

Oakland County Water Resources Commissioner Work Instruction EU-1700	DATE: 12/10/01 REV #5: 5/28/2013	Doc. File Name: Surface Water Pollution Complaint Response.doc
	TITLE: Surface Water Pollution Complaint Response	APPROVED BY: Assistant Chief Engineer

1.0 Purpose

Describe the process for responding to surface water pollution complaints.

2.0 Scope

This work instruction applies to the Oakland County Water Resources Commissioner (WRC) Environmental Unit (EU), Illicit Discharge Elimination Program (IDEP) Supervisor, IDEP Environmental Planner, or designated employee(s).

3.0 Responsibility

The WRC EU IDEP Supervisor, IDEP Environmental Planner, or designated employee(s) are responsible for following these procedures.

4.0 Procedure

4.1 Surface water pollution complaints are received either directly by the EU IDEP Environmental Planner, through other WRC Divisions or through the 24-Hour Pollution Complaint Hotline. Complaints are entered into the Collaborative Asset Management System (CAMS) and submitted to the IDEP Supervisor or IDEP Environmental Planner as “Surface Water Pollution” Service Requests. The IDEP Environmental Planner reviews the service request and contacts the complainant as necessary to validate a surface water discharge, determine the nature and location of the discharge and determine the appropriate response.

4.1.1 Spills requiring an “Emergency Response” are handled under “Surface Water Pollution Response Procedure” P-043.

4.1.2 Discharges involving “Sanitary Sewage Overflows (SSOs)” are handled under WRC Procedure P-036, “Procedure for Notification and Reporting of SSOs and CSOs for WWTP, SCS and Septic Systems”.

4.1.3 Service Requests requiring no further action are submitted to the EU IDEP Supervisor to be closed.

4.1.4 Non-surface water related complaints requiring a response from another WRC Division / Unit are referred to the appropriate unit by initiating a new “Service Request”.

4.1.5 Surface water pollution complaints not under the jurisdictional authority of WRC are referred to the appropriate community agency for follow-up investigation.

4.1.5.1 The IDEP Environmental Planner opens an “IDEP Complaint Investigation” using a “General Admin” Work Order in CAMS and adds referral and response information.

4.1.5.2 The IDEP Environmental Planner completes the Work Order and submits to the IDEP Supervisor to be closed.

4.1.5.3 IDEP Environmental Planner is responsible for following up with the referral agency on the status of the investigation.

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4.1.6 Surface water-related complaints under the jurisdiction of WRC are investigated by the IDEP Environmental Planner. A Work Order is opened in CAMS for an "Illicit Discharge Investigation" by the IDEP Environmental Planner and submitted to the EU Supervisor.

4.2 The IDEP Environmental Planner completes the Illicit Discharge Work Order and the "Illicit Discharge Inspection" Form in CAMS

4.2.1 The IDEP Environmental Planner completes the "Illicit Discharge Investigation" Inspection form and collects and records physical, chemical and analytical sampling data as per "Procedures for Illicit Discharge Elimination Program" Work Instruction (EU-1702). The IDEP Environmental Planner completes the Analytical Sample Chain of Custody (Form DC-077) and delivers samples to the laboratory, if necessary.

4.3 The IDEP Environmental Planner receives, processes and reviews field data and sampling results according to "Procedures for Illicit Discharge Elimination Program" Work Instruction (EU-1702).

4.3.1 The IDEP Environmental Planner issues additional Work Orders for follow-up investigations, as necessary.

4.3.2 Where an illicit discharge is indicated, the IDEP Environmental Planner follows up with the property owner and or external agencies, as necessary, to insure that the discharge is eliminated

4.4 The EU Supervisor closes the IDEP Investigation Work Order.

4.5 The IDEP Environmental Planner reports on the number of complaints received and results of illicit discharge investigations in the annual/biennial report to MDEQ under Oakland County's Phase II Storm Water Permit.

5.0 Related Documents

5.1 IDEP / SWAT Analytical Sample Chain of Custody, Form DC-077

5.2 Procedures for Illicit Discharge Detection and Elimination Work Instruction EU-1702

5.3 Surface Water Pollution Response Procedure P-043

5.4 Procedure for Notification and Reporting of SSOs and CSOs for WWTP, SCS and Septic Systems Procedure P-036

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Change Record

Revision	Date	Responsible Person	Description of Change
Release	12/10/01	Document Control Person	
Rev. #1	04/26/02	Document Control Person	Added 5.0 and Numbering System.
	10/29/02	Document Control Person	Deleted Document Location Reference.
			Revised Distribution List.
Rev. #2	10/08/03	Document Control Person	Revised Purpose, Scope, Responsibility,
			Procedure, Related Documents and
			Distribution List.
Rev. #3	12/02/03	Document Control Person	Revised 4.4 and 5.6
Rev. #4	02/08/05	Document Control Person	Revised entire document to reflect
			Environmental Unit name change. Also
			Changed from WS-1700 to EU-1700.
REV. #5	5/28/13	Document Control Person	Revised entire document to reflect CAMS procedures.

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Distribution List

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