



Industrial Waste Program Industrial User Survey Instructions

Using the Online Survey Tool

VERY IMPORTANT – BEFORE PROCEEDING, READ THESE ONLINE SURVEY INSTRUCTIONS

- When you are ready to start the survey go to the website URL included in the letter sent to you.
- You will be prompted to provide the username and password included in the letter sent to you.
- If you want to complete the survey in another language, click on ‘Select another language’ at the top of the screen.
- There is a question early in the survey that allows you to print a copy of all of the survey questions before completing the survey online.
- If you need to save and continue the survey later, you may exit at any time. You can return to the survey using the same URL, username, and password to log in. The information you already entered will still be in the survey and ready for you to review. You can come back to the survey as many times as you need.
- It is best if just one person from your business enters answers to the survey questions. But, if you need to have someone else complete part of the survey, you can provide them with the survey URL along with the username and password. **HOWEVER, ONLY ONE PERSON CAN BE IN THE SURVEY AT A TIME. OTHERWISE THE ANSWERS YOU HAVE ALREADY ENTERED MAY NOT BE RECORDED.**
- At the end of the survey you will be asked to review your responses, make corrections, and then sign to verify that the information you provide is true, accurate, and complete.
- **DO NOT CLICK THE ‘SUBMIT’ BUTTON UNTIL YOU ARE COMPLETELY FINISHED ANSWERING ALL THE SURVEY QUESTIONS. OTHERWISE YOU WILL NOT BE ABLE TO GET BACK INTO THE SURVEY.**

Completing the Survey Questions

Company name – Enter the name of the company that is legally responsible for the business activities at this facility (for example, ABC Manufacturing Inc.).

Name and contact information for the person completing the survey – Enter the name, email address, and phone number of the primary person responsible for completing the survey and who is thoroughly familiar with the information reported in this survey and who can be contacted by King County staff.

Name of person responsible for accuracy of the completed survey – Enter the name of the person responsible for accuracy of the completed survey. This is typically the company owner or manager. When the survey is complete, we may request this person’s signature to confirm the accuracy of the information provided.

Number of Employees – Choose the category that includes the number of people who work at your facility.

Days of Operation – Choose the number of days per week that your facility typically conducts business.

Home-Based Business – Indicate whether your facility is in the business owner’s home.

Business processes and business categories – Check all of the business processes/categories that apply to your facility. Use the ‘Other’ category if the processes/categories listed do not include what your business does.

Materials on-site and disposal method after materials have been used – In this section of the survey you will be presented with a series of materials. For each material indicate if you have that material on-site. If you do:

- Then indicate if the amount of that material is above the amount specified
- Then indicate if that material is disposed of in the sanitary sewer (The sanitary sewer is the system of pipes that carries wastewater from toilets and drains in homes and businesses to a treatment plant.)

Other hazardous wastes – List up to five other hazardous waste materials not already reported on in the previous question. For each, indicate the approximate amount and the units of measurement. Also indicate if it is ever disposed of into the sanitary sewer.

Dangerous waste identification number – indicate if your facility has a dangerous waste identification number. If it does, write the actual identification number.

Changes anticipated in the next 2 to 5 years – Check each of the changes you anticipate happening in the next 2 to 5 years at your facility. Use the ‘Other’ category for any changes not listed.

Does your facility send wastewater (other than that from bathrooms, showers, hand washing stations, and lunchrooms) to the sanitary sewer system? – If you check ‘Yes’ you will continue to additional questions in the survey. If you check ‘No’ you will be asked to confirm this in the next question. If you confirm that you do not send wastewater (other than from bathrooms, showers, hand washing stations and lunchrooms) to the sanitary sewer system, you will have completed the survey.

Sewage and Water Costs

- If you do not have a recent sewer/water bill for your facility:
 - Estimate the average daily wastewater discharge from your facility processes, ***other than that from bathrooms, showers, hand washing stations, and lunchrooms.***
 - Also include any other information that is helpful for understanding your facility’s water use and discharge.
- If you do have a recent water and sewer bill for your facility (in some areas you may have a water service bill from a different provider):
 - Indicate who your sewer utility provider is
 - Water service cost on most recent bill
 - Sewer or wastewater cost on most recent bill
 - Total service cost on most recent bill
 - Billing period start date
 - Billing period end date
 - Indicate if this bill is lower, about the same, or higher than your typical bill
 - Also include any other information that is helpful for understanding your facility’s water use and discharge.

Water use for specific processes – Check ‘Yes’ if your facility uses water for a specific process and also indicate if the water used for that process is discharged to the sanitary sewer system. *Process water is defined as any water which, during manufacturing or processing, comes into direct contact with or results from the production or use of any raw material, intermediate product, finished product, by product, or waste product. This includes water used to wash down or disinfect production equipment or floors; and cooling water, if it comes in contact with the product you are producing.*

Also, list up to five other purposes for which your facility uses water and indicate if that water is discharged to the sanitary sewer system.

Pretreatment information – Check all of the pretreatment methods used at your facility. *Pretreatment is the elimination or reduction in the amount of pollutants before wastewater is sent to the sanitary sewer. Pretreatment can include changing the nature of the pollutant. This includes physical, chemical, or biological processes, process changes, or other means (except dilution, which is prohibited). Include in your list any control equipment such as equalization tanks or facilities for protection against surges or slug loadings that might be incompatible with the publicly owned treatment works.*

To request this information in alternative formats for people with disabilities, call 206-477-5300 or TTY Relay: 711.