



from the street to the creek
Business Done Right

Supermarkets

Supermarkets move large quantities of a wide variety of products. This creates a high potential for generating waste that must be disposed of correctly. Additionally, routine maintenance of store fronts and parking lots must be done properly to prevent discharges. If spilled or disposed of improperly these contaminants can pollute our local creeks and sewer system and cause harm to the public and the environment.

The most important thing to know about sewers and storm drains is that they are two different systems. When water flows off your property, it flows directly into the storm water drainage system. The storm water drainage system consists of street gutters, inlets, catch basins, and ditches. Many people believe that storm water gets “cleaned” but it does not. Rather, it flows directly into our creeks, rivers, lakes, and the ocean without any treatment at all. Only the water that goes down a sink, toilet, or another inside drain flows to the wastewater treatment plant. Toxic material cannot be discharged to either system.

As a valued member of the local business community, we know that you are invested in protecting the quality of life that your customers, members of the community, and visitors enjoy.

Keeping Your Property Clean

- Check and clean your property regularly.
- Sweep up all debris, including any debris from your parking lot, and never wash it down the storm drain.
- Label storm drain inlets with “No Dumping, Drains to Creek” decals. Contact Storm Water and Creeks at (707) 543-4200 for more information.
- Clean up wet or oily spots with rags and absorbent.
- Pour the mop wash water into an inside drain only.
- Never let power washing or steam cleaning water go to the storm drain. It must be collected and disposed of into

a sewer drain.

- Sweep trash areas daily. Never use a hose in your dumpster or on the pavement.
- Replace damaged or leaking dumpsters by calling your garbage company.
- Minimize the amount of liquid placed in dumpsters or compactors. Place only empty containers in the dumpster or compactor.
- Check your compactor often for leaks and make sure the drain pipe goes to the sewer only.
- Keep dumpster lids closed to keep rain out and debris in.
- Store materials inside or under a cover so rain and wind don’t carry them to the storm drain.

Watering Plants

- Water plants, not the ground; prevent over-watering.
- Use a hose equipped with a hose-end shutoff nozzle or valve.
- Minimize the use of fertilizers and pesticides. Apply directly on the soil or in the pot.
- Water at night.
- Check irrigation systems regularly for leaks and overspray.
- Reset irrigation controllers as the seasons change the amount of water needed.

Operating Your Business

- Load and unload shipments on a designated paved surface so any spilled material can be contained and quickly swept up.
- Docking areas can act as catch basins for wash water, leaks, and spills. If a spill does occur act quickly to block the storm drain and contain the spill.
- Reject leaking or damaged bags or containers from suppliers.
- Avoid loading or unloading during wet weather whenever possible.

- Maintain equipment you own and rent regularly to prevent leaks.
- Perform equipment maintenance in a concrete area with a roof.
- Clean equipment (floor mats, garbage cans, tray racks, etc.) in a designated wash area that drains to the sewer and allows no discharge to the storm drain.
- All wash water from cleaning shopping carts must be collected. It must be discharged to the sewer and cannot go to the storm drain.

Food Service Cleanup Procedures

- Excessive fat, oil, and/or grease leaving your bakery, meat department, or restaurant can cause buildup in sewer lines and lead to sanitary sewer overflows. Make sure to:
- Obtain a Wastewater Discharge Permit with the Environmental Compliance Section. Go to www.srcity.org/foodapp for a Wastewater Discharge Permit Application.
- Install a properly sized and City approved grease removal device, also commonly referred to as a “grease trap” or “grease interceptor”. Contact Environmental Compliance at (707) 543-3369 or visit www.srcity.org/envcompliance for more information.
- Scrape excess grease into a container and dispose of it in the garbage or tallow bin. Place food scraps in waste containers.
- When cleaning the tallow bin area, never hose down the pavement to clean it. Instead, sweep up all debris; grease/oily spots can be cleaned with rags and absorbents (such as kitty litter). Stubborn stains may be cleaned by mopping (wash water must be emptied in a sink, or sanitary sewer).
- Even products labeled “biodegradable” or “environmentally safe” contain ingredients which are initially toxic to aquatic life, including fish.
- Hazardous waste (such as cleaning with solvents) must be cleaned up and collected for transport to the Household Toxics Facility. Special cleanup equipment and procedures may be necessary.
- Clean floor mats and equipment in an area that drains to the sanitary sewer. Many linen service companies will also clean and replace mats.
- It is a violation to conduct washing outdoors in an area that drains to the storm water system.

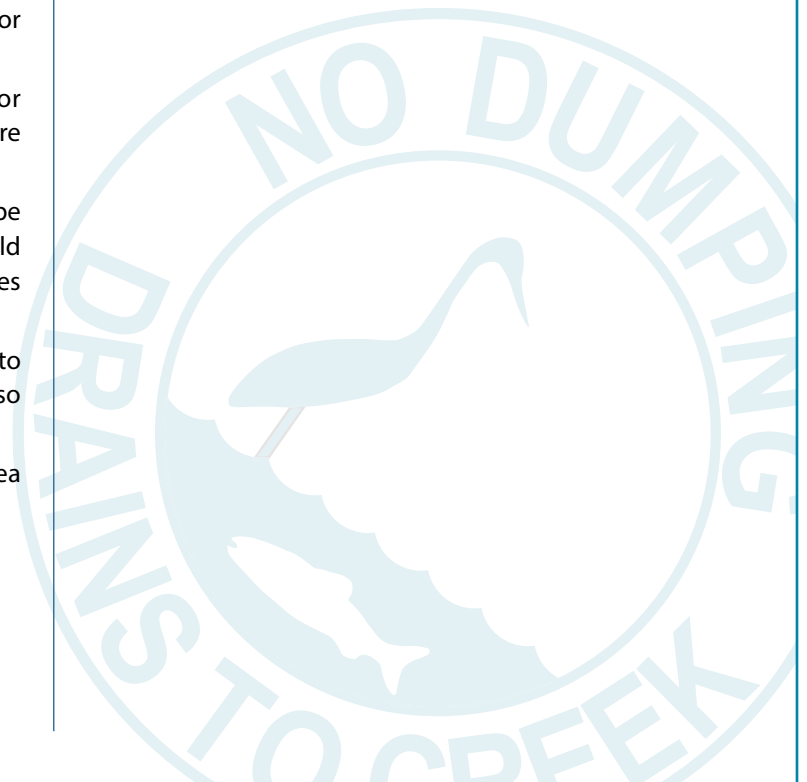
Are You Ready to Respond to a Spill?

- Have a written plan.
- Train your employees on procedures and equipment use.
- Have your plan and spill cleanup equipment accessible.
- Know how to handle hazardous materials.

Santa Rosa Contact Information

- To report a spill call (707) 543-3800.
- To report a hazardous material spill, such as oil or gasoline products call 911 or (707) 528-5151.
- To get information on proper disposal of materials call (707) 565-DESK (3375), or go to www.recyclenow.org.
- For more information about obtaining a Wastewater Discharge Permit call the Environmental Compliance Section at (707) 543-3369 or visit www.srcity.org/envcompliance.
- To get information on toxics disposal specifically call (707) 795-2025.
- To get information regarding dumpsters contact your garbage company at (707) 568-1478.
- For help implementing these measures or if you have questions about storm water, call (707) 543-4200.
- Contact Sonoma County Environmental Health at (707) 565-6565 for information on restaurant and food permits.

Releasing pollutants into the storm drain system or a waterway violates the City of Santa Rosa’s Storm Water and Sanitary Sewer Use Ordinances.



Contact information for businesses outside of Santa Rosa:



City of Cloverdale

Public Works Department

<http://www.cloverdale.net/index.aspx?nid=254>

(707) 894-1792



City of Cotati

Public Works/Engineering Department

<http://www.ci.cotati.ca.us/sections/departments/pw-storm-water.cfm>

During Business Hours: (707)665-3637

After Hours: (707)792-4611

Businesses in Cotati seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Fort Bragg

<http://www.co.mendocino.ca.us/planning/stormwater.htm>

(707) 964-5379



City of Healdsburg

Public Works Department

<http://www.ci.healdsburg.ca.us/index.aspx?page=192>

(707) 431-3346



City of Rohnert Park

Public Works Department – Public Safety Dispatch

<http://www.rpcity.org/index.aspx?page=357>

(707) 588-3300

Businesses in Rohnert Park seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Sebastopol

Public Works Department for reporting issues

Engineering Department for questions

<http://ci.sebastopol.ca.us/page/water-wastewater-storm-water>

During Business Hours: (707) 823-5331

After Hours: (707) 829-4400

Businesses in Sebastopol seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Ukiah

Public Works Department

<http://www.cityofukiah.com/?p=173>

(707) 463-6296



Mendocino County

<http://www.co.mendocino.ca.us/planning/stormwater.htm>



Sonoma County

PRMD Engineering

<http://www.sonoma-county.org/prmd/sw/sw-contact.htm>

<http://www.sonoma-county.org/prmd/sw/sw-spill.htm>

During Business Hours: (707) 565-2502

After Hours: (707) 573-1365 (REDCOM)



Sonoma County Water Agency

Public Works Department – Engineering Division

<http://www.scwa.ca.gov/storm-water/>

During Business Hours: (707) 521-1865



Town of Windsor

<http://www.ci.windsor.ca.us/index.aspx?nid=232>

(707) 838-5340