

# Industry Advisory Council Meeting

Tuesday, March 12, 2024

Submit your SMRs online!  
Industrial Waste Facility  
Online Reporting System (IWFORS)



LOS ANGELES COUNTY  
SANITATION DISTRICTS

## Industrial Waste Facility Online Reporting System

Public Portal

Username

Password (Forgot Password?)

Login



Register Account

For assistance, please visit our website or contact us at:

- ✉ Surcharge : [surchargeinfo@lacsds.org](mailto:surchargeinfo@lacsds.org)  
SMR : [smrinfo@lacsds.org](mailto:smrinfo@lacsds.org)
- 📞 Surcharge : (562) 908-4288, extension 2600  
SMR: (562) 908-4298 extension 2906
- 🔗 Online Help [🔗](#)

[Terms of Use](#) + [Privacy Statement](#)

# What is IWFORs?

Industrial Waste Facility Online Reporting System



**LOS ANGELES COUNTY  
SANITATION DISTRICTS**  
*Converting Waste Into Resources*

- An online reporting system for you to prepare and submit documents (i.e., Surcharge Statements and Self-Monitoring Reports) through a Public Portal
- Follows U.S. EPA guidelines (Cross-Media Electronic Reporting Rule-CROMERR) for a paperless reporting system
- **IWFORS Implementation Schedule:**
  - Surcharge Statements – July 1, 2022 for surcharge filing
  - Self-Monitoring Reports (SMRs) – February 15, 2024 for SMRs and Supplementals SMRs

# Paper vs. Online Submittal

Industrial Waste Facility Online Reporting System



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## Paper Submittal

- Paper package containing the self-monitoring report (SMR) forms are mailed to you each reporting period.
- Data entry can be repetitive if the same laboratory, reporting limit, or sample result can be applied to multiple SMR parameters.
- Hard copies of laboratory reports and production data are submitted by mail with the SMR paper form.

- Paper SMRs are manually scanned and profiled into our Document Management System then sent to our IW Compliance Group.
- IW Compliance Group transcribes information from the paper submittal to electronic format through the IWFORS Agency Portal for compliance check.

## Online Submittal

- Starting 2/15/2024, online submittal of SMRs is available in the IWFORS Public Portal.
  - Two years of SMR obligations are displayed in the authorized Responsible Official (RO) account and Consultant/Preparer account in IWFORS.
  - “Batch edit” is available to assist with data entry and “validation checks” are in place for any missing sample results, reporting values, flow data, attachments, and certifications before submittal.
- Online statements and attachments uploaded to IWFORS are automatically profiled and sent to our Document Management Systems.
  - Submittal receipt is generated automatically by IWFORS.
  - Online help is available – YES, we can see the SMR you are working on in IWFORS and offer assistance.

# Supplemental Data or Supplemental SMRs

Industrial Waste Facility Online Reporting System



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- Supplemental Monitoring Data or Supplemental SMRs can also be submitted online using the IWFORS public Portal.
- Again, supplemental SMRs are NOT mandatory, but if you choose to perform additional testing, you must submit ALL sample results analyzed.
- Batch edit, validation checks, and “import substance list” from your most recent SMR submittal are available to assist data entry of Supplemental SMRs.

# How to get started?

Industrial Waste Facility Online Reporting System



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## 1. Create an IWFORs user account - Responsible Official or RO Account

<https://lacsd-public.govonlinesaas.com/pub/login>

## 2. Complete an Electronic Signature Agreement (ESA)

(mail the signed ESA to us)

- The Sanitation Districts will verify the ESA and notify the RO by email when the identity verification process is complete.
- After the identity verification process is complete for a facility or facilities listed in the ESA, the RO account user will be granted permissions or RO privileges for online submittals.
- The RO and can then extend privileges to Consultant account user(s).

# Where do I get help?

Industrial Waste Facility Online Reporting System



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- **Visit our website:**

<https://www.lacsd.org/IWFORS>

Or

<https://www.lacsd.org>

» Services » Wastewater Programs & Permits »  
Industrial Waste Pretreatment Program » Online  
Reporting System (IWFORS)

- **IWFORS Public Portal:**

<https://lacsd-public.govonlinesaas.com/pub/login>

➤ SMR: [smrinfo@lacsd.org](mailto:smrinfo@lacsd.org)

➤ SMR: (562) 908-4288, extension 2609

➤ [Online Help](#)

## Industrial Waste Facility Online Reporting System

Public Portal

Username

Password (Forgot Password?)

Login



Register Account

For assistance, please visit our website or contact us  
at:

✉ Surcharge : [surchargeinfo@lacsd.org](mailto:surchargeinfo@lacsd.org)  
SMR : [smrinfo@lacsd.org](mailto:smrinfo@lacsd.org)

☎ Surcharge : (562) 908-4288, extension 2600  
SMR: (562) 908-4298 extension 2906

🔗 Online Help [↗](#)

# Industry Advisory Council Meeting

Tuesday, March 12, 2024

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## Industrial Waste Facility Online Reporting System

### Questions



**LOS ANGELES COUNTY  
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March 12, 2024

Industry Advisory Council Members and Guests:

**Online Submittal of Self-Monitoring Reports is Now Available**

Last year, the Los Angeles County Sanitation Districts (Sanitation Districts) launched the Industrial Waste Facility Online Reporting System (IWFORS) for electronic submittal of annual surcharge statements. Many have taken advantage of this new feature and have begun using IWFORS to electronically prepare and submit surcharge statements online. The U.S. Environmental Protection Agency has approved our application to accept electronic submittals of self-monitoring reports (SMRs) and the Sanitation Districts are pleased to announce that IWFORS is available for online submittals of SMRs starting February 15, 2024.

If you have participated or used IWFORS to file your annual surcharge statement(s), your existing Responsible Official (RO) account is all you need to submit SMRs online. Just log into your IWFORS account and the SMR form will appear on your dashboard. If you have not yet created an RO account, simply follow the instructions in Attachment A and complete the Electronic Signature Agreement (ESA) in Attachment B. After the ESA is approved by the Sanitation Districts, access privileges to IWFORS will be granted to the signatory. The signatory authority is the company representative responsible for overall operation of the facility and/or environmental compliance. The signatory authority can be the RO or designate someone else as the RO. The RO is the IWFORS account user that will electronically sign and submit the SMRs online.

Please visit our website at <http://www.lacsd.org/IWFORS> to learn more about user account registration for IWFORS. For more information on the submission of SMRs, please contact Jyoti Banaji at (562) 908-4288, extension 2906 or by email at [smrinfo@lacsd.org](mailto:smrinfo@lacsd.org).

Very truly yours,

Sejal Patel  
Section Head  
Industrial Waste Section

**Los Angeles County Sanitation Districts  
Industrial Waste Facility Online Reporting System (IWFORS)  
Electronic Signature Agreement (Responsible Officials Only)**

If you are a new Responsible Official (RO) registered with a RO user account in IWFORS, identity verification by the Sanitation Districts of Los Angeles County is required to grant you RO privileges. The verification is processed through an Electronic Signature Agreement (ESA). Please proceed to Step 3 of these instructions on how to complete an ESA.

**Step 1. Open the IWFORS Public Portal Website**

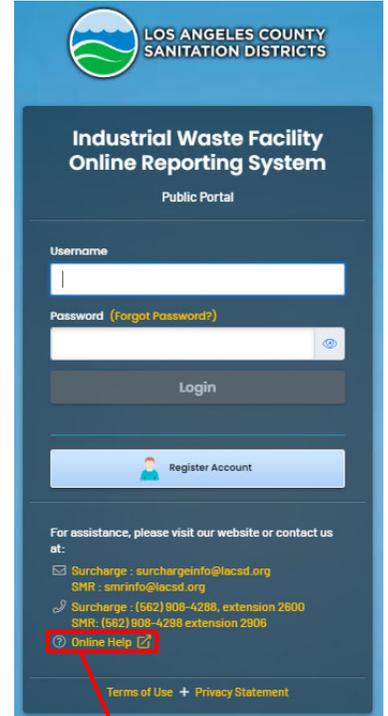
- Open the Public Portal with the following URL:  
<https://lacsds-public.govonlinesaas.com/pub/login>
- Click “Register Account” to begin registration

**Note:** There are two types of user accounts with different access privileges for online submittals:

- Responsible Official (RO)
- Consultant/Preparer (Prepare only)

Account Privilege	Responsible Official	Preparer/ Consultant
Certify/Submit data to the Authority	Yes	
Prepare data	Yes	Yes

The signatory authority of a company should first create a RO account, which will require identity verification by the Los Angeles County Sanitation Districts. After the identity verification process for the RO is complete, the RO account user will be granted submittal permissions or RO privileges for a facility or facilities and can then extend those links to Consultant account user(s) for online submittals.



Click for  
“Online Help”

**Step 2. Register for a New Account**

- Complete the “Basic Information” page
- Click “Next” to continue

① Basic Information
② Account Type
③ Security Questions
④ Final Review

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**Personal Info**

Title:  First Name:  Middle Initial:  Last Name:  User Name:

Required. Required. Required.

Employer:  Job Position with Employer:

Required.

Office Phone Number:  Mobile Phone Number:  Fax Number:

Required.

Email:

Email will be used to send out the password. Please make sure it's valid.

Required.

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**Mailing Address**

Address Line 1:  Address Line 2:

Required.

City:  State:  Zip Code:

Required. Required.

**Next**

A username will be suggested to you when you enter your first and last name.

You may change the suggested username in the Username field. Once your user account is created, your username cannot be changed.

**Note:** A recommended username will be provided to you when you enter your first and last name. You may change this username. Once your user account is created, your username cannot be changed.

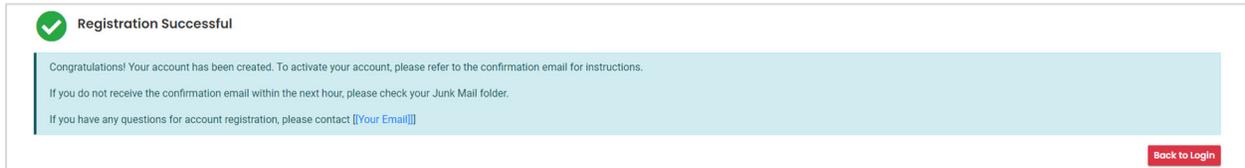
- Select an “Account Type”
- Click “Next” to continue (TIP: Click “HELP ME CHOOSE” to learn more about the different account types)

- Select five Security Questions and provide a unique answer to each question
- Click on the eye icon next to each answer to view the answer if needed
- Click “Next” to continue

**Note:** Answers are case-sensitive. One of the following security questions from this list will appear when completing an online submittal. Please provide a unique response to each question.

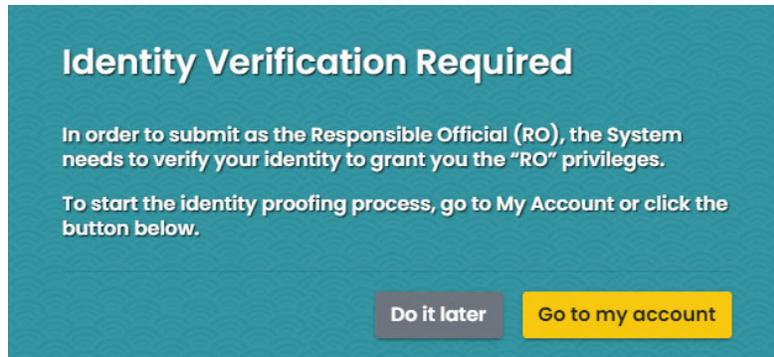
- Proceed to “Final Review”
- Check “Not a robot” and click “Register” to confirm registration

When registration is successfully completed, a temporary login password and PIN will be sent to your registered email address with instructions to log into IWFORS and to reset the password and PIN.

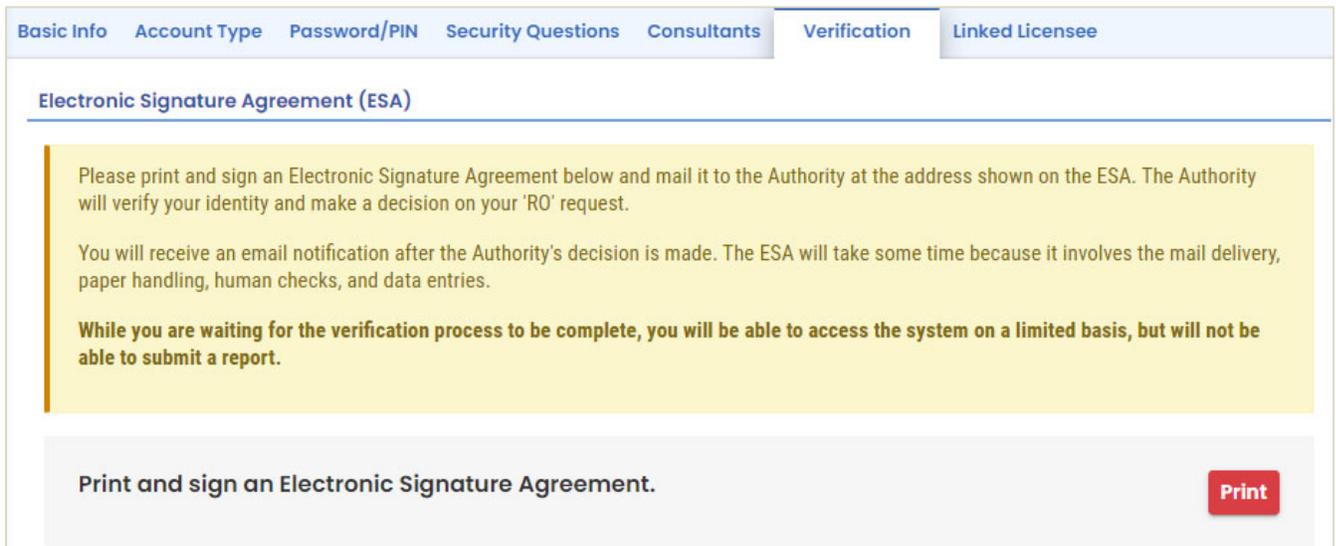


### Step 3. Identity Verification for a RO User Account

Identity verification is required for a new RO user account, which is processed through an Electronic Signature Agreement (ESA).



- Click "Go to my account" to continue



- Print, complete, and sign the ESA. A paper copy with a wet-ink signature is required under the EPA CROMMER requirement. Mail the signed ESA to the following address:

Los Angeles County Sanitation Districts  
 Industrial Waste Section  
 1955 Workman Mill Road  
 P.O. Box 4998  
 Whittier, CA 90607-4998

The Sanitation Districts will verify the ESA and email or notify the RO user by email when the identity verification process is complete.



## Industrial Waste Facility Online Reporting System

### Electronic Signature Agreement

The Electronic Signature Agreement (ESA) is required to request Responsible Official (RO) privileges, as further described herein. Completion and acceptance of this form will allow the user to electronically submit their surcharge statements and self-monitoring reports to the Los Angeles County Sanitation Districts (LACSD) via the LACSD Industrial Waste Facility Online Reporting System (IWFORS). Unless otherwise specified in Section F below, the individual signing in Section E shall be the designated RO.

#### A. Responsible Official Information

<b>Legal Full Name</b>	
<b>Job Title</b>	
<b>User Name</b>	
<b>Company/Organization</b>	
<b>Email Address</b>	
<b>Phone Number</b>	

#### B. Facility/Permit Information

<b>Facility Name</b>	
<b>Facility ID</b>	
<b>Permit Number</b>	
<b>Physical Address</b>	
<b>City, State, Zip</b>	

**Note:** Include any additional facilities on a separate sheet of paper and include with this ESA application.

Type of Request (Select Only One):

- NEW:** the first request for this user account to act as the RO for above facilities
- REQUEST FOR REACTIVATION:** a re-activation of the user account to act as the RO for above facilities
- CONTINUATION WITH NEW AUTHORIZATION:** an updated subscriber agreement submitted because the signatory authority and/or subscriber at the facility has changed
- Specify the RO(s) to be replaced:
- DEACTIVATION:** Explain the reason for deactivation in the "Notes to Agency" box below and identify whether this change is temporary or permanent.

Facility ID(s):

Notes to LACSD (Optional unless deactivating):

## C. Terms and Conditions

### 1. PURPOSE:

This ESA creates a legally binding obligation upon the parties using the specified data transmission protocols and IWFORs, to ensure that the Certifier (in this document, "Certifier" refers to signers of this document -- both the Signatory Authority, and the RO) specifically acknowledges and agrees to each of the following requirements and obligations: (i) Maintain the confidentiality and protect the electronic signature from unauthorized use or compromise, and follow any procedures specified by LACSD for this purpose; (ii) The Certifier is and will be legally bound, obligated, or responsible by use of the assigned electronic signature as by hand-written signature.

### 2. VALIDITY AND ENFORCEABILITY:

This ESA has been executed by the parties to evidence their mutual intent to follow LACSD procedures to create binding regulatory reporting documents using electronic transmission and receipt of such records, consistent with the provisions of 40 C.F.R. Part 3 (CROSS-MEDIA ELECTRONIC REPORTING Requirements, CROMERR). Acceptance and execution of this ESA by LACSD shall be evidenced by the issuance of a personal identification number (PIN) to the Certifier. Consistent with 40 C.F.R. Part 3 electronic signatures under this ESA shall have the same force and effect as a written signature. This form will remain on file with LACSD.

### 3. RECEIPT:

For purposes of this ESA, the term "Document" includes all information submitted via IWFORs to meet the obligations required to submit surcharge statements and self-monitoring reports. Any Document will not be deemed received by LACSD unless or until it is accessible via IWFORs, and LACSD staff has confirmed that the Document can be fully processed and is syntactically correct to the specified electronic transfer protocol, as that protocol may be modified, from time to time, by LACSD. Unless or until a Document is confirmed by LACSD staff as received, the Document shall not be deemed to satisfy any reporting requirements. It is the sole and absolute responsibility of the Certifier to verify that a Document is received. For compliance reporting, the Certifier understands that upon activation of the RO account for requested facilities, the IWFORs database will be expecting to receive electronic transmission of compliance reports at the interval specified in the permit. If the database does not receive the reports from the Certifier at the expected time, the database will flag the compliance reports as being in non-receipt. If the Certifier chooses to discontinue using IWFORs, the Certifier must complete, sign, and submit to the Agency a new ESA with the "deactivation" check box selected. Unless or until LACSD receives, and acknowledges receipt thereof, of a new ESA, it is likely that the IWFORs system will continue to produce "non-receipt" flags for any Document filing (including, without limitation, reporting violations).

### 4. VERIFICATION:

Upon receipt of a Document, the IWFORs shall process the Document to make it accessible to LACSD and the Certifier. The Certifier is solely and absolutely responsible for the content of each transmission, in accordance with the associated certification statement. In addition, the Certifier is solely and absolutely responsible for reviewing the accuracy of the processed Document in accordance with the associated certification statement, and for reviewing the accuracy of the Document once it is posted or otherwise made available by IWFORs.

### 5. SIGNATURE:

Following acceptance of this ESA by LACSD, the Certifier will receive an assigned Personal Identification Number (PIN) which will serve as the Certifier's electronic signature. The Certifier agrees that the PIN when affixed to or associated with any transmitted Document shall be sufficient to verify such party originated and possessed the requisite authority both to originate the transaction and to verify the accuracy of the content, in the format of the specified IWFORs transmission protocol or otherwise, at the time of transmittal. The Certifier also expressly agrees that each report it submits by using its PIN constitutes their agreement with the associated certification statement.

**6. SECURITY:**

The parties shall take reasonable actions to implement and maintain security procedures necessary to ensure the protection of transmissions against the risk of unauthorized access, alteration, loss or destruction including, but not limited to: protecting the secrecy of any passwords and assigned PIN, and using only those means, methods and processes that LACSD has authorized and implemented as acceptable protocols for file and Document transmission.

**7. USE OF PIN:**

Each Certifier shall be either the permittee or a person identified by the permittee as a RO for signatory purposes by the permittee for each facility, person, or other entity for which information is being reported. If a PIN has been compromised or where there is evidence of potential compromise, the Certifier must immediately inform staff at LACSD which will then suspend the PIN. In addition, LACSD will deactivate and/or revoke a PIN where the Certifier is no longer an authorized representative. Each Certifier expressly agrees that LACSD may act immediately and unilaterally in any decision to suspend, deactivate, revoke, or otherwise suspend or prevent the use of a PIN by any Certifier, where LACSD believes that such action is necessary to ensure the authenticity, integrity or general security of transmissions or records, or where there are any actual or apparent violations of this ESA.

**8. INABILITY TO TRANSMIT OR FILE REPORTS ELECTRONICALLY:**

No party shall be liable for any failure to perform its obligations in connection with any ESA or Document, where such failure results from any act or cause beyond such party's control which prevents such party from electronically transmitting or receiving any Documents, except that the Certifier is nonetheless required to submit records or information required by law, as provided by applicable law and with the time period provided by such law.

**9. CONTINUATION OF OPERATIONS:**

Failure to submit data by the date required by the permit is a violation and will be recorded as such.

**10. SEVERABILITY:**

Any provision of the ESA which is determined to be invalid or unenforceable will be ineffective to the extent of such determination without invalidating the remaining provisions of this ESA or affecting the validity or enforceability of such remaining provisions.

**11. TERMINATION AND RENEWAL:**

This ESA may be terminated by either LACSD or the Certifier at any time and for any reason upon providing 60-days written notice. Upon termination of this ESA, the associated ability to submit electronic information through IWFORS will immediately terminate. This ESA becomes effective upon notification of approval by LACSD to the Certifier (which may be either/or an automated message from the IWFORS software, or separate notification). LACSD will normally provide notification of the effective date, but if no date is provided, the effective date is the next reporting cycle following the notification. The ESA will continue until modified by mutual consent which shall be in writing and signed by both LACSD and the Certifier. The permittee must resubmit this form at the time that a new permit application is submitted or when permit responsibility transfers from one entity to another. This ESA will be reviewed by LACSD staff periodically and may be amended or revised at the sole election of LACSD. Any amendment must be acknowledged in writing and signed by both LACSD and Certifier. Failure to acknowledge and sign an amendment will result in an immediate suspension of the Certifier's PIN. All approvals required, including without limitation approval of a completed ESA form, shall rest solely with LACSD.

**12. GOVERNING LAW:**

This ESA shall be governed by and interpreted in accordance with 40 CFR 122, 40 CFR 3, and other applicable Federal and California state law provisions and requirements.

**13. AGREEMENT:**

The undersigned hereby acknowledges and agrees to each of the following:

- To protect my account from being compromised, not allow anyone else to use my account, and not share my security questions/answers, password or PIN with any other person;
- To change my security questions/answers and password if I believe it becomes known to any other person;
- To promptly (within one (1) business day) notify LACSD any suspected or actual incident of loss, theft or any other form of compromise of my account, password or PIN;
- Certifier, or any supervisor, will immediately notify LACSD, in writing, of any change of employment status for the Certifier, any reassignment or removal from duty of the Certifier, or any other change that effects the Certifiers status or ability to represent any of the sites for the organization's electronic reports to LACSD. Any notification of a change in Certifiers status must occur immediately;
- To review, in a timely manner, the email and onscreen acknowledgements and copies of documents submitted through my account in IWFORS;
- To report any evidence of discrepancy between the document submitted, and what IWFORS received;
- In no event and under no circumstances is LACSD liable to either myself or my employer for any losses or damages, including, without limitation, special, consequential, indirect or similar damages, lost profits, lost data or untimely or incomplete submittals arising out of or in connection with the use or inability to use the software or any of the data supplied therewith. This liability disclaimer applies regardless of whether LACSD or anyone else has been advised of any issues or potential for damages, or if there is a claim involving use of the software by any other party. LACSD specifically disclaims all warranties, express or implied and including, without limitation, warranties of merchantability and fitness for use for one or more particular purpose, with respect to the software, the accompanying instructions and written documentation, and any and all related materials.

I hereby acknowledge and agree that my electronic signature will be legally binding in the same way and with the same force and effect as a handwritten signature.

**D. Deactivation / Removal**

Permittee must indicate reason for deactivation in Section B of the form. This is done to inform LACSD whether the permittee is switching back to paper submittals, is no longer in business, or has a temporary reason for deactivation.

**E. Signatory Authorization**

The undersigned acknowledges, agrees and covenants that he/she is a duly authorized and empowered individual with all approvals required to convey authority to sign permit applications, compliance reports, and all other documents and permit required submittals. The signatory authority must be:

- 1) A responsive corporate officer, if the facility is a corporation;
- 2) A general partner or proprietor, if the facility is a partnership or sole proprietorship, respectively; or
- 3) A duly authorized representative of an individual in 1) or 2), if such representative is responsible for the overall operation of the facility and/or the environment matters of the facility.

In many cases, a signatory authority may wish to designate a person as an RO for signing and submitting permit required documents electronically using the LACSD IWFORS. If the signatory authority wishes to designate a person for this purpose, the RO shall complete Section F below. This designation does not release the signatory authority from the responsibility or liability for any violations that may occur at these facilities.

Signatory Authority Print Name	Signatory Authority Signature	Title	Date

**F. Designated Responsible Official Signature**

The RO is the IWFORS user that submits this ESA to request to electronically sign IWFORS online submittals. The RO is given signatory authority to sign regulatory submittals and other information either under applicable regulations or is delegated signatory authority by the individual(s) identified as the signatory authority in Section E of this ESA.

I, \_\_\_\_\_, am authorized by the signatory authority named in Part E of this document, who does have the authority under the applicable standards, to enter into this ESA according to the information provided in Section B. By submitting this ESA to LACSD I, \_\_\_\_\_, have read, understand, and accept the terms and conditions of this ESA. I certify under penalty of law that I have personally examined and am familiar with the information submitted in this ESA and all attachments and that, based on my inquiry of those persons immediately responsible for obtaining the information contained in the ESA, I believe that the information is true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment.

\_\_\_\_\_ Designated Responsible Official Signature \_\_\_\_\_ Date

Mail completed and signed Electronic Signature Agreement (ESA) to:

**Industrial Waste Section  
Los Angeles County Sanitation Districts  
1955 Workman Mill Road  
Whittier, CA 90601**

**Save a copy for your records. This ESA must be submitted to LACSD as a paper copy with a wet-ink signature.**

Checklist - LACSD Use Only:

Check	Item	Name	Date
( )	Notification to User		