

Year 1 Annual Report
Massachusetts Small MS4 General Permit
Reporting Period: May 1, 2018-June 30, 2019

Please DO NOT attach any documents to this form. Instead, attach all requested documents to an email when submitting the form

Unless otherwise noted, all fields are required to be filled out. If a field is left blank, it will be assumed the requirement or task has not been completed.

Part I: Contact Information

Name of Municipality or Organization:

EPA NPDES Permit Number:

Primary MS4 Program Manager Contact Information

Name:

Title:

Street Address Line 1:

Street Address Line 2:

City:

State:

Zip Code:

Email:

Phone Number:

Fax Number:

Stormwater Management Program (SWMP) Information

SWMP Location (web address):

Date SWMP was Last Updated:

If the SWMP is not available on the web please provide the physical address and an explanation of why it is not posted on the web:

Part II: Self Assessment

First, in the box below, select the impairment(s) and/or TMDL(s) that are applicable to your MS4.

Impairment(s)

- Bacteria/Pathogens Chloride Nitrogen Phosphorus
 Solids/ Oil/ Grease (Hydrocarbons)/ Metals

TMDL(s)

- In State:* Assabet River Phosphorus Bacteria and Pathogen Cape Cod Nitrogen
 Charles River Watershed Phosphorus Lake and Pond Phosphorus

- Out of State:* Bacteria/Pathogens Metals Nitrogen Phosphorus

Clear Impairments and TMDLs

Next, check off all requirements below that have been completed. **By checking each box you are certifying that you have completed that permit requirement fully.** If you have not completed a requirement leave the box unchecked. Additional information will be requested in later sections.

Year 1 Requirements

- Develop and begin public education and outreach program
- Identify and develop inventory of all known locations where SSOs have discharged to the MS4 in the last 5 years
 - The SSO inventory is attached to the email submission
 - The SSO inventory can be found at the following website:

https://www.rockportma.gov/sites/rockportma/files/pages/rockport_-_stormwater_management_plan_final_june_2019.pdf
- Develop written IDDE plan including a procedure for screening and sampling outfalls
- IDDE ordinance complete
- Identify each outfall and interconnection discharging from MS4, classify into the relevant category, and priority rank each catchment for investigation
 - The priority ranking of outfalls/interconnections is attached to the email submission
 - The priority ranking of outfalls/interconnections can be found at the following website:

https://www.rockportma.gov/sites/rockportma/files/pages/swmp_outfall_catchment_rankings_201909.pdf
- Construction/ Erosion and Sediment Control (ESC) ordinance complete
- Develop written procedures for site inspections and enforcement of sediment and erosion control measures
- Develop written procedures for site plan review
- Keep a log of catch basins cleaned or inspected
- Complete inspection of all stormwater treatment structures

Annual Requirements

- Annual opportunity for public participation in review and implementation of SWMP
- Comply with State Public Notice requirements
- Keep records relating to the permit available for 5 years and make available to the public
- Properly store and dispose of catch basin cleanings and street sweepings so they do not discharge to receiving waters
- Annual training to employees involved in IDDE program
- All curbed roadways have been swept a minimum of one time per year

Bacteria/ Pathogens (Combination of Impaired Waters Requirements and TMDL Requirements as Applicable)Annual Requirements*Public Education and Outreach**

- Annual message encouraging the proper management of pet waste, including noting any existing ordinances where appropriate
- Permittee or its agents disseminate educational material to dog owners at the time of issuance or renewal of dog license, or other appropriate time
- Provide information to owners of septic systems about proper maintenance in any catchment that discharges to a water body impaired for bacteria

** Public education messages can be combined with other public education requirements as applicable (see Appendix H and F for more information)*

Use the box below to input additional details on any unchecked boxes above or any additional information you would like to share as part of your self assessment:

Rockport placed a brochure about proper maintenance of septic systems on their website (https://www.rockportma.gov/sites/rockportma/files/imce/u24004/septic_maintenance.png). During the Year 2 reporting period, the Board of Health will also develop flyers/brochures to be made available to septic system owners. There are only two (2) properties with septic systems in the Rockport Harbor catchment area. This information will continue to be available on the Town website to reach a broader audience.

There are no known locations where SSOs have discharged to the MS4 during the reporting period.

The town did not inspect all of stormwater treatment structures in Permit Year 1. Rockport did clean stormwater treatment structures as needed. Rockport is still working to identify the location of structural BMPs that are municipally owned, and develop operation & maintenances procedures/inspection forms as required in Permit Year 2. Once all BMPs have been located, and the O&M procedures/inspection forms have been developed, the town will be in a better position to inspect all BMPs by the end of Permit Year 2.

Part III: Receiving Waters/Impaired Waters/TMDL

Have you made any changes to your lists of receiving waters, outfalls, or impairments since the NOI was submitted?

Yes No

If yes, describe below, including any relevant impairments or TMDLs:

Part IV: Minimum Control Measures

Please fill out all of the metrics below. If applicable, include in the description who completed the task if completed by a third party.

MCM1: Public Education

Number of educational messages completed during the reporting period:

Below, report on the educational messages completed during the first year. For the measurable goal(s) please describe the method/measures used to assess the overall effectiveness of the educational program.

BMP: Lawn Care Brochures

Message Description and Distribution Method:

Lawn care brochures were made available to residents in Rockport. The brochures focused on the effects of lawn care on water quality. The brochures were mailed to residents along with their water and sewer bills.

Targeted Audience:

Responsible Department/Parties:

Measurable Goal(s):

The Town of Rockport mailed 3,527 residents lawn care brochures with their water/sewer bills. The brochures reached a large audience during the reporting period.

Message Date(s):

Message Completed for: Appendix F Requirements Appendix H Requirements

Was this message different than what was proposed in your NOI? Yes No

If yes, describe why the change was made:

BMP:Pet Waste Brochure

Message Description and Distribution Method:

Pet Waste Brochures were made available to residents in Rockport. The brochures were distributed and displayed for residents to take at the Town Hall and DPW Office. The brochures included the importance of picking up dog waste, that can cause a health threat to water quality with high levels of harmful E. Coli bacteria that can wash into storm drains and waterways.

Targeted Audience:

Responsible Department/Parties:

Measurable Goal(s):

There were approximately 50 pet waste brochures taken by residents during this reporting period. It is the

goal for Permit Year 2 is to send out brochures with dog licenses and renewals and track the number of licenses/brochures that are distributed.

Message Date(s): FY19

Message Completed for: Appendix F Requirements Appendix H Requirements

Was this message different than what was proposed in your NOI? Yes No

If yes, describe why the change was made:

BMP: Social Media

Message Description and Distribution Method:

Rockport continues to provide stormwater-related educational information on their facebook page, including ways that residents, businesses, institutions, commercial facilities, etc. can help with water quality issues.

Posts regarding pet waste being one of the many contributors of stormwater pollution, a reminder that the town has installed several pet waste stations, and a link to the town's website providing responsible pet waste practices (<https://www.rockportma.gov/animal-control/pages/doggy-does-and-donts-responsible-dog-ownership>), have been made.

Rockport has also provided messages explaining proper pool water drainage practices and how draining pool water improperly can harm local waterways.

Targeted Audience: Residents, Businesses, Institutions, Commercial Facilities

Responsible Department/Parties: Department of Public Works

Measurable Goal(s):

The exact number of webpage/message views is not known, but the online social media posts reached a large audience during the reporting period. The informational messages are available to those actively looking on the DPW's facebook page, as well as those visiting facebook feeds for other reasons, raising awareness more effectively than targeted mailings or postings.

Message Date(s): FY19

Message Completed for: Appendix F Requirements Appendix H Requirements

Was this message different than what was proposed in your NOI? Yes No

If yes, describe why the change was made:

Social media has been found to be an effective way to reach a large audience in a short amount of time. Many Rockport residents/neighboring communities keep up with the local DPW page on Facebook, which results in a good opportunity to share messages about public participation events, water quality impacts, and what residents can do to keep our stormwater and waterways clean.

BMP: Webpage

Message Description and Distribution Method:

Rockport has made a separate tab on the town website which focuses on the Stormwater Management Plan (<https://www.rockportma.gov/department-public-works/pages/stormwater-management-plan>). This web page provides educational material regarding Rockport's stormwater management program and water quality impacts. Links to the Think Blue Massachusetts program, "Stormwater 101" page and Massachusetts Stormwater Handbook and Stormwater Standards on the mass.gov site are provided.

Targeted Audience: Residents, Businesses, Institutions, Commercial Facilities

Responsible Department/Parties: Department of Public Works

Measurable Goal(s):

While the number of webpage interactions is not known, the town is reaching a broad audience. The information is visible to those who are actively searching for it as well as those visiting the town's website for other reasons, raising awareness more effectively than targeted mailings or postings.

Message Date(s): FY19

Message Completed for: Appendix F Requirements Appendix H Requirements

Was this message different than what was proposed in your NOI? Yes No

If yes, describe why the change was made:

Add an Educational Message

MCM2: Public Participation

Describe the opportunity provided for public involvement in the development of the Stormwater Management Program (SWMP) during the reporting period:

The Town of Rockport posted the SWMP to the town website in June 2019, making it available to the public. The SWMP was discussed at the Capital Improvement Committee Meeting which was open to the public. Once submitted, this Annual Report will be appended to the SWMP and the online version will be updated accordingly.

Was this opportunity different than what was proposed in your NOI? Yes No

Describe any other public involvement or participation opportunities conducted during the reporting period:

Rockport provided multiple opportunities for public involvement and participation during this reporting period. The Rockport Conservation Committee set out to participate in CoastSweep, for their fourth annual Cape Hedge Beach Clean Up. Family, friends, and neighbors were invited to cleanup litter along Cape Hedge Beach on Saturday, September 7th, 2019 from 9AM to 4PM. The same event also took place last year on Saturday, September 15th, 2018. Several volunteers came out to collect trash, fishing line, and other marine

debris. Data is recorded on what they find and is used to find solutions for keeping trash out of the ocean.

The Town of Rockport is participating in a Mercury Recovery Program to eliminate this element that can be harmful to the environment if not managed properly. The town is collecting mercury devices, such as Thermostats, Thermometers, Mercury Switches, and Button Cell Batteries. Mercury thermometers can be exchanged for a new digital thermometer.

The Town of Rockport utilizes as Pas-As-You-Throw (PAYT) solid waste disposal program that allows a resident or business to pay a per-unit fee for disposal of the solid waste that they may generate. Rockport has also held a Household Hazardous Waste Day where large items were collected. Used motor oil can be recycled quarterly. These events take place at the Wastewater Treatment Plant on Pleasant Street. Other items such as used car batteries can be recycled at the transfer station year-round, during normal business hours. The quarterly events typically take place on the last Saturday in the months of March, June and September and the Saturday of the second weekend in December from 8:00 AM to 11:00 AM.

MCM3: Illicit Discharge Detection and Elimination (IDDE)

Sanitary Sewer Overflows (SSOs)

Below, report on the number of SSOs identified in the MS4 system and removed during this reporting period.

Number of SSOs identified:

Number of SSOs removed:

Below, report on the total number of SSOs identified in the MS4 system and removed to date. At a minimum, report SSOs identified since 2013.

Total number of SSOs identified:

Total number of SSOs removed:

MS4 System Mapping

Describe the status of your MS4 map, including any progress made during the reporting period (phase I map due in year 2):

Prior the the start of the permit term, Rockport had a comprehensive map of their drainage system. The map included pipes, manholes, catch-basins, and outfalls. Rockport has continued to update their MS4 map in accordance with permit conditions. All outfalls have been mapped and during this reporting period, defined catchment areas were delineated for each outfall. The town has also been working to identify any interconnections. Rockport also continues to work on mapping municipally owned stormwater treatment structures, and updating any drainage structures as investigations are completed. The town map, which is in accordance with the 2016 MS4 Permit's accuracy guidelines, is available at the following location: https://www.rockportma.gov/sites/rockportma/files/pages/swmp_outfall_catchment_rankings_201909.pdf

Screening of Outfalls/Interconnections

If conducted, please submit any outfall monitoring results from this reporting period. Outfall monitoring results should include the date, outfall/interconnection identifier, location, weather conditions at time of sampling, precipitation in previous 48 hours, field screening parameter results, and results from all analyses.

- The outfall screening data is attached to the email submission
- The outfall screening data can be found at the following website:

No Outfall screenings were performed during this reporting period.

Below, report on the number of outfalls/interconnections screened during this reporting period.

Number of outfalls screened:

Below, report on the percent of total outfalls/ interconnections screened to date.

Percent of total outfalls screened:

Catchment Investigations

If conducted, please submit all data collected during this reporting period as part of the dry and wet weather investigations. Also include the presence or absence of System Vulnerability Factors for each catchment.

- The catchment investigation data is attached to the email submission
- The catchment investigation data can be found at the following website:

No Catchment Investigations were performed during the reporting period.

Below, report on the number of catchment investigations completed during this reporting period.

Number of catchment investigations completed this reporting period:

Below, report on the percent of catchments investigated to date.

Percent of total catchments investigated:

Optional: Provide any additional information for clarity regarding the catchment investigations below:

The Town of Rockport does not currently have any problem catchments based on the current rankings. As information becomes available from dry weather screening and sampling, catchments will be re-prioritized and investigation of catchments will proceed in accordance with permit requirements. The delineation and optimization plan is completed and will be used as a guide for Permit Year 2. The regular Board of Health sampling is completed around Rockport Harbor and beaches every year for bacteria contamination.

IDDE Progress

If illicit discharges were found, please submit a document describing work conducted over this reporting period, and cumulative to date, including location source; description of the discharge; method of discovery; date of discovery; and date of elimination, mitigation, or enforcement OR planned corrective measures and schedule of removal.

- The illicit discharge removal report is attached to the email submission
- The illicit discharge removal report can be found at the following website:

No illicit discharges were identified during the reporting period.

Below, report on the number of illicit discharges identified and removed, along with the volume of sewage removed during this reporting period.

Number of illicit discharges identified:

Number of illicit discharges removed:

Estimated volume of sewage removed: [UNITS]

Below, report on the total number of illicit discharges identified and removed to date. At a minimum, report on the number of illicit discharges identified and removed since the effective date of the permit.

Total number of illicit discharges identified:

Total number of illicit discharges removed:

Optional: Provide any additional information for clarity regarding illicit discharges identified, removed, or planned to be removed below:

Employee Training

Describe the frequency and type of employee training conducted during the reporting period:

Weston and Sampson Engineers conducted a two-hour training session for Rockport Town personnel from applicable facilities and departments on June 27, 2019. This training included an introduction to IDDE, Best Management Practices for pollution and good housekeeping that will reduce pollutant runoff. Materials on these subjects were provided to municipal staff.

MCM4: Construction Site Stormwater Runoff Control

Below, report on the construction site plan reviews, inspections, and enforcement actions completed during this reporting period.

Number of site plan reviews completed:

Number of inspections completed:

Number of enforcement actions taken:

MCM5: Post-Construction Stormwater Management in New Development and Redevelopment

Ordinance Development

Describe the status of the post-construction ordinance required to be complete in year 2 of the permit term:

The town's by-laws include the Stormwater Management By-Law, in Chapter 8, Public Works. Rockport also has a Town Zoning By-Law that was most recently revised in September 2014. These regulations are included in Appendix G of the Stormwater Management Plan. Further revisions by the Rockport Planning Board will be completed in Permit Year 2 to bring the Town into compliance with the 2016 MS4 Permit.

As-built Drawings

Describe the status of the measures the MS4 has utilized to require the submission of as-built drawings and ensure long term operation and maintenance of completed construction sites required to be complete in year 2 of the permit term:

As-built drawings are required in accordance with the Town of Rockport's Construction Standards. Additional regulatory updates will be implemented in Permit Year 2 to meet the 2016 MS4 Permit requirements for long-term operation and maintenance of BMPs.

Street Design and Parking Lots Report

Describe the status of the street design and parking lots assessment due in year 4 of the permit term, including any planned or completed changes to local regulations and guidelines:

The town will develop the street design and parking lot assessment report by the end of Permit Year 4, as required by the 2016 MS4 Permit.

Green Infrastructure Report

Describe the status of the green infrastructure report due in year 4 of the permit term, including the findings and progress towards making the practice allowable:

The town's current by-laws include provisions recommending the use of green infrastructure/low impact development in all new development and redevelopment projects. Rockport will develop a specific green infrastructure assessment report by the end of Permit Year 4, as required by the 2016 MS4 Permit.

Retrofit Properties Inventory

Describe the status of the inventory, due in year 4 of the permit term, of permittee-owned properties that could be modified or retrofitted with BMPs to mitigate impervious areas and report on any properties that have been modified or retrofitted:

The town is working to develop an inventory of its properties to be retrofitted with BMPs. This inventory will be completed by the end of Permit Year 4, as required by the 2016 MS4 Permit.

MCM6: Good Housekeeping

Catch Basin Cleaning

Describe the status of the catch basin cleaning optimization plan:

See information included under Additional Information section below.

If complete, attach the catch basin cleaning optimization plan or the schedule to gather information to develop the optimization plan:

- The catch basin cleaning optimization plan or schedule is attached to the email submission
- The catch basin cleaning optimization plan or schedule can be found at the following website:

Below, report on the number of catch basins inspected and cleaned, along with the total volume of material removed from the catch basins during this reporting period.

Number of catch basins inspected:

Number of catch basins cleaned:

Total volume or mass of material removed from all catch basins:

Below, report on the total number of catch basins in the MS4 system, if known.

Total number of catch basins:

If applicable:

Report on the actions taken if a catch basin sump is more than 50% full during two consecutive routine inspections/cleaning events:

Catch basins are periodically inspected each year and cleaned as needed. The Town of Rockport has cleaned 46 catch basins during this reporting period that were more than 50% full. Data collected annually from both 2019 and 2020 catch basin cleaning season will be utilized to identify those catch basins that are filling up more frequently and will therefore need to be cleaned more than once annually to ensure that the catch basin sump is never more than 50% full.

Street Sweeping

Describe the status of the written procedures for sweeping streets and municipal-owned lots:

The town continued its existing schedule of sweeping all main streets and major arterial streets more than twice per year. The downtown area (which is made up of Broadway, a portion of Main Street, Dock Square and Bearskin Neck) gets swept once a week to every other week. Anything that is town-owned and paved gets swept twice per year or as necessary. The town is working to develop a Standard Operating Procedure for street sweeping, which will be complete by the end of Permit Year 2.

Report on street sweeping completed during the reporting period using one of the three metrics below.

- Number of miles cleaned:
- Volume of material removed: [UNITS]
- Weight of material removed: [UNITS]

If applicable:

For rural uncurbed roadways with no catch basins, describe the progress of the inspection, documentation, and targeted sweeping plan:

All uncurbed roadways with no catch basins are swept on an as needed basis, or swept twice per year. Most uncurbed roadways with no catch basins are gravel roadways.

Winter Road Maintenance

Describe the status of the written procedures for winter road maintenance including the storage of salt and sand:

The town has developed a Standard Operating Procedure for snow removal and de-icing, which can be found in Appendix H of the Stormwater Management Plan. This SOP includes written procedures for plowing, sanding, and salting roads, and designates appropriate covered storage areas for sand, salt, and pre-wetting chemicals that are used for road maintenance in the winter.

Inventory of Permittee-Owned Properties

Describe the status of the inventory, due in year 2 of the permit term, of permittee-owned properties, including parks and open spaces, buildings and facilities, and vehicles and equipment, and include any updates:

The town is working to compile a complete inventory of their property, including vehicles and equipment. All vehicles and equipment used for Winter Road Maintenance have been inventoried and are included in the Snow Removal and De-Icing SOP in Appendix H of the SWMP.

O&M Procedures for Parks and Open Spaces, Buildings and Facilities, and Vehicles and Equipment

Describe the status of the operation and maintenance procedures, due in year 2 of the permit term, of permittee-owned properties (parks and open spaces, buildings and facilities, vehicles and equipment) and include maintenance activities associated with each:

The town will develop written operation and maintenance procedures for parks and open spaces, buildings, and facilities, and buildings and equipment. These SOPs will be included in Appendix H of the SWMP as completed.

Stormwater Pollution Prevention Plan (SWPPP)

Describe the status of any SWPPP, due in year 2 of the permit term, for permittee-owned or operated facilities including maintenance garages, public works yards, transfer stations, and other waste handling facilities where pollutants are exposed to stormwater:

The town will begin working to create a SWPPP for their new DPW facility, public works yard, salt storage areas, etc. The town will be voting in Fall 2019 to construct the new facility and construction would begin Fall 2020. Rockport will verify facilities within the urbanized area or where pollutants are exposed to stormwater

that require development of a SWMPPP.

Below, report on the number of site inspections for facilities that require a SWPPP completed during this reporting period.

Number of site inspections completed: 0

Describe any corrective actions taken at a facility with a SWPPP:

N/A

O&M Procedures for Stormwater Treatment Structures

Describe the status of the written procedure for stormwater treatment structure maintenance:

The town will develop a written procedure for stormwater treatment structure maintenance including inspection forms for stormwater treatment structures. This procedure will be incorporated into the operation and maintenance plan for all MS4 infrastructure in the town, and will be complete by end of Permit Year 2.

Additional Information

Monitoring or Study Results

Results from any other stormwater or receiving water quality monitoring or studies conducted during the reporting period not otherwise mentioned above, where the data is being used to inform permit compliance or permit effectiveness must be attached.

- Not applicable
- The results from additional reports or studies are attached to the email submission
- The results from additional reports or studies can be found at the following website(s):

If such monitoring or studies were conducted on your behalf or if monitoring or studies conducted by other entities were reported to you, a brief description of the type of information gathered or received shall be described below:

Additional Information

Optional: Enter any additional information relevant to your stormwater management program implementation during the reporting period. Include any BMP modifications made by the MS4 if not already discussed above:

The Town continued its existing schedule and routine for catch basin cleaning and optimization. The Town

has been collecting additional data during the 2019 cleaning season as part of their optimization plan to ensure that no catch basin is more than 50% full. The Town is working to use this data to develop a cleaning optimization plan, which will be complete by the end of Permit Year 2.

Activities Planned for Next Reporting Period

Please confirm that your SWMP has been, or will be, updated to comply with all applicable permit requirements including but not limited to the year 2 requirements summarized below. (Note: impaired waters and TMDL requirements are not listed below)

Yes, I agree

- Complete system mapping Phase I
- Begin investigations of catchments associated with Problem Outfalls
- Develop or modify an ordinance or other regulatory mechanism for post-construction stormwater runoff from new development and redevelopment
- Establish and implement written procedures to require the submission of as-built drawings no later than two years after the completion of construction projects
- Develop, if not already developed, written operations and maintenance procedures
- Develop an inventory of all permittee owned facilities in the categories of parks and open space, buildings and facilities, and vehicles and equipment; review annually and update as necessary
- Establish a written program detailing the activities and procedures the permittee will implement so that the MS4 infrastructure is maintained in a timely manner
- Develop and implement a written SWPPP for maintenance garages, public works yards, transfer stations, and other waste handling facilities where pollutants are exposed to stormwater
- Enclose or cover storage piles of salt or piles containing salt used for deicing or other purposes
- Develop, if not already developed, written procedures for sweeping streets and municipal-owned lots
- Develop, if not already developed, written procedures for winter road maintenance including storage of salt and sand
- Develop, if not already developed, a schedule for catch basin cleaning
- Develop, if not already developed, a written procedure for stormwater treatment structure maintenance
- Develop a written catchment investigation procedure (*18 months*)

Annual Requirements

- Annual report submitted and available to the public
- Annual opportunity for public participation in review and implementation of SWMP
- Keep records relating to the permit available for 5 years and make available to the public
- Properly store and dispose of catch basin cleanings and street sweepings so they do not discharge to receiving waters
- Annual training to employees involved in IDDE program
- Update inventory of all known locations where SSOs have discharged to the MS4 in the last 5 years
- Continue public education and outreach program
- Update outfall and interconnection inventory and priority ranking and include data collected in connection with the dry weather screening and other relevant inspections conducted
- Implement IDDE program
- Review site plans of construction sites as part of the construction stormwater runoff control program
- Conduct site inspection of construction sites as necessary
- Inspect and maintain stormwater treatment structures
- Log catch basins cleaned or inspected

- Sweep all uncurbed streets at least annually

Provide any additional details on activities planned for permit year 2 below:

Part V: Certification of Small MS4 Annual Report 2019

40 CFR 144.32(d) Certification

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, I certify that the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

Name:

Title:

Signature:

Date:

[Signatory may be a duly authorized representative]