

Comprehensive Industrial User Survey

Frequently Asked Questions

King County is surveying thousands of companies that may send industrial wastewater to King County's sewer system. "Industrial wastewater" comes from almost any business process except toilets or sinks in bathrooms or break rooms. All businesses are required to respond to the survey.

Every company must properly dispose of wastewater. Some businesses need permits or authorization to send industrial wastewater to the sewer. Your answers to the survey will help determine what your organization needs.

Our waterways are cleaner today than in previous decades because business practices have improved. This survey is one way King County and businesses are working together for clean water.

Why did I receive this survey?

- **My business is not "industrial."**

Industrial wastewater comes from any business process other than toilets or sinks in bathrooms or break rooms. King County is surveying every organization that might send industrial wastewater to King County's sewer system. This survey is going to about 11,000 companies. All of them are required to respond. Even if you only have restrooms or break rooms on site, your response to the survey is important.

- **My business is not in King County.**

King County treats wastewater from a large part of south Snohomish County and a small part of north Pierce County. See a map here: <https://kingcounty.gov/en/dept/dnrp/waste-services/wastewater-treatment/about/system-and-service-area>.

- **I don't pay King County for sewer service.**

Thirty-four local sewer agencies send wastewater to King County for treatment. Your local sewer agency bills your company for sewer service and pays King County.

- **My business is on a septic system.**

If your business is on a septic system, please reach out to us at <http://www.kingcounty.gov/wtd/industrial-user-survey>, email iuservey@kingcounty.gov, or call 888-588-8515 to let us know and we will remove you from our contact list.

Do I have to fill out the survey? Is the survey legitimate?

Yes. All businesses must complete the survey, according to King County Code 28.84.060. This applies to businesses that own or lease space they occupy. The survey is legitimate, and your organization is required to respond.

The survey contains questions related to your business operations, including materials used on site, how they are disposed of, and information about sewer services. Please ask the person in your business who can most accurately respond to these questions to complete the survey. If needed, more than one person can work together to ensure all questions are answered accurately.

What happens if I don't fill it out?

Filling out the survey could save you time and trouble. We may have to inspect businesses that don't fill out the survey. Your answers on the survey will help determine if that would be necessary. That's why even if you only have rest rooms or break rooms on site, your response is important.

How long will it take to fill out the survey?

It depends on your business. Many businesses will only need a few minutes to fill out the survey. Others may need to gather records and documentation to respond accurately. Businesses that send large volumes of industrial wastewater to the sewer or have complex processes will need to provide more information.

Who in my business should complete the survey?

The survey contains questions related to your business operations, including materials used on site, how they are disposed of, and information about sewer services. Please ask the person in your business who can most accurately respond to these questions to complete the survey. If needed, more than one person can work together to ensure all questions are answered accurately.

At the end of the survey, you will be asked to review your responses, make corrections, and then sign to verify that the information you provide is true, accurate, and complete.

The survey must be reviewed and signed by an authorized representative of your facility or business such as an owner, manager, or executive officer, as defined by King County Code 28.82.05. If that is NOT you, please send the appropriate person the URL, username, and password when you reach the end of the survey so they can review and sign.

How do I start and complete the online survey?

Please complete the survey within 10 business days of today's date in one of the following ways. Go online and enter this URL into your browser: www.kingcounty.gov/wtd/industrial-user-survey or scan the QR code provided in your invitation with your phone or tablet. You will be prompted to provide the username and password from your invitation. Please enter the password exactly as it appears in the invitation. Passwords are case sensitive.

Can I complete the survey in different languages?

Yes, the survey is available in English, Korean, Russian, simplified Chinese, Spanish, and Vietnamese. If your preferred language is not listed, please reach out to us at <http://www.kingcounty.gov/wtd/industrial-user-survey>, email iusurvey@kingcounty.gov, or call 888-588-8515.

Can I complete the survey by phone or on paper?

The survey is not available by phone. It is only available online or using printable PDF copy that you can mail in. King County Industrial Waste **highly recommends completing the survey online** for several reasons:

- Simplifies data entry because you can skip to questions that are applicable to your business, rather than having to answer them all.
- Provides stronger data integrity and ensures your answers to the questions regarding your business are entered correctly.

However, if you would prefer to complete the survey on paper, you can access a printable PDF version of the survey online at www.kingcounty.gov/wtd/industrial-user-survey.

Please mail your completed paper survey to the address below:

King County Industrial User Survey
Attn: Spencer Garrison
PRR, Inc.
1501 4th Ave Suite 550
Seattle, WA 98101

King County has hired PRR, an independent firm, to assist us with this important survey. If you have questions, concerns or need any additional support accessing, printing, and returning the paper survey, please reach out to us at <http://www.kingcounty.gov/wtd/industrial-user-survey>, email iusurvey@kingcounty.gov, or call 888-588-8515.

Can I start the survey and come back to complete it at a later time?

Yes, but please complete the survey as soon as possible. You can log in with the same username and password as before, and you should be automatically directed to the page you last left off. Please know that we monitor survey completion rates and contact businesses who have not completed their survey. If you start but do not finish your survey, we may reach out requesting that you complete the survey.

How can I ask questions about the survey?

For questions about the survey, please reach out to us at <http://www.kingcounty.gov/wtd/industrial-user-survey>, email iuservey@kingcounty.gov, or call 888-588-8515.

Due to the high volume of inquiries, please allow 3-5 business days to respond. We recommend sending all questions via the link above or email for the fastest response and most efficient support.

Does the survey require a signature?

Yes, a signature is required for your response to be considered complete. The survey must be reviewed and signed by an authorized representative of your facility or business such as an owner, manager, or executive officer, as defined by King County Code 28.82.05. If that is NOT you, please send the appropriate person the URL, username, and password when you reach the end of the survey so they can review and sign.

The online survey includes an option to provide an electronic signature. If you submit a paper survey, it must have a signature to be considered complete.

Can I receive a copy of my survey answers?

Yes. Log in to the survey with the same username and password as before. Click the arrows to navigate through the survey. Once you get to the final review page, use the link at the bottom left of the page to generate a PDF of your responses.

After you complete and submit the survey, you will automatically receive a confirmation email that has a link to your survey entry and a PDF copy of your responses (as an attachment).

What is the King County Industrial Waste Program? What is its function?

King County Industrial Waste has been working with businesses since 1969. We help them comply with water quality regulations. The quality of life in our region needs both a strong economy and a clean environment. Our waterways are cleaner today than in previous decades because business practices have improved. For more information about the King County Industrial Waste Program, visit www.kingcounty.gov/industrialwaste.

Why is King County doing this survey?

The U.S. Environmental Protection Agency (EPA) requires King County to conduct this survey. This survey is one way King County and businesses come together for clean water. If we do not receive your completed survey on time, we may need to inspect your operation. For more information, please visit www.kingcounty.gov/industrialwaste.

What wastewater regulations do businesses need to know about?

Many regulations govern the wastewater treatment process. King County is required to inform you of the following:

Any industrial wastewater your business may send to the sanitary sewer must meet “discharge limitations” detailed in King County Code and [King County Wastewater Discharge Limits and Regulations](#).

If you send certain hazardous wastes to a King County sanitary sewer you are required to notify King County, U.S. EPA, and the Washington State Department of Ecology. By correctly filling out the required survey, we can help you determine your reporting requirements under federal, state, and local regulations. You can learn more about this requirement at: www.kingcounty.gov/industrialwaste.

What are PFAS, PFOS, and PFOA?

PFAS (short for perfluoroalkyl and polyfluoroalkyl substances) are manufactured chemicals, purposely designed not to break down naturally, giving them the nickname “forever chemicals.” PFAS chemicals have been used since the 1950s in industrial and consumer products to prevent grease, stains, and water from sticking. These chemicals are also used to make products chemical and temperature resistant and were used in some firefighting foams (AFFF).

There are thousands of PFAS chemicals with PFOS (perfluorooctane sulfonate) and PFOA (perfluorooctanoic acid) some of the more commonly known variants. Due to the number of PFAS chemicals and the many different consumer, commercial, and industrial products they are found in, PFAS contamination is a nationwide issue with ongoing research to understand the impacts of PFAS.

Additional information can be found on the following agencies’ PFAS websites:

[King County](#)

[Washington State Department of Health](#)

[Washington State Department of Ecology](#)

[United States Environmental Protection Agency](#)

What is 6PPD?

6PPD is a chemical most commonly used in tires and some other rubber products (artificial turf athletic fields, sneaker soles, garden hoses, door mats) as a preservative, preventing cracking and degradation. When 6PPD is exposed to air, it reacts with ozone and transforms into 6PPD-quinone (6PPDQ).

Driving wears down tires, releasing particles or dust that can accumulate on roadways and parking lots and contaminate stormwater runoff. Stormwater contaminated with 6PPDQ has been linked to coho salmon mortality. Visit [King County's website](#) to learn more about how the County is protecting salmon from 6PPDQ.

Additional information can be found at the following agencies' 6PPD and 6PPDQ websites:

[Washington State Department of Health](#)

[Washington State Department of Ecology](#)

[United States Environmental Protection Agency](#)