



Public  
Utilities

Public Utilities Department  
Industrial Wastewater Control Program  
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# **Industrial Wastewater Control Program (IWCP) Online Portal Instruction Guide**

**City of San Diego**

**Industrial Wastewater Control Program**

**May 2024 v1.0**

## When will I receive the Industrial Self-Monitoring Forms (ISFs)?

The ISFs will generate 40 days before the ISF Due Date. Example: ISFs due 1/15/2024 will generate the first week of December 2023 (12/6/2023).

## Who will receive the ISFs?

There are two contact types that will receive the ISFs. The 'Permit' contact and the 'ISMF' contact. These two contact types can be the same person or two different people. The 'ISMF' contact will have their name printed on the ISFs but the 'Permit' contact can also submit the ISF if necessary. IWCP has limited the number of submitter/certifiers to two per facility. If contacts are needing to be updated please reach out to your assigned IWCP Inspector.

## How will I receive the ISFs?

1. Those contacts that fully register to be a certifier for a facility will receive an email notice to log into the IWCP Portal when an ISF is generated for the facility.
2. Those contacts that do not register to be a certifier but have an email address on file will receive an email with the ISF attachment. The ISF will need to be completed manually, any required certifications will need to be downloaded and completed, any required sampling results or logs will need to be mailed into the IWCP offices by the due date.
3. Those contacts that do not register and do not have an email address on file will be mailed the ISF and required certifications. The ISF and certifications will need to be completed manually, any required sampling results or logs will need to be mailed into the IWCP offices by the due date.

Note – There are no options to mix and match the methods above. If one contact registers to use the portal, the second contact will also need to register to use the portal to submit ISFs. Due to the automated process, the second contact cannot elect to use option 2 or 3 above.

## I have registered for the IWCP Portal and created my CROMERR ID, but when I login it says I am not linked to any facilities?



You are not linked to any of your facilities. Please reach out to IWCP at [IWCP@sandiego.gov](mailto:IWCP@sandiego.gov) to get your facilities linked.

This message means IWCP needs to add your CROMERR ID to your contact record in the database. Portal users will have to complete the Electronic Signature Agreement online or use the print and mail in option given during the registration process. Once the Electronic Signature Agreement has been received by IWCP, your CROMERR ID will be activated and added to the facility contact record.

## When I log into the IWCP portal it says No records found?



Welcome, [redacted]

Lo

No records found. Your facility permit does not have a self-monitoring report due at this time. Please reach out to your assigned IWCP inspector if you have questions.

This message means there are no ISFs currently due to be submitted. Please check your IWCP permit for your monitoring frequency. If you have questions please contact your assigned IWCP Inspector or email [iwcp@sandiego.gov](mailto:iwcp@sandiego.gov).

## I am not receiving email notifications for the ISFs?

The IWCP ISF emails are automatically generated from the new IWCP database application called Salesforce. All emails will be sent using the email address of 'noreply@salesforce.com'. Please ensure your email account setting will accept emails from 'noreply@salesforce.com' ie, Safe Senders Exception List. This also may need to be discussed with your IT department to ensure emails are not getting filtered/blocked by the company's firewall/server or internet service provider.

## I do not want to complete the Electronic Signature Agreement online, is there another option?

If you do not complete the Electronic Signature Agreement online within the IWCP portal, you can print, sign and mail in the Electronic Signature Agreement to the IWCP office. Your CROMERR ID will not be activated and added to your contact record until received by IWCP. During the registration process there will be an option to 'Use Paper Agreement' to print, sign and mail in the form -

United States Environmental Protection Agency

Home Recent Announcements

Logged in as

SCS Contact Us

Verify your identity with LexisNexis

While your registration is complete, the program you registered for requires that you complete the Identity Proofing process for your account. If you do not complete this process electronically, you will need to do it via a paper-based process before you complete any signing activities within the system. The identity proofing provider, LexisNexis, will pull your first, and last name exactly as it's displayed on this page. [\[Click here\] for details on the paper based process.](#)

Note: By clicking [Verify] you understand the service is voluntary and that you are validating personally identifying information including the last 4 digits of SSN against a 3rd-Party service LexisNexis®, which will return evidence of validation of your personally identifying information back to the U.S Environmental Protection Agency. The U.S EPA will not collect or retain sensitive, personally identifying information such as your Social Security Number (SSN); however, EPA will receive evidence of identity validation which may be used to identify you for legal purposes.

First Name

Middle Initial

Last Name

Home Address

Home Address 2

City

State

Zip Code

Home Phone

Last 4 of SSN

Show SSN

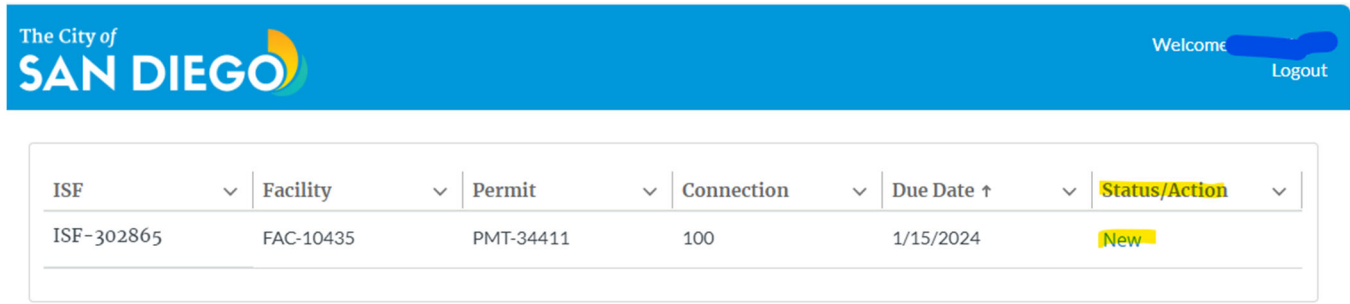
Date of Birth

I have reviewed the name presented above and I would like to proceed with LexisNexis.

Verify

Use Paper Agreement

# What do the different Status/Action of the ISF mean?



New – ISF is ready for data entry and submission.

Started – ISF have entries in all of the required fields and ISF has been saved but not submitted. User can log out and return to continue the submission process without losing the saved data.

Submitted/Resubmit – ISF has been submitted. Contact(s) have been emailed a copy of the submission. ISF can be resubmitted as many times as necessary before the due date. A new copy of the submission will be emailed after each submission.

Pending Resubmission – ISF previously submitted has been edited and saved. In order to finalize the edits, the user needs to complete the re-submission process to get Status back to ‘Submitted/Resubmit’.

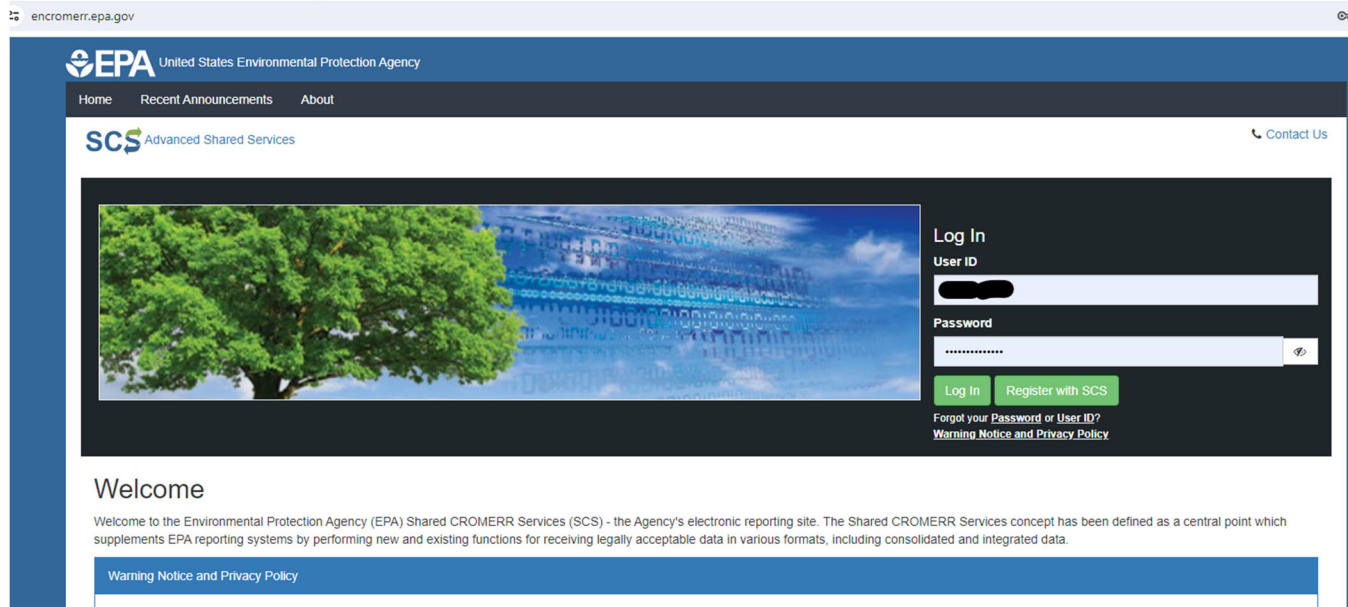
## I am new and have been assigned to submit for my company but am not familiar with the requirements to submit data, are there instructions or guides?

Yes. Please review the information and various instructions depending on your self-monitoring requirements at –

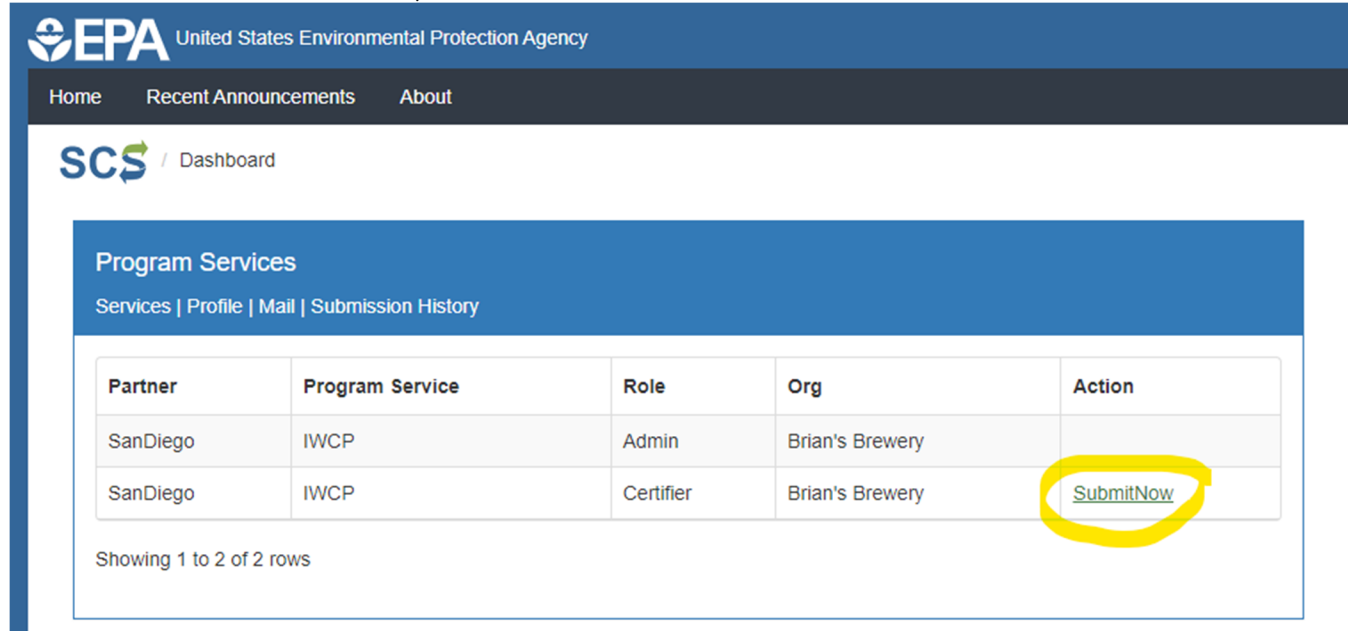
<https://www.sandiego.gov/public-utilities/permits-construction/industrial-user-permits/sampling>

## I have been emailed notifying me a new ISF has been generated, how do I proceed to submit?

Using the link provided in the email or at <https://encromerr.epa.gov/> , log into the website with your registered credentials –

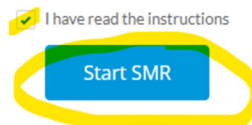


From the Dashboard screen, use the SubmitNow link –



**Review the Industrial Self Monitoring (ISMF) Instructions, acknowledge you have read the instructions, click on the Start SMR button –**

- A **Sample Type** is specified for each parameter and is generally either a 24 hour composite or Grab (includes Grab/Field Measurement, Grab/separate analysis, TTO result (sum), VOC grab, etc.). A **Grab** is a single sample collected over a period of time not exceeding 15 minutes and is often accomplished by simply dipping a sample out of the wastestream with a bailer or the sample container. **Note: pH, oil/grease, temperature, flash point, and many TTO compounds require discrete grab samples and analyses.** A **24 hour composite** requires a series of samples be collected during a 24 hour period representative of normal process operations and combined into a single container for analysis. Composites must be flow or time proportioned and may be collected with automatic sampling equipment or by manually combining a **minimum of (4)** grab samples. For all manually collected samples each individual sample time must be listed in the sample description. For autosamplers enter the time sampling began and the time it ended. Example: for a 16 hour workday and flow of 8,000 gpd, samples are collected at least every 4 hours or 2,000 gals. In contrast, the **Evaluation only** and **Fixed probe with chart** sample types do not require the actual collection of samples; for flow measurements and continuous pH recording use the sampling information fields to indicate the applicable time period.



Enter data for the required \* fields, Laboratory Name (if no samples were analyzed enter 'Not Applicable'), Collected By, Collected Date, Collected Time. Enter a Description if needed. If you have more than one Connection to submit for, the 'Copy to all' button will activate to allow you to copy the previous entries to all of the Connections. –

**INDUSTRY SELF MONITORING FORM**

|                   |   |         |           |                    |     |       |            |
|-------------------|---|---------|-----------|--------------------|-----|-------|------------|
| Facility:         | FAC-10435   | Permit: | PMT-34411 | Connection:        | 100 | ISMF: | ISF-304664 |
| Site Address:     | 01 Test Delete, San Diego, CA 92009,              |         |           | Permitted IW Flow: |     |       |            |
| Sample Point:     |   |         |           |                    |     |       |            |
| * Laboratory Name | <input type="text" value="Alpha Analytical Lab"/> |         |           |                    |     |       |            |

**Grab**

Sample: ISFS-333824

|                                       |   |                                      |
|---------------------------------------|---|--------------------------------------|
| * Collected By                        | * Collected Date                          | * Collected Time                     |
| <input type="text" value="John Doe"/> | <input type="text" value="Mar 13, 2024"/> | <input type="text" value="5:33 AM"/> |

Description

Enter the self-monitoring Results for each Parameter. If the permit has parameters with Daily Max or Monthly Avg limits, the limit will be noted in the respective column. Enter the Qualifier if applicable –

| Parameter               | Units                  | Daily Max | Monthly Avg | Cert Text | Qualifier | Result  |
|-------------------------|------------------------|-----------|-------------|-----------|-----------|---------|
| Chemical Oxygen Demand  | milligram(s) per Liter |           |             |           | --None--  | 100.000 |
| Solids, Total Suspended | milligram(s) per Liter |           |             |           | --None--  | 50.000  |
| Copper, Total           | milligram(s) per Liter | 11        |             |           | --None--  | 5.000   |
| Zinc, Total             | milligram(s) per Liter | 24        |             |           | <         | 0.001   |
| Nickel, Total           | milligram(s) per Liter | 13        |             |           | --None--  | 5.000   |
| Lead, Total             | milligram(s) per Liter | 5         |             |           | --None--  | 6.000   |
| Chromium, Total         | milligram(s) per Liter | 5         |             |           | --None--  | 5.000   |

Each Parameter will have a round icon with informative tips on entries –

| Parameter               | Units                  | Daily Max | Monthly Avg | Cert Text | Qualifier | Result  |
|-------------------------|------------------------|-----------|-------------|-----------|-----------|---------|
| Chemical Oxygen Demand  | milligram(s) per Liter |           |             |           | --None--  | 100.000 |
| Solids, Total Suspended | milligram(s) per Liter |           |             |           | --None--  | 50.000  |

Value cannot be 0. If reported value is below the reportable detection limit make sure to input that value with a < or > as appropriate.

If a Result entry exceeds a limit, a triangle icon will appear indicating a limit was exceeded –

|               |                        |    |  |  |          |       |
|---------------|------------------------|----|--|--|----------|-------|
| Nickel, Total | milligram(s) per Liter | 13 |  |  | --None-- | 5.000 |
| Lead, Total   | milligram(s) per Liter | 5  |  |  | --None-- | 6.000 |

Daily max limit exceeded



If extra sampling was performed in the monitoring period, check the box for Submitting extra sampling results. Note you will not perform data entry for the extra sample, you will upload the sampling results with the current submittal. When entries are completed click the 'Save' button

Liter

Submitting extra sampling results

Back Save

If you have additional ISF(s) to perform entries on, you can select the next ISF to complete. When all ISF entries are completed, click the 'Next' button –

**SAN DIEGO** Logout

| ISF        | Facility  | Permit    | Connection | Due Date ↑ | Status/Action |
|------------|-----------|-----------|------------|------------|---------------|
| ISF-304664 | FAC-10435 | PMT-34411 | 100        | 4/15/2024  | Started       |
| ISF-304666 | FAC-10435 | PMT-34411 | 200        | 4/15/2024  | Started       |

Back Next

Check the box for the ISF record(s) to continue the submittal process, then click on the 'Proceed' button –

Facility  
FAC-10435

| <input checked="" type="checkbox"/> ISF        | Permit    | Connection | Due Date  |
|--|-----------|------------|-----------|
| <input checked="" type="checkbox"/> ISF-304664 | PMT-34411 | 100        | 4/15/2024 |

**Proceed**

Back Generate

Uploaded Documents

Add the supporting sampling documentation if required to do so by using the 'Upload Files or drop files' feature, the files to be attached will be listed. click the 'Generate' button–

Facility  
FAC-10435

| ISF        | Permit    | Connection | Due Date  |
|------------|-----------|------------|-----------|
| ISF-304664 | PMT-34411 | 100        | 4/15/2024 |

Selected SMR's: ISF-304664

Attachments

Or drop files

|   |                      |   |
|---|----------------------|---|
| 1 | Order 4000153730.pdf | × |
|---|----------------------|---|

Back Cancel **Generate**

Note the Generate process will populate the ISF with entries, attach files and combine submission into one pdf. This could take several minutes to process. The Doc Status will update as the process is completed –

No Records Found...

[Back](#) [Generate](#)

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Uploaded Documents

| ISF        | Doc Status                      | Action                              |
|------------|---------------------------------|-------------------------------------|
| ISF-304666 | Completed                       | <a href="#">Review &amp; Submit</a> |
| ISF-304664 | Document generation in progress |                                     |

After document generation has completed, click on the 'Review & Submit' link –

No Records Found...

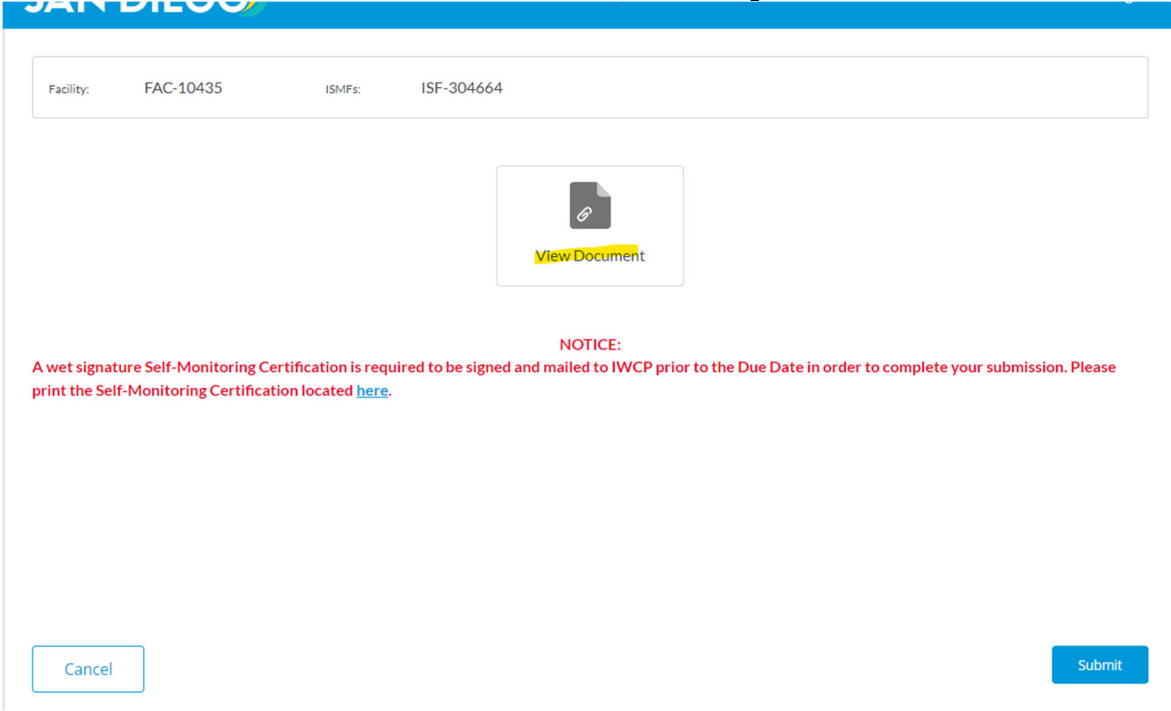
[Back](#) [Generate](#)

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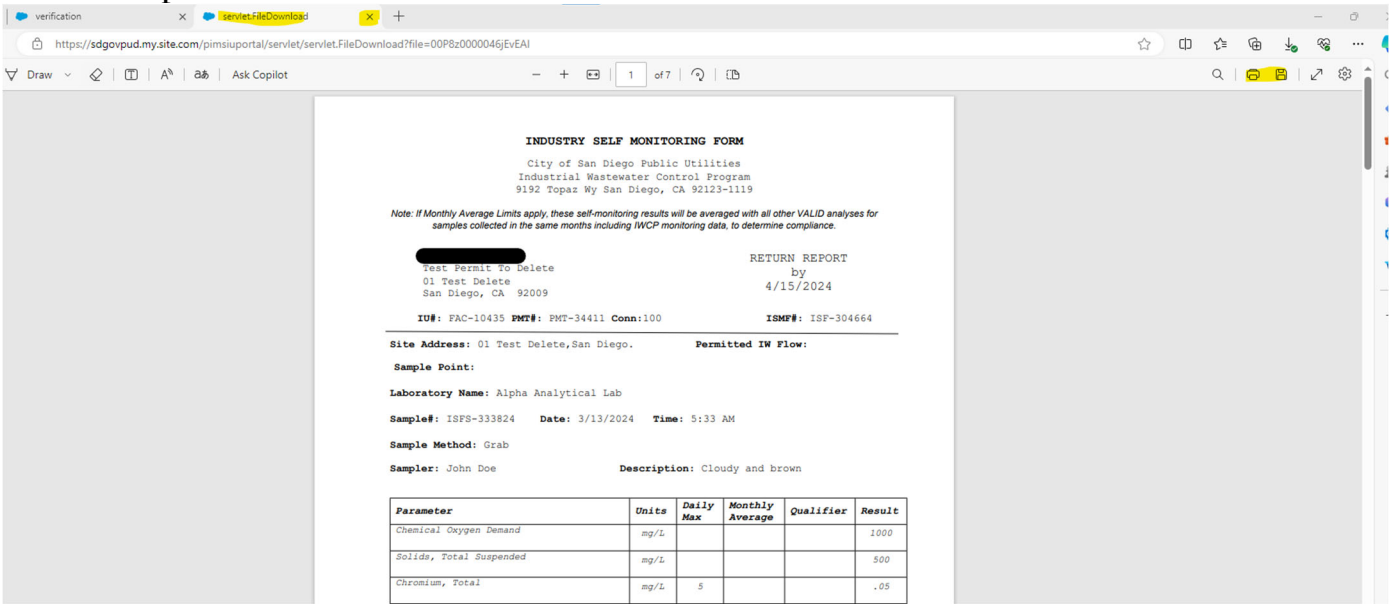
Uploaded Documents

| ISF        | Doc Status | Action                              |
|------------|------------|-------------------------------------|
| ISF-304666 | Completed  | <a href="#">Review &amp; Submit</a> |
| ISF-304664 | Completed  | <a href="#">Review &amp; Submit</a> |

Click on the 'View Document' link to view, save or print the submittal -




Note the 'View Document' will open the submittal in a new browser tab. The submittal is not yet complete. View, save or print the submittal, then close the second browser tab, to return the portal verification tab -



The finalization for the City of San Diego to accept electronic signatures is in the approval process by the regulators. Until electronic signature is fully approved, portal users will need to download and mail in the Self-Monitoring Certification form. Use the link on the portal or IWCP website – [https://www.sandiego.gov/sites/default/files/self\\_monitoring\\_report\\_smr\\_certification.pdf](https://www.sandiego.gov/sites/default/files/self_monitoring_report_smr_certification.pdf)

When ready click on the ‘Submit’ button to finalize the submission –

Facility: FAC-10435      ISMFs: ISF-304664

  
View Document

**NOTICE:**  
A wet signature Self-Monitoring Certification is required to be signed and mailed to IWCP prior to the Due Date in order to complete your submission. Please print the Self-Monitoring Certification located [here](#).

Cancel      Submit

The confirmation message will display. Click on the 'Back to Home' button if another ISF needs to be submitted, or click on the 'Close' button to exit the IWCP Online Portal –

Thank you for submitting the Self-Monitoring Reports. An email confirmation is sent to all CROMERR contacts for this facility. You can now close the window.



The CROMERR contact will receive a confirmation email indicating the successfully submission with the attachment of the submittal documents.

I am only required to submit certifications with no sampling or do not have my sampling results yet. The Laboratory Name field is required, how do I continue?

To continue the submission process use 'Not Applicable' in the Laboratory Name field –



INDUSTRY SELF MONITORING FORM

|               |  |         |           |                    |     |       |            |
|---------------|--|---------|-----------|--------------------|-----|-------|------------|
| Facility:     | FAC-10435  | Permit: | PMT-34411 | Connection:        | 100 | ISMF: | ISF-302865 |
| Site Address: | 01 Test Delete, San Diego, CA&nbsp;&nbsp; 92009,   |         |           | Permitted IW Flow: |     |       |            |
| Sample Point: | <div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #ffff00; padding: 2px;">Laboratory Name</span><br/> <span style="background-color: #ffff00; padding: 2px;">Not Applicable</span> </div> |         |           |                    |     |       |            |

Evaluation only (no sample)

There will not be any discharges in the monitoring period, how do I submit this situation?

1. For Laboratory Name enter 'Not Applicable'
2. For Collected By, enter 'NA' or 'No Discharge' or your name
3. For Collected Date, enter the date of the last day of the monitoring period or if submitting early, a date within the monitoring period (Dates cannot be a future date).
4. For Description, enter a comment for situation.
5. Use the Copy to All button to use the entries above for all sample types (if there are more than one sample type) -

Laboratory Name  
Not Applicable

Evaluation only (no sample)

Sample: ISFS-325405

|   |   |
|---|---|
| <div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #ffff00; padding: 2px;">Collected By</span><br/>                     NA, No Discharge, Certifier Name                 </div> | <div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #ffff00; padding: 2px;">Collected Date</span><br/>                     Dec 27, 2023                 </div> |
|---|---|

Description  
 No sample, no discharge

Copy to All

- If there is more than one sample type and you copied first four entries, there will be a required Collected Time field on next samples. Choose any time to meet field requirement -

Grab/separate analysis

Sample: ISFS-325408

Collected By: NA, No Discharge, Certifier Name

Collected Date: Dec 27, 2023

Collected Time: 12:00 PM

Description: No sample, no discharge

- For meter reads, enter your readings, for meter read dates, enter the dates for the monitoring period, for Parameters with Daily Max criteria, enter those same values in the Results fields -

| Parameter                                    | Units              | Daily Max | Monthly Avg | Cert Text | Qualifier | Result       |
|--|--------------------|-----------|-------------|-----------|-----------|--------------|
| Beginning Meter Read                         | gallons            |           |             |           |           | 111,222.000  |
| Beginning Meter Read Date                    |                    |           |             |           |           | Dec 1, 2023  |
| Ending Meter Read                            | gallons            |           |             |           |           | 111,222.000  |
| Ending Meter Read Date                       |                    |           |             |           |           | Dec 27, 2023 |
| Imported Total Flow During Period            | gallons            |           |             |           |           | 0.000        |
| Minimum gals/min thru meter when discharging | gallons per minute | 4         |             |           |           | 4.000        |
| Maximum gals/min thru meter                  | gallons per minute | 400       |             |           |           | 400.000      |
| Maximum Wet Weather Imported Flow/minute     | gallons per minute | 0         |             |           |           | 0.000        |

- If you have other sample types, use the Qualifier drop down to choose 'Not Required/Waived' -

| Parameter               | Units                  | Daily Max | Monthly Avg | Cert Text | Qualifier | Result |
|-------------------------|------------------------|-----------|-------------|-----------|-----------|--------|
| Chemical Oxygen Demand  | milligram(s) per Liter |           |             |           | Not Re... |        |
| Solids, Total Suspended | milligram(s) per Liter |           |             |           | Not Re... |        |
| Lead, Total             | milligram(s) per Liter | 5         |             |           | Not Re... |        |

VOC grab

Not Required/Waived

- Continue with the Save and submission process.



## I am submitting for more than one facility. How do I submit for the other facility?

After you have entered and saved the ISF data, as you move to the next screen, there will be a 'Facility' drop down option to choose a different facility's ISF and proceed through submission process –

The screenshot shows a web interface for submitting ISF data. At the top, there is a 'Facility' dropdown menu with 'FAC-10435' selected. Below this is a table with columns for 'ISF', 'Permit', 'Connection', and 'Due Date'. The table contains one row with the following values: 'ISF-302865', 'PMT-34411', '100', and '1/15/2024'. There are checkboxes next to the 'ISF' column. Below the table are three buttons: 'Proceed', 'Back', and 'Generate'. At the bottom, there is a section titled 'Uploaded Documents' with a table that has columns for 'ISF', 'Doc Status', and 'Action'.

| ISF                                 | Permit    | Connection | Due Date  |
|-------------------------------------|-----------|------------|-----------|
| <input type="checkbox"/> ISF-302865 | PMT-34411 | 100        | 1/15/2024 |

Buttons: Proceed, Back, Generate

| ISF | Doc Status | Action |
|-----|------------|--------|
|-----|------------|--------|

## How do I attach my sampling results and other documents to finish my submission?

You will need to check the box next to the ISF you wish to submit for, then click on the 'Proceed' button –

Facility  
FAC-10435

| <input checked="" type="checkbox"/> ISF        | Permit    | Connection | Due Date  |
|--|-----------|------------|-----------|
| <input checked="" type="checkbox"/> ISF-302865 | PMT-34411 | 100        | 1/15/2024 |

**Proceed**

Back Generate

Uploaded Documents

| ISF | Doc Status | Action |
|-----|------------|--------|
|-----|------------|--------|

The screen will move to the Upload Files option. You can upload multiple files of different formats (pdf, Word, photos). Except for Excel and CSV file formats. If you need to submit Excel data, please contact your assigned IWCP Inspector -

Facility  
FAC-10435

| ISF        | Permit    | Connection | Due Date  |
|------------|-----------|------------|-----------|
| ISF-302865 | PMT-34411 | 100        | 1/15/2024 |

Selected SMR's: ISF-302865

Attachments

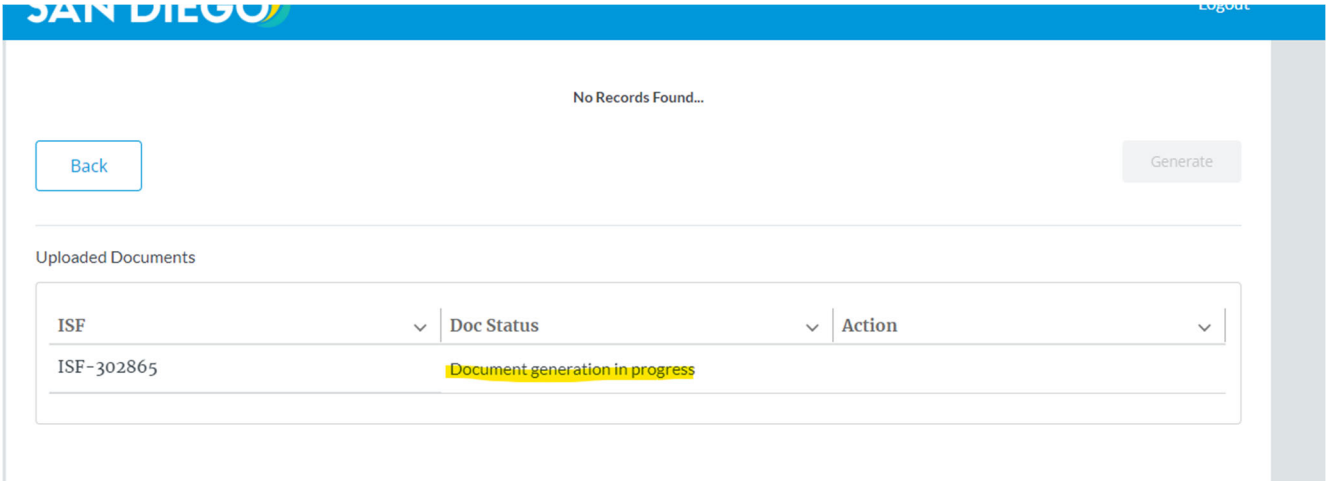
**Upload Files** Or drop files

Back Cancel **Generate**

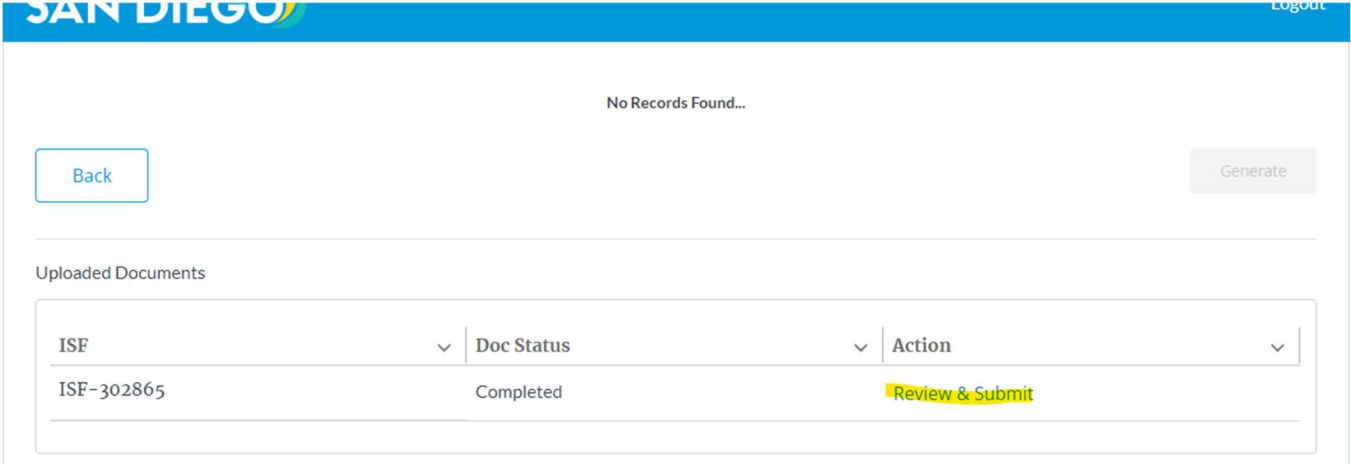
Uploaded Documents

| ISF | Doc Status | Action |
|-----|------------|--------|
|-----|------------|--------|

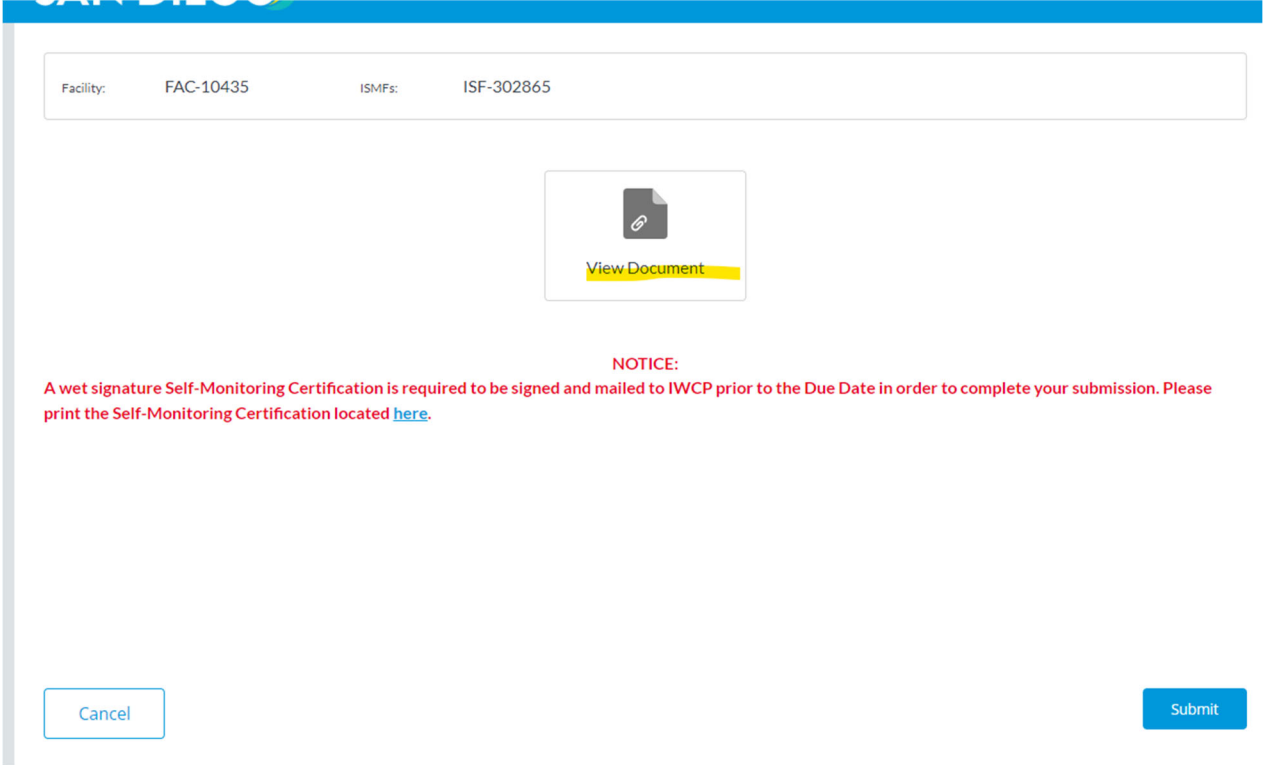
Once all files have been uploaded, click on the 'Generate' button. The next screen will combine the data entered, the file uploads, and prepare the Copy of Record. Depending on file size this could take several minutes. Do not close the browser window as this may cause a failure of the submission –



Once the Copy of Record has finished generating, click on the 'Review & Submit' link to go to the next screen –

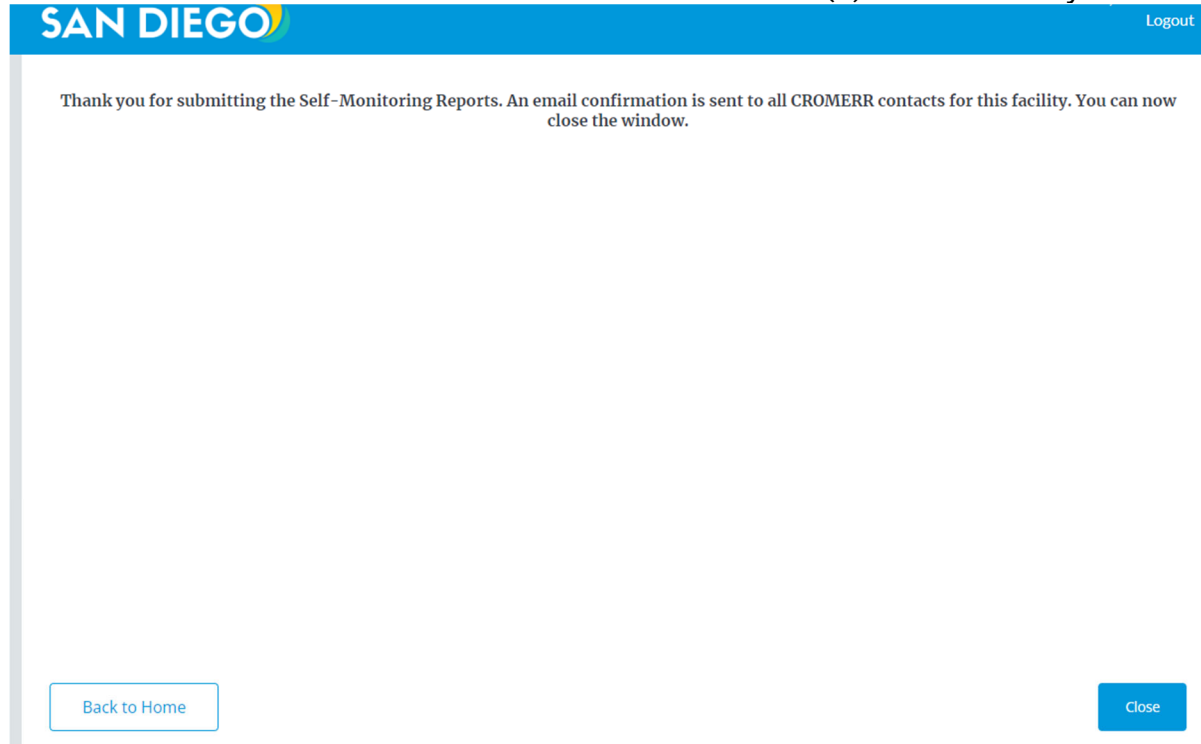


The 'View Document' link with open the Copy of Record' in a separate browser window for you to review, download or print -



**Note - The submission process is not complete until you return to the browser tab with the 'Submit' button and hit 'Submit'.**

After a successful submission you will receive the thank you message and the Copy of Record will have been emailed to the CROMERR contact(s) for the facility -



The screenshot shows a web interface with a blue header bar. On the left of the header is the "SAN DIEGO" logo, and on the right is a "Logout" link. Below the header, a message reads: "Thank you for submitting the Self-Monitoring Reports. An email confirmation is sent to all CROMERR contacts for this facility. You can now close the window." At the bottom left of the message area is a "Back to Home" button, and at the bottom right is a blue "Close" button.

If you have further questions or need additional assistance, please reach out to the assigned IWCP inspector for the permit, call the duty inspector at 858-654-4100 or email [IWCP@sandiego.gov](mailto:IWCP@sandiego.gov).