



CITY OF  
**PALO  
ALTO**



REGIONAL  
WATER QUALITY  
CONTROL PLANT

# HAULED LIQUID WASTE DISCHARGE PROGRAM

## User Guidelines and Application

September 1, 2022

Palo Alto Regional Water Quality Control Plant

2501 Embarcadero Way

Palo Alto, CA 94303

650-329-2122

[SepticHauler@cityofpaloalto.org](mailto:SepticHauler@cityofpaloalto.org)

<https://cleanbay.org/our-programs/regional-water-quality-control-plant/>

*These Program Guidelines shall be distributed and/or explained to all individuals who will be discharging septic liquid waste at the RWQCP.*

September 1, 2022

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# 1. PROGRAM GUIDELINES

The Palo Alto Regional Water Quality Control Plant (RWQCP or Plant) provides access to permitted haulers to discharge hauled liquid waste. Liquid waste means sewage collected from septic tanks, seepage pits, cesspools, chemical toilets, or other similar devices.

Wastes of any origin other than domestic, such as industrial or commercial process wastewater, groundwater, water used in any construction operation, sludge, grease, or oil shall NOT be discharged as hauled liquid waste. Refer to section 16.09 of the Palo Alto Municipal Code.

A hauled liquid waste discharge permit issued by the City of Palo Alto is required.

## 1.1 DISCHARGE CONSTRAINTS, LOCATION & HOURS

The discharge pad (aka receiving station) is located at the RWQCP, 2501 Embarcadero Way, Palo Alto, CA 94303 (Figure 1).

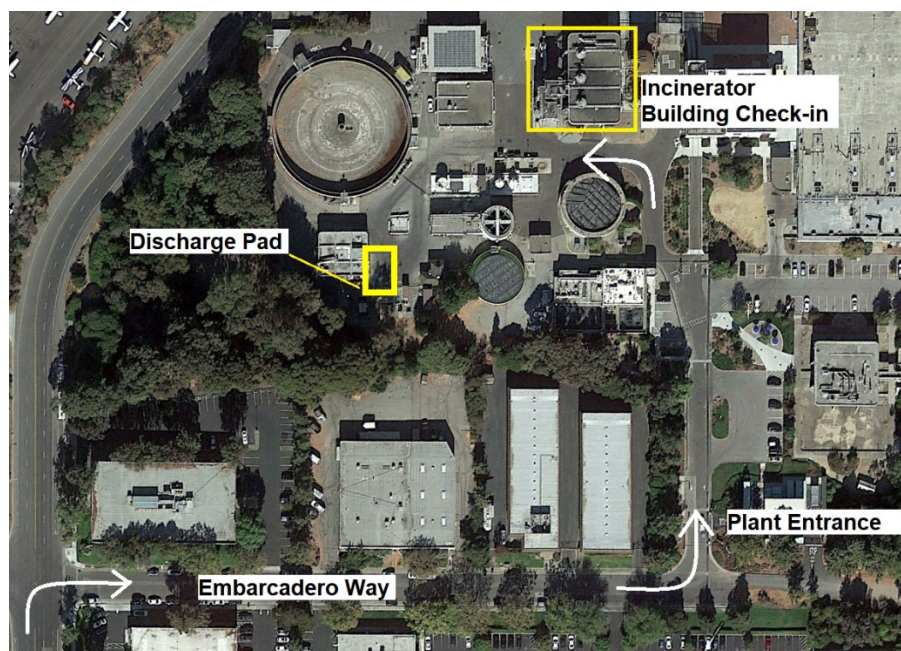


Figure 1. Plant discharge location

Normal discharge pad hours are Monday to Friday 6:00 a.m. to 4:00 p.m. except on City of Palo Alto public holidays when Plant access will be closed<sup>1</sup>. In addition, the system may be shut down periodically for maintenance, City staff will communicate with permit holders about closures.

If a discharge visit is necessary outside of regular hours, on weekends, or public holidays, call the Operations Center at (650) 329-2598 to request an appointment for access to the Plant. An operator on duty will meet the driver at the entrance gate to the Plant at a prearranged time. Weekend visits are only to be authorized in exceptional cases where the delivery could not be made to the Plant on a weekday. Justification must be provided as to why the delivery was

necessary on the weekend. If a recurring weekend delivery is needed, it shall be approved in writing by the Plant Manager and kept on file.

## 1.2 PROGRAM PROCEDURE (APPLICATION AND PERMIT)

Interested dischargers will need to work with BOTH the County of Santa Clara and City of Palo Alto to obtain permits:

- Refer to the Solid Waste Program webpage (Santa Clara County Department of Environmental Health) to submit an application, pay the current fees, and to schedule an appointment to have every vehicle inspected and a registration sticker placed on the windshield.
- Link: <https://solidwaste.sccgov.org/programs-and-services/septic-tank-chemical-toilet-grease-waste-pumper-management-program>

The following are steps to apply for a hauled liquid waste discharge permit with the City of Palo Alto:

- a. Applicants shall review the guidelines and requirements included in this package and complete the Application for Hauled Liquid Waste Discharge Permit.
  - i. Provide and maintain general liability, automobile and worker's compensation insurance. The certificates must state a hold harmless clause naming the City of Palo Alto as certificate holder. Insurance must remain valid for the existence of the permit. If insurance is due to expire, a renewed insurance certificate must be submitted by the expiration date.
  - ii. For each vehicle to be used for hauled liquid waste include copies of vehicle registration and auto insurance if general insurance doesn't cover all vehicles.
  - iii. For each vehicle provide a copy of the Santa Clara County Department of Environmental Health Permit (EHP). Each time a new truck is incorporated to the hauler's fleet, a copy of the EHP must be submitted to the City of Palo Alto. The EHP is issued to each truck hauling waste that has been inspected by Santa Clara County and met regulations. If an EHP is due to expire, a renewed copy must be submitted by the expiration date. For more information visit the Department of Environmental Health website <https://solidwaste.sccgov.org/programs-and-services/septic-tank-chemical-toilet-grease-waste-pumper-management-program>
  - iv. Provide a list of authorized driver's full names along with valid driver's license numbers.
- b. Submit the completed application and documentation via:
  - i. Mailed hardcopy to Septic Hauler, 2501 Embarcadero Way, Palo Alto, CA 94303
  - ii. Drop a hardcopy to 1900 Embarcadero Road, Palo Alto, CA. There is a dropbox located at the east entrance of the building.
  - iii. Email to [SepticHauler@CityofPaloAlto.org](mailto:SepticHauler@CityofPaloAlto.org)
- c. Submit a \$100.00 check payable to the City of Palo Alto for permit processing. This fee covers the use of the approved permit for three (3) calendar years from the issue date.
  - i. Mail check to Septic Hauler, 2501 Embarcadero Way, Palo Alto, CA 94303

- ii. Drop check to 1900 Embarcadero Road, Palo Alto, CA. There is a dropbox located at the east entrance of the building.
- d. Applications will not be processed until payment is received by staff. Upon receiving the complete application and payment, RWQCP staff will review the application for completeness. The User listed on the application will be notified of the decision typically within two weeks of application submittal.
- e. If approved, vehicle drivers will attend a training class (aka orientation) with RWQCP personnel prior to the first discharge.
- f. A copy of the approved and current Permit must be kept in the vehicle at all times. Present the permit and identification to the RWQCP security guard to gain access to the RWQCP. Expired permits will not be accepted.
- g. During the term of the permit City, County, and State regulatory staff overseeing hauled liquid waste discharge will have the right to inspect source areas during reasonable hours for verifying records and proper disposal of hauled liquid waste.

## 2. REGULATIONS FOR THE DISCHARGE OF HAULED LIQUID WASTE

In order to hold a Hauled Liquid Waste Discharge Permit with the RWQCP, the following policies shall be followed. ***Failure to comply with the following requirements may be cause for enforcement actions that include fees and/or revocation of the Hauled Liquid Waste Discharge Permit in accordance with the Palo Alto Municipal Code Chapter 16.09.***

Conform to the Palo Alto Municipal Code Chapter 16.09 and to federal, state, and local regulations including 2006 California Assembly Bill No. 1333, California Public Resources Code §16050-16053, California Food and Agricultural Code §19301-19317, California Health and Safety Code §117400-117450, and County of Santa Clara Ordinance B11-210 to B11-230 (Liquid Waste Pumpers) by signing this permit, the permittee is acknowledging that they have read, understand, and will follow all applicable regulations.

### 2.1 SOURCE OF WASTE

- a. The RWQCP will receive hauled liquid waste from the following jurisdictions: City of Palo Alto, City of Mountain View, City of Los Altos, East Palo Alto Sanitary District (EPASD), Stanford University, and Town of Los Altos Hills. Liquid waste from outside of these areas may not be discharged at the RWQCP.
- b. Any deviation from the service area listed above in Section 2.1(a) must be preapproved by the director.
- c. The site address must be complete and legible on all required forms.
- d. All hauled liquid waste discharged must be identified as either septic tanks, seepage pits, cesspools, chemical toilets, or other similar devices. No loads may be mixed with the exception of portable/chemical toilet pumpings.

- e. Wastes of any origin other than domestic, such as industrial or commercial process wastewater, groundwater, water used in any construction operation, sludge, hazardous waste, grease, or oil shall NOT be discharged as hauled liquid waste.
- f. The City reserves the right to reject any load of hauled liquid waste in accordance with the Palo Alto Municipal Code Chapter 16.09.

## 2.2 VEHICLES

- a. Due to space restrictions, no truck longer than 40 ft is allowed to discharge at the Plant.
- b. Ensure each vehicle is dedicated to specific load types (e.g., septic tanks, seepage pits, cesspools, or chemical toilets). If a permittee's services include hauling more than one type of hauling waste, there shall be separate vehicles dedicated for each type.
- c. Vehicles shall comply with Santa Clara County Department of Environmental Health Regulations [Guidance Sheet for Septic Tank & Chemical Toilet Cleaners](#) and be approved for hauling by an active Environmental Health Permit. Copies of Environmental Health Permits must be provided to the City upon request.
- d. Vehicles must be covered by appropriate insurance per **Attachment A**. Documentation of insurance coverage must be provided to the City upon request.

## 2.3 SANTA CLARA COUNTY DISPOSAL REPORTS

- a. Hauler's shall legibly and thoroughly complete Santa Clara County Department of Environmental Health disposal reports for each discharge at the RWQCP. All fields must be completed and handwriting shall be clear. If the amount of gallons is missing, the City will bill an average truck discharge (2,000 gal).
- b. A separate page should be used for each visit to the RWQCP.
- c. A copy of the disposal reports for the RWQCP are to be left in folders located inside the Incinerator Building for billing purposes. Haulers are responsible for submitting a separate copy of these reports to the Santa Clara County Department of Environmental Health.

## 2.4 PERSONNEL ORIENTATION & LOGISTICS

- a. City Staff will offer an initial training before issuing a final Hauled Liquid Waste Discharge Permit to review the below logistics. Haulers must reach out in advance to City Staff at [SepticHauler@CityofPaloAlto.org](mailto:SepticHauler@CityofPaloAlto.org) to arrange this initial orientation and any others needed for new drivers.
- b. Drivers will enter the Plant through the front gate and proceed to the Incinerator Building to sign in.
- c. Drivers shall not exceed the Plant's speed limit of 5 mph, must obey stop signs, and watch out for pedestrians.

- d. Drivers shall sign into the Plant Log and provide the driver's name, date, time-in, name of company, and, if applicable, the truck number.
- e. Drivers will proceed to the discharge pad (aka receiving station).
- f. The adjacent metal screen is part of the Plant's storm drain system and is not meant to receive hauled liquid waste.



- g. Drivers should use the hook-up port under the round metal cap to discharge waste. Lift the cover and connect to the discharge pipe.
- h. Waste should not splash onto the concrete pad.
- i. If the area gets dirty during discharge, drivers are to responsible for cleaning the area. A hose is available on site to clean the area.
- j. After discharge, drivers shall stop at the Incinerator Building and complete the Plant Log with check-out time and leave a copy of the County of Santa Clara Disposal Report in the folders located inside the Incinerator Building.

## 2.5 FEES

- a. In addition to the permit processing fee, hauled liquid waste dischargers will be billed directly based on volume of discharges. The rates for hauled liquid waste discharges are listed as Industrial Waste Discharge Fees – Liquid Waste Disposal Fee in the City's Municipal Fee Schedule available at: <https://www.cityofpaloalto.org/City-Hall/City-Budget>
- b. Fees are calculated from the gallons indicated in the County of Santa Clara Disposal Reports that drivers leave in the Incinerator Building
- c. If the number of gallons is missing or not legible, the City will bill an average drop of 2,000 gal.).
- d. Invoices are sent to companies on a monthly basis to cover the previous month's discharges.

## 2.6 SAMPLING/MONITORING

- a. The hauler must provide a sample of discharge when requested by the City.
- b. During sampling events, drivers shall stop in the front gate if indicated by the security guard.
- c. The security guard will hand an empty container and a copy of instructions for drivers.
- d. Enforcement actions may be warranted if laboratory analyses indicate that the discharged material is not as represented (hailed liquid waste from a domestic source) or if a hauler refuses to provide a sample.





REGIONAL  
WATER QUALITY  
CONTROL PLANT

# APPLICATION FOR HAULED LIQUID WASTE DISCHARGE PERMIT

## SECTION 1. APPLICANT INFORMATION

### User/Company Information:

Company Name: \_\_\_\_\_

Doing business as (if different from above): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Billing Information - Monthly invoices will be sent to:

Contact Name (if different from above): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_

## SECTION 2. HAULER INFORMATION

**Driver(s) Information:** Please list below all drivers/vehicle operators who will pick up/discharge hauled liquid waste. Only those listed will be permitted to access the RWQCP discharge pad (attach more sheets if needed).

Driver Name	CA Driver License #
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**Vehicle Information:** Provide the following information for any vehicle to be used to pick up and discharge hauled liquid waste (attach more sheets if needed).

County Approved License Plate Number	Type of Waste		
	Septic tank	Portable toilet	Other
_____	<input type="checkbox"/>	<input type="checkbox"/>	
_____	<input type="checkbox"/>	<input type="checkbox"/>	

	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	

**Include copies of vehicle registration, liability insurance, and worker’s compensation insurance for all listed vehicles as part of this application.**

**SECTION 3. CERTIFICATION**

I hereby certify under penalty of perjury that the information provided in the Application and in any attachments is true and accurate to the best of my knowledge. I have read the entire packet, understood all rules, and I also certify that I, and others in my employ, agree to abide by the rules for its use as stated above and in accordance with Palo Alto Municipal Code Chapter 16.09.

I certify that I’m duly authorized by the User to sign on behalf of and bind the User to the terms of this Permit

\_\_\_\_\_  
Signature of Authorized Representative of User

\_\_\_\_\_  
Date

Print Name: \_\_\_\_\_

Print Title: \_\_\_\_\_

CONTRACTORS TO THE CITY OF PALO ALTO (CITY), AT THEIR SOLE EXPENSE, SHALL FOR THE TERM OF THE CONTRACT OBTAIN AND MAINTAIN INSURANCE IN THE AMOUNTS FOR THE COVERAGE SPECIFIED BELOW, **AFFORDED BY COMPANIES WITH A BEST'S KEY RATING OF A-: VII, OR HIGHER, LICENSED OR AUTHORIZED TO TRANSACT INSURANCE BUSINESS IN THE STATE OF CALIFORNIA.**

**THE INSURANCE REQUIREMENTS CHECKED BELOW ARE REQUIRED BY THE CITY OF PALO ALTO:**

TYPE OF COVERAGE	REQUIREMENT	MINIMUM LIMITS	
		EACH OCCURRENCE	AGGREGATE
<input checked="" type="checkbox"/> WORKER'S COMPENSATION LIABILITY	STATUTORY		
<input checked="" type="checkbox"/> COMPREHENSIVE GENERAL LIABILITY, INCLUDING PERSONAL INJURY, BROAD FORM PROPERTY DAMAGE BLANKET CONTRACTUAL, AND FIRE LEGAL LIABILITY	BODILY INJURY	\$1,000,000	\$1,000,000
	PROPERTY DAMAGE	\$1,000,000	\$1,000,000
	BODILY INJURY & PROPERTY DAMAGE COMBINED.	\$1,000,000	\$1,000,000
<input checked="" type="checkbox"/> COMPREHENSIVE AUTOMOBILE LIABILITY, INCLUDING, OWNED, HIRED, NON-OWNED	BODILY INJURY	\$1,000,000	\$1,000,000
	- EACH PERSON	\$1,000,000	\$1,000,000
	- EACH OCCURRENCE	\$1,000,000	\$1,000,000
	PROPERTY DAMAGE	\$1,000,000	\$1,000,000
	BODILY INJURY AND PROPERTY DAMAGE, COMBINED	\$1,000,000	\$1,000,000
<input type="checkbox"/> PROFESSIONAL LIABILITY, INCLUDING, ERRORS AND OMISSIONS, MALPRACTICE (WHEN APPLICABLE), AND NEGLIGENT PERFORMANCE	ALL DAMAGES	\$1,000,000	
<input checked="" type="checkbox"/> BIDDER, AT ITS SOLE COST AND EXPENSE, SHALL OBTAIN AND MAINTAIN, IN FULL FORCE AND EFFECT THROUGHOUT THE ENTIRE TERM OF ANY RESULTANT AGREEMENT, THE INSURANCE COVERAGE HEREIN DESCRIBED, INSURING NOT ONLY BIDDER AND ITS SUBCONTRACTORS, IF ANY, BUT ALSO, WITH THE EXCEPTION OF WORKERS' COMPENSATION, EMPLOYER'S LIABILITY AND PROFESSIONAL INSURANCE, <b>THE CITY OF PALO ALTO IS TO BE NAMED AS AN ADDITIONAL INSURED NAMING AS ADDITIONAL INSURES CITY, ITS COUNCIL MEMBERS, OFFICERS, AGENTS, AND EMPLOYEES.</b>			

- I. INSURANCE COVERAGE MUST INCLUDE:
  - A. A PROVISION FOR A WRITTEN THIRTY DAY ADVANCE NOTICE TO CITY OF CHANGE IN COVERAGE OR OF COVERAGE CANCELLATION; AND
  - B. A CONTRACTUAL LIABILITY ENDORSEMENT PROVIDING INSURANCE COVERAGE FOR CONSULTANT AGREEMENT TO INDEMNIFY CITY.
  - C. SUBMIT CERTIFICATES(S) OF INSURANCE EVIDENCING REQUIRED COVERAGE.
- II. AWARD IS CONTINGENT ON COMPLIANCE WITH CITY'S INSURANCE REQUIREMENTS, AND BIDDER'S SUBMITTAL OF CERTIFICATES OF INSURANCE EVIDENCING COMPLIANCE WITH THE REQUIREMENTS SPECIFIED HEREIN.
- III. ENDORSEMENT PROVISIONS, WITH RESPECT TO THE INSURANCE AFFORDED TO "ADDITIONAL INSURES"
  - A. PRIMARY COVERAGE

WITH RESPECT TO CLAIMS ARISING OUT OF THE OPERATIONS OF THE NAMED INSURED, INSURANCE AS AFFORDED BY THIS POLICY IS PRIMARY AND IS NOT ADDITIONAL TO OR CONTRIBUTING WITH ANY OTHER INSURANCE CARRIED BY OR FOR THE BENEFIT OF THE ADDITIONAL INSURES.

B. CROSS LIABILITY

THE NAMING OF MORE THAN ONE PERSON, FIRM, OR CORPORATION AS INSURES UNDER THE POLICY SHALL NOT, FOR THAT REASON ALONE, EXTINGUISH ANY RIGHTS OF THE INSURED AGAINST ANOTHER, BUT THIS ENDORSEMENT, AND THE NAMING OF MULTIPLE INSUREDS, SHALL NOT INCREASE THE TOTAL LIABILITY OF THE COMPANY UNDER THIS POLICY.

C. NOTICE OF CANCELLATION

1. IF THE POLICY IS CANCELED BEFORE ITS EXPIRATION DATE FOR ANY REASON OTHER THAN THE NON-PAYMENT OF PREMIUM, THE ISSUING COMPANY SHALL PROVIDE CITY AT LEAST A THIRTY (30) DAY WRITTEN NOTICE BEFORE THE EFFECTIVE DATE OF CANCELLATION.
2. IF THE POLICY IS CANCELED BEFORE ITS EXPIRATION DATE FOR THE NON-PAYMENT OF PREMIUM, THE ISSUING COMPANY SHALL PROVIDE CITY AT LEAST A TEN (10) DAY WRITTEN NOTICE BEFORE THE EFFECTIVE DATE OF CANCELLATION.

**NOTICES SHALL BE MAILED TO:**

**CITY OF PALO ALTO**  
**PURCHASING AND**  
**CONTRACT ADMINISTRATION**  
**P.O. BOX 10250**  
**PALO ALTO, CA 94303.**