FAQ Guide

eDMR

Electronic Discharge Monitoring Reports

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Introduction

Overview

The North Carolina Division of Water Resources' (NCDWR) electronic Discharge Monitoring Report (eDMR) system is a web-based software application developed to capture discharge monitoring information. It allows NPDES wastewater permittees the ability to submit the required monthly Discharge Monitoring Reports (DMRs) to NCDWR electronically via the internet. The eDMR system is used as an intermediary between the NPDES permittee and the NCDWR's information data system for report submission. The eDMR system provides a faster, more efficient, and less burdensome method for DMR submission for both regulated permittees and the Division as well as facilitates compliance with EPA's NPDES Electronic Reporting Rule. The eDMR system gives the permittee greater control over its data quality, provides on-line availability of permit requirements and provides instantaneous updates of report submission status. In addition, the eDMR system provides permittees with the option to manually enter or electronically import permit required monitoring data and the ability to view, print, and revise DMRs stored within the system.

Benefits of electronic reporting include:
- Improvements in data quality and data availability;
- Online access to permit limits and monitoring requirements;
- Online access to electronically submitted monitoring reports;
- Built-in validation rules reduce reporting errors; and
- Ability to import data from existing permittee system(s).

eDMR General Information

Q1: What is eDMR?

A1: eDMR is an electronic, web-based reporting application that allows NPDES permittees to submit Discharge Monitoring Reports (DMRs) to NCDWR electronically via the internet. eDMR provides users with a reporting method that is faster, more efficient, and less burdensome for both the regulated community and the Division. eDMR provides permittees with the ability to manually enter or electronically import permit-required monitoring data and the ability to view, print, and revise DMRs stored within the system. As of December 21, 2016, EPA requires that all NPDES Wastewater permittees submit their DMRs electronically to either the state or EPA.

Q2: Who can use eDMR?

A2: The eDMR system can be used by any NPDES permittee that has successfully registered with NCDWR. The basic access requirements include: a computer with adequate memory and resources for internet functionality, an internet connection, and a valid email address.

Q3: Why should I use eDMR?

A3: It is a federal requirement as of December 21, 2016.   EPA requires that all NPDES Wastewater permittees submit their DMRs electronically to either the delegated state or directly to the EPA. As a result, new and reissued NPDES wastewater discharge permits contain language requiring permittees to begin using the eDMR system. The eDMR system gives the permittee greater control over its data quality, provides on-line availability of permit requirements and provides instantaneous updates of report submission status.

Q4: How do I register to use eDMR?

A4: To use eDMR, the NPDES permitted facility owner or designated responsible official must successfully register with NCDWR. After registering, NCDWR will issue the applicant a User ID and temporary password and provide a link to the eDMR login page. The eDMR Registration Form is located on the eDMR <u>website</u>. A successful registration will include the following steps:

1. Using the eDMR Registration Checklist
2. Validating permit, facility, and ORC (if required) information and notifying NCDWR of any inaccuracies.
3. Completing the eDMR Registration Form
4. Reviewing support documentation (<u>Facility</u> <u>User</u> <u>Management</u> <u>Guide</u>)

Q5: Where do I go for help?

A5: If you need help or have any questions related to eDMR, please refer to the Division's eDMR contact information on the eDMR <u>website</u>. NCDWR regional office staff should be your first contact regarding use of the eDMR system.

Q6: How can I learn more about eDMR?

A6: The eDMR website has a wealth of information available to users. Please visit the eDMR website to learn about the system requirements, how to register for eDMR, and the methods of data submittal. In addition, the website contains a list of current eDMR participants who can be a resource to first-time users. NCDWR staff is also available to answer questions you may have about eDMR as noted in Question 5 above.

Q7: What are the computer/software requirements for using eDMR?

A7: The system requirements for using eDMR are minimal; the permittee must have the following:

1. A computer with adequate memory and resources for internet functionality;
2. An internet browser (Microsoft Internet Explorer version 6.0 or higher or Mozilla Firefox version 3.0 or higher);
3. Microsoft Excel 2003 (or a newer version) for electronic upload of data to the eDMR system;
4. Adobe Reader, Adobe Acrobat, or other PDF reader to review and print the DMR; and
5. A valid email address.

Because the eDMR system is an internet-based application, the permittee will need to install one of the commonly available internet browser programs such as Microsoft Internet Explorer or Mozilla Firefox on the computer. Other internet browsers are available, but they have not been tested for use with the eDMR system. If the permittee plans to import data to the eDMR system using the eDMR Import Template that the Division provides, then MS Excel version 2003 or newer will need to be installed on the computer.

eDMR Registration

Q8: How do I determine who the owner or responsible official is for my organization?

A8: You may contact NCDWR staff as noted on the eDMR website to determine the owner or responsible official on record with the Division. The responsible official or a duly authorized representative, as identified in accordance with 40 CFR 122.22 or Part II Standard Conditions for NPDES Permits, Section B, item 11 Signatory Requirements of your permit, is the appropriate individual with the authority to sign reports for the permittee.

Q9: After completing the registration verification process, what do I need to do if the facility permit information is incorrect?

A9: If the information on the eDMR Owner Verification Report is incorrect, then please contact NCDWR staff as noted on the eDMR website to discuss needed corrections.

eDMR Reporting/Data Entry

Q10: Why is my name not in the ORC drop-down box … I am the ORC?

A10: The ORC names in the drop-down are dependent on the latest operator designation information submitted to DWR. The most probable cause is failure to notify the Operator Certification Group of changes by submittal of the appropriate forms. Please send an email stating your question or issue to certadmin@ncdenr.gov or call 919-707-9089.

Q11: Why is the permit number I need not displayed in the drop-down box?

A11: The permit most likely has not been associated to your user account. Please contact your facility administrator or send an email to the NC eDMR Administrator stating your question or issue to eDMRadmin@ncdenr.gov.

Q12: Why are no reports displayed when I select My Reports?

A12: The "*My Reports*" functionality in eDMR will only display eDMRs that you have created. Please use Search Reports to find the report for your permit that you want to certify, submit, or review.

Q13: Why can't I see all of the icons on my screen that are displayed in the user manual?

A13: Icons are displayed based upon user permissions. Please contact your facility administrator regarding the setting of permissions for your user account.

Q14: Why do I have to submit composite time? I do not currently submit that information.

A14: This information is required per North Carolina Administrative Code 2B .0500. The requirement to report the composite sampling times is found under T15A: 2B .0506(b)(3)(F).

Q15: What is the Total Composite Time?

A15: The composite sample time is the time the composite sample is started (2400 hour clock format). The *Total Composite Time* is the total number of hours over which the composite sample is taken.

Q16: When I updated information in the report header section, why did I lose the changes?

A16: When updating any field within the report header section, make sure you click *SAVE* before doing any other action on that screen. If you don't click *SAVE*, then your changes will be lost.

Q17: Why did I lose the monitoring parameter data I just entered when I added a new parameter?

A17: When entering monitoring parameter data to the report page, make sure you click *SAVE* before you hit the *Add Parameter* button. If you don't hit the *SAVE* button before clicking *Add Parameter*, then the data entered will be lost.

Q18: Why is it, when querying Search Reports, no matter what I input into the Owner First Name or Owner Last Name field, it always says "No items found"?

A18: These fields currently do not work for searches. They are for future use.

Q19: Why is it, when querying Search for Users, no matter what I input into the Owner Name field, it always says "No items found"?

A19: This field currently does not work for searches. It is for future use.

Q20: How do I determine who created the report?

A20: To determine which users made entries to a given report and when the entries were made, click on the *Get Report History* icon from the report header screen.

Q21: How do I indicate a Holiday in eDMR?

A21: The reporting of a permittee-designated holiday within eDMR depends on whether the permittee is required to report flow on the holiday. Some permittees have continuous flow monitoring requirements noted in their permit. If a permit requires continuous flow monitoring, then the permittee is required to report the measured flow from the recording device even if staff did not visit the plant. If the permittee is reporting flow on a holiday, but not reporting other parameters (e.g., daily sampling not performed on a holiday), then they should enter an "H" on the applicable day for those parameters that were not monitored because it was a holiday. If the permittee is not required by their permit to report flow or any other parameter on a holiday (e.g., daily sampling), then they should select *HOLIDAY* in the drop-down menu under the *NO FLOW REASON* column. The eDMR system will apply the "no flow reason" to all parameters for that day.

Q22: What is the number format for entering time?

A22: When entering *Composite Sample Time* or *Operator Arrival Time*, use the 2400 hour clock format (HH:MM or HHMM). When entering the *Total Composite Time* or *Operator Time On Site*, use 1 to 24 hours. For further guidance refer to Section 3.2 of the **eDMR Facility Reporting Guide**, available on the eDMR website.

Q23: How do I report qualified data?

A23: Currently, in eDMR there isn't a specific way for you to indicate a value is being reported with a qualifier. On hand-written or paper-based DMRs, most permittees will put an asterisk (*) or some other notation beside the data to be qualified and then indicate the qualifying information in the comments section or within the cover letter. Currently, an asterisk is not an allowable non-numeric character in eDMR and cannot be used in the parameter data fields. Since you will not be able to flag the qualified data with an asterisk or by any other means within eDMR, you should enter the value and then specify the qualifying information, being as detailed, yet succinct, as possible, in the *Comments* field on the report header screen.

Q24: How do I report values (like pH) from multiple sampling events that occur on the same day? I'm required by my permit to report results of <u>all</u> monitoring conducted on the effluent.

A24: For the vast majority of reported parameters, the results of multiple sampling events occurring on the same day can be averaged, so that only one daily value is reported on hard copy forms or within the eDMR system. This is important because eDMR can accept only one data point per parameter, per day for the same monitoring location.

The majority of questions on this topic deal with the reporting of pH concentrations. Many facilities have historically reported a daily maximum and minimum value on hard copy DMRs. Although the paper record is archived, only one of those values has ever been entered as a daily record within the Division's information management system, because the record field can accept only one value. This constraint will now have to be dealt with by eDMR users. Please note that if more than one pH concentration has been taken for a particular day, these values cannot be averaged due to the logarithmic nature of pH concentration. eDMR users should use the following convention in deciding what pH concentration to enter on a particular monitoring day.

1. Any value in violation of permit limits should be reported. If multiple samples yielded noncompliant results, the most extreme noncompliant value should be reported.
2. If all values taken during the day were compliant with the permit limits, then the value closest to the bounds of the limit range (high or low) should be reported.

For example, permit limits are ≥ 6.0 and ≤ 9.0 standard units:

Dataset A: 7.8, 8.5 and 9.2 s.u.
Report 9.2 s.u. (it is a noncompliant value)

Dataset B: 6.3, 7.0 and 8.1 s.u.
Report 6.3 s.u. (it is the compliant value closest to the lower bound of the pH limit range)

Note: Permittees with continuous pH monitoring should refer to 40 CFR § 401.17 for reporting guidance.

Q25: Within my eDMR report, I created the wrong individual eDMR Page (i.e., Influent, Effluent, Upstream, or Downstream page). How do I delete the eDMR Page without having to delete the entire eDMR report?

A25: If an eDMR page has been created in error, you can delete the individual page by clicking "Edit Page" next to the selected eDMR page in the drop-down box. See screen shot below:
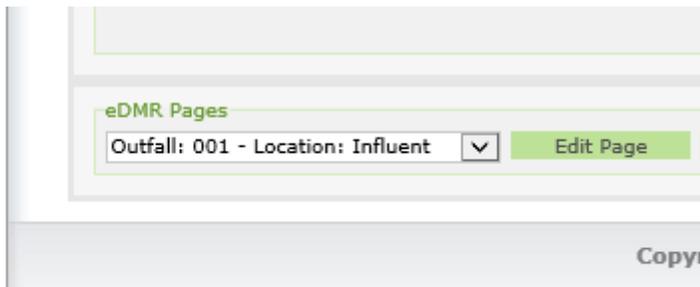
Once the data entry screen for the eDMR page opens, there is a red X icon in the upper right above the Comment box. When you click the red X icon, you will delete the eDMR page. See screen shot below:
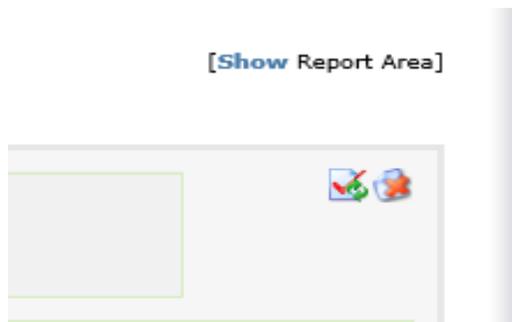
eDMR Report Validation

Q26: The validation report returns a "Not Valid" result; can I still submit my eDMR?

A26: Yes, you can. However, the Division recommends you check the validation report and eDMR data to ensure they are complete and contain no data entry errors or omissions.

Q27: Why did the validation report return the error, "ORC must be selected!" when the ORC is displayed on the screen?

A27: After the report was first created, it was never saved. Go to the report header screen and click the *Save* button.

Q28: Why does the validation report indicate that my "Total Residual Chlorine (TRC) values are noncompliant" while all my reported concentrations are <50 µg/L? My permit says that TRC concentrations <50 µg/L will be considered as "compliant" with the permit.

A28: The total residual chlorine (TRC) limits in NPDES discharge permits typically range from 13 to 28 µg/L. These are established limits that have been approved by the EPA and they cannot be changed. However, the EPA has allowed the Division to use the <50 µg/L, as a determination of compliance with the applicable permit limit due to the known interferences with the low-level chlorine test methods and wastewater matrices. TRC concentrations above the respective permit limit will be identified as violations during eDMR validation until they can be acted upon by Division staff.

eDMR Report Submittal

Q29: Why can't I see the Submit icon?

A29: The discharge monitoring report cannot be submitted until all steps in the process have been completed. Either the report needs to be certified in which report status must indicate "Certified" before the submit button will be available or the user does not have permission to submit a report for this permit number. If the report reflects a "Certified" status and submit button is not available, please send an email to the NC eDMR Administrator at eDMRadmin@ncdenr.gov to verify whether or not you have been granted the submit permission.

Q30: Why do I have to submit a paper copy of the eDMR if this is an electronic reporting system?

A30: At this time, the Division's eDMR system is not compliant with all the requirements of EPA's Cross-Media Electronic Reporting Regulation (CROMERR), including the electronic signature component. As a result, eDMR users are still required to submit paper copies of the DMR generated by the eDMR system to the Division. Permittees complete their eDMR submissions by printing, signing and submitting one signed original and a copy of the eDMR to NCDWR once the eDMR status is noted as "Processed". The Division will update eDMR participants when full compliance with EPA's electronic reporting requirements is achieved. For more information on CROMERR, please visit: http://epa.gov/cromerr/about.html

eDMR Data Import

Q31: Will there be any issues if I change formulas (such as those used to calculate averages, maximums, and minimums) in the Microsoft Excel spreadsheet I use to electronically upload DMR data, as long as the data is there?

A31: The eDMR Import Template provided by the Division was not intended for the permittee to provide calculations such as averages, maximums or minimums. These calculated values are not imported into eDMR. The eDMR application calculates these values once the raw data is imported. After data import into eDMR, you will need to validate the report, which will tell you if there are any limit violations, missed data, or any issue with how eDMR calculated the average, maximum or minimum values.

In addition, the import template is protected from changes except for the area where eDMR user enters daily values. Do not modify the template except for entering daily values. Please see Question 33 if you need additional reporting columns beyond those in the Division provided template.

Q32: How will the eDMR reporting system recognize what I have added to the eDMR Import Template (such as additional parameter codes)?

A32: The eDMR Import Template allows you to enter parameters specific to your permit. You must use the appropriate parameter code provided in your NPDES permit or provided on the eDMR website. During the eDMR report generation process, the eDMR application retrieves the parameter codes required by the permit from the Division's data system and uses them during manual data entry or compares them with the parameter codes imported into the eDMR system using the CSV file. Please be aware that for some parameters like BOD, TSS, NH3-N, Total Nitrogen and Total Phosphorus, the parameter codes will be different from what you may have been reporting on your paper DMRs. The last three digits of the code will be the same, but they will be prefaced by a CO, QD, QM or QY (representing concentration, quantity daily, quantity monthly and quantity yearly respectively). The change in the required parameter codes allows the permittee to report multiple units of measure (e.g., mg/L, lbs/day, etc.) for the same parameter on the same monitoring report.

Q33: Will I need to go into the eDMR system and add the parameters in the order I have them on the eDMR Import Template?

A33: No. The eDMR application will import the data for the appropriate parameter based on the parameter codes (or PCS codes) entered on the eDMR Import Template as specified above.

Q34: Can I add as many parameters as I want to the eDMR Import Template?

A34: Yes, if you are reporting 176 or less parameters for each worksheet, e.g., influent, effluent, upstream or downstream. The latest version of the eDMR Import Template the Division has provided will allow you to add up to 176 unique parameters to the spreadsheet, through column FZ. However, there is no limit to the number of parameters that can be added. If you need a template with additional columns to enter more than 176 parameters, please contact Division staff by sending an email to DENR.DWQ.EDMR.HELP@lists.ncmail.net, and we can create a custom import template for your use.

eDMR User Management

Q35: How do I set up eDMR user permissions for individuals in my organization?

A35: For instructions on how to set up eDMR user permissions, please review the **eDMR Facility Management Guide** found on the eDMR website. The available facility user groups and privileges (or permissions) associated with the various groups are discussed in Section 1.2 of the guide. Instructions on creating facility users, associating permits to users and managing user privileges are found in Section 2 of the eDMR Facility Management Guide.

Q36: I am a contract operator, and I operate treatment plants for multiple owners. How do I get access in eDMR to the permits associated with the different owners?

A36: Please send an email to the NC eDMR Administrator at eDMRadmin@ncdenr.gov stating your question or issue and for each treatment plant where you are the contract operator and list the NPDES permit numbers.

Q37: How do I remove eDMR user permissions for a staff that has left my organization or has changed job duties?

A37: Instructions for changing or removing eDMR user permissions can be viewed in Section 2.6 of the **eDMR Facility Management Guide** found on the eDMR website.

Q38: My facility administrator has left my organization. How do I get another staff member designated as the facility administrator?

A38: Please see Questions 35 and 37 above to see how to add and remove eDMR user permissions respectively for individuals within an organization.

Q39: I never designated a facility administrator when I registered to use eDMR, and I cannot get the eDMR system to accept the staff I want to designate as my facility administrator. Who do I contact?

A39: Please send an email stating your question or issue to the NC EDMR Administrator at eDMRadmin@ncdenr.gov.