

**Attachment E**  
***Illicit Discharge Response Procedures***  
(September 2014)

**Step 1:** Log citizen/employee complaint using the Storm Water Management Complaint Form (e.g. date, name, contact information, location, concern, etc).

**Step 2:** Inform the responding County department of the illicit discharge complaint

**Step 3:** Perform site visit, investigate and document with pictures and notes

**Step 4:** Determine if there is an illicit discharge.

**Step 5:** If an illicit discharge does not exist, contact the complainant and close out the complaint.

**Step 6:** If an illicit discharge is found track the source of the discharge

- If the source of the discharge is traceable, contact the person responsible for the property/source and provide corrective actions needed and timeframe.
- If the source of the discharge is not traceable, document that the source could not be found and close out the complaint.

**Step 7:** If corrective actions are not completed, refer the case to Code Enforcement

**Step 8:** If corrective actions are completed; notify the complainant and close out the complaint.

For More information contact  
Effingham County Development Services  
601 North Laurel Street Springfield, GA 31329  
912-754-2105

Effingham County  
2014 Storm Water Management Program  
NPDES Permit No. GAG610000

**Effingham County Storm Water Management Complaint**

Please complete and return form to  
Effingham County Development Services  
601 North Laurel Street  
Springfield, GA 31329

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Location/Address of  
Problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe the Problem:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you wish to be notified of the Inspection Findings?    Yes            No

For Official Use Only below this line \_\_\_\_\_

Complaint Received By: \_\_\_\_\_ Date: \_\_\_\_\_

Investigated By: \_\_\_\_\_ Date: \_\_\_\_\_

Action: \_\_\_\_\_  
\_\_\_\_\_

Response provided to complainant date: \_\_\_\_\_