



## Water Quality Control Division

### File Review Request Procedure

1. File requests may be made by contacting the Water Quality Control Division Records Center and submitting the following form. File review requests may be submitted by mail, fax or email to:

Records Manager  
Water Quality Control Division  
Colorado Department of Public Health and Environment  
4300 Cherry Creek Drive South  
Denver, CO 80246-1530

Email: [CDPHE.WQRecordsCenter@state.co.us](mailto:CDPHE.WQRecordsCenter@state.co.us)  
Fax: 303.782.0390  
Phone: 303.692.3600

Western Engineering Field Unit: [CDPHE.WQRecordsCenter@state.co.us](mailto:CDPHE.WQRecordsCenter@state.co.us) 970.248.7150  
Southern Engineering Field Unit: [CDPHE.WQRecordsCenter@state.co.us](mailto:CDPHE.WQRecordsCenter@state.co.us) 719.295.5071

The request should include the following:

- Today's date
- Your name
- Company name
- Request, including:
  - Permit numbers(s), site address(es) and/or locations(s)
  - Any specific date or time period
- Your email (many documents may be provided by email)
- Address
- Telephone number

2. Upon receipt of a request, the Records Center will do a search and collect all available information. The requestor will be notified of the results and then arrangements will be made to review the files or fill the request. Requests will be responded to within 3 business days.
3. On-site file reviews are scheduled during normal business hours: Monday through Friday, 8:30 a.m.- 12 noon and 1:00 p.m.- 4:30 p.m. Notes may be taken of the records. Recording devices, personal computers and scanners are allowed.
4. Costs:
  - a. Copying Costs. When the number of pages produced pursuant to the act exceeds 25, the department shall charge \$.25 per page for all documents copied.
  - b. Record Production Costs. If researching, retrieving, reviewing and producing records consumes more than one hour of staff time, the department shall charge \$30 an hour for all staff time associated with locating and producing records for a requestor. The department may also charge the actual per-box retrieval fees for retrieving responsive records that are stored offsite by a vendor.
  - c. Attorney General Review Costs. When review from the Attorney General's Office (AGO) is necessary to ensure the production of records is appropriate under the CORA statute, the time the AGO spends reviewing documents is limited to \$30 per hour. Department staff will coordinate with the AGO and include its review time in any estimate and any invoice for responding to the record request.

- d. **Data Manipulation Costs.** In some instances the department does not have a responsive record but a division may offer to create a record as a customer service. When creating the record requires staff to manipulate existing databases or data elements to generate the document, or when specialized document production or specialized skills are required to produce records pursuant to a records request (including the use of third-party contractors), the department may charge the actual costs associated with the manipulation of data. Any cost charged to a requestor shall not exceed the actual cost of producing the records, in accordance with § 24- 72-205(5)(a), C.R.S. The actual cost can be charged; however, in instances where the data manipulation is minimal, divisions are encouraged to create the document at no charge as a customer service. To effectively communicate with a requestor, the response to the CORA request is to inform the requestor that the department has no responsive records, notify the requestor of the process for submitting a request for data manipulation, the fees for creating the record and the estimated time frame for the response.
- e. **Electronic Records.** Electronically stored information may be transmitted free of charge if the file size is under 10MB. Files exceeding the department's electronic file size limit may be burned to a CD for a cost of \$10 per disk. If available, at the records manager's discretion, file transfer protocol (FTP) may be used. At the records manager's discretion, Google Drive may be used as a method for sharing files with the requestor; however, the following guidelines must be strictly adhered to:
  - i. Confidential or client-specific records shall not be uploaded or shared in Google Drive; instead, these files shall be sent via certified mail.
  - ii. Files that are uploaded and shared in Google Drive in response to a CORA request must be properly destroyed after the agreed-upon time the requestor has been given to access them, not to exceed one (1) week. Proper destruction of files in Google Drive requires that all of the following activities be performed:
    - 1. Removing sharing rights (un-sharing the files) with the requestor;
    - 2. Deleting them from the location they are saved in (i.e. My Drive or other folders); and
    - 3. Deleting them from the Google Drive Trash.
- f. **Cost Estimates.** When costs will be assessed, the responding division shall provide a cost estimate and inform the requestor that records shall not be copied or compiled until the estimated costs are paid. Large document requests may be sent to the state's contracted vendor, who will provide a cost estimate to the requestor.
- g. **Remitting Payment.** The responding division shall instruct the requestor to make out a check to the Colorado Department of Public Health and Environment. Upon request, the responding division may also provide the requestor with the contact information for the Accounts Receivable Unit in Accounting to make a credit card payment. All checks and monies received shall be given to the Accounts Receivable Unit in Accounting.

5. Requestor must bring photo ID to view records.