

**Municipal Operation and Maintenance (O&M) Programs  
(Good Housekeeping and Pollution Prevention for Municipal Operations)**

Objective: In keeping with the terms of its Phase II Small MS4 Permit, the Town of Wilton will implement operations and maintenance (O&M) programs for all municipally owned properties, infrastructure, and equipment that fall within the designated areas as determined by the EPA (see: "NPDES Phase II Stormwater Program Automatically Designated MS4 Areas" map to be found in the appendix). These programs will include a training element and have a goal of preventing or reducing pollutant runoff and protecting water quality from all operations in the designated area. An inventory has been completed and the participating locations will include:

<b>Map #</b>	<b>Location/Description</b>
D-091	89 Whiting Hill Rd. / Highway Department (B&F)
D-093	Maple Street / Frog Pond (P/OS)
D-103	Gibbons Highway / Vacant Land (P/OS)
D-104	291 Gibbons Highway / Recycling Center (B&F)
J-041	42 Main Street / Town hall (B&F)
J-042	Main & Park Streets / Banking (P/OS)
J-061	Main Street / Parking Lot (P/OS)
J-068	7 Forest Road / Library (B&F)
J-085	19 Pleasant Street / Land with Unoccupied Building (P/OS)
J-102	Forest & Main Streets / Veterans' Park (P/OS)
J-104-01	7 Burns Hill Road / Police Station (B&F)
K-014	Florence Rideout Elementary School (B&F)
K-041	Off Maple Street / Vacant Land (P/OS)
K-062	102 Main Street / Fire Station (B&F)
K-064	Main Street / Fire Station (B&F)
K-064-01	Main Street / Fire Station (B&F)
K-136	Main Street / Vacant Land (P/OS)
K-138	Main Street / Vacant Land (P/OS)
K-139	Main Street-Pine Valley Street / Vacant Land (P/OS)
K-147	Main Street-Pine Valley Street / Vacant Land (P/OS)
K-179	Park Street / Whiting Park (P/OS)
L-025-01	Intervale Road / Vacant Land (P/OS)
L-040	Gibbons Highway & Island Street / Sewer Pump Station (P/OS)
L-047	Abbot Hill Road / Laurel Hill Cemetery (P/OS)
M-045-01	Abbot Hill Acres Road / Vacant Land (P/OS)

Each of the above-mentioned properties falls into one of two categories – Parks & Open Spaces (P/OS), or Buildings & Facilities (B&F).

Municipally owned Vehicles and Equipment (V&E) are also to be included in this program.

In addition, our Infrastructure/Municipal Storm Sewer System (MS4) is to be included.

**Good Housekeeping/Pollution Prevention SOPs/Activity Maintenance Matrix**

SOP	Vehicle/ Equipment Maintenance	Facilities Maintenance (including Parks and Open Space)	Storm Drain System Maintenance
B.1 Catch Basin Cleaning			X
B.2 Storm Drain System Repair and Maintenance			X
B.3 Erosion and Sediment Control		X	X
B.4 Landscape Design and Management		X	
B.5 Storage and Disposal of Fertilizer and Pesticide		X	
B.6 Fertilizing and Turf Health Application		X	
B.7 Weed and Pest Control Application		X	
B.8 Mowing and Irrigation		X	
B.9 Vehicle and Equipment Storage	X	X	X
B.10 Vehicle and Equipment Washing	X	X	
B.11 Vehicle and Equipment Fueling	X	X	
B.12 Spill Clean-up	X	X	
B.13 Parts Cleaning	X		
B.14 Spare Parts Storage	X	X	
B.15 Alternative Products Use/Storage/Disposal	X	X	
B.16 Petroleum and Chemical Disposal	X	X	
B.17 Petroleum and Chemical Handling	X	X	
B.18 Petroleum and Chemical Storage - Bulk	X	X	
B.19 Petroleum and Chemical Storage – Small Quantity	X	X	
B.20 Garbage Storage	X	X	
B.21 General Facility Housekeeping	X	X	
B.22 Floor Drains	X	X	
B.23 Painting	X	X	
B.24 Street Sweeping		X	X
B.25 Snow Disposal		X	
B.26 Deicing Material Storage		X	
B.27 Deicing Material Application		X	

The Activity Matrix on the preceding page will indicate which measures are appropriate for each class of property. The appendix also includes "Pollution Prevention and Good Housekeeping SOP's (Standard Operating Procedures) for each of the listed activities. The practices in the SOP's are to be performed according to the instructions within the SOP and within the time frame indicated therein unless otherwise stated in this document.

The compliance goals for all property classes are shown below:

- a. Parks and open space:** Establish procedures to address the proper use, storage, and disposal of pesticides, herbicides, and fertilizers (PHF) including minimizing the use of these products and using them only in accordance manufacturers' instructions. Evaluate lawn maintenance and landscaping activities to ensure practices are protective of water quality. Protective practices include reduced use of PHFs, integrated pest management (IPM), recycling or proper disposal of lawn clippings and other vegetative waste, and use of native and drought resistant landscaping materials. Establish procedures for management of trash containers at parks (scheduled cleanings; sufficient number), and for placing signage in areas concerning the proper disposal of pet wastes.
- b. Buildings and facilities where pollutants are exposed to stormwater runoff:** This includes schools (to the extent they are permittee-owned or operated), town offices, police, and fire stations, municipal pools and parking garages and other town owned or operated buildings or facilities which are located within the designated MS4 area. Evaluate the use, storage, and disposal of petroleum products and other potential stormwater pollutants. Provide employee training as necessary so that those responsible for handling these products know proper procedures. Ensure that Spill Prevention Plans are in place, if applicable, and coordinate with the fire department as necessary. Develop management procedures for dumpsters and other waste management equipment. Sweep parking lots and keep areas surrounding the facilities clean to reduce runoff of pollutants.
- c. Vehicles and Equipment:** Establish procedures for the storage of municipal vehicles. Vehicles with fluid leaks shall be stored indoors or containment shall be provided until repaired. Evaluate fueling areas owned by the town or used by municipal vehicles. If possible, place fueling areas under cover in order to minimize exposure. Establish procedures to ensure that vehicle wash waters are not discharged to the municipal storm sewer system or to surface waters. This permit does not authorize such discharges.
- d. Infrastructure / MS4 Operations and Maintenance:**
  - i.** The town shall optimize routine inspections, cleaning and maintenance of catch basins so that the following conditions are met:
    - Ensure that no sump shall be more than 50 percent full for any catch basins serving catchments draining to impaired waters where the pollutant of concern is sedimentation/siltation, Nitrogen (Total), or Phosphorus (Total). If the majority of the waters are impaired, the permittee shall prioritize cleaning efforts based on the cause of the impairment and the potential for the MS4 to contribute to the impairment. The permittee shall document its prioritization in the SWMP.
    - Prioritize inspection and maintenance for catch basins located near construction activities (roadway construction, residential, commercial, or industrial development or redevelopment). Clean catch basins in such areas more frequently if inspection and maintenance activities indicate excessive sediment or debris loadings.
    - Establish, for other catch basins, a schedule that the frequency of routine cleaning will

- ensure that no catch basin at anytime will be more than 50 percent full.
- If a catch basin sump is more than 50 percent full during two consecutive routine inspections/cleaning events, the permittee shall document that finding, investigate the contributing drainage area for sources of excessive sediment loading, and to the extent practicable, abate contributing sources. The permittee shall describe any actions taken in its annual report.
  - For the purposes of this part, an excessive sediment or debris loading is a catch basin sump more than 50 percent full. A catch basin sump is more than 50 percent full if the contents within the sump exceed one half the distance between the bottom interior of the catch basin to the invert of the deepest outlet of the catch basin.
  - The permittee shall document in the SWMP and in the first annual report its plan for optimizing catch basin cleaning, inspection plans, or its schedule for gathering information to develop the optimization plan. Documentation shall include metrics and other information used to reach the determination that the established plan for cleaning and maintenance is optimal for the MS4. The permittee shall keep a log of catch basins cleaned or inspected.
  - The permittee shall report in each annual report the total number of catch basins, number inspected, number cleaned, and the volume or mass of material removed from each catch basin draining to impaired waters and the total volume or mass of material removed from all catch basins.
- ii. The town shall establish and implement procedures for sweeping and/or cleaning streets, and town owned parking lots. All streets with the exception of high speed limited access highways shall be swept and/or cleaned a minimum of once per year in the spring (following winter activities such as sanding). The procedures shall also include more frequent sweeping of targeted areas determined by the permittee on the basis of pollutant load reduction potential, based on inspections, pollutant loads, catch basin cleaning or inspection results, land use, impaired or TMDL waters or other relevant factors as determined by the permittee. The permittee shall report in each annual report the number of miles cleaned and the volume or mass of material removed.
- For uncurbed, limited access highways, the permittee shall either meet the minimum frequencies above, or develop and implement an inspection, documentation and targeted sweeping plan within one year of the effective date of the permit, and submit such plan with its year one annual report.
- iii. The permittee shall ensure proper storage of catch basin cleanings and street sweepings prior to disposal or reuse such that they do not discharge to receiving waters.
- iv. The permittee shall establish and implement procedures for winter road maintenance including the use and storage of salt and sand; minimize the use of sodium chloride and other salts, and evaluate opportunities for use of alternative materials; and ensure that snow disposal activities do not result in disposal of snow into surface waters. See NHDES, Fact Sheet WMB-3 Snow Disposal, for guidance as to selection and maintenance of snow disposal areas.
- v. The permittee shall establish and implement inspection and maintenance frequencies and procedures for the storm drain systems and for all stormwater treatment structures such as water quality swales, retention/detention basins, infiltration structures, proprietary treatment devices or other similar structures. All permittee-owned stormwater treatment structures (excluding catch basins) shall be inspected annually at a minimum.

- e. The permittee shall report in the annual report on the status of the inventory required by this part and any subsequent updates; the status of the O&M programs for the permittee owned facilities and activities in Parts 2.3.7.1a. – d. of this section; and the maintenance activities associated with each.
- f. The permittee shall keep a written record of all required activities including but not limited to maintenance activities, inspections and training required by Part 2.3.7.1. The permittee shall maintain, consistent with Part 4.2.1, all records associated with maintenance and inspection activities required by Part 2.3.7.1

## APPENDIX

### Designated Program Area Wilton, NH

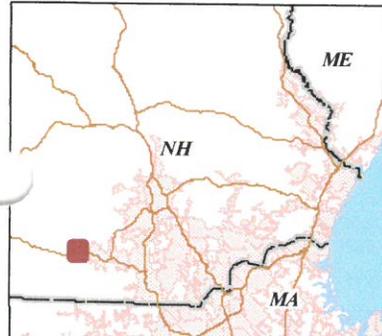
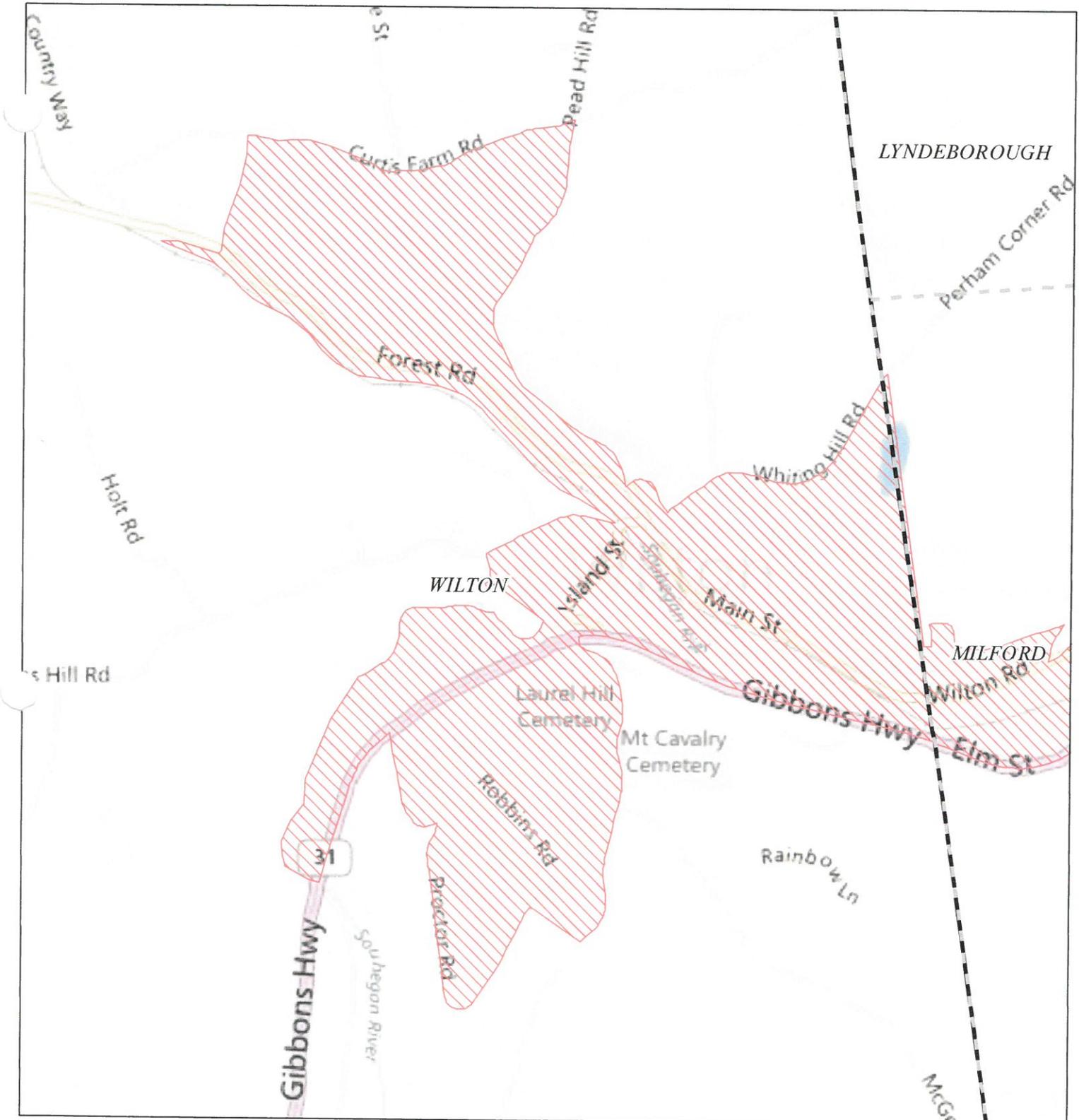
#### A.1 NPDES Phase II Stormwater Program Automatically Designated MS4 Areas

#### Pollution Prevention and Good Housekeeping SOPs, Maps, and Forms

- B.1 Catch Basin Cleaning
  - Catch Basin Cleaning Form*
  - Reuse Guidance Table*
- B.2 Storm Drain System Repair and Maintenance
  - Sample Televising Forms*
- B.3 Erosion and Sediment Control
- B.4 Landscape Design and Management
- B.5 Storage and Disposal of Fertilizer and Pesticides
- B.6 Fertilizing and Turf Health Application
- B.7 Weed and Pest Control Application
- B.8 Mowing and Irrigation
- B.9 Vehicle and Equipment Storage
- B.10 Vehicle and Equipment Washing
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- B.19 Petroleum and Chemical Storage – Small Quantity
- B.20 Garbage Storage
- B.21 General Facility Housekeeping
- B.22 Floor Drains
- B.23 Painting
- B.24 Street Sweeping
- B.25 Snow Disposal
- B.26 Deicing Material Storage
- B.27 Deicing Material Application

#### Municipal Properties included in O&M Program

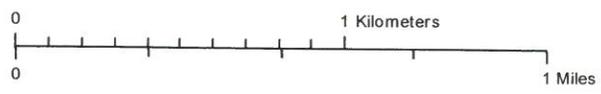
- Tax Map D – Properties Highlighted
- Tax Map J – Properties Highlighted
- Tax Map K – Properties Highlighted
- Tax Map L – Properties Highlighted
- Tax Map M – Properties Highlighted



**NPDES Phase II Stormwater Program  
Automatically Designated MS4 Areas**

**Wilton NH**

 Regulated Area (2000 + 2010 Urbanized Area)



Town Population: **3677**  
 Regulated Population: **1197**  
 (Populations estimated from 2010 Census)



Urbanized Areas, Town Boundaries:  
 US Census (2000, 2010)  
 Base map © 2010 Microsoft Corporation  
 and its data suppliers

<b>Standard Operating Procedure for:</b>	
<b>B.1 Catch Basin Cleaning</b>	
<b>Purpose of SOP:</b>	To protect storm water by maintaining the ability of catch basins to trap sediments, organic matter, and litter. This reduces clogging in the storm drain system as well as the transport of sediments and pollutants into receiving waterbodies.

**Always:**

- ◆ Inspect catch basins for structural integrity and evidence of illicit discharges during cleaning. Use the Catch Basin Cleaning Form.
- ◆ If gross contamination (sewage or oil), stop cleaning and report to supervisor for follow up.
- ◆ Stockpile and cover catch basin residuals on an impervious surface that discharges to a sanitary sewer or buffered area until test results are known.
- ◆ Test catch basin stockpile as follows:
  - If obviously (by visual and/or olfactory examination) contaminated with sanitary wastewater, animal wastes, oil, gasoline or other petroleum products, test the solids pursuant to the hazardous waste determination requirements in ENV-Hw 502 and dispose of as follows:
    - If non-hazardous – dispose at any permitted, lined solid waste landfill or other solid waste treatment facility permitted to accept this material.
    - If hazardous – dispose of in accordance with NH Hazardous Waste Rules, ENV-Hw 100-1100
  - If not obviously contaminated,
    - Test for metals, VOCs and PAHs.
    - Compare to NHDES Risk Characterization and Management Policy (RCMP) S-3 Soil Standards (see following page) for reuse as road base or subbase.
    - Compare to NHDES RCMP S-1 Soil Standards (see following page) for unrestricted reuse.

**Whenever Possible:**

- ◆ Inspect each catch basin at least annually, during catch basin cleaning.
- ◆ Create a checklist for catch basins to help classify which catch basins require maintenance and how often.
- ◆ Perform street sweeping on an appropriate schedule to reduce the amount of sediment, debris and organic matter entering the catch basins, which in turn reduces the frequency with which they will need to be cleaned.
- ◆ Discharge fluids collected during catch basin cleaning to a sanitary WWTP, or buffered detention area.

<b>Related Guidance:</b>	
	– NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WMD-SW-32 Management of Street Wastes</li> </ul>



Catch Basin Cleanings Reuse Guidance			
Maximum Contaminant Concentrations			
Regulated Contaminant	S-1 Standards (mg/kg)	S-3 Standards (mg/kg)	USEPA SW-846 Test Method
<b>Metals</b>			
Arsenic	11	11	6010B
Barium	750	3,400	6010B
Cadmium	32	230	6010B
Chromium	1000	5,000	6010B
Lead	400	400	6010B
Mercury	13	13	7471A
Selenium	260	260	6010B
Silver	45	200	6010B
<b>VOCs</b>			
Benzene	0.3	0.3	8260B
Dichloroethane, 1,2-	0.08	0.08	8260B
Isopropyl benzene	123	123	8260B
Methyl-t-butyl ether	0.13	0.13	8260B
Toluene	100	100	8260B
Xylene	500	1,100	8260B
Aklylbenzenes Butylbenzene, n- Butylbenzene, sec- Butylbenzene, tert- Isopropyl toluene, 4- Propylbenzene, n- Trimethylbenzene, 1,2,4- Trimethylbenzene, 1,3,5-	59 (total)	59 (total)	8260B
<b>PAHs - Carcinogenic</b>			
Benzo(a)anthracene	0.7	40	8270C
Benzo(a)pyrene	0.7	4	8270C
Benzo(b)fluoranthene	7	400	8270C
Benzo(k)fluoranthene	7	400	8270C
Chrysene	70	4,000	8270C
Dibenzo(a,h)anthracene	0.7	4	8270C
Indeno(1,2,3-cd)pyrene	0.7	40	8270C
<b>PAHs – Noncarcinogenic</b>			
Acenaphthene	270	270	8270C
Acenaphthylene	300	300	8270C
Anthracene	1,000	1,700	8270C
Fluoranthene	810	5,000	8270C
Fluorene	510	510	8270C
Methylnaphthalene,2-	150	150	8270C
Napthalene	5	5	8270C
Benzo(g,h,i)perylene Phenanthrene Pyrene	480 (Total)	5,000 (Total)	8270C

<b>Standard Operating Procedure for:</b>	
<b>B.2 Storm Drain System Repair and Maintenance</b>	
<b>Purpose of SOP:</b>	To protect storm water by replacing or repairing components of the storm drain system on a regular basis to prevent a failure of the storm drain system.

**Always:**

- ◆ Practice preventive maintenance for cracks, leaks, and other conditions that could cause breakdowns in the system by identifying condition issues:
  - For catch basins during catch basin cleaning (see SOP B.1)
  - For outfalls during IDDE inspection (see SOP A.1, A.2 and A.3)
- ◆ Repair defective structures or equipment identified during an inspection as soon as possible.
- ◆ Test and dispose of stockpiled materials as described in SOP B.1.
- ◆ Document inspections, cleanings and repairs and maintain complete records in a record-keeping system (SOP B.1 for catch basins, SOPs A.1 through A.3 for outfalls, and attached example form for pipes).
- ◆ Use appropriate erosion and sediment control practices when performing repairs.

**Whenever Possible:**

- ◆ Practice preventive maintenance for pipes by televising:
  - Prior to reconstruction of roadways, or
  - On a regular schedule beginning with high priority areas.
- ◆ Research and implement new technology that will improve the overall performance of the storm drain system.
- ◆ Perform street sweeping on a regular basis to reduce the amount of sediment, debris and organic matter entering the storm drain system, which in turn reduces the frequency with which the system will need to be cleaned.
- ◆ Use documentation of repairs and maintenance to develop a capital improvement and O&M plan for future system maintenance.

**Never:**

- ◆ Never allow defective equipment or structures to go unrepaired.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- USEPA National Menu of BMPs</li> <li>- NHDES BMPs to Control Nonpoint Source Pollution</li> </ul>

Example of documentation of condition issues identified during televising.

INSPECTION REPORT					
DATE:	WORK #:	WEATHER:	OPERATOR:	SECTION NR:	SECTION NAME:
PRESENT:	VEHICLE:	CAMERA:	PRESET:	CLEANED:	RATE:
STREET:		MAP #1:	MH:	874	
CITY:		MAP #2:	MH:	872	
LOCALE:		TAPE #:	TVD LGTH:	288.2 ft	
INSPECT REASON:			PIPE SIZE:	6"	
SECTION TYPE:			MATERIAL:	Clay Tile JT LGTH: 2ft	
AREA:			LINING:	...no data	
RSRVD:					
REMARK: <b>apparent defects in coating throughout line</b>					
1:495	POSITION	OBSERVATION	MPEG	PH	RATE
	874 0.00	inspection begins at upstream manhole		1a	0
	1.10	road light		2a, b	3
	37.65	road light		3a, b	3
	48.60 S1	sag begins, START		4a	2
	51.80 E1	sag ends, END		5a	2
	64.40	service connection, at 09 o'clock		6a, b	2
	92.80	Infiltration Running at joint at 03 o'clock		7a, b	4
	93.20	service connection, at 02 o'clock		8a, b	1
	96.75	pipe material changes at this point to SDR 35		9a	2
	100.00	service connection, at 09 o'clock		10a, b	1
	101.20	pipe material changes at this point to clay tile		11a	2
	102.90	offset joint, slight		12a, b	2
	110.65	pipe Broken, from 02 to 09 o'clock		13a, b	5
	130.30 S2	Longitudinal Crack, at 12 o'clock, START		14a, b	2
	131.05 E2	Longitudinal Crack, at 12 o'clock, END		15a, b	2
	135.20	service connection tapped, at 09 o'clock, DEMARK, 100ft radius		16a, b	2
	136.85	Hole in pipe at 07 o'clock		17a, b	4
	146.95	Hole in pipe at 04 o'clock		18a, b	4
	153.40	Longitudinal Crack, at 12 o'clock		19a	2
	154.95	Longitudinal Crack, at 03 o'clock		20a	2
	161.50 S3	Multiple Cracks, from 07 to 03 o'clock, START		21a, b	4
	163.55 E3	Multiple Cracks, from 07 to 02 o'clock, END		22a, b	4
	172.90	Hole in pipe at 12 o'clock		23a, b	4

**INSPECTION IMAGES**

CITY:

STREET:

DATE:

SECTION NR:

SECTION NAME:

1

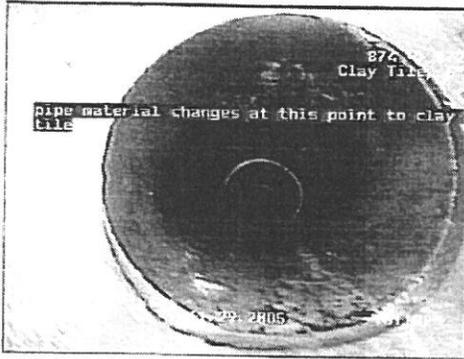


IMAGE: 11a, TAPE #: 11/29/2005  
101.2FT, pipe material changes at this point to clay tile



IMAGE: 12a, TAPE #: 11/29/2005  
102.9FT, offset joint, slight

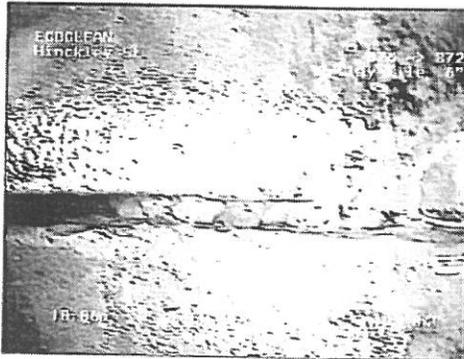


IMAGE: 12b, TAPE #: 11/29/2005  
102.9FT, offset joint, slight

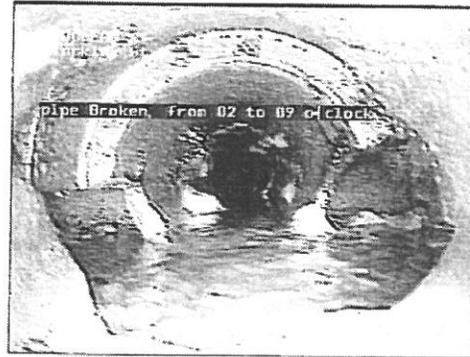


IMAGE: 13a, TAPE #: 11/29/2005  
110.65FT, pipe Broken, from 02 to 09 o'clock

<b>Standard Operating Procedure for:</b>	
<b>B.3 Erosion and Sediment Control</b>	
<b>Purpose of SOP:</b>	To protect storm water from pollution by reducing or eliminating pollutant loading from land disturbing activities.

**Always:**

- ◆ Use erosion control techniques or devices to stabilize disturbed areas.
- ◆ Use effective site planning to avoid sensitive areas.
- ◆ Keep land disturbance to a minimum.
- ◆ Inspect and maintain erosion control devices.
- ◆ Install erosion control devices properly.
- ◆ Remove sediment accumulated during construction from permanent BMPs once construction is completed.
- ◆ Minimize the amount of bare soil by scheduling phases of construction and stabilization.
- ◆ Minimize slope lengths.
- ◆ Monitor practices and adjust, maintain, and repair them periodically and after every storm.
- ◆ Reduce the velocity of storm water runoff.
- ◆ Prevent erosion by covering bare soil with mulch or other cover.
- ◆ Protect existing storm water structures from sediment by using temporary sediment traps, silt fence, hay bales, or perforated risers.
- ◆ Divert clean water around construction site.

**Whenever Possible:**

- ◆ Limit construction activities during months with higher runoff rates.
- ◆ Install erosion control blankets when seeding drainage ways.
- ◆ Protect natural vegetation, especially near waterbodies, wetlands, and steep slopes.
- ◆ Establish vegetative cover with good root systems prior to freeze/thaw cycles.

**Never:**

- ◆ Never divert runoff into a sensitive area.
- ◆ Never remove temporary measures before construction is complete.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHDES BMPs to Control Nonpoint Source Pollution</li> <li>– NHDES/DOT BMPs for Routine Maintenance Activities in New Hampshire</li> <li>– Storm Water Management Erosion and Sediment Control Handbook for Urban and Developing Areas (The Green Book)</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.4 Landscape Design and Management</b>	
<b>Purpose of SOP:</b>	To protect storm water by designing and managing landscaping in ways that minimize polluted runoff.

**Always:**

- ◆ Design landscaping by taking into account soil types, light, drainage, desired maintenance level and budget.
- ◆ Design for ease of maintenance.

**Whenever Possible:**

- ◆ Minimize erosion prone steep slopes by using techniques such as terracing.
- ◆ Use native plants that are pest resistant. Plant the right plant in the right area.
- ◆ Manage water runoff by rerouting gutters away from storm drains and maintaining groundcovers between developed areas and waterways (ditches, swales, shorelines).
- ◆ Reduce or eliminate mown lawn in unused areas.
- ◆ Convert excess lawn to meadow or forest.
- ◆ Establish set back distances from pavement, storm drains, and waterbodies. Allow these areas to serve as buffers with disease-resistant plants and minimal mowing.

**Never:**

- ◆ Never develop a landscape design without assessing its impact on water quality.
- ◆ Never cause unintended consequences such as
  - Planting large variety trees beneath overhead wires.
  - Blocking site distance at intersections
  - Planting trees with a high water demand (weeping willow) near sanitary sewer pipes and storm sewer pipes.

<b>Related Guidance:</b>	
	– USEPA National Menu of BMPs
	– CWP Urban Forestry Manual

<b>Standard Operating Procedure for:</b>	
<b>B.5 Storage and Disposal of Fertilizer and Pesticides</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly storing and disposing of fertilizers and pesticides (herbicides and fungicides). Because storm drain water is not part of a wastewater treatment system, discharge of these chemicals flows untreated into ponds, lakes, rivers, streams, estuaries, and bays.

**Always:**

- ◆ Store fertilizers and pesticides in high, dry locations, according to manufacturer's specifications and applicable regulations.
- ◆ Clearly label secondary containers.
- ◆ Properly dispose of fertilizers and pesticides according to manufacturer's specifications and applicable regulations.
- ◆ Regularly inspect fertilizer and pesticide storage areas for leaks or spills.
- ◆ Clean up spills and leaks of pesticides and fertilizers to prevent the chemicals from reaching the storm drain system. (SOPs B.12 and B.16)

The EPA defines a pesticide as any substance intended for preventing, destroying, repelling, or mitigating any pest. Pest can include insects, animals, unwanted plants, fungi, bacteria, etc. The term applies to insecticides, herbicides, fungicides, etc.

**Whenever Possible:**

- ◆ Store pesticides in enclosed areas or in covered impervious containment, preferably in a locked cabinet.
- ◆ Order fertilizers and pesticides for delivery as close to time of use as possible to reduce amount stored at facility.
- ◆ Order only the amount needed to minimize excess or obsolete materials requiring storage and disposal.
- ◆ Use ALL herbicides or pesticides appropriately to minimize the amount of chemicals requiring disposal.
- ◆ Do an annual review of storage area and dispose of old, unusable or "obsolete" fertilizer or pesticides in accordance with applicable regulations (just before your local Household Hazardous Waste Day).

**Never:**

- ◆ Never dispose of fertilizers or pesticides in storm drains.
- ◆ Never leave unlabeled or unstable chemicals in uncontrolled locations.

<b>Related Guidance:</b>
- USEPA National Menu of BMPs

<b>Standard Operating Procedure for:</b>	
<b>B.6 Fertilizing and Turf Health Application</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly storing, applying, and disposing of fertilizers and by maintaining turf health to reduce diseases.

**Always:**

- ◆ Store, use, and dispose of all fertilizers and contaminated wastes according to manufacturer's specifications and applicable regulations.
- ◆ Choose seed based on soil types, intended use of area, latest variety research, and/or assessment of past site performance.
- ◆ Check 5-day weather forecast to avoid fertilizing before heavy rain or during a drought.

**Whenever Possible:**

- ◆ Apply fertilizers based on a soil testing program, soil type, turf function, and assessment by qualified personnel (conservation commission or municipal arborist, etc.).
- ◆ Avoid fertilizing during a drought or when the soil is dry.
- ◆ Apply fertilizers during periods of maximum plant uptake (usually fall and spring).
- ◆ Avoid combined products such as weed and feed, which do not necessarily target specific problems at the appropriate time.
- ◆ Calibrate application equipment to ensure proper application.
- ◆ If phosphorus fertilizer is used when re-seeding, mix phosphorus into root-zone.
- ◆ Use alternative or environmentally friendly products (See SOP B.15.).
- ◆ Use natural compost and organic fertilizers instead of synthetic fertilizers.
- ◆ Aerate grassed areas to improve drainage and bring more oxygen to the soil.

**Never:**

- ◆ Never fertilize before a forecasted heavy rainfall.
- ◆ Never apply phosphorus fertilizer on bare soil.
- ◆ Never deposit fertilizer in the water, into storm drains, or onto impervious surfaces (streets and sidewalks).
- ◆ Never apply fertilizer to frozen ground.
- ◆ Never clean up spilled fertilizer by rinsing it with water.

<b>Related Guidance:</b>
- USEPA National Menu of BMPs

<b>Standard Operating Procedure for:</b>	
<b>B.7 Weed and Pest Control Application</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly applying pesticides (herbicides and insecticides).

**Always:**

- ◆ Ensure that pesticides are only applied by personnel certified by NH Department of Agriculture to do so.
- ◆ Apply pesticides according to manufacturer's specifications, the New Hampshire Department of Agriculture Division of Pesticide Control, and any local requirements.
- ◆ Clean up any spilled chemicals (See SOPs B.12 and B.16.).
- ◆ Use pesticides only when necessary.
- ◆ Rinse equipment only when necessary and use rinse water to dilute next mix as long as application rates are not exceeded.
- ◆ Conform to Comprehensive Shoreland Protection Act setback distances from pavement, storm drains, and waterbodies; allow these areas to serve as buffers with disease-resistant plants and minimal mowing.

**Whenever Possible:**

- ◆ Use alternative methods to control weeds and pests such as Integrated Pest Management strategies, biorational insecticides (natural soaps and oils) or biological controls. (See SOP B.15.)
- ◆ Mix/load pesticides in an area where spills can be contained.
- ◆ Pull weeds by hand or mechanically.
- ◆ Spot treat affected areas only instead of entire location.
- ◆ Apply pest control at the life stage when the pest is most vulnerable.
- ◆ Choose the least toxic pesticides that still achieve results.
- ◆ Tolerate low levels of weeds.
- ◆ Allow grass to grow 2.5 to 3 inches high, reduce thatch build up and aerate soils.
- ◆ Reduce seed release of weeds by timing cutting at seed set.

**Never:**

- ◆ Never mix or prepare pesticides near storm drains.
- ◆ Never apply controlled pesticides unless certified to do so.
- ◆ Never apply pesticides before a heavy rainfall.
- ◆ Never discharge rinse water or excess chemicals to storm drain, sewer, or ground surface.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- USEPA National Menu of BMPs</li> <li>- NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• CO-15 Integrated Pest Management: Controlling Pests Safely</li> <li>• SP-6 Minimum Shoreland Protection Standards</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.8 Mowing and Irrigation</b>	
<b>Purpose of SOP:</b>	To protect storm water by using proper mowing and watering techniques. Proper mowing and irrigation techniques will reduce organic matter and other pollutants from entering the storm drain system and waterbodies.

**Always:**

- ◆ Mow only as low as needed for the area's intended use.
- ◆ Vary mowing pattern to minimize ruts and promote even growth.
- ◆ Base irrigation amounts on monitoring for moisture content.
- ◆ Water at appropriate times (when no rain is forecasted and in cooler times of day).
- ◆ Manage leaves, clippings, and compost so that runoff does not enter storm drain system or waterbodies.
- ◆ Conform to Shoreland Zoning restrictions on mowing in buffers of waterbodies.

**Whenever Possible:**

- ◆ Allow areas to go to meadow or field and mow once or twice per year rather than every week.
- ◆ Keep mower blades sharpened to avoid damaging grass leaf tissue.
- ◆ Mow when the grass is dry to prevent spread of turf diseases.
- ◆ Sweep lawn clippings and debris instead of using water.
- ◆ Mulch grass clippings using a mulching mower.
- ◆ Fill gas tanks in a controlled location.

**Never:**

- ◆ Never irrigate based on timers/schedules instead of monitoring for moisture content.
- ◆ Never dump gas, wastes or contaminated water down storm drains.
- ◆ Never refuel or change the mower oil near storm drains.
- ◆ Never leave mower running in one location (to prevent burning and over-cutting of vegetation).

<b>Related Guidance:</b>	
	- USEPA National Menu of BMPs

<b>Standard Operating Procedure for:</b>		
<b>B.9 Vehicle and Equipment Storage</b>		
<b>Purpose of SOP:</b>	To protect storm water from petroleum products that may drip or leak from vehicles and equipment being stored or from dirt and sediment that accumulate in the storage areas.	

**Always:**

- ◆ Inspect parking areas for stains/leaks on a regular basis.
- ◆ Use drip pans or adsorbents for leaking vehicles (provide a labeled location to empty and store drip pans).
- ◆ Address any known leaks or drips as soon as possible.
- ◆ Clean up spills.

**Whenever Possible:**

- ◆ Store vehicles inside where floor drains have been properly connected and registered.
- ◆ Store vehicles on paved areas, and street sweep on a regular basis to remove drips/leaks/dirt, and dispose of street sweepings properly.
- ◆ Maintain vehicles to prevent leaks.

**Never:**

- ◆ Never store leaking vehicles over a storm drain.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- USEPA National Menu of BMPs</li> <li>- NHPPP Pitstops Manual</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.10 Vehicle and Equipment Washing</b>	
<b>Purpose of SOP:</b>	To protect storm water using proper washing techniques, proper washing locations, and proper disposal of wash water for heavy and light-duty vehicles and equipment.

**Always:**

- ◆ Operate a closed system with wastewater recycling (like a floor drain discharge to a holding tank), or
- ◆ Discharge to a municipal sanitary sewer, or
- ◆ Obtain a groundwater discharge permit, or
- ◆ Wash fewer than 30 vehicles per week and discharge to the ground surface, if
  - The Best Management Practices Rules (see references Env-Wq 401) are followed,
  - The discharge is registered, and
  - The washwater:
    - is not from power washing, steam cleaning, engine cleaning, or undercarriage cleaning,
    - does not contain soaps or other products which contain regulated contaminants, and
    - does not discharge to a surface water.

**Whenever Possible:**

- ◆ Use a commercial car wash for light duty vehicles.
- ◆ Obtain and use drain guards (filter inserts) to catch sediments, petroleum products, etc. that might enter the storm drains as a result of vehicle washing.
- ◆ Minimize water and soap use when washing or rinsing vehicles.

**Never:**

- ◆ Never perform engine or undercarriage washing outside.
- ◆ Never wash vehicles over a storm drain or near drinking water wells.
- ◆ Discharge washwater to a surface water.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- NHDES Environmental Fact Sheet:           <ul style="list-style-type: none"> <li>• WD-WSEB-22-10 Wastewater Discharges from Vehicle Washing</li> </ul> </li> <li>- NHDES BMP Rules Env-Wq 401</li> <li>- NHDES Water Supply Engineering at (603) 271-2858</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.11 Vehicle and Equipment Fueling</b>	
<b>Purpose of SOP:</b>	To prevent storm water contamination originating from vehicle and equipment fueling.

**Always:**

- ◆ Fuel carefully to minimize drips to the ground surface.
- ◆ Maintain clean fuel dispensing areas using dry cleanup methods.
- ◆ Clearly label and tag all valves to reduce human error.
- ◆ Train employees and subcontractors on proper fueling methods and spill cleanup techniques.
- ◆ Maintain fuel storage tanks in accordance with local, state and federal laws.
- ◆ Have absorbent spill cleanup kits and materials available at fueling areas.
- ◆ Immediately clean up spills and properly dispose of contaminated soil and cleanup materials.
- ◆ When fueling small equipment from portable containers, fuel in a designated area away from stormdrains and waterbodies.

**Whenever Possible:**

- ◆ Install a canopy or roof over aboveground storage tanks and fuel transfer areas.
- ◆ Regularly inspect fueling equipment for corrosion and structural failure, cracks in foundations, and physical damage to container systems.
- ◆ Use designated fueling areas built upon a level impervious surface (hard cement is best). If paved with asphalt, add a protective coating to create an impervious surface, inspect regularly, and street sweep quarterly at a minimum.
- ◆ Protect storm drains from fueling areas using berms and dikes.
- ◆ Use absorbent material or absorbent pads during fueling to collect leaks.

**Never:**

- ◆ "Top off" fuel tanks (post signs to remind employees).
- ◆ Hose down or bury a fuel spill.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- USEPA National Menu of BMPs</li> <li>- NHDES Fact Sheet: <ul style="list-style-type: none"> <li>• WD-WSEB-22-6 BMPs for Fueling and Maintenance of Excavation and Earthmoving Equipment</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.12 Spill Cleanup</b>	
<b>Purpose of SOP:</b>	To protect storm water by educating employees on proper spill cleanup procedures, state reporting requirements and preventative actions.

**Always:**

- ◆ Stop the source of the spill, if possible to safely do so.
- ◆ Contain any liquids, if possible to safely do so.
- ◆ Contact the appropriate emergency response number (see below) during normal working hours (8:00 a.m. – 4:00 p.m., Monday - Friday) to report spills.
  - NHDES Petroleum Products Spill Response (603) 271-3644**
  - NHDES Hazardous Material (non-oil spill) (603) 271-3899**
  - United States Coast Guard – Coastal Oil Spills (207) 780-3251**
  - National Response Center – Chemical or Oil Spills that Impact Surface Water (800) 424-8802**
  - USEPA – 24-hour Emergency Inland Spills Response (617) 918-1279**

All other times, nights-weekends-holidays, contact NHDES via the New Hampshire State Police (800) 346-4009 or out of state (603) 271-3636
- ◆ Cover the spill with absorbent material such as kitty litter, sawdust, or oil absorbent pads. Do not use straw or water. (See SOP B.16 for adsorbent disposal.)
- ◆ Petroleum spills involve, but are not limited to: crude oil, gasoline, heating oil, various fuel oils, lubricating oil, hydraulic oil, asphaltic residuals.
- ◆ Report a petroleum spill if:
  - The spill is greater than 25 gallons, or
  - The spill cannot be immediately contained, or
  - The spill and/or contamination cannot be completely removed within 24 hours, or
  - There is an impact or potential impact to ground/surface water.
  - IF IN DOUBT, REPORT THE SPILL
- ◆ Hazardous materials spills involve non-oil spills that pose a threat to human health or the environment, such as chemical releases.
- ◆ Report any discharge of hazardous waste immediately, (within one hour) to local emergency officials [fire department], then contact NHDES Hazardous material Department (as described above).
- ◆ Contact local fire department \_\_\_\_\_ (phone #).
- ◆ Develop and maintain a Spill Prevention, Control, and Countermeasure (SPCC) Plan if the facility stores more than 1,320 gallons of petroleum.
- ◆ Fit petroleum and chemical storage containers with secondary containment structures.
- ◆ Keep a spill kit in areas where petroleum or hazardous materials are stored.
- ◆ Train employees in spill response procedures and equipment.
- ◆ Deploy containment booms if spill could potentially reach a storm drain or waterbody.
- ◆ Position mats to contain drips from equipment or vehicles until they can be repaired.

**Whenever Possible:**

- ◆ Seal the floor with paint to prevent absorption of fluids into concrete.
- ◆ Install low-level or low-pressure alarms and/or cut-off systems on hydraulic equipment.

**Never:**

- ◆ Never wash a spill into the storm drain or a water body.
- ◆ Never leave a spill without cleaning it up.

Related Guidance:	
	<ul style="list-style-type: none"><li>– NHDES Fact Sheets:<ul style="list-style-type: none"><li>○ WMD-REM-13 Requirements for Reporting Oil and Hazardous Waste Spills and Groundwater Contamination to DES</li></ul></li><li>– NHPPP Pitstops Manual</li></ul>

<b>Standard Operating Procedure for:</b>	
<b>B.13 Parts Cleaning</b>	
<b>Purpose of SOP:</b>	To protect storm water by practicing proper parts cleaning techniques and disposing of waste cleaners properly.

**Always:**

- ◆ Perform all cleaning in a designated area to minimize the potential for spills.
- ◆ Store waste cleaners in properly labeled containers in accordance with regulations.
- ◆ Dispose of all waste cleaners properly with a licensed contractor, on a regular basis.
- ◆ Close parts-cleaner lid when it is not in use.

**Whenever Possible:**

- ◆ The variety of cleaners should be minimized to make recycling and disposal simpler.
- ◆ Use citrus-based cleaners and dispose of properly.
- ◆ Use steam cleaning, pressure washing, or aqueous washers instead of solvents; however wastewater must be discharged to an oil/water separator and the wastewater treatment plant notified, or to a NHDES registered holding tank.

**Never:**

- ◆ Never dispose of spent cleaners down the floor drains, sinks, storm drain, on the ground or into the air. Disposal by evaporation violates the New Hampshire Hazardous Waste Rules.
- ◆ Never mix or add spent or fresh solvents to used oil.
- ◆ Never use gasoline as a cleaner or solvent.
- ◆ Never burn spent parts cleaning fluids in a used oil burner.
- ◆ Never use a hand-held cleaner in/near the parts cleaner; never mix cleaners.

<b>Related Guidance:</b>	
	— NHPPP Pitstops Manual

<b>Standard Operating Procedure for:</b>		
<b>B.14 Spare Parts Storage</b>		
<b>Purpose of SOP:</b>	To protect storm water by properly storing spare parts. Improper storage of materials can result in pollutants and toxic materials entering ground and surface water supplies.	

**Always:**

- ◆ Store spare parts in a designated area.
- ◆ Use drip pans for any parts that are dripping.

**Whenever Possible:**

- ◆ Store spare parts inside or under cover.
- ◆ Monitor storage areas for staining/leaks on a schedule decided on by the appropriate personnel.
- ◆ Clean the majority of petroleum products from the parts that are to be stored.

<b>Related Guidance:</b>	
	– USEPA Manual of BMPs

<b>Standard Operating Procedure for:</b>	
<b>B.15 Alternative Products Use/Storage/Disposal</b>	
<b>Purpose of SOP:</b>	To protect storm water by using alternative products that are more environmentally friendly.

**Always:**

- ◆ Ask product suppliers, peers, or regulatory agents if there is a more environmentally friendly alternative, when ordering any product.

**Whenever Possible:**

- ◆ Use alternative products when deemed appropriate:
  - Instead of solvent-based parts cleaners use citrus-based cleaners or steam/pressure wash to an oil/water separator/holding tank.
  - Instead of herbicides use bark mulch.
  - Instead of fertilizer use compost or manure.
  - Instead of pesticides plant marigolds, onion, or garlic as deterrents; release or attract beneficial insects.
  - Instead of synthetic adsorbents, use corncob or cellulose products for petroleum spills that can be burned for energy recovery.
- ◆ Train employees on the benefits of using alternative products.
- ◆ Minimize waste by purchasing recyclable products that have minimal packaging.
- ◆ Use less harmful deicers such as calcium magnesium acetate, potassium acetate, or organic deicers such as Magic Salt™.
- ◆ Use a "pre-mix" of 4 to 1 sodium chloride and calcium chloride, which is the most cost-effective alternative to straight salt.
- ◆ Substitute synthetic fertilizers with natural compost and organic fertilizers to improve soil pH, texture and fertility, and cause less leaching to groundwater.
  - Use no-phosphorus lawn fertilizer (phosphorus is rarely lacking in New Hampshire soils).
  - Use natural or certified organic fertilizers with low phosphorus levels (8-2-4, 6-2-4, 9-1-1, 6-1-1).
- ◆ Use slow-release nitrogen fertilizers.
- ◆ Reduce or eliminate mown lawn in areas that are not actively used.
- ◆ Consider converting unused turf to meadow or forest.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– USEPA National Menu of BMPs</li> <li>– NHPPP Pitstop Manual</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.16 Petroleum and Chemical Disposal</b>	
<b>Purpose of SOP:</b>	To protect storm water from petroleum and chemical products due to improper disposal practices.

**Always:**

- ◆ Maintain tracking and manifest, where necessary, of chemicals and petroleum products being disposed or recycled off-site.
- ◆ Transport used petroleum and chemical products with a licensed transporter and maintain records for three years.
- ◆ Train employees on proper disposal practices.
- ◆ Drain used oil filters for 24-hours before crushing and disposal (disposal in regular trash allowed).
- ◆ Analyze floor drain solids (from sediment trap) for TCLP to determine if hazardous waste or not.
- ◆ Contaminated cloth wipe may be laundered onsite or offsite, liquid free, and stored in a closed, labeled container.

**Whenever Possible:**

- ◆ Minimize the number of solvents used to reduce the variety of waste generated and to make recycling easier.
- ◆ Use safer alternatives. (see Alternative Products SOP)
- ◆ If burning used oil for on-site heat, analyze for NHDES Used Oil Standards (Arsenic, Lead, Cadmium, Chromium, F- listed Halogens, Flashpoint, PCBs) approximately once every 1,000 gallons.

**Never:**

- ◆ Never place hazardous waste in solid waste dumpsters.
- ◆ Never pour liquid waste down floor drains, sinks or outdoor storm drain inlets.
- ◆ Never mix petroleum waste and chemical waste.
- ◆ Never dispose of any gasoline-contaminated waste in the regular trash. Dispose of it only as a hazardous waste.

<b>Related Guidance:</b>	
-	NHDES Environmental Fact Sheets: <ul style="list-style-type: none"> <li>• WMD-HW-6 Contaminated Clothwipes for Laundering</li> <li>• WMD-HW-5 Federal and State Regulations: Hazardous Materials and Waste</li> <li>• WMD-HW-4 Waste Antifreeze</li> </ul>
-	NHPPP Pitstop Manual

<b>Standard Operating Procedure for:</b>	
<b>B.17 Petroleum and Chemical Handling</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly managing petroleum products and chemicals used by municipalities.

**Always:**

- ◆ Train employees in hazardous material handling, safety, spill cleanup and reporting on an annual basis.
- ◆ Handle petroleum products and chemicals according to manufacturer's specifications.
- ◆ Conduct oil changes indoors for equipment that fits indoors.
- ◆ Use proper protective equipment.
- ◆ Maintain Material Safety Data Sheets (MSDS) for all chemicals used.
- ◆ Make MSDS sheets available on materials that require special handling, storage and/or disposal.
- ◆ Create a sign-off sheet for employees stating that they know the location of the MSDS(s).
- ◆ Train new employees within six months of hire.

**Whenever Possible:**

- ◆ Assess hazardous material needs to minimize the amount and variety of hazardous material in storage.
- ◆ Keep an inventory of hazardous materials on hand.
- ◆ Transfer materials from one container to another indoors in a well ventilated area. Properly label containers.

**Never:**

- ◆ Never treat or dispose of hazardous materials unless licensed to do so.
- ◆ Never mix petroleum or chemicals unless directed by manufacturer's instructions.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- USEPA National menu of BMPs</li> <li>- NHPPP Pitstops Manual</li> </ul>

<b>Standard Operating Procedure for:</b>		
<b>B.18 Petroleum and Chemical Storage - Bulk</b>		
<b>Purpose of SOP:</b>	To protect storm water by properly storing bulk petroleum products and chemicals (containers larger than 55 gallons).	

**Always:**

- ◆ Store materials away from high traffic areas, posted with appropriate signage.
- ◆ Store materials according to manufacturer's specifications in approved containers and conditions.
- ◆ Be prepared for possible spills by having a spill kit nearby.
- ◆ Register ASTs if your facility stores more than 660 gallons of petroleum products (10,000 gallons if used for on-site heating).
- ◆ Develop and use a Spill Prevention Control and Countermeasure (SPCC) plan if storing more than 1,320 gallons of petroleum (required).
- ◆ Store incompatible hazardous materials in separate areas.
- ◆ Inspect storage areas for leaks or drips frequently.
- ◆ Store bulk items within secondary containment areas if bulk items are stored outside.
- ◆ Conduct annual employee training to reinforce proper storage techniques for petroleum and chemical products.

**Whenever Possible:**

- ◆ Store bulk chemicals and petroleum products inside or under cover.
- ◆ Provide secondary containment for interior storage.
- ◆ Cover transfer areas.

**Never:**

- ◆ Never store bulk chemicals or petroleum products near a storm drain.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WMD-REM-3 Monthly Inspection Guidelines for ASTs</li> <li>• WMD-OIL-17 Registration of Aboveground Petroleum Storage Tanks</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.19 Petroleum and Chemical Storage – Small Quantity</b>	
<b>Purpose of SOP:</b>	To protect storm water from pollution by properly storing petroleum products or chemicals (containers 55 gallons and smaller).

**Always:**

- ◆ Store materials away from high traffic areas.
- ◆ Store materials according to manufacturer's specifications (e.g. in a flammable materials storage cabinet).
- ◆ Dispose of unused or waste materials properly.
- ◆ Train employees on proper storage procedures for petroleum and chemical products.
- ◆ Store materials in their original containers to maintain appropriate labeling.
- ◆ Be prepared for spills by having a spill kit nearby.
- ◆ Frequently inspect the storage areas for leaks or spills.
- ◆ Conduct annual employee training to reinforce proper storage techniques for petroleum and chemical products.

**Never:**

- ◆ Never store petroleum or chemical products near a floor drain or storm water inlet.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WMD-SW-29 Best Management Practices for 55-Gallon Drums</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.20 Garbage Storage</b>	
<b>Purpose of SOP:</b>	To protect storm water from contamination by properly storing garbage. Garbage and leachate can be transported by storm water and enter the storm drain system and receiving waterbodies.

**Always:**

- ◆ Cover rubbish bins to keep rubbish and leachate in and wind and rain out.

**Whenever Possible:**

- ◆ Store garbage containers beneath a covered structure or inside to prevent contact with storm water.
- ◆ Install berms, curbing or vegetation strips around storage areas to control water entering/leaving storage areas.
- ◆ Locate dumpsters on a flat, concrete surface that does not slope or drain directly into the storm drain system.
- ◆ Locate dumpsters and trash cans in convenient, easily observable areas.
- ◆ Provide properly-labeled recycling bins to reduce the amount of garbage disposed.
- ◆ Inspect garbage bins for leaks regularly, and have repairs made immediately by responsible party.
- ◆ Keep bins free of improperly discarded trash.
- ◆ Provide training to employees to prevent improper disposal of general trash.
- ◆ Minimize waste by purchasing recyclable products that have minimal packaging.
- ◆ Request/use dumpsters without drain holes.

**Never:**

- ◆ Never place hazardous wastes in a dumpster or trash bin.
- ◆ Never place gasoline-contaminated wastes in a rubbish bin (but small quantities of adsorbents from virgin oil spills are acceptable).
- ◆ Never place oil-contaminated materials that release free draining oil into a rubbish bin.

<b>Related Guidance:</b>	
	– USEPA National Menu of BMPs

<b>Standard Operating Procedure for:</b>		
<b>B.21 General Facility Housekeeping</b>		
<b>Purpose of SOP:</b>	To protect storm water by maintaining a clean, organized facility.	

**Always:**

- ◆ Keep open areas clean and orderly.
- ◆ Pick up litter.
- ◆ Conduct regular employee training and public education to reinforce proper housekeeping.
- ◆ Remove unused scrap/junk materials.
- ◆ Store hazardous materials as specified by the manufacturer.

**Whenever Possible:**

- ◆ Store materials and wastes inside or under cover if outside.
- ◆ Substitute less or non-toxic materials for toxic ones.
- ◆ Perform a routine cleaning of the facility.
- ◆ Inspect facility (interiors, exterior, parking areas, etc.) for stains.

<b>Related Guidance:</b>	
	– USEPA National Menu of BMPs

<b>Standard Operating Procedure for:</b>	
<b>B.22 Floor Drains</b>	
<b>Purpose of SOP:</b>	To protect storm water from pollution caused by discharges of hazardous materials to the subsurface, ground surface, waterway, or storm sewer through floor drains.

**Always:**

- ◆ Keep a spill kit in the vicinity of the floor drains.
- ◆ Obtain and use drain mats, adsorbent booms or covers to keep larger spills out of drains.
- ◆ Use floor drains that are (1) connected to a holding tank or (2) connected to the sanitary sewer via an oil/water separator.
- ◆ Register floor drains that have regulated contaminants stored or used near them with the NHDES (603) 271-2858.
- ◆ Register holding tanks with the NHDES.

**Whenever Possible:**

- ◆ Minimize water use or run a dry shop.

**Never:**

- ◆ Never dump hazardous materials down the floor drains.
- ◆ Never use floor drains if you are unsure of their discharge location.
- ◆ Never store regulated contaminants near a floor drain that discharges directly to the environment.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WD-WSEB-22-8 Holding Tanks for Floor Drains</li> <li>• WD-WSEB-22-9 Protecting Groundwater from Floor Drains and Other Typical Discharges</li> </ul> </li> <li>- NHPPP Pitstops Manual</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.23 Painting</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly storing, using and disposing of paint and preparation materials.

**Always:**

- ◆ Store waste paints, solvent, and rags in sealed containers.
- ◆ Perform abrasive blasting and spray painting in accordance with regulations.
- ◆ Properly clean, store, and dispose of paint and associated waste materials.
- ◆ Train employees on Best management Practices concerning painting activities, cleanup, and disposal.

**Whenever Possible:**

- ◆ Replace solvent-based paint with less toxic paints such as latex or water-based paints.
- ◆ Practice “source reduction” – buy only the paint that is needed.
- ◆ Use up, donate or recycle unused paint.
- ◆ Use drop cloths under any painting or preparation activity such as scraping or sandblasting.
- ◆ Use techniques such as brushing and rolling to avoid overspray.
- ◆ Use vacuum sanders to collect paint dust.
- ◆ Perform abrasive blasting and spray painting in an enclosed or covered area that is safe for personnel.

**Never:**

- ◆ Never dispose of paint or waste paint products into the storm drain system, a waterbody, or onto the ground.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHPPP Pitstops Manual</li> <li>– NHDES Environmental Fact Sheets: <ul style="list-style-type: none"> <li>• WMD-HW-14 Pollution Prevention Tips for Paint</li> <li>• WMD-HW-6 Contaminated Cloth Wipes for Laundering</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.24 Street Sweeping</b>	
<b>Purpose of SOP:</b>	To remove sediment, debris and other pollutants from streets, parking areas, and paved surfaces through regular, properly timed sweeping schedules.

**Always:**

- ◆ Sweep all publicly accepted paved streets and parking lots at least once per year as soon as possible after snowmelt.
- ◆ Dispose of street sweepings properly (reuse is unrestricted if visual evidence of litter, animal waste, and petroleum contamination is absent).

**Whenever Possible:**

- ◆ Start at the “top” of town and work down.
- ◆ Sweep downtown areas more frequently (daily).
- ◆ Perform additional sweeping on a seasonal schedule and document areas swept.
- ◆ Sweep in locations that generate debris, such as construction entrances, sand/salt loading areas, vehicle fueling areas, and vehicle and equipment storage areas on an as needed basis.
- ◆ Street sweep before a major rain event.
- ◆ Use dry vacuum assisted street sweepers (the most effective).
- ◆ Maintain street sweeping equipment for maximum effectiveness.
- ◆ Cover storage areas or locate storage areas where runoff discharges to a buffer.
- ◆ Clean catch basins after streets are swept.

**Never:**

- ◆ Never store street sweepings in areas where storm water could transport fines to the storm drain system or a waterbody.
- ◆ Never purposely sweep into the storm drain system.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WMD-SW-32 Management of Street Wastes</li> </ul> </li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.25 Snow Disposal</b>	
<b>Purpose of SOP:</b>	To protect storm water by minimizing the impact of snow piles which contain sand, salt, and trash and which generate concentrated releases of pollutants during spring snowmelt conditions.

**Always:**

- ◆ Identify sensitive ecosystems prior to disposal and avoid snow disposal in these areas.
- ◆ Store snow at least 25 feet from the high water mark of a surface water.
- ◆ Store snow at least 75 feet from any private water supply, at least 200 feet from any community water supply, and at least 400 feet from any municipal wells.
- ◆ Install a double row of silt fence or equivalent barrier securely between the snow storage area and the high water mark, and inspect periodically throughout the winter season.
- ◆ Clear debris in storage area each year prior to snow storage use.
- ◆ Clear all debris in snow storage area and properly dispose of no later than May 15 or immediately after snowmelt occurs of each year the storage area is in use.

**Whenever Possible:**

- ◆ Select storage locations that do not drain into surface waters and where environmental impacts of spring melt are minimal.
- ◆ Store snow on areas that are well above the groundwater table on a flat, vegetated slope.
- ◆ Avoid disposal on pavement, concrete, and other impervious surfaces.
- ◆ Do not pile snow in wooded areas, around trees or in vegetative buffers.
- ◆ Divert run-on of water from areas outside the snow piles.
- ◆ Use less harmful deicers such as calcium magnesium acetate, potassium acetate, or organic deicers such as Magic Salt™.

**Never:**

- ◆ Never dispose of snow in wetlands, lakes, streams, rivers, shellfish beds, or mudflats, or near drinking water sources.
- ◆ Never store snow in well-head protection areas (class GAA groundwater).

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHDES Environmental fact Sheet: <ul style="list-style-type: none"> <li>• WMB-3 Snow Disposal Guidelines</li> </ul> </li> <li>– NHDES BMPs to Control Nonpoint Source Pollution</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.26 Deicing Material Storage</b>	
<b>Purpose of SOP:</b>	To protect storm water by properly storing deicing materials. Sand, salt and other deicing materials used during winter can be transported by runoff into the storm drain system and eventually into waterbodies if not stored properly.

**Always:**

- ◆ Locate sand/salt piles and deicing fluid tanks on flat, impervious sites that are easily protected from overland runoff and away from surface waters.
- ◆ Cover sand/salt and salt piles with a tarp (polyethylene) during non-freezing spring and summer months when indoor storage facilities are not available.

**Whenever Possible:**

- ◆ Contain wash water from trucks used for salting and sanding in a holding tank for disposal or discharge into sanitary sewers.
- ◆ Allow rinse water/melt water to drain into vegetated buffers (away from stormdrains).
- ◆ Locate deicing material stockpiles and tanks at least 100 feet from streams and flood plains.
- ◆ Contain storm water runoff from areas where salt is stored by using buffers to diffuse runoff before entering waterbodies.
- ◆ Use diversion berms to minimize run-on to storage areas.
- ◆ Cleanup "track out" after storm events.

**Never:**

- ◆ Never dispose of wash water from sanding and salting trucks into the storm drain system, a waterbody, or septic system drain fields.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>- NHDES Environmental Fact Sheet: <ul style="list-style-type: none"> <li>• WMB-4 Road Salt and Water Quality</li> </ul> </li> <li>- NHDES BMPs to Control Nonpoint Source Pollution</li> </ul>

<b>Standard Operating Procedure for:</b>	
<b>B.27 Deicing Material Application</b>	
<b>Purpose of SOP:</b>	To protect storm water by improving application techniques of salt, sand, and other deicing materials.

**Always:**

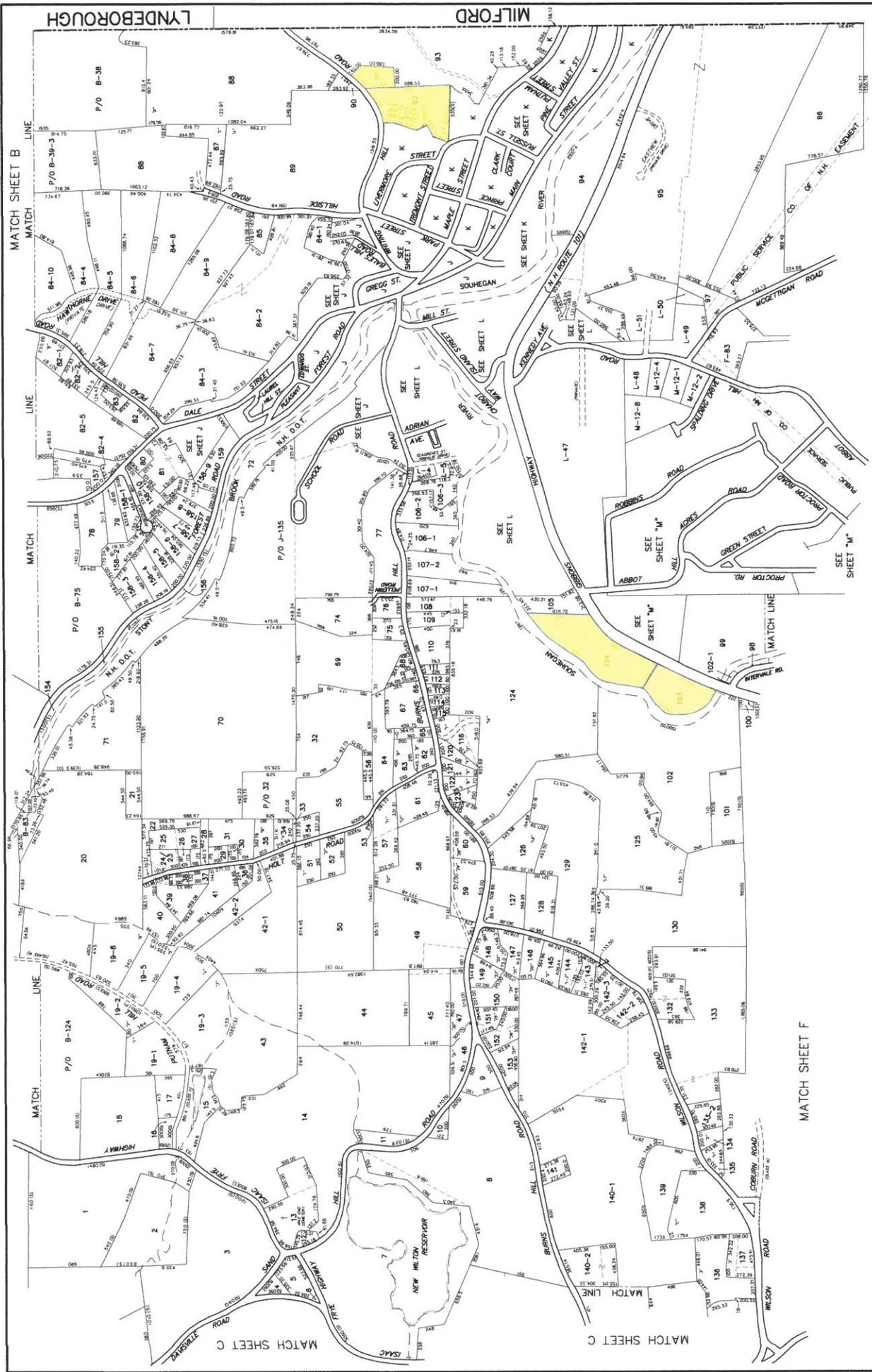
- ◆ Apply as little sand and salt as needed, and no more than the NHDOT recommended application rates (based on level of service):

Condition	Highways carrying greater than 5,000 vehicles daily	Highway/roads carrying less than 5,000 vehicles daily
Snow - 20°F and greater	250 lbs salt per lane mile	250 lbs salt per lane mile
Snow – below 20° F	250 lbs salt per lane mile	Abrasive chemical mix
Sleet/freezing rain	300 lbs salt per lane mile	300 lbs salt per lane mile

**Whenever Possible:**

- ◆ Inform salt applicators of sensitive areas, such as public water supplies, lakes, ponds, etc b installing permanent signs.
- ◆ Use de-icing alternatives such as calcium magnesium acetate, sand, etc. in sensitive areas.
- ◆ Use the minimum amount of salt and sand needed to get the job done.
- ◆ Use coarse, clean “washed” sand, which is free of fine particles and dust and easier to clean in the spring.
- ◆ Equip all spreaders with ground-speed controllers.
- ◆ Train drivers to improve application techniques and reduce losses.
- ◆ Consider applying salt in a 4-8 foot strip along centerline of a two-lane road (for less traveled roads).
- ◆ Know when to plow and reapply salt. Allow maximum melting by salt before plowing.
- ◆ Remove snow manually from driveways and sidewalks.
- ◆ Street sweep accumulated salt and sand at the end of the season.

<b>Related Guidance:</b>	
	<ul style="list-style-type: none"> <li>– NHDES Environment Fact Sheet: <ul style="list-style-type: none"> <li>• WMB-4 Road Salt and Water Quality</li> </ul> </li> <li>– NHDES BMPs to Control Nonpoint Source Pollution</li> <li>– NHDOT Winter Maintenance Snow Removal and Ice Control Policy</li> </ul>



# WILTON, N.H. - D



**TAX MAP**  
 SCALE: 1 INCH=40 FEET  
 APRIL 1, 2013  
 DATE OF LATEST REVISION

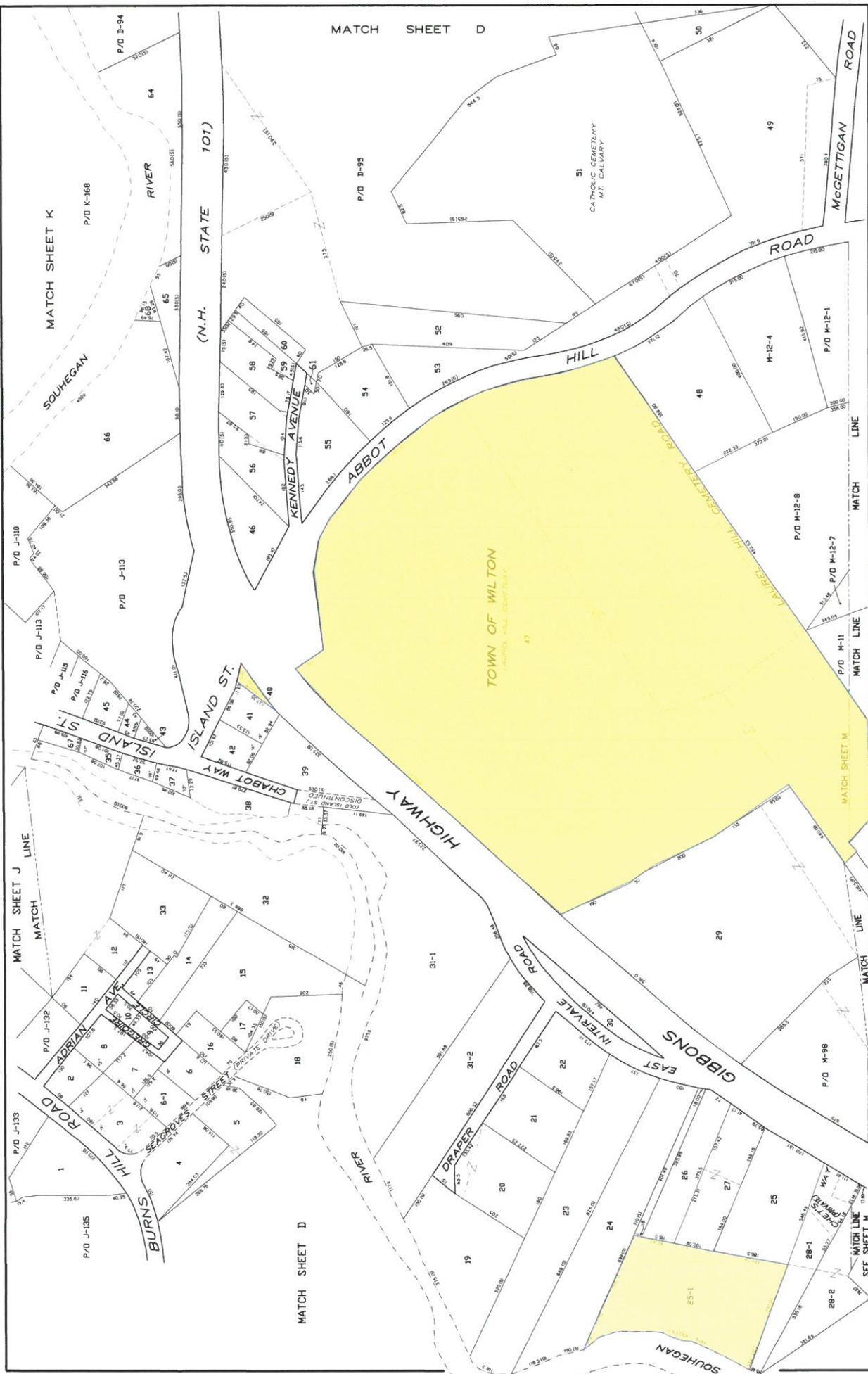
FOR USE IN CONNECTION  
 ON THESE PLANS FOR RECORD  
 DESCRIPTIONS, THE INFORMATION FROM  
 METRIC RECORDS OF THE TOWN OF  
 WILTON AND ADJACENT TOWNS, INC.

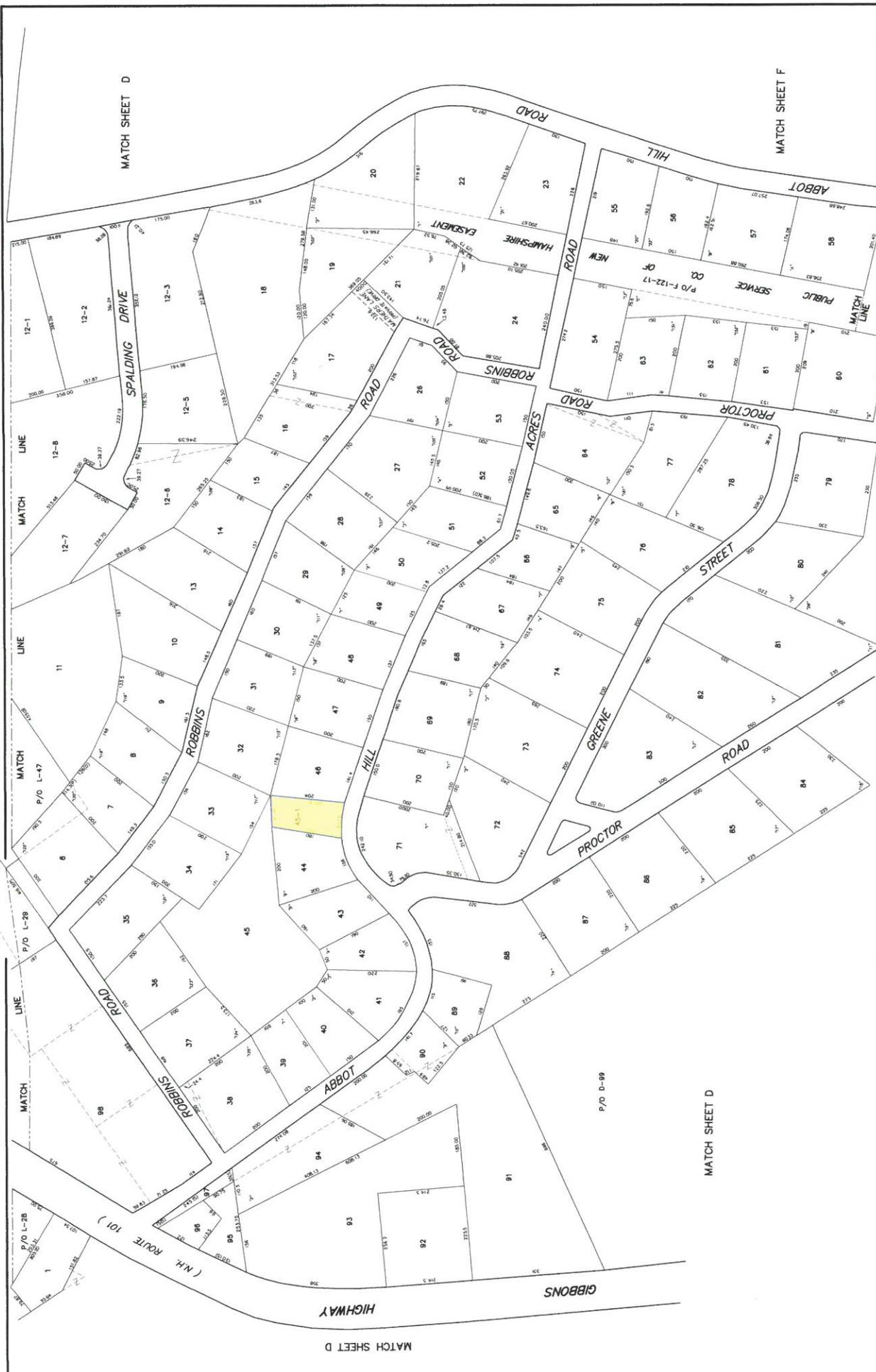
**LEGEND**  
 MATCH LINE  
 100' DISTANCE  
 200' DISTANCE  
 300' DISTANCE  
 400' DISTANCE  
 500' DISTANCE

**MONADNOCK SURVEY, INC.**  
 WILTON STATION - 88 MAIN ST.  
 PO BOX 1000 WILTON, N.H. 03095  
 TEL: (603) 864-3344 FAX: (603) 864-3884  
 PREPARED FROM ORIGINAL MAP BY THOMAS F. BURNETT, INC.









**MONADNOCK SURVEY, INC.**  
 WILTON, NEW HAMPSHIRE 03095  
 TEL: (603) 254-2840 FAX: (603) 254-8884  
 PREPARED FROM ORIGINAL MAP BY THOMAS F. WILSON, INC.

**LEGEND**  
 MATCH LINE  
 --- UNDEVELOPED  
 --- UNDEVELOPED  
 --- UNDEVELOPED  
 --- UNDEVELOPED

**TAX MAP**  
 SCALE: 1 INCH=100 FEET  
 APRIL 1, 2013  
 DATE OF LATEST REVISION

**WILTON, N.H. - M**