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General Questions

What is the difference between individual and general permits?

General permits are issued for categories of businesses or activities that are not highly regulated. Individual permits are issued for larger industrial users who have more specific regulatory requirements.

What if I do not know the answer to a question?

If there is doubt about the appropriate response to a question, write “unsure” or “information not available”. In some cases, the questions may be answered by a simple check mark. If you have questions concerning the applications, please contact the Division of Industrial Waste at (513) 557-7000.

Sewer Use Customer Application

Why do I have to fill this out?

MSD R&R require that all companies register with the District. Additionally, if you have requested a service such as a tap permit, building permit, or deduct meter, your request will not be processed without a current Sewer Use Customer Application on file.

How do I find my company’s legal business name on the Secretary State of Ohio website?

Go to the business services page and follow the directions. If you have specific questions, contact the Secretary of State of Ohio.

What is Duly Authorized Representative and how do I know who that is for my company?

A Duly Authorized Representative shall for a corporation be a responsible corporate officer, or the manager of facilities having more than 250 employees or gross annual sales or expenditures exceeding \$25 million in second-quarter 1980 dollars, provided signatory authority has been assigned to the manager; for a partnership, a general partner; for a sole proprietorship, the proprietor; or a duly authorized representative of the general partner or proprietor; provided that the authorization is in writing, the party authorized has overall responsibility for operations or environmental matters, and the written authorization has been submitted to the District.

If I have several facility operations, do I need to fill out an application for each type?

Yes, each type of operation has unique characteristics that need to be evaluated by MSD to ensure protection of the public sewer system and treatment works. The Sewer Use Customer

Application and the additional appropriate forms should be completed. If the operations are at different addresses, then one Sewer Use Customer Application must be completed for each address.

Why do you need a copy of my water bill?

Certain requirements come into play based on the amount of water you use. The water bill provides this information.

How do I know if I am a “Hauled Waste Generator”?

If MSD is to receive wastes generated at your facility by means other than sewer discharge, then you are a Hauled Waste Generator and subject to the appropriate approval requirements. Ask your Waste Hauler where they discharge.

How do I know if I am a “Waste Hauler”?

A Waste Hauler is a specialty company permitted by MSD to transport liquid wastes from a facility to MSD for disposal.

What is an “Auxiliary Sewerage Meter”?

An auxiliary sewerage meter is a special type of meter installed by your company and approved by the District to measure water usage that is not discharged to the MSD sewer system (ie. Water that goes into product or evaporates) and therefore will either add or deduct wastewater fees to your bill.

If I am a retail business, do I need to count all customers to determine the “# of occupants”?

If you are a retail business, you should only count the employees. If you are a restaurant, you should estimate the average number of customers per day.

For vehicle washing, do we need to fill out the form if we don’t use any detergents or chemicals in the washing process?

Yes. There may be contaminants of concern on the vehicle itself and these need to be evaluated by MSD. In addition, MSD needs to collect information about sand/grit interceptors, pits, etc.

For vehicle washing, do we need to fill out the form if all washing processes are outside?

Yes. Some outside drainage systems still discharge to the MSD sewer system. Please note that if your company is washing vehicles outdoors, your company may be required to obtain a storm water permit. Contact the Ohio EPA directly to make this determination.

Would a chiropractor or a veterinarian office be considered a medical office?

Yes. All health-related professional practices that see patients, including animals, are considered medical offices.

Food Service Operation

What is the difference between a grease trap and a grease interceptor?

They both accomplish the physical separation and collection of oils/greases from wastewater. A grease trap is a small device installed inside facility serving a single piece of equipment. A grease interceptor is a larger device serving multiple pieces of equipment and is typically located outside the building.

Is a lunchroom/break room required to have a Food Service Operation permit?

Not necessarily. The purpose of the form is to provide MSD with facility-specific information to determine whether or not a permit is necessary.

How often should grease control devices be cleaned?

If you are covered under the general permit, it requires cleaning at least quarterly or more frequently.

Manufacturing Operations

The old form asked for a lot more information, don't you still need that info?

MSD carefully evaluated the information provided by the old forms and determined that the permitting process can be streamlined. Only the most critical information is requested in the new form. If needed, additional information will be collected during follow-up communications and/or site visits.

How do I determine if my facility has reasonable potential to violate pretreatment standards?

MSD makes the final determination on this and it is based on your company's operation procedures and MSD's experience with similar operations. In general, any facility where regulated substances could enter the MSD sewer system has the reasonable potential to violate pretreatment standards.

Why do you want to know the source of my water?

Collecting information about the source(s) of incoming water will help MSD estimate the volume of wastewater discharged from your facility.

What if I don't know where all the sewers are on site?

Use your best estimate.

Why do you need to know what we do with our waste?

Many wastes can cause serious operational problems or damage to MSD sewer piping, pump station, and treatment equipment if accidentally discharged to the sewer system. The information requested in the form allows MSD to evaluate the risk of accidental discharge for all wastes generated at an industrial facility.

How do I determine the "dry weather hydraulic or pollutant loading of the receiving plant"?

Contact the Division of Industrial Waste at (513) 557-7000.

What are Federal Categorical Pretreatment Standards?

These are specific wastewater regulations developed by U.S. EPA for certain industrial processes. Refer to the following link to see if they apply to your industry.

<http://water.epa.gov/scitech/wastetech/guide/industry.cfm>

Waste Hauler Operation

If you can get access to my records, how do I ensure confidentiality to my customers?

Most records with customer information are not added to the public file, and are only reviewed at the facility for compliance auditing. Article XV of MSD Rules and Regulations provides a Confidentiality section for such records.

How do I know what liquid wastes are allowed?

MSD Rules and Regulations Section 1401 only authorizes the discharge of sanitary wastes originating in the District Service Area (DSA). All other wastes, including sanitary wastes originating outside the DSA, require a Special Hauled Waste Permit. The terms and conditions of the Special Hauled Waste Permit may require certain generators to obtain a Hauled Waste Generator Permit. MSD will not allow federally regulated (categorical) wastewaters, RCRA hazardous wastes, or any other prohibited substances listed in Article XV Section 1518 of MSD's Rules and Regulations. http://www.msdc.org/downloads/rule_reg/rules_and_regulations.pdf

Can I discharge my hauled waste to the sanitary sewer inside my facility?

No. Some hauled wastes have characteristics that could cause operational problems with the sewer system, such as blockages or corrosion. For this reason, it is critical that these wastes be discharged in a controlled fashion directly at the MSD treatment facility.

Hauled Waste Generator**If I have my waste hauled away and I am not in the MSD service area, why do I have to submit an application?**

As the generator, you still have legal responsibility for the waste after it is hauled away. If the waste will be disposed at the MSD treatment works, then the application and analyses are necessary to make sure the material is compatible with our treatment process.

If I don't have any lab analysis, do I have to have this done?

Yes. Contact the Division of Industrial Waste at (513) 557-7000 if you have any questions regarding the analyses required.

Why do I have to use MSD-Permitted Haulers?

You don't have to, however only MSD-permitted haulers are allowed to discharge to MSD.

Can I use my NAICS code instead of the SIC codes?

Yes. You can also use the website referenced below for a conversion between NAICS and SIC codes. <http://www.naics.com/search.htm>

Medical Operations**What is considered a medical operation?**

Any health-related professional practice that provides diagnostic or treatment services to patients (human or animals).

Why do you want to know where my solid waste goes?

Solid wastes must be managed properly to ensure that they are not discharged into the MSD sewer system. Solid wastes can clog sewer lines and pumping stations.

Medical operations were never permitted by MSD-DIW before, why now?

MSD has determined that regulated pollutants could be discharged from these operations, so it is important to evaluate them in detail to ensure the protection of the sewer system and treatment works.

What do you consider "pharmaceuticals"?

Pharmaceuticals refers to any product used by humans or animals for health reasons, including prescription and over-the-counter drugs or lotions. This would also include sample quantities.

Vehicle Maintenance Operation

Vehicle maintenance operations were never permitted by MSD-DIW before, why now?

MSD had determined that regulated pollutants could be discharged from these operations, so it is important to evaluate them in detail to ensure the protection of the sewer system and treatment works.

What is considered a Vehicle Maintenance Operation?

Any facility performing maintenance of motor vehicles. Discharges of wastewater or other fluids from shop towel washing, service areas, repair areas, detailing areas, storage areas, painting areas, wash areas, and cleaning areas are covered.

If I do vehicle maintenance at an industrial facility, how do I indicate that on the form?

For vehicle maintenance at an industrial facility, both the Manufacturing Operations form and the Vehicle Maintenance Operations form should be filled out and submitted to MSD along with the Sewer Use Customer Application.

Special Wastewater Discharge Form

What is a Special Wastewater Discharge?

This form is intended for a non-routine and short-term discharge of industrial wastewater. Because of the non-routine and short-term nature of the discharge, detailed information and analytical data are required to make sure the wastewater is compatible with the MSD sewer system and treatment works.

Do I need to perform lab analysis on discharge before I get approval?

Because of the non-routine and short-term nature of the discharge, you may not be aware of the characteristics of the wastewater. Having a suitable lab analyze the wastewater is the only way to make sure it can be safely discharged to MSD for treatment. If you have any questions regarding the analyses required, contact the Division of Industrial Waste at (513) 557-7000.

Stormwater Form

Who needs to fill this out?

Every facility that discharges storm water to combined sewers or sanitary sewers must fill out this form. Also any facility that is within the city limits of the City of Cincinnati must fill out the form.