HRSD ENVIRONMENTAL REPORTING SYSTEM

User Enrollment Package

March 2025

1.0 Introduction

1.1 Overview of the HRSD Environmental Reporting System (HERS)

HRSD Environmental Reporting System is a web-based information system that allows eligible industrial users to electronically submit the following documents to HRSD:

- Monthly Meter Readings;
- Self-monitoring reports (SMRs) and daily flow data;
- Permit Applications;
- Waste Hauler Monthly Reports
- Compliance reports and response required by HRSD enforcements;

Access to each document type will be made available through a phased approach.

This system provides a method for submitting reports and permit applications that is faster, more efficient, and less burdensome for both eligible facilities and HRSD. This system follows guidelines the U.S. Environmental Protection Agency (EPA) established in its electronic reporting rule, CROMERR (Cross-Media Electronic Reporting Rule). As a fully operational electronic reporting system, all the necessary legal, security and electronic signature functionality are included for this system to serve as a paperless reporting system.

1.2 Benefits of Using the HRSD Environmental Reporting System

There are numerous benefits for both HRSD and eligible facilities to use the HRSD Environmental Reporting System, including:

- Ability to access reporting requirements in “real time” for upcoming submittals.
- Prompts by email notifications or by dashboard notifications for the following:
  - Upcoming submission requirements;
  - Receipts for successful submissions;
  - Changes to password and/or Personal Identification Number (PIN); and
  - Other notifications, as needed.
- Quality of data is improved due to up-front validation prior to submission.
- Ability to upload and attach supporting documentation with each submission.
- Ability to access past submissions and, if need be, submit revisions to previous submissions.
- Ability to designate the appropriate access level for each staff person enrolled in the system, including granting privileges to consultants and contract laboratories to prepare submissions.
- Submissions can be started and saved in progress, and then completed and submitted later.

1.3 Contact Information

HERS Help Desk staff can be reached at:

Email: HERSHelpDesk@hrsd.com

Mailing Address: HRSD P3 Department – Environmental Reporting System;

P.O. Box 5902, Virginia Beach, VA 23471-0902

2.0 Who Can Participate

Facilities that are applying for or hold a HRSD Direct or Indirect Wastewater Discharge permit are eligible to use the HRSD Environmental Reporting System (HERS).

3.0 Preparations for Electronic Reporting

3.1 Minimum System Requirements

Eligible facilities will need to have the ability to access the HRSD Environmental Reporting System website through the internet. Typically, such access is available either through a dedicated connection through the facility's local area network or through a modem connection to an Internet Service Provider.

In addition to an internet connection, the facility will need to use one of the commonly available internet browser programs such as Microsoft Edge, Google Chrome or Mozilla Firefox. Google Chrome is the recommended browser for the HRSD Environmental Reporting System. In general, it is recommended that current versions of these browsers be used to ensure that all features of the HRSD Environmental Reporting web system are available. If uploading sampling data using one of the Excel templates, facilities must also use Microsoft Excel (version 97-2003 or higher).

3.2 Types of User Accounts

There are two types of user accounts available in the HRSD Environmental Reporting System. Each type and its associated privileges are described below:

User Type	Account Privileges:
Responsible Official (RO)	• Will be issued a personal identification number (PIN) once their account privileges are approved by HRSD • View and prepare electronic submittals • Certify and submit electronic submittals • View all submitted data • Track the status of electronic submittals
Consultant	• View and prepare electronic submittals • View all submitted data • Track the status of electronic submittals

Facility representatives enrolling as a Responsible Official (RO) must meet EPA's signatory criteria of a signatory authority, as listed below:

1. A responsible corporate officer (e.g. president, secretary, treasurer, or vice president of the corporation) or the manager of one or more manufacturing, production or operating facilities if the facility is a corporation;
2. A commanding officer, director or highest official appointed or designated to oversee the operation if the facility is a municipality, State, Federal or other public agency;
3. A general partner or proprietor, if the facility is a partnership or sole proprietorship, respectively;
4. A duly authorized representative of an individual in 1, 2 or 3 above if such representative is responsible for the overall operation of the facility and/or the environmental matters for the facility.

Responsible Officials must create a user account in the HRSD Environmental Reporting System and then submit the required HRSD Electronic Signature Agreement found in Appendix B. A facility may enroll more than one person as a RO. ROs, in turn, may grant Consultant privileges to other user accounts to view and prepare reports. For example, Consultant privileges would be granted to consultants, contract laboratories and facility employees that prepare submissions but cannot sign reports per EPA's signatory criteria.

In order to have privileges granted, a Consultant must create a user account and provide the email address associated with that account to the Responsible Official.

3.3 Types of Submissions

Users of the HRSD Environmental Reporting System will have access to Submission Types below based on permit and user account privileges.

Access to each Submission Type will be made available through a phased approach.

Permit Type	Submission Type
Direct Wastewater Discharge Permit	• Permit Application – Form used for collecting information prior to permit renewal • Information Request – Form used for collecting responses to Enforcement or Inspector Special Requests • Meter Reading – Form used for collecting monthly meter readings required by HRSD • Sampling Results SMR – Form used to collect analytical results based on Permit monitoring requirements • Split Sample Report – Form used for collecting split sample results
Indirect Wastewater Discharge Permit	• Permit Application – Form used for collecting information prior to permit renewal • Information Request – Form used for collecting responses to Enforcement or Inspector Special Requests • Waste Hauler Monthly Report – Form used for collecting monthly discharge information
No Permit	• Permit Application – Form used for collecting information prior to permit issuance

3.4 Preparing and Submitting Data

Submissions are completed through the online forms for data entry and attaching supporting information. Once access is granted to facilities to report sampling data through HRSD Environmental Reporting System, data may be entered using the online forms or by using an Excel template file provided by HRSD and uploading the data into the online form. Upon upload, the system will automatically populate the online form with the uploaded sampling data from the Excel template.

For specific instructions on how to use the system and complete data submissions, please see the HRSD Environmental Reporting System training materials posted on HRSD's website at *www.hrsd.com/online-reporting*

4.0 How to Participate

4.1 Getting Started

4.1.1 Enrollment

After satisfying minimum system requirements listed in Section 3.1, eligible facilities will become registered within the HRSD Environmental Reporting System when a **Responsible Official (RO)** completes and submits the following items:

1. **Create a User Account** by completing the online self-registration form found on the HRSD Environmental Reporting System website *https://www.govonlinesaas.com/va/hrsd/public*. This form is used to create an account and enroll as a HRSD Environmental Reporting System (HERS) user. This form requires the user to provide general contact information such as legal full name, mailing address, phone number, and email address. It also requires information about the facility for which the user will be reporting. Instructions on how to create a user account can be found in Appendix A.
2. **Submit the HRSD Electronic Signature Agreement (ESA).** This is a formal agreement between each PIN holder (Responsible Official) and HRSD regarding the responsibilities and use of their PIN. Submittal of the ESA is required for users enrolling as a RO. The ESA must be completed and signed in ink with an original submitted to HRSD for verification and approval. Please refer to Section 3.2 to determine which facility representatives can enroll as a RO. The ESA can be found in Appendix B.

4.1.2 Acceptance and Use of PIN

Only users registered with a RO account type establish a PIN, which is required for submitting electronic data to HRSD via the HRSD Environmental Reporting System. Each RO will have a unique PIN that shall **not** be shared with others. By establishing a PIN, the RO agrees to be legally bound and responsible for all uses of their electronic signature as if it were a hand-written signature. The PIN must be kept confidential. Failure to keep the PIN confidential may result in suspension or deactivation of HRSD Environmental Reporting System privileges.

4.1.3 Granting Privileges to Consultant

1. A Consultant must first register in the HRSD Environmental Reporting System by completing the online self-registration form found on the HRSD Environmental Reporting System website *https://www.govonlinesaas.com/va/hrsd/public*. This form requires the user to provide general contact information such as legal full name, mailing address, phone number, and email address.
2. After the Consultant is registered, the Responsible Official (RO) will use the email address provided during Consultant's registration to grant privileges for a facility.

4.2 Changing Facility/User Information

When the following occur, HRSD will add or modify user account privileges as necessary:

1. If a new or additional Responsible Official (RO) needs to be added, the new RO needs to go through the same registration process outlined in Section 4.1. The RO must complete and sign the HRSD Electronic Signature Agreement (ESA). The original ESA must be submitted to HRSD with wet-ink signature for account verification and activation.
2. If an existing Responsible Official (RO) needs to associate more facilities to their user account, the RO must sign a new ESA stating their signing authority and responsibilities for the new facilities and submit the ESA to HRSD. After HRSD verifies the RO's signing authority for the new facilities, HRSD will approve the request and update the RO's privileges accordingly in the HRSD Environmental Reporting System.

3. If a PIN number has been compromised, the Responsible Official (RO) should immediately contact the HRSD Environmental Reporting System (HERS) Support Staff to request that the PIN be deactivated. A new PIN will be issued after HRSD receives a written request.
4. If HRSD has a reason to believe that the user account security has been compromised, the affected accounts will be suspended. Prior to reissuing privileges or reinstating system access, HRSD will contact the user and the facility to reissue a new PIN.

4.3 Deactivation of Enrollment

Deactivation of user accounts does NOT relieve the facility of its obligations to submit reports and applications to HRSD on or before the associated due date. If it becomes no longer possible to submit data electronically to HRSD via the HRSD Environmental Reporting System, the Signatory Authority (not just a RO) must notify HRSD in writing.

In the event that there are no active Responsible Official (RO) users to certify and submit, please contact HRSD Environmental Reporting System (HERS) Support Staff for further instructions.

4.3.1 Deactivation of Responsible Official (RO) User Accounts

HRSD reserves the right to suspend or deactivate a RO's account within the HRSD Environmental Reporting System as needed to manage and preserve the integrity of the system. Electronic signatures may be suspended, inactivated, or changed in accordance with the HRSD Electronic Signature Agreement.

The HRSD Environmental Reporting System User Account Deactivation Form must be completed and submitted in the event of one of the following:

1. A RO's roles have changed, and that user is no longer responsible for HRSD permit requirements.
2. A RO chooses to no longer use the HRSD Environmental Report System. Please note there must be one active Responsible Official associated to a permitted facility at all times.

The HRSD Environmental Reporting System Deactivation Form can be found in Appendix C.

4.3.2 Suspension of User Accounts by HRSD

HRSD reserves the right to suspend or revoke any user's account privileges in the HRSD Environmental Reporting System. Reasons for suspending a RO's privileges include, but are not limited to:

- Repeated failure to submit data in the correct format
- Failure to meet recordkeeping requirements for reporting
- Submitting data files infected with a computer virus, malware, spyware, or otherwise threatening the integrity or security of the reporting system
- Submitting data that are false or inaccurate
- Intentionally not keeping PIN numbers confidential
- Inactivity of User Account
- RO no longer with company or no longer in post

The RO will be notified by email that their account has been suspended. The notification will include the reason for the suspension, and what actions are required for the RO's account privileges to be reinstated. During the period of suspension, another RO must facilitate submissions; if there is no other active RO, please contact HRSD Environmental Reporting System (HERS) Support Staff for further instructions.

5.0 Troubleshooting

5.1 HRSD Environmental Reporting System or Internet System Failure

The HRSD Environmental Reporting System server has been architected to ensure reliable service on a continual basis. However, if the server is not responding, the user should try to access the system at a later time. There could be a temporary problem with the user's local internet service provider, the internet connection, unusually heavy internet traffic, or with the HRSD Environmental Reporting System server itself.

A temporary inability to transmit data to the server does NOT relieve the RO or the facility of its obligations to submit reports and applications to HRSD on or before the associated due date. In such a situation, please contact HRSD Environmental Reporting System (HERS) Support Staff for further instructions.

5.2 System Failure at Eligible Facility

If the RO's internet Service Provider or other facility hardware or software is not working, the RO's internal system support staff should be contacted. Such difficulties are not a valid reason for a failure to submit required reports and applications on or before the associated due date. Routine "good practices" should be followed so that the submission obligations are met before the corresponding due date.

If a RO is unable to submit the required reports and applications through the HRSD Environmental Reporting System server, contact the HRSD Environmental Reporting System (HERS) Support Staff via *HERSHelpDesk@hrsd.com* to review and determine alternative procedures for submitting the required data to HRSD.

6.0 Appendices

This section contains the following forms used to enroll, change status and deactivate enrollment in the HRSD Environmental Reporting System:

- Online Self-Registration Form & Account Registration Instructions
- HRSD Electronic Signature Agreement
- HERS Account Deactivation Form

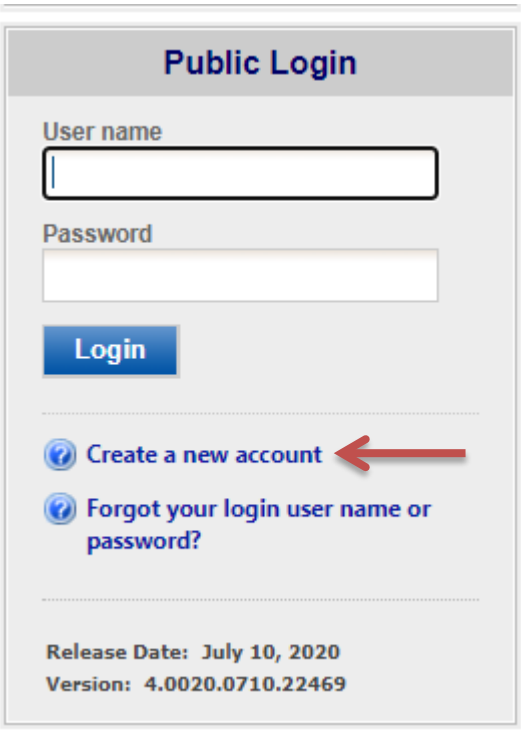
Appendix A: Online Self-Registration Form & Account Registration Instructions

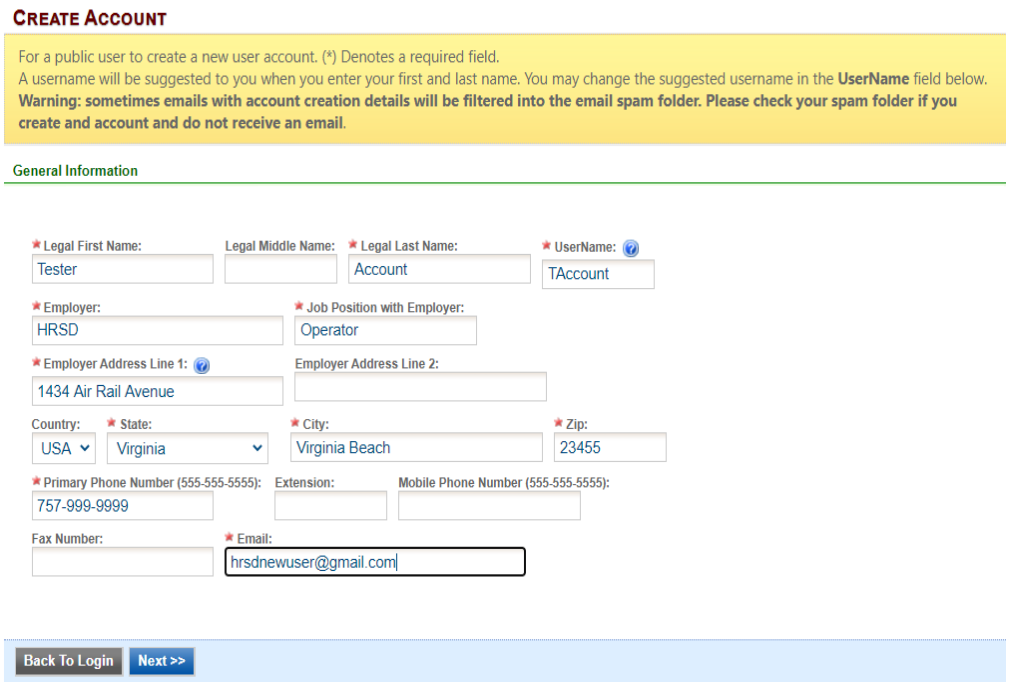
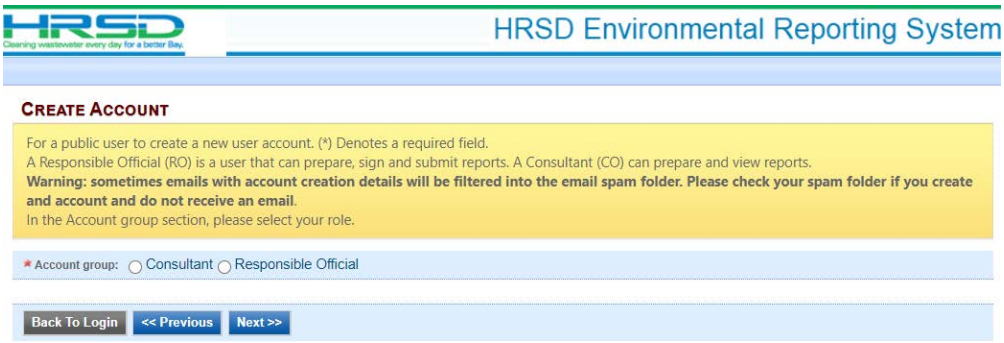
To enroll in and use the HRSD Environmental Reporting System (HERS), you must first create a user account. This document explains how to create a user account in the HRSD Environmental Reporting System (HERS). It also explains how to log into the system and access your account information.

You access the HRSD Environmental Reporting System (HERS) by using an internet connection and web browser (recommended Google Chrome). The site URL is *https://www.govonlinesaas.com/va/hrsd/public*.

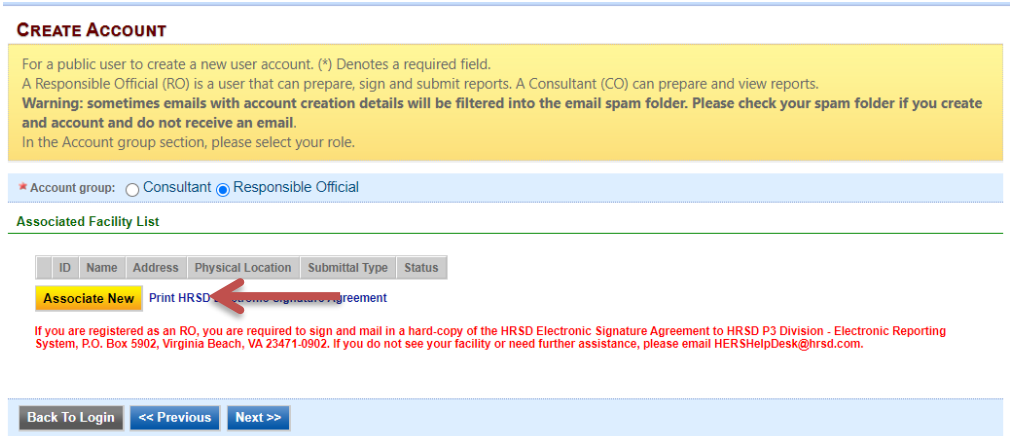
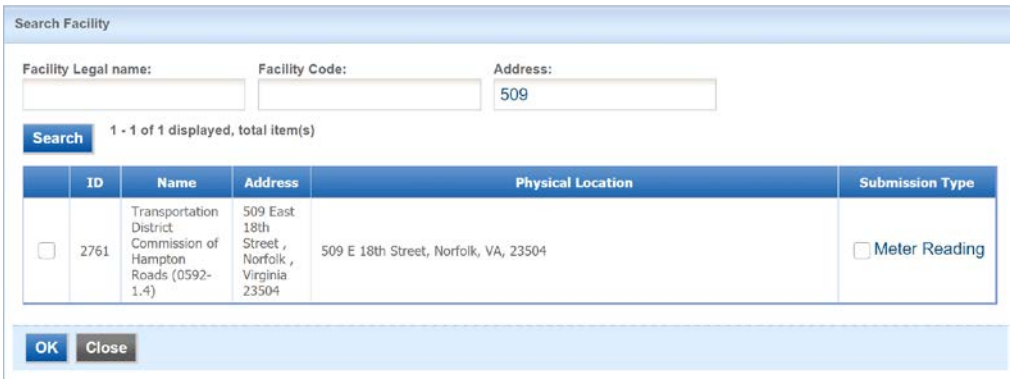
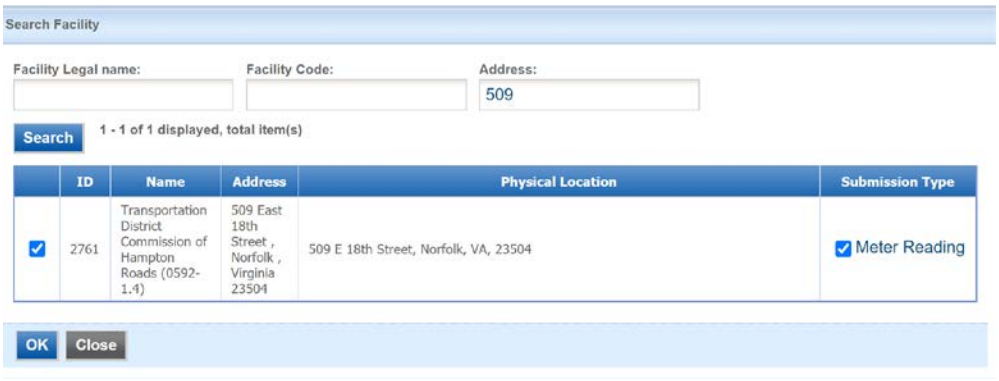
A.1 Create a New User Account

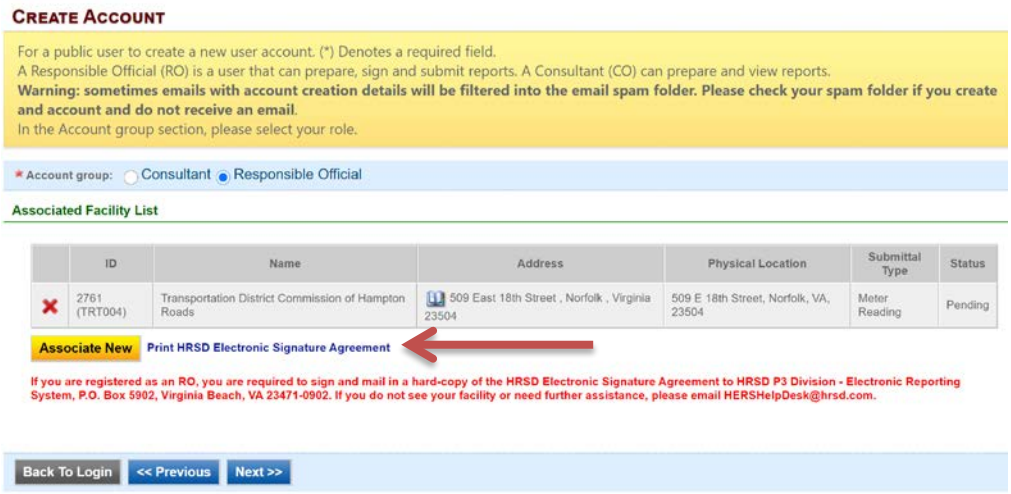
To begin the account registration process, you must click on the “Create a new account” link. The following instructions will guide you through the account registration process. Please note that some steps only need to be completed by users who intend to submit data for a facility as a Responsible Official.

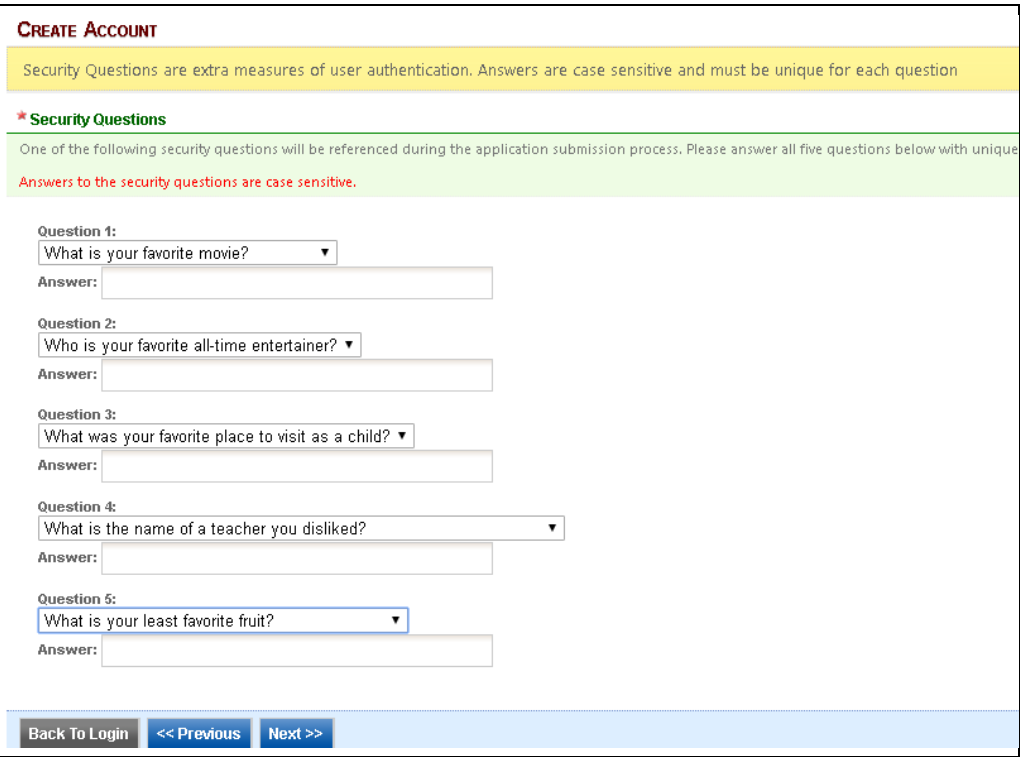
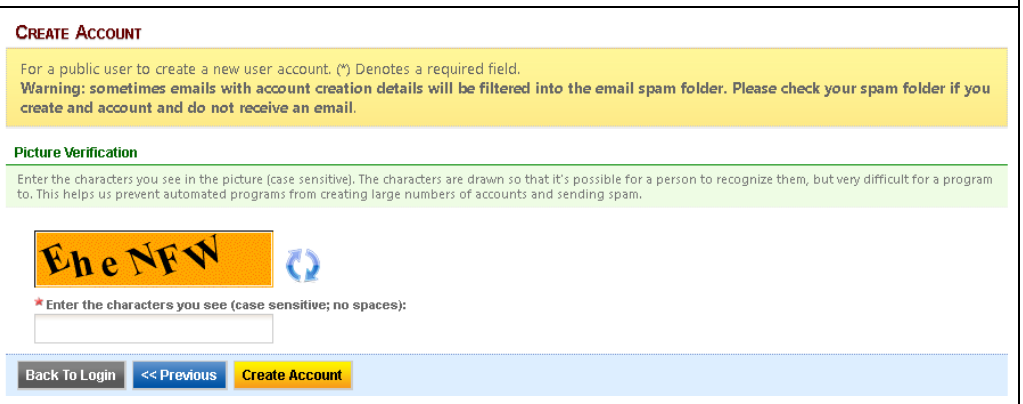
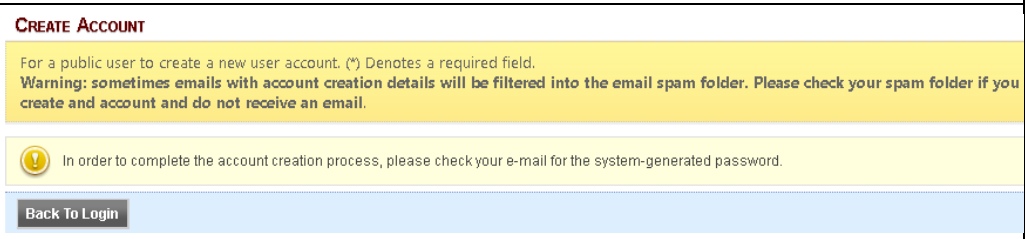
#	Description	Screenshot
1	Click on the “Create a new account” link to access the registration form.	

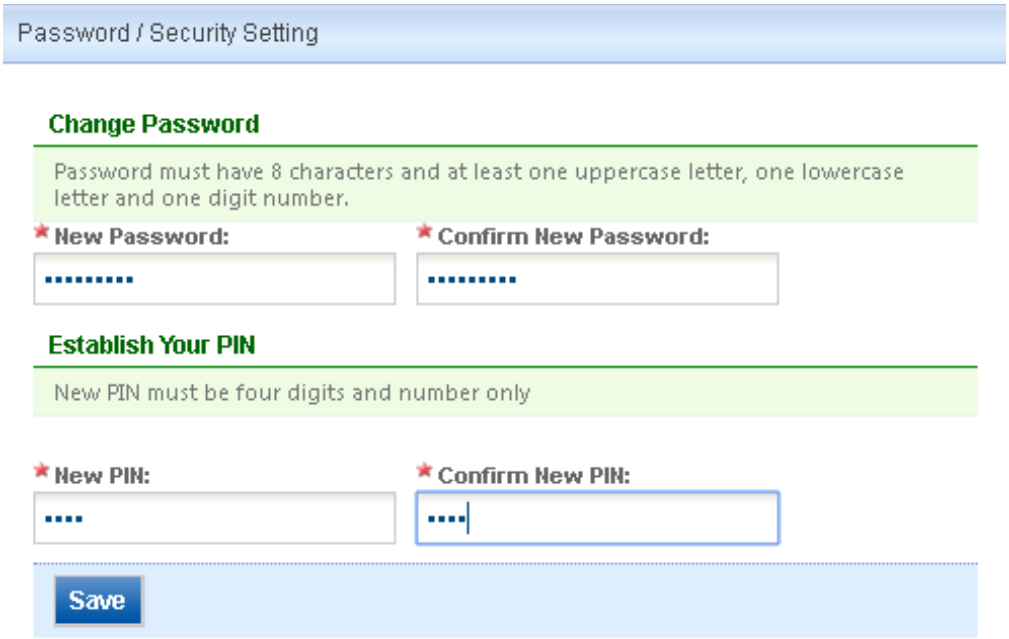
2	Complete the General Information form. You must enter information for all required fields, which are denoted by a red asterisk For additional instruction or more information about a field, click blue question Click Next.	
3	Indicate the desired Account Group: Consultant or Responsible Official. An explanation of the permissions for each account group and type is provided below. If you are unsure which account group applies to you, please contact your HRSD Inspector or the HERS Support Staff at 757-460-7041or via email at *HERSHelpDesk@hrsd.com.*	

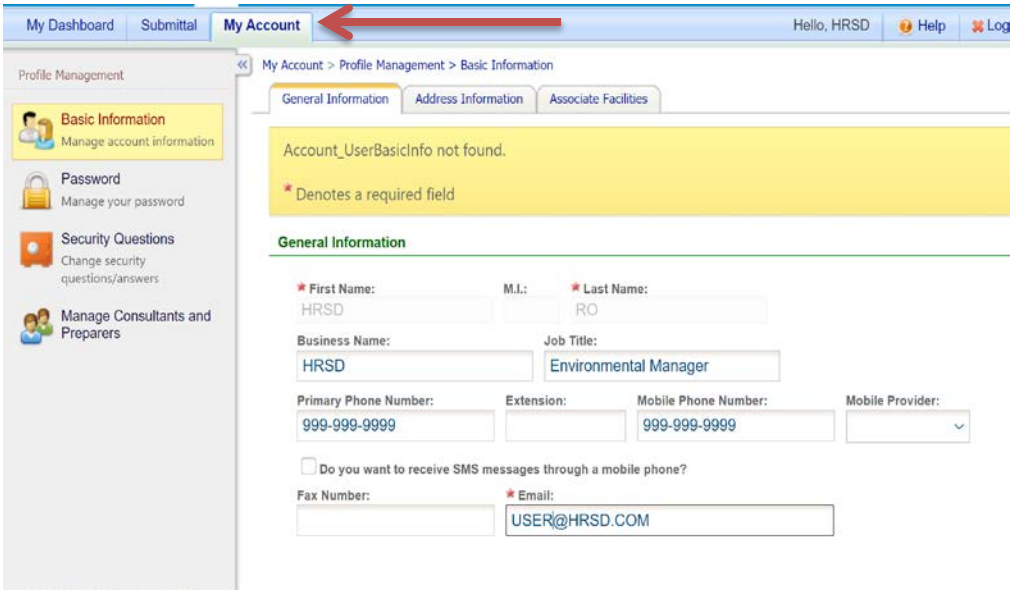
Account Group	Account Privileges:
Responsible Official (RO)	• Will be issued a personal identification number (PIN) once their account privileges are approved by HRSD • View and prepare electronic submittals • Certify and submit electronic submittals • View all submitted data • Track the status of electronic submittals
Consultant	• View and prepare electronic submittals • View all submitted data • Track the status of electronic submittals

4	**If you are registering as a Consultant, skip to Step #8.** If you are registering as a Responsible Official (RO), associate Facility(s) to your account by clicking the Associate New button. These fields will only appear on the screen if you are registering as a RO.	
5	Search by Facility Legal Name or Physical Address to find your facility. Your Facility Legal Name is the first name listed in Section I of your permit. Or, if you know your HRSD Facility Code (i.e. ABC001), you can search using that.	
6	Select facility and submission types. Click “OK” to view the facilities that have been associated to your account, as well as the status of each submittal type requested. An explanation of the submission types can be found in Section 3.3	

7	If you have not already done so, use the link to print the HRSD Electronic Signature Agreement (ESA), complete, sign and mail to: HRSD P3 Department – Environmental Reporting System P.O. Box 5902, Virginia Beach, VA 23471-0902 Note: The facilities that you associated will remain in a PENDING status until HRSD receives the ESA. Click Next.	

8	Select and answer five (5) security questions. Click Next.	
9	Complete Verification Step. Characters are case sensitive; no spaces needed. Click Create Account.	
10	At completion, you will receive a system generated email with temporary password and will be prompted to log in to change that password and complete the account registration process. Click Back to Login	

		From: DoNotReply@hrsd.com <DoNotReply@hrsd.com> Sent: Sunday, July 12, 2020 9:11 AM To: hrsdnewuser@gmail.com Subject: Your HRSD Environmental Reporting System Account has been Created Welcome to the HRSD Environmental Reporting System! This email is to notify you that your HRSD Environmental Reporting System account was created on 7/12/2020 9:10:54 AM. Your new account information is as follows: Login Name: TAccount Temporary Password: vGXrie3b Use the temporary password above to log into the HRSD Environmental Reporting System.
11	Enter the User name and Password sent to you in the system-generated email to login to the HRSD Environmental Reporting System.	
12	During your first login, you are required to establish a new password. Only Responsible official will have the requirement to establish a signing PIN. Passwords must have 8 characters and at least one uppercase letter, one lowercase letter and one digit number. New PIN must be four digits and number only	

13	To view your account information, click on the “My Account” tab. The “My Account” tab is the location where you can change your password and PIN, and update your security questions. ROs also manage Consultants access and permissions on this tab.	

Questions

If you have questions, please call the HERS Support Staff at 757.460.7041 or send an email to *HERSHelpDesk@hrsd.com*

Appendix B. HRSD Electronic Signature Agreement

FOR USE OF HRSD ENVIRONMENTAL REPORTING SYSTEM (HERS)

Use this Electronic Signature Agreement (ESA) to request Responsible Official (RO) privileges, which allow the user to electronically submit permitting and monitoring data to HRSD.

B.1 Responsible Official (RO) Information

HERS User Name: _____

HERS User Name is generated during account creation process. If you have not already done so, please create account at https://www.govonlinesaas.com/va/hrsd/public

Legal Full Name: _____

Job Title: _____

Mailing Address: _____

City, State, Zip: _____

Email Address: _____

Phone Number: _____

B.2 Facility Information

Responsible Official (RO) privileges are requested for the following facilities:

Permit No.	Facility Name	Facility Physical Address

Submittal Reason:

☐ **Initial:** This is the first ESA submitted for this user account to act as the RO for the above facilities.

☐ **Change:** This ESA represents changes to privileges for an existing user account.

☐ **Reactivation:** This is a re-activation of a user account to act as the RO for the above facilities.

Notes to HRSD (optional):

This original ESA form must be submitted to HRSD with a wet-ink signature.

When completed, print and sign this form, save a copy for your records and mail to:
HRSD P3 Department - Environmental Reporting System, PO Box 5902, Virginia Beach, VA 23471-0902

Once this form is reviewed and approved, HRSD will associate the facilities listed in Section B.2 to your user account.

For HRSD Use Only

Review Date: _____ Reviewed by: _____ Approved? Yes No

Approval Date: _____ Denial Date: _____ Reason: _____

B.3 Responsible Official Designation by the Signatory Authority

The RO must meet EPA's criteria of a signatory authority:

1) A responsible corporate officer (e.g. president, secretary, treasurer, or vice president of the corporation) or the manager of one or more manufacturing, production or operating facilities if the facility is a corporation;
2) A commanding officer, director or highest official appointed or designated to oversee the operation if the facility is a municipality, State, Federal or other public agency;
3) A general partner or proprietor, if the facility is a partnership or sole proprietorship, respectively; or
4) A duly authorized representative of an individual in 1, 2 or 3 above if such representative is responsible for the overall operation of the facility and/or the environmental matters for the facility.

If you meet the signatory criteria as described in 1, 2 or 3 above, you are a **Signatory Authority**. If you are not designating another person as Responsible Official, you can skip this section and proceed to Section B.4.

In many cases, a signatory authority may wish to designate a person as a RO for signing and submitting permit required documents electronically using the HRSD Environmental Reporting System. If you meet the criteria in 4 above, you are a **Designated Responsible Official**. You and the Signatory Authority must complete Section B.3 and B.4.

A. For the Signatory Authority:

I hereby designate (name) _____ as my designated RO for the purpose of certifying and submitting data to HRSD electronically using the HRSD Environmental Reporting System for the facilities listed in Section B.2.

Name of Signatory Authority	Title of Signatory Authority	Date
Signature of Signatory Authority	Email address of Signatory Authority	

B. For designated Responsible Official:

I understand that as a designated Signatory Authority and RO, I am responsible for ensuring accurate collection and representation of all information submitted electronically in the HRSD Environmental Reporting System for the facilities listed in Section B.2.

Name of designated RO	Title of designated RO	Date
Signature of designated RO	Email address of designated RO	

B.4 Responsible Official (RO) Signature

The RO is the person who submits this Agreement to request the ability to electronically certify and submit data to HRSD.

For Signatory Authority:

For the facilities listed in Section B.2, I, _____, have the authority to enter into this Agreement under the applicable criteria.

For Designated ROs:

For the facilities listed in Section B.2, I, _____, am authorized by the Signatory Authority named in Section B.3 of this Agreement, who has the organizational authority to enter into this Agreement under the applicable criteria.

By submitting this Agreement to HRSD, I have read, understand, and accept the terms and conditions in Section B.5. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this Agreement and all attachments contained in the Agreement, I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fines and imprisonment.

Signature of RO	Date

B.5 Terms and Conditions

1. DEFINITION: A Responsible Official (RO) refers to any signer of this document. An individual must meet EPA's signatory requirements to be an RO.
2. PURPOSE: This agreement creates legally binding obligations for the parties using the specified data transmission protocols and the HRSD Environmental Reporting System. The RO acknowledges that proof that a particular signature device was used to create an electronic signature will suffice to establish that the individual uniquely entitled to use the device did so with the intent to sign the electronic document and give it effect and that the individual is as legally bound, obligated, and responsible by use of the RO's electronic signature as by hand-written signature.
3. VALIDITY AND ENFORCEABILITY: By this Agreement the parties agree to follow HRSD procedures to create binding regulatory reporting documents using electronic transmission and receipt of such records, consistent with the provisions of 40 CFR Part 3 (CROSS-MEDIA ELECTRONIC REPORTING Requirements, CROMERR). Acceptance and execution of this agreement by HRSD is shown by the issuance of a personal identification number (PIN) to the Certifier. Consistent with 40 CFR Part 3, electronic signatures under this agreement have the same force and effect as a written signature. Written signatures will remain on file with HRSD.
4. RECEIPT: A submission is received when it is accessible by HRSD and can be fully processed. A submission does not satisfy any reporting requirement in a facility's industrial wastewater discharge permit until it is received by HRSD. For permit application and compliance reporting, the RO agrees that upon activation of the RO account for requested facilities, the HRSD Environmental Reporting System will be expecting to receive electronic transmission of reports at the interval specified in the permit. If HRSD does not receive the submissions from the RO at the expected time, the database will flag the required submissions as not received or overdue.
5. VERIFICATION: Upon receipt of a submission, HRSD will process the submission to make it accessible. The RO is responsible for the content of each submission, and for reviewing the accuracy of the processed document, both in accordance with the associated certification statement, as made available by the HRSD Environmental Reporting System.
6. SIGNATURE: The RO agrees that their personal identification number (PIN) will serve as their electronic signature following acceptance of this Agreement. The RO agrees that any such electronic signature affixed to or associated with any transmitted submission verifies (1) that the RO has the requisite authority to originate the transaction; and (2) the accuracy of the content at the time of transmittal. The RO also agrees that each submission the RO submits using their PIN constitutes their agreement with the certification statement in each transmission per 40 CFR § 403.6(a)(2) and as noted immediately below.

   > I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

7. SECURITY: The parties must take reasonable actions to implement and maintain security procedures necessary to ensure the protection of transmissions against the risk of unauthorized access, alteration, loss or destruction including, but not limited to: protecting the secrecy of passwords and electronic signatures and only transmitting files in an acceptable protocol.
8. USE OF PIN: Each RO must be a person identified by the facility as someone who meets EPA's criteria of being a signatory authority. If a PIN is compromised or there is evidence of potential compromise, HRSD will suspend the PIN and affected account. In addition, HRSD will inactivate or revoke a PIN where the RO is no longer an authorized signatory. Each RO agrees that HRSD may act immediately and unilaterally in any decision to suspend, inactivate, revoke, or otherwise disallow use of a PIN by any RO, where HRSD staff determines that such action is or may be necessary to ensure the authenticity, integrity or general security of transmissions or records, or where there are any actual or apparent violations of this agreement. Each RO also agrees to immediately report to HRSD any compromise or potential compromise of a PIN.
9. INABILITY TO TRANSMIT OR FILE REPORTS ELECTRONICALLY: No party is liable for any failure to perform its obligations in connection with any Electronic Transaction or any Electronic Document, where the failure results from any act or cause beyond the party's control that prevents the party from electronically transmitting or receiving any document submissions. The RO is nonetheless required to submit records or information required by law by other means within the time period required by law, unless a written extension has been granted by HRSD.

10. CONTINUATION OF OPERATIONS: In the event that electronic submission of data is not possible via the HRSD Environmental Reporting System, it is the responsibility of the RO to submit paper copies in accordance with the requirements of the Permit, or written extension granted by HRSD. Failure to submit data by the date required by the Permit or extension is a violation and will be enforced according to HRSD's Enforcement Response Plan.

11. SEVERABILITY: Any provision of this Agreement which is determined to be invalid or unenforceable will be ineffective to the extent of that determination without invalidating the remaining provisions of this Agreement or affecting the validity or enforceability of the remaining provisions.

12. TERMINATION AND RENEWAL: This Agreement may be terminated by either party as provided herein. Upon termination of this Agreement, your ability to submit electronic information through the HRSD Environmental Reporting System will also terminate. This Agreement becomes effective upon notification of approval by HRSD to the RO (which may be an automated message from the HRSD Environmental Reporting System or by separate notification). HRSD will normally provide notification of the effective date, but if no date is provided, the effective date is the next reporting cycle following the notification. This Agreement will continue until modified by mutual consent or written notice by either party. This Agreement will be periodically reviewed and amended or revised by both parties as needed or when required by law. HRSD reserves the right to approve or disapprove this subscriber agreement. This Agreement will be terminated if the facility's Permit is also terminated.

13. GOVERNING LAW: This Agreement is governed by and interpreted in accordance with 40 CFR 127, 40 CFR 122, 40 CFR 3, and other applicable laws.

14. AGREEMENT: I and the facilities listed in Section B.2 agree:

    a) To protect my account, password and PIN from compromise, not allow anyone else to use my account, and not share my password or PIN with any other person other than as required for my organization's internal security;

    b) To change my password or PIN if I believe it becomes known to any other person;

    c) To promptly report to HRSD any evidence of the loss, theft, or other compromise of my account, password or PIN within one business day;

    d) To notify HRSD in writing, if I terminate my employment, am reassigned or if any other change in my status causes me to cease to be a Responsible Official of any of the requested facilities listed in this Agreement. Notification should occur as soon as the change occurs.

    e) To review, in a timely manner, the email and onscreen acknowledgements and copies of data submissions transmitted through my account to the HRSD Environmental Reporting System;

    f) To report any discrepancy of which I or my organization becomes aware between the submissions and what the HRSD Environmental Reporting System received;

    g) That in no event will HRSD be liable to me or the facilities I represent for any special, consequential, indirect or similar damages, including any lost profits or lost data arising out of the use or inability to use the software or of any data supplied therewith even if HRSD or anyone else has been advised of the possibility of such damages, or for any claim by any other party. HRSD disclaims all warranties, expressed or implied, including but not limited to warranties of merchantability and fitness for a particular purpose, with respect to the software and the accompanying written materials

    I understand that I and the facilities I represent are as legally bound, obligated, and responsible by the electronic signature created as by a handwritten signature.

Appendix C. User Account Deactivation Request Form

FOR DISCONTINUED USE OF HRSD ENVIRONMENTAL REPORTING SYSTEM (HERS)

The HRSD Environmental Reporting System User Account Deactivation Form must be completed and submitted in the event of one of the following:

1. A RO's roles have changed and that user is no longer responsible for HRSD permit requirements.
2. An RO chooses to no longer use the HRSD Environmental Report System. Please note there must be one active Responsible Official associated to a permitted facility at all times.

C.1 User Information

HERS User Name: _____

Legal Full Name: _____

Job Title: _____

Mailing Address: _____

City, State, Zip: _____

Email Address: _____

Phone Number: _____

C.2 Deactivation Information

Requested Deactivation Date: _____

Deactivation is requested for the following facilities:

Permit No	Facility Name	Facility Location Address

C.3 Responsible Official Signature

Please deactivate the user account identified above from the HRSD Environmental Reporting System, which is associated to the above-listed facilities.

I understand that I am obligated to continue to use HRSD Environmental Reporting System during the time this user account is active.

I further understand that this request in no way changes the submission requirements of the facilities listed above. This request only provides notice that the user will no longer use the HRSD Environmental Reporting System.

_____ _____

Name of RO (type or print) Title of RO (type or print)

_____ _____

Signature of RO Date

Print this form, save a copy for your records and mail to: HRSD P3 Department - Environmental Reporting System
PO Box 5902, Virginia Beach, VA 23471-0902