

Appendices

APPENDIX D. ILLICIT DISCHARGE DETECTION AND ELIMINATION

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Appendices

APPENDIX D. ILLICIT DISCHARGE DETECTION AND ELIMINATION

D.1. Educational Mailing Materials







April 5, 2021

UTILITY DEPARTMENT

Att: Business Owner

62975 BOYD ACRES RD.
BEND, OR 97701
541-317-3000 opt. 2
Relay Users Dial 7-1-1
541-317-3046 fax
bendoregon.gov

MAYOR
Sally Russell

MAYOR PRO TEM
Gena Goodman-Campbell

CITY COUNCILORS
Anthony Broadman
Melanie Kebler
Megan Perkins
Rita Schenkelberg
Barb Campbell

CITY MANAGER
Eric King

SUBJECT: Landscape Maintenance for Healthy Waters and Happy Customers

Dear Business Owner,

The City of Bend would like to take this opportunity to inform you of a few ongoing problems you may not be aware of that could impact your business and local water quality.

- Yard debris such as grass, leaves, tree needles, and soil can enter storm drain facilities and cause blockages and flooding.
- Landscape chemical including pesticides, fertilizers, and oils and fuels from equipment, can contribute to water pollution. Our Deschutes River is nitrogen-limited meaning the addition of nitrogen can cause excessive plant growth, blooms, and other related water quality impacts.
- Soil that enters waterways can clog fish gills and damage stream habitat. Sediment and turbidity is listed as a pollutant of concern in our Deschutes River by state and federal officials.

It is a violation of City, state, and federal regulations to dump, or allow to be dumped, any waste onto a street, parking lot, sidewalk or storm drain. The City would like to team with you to help solve this problem. This letter is being sent for educational purposes only to all businesses that may provide landscaping services. We know that as landscape professionals, you take great care in our natural areas.

We wanted to take this opportunity to provide a short educational fact sheet to assist with addressing these problems. For the good of your business, your customers, and the our community's water quality, we ask that you partner with us in taking action and getting the word out to follow the best management practices (BMPs) outlined in the enclosed fact sheet. We hope that you find this fact sheet helpful. And we appreciate your efforts.

If you have any questions regarding the attached educational material or would like additional copies please do not hesitate to call David Buchanan, Stormwater Program Analyst at 541-317-3000 ext 2. For more information on local regulations and additional guidance, please visit our website at www.bendoregon.gov/stormwater.

Thank you for your continued help and support in keeping our water clean.

Best regards,

A handwritten signature in black ink, appearing to read "David Buchanan". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

David Buchanan
SR. Stormwater Program Analyst
City of Bend, Public Works Utilities Division
Enc: "Landscape Maintenance for Healthy Waters and Happy Customers Fact Sheet"



LANDSCAPE MAINTENANCE

FOR HEALTHY WATERS AND HAPPY CUSTOMERS

Landscape maintenance benefits your customers and their landscapes, and also has a big impact on the local watershed.

WHAT'S HARMFUL TO OUR WATERWAYS?

YARD DEBRIS

Yard debris such as grass, leaves, tree needles, and soil can enter storm drain facilities and cause blockages and flooding.

CHEMICALS

Any landscape chemical including pesticides, fertilizers, and oils and fuels from equipment, can contribute to water pollution.

SOIL

Soil that enters waterways can clog fish gills and damage stream habitat.



NEVER LET THEM ENTER STORM DRAINS!

ONLY RAIN DOWN THE DRAIN!



Here's what to avoid:

- Never stockpile landscaping materials (e.g. dirt, bark dust, sand and gravels) in the roadway or on pervious pavement.
- Do not apply pesticides or fertilizers under windy conditions or when rain is predicted within the next 48 hours.
- Don't blow, dump or wash yard debris into the roadway.
- Don't let landscape water runoff into the roadway.
- If yard debris burning is allowed in your area, please don't burn the material near the water's edge.



BEST MANAGEMENT PRACTICES

To help you better serve your customers, here are some simple steps to protect human health, our streams, rivers, and drinking water supplies.



LANDSCAPE MAINTENANCE

Plant With Purpose

- Plant slopes densely to prevent erosion.
- Build the soil with compost and mulch to produce healthy plants.
- Mow lawns high, often, and with sharp blades. Consider using a mulching lawn mower to improve turf health.
- Inspect and clean the landscaped stormwater treatment facilities (e.g., rain gardens, bio-retention, swales) in accordance with their operation and maintenance plan.
- Compost yard debris.
- Use native plants where appropriate.
- Cover or place perimeter sediment controls around landscaping material piles per local requirement timelines to prevent runoff to the stormwater system.

PESTICIDE & FERTILIZER USE

Minimize Chemical Use

- Pull weeds instead of spraying.
- Use appropriate mechanical and biological controls.
- Purchase only the amount of pesticides and fertilizer that you need for your site.
- Apply spot treatments instead of broad application.
- When needed, use slow-release fertilizers to prevent wash off; consider using organic products.
- Sweep up product that lands on impervious surfaces.

Read Carefully

- Apply pesticides and fertilizers according to the manufacturer's recommendations and specific soil needs.
- Follow label recommendations to dispose of unused chemicals—**it's the law.**

Store Thoughtfully

- Store all chemicals under cover to protect from wind and rain.

WATERFRONT LANDSCAPING

Protect Our Waterways

- Use a buffer strip of native plants between the waterway and the yard to help filter pollutants.
- Plant trees and shrubs near water's edge to provide shade and help keep the water cool.

**CONSIDER BECOMING AN
ECOBIZ CERTIFIED LANDSCAPER!
SEE WWW.ECOBIZ.ORG**

Appendices

APPENDIX D. ILLICIT DISCHARGE DETECTION AND ELIMINATION

D.2. Illicit Discharge Database





Illicit Discharge Inspection Form

Date Reported	Reported By	Type	Description	Location	Date/Time Noticed	Reported To	Followed up By	Date followed up	Status	Actions Taken/ Comments	Verified ID Event (Y/N)	MS4 / WPCF	Educ. Provided	Educ. Info. Provided	Enforcement Taken	Date Followed up with Reporter	lat	long
7/6/2020	City of Bend	RV Waste	Looked like someone dumped an RV waste tank onto the ground near a catch basin.	Northweat Crossing.	7/6/2020	CDD	Collections/ David B.	7/6/2020 3:00 pm	Closed	Based on the material, this spill was likely that someone emptying an RV tank onto the street. City wastewater crews cleaned the pavement, catch basin and sediment manhole with a vactor truck. Did not look like any waste reached the drywell.	Yes	WPCF	NA	Yes	IDDE Door Hangers	7/6/2020 3:30 pm	44.058732	-121.362788
7/6/2020	Public	Septic	People behind her had a septic tank removed. It was taken out of the ground, punctured and left to drain onto the ground.	2473 NW Marken St #435, Bend, OR	7/6/2020	Front Desk	David B.	7/6/2020 3:00 pm	Closed	City staff notified Deschutes County to check on if permits have been pulled. The customer later sent a photo of the tank and it looked to small for a septic tank. City of Bend Staff then called and spoke with the contractor, who indicated the tank was part of the water system and was not a septic tank. The martial; drained onto the ground was potable water.	No	NA	NA	NA	NA	7/6/2020 3:00 pm	44.075065	-121.355099
7/6/2020	Public	General Question	The caller was requesting information on waste discharge from mobile hand washing stations.	NA	NA	NA	NA	NA	Closed	The caller was requesting information on waste discharge from mobile hand washing stations. City staff informed the caller that the discharge from a hand wash collection tank should not be allowed into the storm drain system. City staff requested the waste be dumped into the sanitary sewer system, via a RV dump station, private sewer cleanout or possibly a car wash facility with permissions from owner.	NA	NA	Yes	Provided a link to Bend Code Title 16	NA	NA	NA	NA
7/16/2020	City of Bend	Pressure Washing	Last Sunday morning an off duty City staff member noticed a pressure washing businesses was working at a brewpub along Galveston. The operator turned the sidewalk into a river, which overflowed into the downstream storm drain inlet in Galveston, where the alley ties into Galveston.	1135 NW Galveston Ave	6/12/2020 800:00 AM	Wendy E.	David B.	6/17/20 9:00	Closed	City staff reached out to the Owner, providing them with some educational materials on our IDDE program. During a follow-up phone conversation, the Owner noted he was not onsite at the time, but said rinse water would typically drain off into a paver patio area. The plan going forward is to block off the onsite catch basin and pump into a trailer/tank for offsite disposal.	Yes	MS4	Yes	IDDE Manual, Pressure Washing Fact Sheet	Verbal Warning	6/17/20 11:24	44.056314	-121.328559
8/12/2020	Public	Leaking Oil Container	Grease leaking into gasoline alley. Oil spill cleanup , the oil spill is leaking into the alley. Between Oregon Ave and Minnesota behind Astro.	939 NW Bond St	8/12/20 8:00	Adam M.	David B.	8/13/2020 10:00	Closed	City staff inspected the site and found the grate on the waste oil bin is plugged and the container looked to be full and in need of service. City staff applied granular absorbent and cleaned up the spill. The spilled material was contained within the pavement and did not reach the downstream catch basin. City Staff called and spoke with SeQuential today (8/14/2020 3pm), they said the restaurant's owner sign a contract and are responsible for clean up any spilled material. They will come out and clean around the barrels but charge a fee for that service. I asked for the contact info on who I should call if we have an issue with a specific bin. They provided me with the following persons contact information. Patrick Sluys, Account Servicer Rep Patrick.Sluys@chooseSQ.com	Yes	WPCF	NA	NA	NOV	8/12/2020 10:00	44.05904	-121.313211
8/13/2020	Public	Landscaping Material	A neighbor has been storing a large pile of top soil in front their house on NE Quiet Canyon Dr (in the roadway) for an extended peroid of time.	2943 NE Quiet Canyon Dr	Ongoing	David B.	David B.	8/14/2020 9:00	Closed	City staff stopped and spoke with the resident, requesting the material be moved. The resident explained they don't have any place to store the soil since the driveway is getting replaced today. She explained that the material will be used for a new planter bed along the new driveway. The resident said they could have the material removed by the end of next week. City staff will stop by next Friday to verify the soil has been moved out of the roadway	Yes	WPCF	Yes	IDDE Door Hanger	Verbal Warning	8/14/2020 14:00	44.07885	-121.284149
8/18/2020	Public	Automotive Oil Leak/spill	Open container of oil was left on the sidewalk.	19978 Badger Rd	8/18/20 19:00	David B.	David B.	8/19/2020	Closed	City of Bend staff stopped by the site and left an IDDE doorhanger.	Yes	WPCF	Yes	IDDE Door hanger	Verbal Warning	8/19/2020 0:00	44.024412	-121.324671
8/26/2020	City of Bend	Construction	Staining on pavement and cloudy water in catch basins. Looked to be some kind of construction related material either paint or possibly tile.	2110 NE Holliday Ave.	8/26/20 11:00	David B.	David B.	NA	Closed	City staff called and spoke with the property management company, they were unaware of any construction at this location. The site is currently fully occupied and they are not doing any cleaning or remodeling at this time. City staff went back out to the site on 8/27/2020 and left IDDE door hangers on several units. Stormwater maintenance staff where notified and they cleaned the basins. The private onsite catch basin/drywell looked to full sediment and is in need of maintenance.	Yes	WPCF	Yes	SRV Waste Flyer	Verbal Warning	NA	44.072093	-121.272588
8/26/2020	Public	RV Waste	RV Campers are emptying graywater and black water tanks onto the street and leaving other trash on the side of the road.	Hunnel Rd	8/26/20 14:00	Adam M.	David B.	8/27/2020 10:00	Closed	City staff inspected the area and found several peepole that appear to be living in RVs parked along the street. There are multiple RVs, cars and some tent campers in the ROW. City staff noticed some discoloring in the catch basin, but did not see any TP or other signs of illicit dumping but given the population it seem very likly that some grey water and black water has been dumped in the area. City staff provided RV Waste disposal fact sheets on the windshields of the vehicles.	Yes	WPCF	Yes	RV Waste Fact Sheet	Verbal Warning	8/27/2020 10:30	44.110448	-121.298738

Date Reported	Reported By	Type	Description	Location	Date/Time Noticed	Reported To	Followed up By	Date followed up	Status	Actions Taken/ Comments	Verified ID Event (Y/N)	MS4 / WPCF	Educ. Provided	Educ. Info. Provided	Enforcement Taken	Date Followed up with Reporter	lat	long
8/31/2020	Public	Chemical Agent	Complainant claims that a granite fabrication business has been improperly dumping granite byproducts on-site, possibly into a drainage system without containment in place. This activity happens daily. No documentation provided. Complainant reported the illicit discharge to DEQ.	1320 SE Armor Rd.	Daily for the last 12 years	Code Enforcement	Sam R.	9/1/2020 16:00	Closed	City staff inspected the area and found the pavement and private catch basin in front of the building to be stained with a white substance that had come from the rear work yard of the business. The catch basin was full of landscape debris; the white substance was not observed in the catch basin. Staff provided education materials to the general manager (Sam Son) and discussed next enforcement actions should the activity not stop, or be contained and properly disposed of. The manager said that dust from cutting granite deposits on the floor and is washed daily around 2:30 pm. Their plan moving forward is to contain everything in the work yard. Staff encouraged dry sweeping and proper disposal of material. Will inform DEQ of actions taken thus far.	No	WPCF	Yes	Illicit Discharge Manual	Verbal Warning	9/2/2020 10:00	44.046776	-121.28696
9/3/2020	Public	Automotive Oil Leak/spill	A business is leaking oil/gas onto the road and leaking into the storm drain.	3178 NE MANCHESTER AVE	Ongoing	Front Desk	David B.	9/8/2020	Closed	City staff inspected the area and found two fresh wet stains possibly antifreeze or oil in the street. Staff left a flyer on the door and will try and contact the owner.	Yes	WPCF	Yes	IDDE Door Hanger	Verbal Warning		44.061925	-121.255033
9/11/2020	Public	Pesticide	Neighbor has been spraying roundup on public property and our property around children	NE QUITE CANYON DR	Ongoing	Front Desk	Mike, Julie & David	9/14.2020	Closed	City staff called and left a message on 9/15/2020.	No	WPCF	Yes	Na	NA	No Contact Info.	44.080209	-121.284784
9/11/2020	Public	Dust/Noise	The landscape company behind his house is making allot of dust and noise.	63160 Nela Anderson Rd	Ongoing	David B.	David B.	9/14.2020	Closed	City staff spoke with the owner regarding the dust issue. They have been trying to cut back on the use of water but do have irrigation water rights that they use to control the dust. They stopped working on Sunday to help reduce noise and provide a break. The owner is going to talk with his loader staff and increase the use of water to help mitigate the dust. They stopped working on Sunday to help reduce noise and provide a break. Owner's Contact: Tim, Cell 541-280-5574.	No	WPCF	Yes	Verbal	NA	9/14.2020	44.093083	-121.300186
10/5/2020	Public	Grease Spill	Caller reported seeing a neighbor pour liquid into street.	20916 LUPINE AVE	10/6/20 6:15	Adam M.	David B.	10/6/2020 13:30	Closed	City staff inspected the site and found a 3ft brownish oil stain on the ground behind a portable trailer mounted propane grill. City staff knocked on the door but nobody answered, staff left a business card and an IDDE door hanger.	Yes	WPCF	Yes	IDDE Door Hanger	IDDE Door Hangers	10/6/2020 16:20	44.088607	-121.27783
10/19/2020	City of Bend	RV Fire	Local news ran a story an RV fire along Hunnel Rd.	Hunnel Rd	10/19/20 10:00	David B.	David B.	10/19/2020 10:00	Closed	City staff collected a stormwater sample from the catch basin prior to operations staff cleaning the basin with a vactor.	Yes	WPCF	NA	Na	NA	10/212020 9:00:00 AM		
10/20/2020	City of Bend	Pool/Spa	City water crews called in a hose discharging clear water into the street.	2802 NE Ocker	10/20/2020 3:20PM	David B.	David B.	10/19/2020 10:00	Closed	City staff inspected the site and left and left an IDDE door hanger and also contacted the owner by phone. The owner admitted a property management company drained a spa yesterday. City staff requested they de-chlorinate the water prior to discharging.	Yes	WPCF	Yes	IDDE Door Hanger	Verbal Warning	10/212020 10:00:00 AM	44.077324	-121.270394
10/29/2020	Public	Equipment Leaking	Leaking equipment parked over storm drain.	20784 CARMEN LOOP	10/29/20 13:40	Sam Rosil/ Jason	David B.	Na	Closed	City staff inspected the area and found a sewer manhole lid covered with oil. The lid was located in a private parking lot. City staff applied absorbent pads on the spill. Staff use a sludge judge in the adjacent catch basin and no oil was observed in the storm drain. Collections crews where also notified to make sure their are no sewage back-ups issues or blockages in the line.	Yes	Private WPCF	No	No	Transferred to Collections	10/29/20 13:40	44.029862	-121.291372
10/30/2020	Public	Pool/Spa	Report of Homeowner draining hot tub directly into the river.	1448 NW 1ST ST	10/29/20 14:30	Adam M.	David B.	10/29/2020 14:30	Closed	City Crews could not gain access to the back yard to verify if they were still discharging spa water into the river. City staff left and IDDE door hanger, business card and a copy of the DEQ Pool/Spa Fact Sheet.	Yes	MS4	Yes	IDDE Door Hanger / DEQ Pool Spa Fact Sheet	Verbal Warning	10/29/2020 14:40	44.062907	-121.31455
11/2/2020	Public	Septic	Caller reported smelling human waste in the catch basin.	1183 NW Summit Dr	11/2/20 7:30	David B.	David B.	11/2/20 10:00	Closed	City staff inspected the catch basins in the area and found no signs of any sewage spills or illegal dumping. City staff called and spoke with the caller, who said they smelled sewage and noticed standing water in the basin. City staff noticed that there are several sewer manholes near the catch basins along Summit dr. Its likely the odor was coming from those manholes.	No	WPCF	Na	Na	NA	11/2/2020 10:00	44.072872	-121.335782
11/17/2020	City of Bend	Landscaping Material	High Desert Mulch is really tracking mud onto second street again, every time it rains the really do make a mess	303 SE 2nd St	11/17/2020 11:20am	David B.	David B.	11/18/20 0:00	Closed	City staff inspected the site and found some minor tracking in the onsite parking area and roadway. I'm assuming some of the material was cleaned up by City sweepers?	Yes	WPCF	Yes	Bend Code Title 16.	Verbal Warning	11/20/2020 12:51	44.04647	-121.30411

Date Reported	Reported By	Type	Description	Location	Date/Time Noticed	Reported To	Followed up By	Date followed up	Status	Actions Taken/ Comments	Verified ID Event (Y/N)	MS4 / WPCF	Educ. Provided	Educ. Info. Provided	Enforcement Taken	Date Followed up with Reporter	lat	long
11/18/2020	Public	Construction Material (Grout Waste Water)	Caller reported seeing a sub contractor for Stonebridge Homes dump waste into a catch basin in front of his house.	60861 SW Headwaters Lp	11/18/20 15:30	Jennifer Wright	Sam R.	11/18/2020 16:00	Closed	City staff inspected the catch basin and found white liquid in witches hat. Sed manhole did not appear to receive any of the liquid. Followed up with the complainant on-site. Called Stonebridge Homes to provide education regarding unacceptable practice; apparent liquid was waste water from grout activities; sub contractor will be notified.	Yes	WPCF	Yes	NA	Verbal Warning	11/18/2020 16:30	44.011399	-121.354636
1/4/2021	Public	Automotive Oil Leak/spill	Resident n the area of 15th and Rivera was draining/flushing vehicle fluid onto the ground/ street.	15th and Rivera	1/4/21 11:45	Sam Rosi	David B.	1/4/2021 13:30	Closed	City staff inspected the area on 1/4/2021 pulling catch basin grates, looking for signs of oil or other vehicle fluids in the stormwater system. Staff did not find any material in the basins or staining on the ground. Staff contacted to the person who made the complaint to verify the location. No specific address was available only the general cross streets. Staff returned on 1/5/2021 and placed several door hangers on the adjoining properties and spoke with on tenant who lived near that intersection.	No	WPCF	Yes	IDDE Door Hangers	NA	1/5/21 9:45	44.047015	-121.283753
1/6/2021	Public	SSO	Grease trap in parking lot backed up and flowed sewage into the street and City stormwater system.	1609 NE 3RD ST	1/6/21 9:00	Orrin Lybol	Paul B./Tyler P.	1/6/21 9:30	Closed	See SSO report. IPP to respond to this event given this is related to a grease trap/ waste hauler. City IPP Staff followed up with the business. They had some pretty significant issues with their grease interceptor that caused the spill. The business immediately got their service provider out to pump the grease interceptor and get the unit flowing again, and after that, they contracted with another service provider to come in and make necessary repairs to the interceptor to bring it back into compliance. The business was issued an NOV, and was on a strict compliance schedule to get the work completed. I verified all work was done, and the requirements of the compliance schedule were met, and all has been good since. I have not performed another interceptor inspection since, but I should, just to ensure all is still well and there are no potential issues amassing for a future SSO event.	Yes	WPCF	Yes	IPP/FOG	NOV	No Contact Info.	44.066062	-121.303322
1/13/2021	Public	Grease Spill	Why doesn't the city prevent grease storage in the alley businesses switching providers is an obvious solution to their problem they don't want to store waste oil in their lease space when the city provides them space for free	Gasoline Alley	1/13/21 13:00	David B.	David B.	1/13/2020 13:00	Closed	Staff inspected the waste oil container and found no stormwater violations at this time. Staff understand the concerns with oil containers being placed in the alley but unfortunately that's not something we can enforce at this time. Stormwater staff forwarded the concerns the Business Advocate who works closely with the Downtown Business Association.	No	WPCF	Yes	NA	NA	1/14/2021 0:00	44.05849	-121.31382
2/8/2020	Public	Automotive Oil Leak/spill	Truck parked over catch basin and drained oil into the facility.	E Paiute	2/8/21 13:00	Front Desk	David B.	2/8/2020 14:30	Closed	Stormwater staff inspected the area and found a Newport Landscaping truck parked over the catch basin with the transmission pan removed. The pan was sitting on the catch basin grate and red oil was observed on the grate and in the basin. City staff talked with the business owner and requested they remove the truck and pump out the catch basins immediately. Staff also informed the owner that if they don't clean it up, the City would perform this cleanup and bill them for the service. At this point the material is contained to the catch basin and did not appear to reach the drywell. City crew's responded the following day and cleaned out the catch basin and drywell. Newport landscape owner claimed the truck and been vandalized and that their staff where not responsible for the spill. They had the truck towed off the street and provided a copy of the Police Report/Case and number.	Yes	WPCF	Yes	IDDE Door Hanger	Verbal Warning	2/9/2020 14:30	44.040018	-121.2925
2/10/2021	Public	Grease Container	D&D's rolling waste oil container was placed in the alley near the other trash cans.	Gasoline Alley	2/10/21 10:00	David B.	David B.	2/10/21 13:00	Closed	The container is not leaking but is in violation of a previous agreement made with the waste hauler, to remove all containers from the alley due to ongoing maintenance issues. IPP staff is working with this vendor to resolve another issue, so they are going to contact the vendor and request this container be removed from the alley.	No	WPCF	NA	Na	NA	2/25/2021 9:00 AM	44.05895	-121.31331
3/13/2021	Public	RV Waste	RV parked in street was leaking sewage.	NE Mary Rose Pl	3/13/2021 9:35AM	Mike E.	David B.	3/13/2021 12:01	Closed	Inspected the site and found an RV with a rubber glove placed over the waste drain. It looked like this was a temporary fix to prevent leakage. The repair was still leaking slightly. Stormwater staff notified Police Non-Emergency line, since they enforce parking and vehicle related issues. Stormwater staff checked back in on 3/19/2021 and found a drip pan had been placed under the leak.	Yes	WPCF	Yes	IDDE Door Hanger and RV Waste Flyer.	Transferred to PD	NA	44.06099	-121.26522
3/31/2021	Public	Landscaping Material	There is a landscaping company located near my home that is constantly kicking up dust with no dust control measures whatsoever. The dust covers my cars, windows and home.	63160 NELS ANDERSON RD	3/31/21 0:00	Online	David B.	4/2/2021 10:30am	Closed	City staff called and spoke with the business owner Tim. He said they will monitor for dust and shut down operations when the wind picks up or notice dust. The irrigation water is scheduled to start up in the next few days. When their pond is filled, they will begin watering this area to control dust.	Yes	WPCF	Yes	Verbal	Verbal Warning	4/2/2021 11:30am	44.09305	-121.2998

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5/4/2021	City of Bend	Unknown Material	A staff member noticed some foam floating in a catch basin.	171232BD04800 - North Parking lot at Brooks Alley.	5/4/21 15:37	Email	David B.	5/5/2021 8:30am	Closed	Stormwater staff inspected the basin and found dirt and organic material around the rim and in the sump/insert. The insert sump was 40%-50% full of sediment, staff requested maintenance crews clean all basins in the parking lot. No obvious sources for the sediment were found in the area. Staff will work with operations to increase cleaning frequency in the parking lot.	No	WPCF	NA	Na	NA	5/5/2021 8:30am	44.05974958	-121.3146883
5/10/2021	City of Bend	Landscaping Material	Landscaping crew applying fertilizer with broadcast spreader, some material was landing in the street and gutter.	EMPIRE ESTATES	5/10/21 11:20	Sam R.	David B.	5/14/21 15:08	Closed	Staff found another landscaper working near Empire using the same practices (likely the same business). Staging bags of fertilizer throughout the neighborhood. City staff stopped and discussed fertilizer application BMPs with the Landscape crew onsite. Staff returned to the area after landscaper had completed their work. A minimal amount of product remained in the cracks and joints, but they had blown most of the material back onto landscaping.	Yes	WPCF	Yes	Verbal	Verbal Warning	5/13/2021 0:00	44.09121	-121.309466
5/19/2021	Public	Vehicle Washing	Neighbors are washing their cars with soap and it is going into the storm drain.	2545 NE Moonlight Dr	5/19/21 14:54	Dawn H.	David B.	5/10/21 11:20	Closed	City staff verified the washing activity was not related to any commercial washing or mobile detailing business and determined no code violations had occurred. City provide a fact sheet to the homeowner with information on car washing BMPs.	No	WPCF	NA	Car Washing BMPs	NA	5/10/2021 11:20	44.07542483	-121.2742496
5/20/2021	Public	Vehicle Washing	New auto/touchless wash system allows soapy water to be released into storm drain after costumers pulled out.	718 NW COLUMBIA ST	5/19/21 14:15	Wendy E.	David B.	5/20/21 9:00	Closed	City staff inspected the site on 5/20/21 and found evidence of water flowing from the car wash bay into the onsite private catch basin/drill hole. Staff discussed this Issue with onsite Manager (Amanda) and provided an IDDE flyer. The Manager agreed to install a rubber seal along the floor near the wash pad exist, to contain rinse water inside the car wash bay area. This new seal will be installed within a week, City will schedule a follow-up inspection to verify installation and affectedness.	Yes	WPCF	Yes	IDDE Flyer	NOV	9/8/2021 13:00	44.05703	-121.32623
5/24/2021	Public	Hydronic Leak	A sweeping company came into the Coulter Ridge subdivision on May 19, 2021 to clean the neighborhood streets and alleyways. The sweeper was leaking a significant amount of hydraulic the entire time he was sweeping, leaving about 5-10 gallons of fluid all over the streets.	Coulter Ridge Subdivision	May 19 2021	Mike E. and	Mike E, David B. & DEQ	5/24/2021	Closed	The complaint was originally reported to Utilities Customer Service, online via City-View and to the DEQ. City staff inspected the area on 5/24 and observed multiple drips and two larger stains on the ground. City staff contacted the sweeping company requesting they clean up the hydraulic oil. City staff returned on 6/1 and found no sign of any clean-up efforts made. City staff then sent a written warning to the company along with educational materials on spill clean up and city code requirements.	Yes	Private WPCF	Yes	Yes IDDE Flyer and Bend Code Title 16	Written Warning	6/5/2021 0:00	44.03126	-121.31516
5/25/2021	City of Bend	RV Waste	City sweeper operator noticed a bus conversion with a drain pipe running into the catch basin.	667 NE 9th St	5/25/21 10:20	David B.	David B.	5/25/21 13:00	Closed	City staff inspected the area and found a plastic pipe running form beneath a bus/RV running down into the street gutter. The pipe looked to be loosely connected to a tank drain possibly gray water. Nobody was home at the time and staff left an IDDE flyer on the Door. No staining or other material was found at the pipe outlet/discharge location. Staff returned on 5/26/2019 and the pipe had been removed.	Yes	WPCF	Yes	IDDE Flyer	Verbal Warning	5/25/2021 13:00	44.057036	-121.29285
6/4/2021	Public	Unknown Material	Citizen reported an unknown amount of an unknown substance released into a storm drain. Caller witnessed a man w/ a pallet of bags, opening the bags and dumping the liquid into the storm drain. Appears to have moved the pallet using a forklift, it was in the lot material.	20270 HIGH DESERT LANE	6/2/21 15:00	Front Desk /	David B.	6/3/2021 9:00	Closed	City staff spoke with the business owner onsite, He explained that the material dumped into the catch basin was sterilized water (1 pallet, 50-100 gallons) . He pulled some empty packaging out of the dumpster/recycle bin and explained how the product was unusable/expired. The Owner of the material had directed his company to disposes of the product/water and the landfill will not take liquids. I provided The owner with a copy of our Code/Stormwater regulations and told him they should not be discharging any material into the stormwater system.	Yes	WPCF	Yes	IDDE Flyer	Verbal Warning	6/4/2021 13:30	44.08853	-121.28682
6/8/2021	Public	Carpet Cleaning Waste	Neighbor operates a carpet cleaning business and routinely discharges carpet cleaning waste onto the street.	20304 Shetland Loop	Ongoing	Front Desk	David B.	6/9/2021	Closed	Doting the initial ingestion, staff found the business did not have an active business license registered with the City, their state license may have also been expired. Staff inspected the area and left IDDE flyer and Carpet Cleaning BMP Brochure on the door. The carpet cleaning van was not onsite at the time and no staining on the ground was observed.	No	WPCF	Yes	Carpet Cleaning Brochure & IDDE Door Hanger	IDDE Door Hangers	6/9/2021	44.09768	-121.30838

Appendices

APPENDIX D. ILLICIT DISCHARGE DETECTION AND ELIMINATION

D.3. Waterwise Tracking Database





FY2020-21 Water Waste Tracking Sheet

Date	Meter	Source	Status	Address	Problem	Description	Notes/Actions
7/13/2020	Commercial	WWP	Open	175 Se Reed Market Rd	Dry Flow/Street Strip	Broken nozzle sprinklers hitting roadway. NC for hours	Contacted Bank, will contact landscaper
7/20/2020	Commercial	WWP	Open	735 Ne 2nd	Dry Flow/Street Strip	Overspray and run-off. Large puddle forms in front of Bottle Center - stagnet water , no drainage	Spoke with manager, will have landscape crew evaluate 7/21/20
7/20/2020	Commercial	WWP	Open	63004 18th St	Dry Flow/Street Strip	Every day, 6k gallons on 5000 ft landscape. 6x plant water need.	Spoke with Compass. Scheduled has been changed to compliance. Asked to double check schedule and sprinklers near street.
8/3/2020		Report Water Waste		450 Nw Franklin	Dry Flow/Street Strip	Cooper Morrow reported Chase Bank, on NW Franklin- "is watering a ton of sidewalk and my pants as I walk by."	Contacted Bank, will contact landscaper. Piccture showed small leak coming from 1/4 inch drip tubing. Spoke with landscape vendor, was curious what problem actually was. Site has 24 inch turfstrip along sidewalk producing run-off. Landscape vendor had called utility front desk, upset about having to re check, cost of his time.
8/6/2020	Other	Front Desk	Closed	1501 Ne Neff	Dry Flow/Street Strip	Call to front desk to report overspray and runoff along Neff	Contacted Nick with Schools, will check.
8/7/2020		WWP		209 Ne Greenwood	Dry Flow/Street Strip	Observed overspray and run off along Greenwood	Called office to let them know of problem. Landscape vendorto be contacted.
8/10/2020	SFR	WWP	Open	2254 Indigo Ln	Dry Flow/Street Strip	Overspray and runoff, dry flow to storm drain	Spoke with realtor, house in closing. Angie requested more information and sugestions to fix problem
8/10/2020	SFR	Front Desk	Open	19524 Sager Lp	Excessive	Mellanie Jonas called to report neighbors irrigation flooding in to her yard. (60855 Garrison Dr.) Landscapers told her that was just the way it is.	Called Avion to ask about policy regarding water waste.
8/10/2020	MFR	Utility Staff	Open	735 Ne Purcell	Dry Flow/Street Strip	Observed significant over spray, runoff, dry flow along Ne Purcell	Called office to let them know of problem. Landscape vendorto be contacted.

Date	Meter	Source	Status	Address	Problem	Description	Notes/Actions
8/10/2020	Commercial	Utility Staff	Open	515 Ne Bellevue	Dry Flow/Street Strip	Observed excessive irrigation, overspray,runoff across parking lot.	Spoke with shift manager,explained situation. She will contact area manager, process work order to get landscape vendor to address.
8/10/2020	Commercial	Utility Staff	Open	62040 27th	Dry Flow/Street Strip	Observed overspray and runoff. Non compliant for Days and Hours	Spoke with owner, wasn't aware od WW regulations. Will contact landscape vendor.
8/13/2020	SFR	WWP	Open	3412 Ne Wild Rivers Lp	Dry Flow/Street Strip	Irrigation runoff into street, irrigation every day.	Spoke with owners. They will check system and clock
8/14/2020	Commercial	WWP	Open	35 Sw Century Dr	Dry Flow/Street Strip	Irrigation every day. Overspray runoff into street	Spoke with Glen, will have landscape vendor check adjustment. Have recently switched to mp rotators.
8/14/2020	SFR	WWP	Open	62980 N Hwy 97	Excessive	Irrigation every day, overspray, incorrect sprinklers and nozzles.	Spoke with front desk and general maintenance tech. He expressed own frustrations with landscape vendor and irrigation maintenance. Left contact and offered to evaluate irrigation system with landscaper.
8/18/2020	Commercial	WWP	Open	63076 N Hwy 97	Dry Flow/Street Strip	Day time irrigation, overspray- runoff along Hwy	Contacted owner, new landscape vendor will have him reset clock and check street strip as well as the rest of irrigation syste,
8/19/2020	Commercial	Utility Staff	Open	2600 Ne Hwy 20	Dry Flow/Street Strip	Dan D. reported overspray and run-off along 27th at Safeway store.	Email to Tom G of Ggroup. Asked to check and adjust irrigation to irrigate landscape areas only
8/19/2020	SFR	WWP	Open	205 Nw Tumalo	Dry Flow/Street Strip	Observed overspray and run-off, along New Tumalo	Phone message left with owner. Asked to check and adjust street strip to avoid non target irrigation.

Date	Meter	Source	Status	Address	Problem	Description	Notes/Actions
9/2/2020	Commercial	WWP	Open	20830 Sockeye Pl	Excessive	Irrigation was not been activated until 8/5/20. Now at 20k cycle. Site is all low water shrubs except for street strip. Strip is producing dry flows to drains.	Visit to site- drip zone running with several bursts and broken equipment. Was able to find someone, had no idea, turned clock off and will contact landscape vendor.
9/2/2020	SFR	WWP	Open	2704 Nw Starview	Dry Flow/Street Strip	Observed after irrigation cycle. Significant amount of water migrating throughout entire street. Not actively flowin but entire street area affected.	Reached owners, they were aware of situation and working on adjusting sprinklers as well as irrigation schedule.
4/9/2021		CityView	Closed	61685 Woodriver Dr, 20067 Birchwood Ct (reed market sidewalk side)	Excessive	lawns can only be watered every other day, spray goes onto the sidewalk, on reed market and creates an ice rink making it incredibly dangerous to pass	Not COB water, will attempt to see irrigation when running. No pictures provided
4/12/2021		Other	Closed	1902 NE 4th	Excessive		Visited Office, door hanger and picture of Dry Flow. Will notify landscaper.
4/14/2021	Irrigation	WWP	Closed	1777 SW Chandler Ave	Dry Flow/Street Strip	Excessive, overspray. Dry weather flow. Iceing hazard	Reported to Aspen Landscape Management
4/14/2021	Commercial	Utility Staff	Closed	20405 Empire	Excessive	Excessive, overspray. Peak season sched runs 4-5 x/week	spoke with owner, vendor will check, make compliant. Needs to adjust overspray
4/14/2021	SFR	WWP	Closed	2090 NE Cradle Mountain	Dry Flow/Street Strip	Overspray and run-off	Sent email to customer explaining problem.
4/15/2021	Commercial	Utility Staff	Closed	20405 Empire	Excessive	Excessive, overspray. Peak season sched runs 4-5 x/week	checked site, extreme amount of water in intersection, likely equipment issue as well. Turned clock off and contacting owner

Date	Meter	Source	Status	Address	Problem	Description	Notes/Actions
4/22/2021	Commercial	Utility Staff	Closed	36455 N Hwy 97	Dry Flow/Street Strip		
4/27/2021	Commercial	WWP	Pend-Doug	211 NE Revere	Dry Flow/Street Strip	Excessive, overspray. Leak alert occurring 5k/day	Site visit, found leak, contacted manger
4/27/2021	Commercial	WWP	Closed	63076 N Hwy 97	Dry Flow/Street Strip	Excessive, overspray, in street. Leak alert occurring 5k/day. Has backgroundd irrigation leak in addition	Contacted owner. Frustration with vendor as was supposed to be checked. Vowed to resolve
4/29/2021	Commercial	WWP	Closed	62980 N Hwy 97	Dry Flow/Street Strip	Excessive, overspray, in street.	Visited office, followed up with water use. As much as 40K gal cycle. On pace for 10k water bill
5/5/2021	Irrigation	Other	Closed	20821 Se Gatewa	Dry Flow/Street Strip	Jimmy reported dry weather flow into street.	Reported to Ken E. In correctly stated that HOA did not have to adhere to compliance for Days
5/19/2021	SFR	CityView	Closed	600,604 NE Vail	Dry Flow/Street Strip	Non-Compliant for days/hrs.; irrigation every day	Site is a rental property. Renter has no access to clock. Left message with property manager
5/26/2021	SFR	WWP	Closed	1630 NW 11th St	Dry Flow/Street Strip	Overspray and run-off making way down hill to Portland Ave intersection	Spoke with occupent, frustrated with landscaper, has asked for work done. Well aware of situation but is renter. Did'nt realize flow was as bad as is. Todd has no say in irrigation schedule and system performance. Is going to try and adjust clock .
6/4/2021	Irrigation	CityView	Closed	1055 NE Providenc	Overspray	Reported overspray along sidewalk	BPRD notified. WWP staff has not observed when happening.

Date	Meter	Source	Status	Address	Problem	Description	Notes/Actions
6/7/2021	SFR	CityView	Closed	61820 SE Finn Pl.	Excessive	Robert states multiple neighbor excessive irrigation and stormwater migrating to his property	Non COB water. Diifcult to verify. Will close case until further notice
6/28/2021	Irrigation	Front Desk	Closed	313 Shevlin Hixon	Dry Flow/Street Strip	Watering in mid day, Run off into road way.	Contact Mill Site landscape.
6/28/2021	MFR	Utility Staff	Closed	2624 NE Connors Ave	Dry Flow/Street Strip	Equipment out of alignment, large amounts of oversparay into roadway causing dry flows.	Contact owner Regina 541-480-7870. Owner says issues is
6/28/2021	MFR	Utility Staff	Pend-Dan	20730 Empire	Dry Flow/Street Strip	Equipment out of adjustment, dry flows down Empire	Contacted Sarah Gray 541-241 8484
6/15/2021	SFR	Other	Pend-Doug	390 SW Roosevelt	Dry Flow/Street Strip	Dry flows caused by multiple daytime waterings.	Sent email to erin@wspi.net with Riverbend Ltd Partnership. Visited site, growing in new landscape. Pollinators.
6/29/2021	SFR	Other	Open	61344 Woodbury Ln	Dry Flow/Street Strip	Day time irrigations confirmed.	Rechecked WaterSmart. Customer is non -compliant for hrs. Attempted customer contact. Contact unavaible Voicebox full.
6/30/2021	Commercial	WWP	Pend- Brittnee	854 Ne 4Th St	Dry Flow/Street Strip	Run-off into the street seen in person. Non-compliant hours and days seen in Star.	Left door hanger. Brittnee emailed contact.