



Date: December 11, 2023

To: Thomas B. Modica, City Manager 

From: Eric Lopez, Director of Public Works 

For: Mayor and Members of the City Council

Subject: **Outstanding Invoices for 2019-2021 NPDES Stormwater Facility Inspections**

Between 2019 and 2021, the City of Long Beach (City) Department of Public Works, Stormwater Management Division performed State mandated National Pollutant Discharge Elimination System (NPDES) inspections for applicable commercial and industrial businesses. Due to COVID-19, the City paused receipt of payment for all open NPDES inspection invoices. City staff are now ready to resume collection of payment for those outstanding invoices.

Payment for the remaining invoices ensures consistency following the economic hardship that businesses have faced and supports the City’s NPDES program. Additionally, the City is withholding receipt of payment for the next round of NPDES inspections, which began in January 2023, until a resolution is reached for those remaining open invoices.

Below is an overview of businesses with open invoices for 2019-2021 NPDES inspections:

Total Paid Invoices	1,387
Total Open Invoices	272
Total Invoice Amount Remaining	\$39,182.42
Approx. Businesses Closed	68 (\$10,000 in invoices)
Average Open Invoice Amount	\$144

Payment Collection Approach

The City uses Data-Ticket, a payment collection vendor, for all fees associated with NPDES stormwater inspections. For payment collection:

1. The City will send an initial letter to each business notifying them of their outstanding invoice, payment options, and of an upcoming collection notice in the mail from Data-ticket.
2. A week later, collection notices will be sent out by Data-Ticket.

Payment Options For Businesses

Businesses may pay their invoice by phone, mail or via Data-Ticket’s website, and may still arrange flexible installments (up to 12) through Data-Ticket. Please note, although the City has

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offered payment plans in the past, our records indicate that our business community has not taken advantage of this opportunity as of yet.

For more information, please contact Melissa You, Project Management Officer-Stormwater Management Division, at melissa.you@longbeach.gov or at 562-570-6383.

Attachment: NPDES Letter

CC: DAWN MCINTOSH, CITY ATTORNEY
DOUGLAS P. HAUBERT, CITY PROSECUTOR
LAURA L. DOUD, CITY AUDITOR
LINDA F. TATUM, ASSISTANT CITY MANAGER
TERESA CHANDLER, DEPUTY CITY MANAGER
MEREDITH REYNOLDS, DEPUTY CITY MANAGER
APRIL WALKER, ADMINISTRATIVE DEPUTY CITY MANAGER
GRACE YOON, DEPUTY CITY MANAGER
KEVIN LEE, CHIEF PUBLIC AFFAIRS OFFICER
MONIQUE DE LA GARZA, CITY CLERK
DEPARTMENT HEADS

Month XX, 2023

<Business Name>
<Business Address>
<City, State, Zip Code>

Date of Invoice: XX-XX-20XX
Invoice(s): XXXXXXXXXXXXXXXX

Dear Business Owner/Operator,

Between 2019 and 2021, the City of Long Beach performed a State mandated National Pollutant Discharge Elimination System (NPDES) inspection for your business. Due to COVID-19 and the economic environment, the City had temporarily paused receiving payments for all open NPDES inspection invoices. After careful consideration, the City is now accepting payments through Data Ticket, our 3rd party vendor. Our records indicate that the following inspection invoice for your business is still outstanding.

Invoice # XXXXXXXXXXXXXXXX

DESCRIPTION	AMOUNT
Nat Pollutant Discharge Elimination Sys [Business Name, etc]	\$XXX.XX
TOTAL DUE	\$XXX.XX

The City is still offering installment plans at this time. Please contact Data Ticket at 1-800-969-6158 to speak with a customer service representative to set up a payment plan, or you may pay your invoice in full via the following methods.

- Make your check or money order payable to: **City of Long Beach. Do not send cash.** To ensure proper credit, please write the invoice number on your check or money order. **Mail the payment to the City of Long Beach, NPDES Processing Center, P.O. Box 7275, Newport Beach, CA 92658-7275.**
- Payment may be made on-line via credit/debit card at www.CitationProcessingCenter.com or by calling 1-800-969-6158.

We appreciate your prompt response to this matter and look forward to working with you in creating a successful stormwater quality management program. Please call the Processing Center at 1-800-969-6158 or the Stormwater Management Division at 562-570-6383, or stormwater@longbeach.gov, for questions or clarification regarding the fees due.

Sincerely,



Melissa You
Project Management Officer

