**pennsylvania**
DEPARTMENT OF ENVIRONMENTAL
PROTECTION

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CLEAN WATER

## Electronic Discharge Monitoring Report (eDMR) System

## Contingency Plan for eDMR Reporting

Situations may arise, some beyond eDMR users' control, that cause users to deviate from routine eDMR reporting practices.  This plan identifies these situations and provides actions that should be taken in response.  **This plan applies only to eDMR reporting for wastewater** (not paper reporting).

Situation – eDMR System Problem: No Reports Available

When someone with a role of "Certifier" is associated to a facility, and the permit is "issued" in DEP's eFACTS database, eDMR reports will be generated.  For facilities with administratively extended permits, eDMR reports are generated unless a permit renewal application has not been received by DEP.  While it is rare, sometimes reports that should be generated are not, and sometimes reports may be inaccurate.

Situation – eDMR System Problem: System-Wide Malfunction

There may be a "server crash" or other problem that prevents users from logging into GreenPort and the eDMR system.  To report a server error when attempting to log into eDMR or while in the eDMR system, contact the Help Desk at 717-705-3768.  Consider printing the web page that reveals the error for documentation purposes.

Situation – User Computer Problem

Users may experience problems submitting reports if there is a "computer crash" or if internet service is unavailable due to extreme weather or other reasons beyond the user's control.

**Permittee Actions**:

1. **Log into eDMR well before the due date to ensure that expected reports are available and accurate**.  If reports are not available and accurate, contact DEP's Application Support Help Desk at 717-705-3768 so that reports can be made available or be corrected.  If permittees wait until the end of the month to check for the availability or accuracy of reports, DEP may not be able to make needed corrections in time.

2. Develop your own reporting contingency plan to ensure that eDMR reports can be submitted by the due date in the event of computer or internet problems.  Plan an alternate location for accessing the internet in the event of a problem.

3. If a report cannot be submitted on time electronically, contact DEP's Central Office at 717-787-6744 and DEP's Operation Section (numbers below) on or before the report due date.  If a problem occurs on a due date which falls on a weekend or holiday, you should contact DEP on the first business day after the due date, during normal business hours.

4. If a report cannot be submitted on time electronically through eDMR, fax your completed DMR* to DEP's Central Office and DEP's Operation Section on or before the report due date, to demonstrate compliance.  You may also email your completed DMR to DEP's Central Office.  Then, follow this action by either 1) submitting the report electronically, when able to do so (preferred) or 2) mailing a paper DMR to DEP's Operation Section.

   * You may fax or email the paper DMR that was issued with your permit or you may download and use the published electronic DMR available at www.elibrary.dep.state.pa.us (Forms – Point and Non-Point Source Management – NPDES Discharge Monitoring Reports).

Contact Information

Application Support Help Desk – Phone: 717-705-3768, Email: depgreenporthelpdesk@state.pa.us

DEP Central Office – Phone: 717-787-6744, Fax: 717-772-5156, Email: depgreenporthelpdesk@state.pa.us

DEP Southeast Regional Office Operations Section – Phone: 484-250-5970, Fax: 484-250-5971

DEP Northeast Regional Office Operations Section – Phone: 570-826-2511, Fax: 570-830-3016

DEP Southcentral Regional Office Operations Section – Phone: 717-705-4707, Fax: 717-705-4760

DEP Northcentral Regional Office Operations Section – Phone: 570-327-3661, Fax: 570-327-3565

DEP Southwest Regional Office Operations Section – Phone: 412-442-4000, Fax: 412-442-4328

DEP Northwest Regional Office Operations Section – Phone: 814-332-6942, Fax: 814-332-6121