



Survey Report

Per the Oak Harbor Municipal Code (OHMC) 12.10.120 Permits, the City is submitting the required reporting to the Washington State Department of Ecology (DOE):

12.10.120 Permits – Approvals.

(1) General.

(a) The utility shall administratively determine submittal requirements for the various utility permits/approvals. Within 28 days of submittal, the administrator shall determine whether the application is complete. Procedures under Chapter [18.20](#) OHMC shall apply in processing these permits.

(b) When a drainage connection permit or drainage system extension agreement is required, it shall require the property owner to build all the drainage facilities needed to serve the property including, but not limited to, conveyance systems, runoff treatment best management practices, detention facilities and other system components.

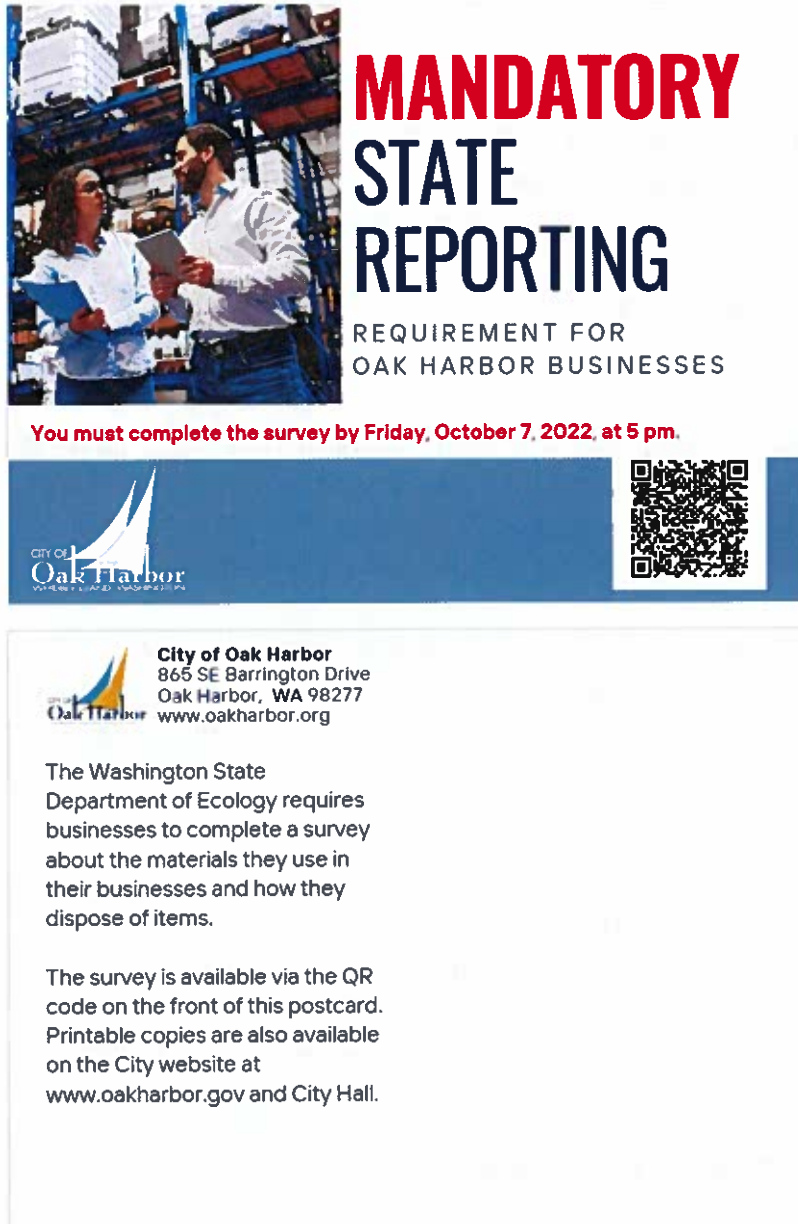
(c) When a drainage connection permit or drainage system extension agreement is required to provide drainage facilities for a proposed building, the utility will not sign off on the building permit until the drainage connection permit has been issued or the drainage system extension agreement has been initiated. When a drainage connection permit or drainage system extension agreement is required to relocate a drainage facility from under a proposed building, the utility will not sign off on the building permit until the replacement drainage work has been completed and accepted by the utility, unless the building permit is conditioned to require relocation prior to site construction.

Industrial User Survey

The City compiled a list of business organizations to survey from our Utility Billing system. The process to obtain responses from businesses included:

- Pulling a mailing list of 544 businesses and addresses.

- Mailing a postcard on September 25, 2022, to all businesses notifying them of the mandatory requirement to complete the survey.



- Sent second notices on October 14, 2022, reminding those that had not responded to respond.



IMPORTANT REMINDER

RE: Mandatory Completion of Industrial User Survey for the WA DCP

We have not received a response from your business organization. To assist you in meeting the requirement, we are extending the process until **Friday, October 21, 2022**.

Scan Here to Take the Survey



This survey is a requirement from the Washington State Department of Ecology (WA DCP). The City must periodically collect information to ensure that non domestic sources of wastewater are identified and confirm that these discharges do not pose a threat to the Sewage Treatment Plant (Clean Water Facility at Oak Harbor) and that proper controls are in place for significant sources of polluted water.

In order to allow continued sewage service to our non-residential customers, we must obtain responses to a survey form completed to the best of your ability.

The electronic survey form is available online by scanning the QR code provided. We will collect and tabulate this information in compliance with the requirements of our Clean Water Facility's discharge permit.

If you have any further questions call me at (360) 279-4500.

Sincerely,

Kindle Sullivan
Sewer Drain/Wastewater Collections Compliance Inspector/Educator
Public Works | 865 S.E. Barrington Drive | Oak Harbor, WA 98277
City of | (360) 279-4500 | ksullivan@oakharbor.org

865 S.E. Barrington Drive • Oak Harbor, Washington 98277-4092 • City Hall (360) 279-4500

- The City's provided an [informational website](#) and [online survey form](#).

First Survey Form

PLEASE READ BEFORE COMPLETING THE SURVEY FORM

We are currently engaged in a study to determine the volume of wastewater discharged by businesses (BUs) in the City of Oak Harbor. This study is a requirement of the Washington State Department of Ecology (WA DCP). The information you provide will be used to determine the volume of wastewater discharged by businesses in the City of Oak Harbor. This information is used to determine the volume of wastewater discharged by businesses in the City of Oak Harbor. This information is used to determine the volume of wastewater discharged by businesses in the City of Oak Harbor.

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Extended Deadline

Voluntary Contribution of Funds from the Senior Citizens

EXTENDED DEADLINE TO 10/21/22

PLEASE READ BEFORE COMPLETING THE SURVEY FORM:

We are currently engaged in a study to enhance the nature of a state order discharged by businesses. This study is called an "Business Satisfaction" study. The data generated reflects the satisfaction of various state order discharged by businesses. The data generated is used to ensure that the state order discharged by businesses is of a high quality and that the proper policies are in place for significant state order discharged by businesses.

In order to allow continued business service to state non-resident customers, we must obtain information to fill business questions to the best of your ability.

Business Satisfaction Survey

The deadline is extended to October 21, 2022.

The City of Our historic and cultural heritage is a significant part of the community. The Department of Economic Development is currently conducting a study to enhance the nature of a state order discharged by businesses. The data generated reflects the satisfaction of various state order discharged by businesses. The data generated is used to ensure that the state order discharged by businesses is of a high quality and that the proper policies are in place for significant state order discharged by businesses.

The thorough and accurate completion of this form is important.

2. Please complete this form to the best of your ability. The information collected will be used to enhance the nature of a state order discharged by businesses. The data generated reflects the satisfaction of various state order discharged by businesses. The data generated is used to ensure that the state order discharged by businesses is of a high quality and that the proper policies are in place for significant state order discharged by businesses.

SECTION 1 - GENERAL INFORMATION (Required for all businesses)

Business Name: _____ **Phone Number:** _____

Full Mailing Address of Business Owner: _____

City: _____ **State:** _____ **Zip Code:** _____

Facility Address (if different than mailing address): _____

City: _____ **State:** _____ **Zip Code:** _____

Business Description: _____

It is the name of the person that handles customer service, sales, and marketing. This may be the owner, manager, or the business of the owner.

Owner (if business owner): _____ **Phone Number:** _____

Print Address: _____

Business Name (if different): _____

Business Identification Number (BIN): _____

Please provide a brief description of the types of services provided, including any other types of services provided (if applicable).

Standard Industrial Classification (SIC) Code: _____

Please see the SIC codes at: [SIC Codes](#)

Please select the SIC code that is closest to your type of business. If more than one is selected, enter the SIC codes separated by commas.

Applicable Standard Industrial Classification (SIC) Code: _____

Is any representative other than owner or manager, owner, manager, or other person, who is authorized to represent the business, to be interviewed by the surveyor? (If yes, please provide name and title of representative.)

Yes **No**

READ BEFORE SUBMITTING

You must sign the statement below.

The business owner or manager must sign and date the form.

If you select **Yes** to the question above, you will be contacted by the City's Bureau of Economic Development to complete a separate form.

If you respond **No** to the question above, you have completed the Business Satisfaction Survey and the City of Our historic and cultural heritage.

Business Signature Required:


By signing the "Yes" box, I am hereby agreeing and acknowledging that the information provided is true and accurate to the best of my knowledge and belief. I understand that the information provided is confidential and will be used for the purpose of the study only.

Signature: _____ **Date:** _____

Electronic Signature: _____ **Date:** _____

City: _____

- Information was also posted to social media and shared through the local Chamber of Commerce and Main Street Associations.



City of Oak Harbor

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Important Notice for Oak Harbor Businesses:

We are currently engaged in a study to determine the nature of wastewater discharged by businesses as required by Washington State. This study is called an "Industrial User Survey." The state periodically collects this information to ensure that non-domestic sources of wastewater are identified.


To continue sewage service to our non-residential customers, we must obtain responses to the survey questions to the best of a business... See more




MANDATORY STATE REPORTING

REQUIREMENT FOR OAK HARBOR BUSINESSES

You must complete the survey by Friday, October 7, 2022, at 5 pm.





- The City's Storm Drain/Wastewater Collections Compliance Inspector/Educator continued to call and provide in person visits with businesses.

Industrial User Survey Responses

The respondents are:

Original Responses by General Categories are:

- 9 Automotive
- 2 Bars
- 4 Building Surplus
- 2 Car Washes
- 5 Churches
- 1 Community Space
- 1 Government
- 1 Laundromat
- 2 Lodging
- 5 Manufacturing
- 13 Medical
- 20 Office Space
- 5 Personal Care
- 12 Restaurant
- 27 Retail
- 2 Schools
- 2 Storage
- 113 Total

See Exhibit A for the list in Excel with a breakdown by Categories.

Responses for the Extended Period by General Categories are:

- 13 Automotive
- 2 Bars
- 11 Building Surplus
- 3 Child Care
- 9 Churches

- 1 Community Space
- 4 Government
- 4 Lodging
- 3 Manufacturing
- 15 Medical
- 2 Multi-Family
- 22 Office Spaces
- 3 Personal Care
- 1 Printing
- 2 Rental Yard
- 26 Restaurant
- 29 Retail
- 1 School
- 4 Storage Yard
- 310 Total

See Exhibit B for the list in Excel with a breakdown by Categories.

Detailed Survey

All the above survey forms were submitted in a shorter form to identify which businesses were required to complete the longer format. In review of the forms, and in speaking with certain businesses, based on responses provided, it was determined that none fit the requirement for a longer survey.

TSI is the largest manufacturer and the contact explained that the organization is under a federal and state program which requires them to account for all waste. Additionally, automotive and car wash facilities receive monthly inspections from the City's Storm Drain/Wastewater Collections Compliance Inspector/Educator. The City provides regular information for the Fats, Oils, Grease (FOG) program for all restaurants and retirement facilities.

Received Detailed Survey Forms

The City received detailed survey forms from the following organizations:

- Emerald Auto
- Oak Harbor Elks

- Franks Place Family Dining
- The Hive Salon
- Woody's Car Wash
- Rustic Entertainment Concepts

See Exhibit C for the detailed survey forms.

Next Steps

Per a conversation with the DOE staff, the City will continue to receive responses and provide updates to the DOE as requested.

For questions and information about the survey process, please contact Kindle Sullivan at ksullivan@oakharbor.org.

