

Appendix C

Public Involvement and Participation

City of Bend
Stormwater Quality Public Advisory Group
Meeting Attendance Sheet
October 27, 2015



Name:	Organization:	Contact Changes:
1. Wendy Elde	City of Bend	
2. Tom HEADLEY	CENTURY WEST	
3. Todd Cleveland	Deschutes County CDD	
4. David Burn	City of Bend	
5. STEVE PRAZAK	City of Bend	
6. Joanne Richter	Upper Deschutes Watershed Council	
7. Chris Hart-Henderson	Heart Springs Landscape Design	
8. MARK ELLINGTON	Bend Park & Rec	
9. Krista Patliff	DEQ	
10. Ron REUTER	OSU-Cascades	
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**City of Bend
Stormwater Quality Public Advisory Group
Tuesday, October 27, 2015**

Attending: Joanne Richter (UDWC), Mark Ellington (Bend Park & Rec.), Ron Reuter (OSU Cascades), Tom Hedley (Century West) Todd Cleveland (Deschutes County (BPRD); Chris Hart-Henderson (Heart Springs Landscape Design); David Buchanan (City of Bend), Wendy Edde (City of Bend), Steve Prazak (City of Bend)

Key Items Discussed:

- ◆ **Storm Drain Art Project.** Wendy provided an overview of the storm drain art project, the project received a lot of media coverage and was used to promote Stream Stewardship Day. The PAG felt that the art project was well received and brought a lot of attention to stormwater issues. Wendy discussed lesson learned, including the need for more volunteers for traffic control and spotters.

- ◆ **Clean Water Works Program Update**
 - **TV/Radio Spots.** Several of the PAG members saw and/or heard the commercials. The radio commercial with field crew message was a favorite.
 - **Bend Film Contest Winner.** Wendy showed the City Edition video that covered the student produced stormwater commercial.
 - **Discount Card Program.** Wendy provided an overview of the discount program. The program took allot of staff time to implement but was very successful. The discount program is wrapping up and is scheduled to end in January.
 - **School Outreach Program/Environmental Center.** The City is continuing to work with the Environmental Center on this program in FY15-16.
 - **Fire Free.** The City coordinated with Deschutes County to help advertise the fire free program.
 - **CCW Post Survey.** Wendy is working with a consultant to finalize the questions to evaluate the effectiveness of the program. The PAG recommended continuing the CWW program and felt it would take a couple years to get the message out to the public.

- ◆ **Regulatory Updates.**
 - **New Inspector Position.** The City is looking to hire a new Inspector that will focus on construction site inspection for erosion controls. This position will work closely with the Building and the Engineering Department staff.
 - **NPDES Permit Negotiations.** Wendy is reviewing a conceptual draft NPDES permit as part of the state MS4 Advisory Committee. Comments are due November 4, 2015. A public draft is estimated will be available for review in 2016.
 - **UIC General Permit.** DEQ is working on drafting a general UIC permit. This permit will be helpful for small businesses with UICs located in a wellhead time of travel area.
 - **1200C Update.** Krista Ratliff (DEQ) provided an update on the 1200C reissuance process. Delays in the review process may cause a gap in permit coverage. This may prevent DEQ from issuing new 1200C permits for a couple weeks. The new permit includes sections that reduces inspections during frozen conditions and some changes to buffer areas.

- ◆ **Annual Report Comments.** Chris provided a list of corrections; staff will update the annual report.
- ◆ **Webinar/ Trainings.**
 - **Upcoming Webinars.** Wendy handed out two flyers for the upcoming webinar training that the City is hosting.
 - **Onsite Erosion Control Class.** PAG discussed the need to make the connection between the amount of impervious surface and the total volume of runoff. They thought it would be helpful to have a video showing how impervious surface is changing throughout the City (Smaller lots and Bigger Homes).
- ◆ **Roundtable.**
 - Chris was looking for local suppliers that stock erosion control materials.
 - Ron thought that OSU digital media program may make for a good partnership. He also thought OSU could help on some mapping projects.

Key Decisions Made / Key Action Items

- ❖ PAG to provide any additional annual report comments to Wendy by 10/29.

Stormwater Quality

Public Advisory Group Meeting

Thursday, April 7, 2016

1:00 PM – 2:30 PM

**City Utility Annex—Eisenhower Conference Room
62975 Boyd Acres**



Proposed Agenda

- I. **Welcoming Remarks and Introductions**, All, 10 minutes
Objectives: Introductions, review agenda; provide comments on October meeting summary.
- II. **General Updates**, All, 10 min.
Objectives: Receive updates on action items and activities of the Stormwater Program since our last meeting including regulatory issues such as NPDES permit reissuance, UIC General Permit, DEQ 1200-C permit; infrastructure improvement projects; monitoring, etc.
- III. **Review: Certified Erosion and Sediment Control Lead Training**, All, 10 minutes
Objectives: Receive overview of and review recent CESCL course evaluation results; discuss additional ESC needs.
- IV. **Clean Water Works Partnership Program: First Year Evaluation Results Review and Year Two Planning**, Wendy, All, 20 minutes
Objectives: Receive evaluation results of 2015 education and incentive campaign; provide input on modifications for 2016.
- V. **Illicit Discharge Elimination Outreach--Review**, All, 20 minutes
Objectives: Review/provide comment on draft outreach pieces related to pressure-washing and landscape maintenance, potential target audiences for CWW Partner expansion.
- VI. **Roundtable Discussion**, All, 5-10 minutes
Objectives: Open discussion, sharing of ideas.

City of Bend
Stormwater Quality Public Advisory Group
Meeting Attendance Sheet
April 7, 2016



	Name:	Organization:	Contact Changes:
1.	Wendy Elbe	City of Bend	4/7/16
2.	Todd Cleveland	Deschutes County - COO	4/7/16
3.	David Buchanan	City of Bend	4/7/16
4.	Galen Norgang	DEA	4/7/16
5.	MARK EWINSTON	BPRD	4-7-2016
6.	Joanne Richter	UDWC	4/7/16
7.	TOM HEADLEY	CENTURWEST	" "
8.	Kelly Walker	Intrepid Marketing	04.07.16
9.	Chris Henderson	Heart Springs landscape	4-7-16
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Stormwater Quality

Public Advisory Group Meeting Summary

Thursday, April 7, 2016 1:00 PM – 2:30 PM



Attending

Todd Cleveland (Deschutes County); Galen Norgang (DEA), Mark Ellington (BPRD), Tom Headley (Century-West), Kelly Walker (Intrepid-Think Forward), Chris Hart Henderson (Heart Spring Design), Joanne Richter (UDWC); Wendy Edde, David Buchanan (City of Bend)

Key Items Discussed

- Updates:
 - Chris Hart-Henderson gave a presentation to ACWA, on the landscape designer
 - The City of Bend submitted the annual report on time.
 - Wendy gave a status update on the NPDES update process. DEQ has assigned a new permit writer, Mark Riedel, to work on the NPDES permit.
 - The Home Depot UIC permit is out for review, and several more in the Bend area are due to be released in the next 6 months.
 - The number of individual permits to be issued has risen, due to the response-to-comments change that permits will to be issued my geologic unit and not statewide. As a result, DEQ is making some changes to the newly released permit including removing some monitoring requirements.
 - DEQ now has a UIC general permit—this is helpful to those UIC owners in wellhead time of travel areas who have small numbers of wells and were not able to get rule authorization due to their location.
 - DEQ also updated their 1200C permit for construction activities. Wendy displayed a map showing the areas within Bend that would be covered by the permit.
 - An overview of the Awbrey Butte Hillside Study being led by Garrett Sabourin (Engineering Infrastructure Planning Department) was provided.
 - A brief overview on the City's UIC monitoring program was provided.
- Certified Erosion and Sediment Control Lead Training
 - The training was held in March 2016 and included a field component. The two day training was full with 25 attendees, 7 of which completed evaluation forms. Evaluations were good. Local information was provided by Krista Ratliff (DEQ), Kyle Thomas, City of Bend, CDD, Construction & ROW Manager; and Wendy Edde). The certification is good in both Washington and Oregon.
 - Question for the group, how do we reach the building/ contractor community? Public Advisory Group members indicated that there is now a new head of COBA, Andy High has left the organization. COBA is not doing a lot of training at this time. Todd indicated that the County uses a newsletter / flyers. Text messages and emails were also suggested.

- Wendy provided an erosion control inspection personnel update. The City is working on inspection and enforcement process
- Clean Water Works Partnership Program –Year One Results and Year Two Planning
 - Wendy provided the Riley Survey Results for review and a PPT presentation overview. PAG members felt the program was successful as a pilot and should be continued. They saw evidence of the program in action. For instance, Stack House Coffee had the Clean Water Works Partner sticker on the door.
 - Year 2 Clean Water Works Film Contest. Wendy provide a copy of the contest flyer. BendFilm is helping to get the word out through their connections with Future Filmmakers, and will be conducting a How To workshop just prior to the Stream Stewardship Day event on August 6 from 9AM-10 AM. The Environmental Center is also helping to get the word out through their water related education efforts funded by the City.
 - The storm drain pilot painting contest received a lot of media coverage, helping drive people to awareness about Stream Stewardship Day in 2015. The paint has not helped up well with the harsh winters and the Communication Department is determining that they may need to have it removed soon.
- Illicit Discharge Elimination Outreach—draft materials review
 - Wendy is working with ACWA to create standard outreach/ tool box with a number of materials seeking to minimize illicit discharges. A statewide survey of stormwater programs was conducted to focus on those areas of highest concern. Attendees reviewed and provided comments on draft outreach for two of these areas—pressure washing and landscape services.

Key Decisions Made

- City should continue to improve construction site erosion and sediment control program—the certification training with field component was useful.
- City will continue with Clean Water Works Partnerships Program—consider the timing to be longer, such as over a year. Discount card is useful as part of program. Film contest should be continued—work to continue to incorporate BendFilm.
- The suggestions were made to improve the draft public outreach IDDE materials will be drafted and reviewed by statewide group to provide consistent high-quality guidance.
- PAG members offered to help support recognition of the partnership program.
- Because media attention will lesson over time, and the lack of longevity, the PAG supported the idea that the storm drain painting efforts not be continued at this time.

Key Action Items

- Wendy will share DEQ's 1200c information.
- PAG members will send ideas for other groups the City should consider contacting regarding the Clean Water Works Partnership Program.
- Wendy will update the illicit discharge outreach and will have the PAG review a future version.

Stormwater Quality

Public Advisory Group Meeting

Monday, June 13, 2016

10:00 AM – 11:30 AM

**City Utility Annex—Eisenhower Conference Room
62975 Boyd Acres**



Proposed Agenda

- I. **Welcoming Remarks and Introductions**, All, 5 minutes
Objectives: Introductions, review agenda; provide comments on April meeting summary.
- II. **General Updates**, All, 10 min.
Objectives: Receive updates Stormwater Program activities since our last meeting including regulatory issues (e.g. NPDES permit reissuance; UIC permits), infrastructure improvement projects; monitoring, UIC retrofit project update, recent trainings, etc.
- III. **Review: ACWA IDDE Toolkit Graphic Mockup Draft** All, 10-15 minutes
Objectives: Review internal draft mockup of toolkit outreach materials designed to assist with awareness and minimization of illicit discharges with consistent, efficient messaging including potential target audiences for CWW Partner expansion.
- IV. **Clean Water Works Partnership Program: Year Two Timeline**, Wendy, All, 15-20 minutes
Objectives: Review proposed timeline for year 2 activities; provide comments on draft note-pads; expanding storm drain marking; and proposed lending library
- V. **Pollutant Focus: Sediment**, All, 20-25 minutes
Objectives: Discuss efforts to continue to reduce sediment in runoff across areas, including: increasing street sweeping efficiency, reviewing draft erosion and sediment control inspection sheet to assist on-site contractors.
- VI. **Post Construction Facilities**, All, 20-25 minutes
Objectives: Discuss maintenance guidance needs, such as methods to identify/mark desirable plants in landscape facilities; improving inspection forms, field guide.
- VII. **Summer Activities**, Wendy and All, 10 minutes
Objectives: Receive updates with regards to Clean Water Works film contest, UDWC's Deschutes River Cleanup (Stream Stewardship Day); opportunity to review draft Waterwise Landscaping Guide, Munch n Movies.
- VIII. **Roundtable Discussion**, All, 5-10 minutes
Objectives: Open discussion, sharing of ideas.



UTILITY DEPARTMENT

THANK YOU FOR ATTENDING!

Stormwater Quality Public Advisory Group

Date: June 13, 2016 Time: 10-11:30 AM

PLEASE SIGN IN

	Name	Affiliation	E-mail / Changes / Comments
1	Wendy Eshel	City of Bard	✓
2	TON HEADLEY	CENTURY WEST	✓
3	Todd Cleveland	Deschutes County	✓
4	Christa Kattiff	Deschutes	✓
5	Jeanne Richter	Upper Deschutes Watershed Council	✓
6	Chris Hart-Henderson	Heart Springs Landscape	✓
7	Holly Walker	Resonant Agency	
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Stormwater Quality

Public Advisory Group Meeting

Monday, June 13, 2016

10:00 AM – 11:30 AM



Attending

Todd Cleveland (Deschutes County); Tom Headley (Century-West), Kelly Walker (Resonant Agency), Chris Hart Henderson (Heart Spring Design), Joanne Richter (UDWC); Krista Ratliff (DEQ), Wendy Edde (City of Bend)

Key Items Discussed

- **General Updates:** DEQ is scheduled to release the statewide NPDES MS4 Phase II permit for a 35 day public review on July 1, 2016. Current infrastructure improvement projects for stormwater include the Awbrey Butte study, drill hole reconditioning, and the UIC retrofit project.
- **IDDE Toolkit Graphic Mockup Draft:** Wendy provided selections from the statewide ACWA internal draft outreach related to pressure washing, RV discharge, landscape outreach, and spill prevention and cleanup—pieces being considered for expanding the Clean Water Works Partnership program. Kelly indicated that the Latino Community Association is able to provide translation services for a fee—the contact there is Brad Porterfield.
- **Clean Water Works Partnership Program timeline and Lending Library.** City is looking to release new discount cards in the fall. City is purchasing a car wash kit, classroom monitoring kits, and two storm drain marker starter packs to increase its Clean Water Works lending library. Consider developing a shelf talker for car wash materials to be placed in auto parts stores.
- **Sediment Pollutant Reduction.** Wendy shared two initial draft erosion and sediment control inspection forms modified from examples on the web including EPA, as potential guidance for contractors to use for discussion. Most contractors to date are using their own forms, but the thought was it may be useful to have an example for those that do not have a form already. Feedback from PAG members included: both forms are multiple pages and would be time intensive to complete—may be useful for an initial review, but continue with goal of finding a one to two page form if possible; be real clear when need to complete otherwise it will not be used; items such as amount of recent rainfall are time and resource intensive—simplify to keep it clean and quick so it will be used, and clarify when it is applicable. Krista indicated she put the elements in the permit and let the contractors create their own forms from there; Krista will send her example form upon request. A lot are doing electronic forms. It would be helpful to have a form to start from. City is also working on City forms to improve record keeping.
- **Post Construction Controls.** Field guide may not be as useful as the maintenance checklists with photos as guidance. City is also continuing work on developing private control database, and is developing an inspection form for use on verifying long term O&M of vegetated facilities to be used initially on City-owned.

- **Summer Activities.** Summer activities that PAG members may consider and the City will participate in include promoting the Clean Water Works film contest, attending Quest at the Fest where we will have the UIC model on display, participating in the UDWC's Deschutes River Clean (Stream Stewardship Day) on August 6; reviewing the draft Waterwise Landscaping Guide, screening the film contest winner entry at Munch n Movies.
- **Roundtable Discussion.** The UDWC's recent gathering of area students involved in the UDWC's education programs, held recently at Eagle Crest, was again successful. Students provided speeches and prepared artwork at the celebration of learning.
- Some members were able to provide input on the draft notepad layout and text ideas to be used with pens as an upcoming give-away. Concept 3 was preferred by the two who were able to review it. A suggestion was made to consider using a Deschutes rapids watermark in the background.

Key Decisions Made/Key Action Items

- The outreach fact sheet targeting landscapers should be translated into Spanish as well.
- Public Advisory Group members will provide comments on the draft outreach pieces by Tuesday June 28, 2016 at noon.
- Attendees agreed with the logic behind kicking off year 2 of the Partnership program and discount card at the Film Contest in October, with the cards good through 2017. General Clean Water Works outreach will continue throughout the summer and fall including at Quest at the Fest, Stream Stewardship Day, and Munch n Movies. City will again target contractors, car washes, and others for the partner program, together will pressure washers, and landscape contractors as materials become ready. City will also consider ways to promote Stream Stewardship Day with regards to the volunteer aspect of the Clean Water Works partnership perhaps with a press release.
- Wendy will prepare a press release addressing residential car washing.
- Krista will provide a copy of the two page Washington DOE inspection form that she uses.
- Edit to 1-2 pages the construction inspection form guidance.
- Add photos to maintenance inspection sheets in COSM to provide visual assistance.
- PAG members to provide review of City's draft Waterwise Landscaping Guide offline when provided in the next couple of weeks.
- Next meeting after summer due to vacation scheduling conflicts.
- Wendy to move forward with development of the notepad to be ready for Quest at the Fest.

City of Bend
Stormwater Quality Public Advisory Group
FY 2015-16 Action Item Tracking (Last Updated: 10/24/16)

Date Action Initiated	Action Item	Key Personnel	Status Update
June 13, 2016	The outreach fact sheet targeting landscapers should be translated into Spanish as well.	Wendy Edde	In Process.
June 13, 2016	Public Advisory Group members will provide comments on the draft IDDE outreach pieces by Tuesday June 28, 2016 at noon.	PAG Members	Completed. Comments incorporated and review of text/graphic mockup by statewide committees conducted. Incorporating comments and prepping for graphic.
June 13, 2016	Attendees agreed with the logic behind kicking off year 2 of the Partnership program and discount card at the Film Contest in October, with the cards good through 2017. General Clean Water Works outreach will continue throughout the summer and fall including at Quest at the Fest, Stream Stewardship Day, and Munch n Movies. City will again target contractors, car washes, and others for the partner program, together will pressure washers, and landscape contractors as materials become ready. City will also consider ways to promote Stream Stewardship Day with regards to the volunteer	Wendy	In Process/Partially Completed. General Outreach continued/completed. No Film Contest entries together with staff shortages due to an extended leave made staff re-evaluate CWW Partnership 2017 start date. Staff included outreach on Deschutes River Clean-up Day in social media (Facebook/Twitter)

Date Action Initiated	Action Item	Key Personnel	Status Update
	aspect of the Clean Water Works partnership perhaps with a press release.		
June 13, 2016	Wendy will prepare a press release addressing residential car washing.	Wendy Edde	Not Yet Started.
June 13, 2016	Krista will provide a copy of the two page Washington DOE inspection form that she uses.	Krista Ratliff	Underway.
June 13, 2016	Edit to 1-2 pages the construction inspection form guidance.	Wendy, New Hire	In Process
June 13, 2016	Add photos to maintenance inspection sheets in COSM to provide visual assistance.	Wendy	In Process. Collecting photos.
June 13, 2016	PAG members to provide review of City's draft Waterwise Landscaping Guide offline when provided in the next couple of weeks.	PAG members	Completed. City conservation staff expressed great appreciation for the efforts of PAG members, have incorporated comments and is working through reviews.
June 13, 2016	Next meeting after summer due to vacation scheduling conflicts.	Wendy	In Process. Scheduled for October 26, 2016.
June 13, 2016	Wendy to move forward with development of the notepad to be ready for Quest at the Fest.	Wendy	Completed. Notepads completed, printed, and released in time for Quest at the Fest, together with pens.
April 7, 2016	Wendy will share DEQ's 1200c information	Wendy	Completed. With June meeting materials. See link: http://www.deq.state.or.us/wq/storewater/construction.htm .

Date Action Initiated	Action Item	Key Personnel	Status Update
April 7, 2016	PAG members will send ideas for other groups the City should consider contacting regarding the Clean Water Works Partnership Program.	PAG	Ongoing.
April 7, 2016	Wendy will update the illicit discharge outreach and will have the PAG review a future version.	Wendy, ACWA IDDE Work group	Completed. PAG reviewed in June.
October 9, 2015	PAG to provide any additional annual report comments to Wendy by 10/29.	PAG	Completed. Comments received were addressed. Annual report was submitted on time.



UPPER DESCHUTES
WATERSHED COUNCIL

PROTECTING AND RESTORING THE
UPPER DESCHUTES RIVER WATERSHED

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Join Us

Join Us

There are many ways that you can connect with the Watershed Council and the work that we are doing!

[Sign up for our electronic newsletter!](#) Get periodic updates about our work and opportunities to get involved and learn more about the Upper Deschutes River watershed.

[Come to Upstream!](#) Every May, we host our annual Upstream fundraiser for our education programs. You can find out more about the event [here](#), and sign up for our [mailing list](#) to get an update when tickets go on sale for Upstream.

[Help clean up the river for the annual Stream Stewardship Day!](#) Stream Stewardship Day is a chance to volunteer and make a difference in our community. The Upper Deschutes Watershed Council partners with the City of Bend, REI, Bend Parks and Recreation District, Tumalo Creek Kayak and Canoe, Bend Paddle Trail Alliance, and Central Oregon Divers for a day of learning and taking action to clean up the Deschutes River as it runs through the Old Mill District. This year's event will take place on Saturday, August 8th, 2015 at Riverbend Park!

Volunteer for our monitoring program with [Stream Sampling Day on Whychus Creek!](#) In areas where extensive restoration work is taking place to improve habitat for returning steelhead and salmon, UDWC is using macroinvertebrates to measure how stream conditions are changing as restoration progresses. Volunteers will learn sampling methods and spend the day collecting macroinvertebrate samples in teams along the creek. These samples will give UDWC and our partners essential information about the quality of stream conditions for aquatic life.



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Catch Everest Theme by Catch Themes

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[City Edition - Stream Stewardship Day](#)





Filed under: [City Edition](#) — cityofbendoregon @ 6:12 pm

The City of Bend was a major sponsor of the Upper Deschutes Watershed Council's Stream Stewardship Day, when volunteers did their part to clean up the Deschutes River.

Watch Now:

City Edition - Stream Stewardship Day 



00:00 / 00:00    

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This entry was posted on Tuesday, September 15th, 2015 at 6:12 pm and is filed under [City Edition](#). You can follow any responses to this entry through the [RSS 2.0](#) feed. Both comments and pings are currently closed.



CITY OF BEND

[City of Bend, Oregon](#)

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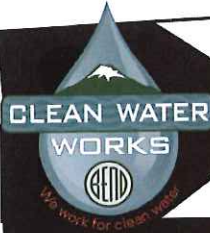
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CALL FOR ENTRIES

PRODUCTION Clean Water Works - TV Commercial

DIRECTOR Student Filmmakers
Grades 5-12

LOCATION Bend, Oregon

DATE

Entries due: Aug. 22, 2016

FREE WORKSHOP
BENDFILM!
 a celebration of independent cinema

"How to Make a Sweet Film on Your Mobile Device!"
 Sat., August 6th
 9-10am

Right before UDWC's Stream Stewardship Day
 Riverbend Park

SCENE SHORT

Contest—Create a 30-Sec. Commercial

\$150 Grand Prize

Chance to work with television industry professionals in studio

Chance to help out our planet

No fee to enter

Open to amateur filmmakers only from 5-12th grade

Check out last year's winner:
<https://youtu.be/r1Oa3GCB4fQ>

FOCUS

We're looking for a 30 sec spot that makes people consider the effects of pollution in our storm drains and waters.

Pollutants in Our Waters:

Where Do They Come From?

Where Do They Go?

What Can We Do?

Why Should We Care?

AWARDS

Grand prize:

- \$150
- Professional reproduction of film for local TV on-air flight
- Film screened at:
BendFilm Future Filmmaker event

Division Winners:

- 5th-8th Grade: \$100
- 9th-12th Grade Prize: \$100
- People's Choice Award: \$100

All Winners:

- Entrance into Future Filmmaker award ceremony
- Film/Commercial featured on social media.

HOW TO ENTER / MORE INFO

Visit www.bendoregon.gov/cleanwaterworks.

Click the "Kid's" button

WANT B-ROLL?

Save the date: Stream Stewardship Day (10AM -1PM at Riverbend Park, Saturday August 6) and join BendFilm for the free workshop, open to all ages, just beforehand!



UTILITY DEPARTMENT

BENDFILM!
a celebration of independent cinema



Accommodation Information for People with Disabilities

To obtain this information in an alternate format such as Braille, large print, electronic formats and audio cassette tape, please contact Karin Morris at (541)693-2141, or email Kmorris@bendoregon.gov.

July 2, 2015

RE: Clean Water Works Partnership Opportunity

Dear Carpet Cleaning Company Owner:

The City of Bend Stormwater Utility would like to partner with you to help keep our waters clean. If you appreciate clean water *and* business enhancement, please consider this voluntary opportunity. The City of Bend is undertaking an exciting new incentive-based watershed campaign entitled Clean Water Works. Please see our website at: bendoregon.gov/cleanwaterworks. Here you can see that we have both educational and partnership aspects to the campaign.

We are seeking to support businesses that are working to keep our waters clean. We have selected Food Service/Restaurant facilities within the City of Bend as potential Clean Water Works Partners. Should you choose to participate, the City would like to reward you by providing the following promotional materials:

JIM CLINTON
Mayor

SALLY RUSSELL
Mayor Pro Tem

VICTOR CHUDOWSKY
City Councilor

DOUG KNIGHT
City Councilor

NATHAN BODDIE
City Councilor

CASEY ROATS
City Councilor

BARB CAMPBELL
City Councilor

ERIC KING
City Manager

PAUL RHEAULT
Utility Department Director

➤ **Promotion** on our "Discounts and Partners" page on our website (bendoregon.gov/cleanwaterworkspartners) and by other electronic media means (e.g., mention on Facebook, Twitter, or radio advertisements). We will actively encourage people to visit this page beginning in August through October, 2015 and likely beyond. The campaign will include: TV, radio, print, events and social media.

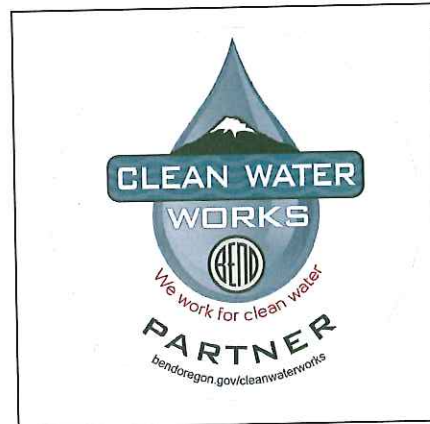
➤ **Decal**—The City will provide you a Clean Water Works window decal (see image at right) to help advertise your business as one that cares about Clean Water!

➤ **Discount Card**—The City will list your business and the discount of your choosing (e.g., \$1 off or "buy one get one free") on our website "Discount and Partner" page, and if you respond by July 20, 2015 we will on a first come/first served basis list your business and discount on the back of our discount cards that we will print and distribute at outreach events during the fall 2015 campaign and mention your business in a Clean Water Works partner radio advertisement. The discount card will also be available on line for your customers to print. (See back for an example discount card layout.)

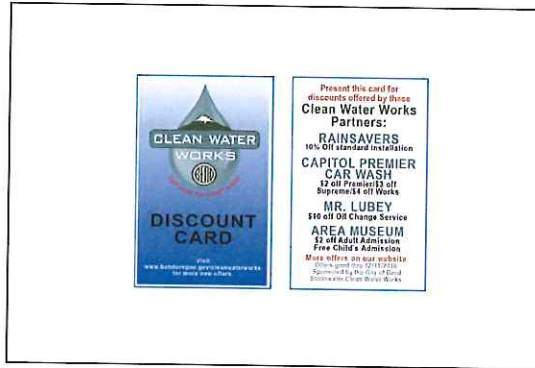
➤ **Water Bottle**—The City will provide you at least two stainless steel Clean Water Works Partner logo-ed water bottles for your use and enjoyment.



UTILITY
DEPARTMENT



- **Display Holder Promotion** for your customer waiting area with a Clean Water Works Partner outreach sheet promoting your participation as a company that cares about clean water to your customers.



The partnership works like this—if you meet the following basic steps for your business category, just fill out the attached certification form and you can take part.

The criteria for your business category is as follows:

- ✓ You have registered for a Bend Business license (and if you are receiving this letter, then you already have!),
- You agree to follow best management practices for keeping carpet-cleaning related pollutants out of the storm drain, proper disposal, and preventing spills (see the attached brochure);
- You agree to share the best management practices information in the attached brochure with your staff;
- You agree to honor the discount that you specify through at least December 31, 2015.

Just review the fact sheet, complete the short partnership form and email it to me at wedde@bendoregon.gov or fax it to 541-317-3046. You may also mail it to my attention at: 62975 Boyd Acres Road, Bend, OR 97701. Please contact me directly at 541-317-3018 should you have any questions. And remember, if you contact me by July 20th, we will do our best to include your business name on the back of the Discount card, and a mention of your business on our fall radio commercial on a first come first served basis.

Remember, this is a voluntary program and a means to appreciate your interest and efforts in keeping our river and drinking waters clean. Should you have any questions or if you wish additional brochures or brochures in an electronic format to distribute them to your staff, please do not hesitate to contact me at the phone number or email above.

We look forward to working with you.

Sincerely,

Wendy Edde, CSM
Stormwater Program Manager
City of Bend Utility Department

Att: Carpet Cleaner Brochure, Clean Water Works Partnership form

Discharging Carpet Waste Water To A Storm Drain Is Illegal

Carpet cleaning is widely practiced in homes and commercial premises to prolong the life of carpets and to ensure that living and working areas are clean and sanitary.

Carpet cleaning activities generate wastewater. It is the responsibility of the carpet cleaning service to properly manage and dispose of this by-product.

Wastewater is attributed to the location where it is generated. If the wastewater is not being collected and hauled offsite for proper disposal, the carpet cleaner must arrange with the customer to dispose of the wastewater at the cleaning location.



Untreated wastewater may kill plants. Do not use carpet wastewater for landscape irrigation or otherwise dump on the ground.

The wastewater disposal requirements discussed in this brochure also apply to cleaning products that are labeled "non-toxic" and/or "biodegradable."

Smart Carpet Cleaning Tips

Check with your clients: When booking the job, check if this location is on sewer or septic system. If on a septic system, store the wastewater in a collection tank and transport to an authorized sewage discharge point to avoid damage to the septic system.

Assess the site: Before starting the job locate stormwater drains and ensure that they are protected from any runoff or spills.

Vacuum before cleaning: This minimizes the amount of debris in the wastewater.

Follow instructions: Always use the recommended type and quantity of chemicals according to the manufacturer's instructions.

Filter all wastewater: Before discharging into the sewer system. Filter to prevent clogging.

Dispose of wastewater properly: (See Proper Disposal Methods for more details).



UTILITY DEPARTMENT

City of Bend
62975 Boyd Acres Rd.
Bend, Oregon 97701
(541) 317-3000

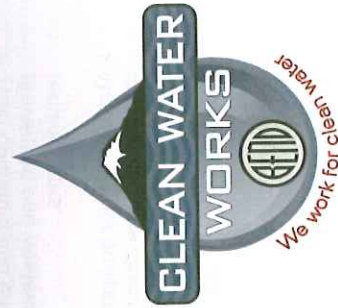
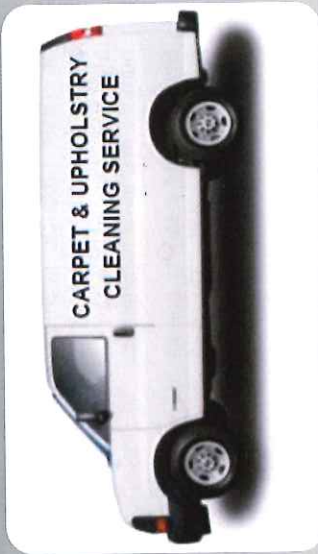
www.bendoregon.gov

www.bendoregon.gov/cleanwaterworks



Accommodation Information for People with Disabilities
To obtain this information in an alternate format such as Braille, large print, electronic formats and audio cassette tape please contact Karin Morris at (541) 699-2141, or email knorris@bendoregon.gov.

CARPET & UPHOLSTERY CLEANING WASTE DISPOSAL BEST MANAGEMENT PRACTICES (BMPs)



CARPET & UPHOLSTERY CLEANING BEST MANAGEMENT PRACTICES

Why Is The Disposal Of Carpet and Upholstery Cleaning Regulated?

Carpet and upholstery cleaning wastewater may contain chemicals from the cleaning formula, as well as waste products such as grease and organic matter from the carpet or upholstery. Aggressive enzymes and disinfectants can cause harm to humans and the environment.

Some carpet-cleaning agents are directly toxic to plants or animal life. These cleaning chemicals can act as nutrients in water and can promote excessive algae growth. Other residues from carpet cleaning may add to nutrient loadings and may themselves be toxic under certain circumstances.

Carpet cleaning wastewater that gets dumped onto streets or into storm drains can leach into the ground towards our drinking water supplies or directly to the Deschutes River. For these reasons such activity is a violation of City Code.

Best Management Practices:

- Train operators and employees on pollution prevention and wastewater discharge requirements.
- Make sure your equipment is well serviced and that all filters are operating properly. Maintain the tanks, hoses, and fittings to prevent leaks.
- Where possible, invest in cleaning equipment and cleaning practices that minimize water use and proper disposal method.

Proper Disposal Methods

Wastewater Disposal Prohibitions

It is prohibited to discharge wastewater and residues from carpet cleaning onto any paved surfaces, into the gutter or storm drain or directly onto the ground because it can contaminate our rivers and underground drinking water.

Filtering of Wastewater

Residents and professional carpet cleaners should be sure to filter the wastewater from carpet cleaning before discharging it to the sanitary sewer since fibers and other debris in the wastewater can clog pipes.

Acceptable Waste Disposal Methods

Discharged filtered wastewater from the cleaning operations to a sink toilet or other drain connected to the sanitary sewer system within the client's residence/business or at an appropriate disposal facility (e.g. R.V. dump station or recycling carwash recycling with owner approval). Alternatively, use a closed loop water recycle system can be used.

The filtered material can be disposed of in the garbage, provided that the carpet was not contaminated with hazardous materials, which cannot be discharged to the sanitary sewer. For additional information contact the City's Industrial Pretreatment Program at (541) 322-6348 prior to disposal.

Septic Systems

Do not dump carpet cleaning waste into septic systems. Store wastewater in a collection tank and transport to an authorized sewage discharge point.

Code Requirements

City Code 16.20.010 General Requirements and

Prohibitions - A. An illicit discharge is anything not entirely composed of stormwater that is allowed to enter a storm drainage system that discharges to surface water or groundwater. Dumping materials into or that may reach a storm drain facility, including but not limited to a storm drain inlet, a dry well or drill hole, or connecting a wastewater pipe into the storm drainage system, are prohibited under various state and local laws and result in illicit discharge.... Any illicit discharge to any storm drain, dry well or drill hole, including the municipal separate storm sewer system, underground injection controls and private storm drainage systems, is a violation of this title unless exempted by section 16.20.030.

City Code 16.20.040 Discharge Pursuant to Bend's Stormwater Quality Permits or

Regulations - B. Violation of stormwater quality permits or regulations. Any discharge that would cause a violation of Bend's NPDES permit, TMDL, or WPCF-UIC permit and any amendments, revisions or re-issuance thereof, either separately considered or when combined with other discharges, is prohibited. Liability for any such discharge shall be the responsibility of the person(s) causing or responsible for the discharge.

Oregon DEQ BMPs for Washing Activity

(March 1998). 6.2 mobile washing service such as carpet cleaners must collect and discharge all waste water to a sanitary sewer or collect and treat waste water in a closed loop recycle system. Disposal to sanitary sewer must be in accordance with the requirements of the local sewer authority.