



STORMWATER POLLUTION PREVENTION REQUIREMENTS FOR ANIMAL SERVICE FACILITIES

The City of Palo Alto wants to help your business comply with state and local laws that help prevent pollutants from flowing to creeks and the San Francisco Bay. Animal Service facilities, such as shelters, veterinary clinics, groomers, and boarding, are required to follow City of Palo Alto's Municipal Code Chapter 16.11 and 16.13 and the Stormwater Best Management Practices (BMPs) outlined in this fact sheet.

ONLY RAINWATER IS ALLOWED TO ENTER THE STORM DRAIN SYSTEM.



Releasing pollutants directly or indirectly to the storm drain system is prohibited and may result in fines.



If possible, house animals on paved, covered areas. Dispose of contaminated water through a cleanout or drain connected to the sanitary sewer system.

BEST MANAGEMENT PRACTICES (BMPs)

Animal Housing/Care

- If possible, house animals on paved, covered areas. If animals need to be kept in an unpaved or uncovered area, ensure there is vegetative or other type of ground cover, such as mulch, to soak up or capture waste.
- Clean animal handling/housing areas frequently. Sweep areas and dispose of droppings and waste in the trash. Food should be placed in the compost.
- If animals are not leashed or kept in cages, ensure animals are kept in an enclosed, controlled area where BMPs are used.
- If water must be used for cleaning handling/housing areas, do not discharge water to storm drains or creeks. Storm drains must be covered or blocked. Dispose of contaminated water through a cleanout or drain connected to the sanitary sewer system. Discharging to the sanitary sewer requires an Exceptional Waste Discharge Permit. To apply, email Pretreatment@cityofpaloalto.org.
- When washing animals, wash in an area that drains to the sanitary sewer or over a vegetated area as long as it does not run off into the sidewalk or street. DO NOT allow any wash water to run off onto the street or into a storm drain.
- Consider less-toxic grooming practices by choosing eco-friendly products and equipment that reduce the amount of products and water needed.
- Dispose of waste products, such as hair and fur, in the trash and non-toxic packaging in recycling containers.

Animal Waste

- When providing exercise/walks, carry appropriate waste bags, collect feces, and properly dispose of the bags in the trash bin.
- Properly dispose of animal feces in a trash bin. Dumping animal waste or bags of feces along trails, in creeks, the Baylands, or in storm drains is not allowed.

Employee Training

- Train all employees on stormwater BMPs, pollution prevention, and spill clean-up methods.
- Maintain training records onsite.

STORMWATER POLLUTION PREVENTION REQUIREMENTS FOR ALL BUSINESSES

What is Stormwater?

Stormwater flows into streets and gutters picking up pollutants, such as oil, litter, and sediment before it enters the storm drain system and travels to local creeks and the San Francisco Bay. Stormwater **is not treated** before being discharged into waterways. Your business can help prevent water pollution by following these best management practices.

BEST MANAGEMENT PRACTICES (BMPs)

Refuse Containers

- Locate all refuse (trash, recycling, and compost) handling, storage, and disposal areas away from storm drain inlets or creeks and ensure proper labeling.
- Keep dumpster lids closed at all times and keep areas free of debris.
- Do not pour any FOG or oily waste into dumpsters.
- Keep dumpsters in good condition and ensure that leaks are not occurring. Visit greenwasteofpaloalto.com to learn more about commercial trash services provided by the City and to replace leaking dumpsters.

Storm Drain Inlets

- Clearly mark storm drain inlets with the words “No Dumping - Flows to Bay” or equivalent.
- Annually inspect and clean out all storm drain inlets on your property with a vacuum or shovel before the rainy season. Storm drain inlets at sites where sediment and other debris are generated or stored may need to be monitored, cleaned, and maintained at a higher frequency.

Outside Areas

- Keep outdoor areas and refuse areas free of trash, sediment, wash water, cigarette butts, and any other potential pollutants.
- If any paved areas are cleaned with water, wash water must be contained, captured, and reused, or properly disposed of in a private sanitary sewer cleanout.
- Cleaning solutions, fluids that cannot be recycled, and absorbent materials used for cleanup may need to be disposed of as hazardous waste. Learn more at cityofpaloalto.org/hazwaste.

Spill Response

- Keep spill kit updated, labeled, and easily accessible. Include spill response plan/directions.
- Clean up surface residues that can wash into a storm drain inlet before rain events.
- Contain spills and protect nearby storm drain inlets immediately.
- Manage spills by dry-mopping or using absorbent material. Sweep up waste immediately with a broom or wet/dry mop and dispose of properly.

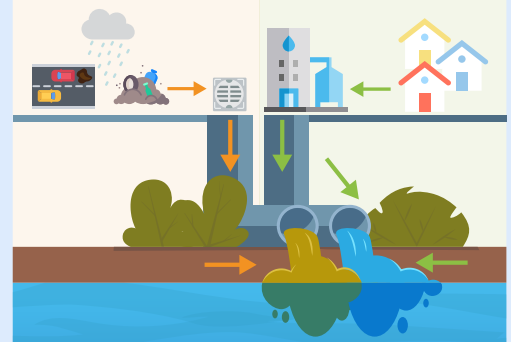
Documentation and Record Keeping

- Keep maintenance and BMP training documentation on site and available upon request by City staff.

Different Systems, Different Rules

Water from the storm drain system **is not treated** before entering the Bay.

Wastewater from homes and businesses **is treated** before entering the Bay.



There are two different drain systems for most businesses:

- (1) storm drains** are outdoors and carry stormwater runoff directly to local creeks and the Bay without treatment and
- (2) sanitary sewer drains**, often indoors, carry wastewater to a treatment plant before being discharged to the Bay.

Different regulations apply to these systems. For more information on stormwater, visit CityofPaloAlto.org/Stormwater-Businesses. For more information on requirements for sanitary sewer discharges, visit CleanBay.org.