

## **Preparer Instructions**

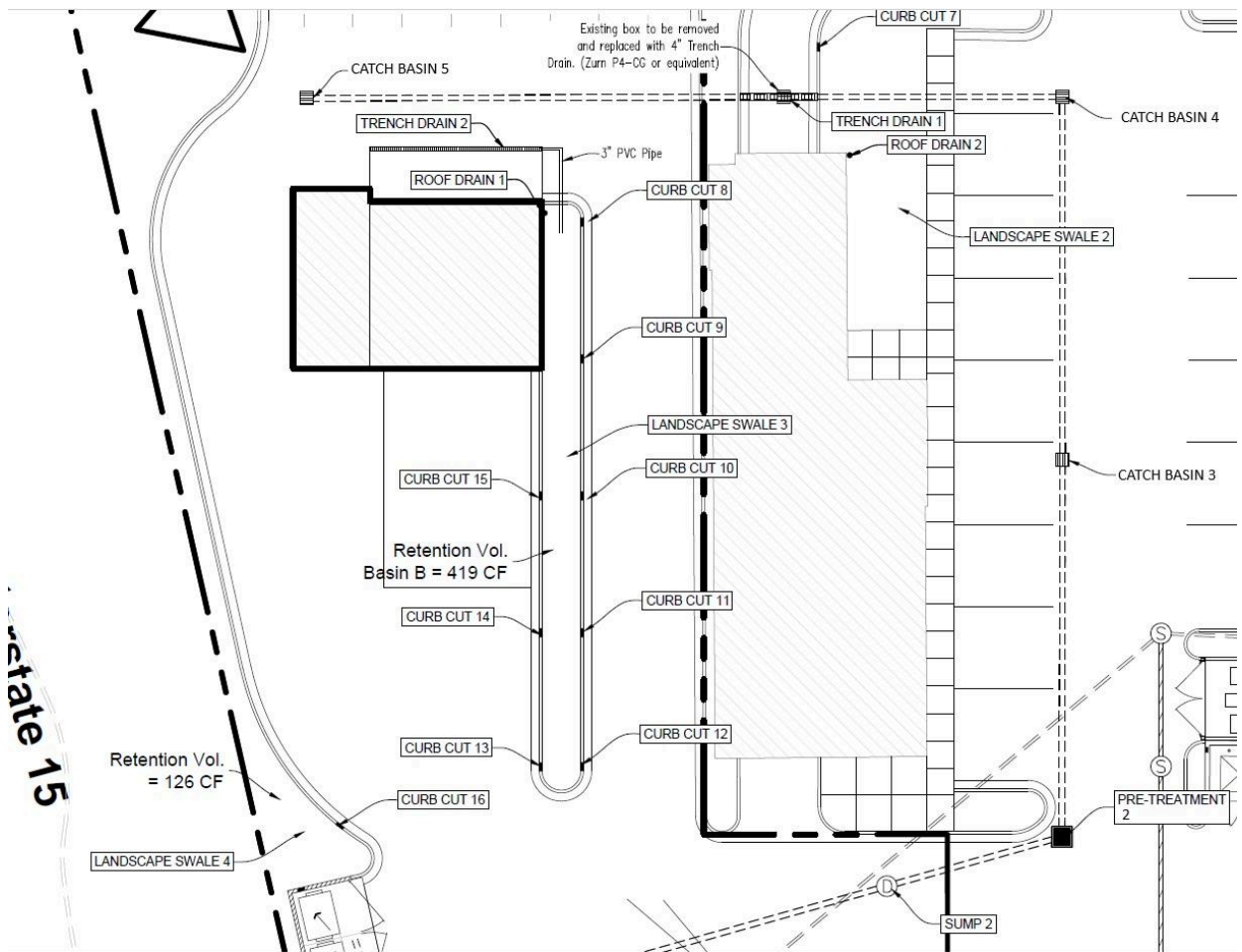
### *for the Storm Water System Operations & Maintenance Plan*

Please review the following information to aid in completing the Storm Water System Operations & Maintenance Plan (Plan) for the existing or proposed site:

1. Complete the Contact Information prompts on the Title Page for the Plan.  
(If contact information changes, notify the City immediately)
2. Review the Background, Purpose and Responsibility sections.
3. Provide a Storm Water Maintenance Map
  - a. This map must show the storm water system with each item labeled with a specific name, for example: Sump #1, Pretreatment Catch Basin #1, Inlet #2...
  - b. The map should be simplistic so that it can be used by any owner or maintenance personnel. See Example Map on next page.
4. Review Section 2: Maintenance Schedules
  - a. Update *Storm System Controls Table*: Remove any irrelevant controls not installed at the completed site. If the site has controls that are not included in the table, add a maintenance schedule for that specific control. If the frequency and indicator for maintenance is more specific or restrictive than described, modify the table as directed by the manufacturer or engineer.
  - b. Update *Procedures for Pollutant Reduction Table*: Remove any irrelevant maintenance operations not performed at the completed site. If the site has maintenance operations that could produce or transport pollutants that are not included in the table, you must add a maintenance schedule for that specific maintenance operation.
5. Prepare a site specific Inspection and Maintenance Report for the owner. A preferred template is provided.
  - a. Copy all storm system controls from the table into the *Owner Inspection and Maintenance Report*.
  - b. Copy all operations from the *Procedures for Pollutant Reduction Table* into the *Owner Inspection and Maintenance Report*.
  - c. If the person preparing the plan is using software that is compatible with forms in .pdf format, the *Owner Inspection and Maintenance Report* will autopopulate.
6. Review Section 3: Standard Operating Procedures (SOPs)
  - a. The SOPs provided are adequate for typical development. Remove any SOPs that would not be utilized for this site.
  - b. Add any site specific SOPs not addressed by the SOPs provided. (For example, company specific SOPs that are more stringent or a specialized storm water control) Attach any necessary proprietary literature or diagrams of storm water controls into the Plan in the Appendix or within the SOPs such as grease storage devices or hydrodynamic separators.

- c. The “Storm Water System Maintenance SOP” describes how to maintain all typical control types in a storm system. Delete control types that are not utilized and add any storm system controls not listed in the SOP.
7. Attach in the Appendix:
- a. All documentation needed to perform storm water system maintenance inspections such as “as-built”- structure details, cross sections, landscape plans, drainage report, or grading and drainage sheets.
  - b. The accepted and recorded Storm Water Maintenance Agreement, if provided by the municipality.

**Example** Storm Water Maintenance Map:



# Storm Water System Operations & Maintenance Plan

For:

Last Modified:

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## Contents

### **REGULATION**

BACKGROUND

PURPOSE AND RESPONSIBILITY

### **SECTION 1: STORM WATER MAINTENANCE MAP**

### **SECTION 2: MAINTENANCE SCHEDULES**

STORM SYSTEM CONTROLS TABLE

PROCEDURES FOR POLLUTANT REDUCTION

INSPECTION & MAINTENANCE REPORT

### **SECTION 3: STANDARD OPERATING PROCEDURES (SOPs)**

### **APPENDIX**

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## Background

The Environmental Protection Agency has delegated authority to the State of Utah to administer water quality regulatory programs. One of these is the storm water program that complies with the Federal Clean Water Act (CWA). To assist with this management, the Department of Environmental Quality, Division of Water Quality (DWQ) has designated municipalities and other entities to oversee their own storm water programs through a Municipal Separate Storm Sewer System (MS4) Permit. See the Utah Permitted MS4 Operator List at: [MS4 Permit \(Municipal Separate Storm Sewer System\) - Utah Department of Environmental Quality](#)

The Utah Storm Water Advisory Committee (USWAC), comprised of representatives from MS4s statewide, assists DWQ in developing practical storm water programs that protect water resources and promote consistency across the State.

This Storm Water System Operations and Maintenance Plan template was developed by USWAC and is intended to be completed to satisfy local requirements for establishing a maintenance plan for private storm water systems.

## Purpose and Responsibility

The purpose of this **Storm Water System Operations and Maintenance Plan** (Plan) is to guide land owners and maintenance personnel on how to protect storm water quality and protect the integrity of the storm water systems. This Plan is written specifically for the site. Adherence to this Plan will help increase the longevity and effectiveness of storm water controls, reduce flood risks, and improve water quality for all.

The current Property Owner of Record is legally responsible for ensuring compliance, since the Storm Water Agreement runs with the land and was recorded as an Agreement with the MS4 (City). If the land owner has leased out the building or hired a property management company, then the owner is responsible for ensuring that the property manager adheres to this Plan. Notify the City if the property is sold or contact information changed as shown on the front page.

The summary of responsibilities for each property with an established Plan are:

- Provide an inspection report of the property to the MS4 (City) biennially (every other year) and include annual maintenance records.
- Inspect the storm water system annually at a minimum or as described in the Plan.
- Manage storm water runoff to minimize the discharge of pollutants.
- Maintain each storm water control as described in the Plan to perform its designed function.
- Document all maintenance activities that reduce onsite pollutants above and below-ground.
- Train staff and service contractors on how to maintain the property infrastructure to minimize pollution in storm runoff.
- Update the Plan when changes to business standards or regulations occur.

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## **SECTION 1: STORM WATER MAINTENANCE MAP**

The map(s) show the location of all the storm water controls for the site. Use this map to identify each control for inspection and maintenance.

For more detailed information such as structure details, grading and drainage sheets, or landscape plans see the appendix or request documentation from the City.









Insert photos of site conditions and attach any applicable maintenance records

Notes:	Notes:
Notes:	Notes:
Notes:	Notes:
Will reinspection be necessary to ensure required actions have been completed? <input type="checkbox"/> *Yes <input type="checkbox"/> No	If "Yes", when will the reinspection occur? <b>Date:</b>
Inspector ( <i>Print Name</i> ): _____	Signature: _____

\*See next page for reinspection

## Owner Inspection & Maintenance Report

### REINSPECTION

Property Information			
Facility Name:		Follow Up Date:	
Inspection Report:			
Items Verified	Yes / No	Notes:	
Have all items from the initial inspection report been addressed?			
Has all records of maintenance been kept for future reference?			
Comments:			
Insert photos here			
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### **SECTION 3: STANDARD OPERATING PROCEDURES (SOPs)**

It is the property owner's and maintenance team's responsibility to ensure the following SOPs are adequate for managing runoff impacts.

**IMPORTANT:** It is not realistic for each SOP to cover all necessary procedure operations. Owners or maintenance personnel, in good judgment, should take action to effectively contain and prevent the discharge of pollutants on site. Any operation changes that are more effective at protecting storm water quality should be documented and adopted as standard.

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## **PAVEMENT SWEEPING**

### **1. Purpose:**

- a) One of the primary contaminants in local water bodies is decaying organic material (sediment, plant matter).
- b) Organic material as well as trash on parking areas and sidewalks could be transported via runoff to the drainage system, increasing maintenance cost. Utilizing pavement sweeping can be far more efficient than removing these debris after they have washed into the drainage system.

### **2. Procedure:**

- a) Regularly sweep surfaces and remove organic materials to prevent accumulations.
- b) Remain aware of minor sediment/debris and hand sweep or remove material by other means as needed. Significant deposits will likely collect in autumn with leaf fall and early spring after winter thaw. Sweeping machinery is often the best tool for this application.
- c) Remove materials that collect on top of storm inlets to improve run off flows and reduce pollutants washing into the storm system.
- d) During pavement maintenance, regularly remove fugitive debris that can be carried offsite or to the storm system.

### **3. Disposal Procedure:**

- a) Dispose of hand collected material in dumpster
- b) Use licensed facilities when haul off is necessary

### **4. Training:**

- a) Annually and at hire
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOP.

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## LANDSCAPE MAINTENANCE

### 1. Purpose:

- a) To reduce storm water pollution and maintenance costs, debris from landscape maintenance operations should be removed immediately.
- b) Primary contaminants in local water bodies include plant material, sediment, nutrients, and pesticides.

### 2. Procedure:

- a) Maintain healthy vegetation root systems. Healthy root systems will help maintain more desirable infiltration rates of landscape areas receiving runoff.
- b) Groundskeeping
  - Lawn Mowing – Immediately remove grass clippings to a dumpster or sweep/blow clippings back into the lawn for nutrient recycling.
  - Fertilizer and Pesticide Operations – Prevent overspray onto pavements for liquid applications. For granular application, sweep or blow any overspread back into the intended treatment area.
  - Trash and Debris – Remove and dispose of any trash and debris collected on the site.
- c) Light weight debris and landscape materials need to be removed or contained when wind or rain is expected.
- d) Landscape materials and waste can usually be contained or controlled by operational best management practices including but not limited to:
  - Strategic staging of materials eliminating exposure
  - Avoiding multiple day staging of backfill and spoil material on pavements
  - Haul off material as generated
  - Schedule work when clear weather is forecasted.
- e) Erosion Control: maintain good working sprinkler systems, broken sprinklers or overwatering can cause erosion. Install down spout splash pads or rip rap to control erosion.
- f) Cleanup: Use dry cleanup methods, e.g. square nose shovel and broom. Conditions are usually sufficient when no more material can be swept onto the square nosed shovel.

### 3. Disposal Procedure:

- a) Dispose of waste according to General Waste Management SOP, unless this SOP states otherwise.

### 4. Training:

- a) Annually and at hire
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOP.
- c) Landscape Service Contractors use equal or better SOPs.

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## **WASTE MANAGEMENT**

### **1. Purpose:**

- a) To prevent pollution from waste mixing with storm water from improper handling of waste and maintenance of waste receptacles.

### **2. Procedure:**

- a) Keep dumpster lids closed, when not in use to prevent storm water entering the container.
- b) Inspect dumpster or waste receptacle for leaks regularly and minimize disposal of liquids. The dumpster bottom should be watertight and if there is a drain hole, a plug should be in place. Contact the dumpster company if a plug is needed.
- c) Beware of dumpster capacity, solve any recurring capacity issues that are observed. Do not leave bags outside of a dumpster.
- d) Maintain outside storage, place items that could cause pollutants under a cover/roof.

### **3. Disposal Procedure:**

Dispose of waste through a licensed service provider or haul waste to the local landfill facility. Review facility regulations for restrictions on certain hazardous materials. Liquid paints, chemicals, or solvents should be dried out before disposal and avoid dumping anything down a storm drain.

### **4. Training:**

- a) Annually and at hire
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOPs.

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## STORM WATER SYSTEM MAINTENANCE

### 1. Purpose:

- a) Regular inspection and maintenance of the storm water system can ensure that the system meets its designed purpose.
- b) Removing pollutants/debris prior to a rain or storm event, is far more cost effective than after they have washed into the drainage system.
- c) During very intense storm events, pollutants stored in an unmaintained storm system may bypass the system and risk contaminating groundwater and local water bodies.

### 2. Inspections and Maintenance:

Follow the more restrictive inspection and maintenance requirements of this SOP and the proprietary literature.

#### Control Types

- a) **Above ground infiltration system:**  
Remove any debris observed and remove sediment accumulation when volume capacities drop below 90% or design infiltration rates are compromised due to silting in.
- b) **Bioswales, rain gardens, and similar:**  
Regularly remove trash and debris from landscaping areas. Inspect sediment accumulations and remove accumulations when volumes within the swales, rain gardens and landscape areas drop below 90%.
  - Poor drainage can be improved by maintaining healthy plant root systems.
- c) **Catch basin inlets:**  
Look into the grate for any debris accumulation. If safe to do so, remove any floating trash at each inspection interval with a rake or other means. Remove oil sheen with absorbent materials. Remove accumulated sediments once sediment has reached the flowline of the lowest pipe in the structure. This can be performed by hand or by an industry trained company with hydro-vacuum machinery.
- d) **Curb cuts and outfalls:**  
Inspect areas where storm water will enter infiltration areas such as from curb cuts, end of pipe, etc into landscaped areas. Remove any landscaping that will impede flow and any sediment accumulation. Ideally, the final grade of landscaping will be 2" below the flowline of storm water discharge.
- e) **Dry well (sump):**  
Access the manhole and look for standing water or debris accumulation. The dry well should be free of pollutants and the inspector should see a gravel bottom. If sediment and debris accumulation has reduced the storm water volume capacity of the sump by more than 10% or if grease/debris have impacted the design infiltration of the sump causing standing water, maintenance is required. Hydro-vacuum machinery will be required to restore the dry well to working order.
  - Identify the source of pollution and modify the Plan or retrofit the storm water system to prevent pollutants from entering the dry well.
- f) **Manufactured treatment device (hydrodynamic separator variety):**  
Access the manhole and refer to manufacturer's maintenance literature on how to inspect and maintain. For inspection, measure the depth of debris accumulation settled at the bottom and floatables at the surface. Note any floatables in the report. Remove

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floatables and sediment accumulation when levels exceed manufacturer's specifications, if available, for maintenance thresholds. Typical guidance is to service and dispose of removed material when the sediment reaches 50% of the sump capacity using hydro-vacuum machinery.

**g) Non-infiltration detention system:**

Refer to manufacturer's literature on how to inspect and maintain. Typically storm water is heavily pretreated prior to entering the temporary holding area. Ensure orifice or other flow restriction structures remain unobstructed.

**h) Orifice and other flow restriction device:**

These openings must be free of debris so storm water draining from the site is not impeded. Remove any debris observed by hand or machinery.

**i) Pretreatment hood or elbow:**

Remove any floating trash at each inspection interval with rake or other means. Remove oil sheen with absorbent materials. Remove sediments once capacity below pipe flowline is reduced by 33%. This will usually require hydro-vacuum machinery.

- Contact mosquito abatement if mosquito larvae are observed unless all the water is removed with the maintenance operation.

**j) Underground infiltration chamber system:**

Access manhole or inspection ports and look for oils, sediment, or debris accumulation that can pollute subsurface soils and reduce the longevity of the system. Identify the source(s) of pollution and modify the Plan to prevent pollution from entering the subsurface system.

- If debris accumulation has reduced the storm water volume capacity of the infiltration system below 90%, hydro-vacuum machinery will be required to restore volume capacity.

**k) Weep holes or other wall drainage:**

These openings must be free of debris, remove any debris observed.

**After Heavy Precipitation Events**

- a) Inspect water levels throughout the storm water system following significant storm events. The retention and detention depths should not exceed the depths shown on the plans for the respective storm event volumes. Contact a professional as needed.
- b) Inspect surface water ponding. Water should not remain for longer than local requirements allow. Contact an engineer when the system is not draining.
- c) Inspect the storm water system for damage and tampering.

**3. Disposal Procedure:**

- a) Dispose of dry sediment and debris removed from the storm water system in a dumpster that will be serviced by a licensed facility.
- b) Disposal of hazardous and liquid waste: contact your local landfill or disposal dealer.
- c) Dispose of hazardous waste and/or liquid waste at regulated disposal facilities. Follow SDS Sheets. Also see Waste Management and Spill Control SOP

**4. Training:**

- a) Annually and at hire
- b) If incorrect SOP implementation is observed, re-instruct staff or service contractors of proper SOPs

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## PAVEMENT WASHING

### 1. Purpose:

- a) Pavement washing should be avoided wherever possible. However, when it is necessary, a strict SOP must be used.
- b) Pavement washing can fill necessary void space in storm controls that utilize infiltration and increase storm system maintenance costs. Removing these debris before they are washed to the storm system is imperative.

### 2. Procedure:

- a) Sweep up debris and use dry clean up methods to absorb any liquid waste as described in the Spill Control SOP. After all dry clean up methods have been exhausted and pavement washing is necessary, follow this SOP to avoid the potential for polluting drainage ways and groundwater.
- b) Prevent wash waters and any detergents if used from entering the storm drain system. The following methods are acceptable for this operation.
  - Dam any nearby inlets using material that seals itself to the pavement and remove wastewater with shop-vacuum or absorbent materials.
  - Collect wastewater with a vacuum simultaneously with the washing/power washing operation.
- c) Prevent un-authorized non-storm water discharges which could include AC condensation, broken sprinklers, etc. If a discharge is observed, repair it as soon as practicable.

### 3. Disposal Procedure:

- a) Small volumes of wash water (20 gallons or less) can be drained into onsite vegetation if non-hazardous.
- b) Large volumes must be disposed of at regulated facilities.

### 4. Training:

- a) Annually and at hire
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOPs

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## **SNOW AND ICE MANAGEMENT**

### **1. Purpose:**

- a) To preserve storm water quality by minimizing salt residue that enters the storm system.

### **2. Procedure:**

- a) Do not store salt outdoors uncovered.
- b) Salt can be stored outside when covered and contained or on a pallet or other effective means.
- c) Inspect salt pile or pallet regularly to ensure runoff cannot mix with salt.
- d) Minimize salt use by varying salt amounts relative to hazard potential.
- e) Minimize salt use when storm runoff is routed through vegetated storm water retention areas to maintain healthy root systems.

### **3. Training:**

- a) Annually and at hire.
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOPs.
- c) Require snow and ice service contractors to follow the stronger of this SOP or their company SOPs and industry standard practices.

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## SPILL CONTROL

### 1. Purpose:

It is vital to contain all spills on the surface. Spills reaching the storm system below and/or above ground can result in expensive spill mitigation, including removal and replacement of drainage systems.

### 2. Procedure:

- a) STOP the source of the spill and contain flowing spills.
- b) Stop the flow from entering a storm drain system by using a **spill kit**, booms or any material available to stop flowing liquids; including, nearby sand, dirt, landscaping materials, etc.
- c) Sweep up the absorbed material and dispose of according to the MSDS sheets of the spilled material. Most times, this waste can be disposed of in an existing waste container.
- d) CRITICAL EMERGENCY constitutes large quantities of hazardous or unknown waste material flowing uncontained liquid that reach storm drain systems or may pose a safety risk.
- e) **Generally, burst or tipped tanks and containment is critical. Call HAZMAT.**  
Check with the Hazmat team and your local Storm Water Manager to determine if you need to call the DWQ, the local health department, and site risk manager which may need to be involved. Also report spills to DWQ of quantities of 25 gallons and more and when the spill of lesser quantity causes a sheen on downstream water bodies.
- f) Minor emergency constitutes a spill that is no longer flowing but has reached a storm drain and adequate cleanup is still critical. Call the Local Health Department and the City Storm water or Public Works.
- g) Spills that are contained on the surface, typically do not meet the criteria for Critical and Minor Emergencies and may be managed by the responsible implementation of this SOP.

### 3. Contacts:

Municipal 24 hr Storm Water Hotline – [                    ]  
Local County Health Department – [                    ]  
HAZMAT – 911  
Utah Health Department – 801-851-3000  
DWQ Hotline – 801-536-4123, 801-231-1769, 801-536-4300  
National Response Center (NRC) – 800-424-8802

### 4. Cleanup Procedure:

- a) NEVER WASH SPILLS TO THE STORM DRAIN SYSTEMS.
- b) Clean per SDS requirements but generally most spills can be cleaned up according to the following:
  - Absorb liquid spills with spill kit absorbent material, sand or dirt until liquid is sufficiently converted to solid material.

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- Remove immediately using dry cleanup methods, e.g. broom and shovel, or vacuum operations.
  - Cleanup with water and detergents may also be necessary depending on the spilled material. However, the wash waters from this operation must be vacuumed or removed by dry methods. See Pavement Washing SOP.
  - Repeat the process until minimal material remains.

#### **5. Disposal:**

Follow SDS requirements but usually most spills can be disposed per the following:

- a) Generally, most spills absorbed into a solid form, can be disposed of in the dumpster and receptacle. Follow the Waste Management SOP.
- b) Generally, liquid waste from surface cleansing processes may be disposed to the sanitary sewer system after the following conditions have been met:
  - Dry cleanup methods have been used to remove the bulk of the spill and disposed per the Waste Management SOP.
  - The liquid waste amounts are small and diluted with water. This is intended for spill cleanup waste only and never for the disposal of unused or spent liquids.

#### **7. Training:**

- a) Annually and at hire.
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOP.

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## **POOL, SPA AND POND DRAINAGE**

### **1. Purpose:**

- a) To prevent chemicals and algae from entering the storm drain system.
- b) There are state regulations for drainage of chemically treated water from public use pools- State Regulation R392-302-7- that the owner should be aware of.
- c) This SOP applies to all chemically treated bodies of water (pools, spas, ponds, etc)

### **2. Procedure:**

- a) Contact the city prior to draining any pool or pond to verify local rules and regulations for discharge, a permit may be required.
- b) Dechlorinate the water until chlorine or bromine content is <1 ppm and pH level is between 6.5 and 8.5.
- c) Discharge water temperature should NOT exceed 100 degrees Fahrenheit.
- d) Provide documentation verifying that the water is free of all algaecides, cleaning agents and any other water conditioning chemicals.
- e) Salt-laden wastewater and filter backwash are not allowed to discharge to storm drain systems.
- f) All contaminants collecting or growing in pools, organic and manmade must be collected and removed, dried out and disposed of in the trash receptacle.
- g) Discharges should be made on private property where possible into lawns, gardens, or other spaces in which water can infiltrate before reaching property boundaries. Discharge water must not reach streams, creeks, irrigation ditches and other private drainage systems.
- h) Where discharge is made to the storm system or sanitary sewer ensure it is clean water free of contaminants as described.

### **3. Training:**

- a) Annually and at hire.
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOP.

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## **GREASE STORAGE/RECYCLING**

### **1. Purpose:**

- a) For facilities that generate grease and store it onsite, storm water quality must be protected.
- b) One of the more common sources of damage and risk to the storm system are related to grease storage overflows.

### **2. Procedure:**

- Underground storage:
  - a. Identify the location of all floor drains at the facility. Floor drains must be routed to the sanitary sewer. Grease must not be dumped into floor drains.
  - b. When grease is stored underground and it is difficult to access the maintenance threshold, regular scheduled maintenance of the system by a third party is critical to avoid risk of overflow.
- Outdoor grease recycling containers:
  - a. Extra precautions must be taken to avoid overflows and spillage during use.
  - b. Keep the containers covered and provide secondary containment (ex: double walled) where feasible.
  - c. Regular scheduled maintenance of the system by a third party is critical to avoid risk of overflow.
- Call the local wastewater treatment facility for more information on how and when to service grease storage systems.
- Follow proprietary literature for maintenance intervals of the specific grease storage device (attach as applicable).
- Inspect grease storage areas weekly to ensure this SOP is being followed by all staff.
- If a grease spill or overflow does occur, refer to the Pavement Washing SOP for proper clean-up procedures.

### **3. Training:**

- a) Annually and at hire.
- b) If incorrect SOP implementation is observed, reinstruct staff or service contractors of proper SOP.

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## APPENDIX