

Standard Operating Procedure (SOP)
Reporting and Fee Compliance Response
Effective 10/01/2019

Residuals Management & Emerging Contaminants Program
VT DEC - Waste Management Division

This SOP is meant to serve as a guide for how the Residuals Management & Emerging Contaminants Program will maintain compliance with (1) quarterly reporting and (2) septage fee payment requirements. Quarterly reports and septage fee payments= are due on the 15th day after the end of the quarter. Specific reporting deadlines are: April 15, July 15, Oct 15, Jan 15.

(1) Missed Deadlines for Quarterly Reporting and/or Septage Fee:

1. One quarter deadline missed:
 - a. Within 30 days after missed deadline, send reminder email/letter/call using template
 - b. Save email or copy of letter to Facility "Correspondence" folder in WWI Y drive
 - c. If spoke on telephone, document call in notes
2. Two quarter deadlines missed, consecutively:
 - a. Within 60 days after missed deadline, draft NOAV for review by Program Manager
 - b. Program Manager reviews and signs
 - c. Signed NOAV sent via certified mail
 - d. Save pdf of NOAV and green card (certified mailing) to "NOAV" folder in WWI Y drive
 - i. The Program may structure a payment plan, if appropriate, in response to NOAV. All payment plans must be reviewed and approved by the Program Manager
3. Three quarter deadlines missed, consecutively, or failure to respond to NOAV
 - a. Within 60 days after missed deadline, refer to Enforcement via BEAR
 - b. In BEAR attach NOAV, correspondence and additional records as needed
 - i. Do not assign yourself as the investigator

(2) Septage fee payments:

1. Overpayments:
 - a. Within 30 days after reporting deadline:
 - i. if amount is greater than \$25, process refund through ANR Online
 - ii. if amount is less than \$25, do not send refund, send email to payer notifying them of overpayment and 'credit' towards next quarter's payment
 - b. Enter payment info into Excel based septage fee tracking sheet
 - c. At end of fiscal year and after July 15th payments received, any credits totaling under \$100 for the fiscal year will be wiped out and balance brought to 'zero'.
2. Underpayments:
 - a. Within 30 days after reporting deadline, send email with explanation of underpayment with instructions to include fees still owed with next quarter's fees
 - b. Enter payment info into excel tracking sheet
 - c. Program staff will review underpayment records annually at the end of the fiscal year.
 - i. Debts totaling under \$100 for the year will be waived and documented
 - ii. Debts totaling more than \$100 – attempt to collect via NOAV. (the Program may structure a payment plan, if appropriate. All payment plans must be reviewed and approved by the Program Manager)
 - iii. If fail to respond to NOAV, refer to enforcement via BEAR (non-compliance due to underpayment will be reviewed on a case by case basis and referred to Enforcement if the Program determines the debt is significant and time/cost to pursue is justified.