS

The HRSD Indirect Wastewater Discharge Permit does not prohibit a company from discharging at other facilities that will authorize and accept wastewater. If a company is found to be discharging into an unauthorized location, appropriate enforcement actions will be taken.

INSURANCE REQUIREMENTS

A copy of an active certificate of insurance (COI) must be received in this office prior to being issued an HRSD Indirect Wastewater Discharge Permit. The certificate of insurance shall contain, at a minimum, the following information:

General Liability limits: \$1,000,000 per occurrence and \$2,000,000 annual aggregate, naming HRSD as an additional insured

Auto Liability limit: \$1,000,000 per accident

Worker's Compensation: Statutory limits

All HRSD Indirect Wastewater Discharge Permits require annual submission of the COI. The COI is due no later than **December 31st of each year**.

INDEMNIFICATION STATEMENT

An indemnification statement is included with the permit application. This form must be signed by an authorized representative and submitted before an HRSD Indirect Wastewater Discharge Permit will be issued.

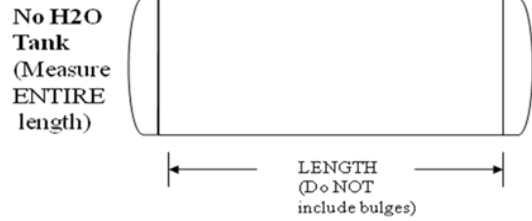
OWNER TRUCK NUMBER LABELING

Permittees are responsible for assigning a truck number to each permitted vehicle. This number must be affixed to the truck and will be included on the HRSD access badge.

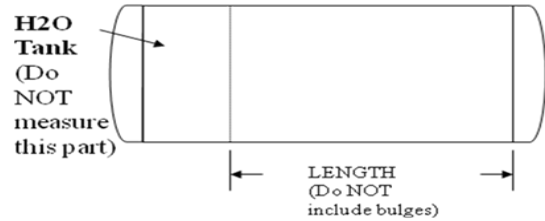
MEASURING TANK VOLUMES

HRSD requires the Permittee to submit the tank specifications from the manufacturer or take measurements and provide diagrams of any tank that will be used to discharge at an HRSD Wastewater Treatment Facility. Guidelines for tank measurement are included below.

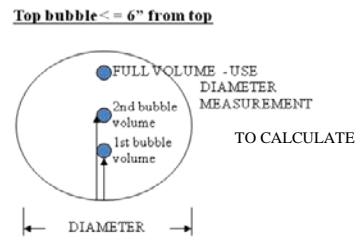
- 1. When measuring the length, do not include the rounded ends.



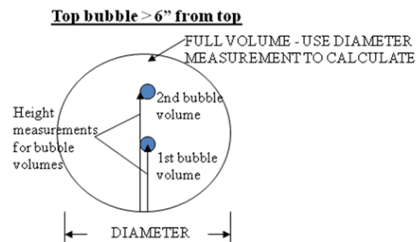
- 2. When measuring a truck that has a potable water tank, do not include the potable water tank, or the rounded end of the waste tank.



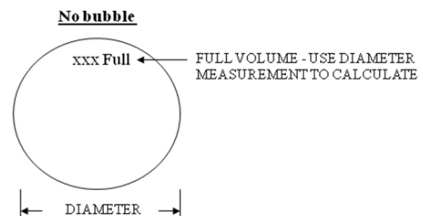
- 3. The diameter and sight glass measurements can be performed from the rear of the tank. If the highest sight glass is < 6" from the top, follow the drawing to the right.



- 4. If the top sight glass is > 6" from the top, follow the drawing to the right.



- 5. If there are no sight glasses located on the back of the tank, follow the drawing to the right.



The measurements can then be entered into a website such as:
<http://www.calculatorsoup.com/calculators/construction/tank.php>.

PUMP-AROUND POLICY

The following information and policies are provided concerning the pumping and hauling of publicly or privately owned pump station wastes:

“Pump-Around” Discharges - Those wastes which are pumped from a public or private pump station and subsequently discharged into a downstream sanitary sewer access point. Generally, pump arounds are performed when there is a pump station malfunction or maintenance is being performed.

Pump-around discharges are generally handled under the direction of the locality where the work is being performed. Prior approval from HRSD’s P3 Division is not required if the pump-around occurs in the field and no wastewater is hauled to HRSD.

In the event of a pump station malfunction or similar emergency wastewater may need to be pumped and hauled to an HRSD wastewater treatment facility for disposal. Under these circumstances the wastewater being pumped may be discharged at an HRSD wastewater treatment facility free of charge provided the following requirements are met:

- Volume of water being hauled is from within the HRSD service area and has been accounted for by a city water meter, effluent meter, or otherwise recorded for billing purposes.
- The discharge(s) must be reported to the P3 Division within 24-hours. Reports may be made via phone, text, or email message provided all the following information is provided: Physical address, date, and time of discharge, and HRSD treatment facility.
- When weighing-in at the automated scale system, the “PA – Pump-Around” waste type must be selected. Transactions improperly coded will be billed at the current hauled wastewater rate. There will be no exceptions.
- If the automated scale system is down and a manual ticket is used, the Pump-Around waste type must be marked. Improperly marked tickets will be billed at the current hauled wastewater rate. There will be no exceptions.
- **Under no circumstances shall the “pump-around” wastes be mixed with any other wastes (e.g., portable toilet wastes or domestic septage).** If it is not possible to segregate pump-around wastewater from other hauled waste types, the entire truck contents must be discharged at an appropriate HRSD treatment plant. The entire discharge volume will be billed at the current hauled wastewater rate.
- Permitted waste haulers must record all pump around discharges in log books and on monthly report submittals.

INDIRECT PROHIBITED DISCHARGE POLICY
(Paradichlorobenzene)

Portable toilet companies in the area may be using a common deodorizing agent known as paradichlorobenzene. Paradichlorobenzene is also known as 1,4 dichlorobenzene or simply dichlorobenzene and is listed on the label and Safety Data Sheets (SDS). These are the solid cakes placed in portable toilets for odor control.

As paradichlorobenzene dissolves it contaminates the toilet waste. Recent testing by other wastewater agencies has indicated a level of around 14 milligrams per liter (mg/L) of paradichlorobenzene. At 7.5 mg/L, using the Toxic Characteristic Leaching Procedure (TCLP) method of analysis, the water is considered a hazardous waste in accordance with federal hazardous waste regulations. Additionally, HRSD has an established local limit of 1 mg/L for this chemical using methods established in 40 CFR Part 136.

HRSD is not authorized to accept any type of hazardous waste within the confines of our wastewater treatment plants. Acceptance of this waste would be considered a violation of our permit with the State of Virginia. Therefore, we are prohibiting the use of these paradichlorobenzene cakes in portable toilets where the wastewater is hauled to an HRSD Treatment Plant for disposal. If you wish to continue use of the blocks, both of the tests above must be performed on the wastewater. HRSD would have to provide approval prior to discharge of the wastewater at an HRSD facility.

Indirect Monthly Report Example

Refer to the example report below as a reference format for the Certified Monthly Report due to HRSD by the 10th day of each following month. All columns in the table are required. For Commercial (non-residential) customers, include business name and address; for Residential customers, list as "Residential" and include the city where pick-up occurred. If you are required to submit additional information as indicated in your Permit, please do so.

TO: HRSD - Pretreatment & Pollution Prevention Division
PO Box 5902
Virginia Beach, VA 23471

FROM: Permittee
Address
City, State Zip

SUBJECT: ABC Septic Company April 2020 Monthly Report

DATE: May 5, 2020

The following commercial and/or residential customers were serviced during the month of April 2020:

Customer Name	Address	Pick-up Date	Badge ID Number	Type of Waste	Quantity (Gallons)	Discharge Date	Discharge Location
Food Lion	1234 Main Street, Virginia Beach	4/2/2020	101	GCD	20	4/2/2020	AT
Country Club GC	321 Hogan Alley, Chesapeake	4/2/2020	101	Septic	1550	4/2/2020	AT
Residential	Chesapeake	4/4/2020	104	Septic	1000	4/4/2020	NP
Residential	Chesapeake	4/4/2020	104	Septic	700	4/4/2020	NP
Oceana Air Show	NAS Oceana, Virginia Beach	4/5/2020	6543	PT	1200	4/6/2020	AT

Waste Types: Domestic Septic Tank (Septic), Grease Control Device (GCD), Pump Station (PS), Portable Toilet (PT), Shipboard Domestic (CHT), Pump around (PA)

HRSD Wastewater Treatment Facilities: Atlantic (AT), Boat Harbor (BH), Nansemond (NP), Williamsburg (WB), York River (YR).

If no wastewater was discharged to HRSD Wastewater Treatment Facilities during a calendar month, you are required to submit a Certified Statement such as: "No discharge to HRSD Wastewater Treatment Facilities this month"

This certified calendar month report must be received in this office by the tenth (10th) day of the following month. Transmitting this report by email to p3data@hrsd.com is an acceptable method for meeting this deadline. Original signatures are not required for submittals to HRSD; however, original certification statements/signatures that are not submitted to HRSD's Pretreatment & Pollution Prevention Division must be retained by the industry for a period of three (3) years.

Permittees are also required to maintain logbooks or other approved instruments on every waste transporting vehicle which contain entries for each customer.

[The following page includes a printable logbook example.](#)

Waste Hauler Log Book

<u>Customer Name</u> (If non-commercial use "residential" or "Portable Toilet" as appropriate)	<u>Address</u> (If "Residential" or "Portable Toilet" use City of pickup address)	<u>Pick-up Date</u>	<u>Badge ID Number</u>	<u>Type of Waste</u>	<u>Quantity (Gallons)</u>	<u>Discharge Date</u>	<u>*Discharge Location*</u>

Waste Types: Domestic Septic Tank (Septic), Grease Control Device (GCD), Pump Station (PS), Portable Toilet (PT), Shipboard Domestic (CHT), Pump Around (PA)

HRSD Wastewater Treatment Facilities: Atlantic (AT), Boat Harbor (BH), Nansemond (NP), Williamsburg (WB), York River (YR)

** If discharged at another facility other than HRSD, indicate the facility name.**

Specific Instructions

All permittees are required to maintain a logbook documenting commercial and residential activities. Please refer to the table above as a reference guide.

The information shall be available for inspection by HRSD personnel at all times and logbook records must be maintained for at least 60 days.