



from the street to the creek Business Done Right

Mobile Pet Grooming

Pet Grooming activities use products or create waste that contains a variety of pollutants such as bacteria, organic matter, disinfectants, soapy water, pesticides, and hair clippings. If spilled or disposed of improperly these contaminants can pollute our local creeks and sewer system and cause harm to the public and the environment.

The most important thing to know about sewers and storm drains is that they are two different systems. When waste or rinse water is discharged to the street, gutter, or a paved surface, it flows into the storm water drainage system. The storm water drainage system consists of street gutters, inlets, catch basins, and ditches. Many people believe that storm water gets “cleaned” but it does not. Rather, it flows directly into our creeks, rivers, lakes, and the ocean without any treatment at all. Only the water that goes down a sink, toilet, sewer cleanout, or another inside drain flows to the wastewater treatment plant. Toxic material cannot be discharged to either system.

As a valued member of the Santa Rosa business community, we know that you are invested in protecting the quality of life that your customers, Santa Rosa residents, and visitors enjoy.

Your Job Done Right

- Always drain wash water to the sewer. Never let it go to the street, storm drain, or landscape
- Before you get started, find the sewer clean out or a sink you can use. Or, be prepared to collect the wash water in a holding tank or drum for later disposal to the sewer system at the business's office or other approved location
- Filter wash water through a wire mesh strainer to remove solids prior to discharge to the sanitary sewer. Fur/excess hair or other solids present in the wash water can cause blockages in the sewer system. Throw away solids in the trash
- A one-time discharge permit may be required from Environmental Compliance at (707) 543-3369 for disposal

to the sanitary sewer

- Promptly clean up all spills and leaks when they occur
- Remember, even soaps labeled “biodegradable” or “environmentally safe,” are toxic to fish and can't go to the storm drain
- All chemicals and cleaning agents must be securely stored on vehicles
- Keep your equipment and hoses in good repair to eliminate any leaks

Are You Ready to Respond to a Spill?

- Have a written plan
- Train your employees on procedures, equipment use, spill clean-up procedures, and correct disposal of waste
- Have your plan and spill cleanup equipment accessible on your work vehicle
- Know how to handle hazardous materials
- Have MSDS sheet for any products you are using

Santa Rosa Contact Information

- To report a spill call (707) 543-3800
- To report a hazardous material spill, call 911 or (707) 528-5151
- To report sewage spills or discharges call 543-4200
- For more information about obtaining a Wastewater Discharge Permit call the Environmental Compliance Section at (707) 543-3369 or visit www.srcity.org/envcompliance
- To get information of proper disposal of materials call (707) 565-DESK (3375), or go to www.recyclenow.org
- For help implementing these measures or if you have questions about storm water, call (707) 543-4200

Releasing pollutants directly into the storm drain system or a waterway violates the City's Storm Water and Sanitary Sewer Use Ordinances.

Contact information for businesses outside of Santa Rosa:



City of Cloverdale

Public Works Department

<http://www.cloverdale.net/index.aspx?nid=254>

(707) 894-1792



City of Cotati

Public Works/Engineering Department

<http://www.ci.cotati.ca.us/sections/departments/pw-storm-water.cfm>

During Business Hours: (707)665-3637

After Hours: (707)792-4611

Businesses in Cotati seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Fort Bragg

<http://www.co.mendocino.ca.us/planning/stormwater.htm>

(707) 964-5379



City of Healdsburg

Public Works Department

<http://www.ci.healdsburg.ca.us/index.aspx?page=192>

(707) 431-3346



City of Rohnert Park

Public Works Department – Public Safety Dispatch

<http://www.rpcity.org/index.aspx?page=357>

(707) 588-3300

Businesses in Rohnert Park seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Sebastopol

Public Works Department for reporting issues

Engineering Department for questions

<http://ci.sebastopol.ca.us/page/water-wastewater-storm-water>

During Business Hours: (707) 823-5331

After Hours: (707) 829-4400

Businesses in Sebastopol seeking to apply for a wastewater discharge permit should contact the City of Santa Rosa Environmental Compliance Section at 707-543-3369.



City of Ukiah

Public Works Department

<http://www.cityofukiah.com/?p=173>

(707) 463-6296



Mendocino County

<http://www.co.mendocino.ca.us/planning/stormwater.htm>



Sonoma County

PRMD Engineering

<http://www.sonoma-county.org/prmd/sw/sw-contact.htm>

<http://www.sonoma-county.org/prmd/sw/sw-spill.htm>

During Business Hours: (707) 565-2502

After Hours: (707) 573-1365 (REDCOM)



Sonoma County Water Agency

Public Works Department – Engineering Division

<http://www.scwa.ca.gov/storm-water/>

During Business Hours: (707) 521-1865



Town of Windsor

<http://www.ci.windsor.ca.us/index.aspx?nid=232>

(707) 838-5340