



STANDARD OPERATING PROCEDURE FOR COMMERCIAL WASTEWATER STRENGTH CLASSIFICATION

OVERVIEW OF ACCOUNT BILLING

User fees are set to correspond to the cost of treatment for the wastewater discharge. This cost of treatment depends on the volume of the wastewater and the types and concentration of the pollutants that must be removed.

Monthly sewer account charges for commercial users are based on the monthly volume of wastewater discharged and a wastewater strength factor, as set by the most current City of Bend Fee Schedule. This wastewater volume is determined by the average monthly water volume used during the winter months (December-March), unless other methods are approved in writing by the Public Works Director. In cases where significant water goes out in products being produced, a product service meter, outfall meter, industry standard or other engineered solution may be considered to account for actual sewer discharge.

This standard operating procedure documents the method to be followed in determining the pollutant concentration in wastewater from commercial accounts. This concentration is hereafter referred to as the wastewater strength. Consistent and accurate assignment of the strength category is an important part of ensuring that user fees represent the ongoing discharge and that such fees are fair for all users.

INITIAL ASSIGNMENT OF CLASSIFICATION

At account setup, commercial users will be assigned a strength category corresponding to their business type as identified below. Specific business types not listed will be assigned based on similarities in the wastewater discharge with those that are listed. There are four categories of wastewater strength: Low, Medium, High and Very High. These categories are defined as follows:

Strength Classification	Business Type
Low	TBD
Medium	TBD
High	TBD
Very High	TBD

If multiple businesses are operated under a single sewer account, the business type with the highest strength classification will be used for the entire facility. Alternatively, evidence can be submitted by the users to the City showing the respective discharge volumes of each business at the facility. Subsequently, a business type for the entire facility will be calculated according to the proportions of each of the combined discharges.

Either COD or TSS above the domestic level will be used to determine the strength classification.

Until sufficient account history is accumulated such that a winter average can be calculated, the wastewater volume will be assumed to be equal to the water usage volume.

CLASSIFICATION APPEALS

The person responsible for paying an extra strength charge may request reclassification of the imposition of the charge or of the amount by filing a written request for reclassification with the City of Bend Finance Department.

- A. A request for reclassification must be in writing and received by the City within 90 days of the City's decision imposing the extra strength charge. The request for reclassification must include the name and address of the person making the request, the nature of the objections, and the requested relief.
- B. The effectiveness of the extra strength charge shall not be stayed pending reclassification.
- C. The City of Bend Industrial Pretreatment Program Manager or designee shall conduct a hearing to determine the merits of the request for reclassification. Prior to the hearing, the person conducting the hearing shall notify the petitioner of the time and place of the hearing, and that the petitioner will have the opportunity to present evidence and make statements in support of the appeal. The person conducting the hearing may rely on any relevant evidence provided by city staff or the person requesting reclassification. The person requesting the reclassification must provide sampling and analysis plan and results of such sampling for evidence. The decision on the hearing shall be in writing. If the City of Bend fails to make a determination on the petition within 60 days, the request shall be deemed to be granted.
- D. The decision on the request for reclassification is the final decision of the City of Bend. The final decision may only be challenged under the Writ of Review provisions of Oregon Law, currently ORS 34.102.
- E. Nothing in this Section precludes a person paying an extra strength charge from requesting a classification adjustment of the amount charged at any time based on a change in process discharging the extra strength waste or new information about the discharge.

CLASSIFICATION ADJUSTMENTS

If the business type is unknown at the time of establishing the account due to subsequent tenant improvements, etc., a designation of Very High strength will be initially assigned. This assignment takes into account the wastewater characteristics of construction activities, construction cleanup and equipment and process adjustment that may be occurring with new business startup.

As tenant infill occurs, the tenant must submit a completed Wastewater Pretreatment Survey describing the business activities and facility equipment. The business owner may also request an adjustment in the strength classification at this time. The owner must complete a written request for reclassification as mentioned in previous section.

It is recognized that by applying pollution prevention practices, a reduction can be made in the amount of wastewater pollutants that must be treated. Provision is thus made for those businesses to apply for a reclassification of wastewater strength based on actual sampling and analysis of the waste stream for COD and TSS. A sampling and analysis plan must be submitted to the City for approval prior to sampling. The plan will include the following information:

- MSDSs for all chemicals used on site
- Sample Type
- Number of Samples
- Sampling Locations
- Identity of Sampler
- Time and Dates of Samples
- Sample Preservation
- Laboratory Name and Contact Information
- Analytes
- Test Methods

Such sampling must be representative of the facility discharge, transported using chain-of-custody procedures and analyzed according to CFR 136 test methods by a laboratory holding current NELAP accreditation. The user is responsible for all costs associated with this sampling and analysis. Application for such reclassification shall be made to the Public Works Director.

Any subsequent account adjustments will be made retroactive to the date of request for reclassification.

Such classification reassignments will be made according to the following table:

Wastewater Strength		
Classification	COD (mg/L)	TSS (mg/L)
Low	TBD	TBD
Medium	TBD	TBD
High	TBD	TBD
Very High	TBD	TBD

If an existing business at a facility is replaced by a different business, the procedure for initial classification assignment will be followed for the new business.

ALTERNATIVE BILLING METHODS

Alternative methods can include calculation based on a subtraction water meter measuring water not discharged to the sewer, or meter readings of the actual wastewater volume discharged. Metering equipment used for such measurements shall be calibrated per the manufacturer's recommendation. Application for such alternative billing methods shall be made to the Public Works Director.

DEFINITIONS

COD: Acronym meaning Chemical Oxygen Demand. A measure of the organic matter content in wastewater and which is the oxygen equivalent of the organic matter that can be oxidized under standard laboratory procedure using a strong chemical oxidizing agent in an acidic medium. This analysis must be performed per the methods listed in 40 CFR 136.3

BOD: (Insert Definition)

Commercial user: Any user that discharges wastewater to the publicly owned sewer system from a source other than a residential dwelling unit. Mobile waste haulers are considered commercial users. Multiple-dwelling units (such as apartments and condominiums) and mobile home parks are considered residential users.

Public Works Director: The director of the City of Bend Public Works Department and his/her authorized representative.

TSS: Acronym meaning Total Suspended Solids. A measure of the total suspended matter that either floats on the surface or is in suspension in water or wastewater and that is removable by laboratory filtering. This analysis must be performed per the methods listed in 40 EFR 136.3.

User: Any person, corporation or institution that contributes wastewater into the publicly owned sewer system.

REFERENCE MATERIAL

State of Oregon Administrative Rules, 2000, Chapter 340, Division 071:

Defines Residential Strength Wastewater as the primary sewage effluent from a septic tank which does not typically exceed the following parameters: Five-Day Biochemical Oxygen Demand (BOD5) of 300 mg/L; Total Suspended Solids (TSS) of 150 mg/L; Total Kjeldahl Nitrogen (TKN) of 150 mg/L; and Oil and Grease of 25 mg/L. Other contaminants may also be present in the wastewater, however, they shall not exceed the concentrations or quantities normally found in residential sewage. Effluent parameters are to be measured using approved Standard Method or EPA procedures.