

	such as through a spreadsheet or table, during the reporting period in each annual report.
4. Education	<p>4.a. Develop a program to educate the public, businesses, and government employees about the hazards of illicit discharges. Conduct an educational activity at least annually. Submit the program to EPD for review and approval within one year of designation with that year’s annual report.</p> <p>4.b. Implement the education program. Provide documentation of any activities conducted during the reporting period in each annual report.</p>
5. Complaint Response	<p>5.a. Develop procedures for receiving, investigating, and tracking the status of illicit discharge complaints and submit the procedures to EPD for review and approval within one year of designation with that year’s annual report.</p> <p>5.b. Implement the complaint response procedures. Provide a report on each illicit discharge related complaint received and investigated during the reporting period (e.g. complaint date, type of complaint, date of investigation, complaint status) in each annual report.</p>

4.2.3.6 The inventory and inspection of industrial and commercial facilities can help identify illicit discharges and the potential for pollution in stormwater runoff from these facilities. EPD recommends that the permittee pursue a program addressing these types of facilities in the permitted area, including the development of an inventory, inspection of facilities, and possible enforcement. The permittee may establish its inventory of industrial facilities using EPD’s Industrial General Permit (IGP) Notice of Intent and No Exposure Exclusion online listing. For commercial facilities, the permittee may use its business license list to identify facilities with the potential to have higher than normal levels of pollutants in stormwater runoff. If the permittee chooses to implement a program to address industrial and/or commercial facilities, the details may or may not be defined as a separate BMP in the SWMP. If a BMP is included in the SWMP, then the permittee must fully implement the activities associated with the BMP and report on these activities in each annual report. Failure to fully implement the additional BMP may be considered permit noncompliance.