

NON-HAZARDOUS LIQUID WASTE TRANSPORTERS PERMIT APPLICATION

Groundwater Discharges Section, Division of Water
DE Department of Natural Resources and Environmental
Control

89 Kings Highway, Dover DE 19901 (302) 739-9948

1. P	Permit Number (Fo	or renewals only):							
2. 0	2. Company Information								
Company Name: Interstate Supplies LLC			Telephone: 732	2-231-5010					
	,		Fax:						
Add	Address (street, city, state and zip code): 467 Wrightstown Sykesville Road, Wrightstown, New Jersey, 08562								
Company Email Address & Contact Name: sales@interstatesupplies.com, Nicole Murray									
3. C	Owner/President E	Business Information							
Nam	ne: Nicole Murray		Business Telep	hone: 732231501	0				
Busi	ness Address if differ	ent from above (street, ci	ty, state and zip	code):					
	/ehicle(s) Informa [.] nsport.)	tion (Attach additiona	al sheets if ne	cessary to iden	tify each ve	hicle used for			
	Make	Model	Year	Vehicle Type (Tank, Trailer, Etc.)	License Plate Number	State of Registration	Capacity (gal)		
1	ford	f450	2024	truck	w19run	New Jersey	450		
	* Please submit a Certificate of Insurance for each vehicle listed demonstrating commercial								

Certificate of insurance uploaded: 20241011100642_001.pdf

5. Please Check Type(s) of Waste Being Transported and Provide the Information Requested in the Indicated Sections for Each Waste Type Checked

	√	Waste Type	Quantity Collected
i.		Septage	gal/yr
ii.		Holding Tank Waste	gal/yr
iii.		Grease Trap Waste and/or Cooking Oil Waste	gal/yr
iv.	\	Portable Toilet Waste	10,000 gal/yr
v.		Municipal or Industrial Biosolids	# wet tons/yr
vi.		Sludge From Package Treatment Plants	# wet tons/yr
vii.		Other Non-Hazardous Liquid Waste	gal/yr

^{*} Please submit a Certificate of Insurance for each vehicle listed demonstrating commercia automobile liability insurance with a combined single limit of at least \$100,000.

Documents required for all new permit applications and renewals:

- Attach an Operation Plan detailing the following:
 - o a spill reporting and clean-up plan,
 - o plans for cleaning vehicles,
 - o recordkeeping procedures and
 - o days and hours of operation.
- Attach a list of all disposal facilities to be used. Include a copy of the permit/authorization letter from each disposal facility stating the company is currently authorized to discharge the requested waste stream (i.e. septage, holding tank waste, portable toilet waste, etc.) to the facility. Authorization documentation is required for both new and renewal applications.

7 DelC §6023(d): No person shall haul, convey or transport any liquid waste in any container without a license issued by the Department.

Septage

1. Attach a list of all Class F Licensees currently working for the company.

If there are no Class F licensees currently working for the company, please note according to Section 4.1.6 of the State of Delaware Regulations Governing the Design, Installation and Operation of On-Site Wastewater Treatment and Disposal Systems, all individuals who will be responsible for removal, transportation or disposal of the solid and liquid contents of septic tanks, cesspools, grease traps, seepage pits, holding tanks, portable toilets or other wastewater treatment or disposal facilities must obtain a Class F license before pumping. In order for an individual to obtain a Class F license.

Class F Licenses uploaded:

Holding Tanks

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Class F Licenses uploaded:

- 1. Attach a list of all disposal facilities to be used.
- 2. Attach a list of all Class F Licensees currently working for the company.

 If there are no Class F Licensees currently working for the company, please note according to Section 4.1.6 of the State of Delaware Regulations Governing the Design, Installation and Operation of On-Site Wastewater Treatment and Disposal Systems, all individuals who will be responsible for removal, transportation or disposal of the solid and liquid contents of septic tanks, cesspools, grease traps, seepage pits, holding tanks, portable toilets or other wastewater treatment or disposal facilities must obtain a Class F license before pumping. For a Class F License application, please contact the Licensing Coordinator at 302-739-9948.

Grease Trap Waste Disposal Facilities to be used:

Class F Licenses Uploaded:

Portable Toilets

1. Attach a list of all Class F Licensees currently working for the company.

If there are no Class F Licensees currently working for the company, please note according to Section 4.1.6 of the State of Delaware Regulations Governing the Design, Installation and Operation of On-Site Wastewater Treatment and Disposal Systems, all individuals who will be responsible for removal, transportation or disposal of the solid and liquid contents of septic tanks, cesspools, grease traps, seepage pits, holding tanks, portable toilets or other wastewater treatment or disposal facilities must obtain a Class F license before pumping.

Class F Licenses uploaded: class f.pdf

3. Quantity of portable toilets you own: **100**

Municipal and Industrial Biosolids

- Identify all Facilities the company will service by attaching a table listing the following:
 Facility Name of Sludge Generator # Estimated Volume of Sludge to be Transported # Disposal Facility*
- * If sludge is to be land applied, include the current Agricultural Utilization Permit Number for that facility.

Municipal and Industrial Biosolids Disposal Facilities:

2. Provide transportation routes from all generating facilities to all applicable disposal facilities.

Municipal and Industrial Biosolids Transportation Routes:

3. Indicate any treatment the sludge has undergone before transportation (for example anaerobic digestion, aerobic digestion, lime stabilization, composting, or dewatering).

Sludge Treatment Description Upload:

4. Provide results of a laboratory analysis of a representative sample of the sludge which was obtained not more than 6 months before submission of the application unless these results would be submitted as a part of the land application program. The analysis shall include, as a minimum, percent solids, pH, and the dry weight concentration of total nitrogen, ammonium, nitrate, total phosphorous, total potassium, cadmium, copper, mercury, nickel, lead, zinc, arsenic, selenium, and molybdenum.

Sludge From Package Treatment Plants Laboratory Analysis Uploaded:

Sludge From Package Treatment Plants

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Sludge Treatment Description Upload:

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Sludge From Package Treatment Plants Laboratory Analysis Uploaded:

Other N	Ion-H	lazard	lous Li	quid W	/astes
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- 1. Describe the source, nature and make-up of the non-hazardous liquid waste to be transported.
- 2. Will any of the wastes contain petroleum products (i.e. oil, gas, grease, etc.)?

_____Yes ____ No:

* Transportation of liquid wastes containing any petroleum products will require a permit from the Division of Waste & Hazardous Substances (302-739-9400).

Operating Plan

Attach an Operation Plan detailing the following: a spill reporting and clean-up plan, plans for cleaning vehicles, recordkeeping procedures and days and hours of operation.

Operating Plan Upload: operating plan.pdf

Disposal Facilities

Attach a list of all disposal facilities to be used. Include a copy of the permit/authorization letter from each disposal facility stating the company is currently authorized to discharge the requested waste stream (i.e. septage, holding tank waste, portable toilet waste, etc.) to the facility.

Disposal Facilities Upload: facilities .pdf

Proof of Bond (If applicable)

Proof of Bond - Part III B, Section 500 of the Guidance and Regulations Governing the Land Treatment of Wastes directs, as a requirement for keeping a permit issued under these Regulations, the permittee to file a bond or other security in the amount of Five Thousand Dollars (\$5,000) with the Department. The bond is to be payable to the Department and the obligation of the bond shall be conditioned upon the fulfillment of all requirements related to the permit. If this application is for permit renewal, please submit a copy of the current Transporters Bond certification.

Proof of Bond Upload:

8. Certification

I certify that all information submitted as part of this application is true and correct to the best of my knowledge and belief.

Printed Name of Applicant: Nicole Murray Date Submitted via DNREC ePermitting: 2024-10-11 11:26:56



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 12/3/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed.

	SUBROGATION IS WAIVED, subject nis certificate does not confer rights t							equire an endorseme	nt. A st	atement on	
_	DUCER	-			CONTAC NAME:						
	n B. Wright Agency, A Division of 0	Olive	r L.E	. Soden Agency Corp	PHONE (A/C, No, Ext): 732-223-6611 (A/C, No): 732-223-0671						
	D. Box 277				(A/C, No, Ext): 732-223-0011 (A/C, No): 732-223-0071 E-MAIL ADDRESS: Christine@johnbwright.com						
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	erstate Supplies, LLC			1112001 01	INSURE	RB:					
174	4 Royal Drive				INSURE	RC:					
Bri	ck NJ 08723				INSURE	RD:					
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INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIN	IITS		
	COMMERCIAL GENERAL LIABILITY							EACH OCCURRENCE	\$		
	CLAIMS-MADE OCCUR							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$		
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								PERSONAL & ADV INJURY	\$		
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	OWNED X SCHEDULED							BODILY INJURY (Per accider			
	X HIRED XX NON-OWNED							PROPERTY DAMAGE	\$		
	AUTOS ONLY AUTOS ONLY							(Per accident)	\$		
	LIMPRELLATIAN								-		
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	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N							PER OTH- STATUTE ER			
	ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?	N/A						E.L. EACH ACCIDENT	\$		
	(Mandatory in NH) If yes, describe under							E.L. DISEASE - EA EMPLOYE	E \$		
	DESCRIPTION OF OPERATIONS below							E.L. DISEASE - POLICY LIMI	Г \$		
	CRIPTION OF OPERATIONS / LOCATIONS / VEHIC	LES (A	CORD	101, Additional Remarks Schedu	le, may be	attached if more	e space is require	ed)			
Sea	alcoating										
CE	RTIFICATE HOLDER				CANC	ELLATION					
DNREC						SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.					
	Richardson and Robbins E 89 Kings Highway Dover DE 19901	anul	9		AUTHO	RIZED REPRESE	NTATIVE				
	Dover DE 19901		Have a lossa								



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/28/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed.

	SUBROGATION IS WAIVED, subject is certificate does not confer rights							require an endorsemen	t. A st	tatement on	
PRO	DUCER				CONTACT NAME: Automatic Data Processing Insurance Agency, Inc.						
Aut	omatic Data Processing Insurance Age	ncv. li	nc.		PHONE 4 900 524 7024 FAX						
						(A/C, No, Ext): 1-000-524-7024 (A/C, No): E-MAIL ADDRESS:					
1 A	1 Adp Boulevard						URER(S) AFFOR	DING COVERAGE		NAIC #	
Ros	seland			NJ 07068	INSURE		ak Fire Insurance			25615	
INSU	RED Interstate Supplies LLC				INSURE	RB:					
			INSURE	RC:							
	467 Wrightstown Sykesville Rd				INSURE	RD:					
					INSURE	RE:					
	Wrightstown			NJ 08562	INSURE	RF:					
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INSR LTR	TYPE OF INSURANCE	ADDL	SUBR WVD	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	3		
	COMMERCIAL GENERAL LIABILITY					, , , , ,	, , , ,	EACH OCCURRENCE	\$		
	CLAIMS-MADE OCCUR							DAMAGE TO RENTED	\$		
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								PERSONAL & ADV INJURY	\$		
	GEN'L AGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE	\$		
	POLICY PRO- JECT LOC							PRODUCTS - COMP/OP AGG	\$		
	OTHER:							COMPINED OINIOLE LIMIT	\$		
	AUTOMOBILE LIABILITY							(Ea accident)	\$		
	ANY AUTO OWNED SCHEDULED							` ' '	\$		
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	AUTOS ONLY AUTOS ONLY							(Per accident)	\$		
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	DED RETENTION \$ WORKERS COMPENSATION							PER OTH-	φ		
	AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE	1							\$ 1,00	0,000	
Α	OFFICER/MEMBER EXCLUDED? N (Mandatory in NH)	N/A	NU	UB-2T116877-24-42		04/07/2024	04/07/2025	E.L. DISEASE - EA EMPLOYEE	•		
	If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - POLICY LIMIT	\$ 1,00	0,000	
DES	DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)										
					CANC	NELL ATION					
DNREC, Attn: Richardson and Robbins building 89 Kings highway						EXPIRATIO CORDANCE WI	N DATE TH	ESCRIBED POLICIES BE C EREOF, NOTICE WILL E Y PROVISIONS.			
	_				AUTHO	RIZED REPRESE	NIAIIVĖ				
	Dover		DE 19901	Many M. Muin							

State of Delaware

Department of Natural Resources and Environmental Control

This certifies that joseph murray

has been issued a

On-Site Wastewater Liquid Waste Hauler (Class F) License

License Number: 6275F

Issued: 12/02/2024

Expires: 12/31/2025

Signature of Licensee

Sarah Silves, Licensing Program Coordinator

DNRFC Division of Water

This license issued by the Secretary of the Department of Natural Resources and Environmental Control pursuant to the authorities set forth in 7 Del C Ch 60, Section 6023. Regulations Governing the Design, Installation and Operation of On-Site Wastewater Treatment and Disposal Systems Delaware Administrative Code 7101.

For questions related to small systems in:

New Castle County call 302-739-9947

Kent County call 302-739-9947 Sussex County call 302-856-4561

For questions related to large systems, call 302-739-9948.

Division of Water Licensing Program 302-739-9116 · DOWLicensing@delaware.gov

24 Hour Environmental Emergency Hotline: 800-662-8802



License Card

Licensee, please cut your license card out and keep with you at all times when conducting business under this license.

License Conditions

- 1) All activity shall be performed in accordance with The Regulations Governing the Design, Installation and Operation of On-Site Wastewater Treatment and Disposal Systems, amended January 11, 2014.
- 2) The activity authorized by the license shall only be performed under the name of the person on the face of the license.
- 3) The licensee is responsible for correct and complete information submitted to the Department (address, telephone number, employer, etc.).
- 4) The licensee is responsible for providing proof of ten (10) annual continuing education training hours relating to wastewater. Carryover credit hours from a previous year are not accepted.
- 5) For all new licensees, please refer to the chart below for continuing education training requirements for the current calendar year only.

If your license is issued in:

- * January April (required to complete 10 hours)
- * May July (required to complete 8 hours)* August October (required to complete 6 hours)
- * November December (required to complete 0 hours)
- 6) Licenses issued are not transferable and expire on December 31st of each year.
- 7) All Class F licensees shall operate under a valid State of Delaware Non-Hazardous Liquid Waste Transporters Permit.
- 8) All Class F licensees shall be knowledgeable of the Non-Hazardous Liquid Transporters Permittee's Plan for the Prevention, Control and Clean-up of Accidental Discharges. A copy of the Plan is to be maintained on file with the Department.

- 9) All Class F licensees shall operate under a \$5,000 performance bond, or other form of security, is maintained on file with the Department for the duration of licensing.
- 10) All Class F licensees shall keep a copy of their Class F license identification card available for verification while performing any Class F license related work.
- 11) All Class F licensees shall enter into a "Sewage Holding Tank Maintenance Contract" with the property owner prior to pumping out holding tanks. A copy of the contract document must be submitted to the Department within 15 days of signing the contract.
- 12) All Class F licensees shall enter into a "Grease Trap Maintenance Contract" with the property owner prior to pumping out grease traps. A copy of the contract document must be submitted to the Department within 15 days of signing the contract. Class F licensees may not enter into a "Grease Trap Maintenance Contract" unless the Class F licensee has an approved facility to dispose of grease trap waste identified in the Non-Hazardous Liquid Waste Transporters Permit that he /she is operating under.
- 13) All Class F licensees shall not co-mingle septage and grease trap waste, unless specifically approved, in writing, by the facility(ies) that will be receiving the grease trap waste.
- 14) All Class F licensees shall conduct business in a manner that is compliant with the Safety, Tank Access and Tank Cleaning provisions of Section 7101 of the Delaware Administrative Code, as amended or revised.
- 15) All Class F licensees shall submit quarterly reports documenting the location, the 911 mailing address, and amount of septage removed in total gallons. This requirement becomes effective one (1) year after promulgation of these Regulations.

555 Bay Rd Dover, DE 19901 &



LEVY COURT

(302) 744-2300 www.kentcountyde.gov

DEPARTMENT OF PUBLIC WORKS

Environmental Programs

(302) 335-6000

Fax (302) 335-0365

139 Milford Neck Rd., Milford, DE 19963

January 08, 2025

Mrs. Nicole Murry Interstate Supplies LLC DBA Pottys Plus 467 Wrightstown Sykesville Road Wrightstown, NJ 08562

RE: Discharge to Kent County Sewer System

Dear Mrs. Murry:

This letter is confirmation that Interstate Supplies LLC DBA Pottys Plus will be permitted to discharge septage from your trucks once you comply with State regulations and receive a DNREC Waste Hauler Permit. Interstate Supplies LLC DBA Pottys Plus can utilize either Pump Station No. 1 located on US 13 in Smyrna, DE or at the Kent County Regional Resource Recovery Facility located at 139 Milford Neck Road, Milford, DE 19963.

If you should have any questions, please contact us.

Sincerely,

F. James Burk

Environmental Program Manager

im.burk@kentcountyde.gov

cc:

John DeAngelis Environmental Tech I

Amanda Lockerman Tech II



10/11/24

DNREC

Dear DNREC,

Spill Response Plan for Non-Hazardous Seepage Waste

1. Purpose

This Spill Response Plan is designed to establish procedures to manage and control spills or leaks of non-hazardous seepage waste to prevent environmental contamination, protect health and safety, and ensure a proper response to such events.

2. Scope

The plan applies to all personnel, facilities, and operations that handle, store, or transport non-hazardous seepage waste. Non-hazardous seepage waste includes any liquid or semi-solid materials that do not pose a significant risk to health or the environment if released.

3. Spill Prevention and Preparedness

732-231-5010



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3.1. **Training and Awareness**

- Personnel must be trained in spill prevention, recognition, and response procedures.
- Conduct regular training exercises to ensure staff are familiar with response protocols.

3.2. **Spill Prevention Measures**

- Store non-hazardous seepage waste in leak-proof containers.
- Regularly inspect storage areas, containers, and equipment to identify any potential leakage points.
- Utilize secondary containment measures, such as spill pallets or containment berms, to prevent seepage from spreading in case of leaks.

3.3. **Spill Response Equipment**

Ensure the following equipment is readily available and maintained:

- Absorbent materials (pads, socks, or booms)
- Spill containment kits (shovels, buckets, etc.)
- Personal protective equipment (PPE) such as gloves, boots, and safety glasses
- Communication devices (phones or radios)

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## **4.	lliaS	Response	Procedur	es**

4.1. **Initial Response**

- 1. **Assess the Situation:**
 - Determine the source, volume, and type of seepage.
 - Identify immediate safety hazards (e.g., slip hazards, electrical hazards).
- 2. **Protect Personnel and the Environment:**
 - If necessary, evacuate the area to ensure personnel safety.
 - Use appropriate PPE based on the nature of the seepage.
- 3. **Stop the Source:**
 - If safe, stop the seepage by closing valves, plugging leaks, or shutting down equipment.
- 4. **Notify Supervisors:**

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- Report the spill to supervisors and designated response team members immediately.

4.2. **Containment and Control**

- Use absorbent materials (pads, booms) to contain and control the spread of seepage.
- Create a dike or berm around the seepage area to prevent further migration.
- For larger spills, use portable containment pools or barriers to prevent seepage from reaching storm drains, waterways, or soil.

4.3. **Cleanup Procedures**

- Use absorbents to clean up small volumes of seepage.
- For larger volumes, use shovels or vacuums to remove pooled liquids.
- Place all contaminated materials (absorbents, soil, etc.) in designated disposal containers.

4.4. **Disposal of Waste and Contaminated Materials**

- Dispose of non-hazardous seepage waste and contaminated materials according to local regulations and company procedures.
- Label containers with the type of waste and date of collection.

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- Arrange for appropriate waste disposal or treatment.

4.5. **Decontamination**

- Decontaminate tools, equipment, and personnel (if necessary) after spill cleanup.
- Use appropriate cleaning agents or detergents as recommended.

**5. Reporting and Documentation **

- Record all spill events, including date, time, location, volume, cause, and response actions.
- Submit a spill report to the designated environmental or safety officer.
- Review spill events during safety meetings to identify corrective actions or improvements.

6. Plan Review and Updates

- Review and update the spill response plan annually or whenever there are changes to operations, materials, or personnel.
- Conduct spill response drills periodically to ensure readiness and update the plan based on lessons learned.

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7. Contact Information
Provide a list of emergency contacts, including:
- Spill Response Team Leader
- Safety or Environmental Officer
- Emergency Services (fire department, local environmental authorities)
Portable Toilet Business Operations Plan
1. **Cleaning Vehicles Plan**

To ensure that vehicles are maintained properly and reflect a professional image:

732-231-5010
sales@interstatesupplies.com

Interstatesupplies.com

467 Wrightstown Sykesville Road
Wrightstown NJ 08562

♠



- **Daily Maintenance**-
- **Before Shift:** Check fuel, tire pressure, oil levels, and fluid levels (coolant, brake fluid, etc.).
- **After Shift:** Wash exterior, empty trash bins, and clean the interior.
- **Routine Maintenance: ** Schedule regular oil changes, brake checks, and mechanical inspections every 5,000 miles or as per manufacturer's guidelines.
- **Cleaning Supplies:**
- Stock vehicles with cleaning supplies such as detergents, disinfectants, brushes, gloves, masks, water hoses, and mops.
- Ensure each vehicle has a sufficient supply of fresh water and tanks for waste storage.
- **Waste Management:**
- Each vehicle should be equipped to handle waste transfer and cleaning in compliance with local health and safety regulations.
- Maintain a schedule for waste disposal at licensed facilities, tracking date, time, and volume.

- **Vehicle Cleanliness Standards:**
- Vehicles should be cleaned daily or immediately after any spills or messes occur.
- The exterior of the vehicle should be washed twice weekly to maintain a professional appearance.

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2. **Record Keeping Procedures**

Maintain accurate records for compliance, operational efficiency, and customer service tracking.

- **Customer Records:**
- Track customer details, including name, contact information, service locations, and contract terms.
- Maintain service logs indicating date and time of servicing, technician's name, and any notes on the condition or repairs needed.
- **Service Logs:**
- Log each cleaning service with a checklist of tasks completed, including toilet cleaning, restocking, and waste removal.
- Record any issues encountered, such as broken parts, cleaning requirements, or customer complaints.
- **Vehicle Logs:**

Record mileage, maintenance dates, and any mechanical issues.

- Document daily checks of vehicle condition, including tire pressure and fluid levels

- **Compliance Records:**
- Keep a log of all waste disposal activities, including date, volume, and disposal site information.
- Maintain copies of all permits and licenses required for waste handling and transportation.

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- Use accounting software to track expenses, income, and employee payroll.
- Record all transactions with vendors and customers, including invoices and receiptss

3. **Days and Hours of Operation**

Establish consistent service availability to ensure customer satisfaction and efficient operations.

- **Regular Business Hours:**
- **Monday to Friday: ** 7:00 AM 5:00 PM
- **Saturday: ** 8:00 AM 12:00 PM (for emergency services or customer service)
- **Sunday:** Closed (emergency service only)
- **Emergency Service Hours:**
- 24/7 emergency services available for customers needing immediate assistance outside of regular business hourss
- **Holiday Schedule:**
- Provide a list of observed holidays when regular services may be unavailable. Offer emergency services during holidays for an additional fee.

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- Ensure that service technicians are scheduled to cover all business hours, including on-call availability for emergency services.
- Rotate shifts as necessary to prevent employee burnout and ensure proper coverage.

This plan ensures efficient operation and maintenance, compliance with regulations, and exceptional customer service for a portable toilet business. Adjustments can be made based on business size, number of customers, and geographical considerations.

Warm regards,

Nicole Murray Managing Member

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