

Standard Operating Procedure for the Front Desk

The purpose of establishing new procedures for the front desk processing of dry well registration forms, interaction with customers, and coordination with the Mining, Industrial and Drywell Unit (MIDU), is due to the high demand for assistance at the front desk for drywell registration customers.

In the past, the front desk has contacted MIDU staff by phone requesting that staff members come downstairs to provide front desk services. The MIDU can no longer accommodate demands for service and assistance without appointments made in advance. In response, we have developed new procedures for handling dry well registration customers:

Front Desk Procedures for Drywell Registration Customers

1. Front desk staff will take the registration form, site plan, and applicable fee of \$100.00 per drywell.
2. Front desk staff will provide the registrant with a receipt as verification of registration.

If the registration numbers are needed immediately, the registrant may fill out the **Request for Email Registration Number(s)** form and leave it with the registration package. Typically the Registration Number(s) will be sent to you the following business day.

3. Drywell registrations are typically processed by MIDU within three (3) to five (5) business days.
4. Please do not call the MIDU for assistance at the front desk service. You may contact Ramona Rodriguez at (602) 771-4686 to schedule a meeting for assistance with the registration process.