



Public
Utilities

Public Utilities Department
Industrial Wastewater Control Program
Phone: 858-654-4100
Email: IWCP@sandiego.gov



Industrial Wastewater Control Program (IWCP) Portal Frequently Asked Questions (FAQs)

City of San Diego

Industrial Wastewater Control Program

January 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.

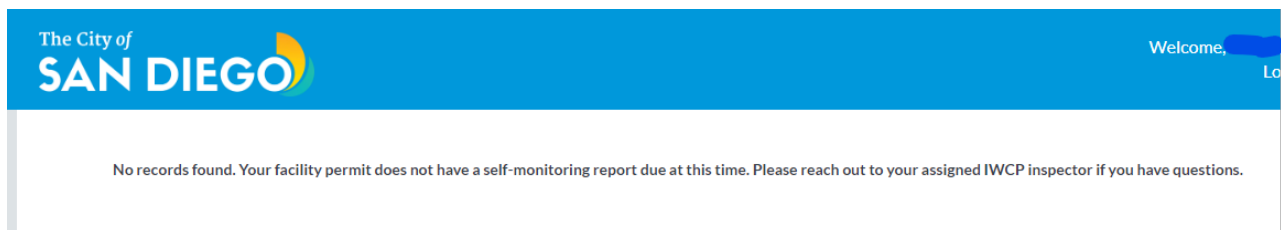
I have registered for the IWCP Portal and created my CROMERR ID, but when I login it says I am not linked to any facilities?



You are not linked to any of your facilities. Please reach out to IWCP at IWCP@sandiego.gov 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?



This message means there are no ISFs currently due to be submitted. Please check your IWCP permit for your monitoring frequency or contact your assigned IWCP Inspector.

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 –

EPA United States Environmental Protection Agency

Home Recent Announcements

SCS

Logged in as [username]

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 [text box]

Middle Initial [text box]

Last Name [text box]

Home Address [text box]

Home Address 2 [text box]

City [text box]

State [dropdown menu]

Zip Code [text box]

Home Phone [text box]

Last 4 of SSN [text box]

☐ Show SSN

Date of Birth [text box MM/DD/YYYY]

☐ 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?

The City of

SAN DIEGO

Welcome [REDACTED]

Logout

ISF	Facility	Permit	Connection	Due Date	Status/Action
ISF-302865	FAC-10435	PMT-34411	100	1/15/2024	New

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 not sure how to submit ISF 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 already saved or submitted the ISF, but need to check entries or make a change. The 'Save' button is greyed out and I cannot continue.

Parameter	Units	Daily Max	Monthly Avg	Cert Text	Qualifier	Result
Oil and grease, SGT-HEM	milligram(s) per Liter	500			--None-- ▼	101.000 ⓘ
TPH, DOHS modified 8015	milligram(s) per Liter	5000			--None-- ▼	250.000 ⓘ

☐ Submitting extra sampling results

Back Save

You must make one change to activate the greyed out 'Save' button. This change can be as simple as checking the box for 'Submit extra sampling result' then immediately unchecking the box –

Parameter	Units	Daily Max	Monthly Avg	Cert Text	Qualifier	Result
Oil and grease, SGT-HEM	milligram(s) per Liter	500			--None-- ▼	101.000 ⓘ
TPH, DOHS modified 8015	milligram(s) per Liter	5000			--None-- ▼	250.000 ⓘ

☒ Submitting extra sampling results

Back Save

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 –

The City of

SAN DIEGO

Welcome

Logout

INDUSTRY SELF MONITORING FORM

Facility:

FAC-10435

Permit:

PMT-34411

Connection:

100

ISMF:

ISF-302865

Site Address:

01 Test Delete, San Diego, CA

Permitted IW Flow:

92009

Sample Point:

Laboratory Name

Not Applicable

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

Sample:

ISFS-325405

Collected By

NA, No Discharge, Certifier Name

Collected Date

Dec 27, 2023

Description

No sample, no discharge

Copy to All

6. 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

7. 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

8. 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

9. 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 four columns: 'ISF', 'Permit', 'Connection', and 'Due Date'. The first row of data shows 'ISF-302865', 'PMT-34411', '100', and '1/15/2024'. 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 three columns: '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 ▼

ISF	Permit	Connection	Due Date
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 –

The screenshot shows the IWCP Portal Submission interface. At the top, there is a blue header with the San Diego logo on the left and a 'Logout' link on the right. Below the header, the main content area has a light gray background. At the top of this area, it says 'No Records Found...'. Below this, there are two buttons: 'Back' on the left and 'Generate' on the right. Underneath the buttons, there is a section titled 'Uploaded Documents'. Below this title is a table with three columns: 'ISF', 'Doc Status', and 'Action'. The table contains one row with the following data: 'ISF-302865' in the 'ISF' column, 'Document generation in progress' in the 'Doc Status' column, and a yellow button labeled 'Review & Submit' in the 'Action' column.

ISF	Doc Status	Action
ISF-302865	Document generation in progress	Review & Submit

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

The screenshot shows the IWCP Portal Submission interface. At the top, there is a blue header with the San Diego logo on the left and a 'Logout' link on the right. Below the header, the main content area has a light gray background. At the top of this area, it says 'No Records Found...'. Below this, there are two buttons: 'Back' on the left and 'Generate' on the right. Underneath the buttons, there is a section titled 'Uploaded Documents'. Below this title is a table with three columns: 'ISF', 'Doc Status', and 'Action'. The table contains one row with the following data: 'ISF-302865' in the 'ISF' column, 'Completed' in the 'Doc Status' column, and a yellow button labeled 'Review & Submit' in the 'Action' column.

ISF	Doc Status	Action
ISF-302865	Completed	Review & Submit

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

The screenshot displays a web interface for document submission. At the top, a header bar contains the text 'Facility: FAC-10435' and 'ISMFs: ISF-302865'. Below this, a central box features a document icon with a link symbol and the text 'View Document', which is highlighted with a yellow background. Underneath this box, a red 'NOTICE' section states: '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](#).' At the bottom of the interface, there are two buttons: a 'Cancel' button on the left and a 'Submit' button on the right.

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 contact(s) for the facility –

Logout

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.

Back to Home

Close

Why does the certification language have a bunch of formatting characters showing?

Certify biohazardous BMP implemented

Not Applicable

Y

Biohazardous Medical Waste Certification: In lieu of monitoring for biohazardous wastes, the following statement must be certified and signed by an authorized representative of the industry and submitted with each self-monitoring report form: Based on my inquiry of the person(s) directly responsible for managing compliance with the permit requirements, I certify that, to the best of my knowledge and belief, during the monitoring period covered by this report, either:

- No biohazardous medical wastes were generated or disposed of at this facility, or
- All biohazardous medical wastes were managed and discharged in compliance with the July 2017 California Medical Waste Management Act and revisions and amendments thereto, as set forth in the California Health and Safety Code, Sections 117600 - 118360.

 I am aware of the potential for significant penalties for submission of false information, including the possibility of fines and imprisonment for knowing violations.

This is a known defect. The software developers are currently working to resolve this issue. The required language is still contained within the paragraphs. If you desire to have a clean reading of the certification, you can view/download the certifications from the IWCP website –

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