Surface Water Tracking, Reporting, and Electronic Application Management System (STREAMS)

Non-Compliance Report

May 18, 2017
Non-Compliance Report – Electronic Report Overview

The STREAMS service provides the capability to electronically submit the Non-Compliance Report. This report can be accessed via your personal dashboard (i.e., the opening screen in STREAMS which displays your permit list, application list, and reports list). Non-Compliance Reports that are created will be listed on the Report List where additional actions may be performed on them (ex. downloading report PDF, edit, delete, and delegate).

Working within your secure eBusiness Center account, the ease of use of the new innovative smart forms, one-click submittals without having to mail paper forms to the agency, and the ability to make fee payments online make the STREAMS service the go-to destination to submit your Non-Compliance Report – as well as applications for nearly 20 other permit types and dozens of additional reports (ex. annual sewage sludge, priority pollutant report, annual reports, etc.)

Detailed steps on how to fully complete the Non-Compliance Report has been graphically displayed below.

CONTENTS

Non-Compliance Report

1) Service Activation - - - - Page 3
2) Creating New Reports - - - Page 5
3) Completing the Report - - - Page 9
4) Submitting Reports - - - - Page 13
5) Editing, Deleting, and Delegation - - Page 15
6) Technical Support - - - - Page 20

Appendix

I. FACT SHEET - Discharge Permit Non-compliance And Sanitary Sewer Overflow Notification Requirements Page 21
Service Activation

A service is a division within Ohio EPA that offers electronic services. To access STREAMS, click on Division of Surface Water NPDES Permit Applications (i.e., STREAMS) to select the service – you will be directed immediately.
The first time you select this service you will be prompted to activate it – simply click the Yes button. You will now be directed to your personal dashboard where you can add permits to your personal list/view, complete permit applications and various reports, and make fee payments using the ePayment Service.
To fill out and submit a Non-Compliance Report, first add the permit to your Permit List on your personal dashboard by clicking the Add Permit button. You can manage all of your permits by adding them to your Permit List.
Enter your permit number and click the *Search* button (with or without the *AG* permit version extension).
If a valid permit number has been entered, the system will find the permit and display it in the Permit Search Results section. Click the **Add Permit** button to select the permit – it will now be added to your personal dashboard.
From your personal dashboard, click the Actions dropdown to access management tools which will allow you to Remove Permit from your List, Terminate Permit, Transfer Permit, and Renew Permit. Select the Reporting dropdown to access any number of reporting forms that can be submitted electronically within minutes. Click the Reporting dropdown and select Non-Compliance Report to launch the report.
Non-Compliance Report – Completing the Report

NPDES Noncompliance Notification for Exceedance of a Daily Maximum Discharge Limit

<table>
<thead>
<tr>
<th>Permit Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Name</td>
</tr>
<tr>
<td>Ohio Oil Gathering Corp</td>
</tr>
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<table>
<thead>
<tr>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>First Name</td>
</tr>
<tr>
<td>Phone Number</td>
</tr>
<tr>
<td>(xxx) xxx-xxxx</td>
</tr>
</tbody>
</table>

Once the report opens you will notice that it is prepopulated with a variety of information from the Agency database. Begin by filling in the contact information.
Enter the date and time of the event, duration, and click the **Add Exceeded Limit** button.
Select the Outfall from the dropdown, parameter and parameter limit. Enter the Exceedance and any additional comments and click the Save or Cancel buttons to proceed with the report.
Describe the cause of the exceedance and steps taken to address the exceedance. You now have the option to click the Validate button to see if all fields have been filled out correctly, Save, Exit, or click Submit to submit the report to the agency. A saved report will be housed in your Report List on your personal dashboard until submitted, deleted, or delegated to another individual to submit.
Submitting Reports

When you click the **Submit** button, you will be prompted to answer a security question and enter your PIN (i.e., your personal electronic signature). Enter this information and click the **Submit** button.
Entering in an incorrect security question answer or PIN will result in a red error message – simply just reenter this information and click the **Submit** button again.
Editing, Deleting, and Delegation

If you saved the report and chose not to submit it immediately, it will now be housed on the Report List on your personal dashboard where you can now perform the tasks under the Actions dropdown. You have the ability to Download a PDF copy of the report, open the report back up in Edit mode, Delete it, or Delegate the report to another eBusiness Center account holder (ex. one person prepares the report, another person submits it).
If you decide to delete the report that you have created, simply click on the *Actions* dropdown and select *Delete Report*. A confirmation window will prompt you to confirm the deletion of the report. If confirmed, the report will no longer be present on your dashboard – you can now continue working in STREAMS or even create another application/report.
If you choose to delegate a report, simply click on the **Actions** dropdown and select **Delegate Report**. The system will prompt you to search for the account holder that you want to delegate to. If you know their eBusiness Center account User ID, simply type it in and click **Search**. **TIP:** Do not fill in all search fields (for example, if you do not know the User ID, simply type in their last name and click **Search**.)
The example above is a search by the Last Name of “Roberts”. The system returns a list of all user names that match, simply click the User ID to the left to delegate access to the application/report that you have created and saved.
A confirmation will be shown of the account holder that you selected, simply click the Delegate button to complete the delegation. At this point, the account holder you have delegated can log into their personal eBusiness Center account and will have the application/report listed on their dashboard.
Technical Support

For permit specific questions, contact the particular permit section at Ohio EPA or your Ohio EPA permit writer assigned to the particular permit. For technical assistance with STREAMS or any of the Division of Surface Water’s Electronic Business Services, don't hesitate to contact the administrator. The administrator urges each account holder to develop a positive working relationship with DSW to remain current on relevant topics, obtain value-added tips, streamline efforts, and to always have a go-to contact when you need one.

The preferred method of communication is through email as the administrator can email you personalized click-by-click instructions. If you leave a voice mail or send an email, you will receive expert advice from the administrator -- nearly 95% of technical assistance requests are handled within minutes, but can take up to 24 hours if the administrator is out of the office or away from the desk.

**BUSINESS HOURS:** Mon- Fri: 7:00 a.m. – 5:00 p.m.

Currently Vacant
eDMR / STREAMS Administrator
Division of Surface Water
50 West Town Street, Suite 700
Columbus, OH 43215

Jamie Roberts
Data Systems Analyst
Division of Surface Water
50 West Town Street, Suite 700
Columbus, OH 43215

[James.Roberts@epa.ohio.gov](mailto:James.Roberts@epa.ohio.gov)
Phone: (614) 644-2054

eBusiness Center Helpdesk (PINS & Passwords): (877) 372-2499
Appendix I

Discharge Permit Non-compliance and Sanitary Sewer Overflow Notification Requirements
Discharge Permit Non-compliance and Sanitary Sewer Overflow Notification Requirements

National Pollutant Discharge Elimination System (NPDES) permit holders must submit 24-hour non-compliance notification and Sanitary Sewer Overflow (SSO) notification to Ohio EPA by email or phone within designated timeframes.

When is a 24-hour non-compliance notification required?
Two types of NPDES permit non-compliance must be reported to Ohio EPA within 24 hours of discovery:

1) any non-compliance that is the result of a violation of a daily maximum discharge limit for any of the pollutants listed in the NPDES permit.
2) any unanticipated bypass or any upset resulting in an exceedance of any effluent limit in the NPDES permit.

As described below, this requirement may apply to non-emergency SSOs not covered by other reporting requirements.

How can I submit a 24-hour non-compliance notification?
There are two ways to submit a 24-hour non-compliance notification:

1) by email using the non-compliance notification form;
2) by telephone to the appropriate Division of Surface Water (DSW) inspector (this option also requires a follow-up written report within five days of the event).

What rules and laws apply?
- Title 40 of the Code of Federal Regulations, Part 122.41
- Chapter 6111 of the Ohio Revised Code
- Chapter 3745-33 of the Ohio Administrative Code

What is a 24-hour non-compliance notification?
A 24-hour non-compliance notification is an explanation of the events that lead to certain NPDES permit non-compliance. As the name implies, the non-compliance notification must be submitted to Ohio EPA within 24-hours of discovery of the non-compliance.

When is non-compliance an emergency requiring an immediate report to Ohio EPA’s Emergency Hotline?
On rare occasions, NPDES permit non-compliance may constitute an emergency. An emergency is determined on a case-by-case basis, based on potential risks to the public or impacts to a receiving stream.

For example, a fish kill could be caused by elevated oxygen demand or toxicity, the relative volume of an unauthorized discharge could result in unacceptable bacteria levels where there is public access or exposure, the discharge may pose a risk to downstream users or the location may present a hazard to public safety.

Whether non-compliance is caused by an overflow, bypass, pass-through or effluent violation, an immediate or potentially substantial threat to public health, safety or the environment must be reported to Ohio EPA’s Emergency Hotline as soon as reasonably possible (within 30 minutes of discovering an emergency situation). Any delay could potentially result in greater threats to human health and the environment.

What if it’s an emergency?
Call the Ohio EPA emergency number above as soon as reasonably possible if you determine an emergency exists. An emergency exists when there is an imminent or substantial threat to public health, safety or the environment.

Where can I get more information?
Contact the appropriate DSW inspector at your district office. To view a map of Ohio EPA’s district office boundaries and mailing addresses, go to epa.ohio.gov/districts.aspx.
NPDES Permit Non-compliance and SSO Notification Requirements

The NPDES permit holder must take all reasonable actions to mitigate impacts from an unauthorized discharge. These actions should be detailed in the follow-up report. Ohio EPA staff will follow up on all emergency reports by phone or may respond to the scene to investigate, provide oversight and assist as appropriate.

How do I submit a 24-hour non-compliance notification using email?

The required non-compliance notification forms can be accessed through Monitoring and Reporting tab on the individual NPDES permits page at epa.ohio.gov/dsw/permits/individuals.aspx or click on the link below to choose the correct form for the type of non-compliance being reported:

- Non-compliance Notification for Exceedance of a Daily Maximum Discharge Limit
- Non-compliance Notification for Bypasses and Upsets

When submitting a non-compliance notification form using email, follow the procedure below:

1) save a copy of the form to your computer;
2) answer all questions and fill in all required information;
3) rename the completed form using the NPDES permitted facility name, date, county where the facility is located and the DSW inspector’s name (if available). Example: ACME_WWTP_110408_County_InspectorName.doc; and,
4) attach the form to an email sent to the appropriate DSW inspector or district office. The subject line of the email should be the same as item 3 above. Example: ACME_WWTP_110408_County_InspectorName.doc.

How do I submit a 24-hour non-compliance notification by telephone?

The Non-compliance Notification Section of Part III of the NPDES permit includes instructions for submitting a 24-hour non-compliance notification by telephone. A toll-free number for each district office is provided. Ask for your DSW inspector by name or provide the county where the facility is located, and provide the required information as detailed in your permit. Note: 24-hour non-compliance notification by telephone must be followed by a written report of the required information within five days of the event.

How do I report an SSO?

An SSO is a discharge, spill, release or diversion of wastewater from a sanitary sewer system or any unpermitted discharge point in a collection system. All SSOs are prohibited. Typically, NPDES permits require all SSOs with the potential to reach surface waters of the state to be reported under Station 300 (if available) and included in an annual SSO report. If a discharge occurs from a combined sewer overflow (CSO) station during dry weather, that is considered an SSO. Discharges from CSO stations that result from wet weather events are not considered SSOs. Please reference your NPDES permit for a specific list of permitted CSO locations (if any) and reporting requirements.

Emergency SSOs

An SSO may cause an emergency if it imminently or substantially endangers human health, human safety or the environment and must be immediately reported to Ohio EPA by calling the Emergency Hotline and to the appropriate board of health. When calling the Ohio EPA Emergency Hotline, be prepared to provide critical information about the emergency, including the location, volume, receiving stream and actions taken to mitigate impacts (evacuation, containment, etc.). This information will be used to coordinate an emergency response, if necessary. Note: an emergency SSO notification by telephone must be followed up by completing the Sanitary Sewer Overflow 5-day Follow-Up Report, available at epa.ohio.gov/Portals/35/permits/ssso_5_day_report.pdf, and sending it to the DSW facility inspector.

Examples of an emergency SSO include, but are not limited to:

- a fish kill (or observed environmental stress);
- unauthorized discharge resulting in unacceptable bacteria levels in a high-risk recreation or public exposure area;
- a discharge that poses a risk to downstream users, wildlife or aquatic biology (e.g. water intakes);
- overflow(s) at a location that may present a hazard to public safety (e.g. extensive street or surface flooding); and
- a high-volume dry weather overflow.

Non-Emergency SSOs

Non-emergency SSOs are generally categorized as SSOs that do not require outside assistance or emergency response aid. Typically, NPDES permits require all SSOs to be reported under Station 300 (if available) and included in an annual SSO report, but refer to your individual NPDES permit for specific reporting requirements. If no explanation is provided, follow the instructions given in this fact sheet for an unanticipated bypass.