West County Wastewater District

Overflow Emergency Response Plan

Effective Date: _____

Revised Date: _____

Approved by: _____

Signature: _____

Date: _____

Prepared by David Patzer, DKF Solutions Group
707.373.9709 dpatzer@dkfsolutions.com

Table of Contents

Table of Contents *(continued)*

(Sanitary Sewer Overflow Packet continued)

Field Guide (FG)

Miscellaneous

Element 6: Sanitary Sewer Overflow Emergency Response Plan

6.1 Purpose

The purpose of the Overflow Emergency Response Plan (OERP) is to support an orderly and effective response to Sanitary Sewer Overflows (SSOs). The OERP provides guidelines for District personnel to follow in responding to, cleaning up, and reporting SSOs that may occur within the District's service area. This OERP satisfies the SWRCB Statewide General Waste Discharge Requirements, which require wastewater collection agencies to have an Overflow Emergency Response Plan.

6.2 Policy

The District's employees are required to report all wastewater overflows found and to take the appropriate action to secure the wastewater overflow area, properly report to the appropriate regulatory agencies, relieve the cause of the overflow, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. The District's goal is to respond to sewer system overflows as soon as possible following notification. The District will follow reporting procedures in regards to sewer spills as set forth by the San Francisco Bay Regional Water Quality Control Board (*SFRWQCB)* and the California State Water Resources Control Board (*SWRCB)***.**

6.3 Definitions As Used In This OERP

Nuisance - California Water Code section 13050, subdivision (m), defines nuisance as anything that meets all of the following requirements:

a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
c. Occurs during, or as a result of, the treatment or disposal of wastes.

Private Lateral Sewage Discharges – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

Sanitary Sewer Overflow (SSO) - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:

(i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
(ii) Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and
(iii) Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

NOTE: Wastewater backups into buildings caused by a blockage or other malfunction of a building lateral that is privately owned are not SSOs.

SSO Categories -

Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:

- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:

- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition.

Sanitary sewer system – Any publicly-owned system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.

Untreated or partially treated wastewater – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

6.4 Regulatory Requirements for OERP Element of SSMP

General Waste Discharge Requirements (GWDR) Requirement

The collection system agency shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

(a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;

(b) A program to ensure appropriate response to all overflows;

(c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;

(d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;

(e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and

(f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

The District's SSMP and critical supporting documents publicly available at http://www.wcwd.org.

6.5 Goals

The District's goals with respect to responding to SSOs are:

- Work safely;
- Respond quickly to minimize the volume of the SSO;
- Eliminate the cause of the SSO;
- Prevent sewage system overflows or leaks from entering the storm drain system or receiving waters to the maximum extent practicable;
- Contain the spilled wastewater to the extent feasible;
- Minimize public contact with the spilled wastewater;
- Mitigate the impact of the SSO;
- Meet the regulatory reporting requirements;
- Evaluate the causes of failure related to certain SSOs; and
- Revise response procedures resulting from the debrief and failure analysis of certain SSOs.

6.6 SSO Detection

The processes that are employed to notify the District of the occurrence of an SSO include: observation by the public, receipt of an alarm, or observation by District staff during the normal course of their work.

The District operates 17 wastewater lift stations. In the event of any pump failure, the high level sensor activates the SCADA alarm system and the District is contacted. To prevent overflow, wastewater from the wet well can either be pumped into a vacuum truck for disposal to a nearby sanitary sewer manhole, or bypassed around the station into the sanitary sewer system.

6.6.1 PUBLIC OBSERVATION

Public observation is the most common way that the District is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book and on the District's website: http://www.wcwd.org. The District's telephone number for reporting sewer problems is (510) 222-6700.

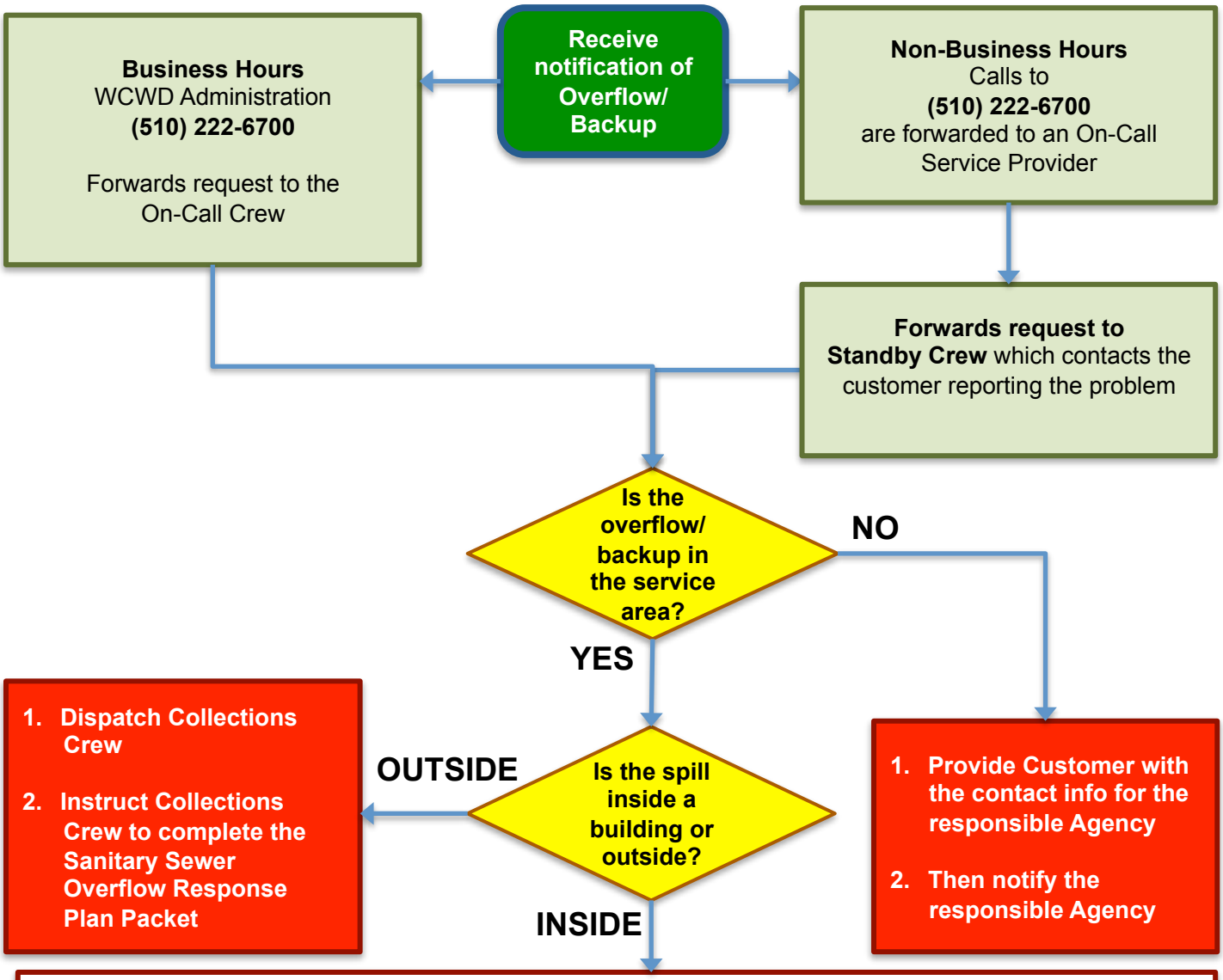
Normal Work Hours
When a report of a sewer spill or backup is made during normal work hours, WCWD Administration receives the call. The call is then forwarded to the on-call crew who will gather information from the caller.

After Hours
After hours calls are forwarded to an on-call service provider, which contacts the Standby Crew.

When calls are received, either during normal work hours or after hours, the individual receiving the call will collect the following information:

- Time and date of call
- Specific location of potential problem
- Nature of call
- In case of SSO, estimated start time of overflow
- Caller's name and telephone number
- Caller's observation (e.g., odor, duration, location on property, known impacts, indication if surface water impacted, appearance at cleanout or manhole)
- Other relevant information

The following is an overview of receiving a sewage overflow or backup report:



WHAT TO TELL THE CUSTOMER (See Field Guide for tips)

- Clearly communicate who will respond, estimated time they will arrive and what area(s) will need to be accessed.
- Clearly communicate that a blockage in the sewer main line will be promptly cleared, but that the City is **not allowed to work on a blockage in the property owner's/resident's service lateral line.** Use general terms that the caller can understand, and give the caller your name for future reference.
- Show concern and empathy for the property owner/resident, **but do not admit or deny liability.**
- Instruct the caller to turn off any appliances that use water and to shut off any faucets inside the home.
- Instruct the caller to keep all family members and pets away from the affected area.
- Instruct the caller to place towels, rags, blankets, etc. between areas that have been affected and areas that have not been affected.
- Instruct the caller to not remove any contaminated items – *let the professionals do this.*
- Instruct the caller to turn off their HVAC system.
- Instruct the caller to move any **uncontaminated** property away from impacted areas.

A Collections Crew will be dispatched to the scene and will complete the Sanitary Sewer Backup Response Packet.

6.6.2 DISTRICT STAFF OBSERVATION

District staff conducts periodic inspections of its sewer system facilities as part of their routine activities. Any problems noted with the sewer system facilities are reported to appropriate District staff that in turn respond to emergency situations. Work orders are issued to correct non-emergency conditions.

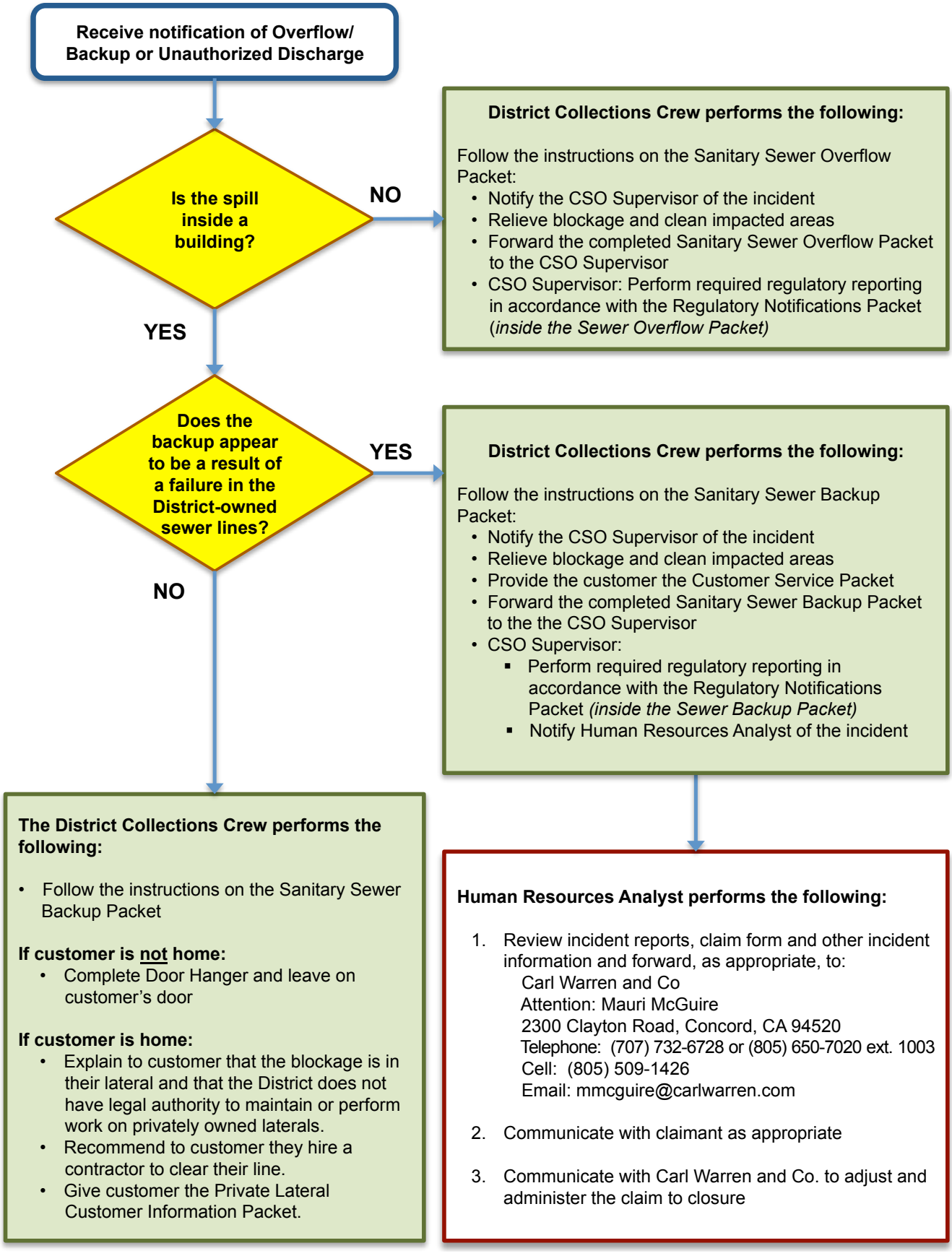
6.6.3 CONTRACTOR OBSERVATION

The following procedures are to be followed in the event that a contractor causes or witnesses a Sanitary Sewer Overflow. If the contractor causes or witnesses an SSO they should:

1. Immediately notify the District
2. Protect storm drains
3. Protect the public.
4. Provide Information to the District Collections Crew such as start time, appearance point, suspected cause, weather conditions, etc.
5. Direct ALL media and public relations requests to the General Manager

6.7 SSO Response Procedures

6.7.1 Sewer Overflow/Backup Response Summary



6.7.2 First Responder Priorities

The first responder's priorities are:

- To follow safe work practices.
- To respond promptly with the appropriate and necessary equipment.
- To contain the spill wherever feasible.
- To restore the flow as soon as practicable.
- To minimize public access to and/or contact with the spilled sewage.
- To promptly notify the CSO Supervisor in event of a Category 1 or Category 2 SSO.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).

6.7.3 Safety

The first responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. There may be times when District personnel responding to a sewer system event are not familiar with potential safety hazards peculiar to sewer work. In such cases it is appropriate to take the time to discuss safety issues, consider the order of work, and check safety equipment before starting the job.

6.7.4 Initial Response

The first responder must respond to the reporting party/problem site and visually check for potential sewer stoppages or overflows.

The first responder should:

- Check for any non-sewer hazards (e.g., if the overflow/backup coincides with a storm, downed power lines could pose a hazard to the first responder.)
- Note arrival time at the site of the overflow/backup.
- Verify the existence of a sewer system spill or backup.
- Determine if the overflow or blockage is from a public or private sewer.
- Identify and assess the affected area and extent of spill.
- Contact caller if time permits.
- If the spill is large or in a sensitive area, document conditions upon arrival with photographs. Decide whether to proceed with clearing the blockage to restore the flow or to initiate containment measures. The guidance for this decision is:
    - Small spills (i.e., spills that are easily contained) – proceed with clearing the blockage.
    - Moderate or large spill where containment is anticipated to be simple – proceed with the containment measures.
    - Moderate or large spills where containment is anticipated to be difficult – proceed with clearing the blockage; however, whenever deemed necessary, call for additional assistance and implement containment measures.

6.7.5 Restore Flow

Using the appropriate cleaning equipment, set up downstream of the blockage and hydro-clean upstream from a clear manhole. Attempt to remove the blockage from the system and observe the flows to ensure that the blockage does not recur downstream. If the blockage cannot be cleared within a reasonable time from arrival, or sewer requires construction repairs to restore flow, then initiate containment and/or bypass pumping. If assistance is required, immediately contact other employees, contractors, and equipment suppliers.

6.7.6 Initiate Spill Containment Measures

The first responder should attempt to contain as much of the spilled sewage as possible using the following steps:

- Determine the immediate destination of the overflowing sewage.
- Plug storm drains using air plugs, sandbags, and/or plastic mats to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage/pipe failure/pump station.

6.8 Water Quality

6.8.1 Waters of the State

The following Waters of the State are in the West County Wastewater District's service area.

- San Francisco Bay
- San Pablo Creek
- Wildcat Creek

6.8.2 Water Quality Sampling and Testing

Water quality sampling and testing is required whenever spilled sewage enters a water body and is performed to determine the extent and impact of the SSO. The water quality sampling procedures are:

- The first responders should have water samples collected as soon as possible after the discovery and mitigation of the SSO event.
- The water quality samples should be collected from upstream of the spill, from the spill area, and downstream of the spill in flowing water (e.g. creeks). The water quality samples should be collected near the point of entry of the spilled sewage.
- The samples shall then be brought to the West County Wastewater District Laboratory.
- Call the Lab for assistance:

  Business hours: (510) 237-6603
  After hours: Steve Lindsey (510) 237-7976
  Joe Neugebaur (925) 321-0648

6.8.3 Water Quality Monitoring Plan

A Water Quality Monitoring Plan will be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. The SSO Water Quality Monitoring Program will:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

6.8.4 SSO Technical Report

The District will submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. The Engineering Services Manager will supervise the preparation of this report. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

<u>Causes and Circumstances of the SSO:</u>

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

<u>District's Response to SSO:</u>

- Chronological narrative description of all actions taken by the District to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.
- Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

6.9 Recovery and Cleanup

The recovery and cleanup phase immediately begins when the flow has been restored and the spilled sewage has been contained to the extent possible. The SSO recovery and cleanup procedures are:

6.9.1 Estimate the Volume of Spilled Sewage

Use the methods outlined in the SSO Response Field Documentation Form and/or the Field Guide to estimate the volume of the spilled sewage. Wherever possible, document the estimate using photos of the SSO site before and during the recovery operation.

6.9.2 Recovery of Spilled Sewage

Vacuum up and/or pump the spilled sewage and discharge it back into the sanitary sewer system.

6.9.3 Clean-up and Disinfection

Clean up and disinfection procedures should be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and should be modified as required for wet weather conditions. Where cleanup is beyond the capabilities of District staff, a cleanup contractor will be used.

Private Property

District crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings. In all other cases, affected property owners can call a water damage restoration contractor to complete the cleanup and restoration. If the overflow into property is the definite cause of District system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, District claim forms may be issued if requested by the property owners.

Hard Surface Areas

Collect all signs of sewage solids and sewage-related material either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water until the water runs clear. Take reasonable steps to contain and vacuum up the wash water. Allow area to dry. Repeat the process if additional cleaning is required.

Landscaped and Unimproved Natural Vegetation
Collect all signs of sewage solids and sewage-related material either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water until the water runs clear. The flushing volume should be approximately three times the estimated volume of the spill. Either contain or vacuum up the wash water so that none is released. Allow the area to dry. Repeat the process if additional cleaning is required.

Natural Waterways
The Department of Fish and Wildlife will be notified by CalOES as appropriate in the event of:

- Fish kill
- SSO greater than or equal to 1,000 gallons

Fish and Wildlife will provide the professional guidance needed to effectively clean up spills that occur in these sensitive environments. Clean up should proceed quickly in order to minimize negative impact. Sewage causes depletion of dissolved oxygen, which will kill aquatic life. Any water that is used in the cleanup should be de-chlorinated prior to use.

Wet Weather Modifications
Omit flushing and sampling during heavy storm events (i.e., sheet of rainwater across paved surfaces) with heavy runoff where flushing is not required and sampling would not provide meaningful results.

6.10 Public Notification

Signs will be posted and barricades put in place to keep vehicles and pedestrians away from contact with spilled sewage. County Environmental Health instructions and directions regarding placement and language of public warnings will be followed. Additionally, the CSO Supervisor will use his/her best judgment regarding supplemental sign placement in order to protect the public and local environment. Signs will not be removed until directed by County Environmental Health, the CSO Supervisor or designee.

Creeks, streams and beaches that have been contaminated as a result of an SSO will be posted at visible access locations until the risk of contamination has subsided to acceptable background bacteria levels. The warning signs, once posted, will be checked every day to ensure that they are still in place. Photographs of sign placement will be taken.

In the event that an overflow occurs at night, the location should be inspected first thing the following day. The field crew should look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities.

When contact with the local media is deemed necessary, the General Manager will provide the media with all revelvant information.

6.11 Failure Analysis Investigation

The objective of the failure analysis investigation is to determine the "root cause" of the SSO and to identify corrective action(s) needed that will reduce or eliminate future potential for the SSO to recur.

The investigation should include reviewing all relevant data to determine appropriate corrective action(s) for the line segment. The investigation should include:

- Reviewing and completing the Sewer Overflow Report,
- Reviewing the incident timeline and other documentation regarding the incident,
- Reviewing communications with the reporting party and witness.
- Review volume estimate, volume recovered estimate, volume estimation assumptions and associated drawings,
- Reviewing available photographs,
- Interviewing staff that responded to the spill.
- Reviewing past maintenance records,
- Reviewing past CCTV records,
- Conducting a CCTV inspection to determine the condition of the line segment immediately following the SSO and reviewing the video and logs,
- Reviewing any FOG related information or results

The product of the failure analysis investigation should be the determination of the root cause and the identification of the corrective actions. The Collection System Failure Analysis Form should be used to document the investigation.

6.12 Post SSO Event Debriefing

Every SSO event is an opportunity to evaluate the response and reporting procedures. Each overflow event is unique, with its own elements and challenges including volume, cause, location, terrain, and other parameters.

As soon as possible after Category 1 and Category 2 SSO events, all of the participants, from the person who received the call to the last person to leave the site, should meet to review the procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of the debriefing should be recorded and tracked to ensure the action items are completed. The record should be shared with all CSO staff so that the entire crew can learn from the experience.

6.13 Notification, Reporting, Monitoring and Recordkeeping Requirements

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS WDRs), the West County Wastewater District maintains records for each sanitary sewer overflow. Records include:

- Documentation of response steps and/or remedial actions
- Photographic evidence to document the extent of the SSO, field crew response operations, and site conditions after field crew SSO response operations have been completed. The date, time, location, and direction of photographs taken will be documented.
- Documentation of how any estimations of the volume of discharged and/or recovered overflow were calculated

ELEMENT	REQUIREMENT	METHOD
NOTIFICATION	Within two hours of becoming aware of any Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, the District will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.	Call Cal OES at: **(800) 852-7550**
REPORTING	• Category 1 SSO: The District will submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date. • Category 2 SSO: The District will submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date. • Category 3 SSO: The District will submit certified report within 30 calendar days of the end of month in which SSO the occurred. • SSO Technical Report: The District will submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters. • "No Spill" Certification: The District will certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred. • Collection System Questionnaire: The District will update and certify every 12 months	Enter data into the CIWQS Online SSO Database[1] (http://ciwqs.waterboards.ca.gov/), certified by the Legally Responsible Official(s)[2]. All information required by CIWQS will be captured in the Sanitary Sewer Overflow Report. Certified SSO reports may be updated by amending the report or adding an attachment to the SSO report within 120 calendar days after the SSO end date. After 120 days, the State SSO Program Manager must be contacted to request to amend an SSO report along with a justification for why the additional information was not available prior to the end of the 120 days.
WATER QUALITY MONITORING	The District will conduct water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.	Water quality results will be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.
RECORD KEEPING	The District will maintain the following records: • SSO event records. • Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP. • Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters. • Collection system telemetry records if relied upon to document and/or estimate SSO Volume.	Self-maintained records shall be available during inspections or upon request.

For reporting purposes, if one SSO event of whatever category results in multiple appearance points in a sewer system, a single SSO report is required in CIWQS that includes the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that cause the SSO, and descriptions of the locations of all other discharge points associated with the single SSO event.

[1] In the event that the CIWQS online SSO database is not available, the CSO Supervisor will notify SWRCB by phone and will fax or e-mail all required information to the RWQCB office at (510) 622-2460 in accordance with the time schedules identified above. In such an event, the District will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO file.

[2] The District always has at least one Legally Responsible Official (LRO). Any change in the LRO(s) including deactivation or a change to contact information, will be submitted to the SWRCB within 30 days of the change by calling (866) 792-4977 or emailing help@ciwqs.waterboards.ca.gov.

6.14 Complaint Records

The District maintains records of all complaints received whether or not they result in sanitary sewer overflows. These complaint records include:

- Date, time, and method of notification
- Date and time the complainant or informant first noticed the SSO
- Narrative description describing the complaint
- A statement from the complainant or informant, if they know, of whether or not the potential SSO may have reached waters of the state
- Name, address, and contact telephone number of the complainant or informant reporting the potential SSO (if not reported anonymously)
- Follow-up return contact information for each complaint received (if not reported anonymously)
- Final resolution of the complaint
- Work service request information used to document all feasible and remedial actions taken

The District Complaint Record procedure is as follows:

1. WCWD Administrative staff takes the call and forwards it to the On-Call Crew
2. A Service Call Request Form is completed and this form is provided to the CSO Supervisor.
3. Staff will enter the Service Call Request form into WCWD's Computerized Maintenance Management System (CMMS). The hardcopy Service Call Request form is archived in accordance with WCWD procedures.

Records will be maintained for a minimum of five years.

6.15 Equipment

This section provides a list of specialized equipment that is required to support this Overflow Emergency Response Plan.

Closed Circuit Television (CCTV) Inspection Unit – A CCTV Inspection Unit is required to determine the root cause for all SSOs from gravity sewers.

- *Camera* -- A digital or disposable camera is required to record the conditions upon arrival, during clean up, and upon departure.
- *Emergency Response Trucks* -- A utility body pickup truck, or open bed is required to store and transport the equipment needed to effectively respond to sewer emergencies. The equipment and tools should include containment and clean up materials.
- *Portable Generators, Portable Pumps, Piping, and Hoses* – Equipment used to bypass pump, divert, or power equipment to mitigate an SSO.
- *Combination Sewer Cleaning Trucks* -- Combination high velocity sewer cleaning trucks with vacuum tanks are required to clear blockages in gravity sewers, vacuum spilled sewage, and wash down the impacted area following the SSO event.

6.16 SSO Response Training

This section provides information on the training that is required to support this Overflow Emergency Response Plan.

6.16.1 Initial and Annual Refresher Training

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The District's Overflow Emergency Response Plan
- SSO Volume Estimation Techniques
- Researching and documenting SSO Start Times
- Impacted Surface Waters: Response Procedures
- SWRCB Employee Knowledge Expectations
- Employee Core Competency Evaluations

The District will verify that annual safety training requirements are current for each employee, and that employees are competent in the performance of all core competencies. This will be verified through electronic testing, interviews and observations. The District will address, through additional training/instruction, any identified gaps in required core competencies.

Through SWRCB Employee Knowledge Expectations training the employee should be able to answer the following:

- Please briefly describe your name and job title.
- Please describe for us approximately when you started in this field and how long you have worked for your agency.
- Please expand on your current position duties and role in responding in the field to any SSO complaints.
- Please describe your SOPs used to respond/mitigate SSOs when they occur.
- Describe any training your agency provides or sends you to for conducting spill volume estimates.
- We are interested in learning more about how your historical SSO response activities have worked in the field. We understand from discussions with management earlier that you use the OERP from the SSMP. Please elaborate on how you implement and utilize the procedures in the plan.
- Historically, before any recent changes, can you please walk us through how you would typically receive and respond to any SSO complaints in the field?
- Can you tell us who is responsible for estimating SSO volumes discharged? If it is you, please describe how you go about estimating the SSO volume that you record on the work order/service request forms?
- What other information do you collect or record other than what is written on the work order form?
- Describe if and when you ever talk with people that call in SSOs (either onsite or via telephone) to further check out when the SSO might have occurred based on what they or others know? If you do this, can you tell us where this information is recorded?
- We understand you may be instructed to take pictures of some sewer spills/backups into structures. Other than these SSOs, when else would you typically take any pictures of an SSO?
- Please walk us through anything else you'd like to add to help us better understand how your field crews respond and mitigate SSO complaints.

6.16.2 SSO Response Drills

Periodic training drills should be held to ensure that employees are up to date on these procedures, equipment is in working order, and the required materials are readily available. The training drills will cover scenarios typically observed during sewer related emergencies (e.g. mainline blockage, mainline failure, force main failure, pump station failure, and lateral blockage). The results and the observations during the drills will be recorded and action items should be tracked to ensure completion.

6.16.3 SSO Training Record Keeping

Records should be kept of all training that is provided in support of this plan. The records for all scheduled training courses and for each overflow emergency response training event and will include date, time, place, content, name of trainer(s), and names of attendees.

6.16.4 Contractors Working On District Sewer Facilities

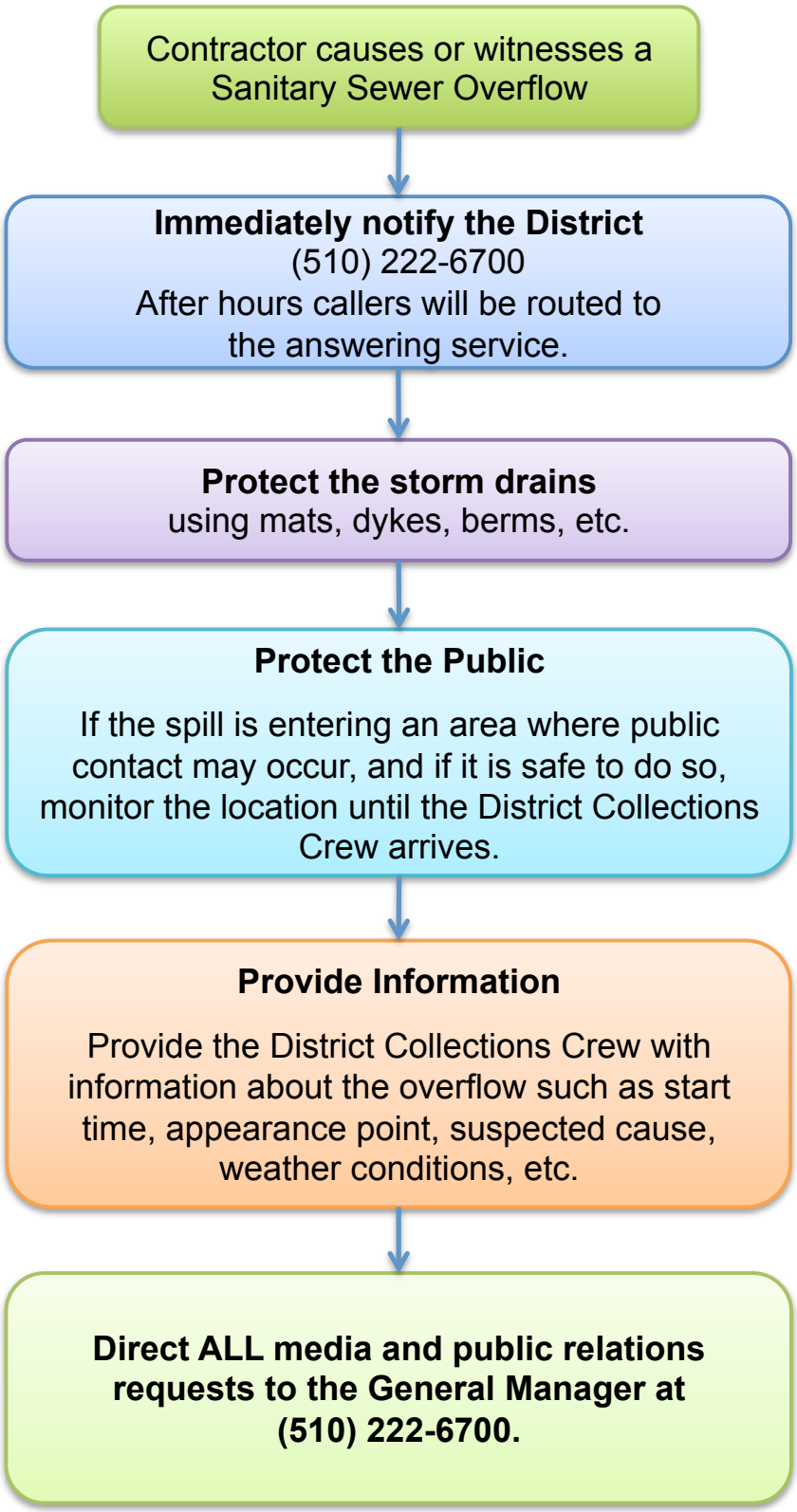
All contractors working on District sewer facilities will be required to develop a project-specific OERP. All contractor personnel will be required to receive training in the contractor's OERP and to follow that OERP in the event that they cause or observe an SSO.

6.17 Authority

- Health & Safety Code Sections 5410-5416
- CA Water Code Section 13271
- Fish & Wildlife Code Sections 5650-5656
- State Water Resources Control Board Order No. 2006-0003-DWQ

Contractor Orientation

The following procedures are to be followed in the event that you cause or witness a Sanitary Sewer Overflow.



Sanitary Sewer Overflows

How to avoid them and what to do if you don't

What? A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

Where? SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

Why? SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, or by unusually high flow volume.

If you cause or witness an SSO, immediately contact:

West County Wastewater District

(510) 222-6700

How to prevent SSOs:

…when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (510) 222-6700, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- Contact Building Permit Information at (510) 222-6700 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

West County Wastewater District 2910 Hilltop Drive, Richmond, CA 94806 www.wcwd.org

Sanitary Sewer Overflows

How to avoid them and what to do if you don't

What? A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

Where? SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

Why? SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, or by unusually high flow volume.

If you cause or witness an SSO, immediately contact:

West County Wastewater District

(510) 222-6700

How to prevent SSOs:

…when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (510) 222-6700, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- Contact Building Permit Information at (510) 222-6700 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

West County Wastewater District 2910 Hilltop Drive, Richmond, CA 94806 www.wcwd.org

Sanitary Sewer Overflows

How to avoid them and what to do if you don't

What? A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

Where? SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

Why? SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, or by unusually high flow volume.

How to prevent SSOs:

…when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (510) 222-6700, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- Contact Building Permit Information at (510) 222-6700 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

If you cause or witness an SSO, immediately contact:

West County Wastewater District

(510) 222-6700

West County Wastewater District

2910 Hilltop Drive
Richmond, CA 94806

www.wcwd.org

Vendor Contact Information

The following vendors provide services related to overflow emergency response.

Vendor	Location	Telephone
Hertz Equipment	San Pablo	(510) 292-2800
Cresco Rents	Richmond	(510) 233-5677
Pac Machine	Benicia	(707) 580-3128
Rain for Rent		(800) 742-7246

REGULATORY NOTIFICATIONS PACKET

Instructions:

1. Receive call from on-site crew reporting a Sanitary Sewer Overflow.
2. Open this packet.
3. Refer to the Regulatory Reporting Guide for instructions.
4. Use the SSO Reporting Checklist (RN-2) for the appropriate category of spill to document that all notifications are made according to the reporting schedule.

Contents:

Print on 6”x9” envelope

Reporting Instructions				
Deadline	**See reverse side for contact information and definitions of the categories** of spills of untreated or partially treated wastewater from publically owned sanitary sewer system			**Spill from Private Lateral**
	Category 1	**Category 2**	**Category 3**	
2 hours after awareness of SSO	If the SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550	-	-	If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters notify CalOES at (800) 852-7550
4 hours after awareness	If this incident includes a sewer backup into a home or business, contact Carl Warren and Co.: Mauri McGuire (805) 650-7020 or (805) 509-1426			-
48 Hours after awareness of SSO	If 50,000 gal or more were not recovered, begin water quality sampling and initiate impact assessment	-	-	-
3 Days after awareness of SSO	Submit Draft Spill Report in the CIWQS* database	Submit Draft Spill Report in the CIWQS* database	-	-
15 Days after response conclusion	Certify Spill Report in CIWQS*. Update as needed until 120 days after SSO end time	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-	-
30 Days after end of calendar month in which SSO occurred	-	-	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters, submit Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time
45 days after SSO end time	If 50,000 gal or more were not recovered, submit SSO Technical Report using CIWQS*	-	-	-

* *In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available: (See contact information on Side B)*

1. *Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-3, and*
2. *Notify the State Water Resources Control Board (SWRCB) by phone or email*

Note: For reporting purposes, if one SSO event results in multiple appearance points, complete one SSO report in the CIWQS Database, and report the location of the SSO failure point, blockage or location of the flow condition that caused the SSO, including all the discharge points associated with the SSO event.

Contact Information:

Contact	Telephone/Fax	Email
CalOES:	(800) 852-7550	
Carl Warren and Co.		
Mauri McGuire	(805) 650-7020 or (805) 509-1426	
July Gonzales (Mauri's Assistant)	(805) 650-7020 or (805) 217-6750	
San Francisco Regional Water Quality Control Board (SFRWQCB):	Phone: (510) 622-2300 Fax: (510) 622-2460	
State Water Resources Control Board (SWRCB):		
Russell Norman, P.E.	(916) 323-5598	Russell.Norman@waterboards.ca.gov
Victor Lopez, Water Resources Control Engineer	(916) 323-5511	Victor.Lopez@waterboards.ca.gov

Authorized Personnel

The following are authorized to perform regulatory reporting:

- All CSO Staff (2-hour Category 1 SSO notification to CalOES)
- Engineering Services Manager

The District's Legally Responsible Official (LRO) is authorized to electronically sign and certify SSO reports in CIWQS. The LRO is Ken Cook, Engineering Services Manager.

Definitions of Spill Categories

Category	Definition
Category 1:	Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either: • Reaches surface water and/or drainage channel tributary to a surface water; or • Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
Category 2:	Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either: • Does not reach surface water, a drainage channel, or an MS4, or • The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
Category 3:	All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition

The response crew will complete the SSO Report form in the SSO Packet to document how category was determined.

Use this Checklist for Category 1 SSOs only

STEP 1: Receive call from crew.

STEP 2: 2-hour notification

☐ If the spill is greater than or equal to 1,000 gallons, notify CalOES at (800) 852-7550 within 2 hours of the time the District was notified of the SSO.

- Date Called: _____
- Time called: _____ : _____ ☐AM ☐PM
- CalOES Control number: _____

STEP 3: 4-hour notification

☐ If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. within four hours of the time the District was notified of the SSO.

Mauri McGuire	(805) 650-7020 or (805) 509-1426
July Gonzales (Mauri's Assistant)	(805) 650-7020 or (805) 217-6750

STEP 4: Within 48 hours after awareness of SSO

☐ Only if 50,000 gallons or more was not recovered, implement Water Quality Monitoring Plan.

STEP 5: Within 3 days after awareness of SSO

☐ Submit a Draft Spill Report using the CIWQS online reporting database.
In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:

1. *Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-3, and*
2. *Notify the State Water Resources Control Board (SWRCB) by phone or email*

STEP 6: Within 15 days after response conclusion

☐ Certify the Spill Report using the CIWQS online reporting database. Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

STEP 7: Within 45 days after SSO end date/time

☐ Within 45 days after the SSO end date/time, submit an SSO Technical Report using the CIWQS online reporting database only if 50,000 gallons or more was spilled to surface waters.

Use this Checklist for Category 2 and 3 SSOs only

STEP 1: Receive call from crew.

STEP 3: 4-hour Notification

☐ If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. within four hours of the time the District was notified of the SSO.

Mauri McGuire	(805) 650-7020 or (805) 509-1426
July Gonzales (Mauri's Assistant)	(805) 650-7020 or (805) 217-6750

STEP 3: Submit Draft Spill Report (Category 2 only)

☐ Submit a Draft Spill Report using the CIWQS online reporting database within 3 days after awareness of Category 2 SSO.

In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:

1. *Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-3, and*
2. *Notify the State Water Resources Control Board (SWRCB) by phone or email*

STEP 4: Certify Spill Report

☐ Certify the Spill Report using the CIWQS online reporting database:

- Category 2 SSO: Within 15 days after the conclusion of the response
- Category 3 SSO: Within 30 days after the end of the calendar month in which the SSO occurred

☐ Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

Use this Checklist for Private Sewer Lateral Discharges (PSLD) only

STEP 1: Receive call from crew.

STEP 2: Notifications

☐ If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters:
- Notify CalOES

STEP 3: Submit Draft Spill Report

☐ If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters submit a Draft Spill Report using the CIWQS online reporting database within 3 days after awareness of PSLD.
In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:
1. *Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-4, and*
2. *Notify the State Water Resources Control Board (SWRCB) by phone or email*

STEP 4: Certify Spill Report

☐ Certify the Spill Report using the CIWQS online reporting database within 30 days after the end of the calendar month in which the PSLD occurred

☐ Updates to the Spill Report may be made for up to 120 days following the conclusion of the response.

West County Wastewater District
Overflow Emergency Response Plan

Regional Water Quality Control Board Notification Fax **RN-3**

NOTE TO WCWD Staff: Only use this form in the event that the CIWQS online SSO database is not available

FAX TO: San Francisco Regional Water Quality Control Board
Fax Number: (510) 622-2460

Date: _____
Pages: _____

FROM: West County Wastewater District
Telephone: (510) 222-6700
Fax: (510) 222-3277

Address of SSO: _____ City: _____

County: _____ Date/Time: _____

SSO Start Time: _____ SSO Stop Time: _____

Volume of SSO: _____ Volume Recovered: _____

Final Disposition: _____

_____

Affected Water Body: _____

Samples Collected? ☐YES ☐NO

Taken to: _____

Crew Members: _____

Agencies Notified	**Number(s)**		**Contact**	**Time**	**Date**
CalOES	(800) 852-7550	☐YES ☐NO	_____	_____	_____
RWQCB/ WEBERS	ph. (510) 622-2369 fx. (510 622-2460	☐YES ☐NO	_____	_____	_____
CIQWS		☐YES ☐NO	_____	_____	_____

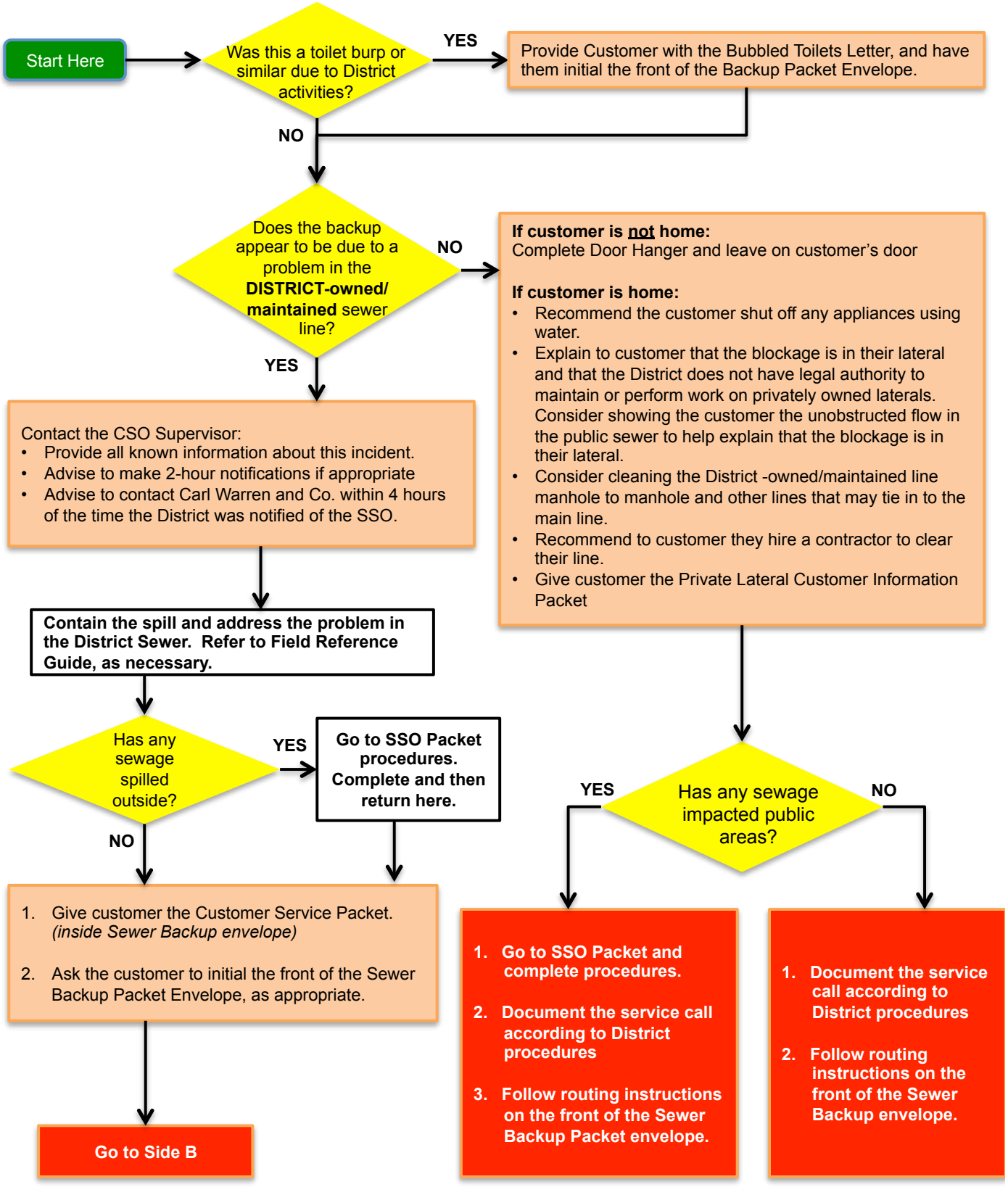
OTHER: _____

_____

BACKUP PACKET

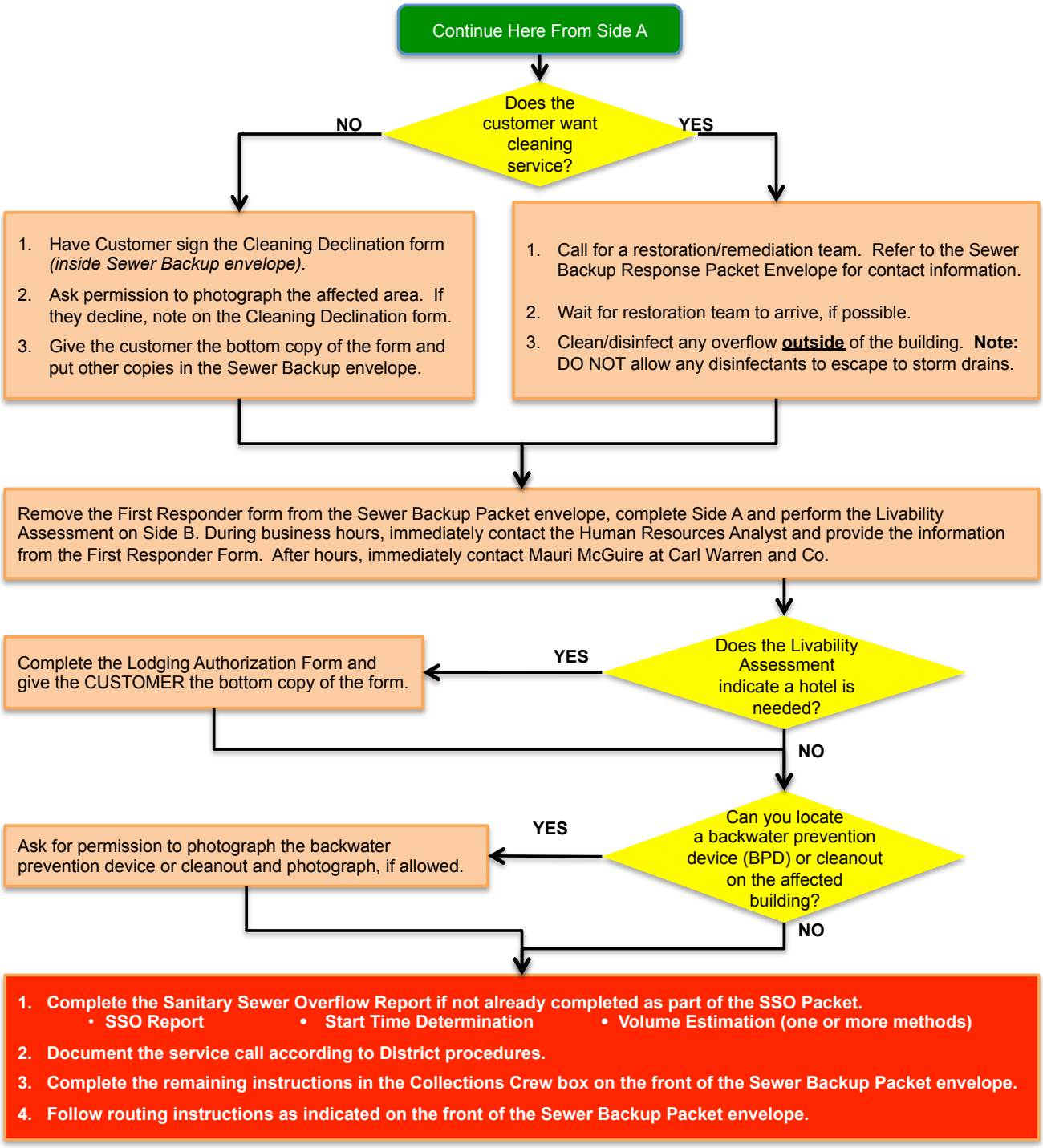
Overflow Emergency Response Plan
Backup Response Flowchart

BP-1
Side A



Overflow Emergency Response Plan
Backup Response Flowchart

BP-1
Side B



MEDIA AND PUBLIC RELATIONS GUIDELINES:

Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to **AVOID THE FOLLOWING**:

- Giving out the wrong information,
- Making accusations against customers, businesses or other agencies
- Speculating about the situation you are responding to
- Providing incorrect facts about a company or other agency

Be courteous and attempt to provide accurate information to questions within the limits above. In some cases, it may be appropriate to say that we do not have any information, or to delay answering a question and then to say when an answer might be available.

In most cases, refer media requests to the media coordinator indicated on the front of the Sewer Overflow Packet envelope.

In the event of a Sewer Backup into a home/business
READ THIS FIRST

	Trigger	Contact Immediately	Telephone
☐	**For all backups into/onto private property & possibly due to problems in the public sewer**	CSO Supervisor	(510) 222-6700 or (925) 586-7542
		Carl Warren & Co. Mauri McGuire	(805) 650-7020 or (805) 509-1426
		or July Gonzales (Mauri's Assistant)	(805) 650-7020 or (805) 217-6750
☐	**For restoration/remediation**	Restoration Management (Benicia)	(707) 750-6320 or (800) 400-5058
		Service Master	(925) 288-0479
☐	**For any media requests**	General Manager	(510) 222-6700

Instructions

Collections Crew

1. **Follow instructions on BP-1 Backup Response Flowchart.**
2. **If Category 1 SSO greater than or equal to 1,000 gallons, contact CalOES at (800) 852-7550.**
3. **If the backup appears to be due to a failure in the District-owned sewer line & the customer is home, give them the Customer Service Packet and have them initial this envelope below:**

   Customer acknowledgement of receipt of Bubbled Toilets Letter: _____
   Customer acknowledgement of receipt of Customer Service Packet: _____

   If customer is not home, complete the Door Hanger and hang it on the customer's door.
4. **Complete the Chain of Custody record (right) and forward this packet to the CSO Supervisor.**

CSO Supervisor

1. **Open this envelope. Review forms for accuracy and completeness.**
2. **Complete the Regulatory Notifications Packet**
3. **Complete the Claims Submittal Checklist (enclosed)**
4. **Copy all items on the Claims Submittal Checklist for internal archiving purposes and forward the originals to the Human Resources Analyst.**
5. **Debrief using the Collection System Failure Analysis Form.**

Human Resources Analyst

Refer to Claims Handling Procedure Summary

Chain of Custody

_____
Print Name

_____
Initial

_____ _____
Date Time

_____
Print Name

_____
Initial

_____ _____
Date Time

West County Wastewater District CA
Overflow Emergency Response Plan

For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or losscontrol@sbcglobal.net

Dear West County Wastewater District Customer,

Thank you for informing us that your toilet bubbled while our crews were working in proximity of your property. We apologize for the inconvenience and hope that this letter will answer some of your questions about bubbling toilets.

1. **Is this a health risk?**
   The water that came out of your toilet is potable water from the toilet bowl. Unless your toilet was in use when this occurred, this water is no different than that encountered while cleaning your toilet.

2. **What is the District doing in the street?**
   In order to insure reliable sewer service, the District inspects, cleans, and repairs its sewer system on a continuous basis.

3. **How does sewer cleaning cause my toilet to bubble?**
   Typical industry cleaning equipment uses high-pressure water to clean sewers. The first step is to use the high-pressure water jets to propel the hose and cleaning nozzle upstream as far as 800 feet. During this process, air within the main pipe is displaced and sometimes goes up the private lateral pipe and releases though the toilet. This can also happen during the cleaning phase, when high-pressure water is pulled downstream to the cleaning truck.

4. **What causes the air to come from my toilet?**
   Over the years, District crews have found that the bubbling of toilets have many causes, some of which are:
   - Obstructed vent pipes;
   - Vent pipes that are positioned too far from the toilet;
   - Lateral pipes that may be in use as the crew is cleaning (e.g. draining washing machine, draining bathtub, etc.);
   - Lateral pipes that may have obstructions that are causing them to hold water (e.g. roots, grease, etc.).

5. **What does District staff do, once informed of a bubbling toilet?**
   Once notified of a bubbling toilet, the crew leader explains to the customer what has happened, and checks to see if there is a clean-out in the customer's yard that could be opened in the future during cleaning. The crew leader then makes notes and completes paperwork that puts the address on the District's computerized notification list. In the future, crews will notice that this address was "bubbled" at one time, and, before commencing the cleaning, they will notify the occupant of the possibility of bubbling toilets. In the event the occupant is not present when the cleaning begins, the crews will attempt to open clean-outs and/or lower water pressure to avoid bubbling.

6. **What can I do to prevent my toilet from bubbling?**
   When a sewer begins to drain slowly, it may be a sign that it needs to be cleaned or repaired. Trees and shrubs may have root structures that are entering the lateral pipe. The homeowner needs to make sure to have a clean-out for accessing the line. It is the homeowner's responsibility to keep the sewer lateral pipe in good working condition. **The District also recommends the homeowner install a back-flow prevention device to prevent bubbling or sewer back-ups into the home.**

It is always a good idea to keep the toilet lid down when not in use, and not install carpets in the bathroom unless they can be easily removed and cleaned. For more information, please visit our website at www.wcwd.org or call the District office at (510) 222-6700.

Sincerely,

West County Wastewater District

West County Wastewater District
Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet
First Responder Form

BP-3
Side A

Fill out this form as completely as possible.
Ask customer if you may enter the home. If so, take photos of damaged and undamaged areas.

PERSON COMPLETING THIS FORM:	PHONE: DATE: TIME:
TIME STAFF ARRIVED ON-SITE:	
DID CUSTOMER CALL CLEANING CONTRACTOR? ☐ Yes ☐ No If YES, name of contractor:	
RESIDENT:	PROPERTY MANAGERS: OWNER/TENANT:
STREET ADDRESS: CITY, STATE AND ZIP: PHONE:	STREET ADDRESS: CITY, STATE AND ZIP: PHONE:
IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? ☐ Yes ☐ No	
# OF PEOPLE LIVING AT RESIDENCE:	

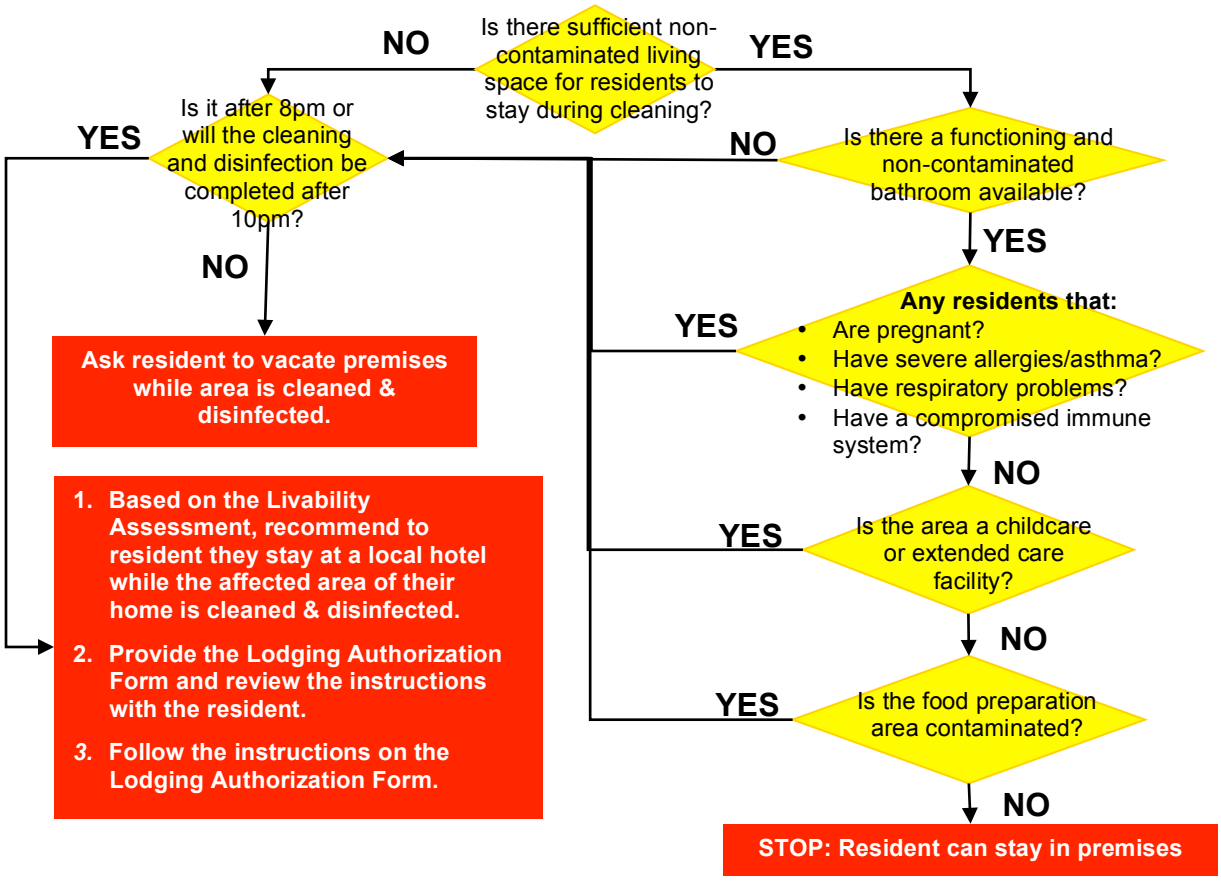
Approximate Age of Home:	# of Bathrooms:	# of Rooms Affected:
Approximate Amount of Spill (gallons):	Approximate Time Sewage Has Been Sitting (hrs/days):	

Numbers of Pictures Taken	Digital or Film?

Does the Customer have a Backwater Prevention Device (BPD)?	☐ YES ☐ NO ☐ Unknown
If yes, was the BPD operational at the time of the overflow?	☐ YES ☐ NO ☐ Unknown
Have there ever been any previous spills at this location?	☐ YES ☐ NO ☐ Unknown
Has the resident had any plumbing work done recently? *If YES, please describe:*	☐ YES ☐ NO

GO TO SIDE B

LIVABILITY ASESSMENT



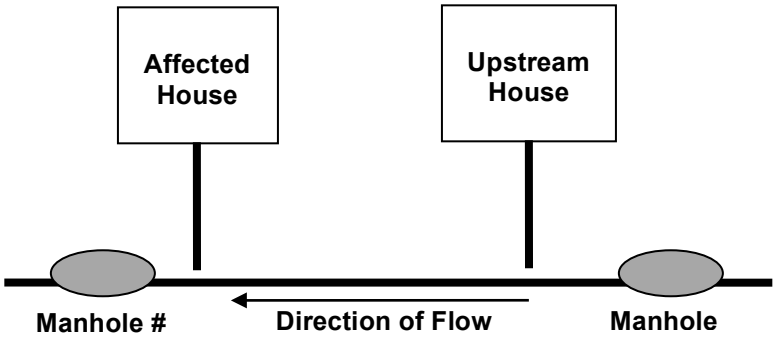
SANITARY SEWER LINE BLOCKAGE LOCATION

Please check the box that describes your observations. Customer cleanout was:

- ☐ **Non-existent**
- ☐ **Full**
- ☐ **Empty**

Recommended Follow-Up Action(s):

Place an X where the blockage occurred
Circle the areas where sewage overflowed/backed



Did sewage go under buildings? ☐ Yes ☐ No ☐ Unsure

Place completed form in Sewer Backup Envelope and follow routing instructions

West County Wastewater District
Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet
Declination of Sewage Cleaning Services

BP-4

Customer Information		
NAME:	ADDRESS:	TELEPHONE:

ON (date)	**AT** (time)	**Approximately** (quantity)	**GALLONS OF:** ☐ Sewage ☐ Grey Water ☐ Toilet Bowl Water ☐ Odor ☐ Other (describe):

Overflowed from (or odor emanating from):
- ☐ Toilet
- ☐ Shower/Tub
- ☐ Washer
- ☐ Other (describe):

The overflow affected the following areas *(check all that apply):*
- ☐ Bathroom ☐ Bedroom
- ☐ Hallway ☐ Garage
- ☐ Kitchen ☐ Crawlspace
- ☐ Other (specify):

The overflow affected the following flooring:
- ☐ Tile ☐ Wood Flooring
- ☐ Linoleum ☐ Carpet
- ☐ Other (specify):

and/or additional materials:
- ☐ Area Rugs ☐ Towels
- ☐ Clothing ☐ Other (specify):

Photos: ☐ Were Not Taken ☐ Were Taken, number of photos: _____

This Form Completed By: **Date:** _____ **Time:**

CUSTOMER, please read the following and sign below:
I/We acknowledge that West County Wastewater District, CA (*District)* has offered to provide professional cleaning and decontamination services to remediate the sewage backup and/or overflow described above and that we declined the offer. We further understand and acknowledge that because we have declined, any necessary remediation activities will be conducted without District assistance, and that the District will not accept responsibility for work performed by persons other than those engaged by the District. The District will also not accept responsibility for any charges related to this incident that are not usual and customary. Please refer to the Customer Service Packet for whom to contact if you have any questions.

Customer Signature*:		**Date:**
The information above was explained to the customer by the following employee:	**Name:**	**Title:**
	Signature:	**Date:**

**Note to responders: if customer declines to sign this form, then have a co-worker sign here as a witness:*
Name: _____ *Signature:* _____ *Date:* _____

Recommendations to customer to clean up the spill:

- Keep pets and children out of the affected area
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Remove and discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow water to cool before washing your hands.) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent (wash separately from uncontaminated clothes).
- Wash clothes contaminated with flood or sewage water in hot water and detergent. Use a laundromat for washing large quantities of clothes and linens until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.

Distribution Instructions – Top Copy to District records; Middle Copy to Carl Warren and Co.; Bottom Copy to Customer

Sanitary Sewer Backup Response Packet

Lodging Authorization Form BP-5

INSTRUCTIONS TO EMPLOYEE:

1. Review this form with the customer and instruct them to read and select, in order of preference, which of the hotels below they wish to stay at.
2. Contact the CSO Supervisor and request they contact the selected hotel and provide payment for one night's lodging for the customer named below. If both hotels are fully booked, immediately contact the Human Resources Analyst or Mauri McGuire at Carl Warren & Co. See Backup Response envelope for contact information.
3. Instruct the customer that this emergency authorization is for LODGING ONLY – NO FOOD, MINIBAR, MOVIE, PHONE or Other Charges).
4. Explain to customer that if circumstances require additional nights' lodging and other incidentals, the Human Resources Analyst or designee or the District's Claims Adjustor will address them.
5. Have the customer sign the Acknowledgement section of this form.
6. Complete this Authorization Form and sign.
7. Give the bottom copy of this form to the customer.
8. Contact the Human Resources Analyst or designee or the District's Claims Adjustor in accordance with the Backup Response Flowchart Side B if they have not already been contacted.

INSTRUCTIONS TO RESIDENT: West County Wastewater District recommends that you temporarily relocate to a local hotel for your safety and convenience while your residence is being cleaned. Please note that this emergency authorization is granted under the following conditions:

1. This authorizes payment of 1 (one) nights stay at one of the hotels listed below.
2. The authorization is good for **room and tax ONLY**. Phone, food, mini-bar and other incidental charges will not be reimbursed.
3. Additional nights, other allowances, incidentals and special circumstances may be discussed by contacting West County Wastewater District's Human Resources Analyst or designee at **(510) 222-6700** or the District's Claim Adjustor, Carl Warren and Co. at (800) 759-8798.

CUSTOMER ACKNOWLEDGEMENT:

I/we have read and understood the terms and conditions governing this offer of temporary relocation and agree to abide by them as described above.

Customer Name (please print): _____

Customer Address: _____

Phone # where customer may be reached: _____

Customer Signature: _____ Date: _____

☐ Check here to decline this offer of temporary relocation. Customer Signature: _____

Good for one (1) night's stay on (date): _____ Number of affected residents: _____

West County Wastewater District Representative's Name: _____ Phone Number: _____

This voucher is valid at the following hotels:

Courtyard by Marriott
3150 Garrity Way
Richmond, CA 94806
(510) 262-0700

Extended Stay America
3170 Garrity Way
Richmond, CA 94806
(510) 222-7383

Distribution: Top Copy to: District records Middle Copy to: Carl Warren and Co. Bottom Copy to Customer

West County Wastewater District
Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet
Sanitary Sewer Overflow Report

BP-6
Side A

INSTRUCTIONS: Complete all items *EXCEPT* those that are shaded gray

SSO Category *(check one)*:

☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition

☐ Spill from Private Lateral (specify): ☐ Single Family Home ☐ Multi-Family Home ☐ High Density Residential (5+ units)
☐ Food Service Establishment (FSE) ☐ Mixed Use Property ☐ Industrial Property ☐ Commercial Property
☐ Public quasi-public institution (hospital, schools, fire department, etc.)

IMMEDIATE NOTIFICATION: If this is a Category 1 SSO ≥1,000 gallons, contact CalOES within 2 hours at (800) 852-7550.

A. SSO LOCATION

SSO Location Name:		
Latitude Coordinates*:	Longitude Coordinates:	
Street Name and Number:		
Nearest Cross Street:	City:	Zip Code:
County:	SSO Location Description:	

B. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)

SSO Appearance Point (check one or more): ☐ Combined Sewer D.I. (Combined CS Only) ☐ Force Main ☐ Gravity Mainline
☐ Lateral Cleanout (Private) ☐ Lateral Cleanout (Public) ☐ Inside Building or Structure ☐ Manhole ☐ Pump Station
☐ Lower Lateral (Private) ☐ Lower Lateral (Public) ☐ Upper Lateral (Private) ☐ Upper Lateral (Public)
☐ Other Sewer System Structure (specify):

Were there multiple appearance points? ☐ No ☐ Yes, number of appearance points:

Did the SSO reach a drainage channel and/or surface water? ☐ Yes (*Category 1)* ☐No

If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐No (*Category 1)*

Was this spill from a private lateral? ☐ Yes ☐No If YES, name of responsible party:

Final Spill Destination: ☐ Ocean/ocean beach* ☐ Surface waters other than ocean ☐ Drainage channel ☐ Building/structure
☐ Separate Storm drain ☐ Combined storm drain ☐ Paved surface ☐ Unpaved surface ☐ Street/curb/gutter
☐ Other:
*Provide name(s) of affected drainage channels, beach, etc.:

Total Estimated SSO volume *(in gallons – 1,000gal or more = Category 1)*: gallons

Est. volume that reached a separate storm drain that flows to a surface water body:	gal	Recovered:	gal
Est. volume that reached a drainage channel that flows to a surface water body:	gal	Recovered:	gal
Est. volume discharged directly to a surface water body:	gal	Recovered:	gal
Est. volume discharged to land:	gal	Recovered:	gal

Calc. Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Lat. Connections ☐Area/Volume (include sketch/photo with dimensions)
☐Other (describe):

C. SSO OCCURRING TIME (complete Start Time Determination Form and then complete information below)

Estimated SSO start date:	Estimated SSO start time:
Date SSO reported to sewer crew:	Time SSO reported to sewer crew:
Date sewer crew arrived:	Time sewer crew arrived:
Who was interviewed to help determine start time?	
Estimated SSO end date:	Estimated SSO end time:

* If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.

D. CAUSE OF SSO

Where did failure occur? (Check all that apply): ☐ Air Relief or Blow-Off Valve ☐ Force Main ☐ Gravity Mainline ☐ Siphon
☐ Lower Lateral (public) ☐ Lower Lateral (private) ☐ Manhole ☐ Pump Station (specify): ○Controls ○Mechanical ○Power
☐ Upper Lateral (public) ☐ Upper Lateral (private) Other:

SSO cause *(check all that apply)*: ☐ Air Relief or Blow-Off Valve Failure ☐ Construction Diversion Failure ☐ CS Maintenance
☐ Damage by others ☐ Debris (specify): ○from Construction ○from Lateral ○General ○Rags ☐ Flow Exceeded Capacity
☐ FROG (Fats, roots, oil, grease) ☐ Inappropriate Discharge ☐ Natural Disaster ☐ Operator Error ☐ Root Intrusion
☐ Pipe Structural Problem/Failure ☐ Pipe Structural Problem/Failure (Installation) ☐ Rainfall Exceeded Design
☐ Pump Station Failure (specify): ○Controls ○Mechanical ○Power ☐ Siphon Failure ☐ Vandalism
☐ Surcharged Pipe ☐ Non - Dispersible Wipes ☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep

E. SSO RESPONSE

SSO response activities (check all that apply): ☐ Cleaned-Up ☐ Mitigated Effects of Spill ☐ Contained All or Portion of Spill
☐ Restored Flow ☐ Returned All Spill to Sanitary Sewer System ☐ Returned Portion of Spill to Sanitary Sewer System
☐ Property Owner Notified ☐ Other Enforcement Agency Notified (specify) ☐ Other (specify):

SSO response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/beach closure posting/details:

Was there a beach closure? ☐ Yes ☐ No If yes, name of closed beach(es):

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)
☐ Add sewer to preventive maintenance program
☐ Adjust schedule/method of preventive maintenance
☐ Enforcement action against FROG source
☐ Inspect Sewer Using CCTV to Determine Cause
☐ Plan rehabilitation or replacement of sewer
☐ Repair Facilities or Replace Defect
☐ Other (specify)

What major equipment was used in the response?

List all agency personnel involved in the response including name, title and their role in the response:

F. NOTES

G. NOTIFICATION DETAILS

CalOES contacted date and time (if applicable):

CalOES Control Number (if applicable): Spoke to:

This form prepared by: NAME:	TITLE:	DATE:
This form reviewed by: NAME:	TITLE:	DATE:

Place completed form in Sewer Backup Envelope and follow routing instructions.

Sanitary Sewer Backup Response Packet

Start Time Determination Form BP-7

SSO Start Date: _____ Location: _____

Accurate start time determination is an essential part of SSO volume estimation. Depending on the flow rate, being even one minute off can have a huge impact on the volume estimation. Be as precise as possible. Do not round to quarter hour increments. Start time must be based on all available information (interviews with neighbors, emergency responders, etc.)

What time was the agency notified of the SSO? _____ □ AM □ PM

Who notified the agency? _____

Did they indicate what time they noticed the SSO? □ YES □ NO If yes, what time? _____ □ AM □ PM

Who at the agency received the notification? _____

What time did the crew arrive at the site of the SSO? _____ □ AM □ PM

Who was interviewed regarding the start time of the SSO? Include their name, contact information, and the statement they provided:

Name	Contact Information	Statement

Describe in detail how you determined the start time for this particular SSO:

SSO Start Date: _____ SSO Start Time: _____ □ AM □ PM

SSO End Date: _____ SSO End Time: _____ □ AM □ PM

SSO Duration: _____ **minutes**

This form completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Backup Response Packet

Volume Estimation: Eyeball Estimation Method

BP-8a

Use this method only for small SSOs of less than 200 gallons.

SSO Date: _____ Location: _____

STEP 1: Position yourself so that you have a vantage point where you can see the entire SSO.

STEP 2: Imagine one or more buckets or barrels of water tipped over. Depending on the size of the SSO, select a bucket or barrel size as a frame of reference. It may be necessary to use more than one bucket/barrel size.

STEP 3: Estimate how many of each size bucket or barrel it would take to make an equivalent spill. Enter those numbers in Column A of the row in the table below that corresponds to the bucket/barrel sizes you are using as a frame of reference.

STEP 4: Multiply the number in Column A by the multiplier in Column B. Enter the result in Column C.

	A	B	C
Size of bucket(s) or barrel(s)	**How many of this size?**	**Multiplier**	**Estimated SSO Volume (gallons)**
1 gallon water jug		x 1 gallons	
5 gallon bucket		x 5 gallons	
32 gallon trash can		x 32 gallons	
55 gallon drum		x 55 gallons	
Other: _____ gallons		x _____ gallons	
Estimated Total SSO Volume:			

STEP 5: Is rainfall a factor in the SSO? ☐Yes ☐No

If yes, what volume of the observed spill volume do you estimate is rainfall? _____ gallons

If yes, describe how you determined the amount of rainfall in the observed spill?

STEP 6: Calculate the estimated SSO volume by subtracting the rainfall from the SSO volume:

_____ gallons (Estimated SSO Volume) − _____ gallons (Rainfall) = _____ gallons **Total Estimated SSO Volume**

Do you believe that this method has estimated the entire SSO? ☐Yes ☐No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Backup Response Packet
Volume Estimation: Duration and Flow Rate Comparison Method

BP-8b
Side A

SSO Date: _____ Location: _____

STEP 1: Compare the SSO to reference images on Side 2 to estimate flow rate of the current overflow. Describe which reference photo(s) were used and any additional factors that influenced applying the reference photo data to the actual SSO:

Flow Rate Based on Photo Comparison: _____gallons per minute (gpm)

STEP 2: Complete the **Start Time Determination Form** to provide a detailed description of how start time was determined. Copy the SSO Duration from the Start Time Determination Form here:

SSO Duration: _____minutes

STEP 3: Multiply the flow rate by the SSO duration to calculate the estimated SSO volume.

_____gpm X _____minutes = _____gallons
Flow Rate SSO Duration Estimated SSO Volume

STEP 4: Did the SSO occur during a period of consistent flow in this portion of the system? □Yes □ No

If no, explain how, based on this portion of the collection system and its users, you believe it may have impacted the estimated SSO volume:

By what percentage are you adjusting the estimation? □ increase □ decrease _____%

Translate the percentage into gallons: _____gallons

STEP 5: Calculate the adjusted SSO volume estimate:

_____gallons + or - _____gallons = _____gallons
Estimated SSO Volume Adjustment **Estimated SSO volume**

Do you believe that this method has estimated the entire SSO? □Yes □No

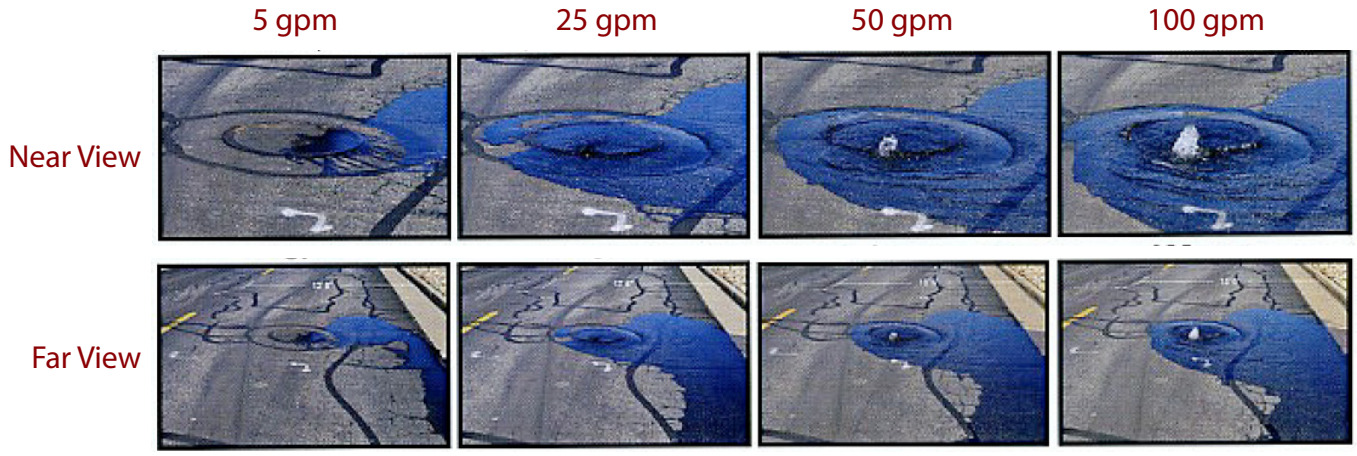
If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

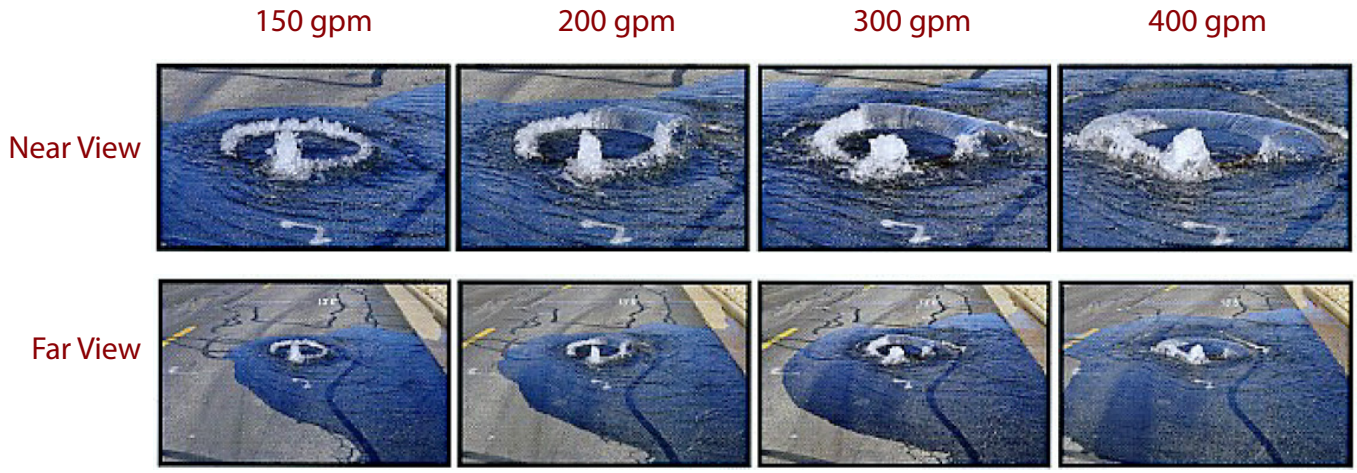
This worksheet completed by:
Name: _____ Signature: _____
Job Title: _____ Date: _____

IMPORTANT NOTE:
These photographs are provided as examples only and will change with many factors.

SSCSC Manhole Overflow Gauge

CWEA Southern Section Collections Systems Committee
Overflow Simulation courtesy of Eastern Municipal Water District





Sanitary Sewer Backup Response Packet
Volume Estimation: Upstream Lateral Connections Method

BP-8c

SSO Date: _____ Location: _____

STEP 1: Determine the number of Equivalent Dwelling Units (EDUs) for this SSO: _____ EDUs
NOTE: A single-family residential home = 1 EDU. For commercial buildings, refer to agency documentation.

STEP 2: This volume estimation method utilizes daily usage data based on flow rate studies of several jurisdictions in California. Column A shows how an average daily of usage of 180 gallons per day is distributed during each 6-hour period. Adjust the table as necessary to accurately represent the actual data.

Complete Column E by entering the number of minutes the SSO was active during each 6-hour time period. Multiply column D times Column E to calculate the gallons spilled during each time period. Add the numbers in Column F together for the Total Estimated SSO Volume per EDU.

	Flow Rate Per EDU				**SSO**	
	A	**B**	**C**	**D**	**E**	**F**
Time Period	Gallons per Period	Hours per period	A÷B = Gallons per Hour	C÷60 = Gallons per Hour	Minutes SSO was active during period	D × E = Gallons spilled per period
6am-noon	72	6	12	0.20		
noon-6pm	36	6	6	0.10		
6pm-midnight	54	6	9	0.15		
midnight-6am	18	6	3	0.05		
Total Estimated SSO Volume per EDU:						

STEP 3: Multiply the Estimated SSO Volume per EDU from Step 2 by the number of EDUs from Step 1.

_____ gallons X _____ = _____ gallons
Volume per EDU # of EDUs Estimated SSO Volume

STEP 4: Adjust SSO volume as necessary considering other factors, such as activity that would cause a fluctuating flow rate (doing laundry, taking showers, etc.). Explain rationale below and indicate adjusted SSO estimate (attach a separate page if necessary):

Estimated SSO Volume: _____ gallons

Do you believe that this method has estimated the entire SSO? ☐Yes ☐No
If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:
Name: _____ Signature: _____
Job Title: _____ Date: _____

CSO Supervisor

1. **Complete the following information:**

   Title: _____

   Name: _____

   Phone: _____

   Today's Date: _____

2. **Copy the items listed below and retain for internal archiving purposes.**

3. **Place the originals back in the Backup Response Envelope and forward envelope with original forms to the Administrative Officer:**

   - ☐ **Form BP-2: Bubbled Toilets Letter**
   - ☐ **Form BP-3: First Responder Form**
   - ☐ **Form BP-4: Declination of Cleaning Services**
   - ☐ **Form BP-5: Lodging Authorization Form**
   - ☐ **Form BP-6: Sanitary Sewer Overflow Report**
   - ☐ **Form BP-7: Start Time Determination Form**
   - ☐ **Form BP-8: Volume Estimation Forms (a, b and/or c)**
   - ☐ **Form BP-9: Claims Submittal Checklist** *(this form)*
   - ☐ **All photos taken** *(hardcopy or electronic)*
   - ☐ **Any other information you feel is important in this claim**

4. **Go to Regulatory Notifications Packet and make all appropriate notifications.**
5. **Complete Form BP-10: Collection System Failure Analysis**

Business Manager

1. **Verify claims packet is complete and forward to**
   Carl Warren and Co.
   Attention: Mauri McGuire
   2300 Clayton Road, Concord, CA 94520
   Telephone: (805) 650-7020 ext. 1003
   Cell: (805) 509-1426
   Email: mmcguire@carlwarren.com

2. **Coordinate with Carl Warren and Co. as they administer the claim to closure**

To be completed by the CSO Supervisor

Incident Report #		Prepared By	
SSO/Backup Information			
Event Date/Time	Address		
Volume Spilled	Volume Recovered		
Cause			
Summary of Historical SSOs/Backups/Service Calls/Other Problems			
Date	Cause	Date Last Cleaned	Crew
Records Reviewed By:		Record Review Date:	
Summary of CCTV Information			
CCTV Inspection Date		Tape Name/Number	
CCTV Tape Reviewed By		CCTV Review Date	
Observations			

Go to Side B

Recommendations					
✓	Type	Specific Actions	Who is Responsible?	Completion Deadline	Who Will Verify Completion?
	No Changes or Repairs Required	n/a	n/a	n/a	n/a
	Repair(s)				
	Construction				
	Capital Improvement(s)				
	Change(s) to Maintenance Procedures				
	Change(s) to Overflow Response Procedures				
	Training				
	Misc.				
Comments/Notes:					
Review Date:					

Customer Service Packet

Contents:

Form	Form Number
Customer Information Letter	CS-1
Claim Form	-2
Sewer Spill Reference Guide	pamphlet

Instructions:

1. Review the Customer Information letter to determine actions that need to be taken immediately.
2. See the Customer Information letter for information about filing a claim.
3. Review the Sewer Spill Reference Guide pamphlet.

This packet provided by:

Name: _____

Title: _____

Telephone: _____

If you have any questions contact:

Human Resources Analyst at **(510) 222-6700**

Print on 6" x 9" envelope

Dear Resident:

We recognize that sewer back flow incidents can be stressful and require immediate response when all facts concerning how an incident occurred are unknown. Rest assured that we do all we can to prevent this type of event from occurring. Nevertheless, occasionally tree roots or other debris in the sewer lines cause a backup into homes immediately upstream of the blockage. At this time the District is investigating the cause of this incident.

If the District is found to be responsible for the incident, we are committed to cleaning and restoring your property, and to protecting the health of those affected during the remediation process.

The cleaning contractor provided by the District has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost-effective and expeditious cleaning services. You also have the right to select your own cleaning contractor, but the District does not guarantee payment of fees/expenses incurred and reserves the right to dispute fees/expenses deemed not usual and customary.

If you wish to discuss this matter, please contact the Human Resources Analyst at (510) 222-6700. If you wish to submit a claim for damages, please complete the claim form in this packet. Completed Claim Forms are to be submitted to the Human Resources Analyst at 2910 Hilltop Drive, Richmond, CA 94806.

Claims against the District must comply with the California Government Code Sec. 910-913.2. The Human Resources Analyst has the responsibility for processing any claims for damages that are submitted and can be reached at (510) 222-6700.

What you need to do now:

The District has prepared this brief set of instructions to help you minimize the impact of the loss by responding promptly to the situation.

- Do not attempt to clean the area yourself; let the cleaning and restoration company handle this.
- Keep people and pets away from the affected area(s).
- Turn off all appliances that use water.
- Turn off heating/air conditioning systems.
- Do not remove items from the area – the cleaning and restoration company will handle this.
- If you had recent plumbing work, contact your plumber or contractor and inform them of this incident.
- If you intend to file a claim, do so as soon as practical in order to have your claim considered.
    - **Please Note:** The general provisions for the filing of claims against public entities are contained in Part 3 (*commencing at Section 900)* of Division 3.6 of the Government code. Certain claims are not governed by these provisions, including tax and assessment matters, liens, employee compensations, workers' compensation, unemployment compensation, welfare, securities, and others.
    - The form and contents of a claim are specified by Section 910, et seq. A claim relating to a cause of action for death or for injury to person or to personal property or growing crops shall be presented not later than six months after accrual of the cause of action; other claims shall be presented within one year (*Section 911.2).*
    - Claims are to be presented by delivery or mailing to the West County Wastewater District Human Resources Analyst at 2910 Hilltop Drive, Richmond, CA 94806 *(Section 915).*
    - It is suggested that the claimant refer to claims law and be fully advised with respect to the exceptions and further provisions contained therein.

Important Legal Notice: For your protection, read carefully, obtain a reliable translation, and/or consult your attorney.

Noticia Legal Importante: Para su proteccion lea usted con cuidado debe de obtener una translacion que sea punctual y de confianza o consulte con su abogado.

Información del cliente sobre reclamos por desbordes cloacales

CS-1

Estimado vecino:

Reconocemos que los incidentes provocados por el reflujo de aguas cloacales pueden ser estresantes y exigen una respuesta inmediata cuando se desconocen los hechos relacionados con la causa del incidente. Tenga la seguridad de que hacemos todo lo posible para evitar que sucedan este tipo de incidentes. Sin embargo, las raíces de los árboles u otros desechos que se encuentran en las cañerías principales del sistema cloacal provocan, de vez en cuando, un desborde en el interior de las viviendas justo arriba de la obstrucción. En este momento, la West County Wastewater District está investigando la causa de este incidente.

Si se determina que la West County Wastewater District es responsable del incidente, nos comprometemos a limpiar y restaurar su propiedad, así como a proteger la salud de aquellas personas que hayan sido afectadas durante el proceso de reparación.

La empresa de servicios de limpieza que provee la West County Wastewater District fue seleccionada debido a su cumplimiento con los protocolos establecidos, los que se diseñaron para garantizar servicios de limpieza cuidadosos, expeditivos y de bajo costo a todas las partes. También tiene derecho a elegir su propia empresa de servicios de limpieza; sin embargo, la West County Wastewater District no garantiza el pago de cargos y/o gastos que incurra y se reserva el derecho a objetar los cargos y/o gastos que considere que no son habituales.

Si desea conversar sobre este tema, comuníquese con el Analista de Recursos Humanos, llamando al (510) 222-6700. Si desea presentar un reclamo por daños, completar el formulario de reclamación en este paquete. Los Formularios de reclamo que estén completos deben presentarse ante el Analista de Recursos Humanos de 2910 Hilltop Drive, Richmond, CA 94806.

Los reclamos presentados contra la West County Wastewater District deben cumplir con las disposiciones de los artículos 910-913.2 del Código del Gobierno de California (*California Government Code Sec. 910-913.2*). El Analista de Recursos Humanos asume la responsabilidad de procesar todos los reclamos iniciados por daños que se presenten, éstos pueden consultarse llamando al (510) 222-6700.

Lo que necesita saber en este momento:

La Ciudad redactó esta breve serie de instrucciones para ayudarlo a minimizar el impacto de la pérdida respondiendo de manera inmediata ante la situación.

- No intente limpiar la zona usted mismo; permita que la empresa de limpieza y restauración se encargue de esto.
- Mantenga a las personas y a las mascotas alejadas de la(s) zona(s) afectada(s).
- Apague todos los aparatos que utilicen agua.
- Apague los sistemas de calefacción y/o aire acondicionado.
- No quite los elementos que se encuentran en la zona; la empresa de limpieza y restauración se encargará de esto.
- Si recientemente se realizaron obras de plomería, comuníquese con su plomero o servicio de plomería e infórmele sobre este incidente.
- Si tiene pensado presentar un reclamo, hágalo lo antes posible para que éste sea tenido en cuenta.
    - **Observación:** Las disposiciones generales que rigen la presentación de reclamos contra organismos públicos están incluidas en la Parte 3 (*que comienza en el Artículo 900)* del Capítulo 3.6 del Código del Gobierno (*Division 3.6 of the Government code*). Existen determinados reclamos que no se rigen por estas disposiciones, incluyendo los asuntos relacionados con los impuestos y las tasaciones, los gravámenes, la remuneración para los empleados, las indemnizaciones de los trabajadores, el subsidio de desempleo, la asistencia social, los títulos y demás.
    - La forma y el contenido del reclamo se especifican en el Artículo 910 y siguientes. Un reclamo que esté relacionado con la causa de acción por muerte o lesión de una persona o de los bienes personales o de la cosecha en crecimiento deberá presentarse antes de que se cumplan los seis meses posteriores a dicha causa de acción; los demás reclamos deberán presentarse dentro del período de un año (*Artículo 911.2).*
    - Los reclamos deberán presentarse ante el Analista de Recursos Humanos *(Artículo 915),* en persona o por correo.
    - Se sugiere que el reclamante haga referencia a la legislación sobre reclamos y que usted esté completamente asesorado sobre las excepciones y demás disposiciones incluidas en dicha legislación.

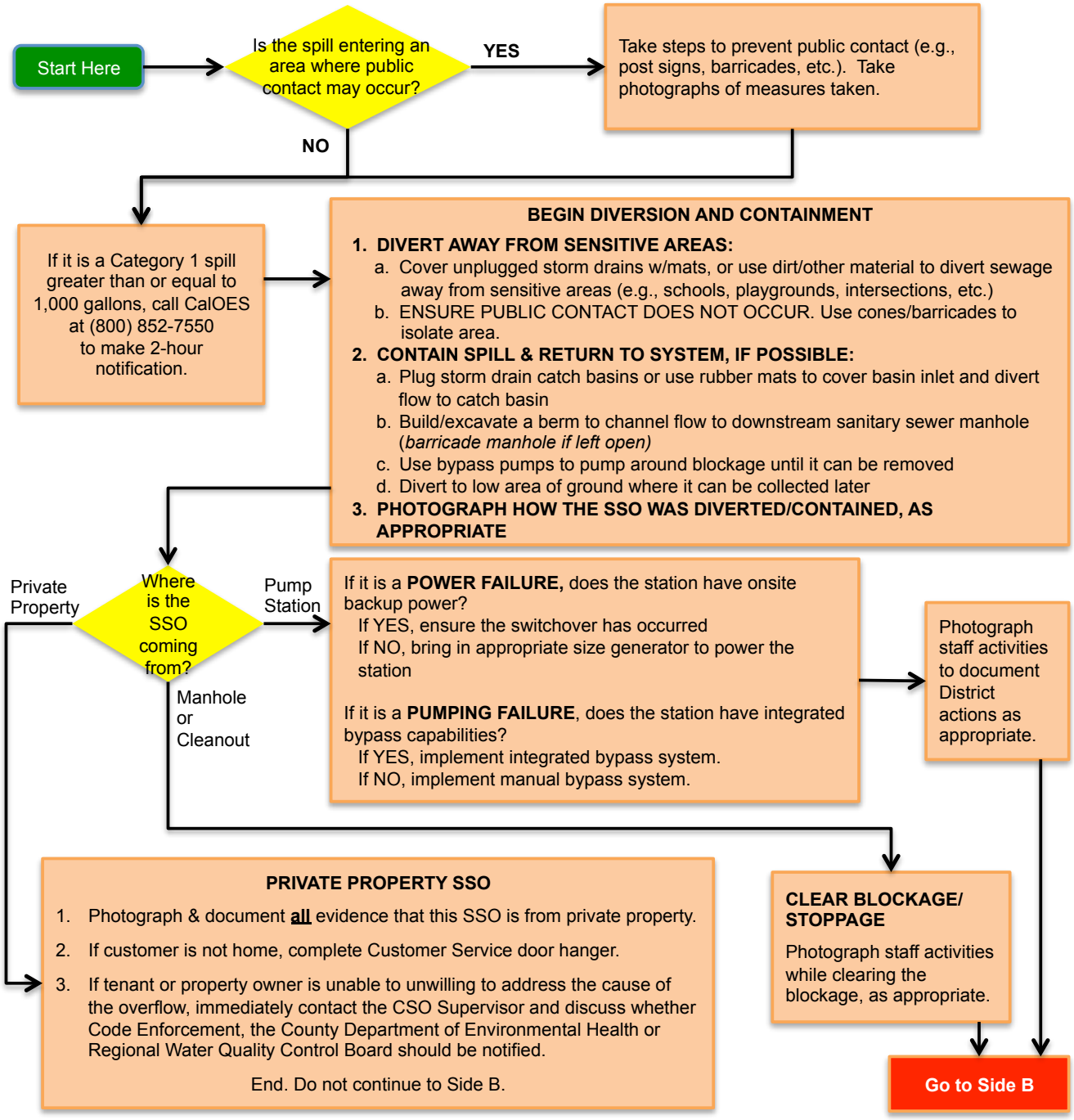
Aviso legal importante: Para su protección, lea atentamente el material, obtenga una traducción confiable y/o hable con su abogado.

Insert Claim Form

OVERFLOW PACKET

Overflow Response Flowchart

OP-1
Side A



MEDIA AND PUBLIC RELATIONS GUIDELINES:

Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to **AVOID THE FOLLOWING**:

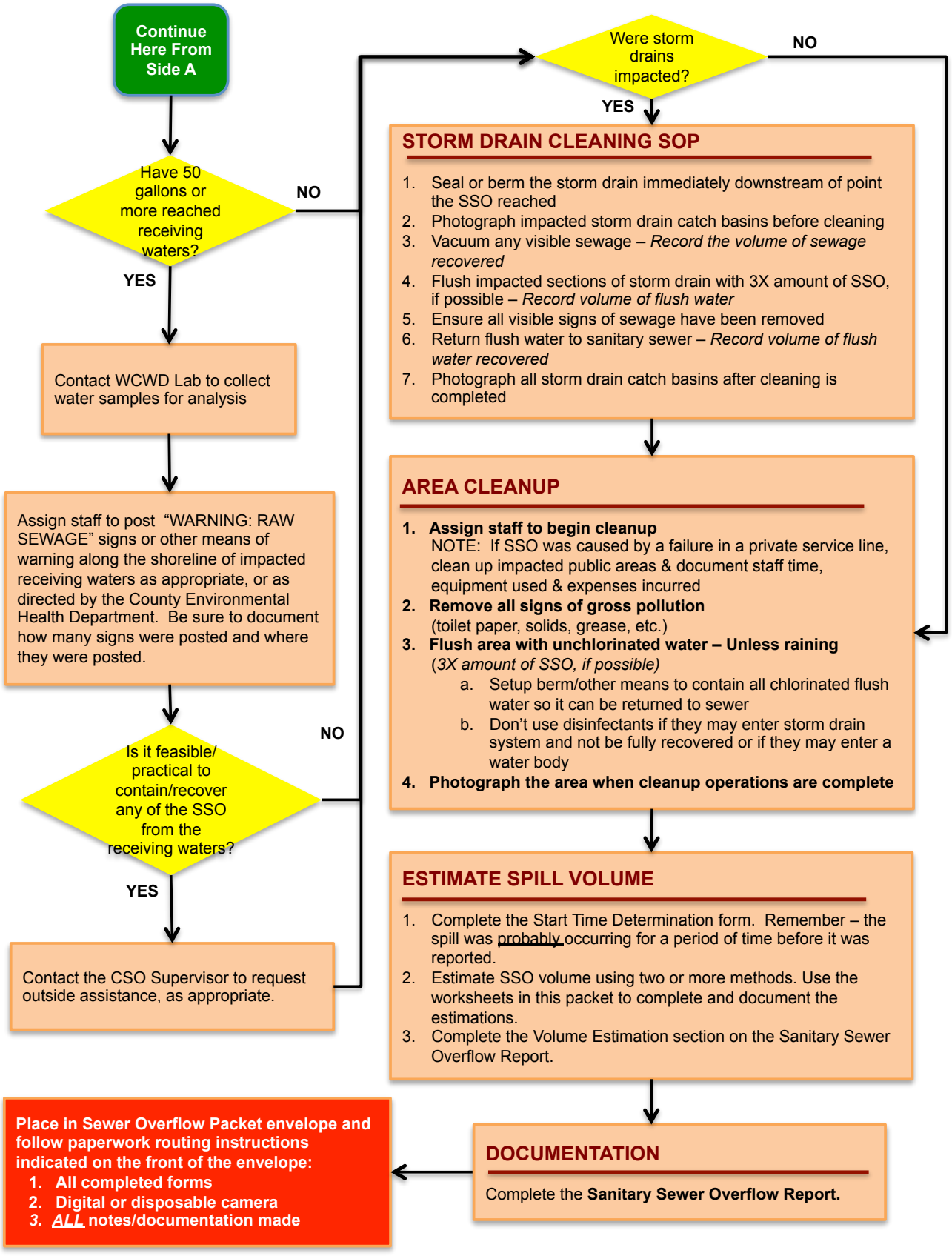
- Giving out the wrong information including providing incorrect facts about a company or other agency
- Making accusations against customers, businesses or other agencies
- Speculating about the situation you are responding to

Be courteous and attempt to provide accurate information to questions within the limits above. In some cases, it may be appropriate to say that we do not have any information, or to delay answering a question and then to say when an answer might be available.

In most cases, refer media requests to the media coordinator indicated on the front of the Sewer Overflow Packet envelope.

Overflow Response Flowchart

OP-1
Side B



READ THIS FIRST

In the event of a Sanitary Sewer Overflow

☐ **Check here if you believe that fats, oils and/or grease (FOG) caused or contributed to the SSO**

Instructions

Collections Crew

1st: Open this envelope.

2nd: Follow the instructions on the Overflow Response Flowchart

3rd: Reference the SMART Field Guide as necessary

4th: Complete the Chain of Custody record (right) and forward this packet to the CSO Supervisor.

CSO Supervisor

1st: Open this envelope. Review forms.

2nd: Complete the Regulatory Notifications Packet.

3rd: Archive this packet and all other information regarding this overflow incident according to District policy.

4th: Debrief using the Collection System Failure Analysis Form.

Chain of Custody

Print Name: _____

Initial: _____

Date: _____

Time: _____

Print Name: _____

Initial: _____

Date: _____

Time: _____

To have receiving waters collected, contact the WCWD Lab at (510) 237-6603 ext. 3344

For any media requests, contact the General Manager at (510) 222-6700

West County Wastewater District
Overflow Emergency Response Plan

West County Wastewater District
Overflow Emergency Response Plan

Sanitary Sewer Overflow Response Packet
Sanitary Sewer Overflow Report

OP-2
Side A

INSTRUCTIONS: Complete all items *EXCEPT* those that are shaded gray

SSO Category *(check one)*:

☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition

☐ Spill from Private Lateral (specify): ☐ Single Family Home ☐ Multi-Family Home ☐ High Density Residential (5+ units) ☐ Food Service Establishment (FSE) ☐ Mixed Use Property ☐ Industrial Property ☐ Commercial Property ☐ Public quasi-public institution (hospital, schools, fire department, etc.)

IMMEDIATE NOTIFICATION: If this is a Category 1 SSO ≥1,000 gallons, contact CalOES within 2 hours at (800) 852-7550.

A. SSO LOCATION

SSO Location Name:		
Latitude Coordinates*:	Longitude Coordinates:	
Street Name and Number:		
Nearest Cross Street:	City:	Zip Code:
County:	SSO Location Description:	

B. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)

SSO Appearance Point (check one or more): ☐ Combined Sewer D.I. (Combined CS Only) ☐ Force Main ☐ Gravity Mainline ☐ Lateral Cleanout (Private) ☐ Lateral Cleanout (Public) ☐ Inside Building or Structure ☐ Manhole ☐ Pump Station ☐ Lower Lateral (Private) ☐ Lower Lateral (Public) ☐ Upper Lateral (Private) ☐ Upper Lateral (Public) ☐ Other Sewer System Structure (specify):

Were there multiple appearance points? ☐ No ☐ Yes, number of appearance points:

Did the SSO reach a drainage channel and/or surface water? ☐ Yes (*Category 1)* ☐No

If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐No (*Category 1)*

Was this spill from a private lateral? ☐ Yes ☐No If YES, name of responsible party:

Final Spill Destination: ☐ Ocean/ocean beach* ☐ Surface waters other than ocean ☐ Drainage channel ☐ Building/structure ☐ Separate Storm drain ☐ Combined storm drain ☐ Paved surface ☐ Unpaved surface ☐ Street/curb/gutter ☐ Other:
*Provide name(s) of affected drainage channels, beach, etc.:

Total Estimated SSO volume *(in gallons – 1,000gal or more = Category 1)*: gallons

Est. volume that reached a separate storm drain that flows to a surface water body:	gal	Recovered:	gal
Est. volume that reached a drainage channel that flows to a surface water body:	gal	Recovered:	gal
Est. volume discharged directly to a surface water body:	gal	Recovered:	gal
Est. volume discharged to land:	gal	Recovered:	gal

Calc. Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Lat. Connections ☐Area/Volume (include sketch/photo with dimensions) ☐Other (describe):

C. SSO OCCURRING TIME (complete Start Time Determination Form and then complete information below)

Estimated SSO start date:	Estimated SSO start time:
Date SSO reported to sewer crew:	Time SSO reported to sewer crew:
Date sewer crew arrived:	Time sewer crew arrived:
Who was interviewed to help determine start time?	
Estimated SSO end date:	Estimated SSO end time:

* If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.

D. CAUSE OF SSO

Where did failure occur? (Check all that apply): ☐ Air Relief or Blow-Off Valve ☐ Force Main ☐ Gravity Mainline ☐ Siphon
☐ Lower Lateral (public) ☐ Lower Lateral (private) ☐ Manhole ☐ Pump Station (specify): ○Controls ○Mechanical ○Power
☐ Upper Lateral (public) ☐ Upper Lateral (private) Other:

SSO cause *(check all that apply)*: ☐ Air Relief or Blow-Off Valve Failure ☐ Construction Diversion Failure ☐ CS Maintenance
☐ Damage by others ☐ Debris (specify): ○from Construction ○from Lateral ○General ○Rags ☐ Flow Exceeded Capacity
☐ FROG (Fats, roots, oil, grease) ☐ Inappropriate Discharge ☐ Natural Disaster ☐ Operator Error ☐ Root Intrusion
☐ Pipe Structural Problem/Failure ☐ Pipe Structural Problem/Failure (Installation) ☐ Rainfall Exceeded Design
☐ Pump Station Failure (specify): ○Controls ○Mechanical ○Power ☐ Siphon Failure ☐ Vandalism
☐ Surcharged Pipe ☐ Non - Dispersible Wipes ☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep

E. SSO RESPONSE

SSO response activities (check all that apply): ☐ Cleaned-Up ☐ Mitigated Effects of Spill ☐ Contained All or Portion of Spill
☐ Restored Flow ☐ Returned All Spill to Sanitary Sewer System ☐ Returned Portion of Spill to Sanitary Sewer System
☐ Property Owner Notified ☐ Other Enforcement Agency Notified (specify) ☐ Other (specify):

SSO response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/beach closure posting/details:

Was there a beach closure? ☐ Yes ☐ No If yes, name of closed beach(es):

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)
☐ Add sewer to preventive maintenance program
☐ Adjust schedule/method of preventive maintenance
☐ Enforcement action against FROG source
☐ Inspect Sewer Using CCTV to Determine Cause
☐ Plan rehabilitation or replacement of sewer
☐ Repair Facilities or Replace Defect
☐ Other (specify)

What major equipment was used in the response?

List all agency personnel involved in the response including name, title and their role in the response:

F. NOTES

G. NOTIFICATION DETAILS

CalOES contacted date and time (if applicable):

CalOES Control Number (if applicable): Spoke to:

This form prepared by: NAME:	TITLE:	DATE:
This form reviewed by: NAME:	TITLE:	DATE:

Place completed form in Sewer Backup Envelope and follow routing instructions.

Sanitary Sewer Overflow Response Packet

Start Time Determination Form OP-3

SSO Start Date: _____ Location: _____

Accurate start time determination is an essential part of SSO volume estimation. Depending on the flow rate, being even one minute off can have a huge impact on the volume estimation. Be as precise as possible. Do not round to quarter hour increments. Start time must be based on all available information (interviews with neighbors, emergency responders, etc.)

What time was the agency notified of the SSO? _____ □ AM □ PM

Who notified the agency? _____

Did they indicate what time they noticed the SSO? □ YES □ NO If yes, what time? _____ □ AM □ PM

Who at the agency received the notification? _____

What time did the crew arrive at the site of the SSO? _____ □ AM □ PM

Who was interviewed regarding the start time of the SSO? Include their name, contact information, and the statement they provided:

Name	Contact Information	Statement

Describe in detail how you determined the start time for this particular SSO:

SSO Start Date: _____ SSO Start Time: _____ □ AM □ PM

SSO End Date: _____ SSO End Time: _____ □ AM □ PM

SSO Duration: _____ **minutes**

This form completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Overflow Response Packet

Volume Estimation: Eyeball Estimation Method

OP-4a

Use this method only for small SSOs of less than 200 gallons.

SSO Date: _____ Location: _____

STEP 1: Position yourself so that you have a vantage point where you can see the entire SSO.

STEP 2: Imagine one or more buckets or barrels of water tipped over. Depending on the size of the SSO, select a bucket or barrel size as a frame of reference. It may be necessary to use more than one bucket/barrel size.

STEP 3: Estimate how many of each size bucket or barrel it would take to make an equivalent spill. Enter those numbers in Column A of the row in the table below that corresponds to the bucket/barrel sizes you are using as a frame of reference.

STEP 4: Multiply the number in Column A by the multiplier in Column B. Enter the result in Column C.

	A	B	C
Size of bucket(s) or barrel(s)	**How many of this size?**	**Multiplier**	**Estimated SSO Volume (gallons)**
1 gallon water jug		x 1 gallons	
5 gallon bucket		x 5 gallons	
32 gallon trash can		x 32 gallons	
55 gallon drum		x 55 gallons	
Other: _____ gallons		x _____ gallons	
Estimated Total SSO Volume:			

STEP 5: Is rainfall a factor in the SSO? ☐Yes ☐No

If yes, what volume of the observed spill volume do you estimate is rainfall? _____ gallons

If yes, describe how you determined the amount of rainfall in the observed spill?

STEP 6: Calculate the estimated SSO volume by subtracting the rainfall from the SSO volume:

_____ gallons (Estimated SSO Volume) − _____ gallons (Rainfall) = _____ gallons (**Total Estimated SSO Volume**)

Do you believe that this method has estimated the entire SSO? ☐Yes ☐No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

SSO Date: _____ Location: _____

STEP 1: Compare the SSO to reference images on Side 2 to estimate flow rate of the current overflow. Describe which reference photo(s) were used and any additional factors that influenced applying the reference photo data to the actual SSO:

Flow Rate Based on Photo Comparison: _____gallons per minute (gpm)

STEP 2: Complete the **Start Time Determination Form** to provide a detailed description of how start time was determined. Copy the SSO Duration from the Start Time Determination Form here:

SSO Duration: _____minutes

STEP 3: Multiply the flow rate by the SSO duration to calculate the estimated SSO volume.

_____gpm X _____minutes = _____gallons
Flow Rate SSO Duration Estimated SSO Volume

STEP 4: Did the SSO occur during a period of consistent flow in this portion of the system? □Yes □ No

If no, explain how, based on this portion of the collection system and its users, you believe it may have impacted the estimated SSO volume:

By what percentage are you adjusting the estimation? □ increase □ decrease _____%

Translate the percentage into gallons: _____gallons

STEP 5: Calculate the adjusted SSO volume estimate:

_____gallons + or - _____gallons = _____gallons
Estimated SSO Volume Adjustment **Estimated SSO volume**

Do you believe that this method has estimated the entire SSO? □Yes □No

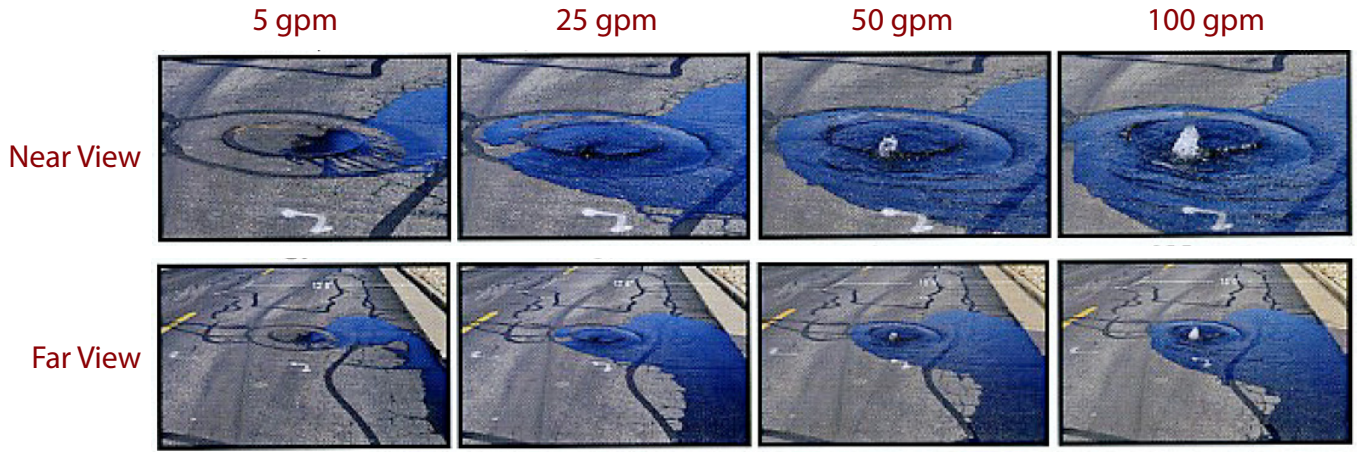
If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

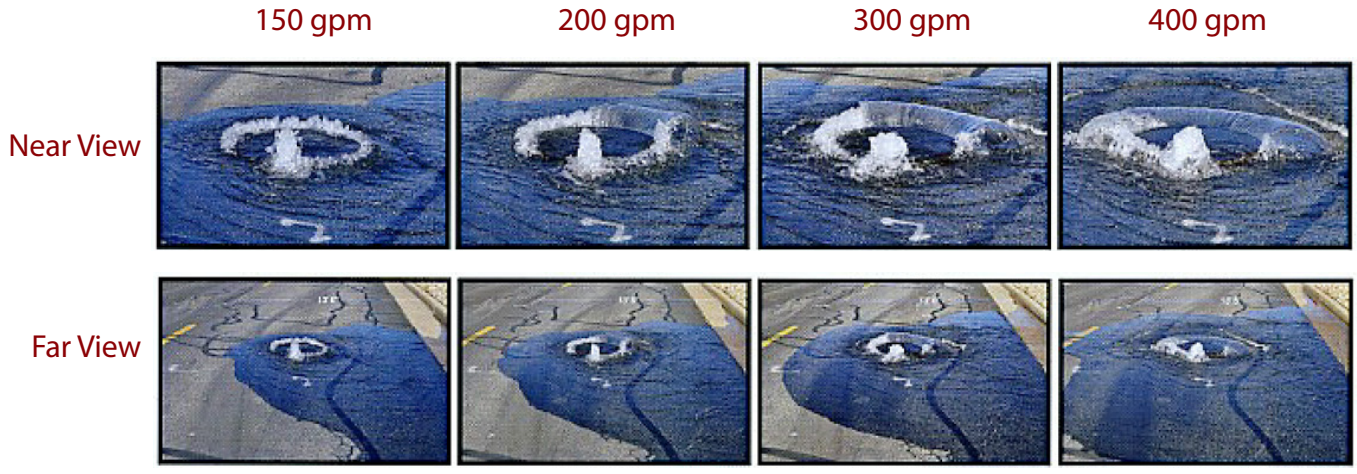
This worksheet completed by:
Name: _____ Signature: _____
Job Title: _____ Date: _____

IMPORTANT NOTE:
These photographs are provided as examples only and will change with many factors.

SSCSC Manhole Overflow Gauge

CWEA Southern Section Collections Systems Committee
Overflow Simulation courtesy of Eastern Municipal Water District





SSO Date: _____ Location: _____

STEP 1: Determine the number of Equivalent Dwelling Units (EDUs) for this SSO: _____ EDUs
NOTE: A single-family residential home = 1 EDU. For commercial buildings, refer to agency documentation.

STEP 2: This volume estimation method utilizes daily usage data based on flow rate studies of several jurisdictions in California. Column A shows how an average daily of usage of 180 gallons per day is distributed during each 6-hour period. Adjust the table as necessary to accurately represent the actual data.

Complete Column E by entering the number of minutes the SSO was active during each 6-hour time period. Multiply column D times Column E to calculate the gallons spilled during each time period. Add the numbers in Column F together for the Total Estimated SSO Volume per EDU.

	Flow Rate Per EDU				**SSO**	
	A	**B**	**C**	**D**	**E**	**F**
Time Period	Gallons per Period	Hours per period	A÷B = Gallons per Hour	C÷60 = Gallons per Hour	Minutes SSO was active during period	D × E = Gallons spilled per period
6am-noon	72	6	12	0.20		
noon-6pm	36	6	6	0.10		
6pm-midnight	54	6	9	0.15		
midnight-6am	18	6	3	0.05		
Total Estimated SSO Volume per EDU:						

STEP 3: Multiply the Estimated SSO Volume per EDU from Step 2 by the number of EDUs from Step 1.

_____ gallons X _____ = _____ gallons
Volume per EDU # of EDUs Estimated SSO Volume

STEP 4: Adjust SSO volume as necessary considering other factors, such as activity that would cause a fluctuating flow rate (doing laundry, taking showers, etc.). Explain rationale below and indicate adjusted SSO estimate (attach a separate page if necessary):

Estimated SSO Volume: _____ gallons

Do you believe that this method has estimated the entire SSO? ☐Yes ☐No
If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:
Name: _____ Signature: _____
Job Title: _____ Date: _____

To be completed by CSO Supervisor

Incident Report #		Prepared By	
SSO/Backup Information			
Event Date/Time	Address		
Volume Spilled	Volume Recovered		
Cause			
Summary of Historical SSOs/Backups/Service Calls/Other Problems			
Date	Cause	Date Last Cleaned	Crew
Records Reviewed By:		Record Review Date:	
Summary of CCTV Information			
CCTV Inspection Date		Tape Name/Number	
CCTV Tape Reviewed By		CCTV Review Date	
Observations			

Go to Side B

Recommendations					
✓	Type	Specific Actions	Who is Responsible?	Completion Deadline	Who Will Verify Completion?
	No Changes or Repairs Required	n/a	n/a	n/a	n/a
	Repair(s)				
	Construction				
	Capital Improvement(s)				
	Change(s) to Maintenance Procedures				
	Change(s) to Overflow Response Procedures				
	Training				
	Misc.				
Comments/Notes:					
Review Date:					

MISC

Overflow Emergency Response Plan
Public Posting

DANGER

RAW SEWAGE • AVOID CONTACT

PELIGRO

AGUA CONTAMINADA • EVITE TODO CONTACTO

For more information **Para mas informacion**

West County Wastewater District

(510) 222-6700

West County Wastewater District

On (date) _____, at (location)

_____,
we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The sanitary sewer main and cleared the line
- ☐ Your portion of the sanitary sewer lateral, which is your responsibility to maintain. We also found the District's portion of the lateral and the main to be flowing normally.

If you require assistance to clear your portion of the lateral you can look in the Yellow Pages of your telephone book under "Sewer Contractors" or "Plumbing Drains & Sewer Cleaning". If you plan to hire a contractor we recommend getting estimates from more than one company.

West County Wastewater District representative notes:

_____

_____

West County Wastewater District Representative:

_____

For questions or comments, please call

West County Wastewater District
(510) 222-6700

West County Wastewater District

On (date) _____, at (location)

_____,
we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The sanitary sewer main and cleared the line
- ☐ Your portion of the sanitary sewer lateral, which is your responsibility to maintain. We also found the District's portion of the lateral and the main to be flowing normally.

If you require assistance to clear your portion of the lateral you can look in the Yellow Pages of your telephone book under "Sewer Contractors" or "Plumbing Drains & Sewer Cleaning". If you plan to hire a contractor we recommend getting estimates from more than one company.

West County Wastewater District representative notes:

_____

_____

West County Wastewater District Representative:

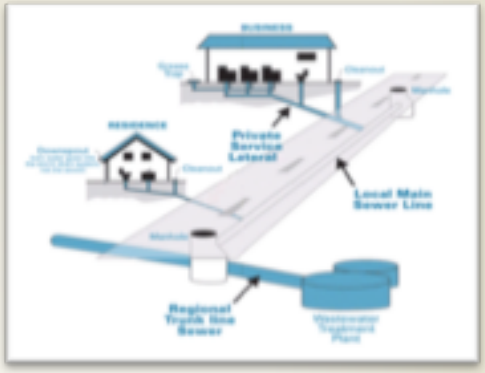
_____

For questions or comments, please call

West County Wastewater District
(510) 222-6700

How a Sewer System Works

A property owner's sewer pipes are called ***service laterals*** and are connected to larger local main and regional trunk lines.
Service laterals run from the connection at the home to the connection with the public sewer. These laterals are the responsibility of the property owner and must be maintained by the property owner.



Is my home required to have a backflow prevention device?

Section 710.1 of the Uniform Plumbing Code (U.P.C.) states: *"Drainage piping serving fixtures which have flood level rims located below the elevation of the next upstream manhole cover or private sewer serving such drainage piping* ***shall*** *be protected from backflow of sewage by installing an approved type of backwater valve."*
The intent of Section 710.1 is to protect the building interior from mainline sewer overflows or surcharges.

Additionally, U.P.C. 710.6 states: *"Backwater valves* ***shall*** *be located where they will be accessible for inspection and repair at all times and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover."*

If you have a sewage spill from your private sewer line that impacts storm drains, waterways or public property, contact:

West County Wastewater District
(510) 222-6700

Contra Costa County Environmental Health
(925) 692-2500

California Health and Safety Code, Sections 5410-5416 requires:

- No person shall discharge raw or treated sewage or other waste in a manner that results in contamination, pollution, or a nuisance.
- Any person who causes or permits a sewage discharge to any state waters:
  - Must immediately notify the local health agency of the discharge.
  - Shall reimburse the local health agency for services that protect the public's health and safety.
  - Who fails to provide the required notice to the local health agency is guilty of a misdemeanor and shall be punished by a fine (between $500–$1,000) and/or imprisonment for less than one year.

San Francisco Regional Water Quality Control Board
(510) 622-2300
Requires the prevention, mitigation, response to, and reporting of sewage spills.

California Governor's Office of Emergency Services (CalOES)
800.852.7550

California Water Code, Article 4, Chapter 4, Sections 13268-13271 & California Code of Regulations, Title 23, Division 3, Chapter 9.2, Article 2, Sections 2250-2260 require:

- Any person who causes or permits sewage in excess of 1,000 gallons to be discharged to state waters shall immediately notify the Office of Emergency Services.
- Any person who fails to provide the notice required by this section is guilty of a misdemeanor and shall be punished by a fine (less than $20,000) and/or imprisonment for not more than one year.

Sewer Spill Reference Guide

Your Responsibilities as a Private Property Owner

Provided to you by:

West County Wastewater District

2910 Hilltop Drive
Richmond, CA 94806
(510) 222-6700

How do sewage spills happen?

Sewage spills occur when the wastewater in underground pipes overflows through a manhole, cleanout, or broken pipe. Most spills are relatively small and can be stopped and cleaned up quickly, but left unattended they can cause health hazards, damage to homes and businesses, and threaten the environment, local waterways, and beaches.

CAUTION!

When trying to locate a sewer problem, never open manholes or other public sewer structures. Only our crews are allowed to open & inspect these structures.

Common causes of sewage spills

- Grease build-up
- Tree roots
- Broken/cracked pipes
- Missing or broken cleanout caps
- Undersized sewers
- Groundwater/rainwater entering the sewer system through pipe defects and illegal connections

Prevent most sewage backups with a Backflow Prevention Device

This type of device can help prevent sewage backups into homes and businesses. If you don't already have a Backflow Prevention Device, contact a professional plumber or contractor to install one as soon as possible.

Protect the environment!

If you let sewage from your property discharge to a gutter or storm drain, you may be subject to penalties and/or out-of-pocket costs for clean-up and enforcement efforts. A property owner may be charged for costs incurred by agencies responding to spills from private properties.

What to look for:

Sewage spills can be a very noticeable gushing of water from a manhole or a slow water leak that may take time to be noticed. Don't dismiss unaccounted-for wet areas. Look for:

- Drain backups inside the building.
- Wet ground and/or water leaking around manhole lids onto your street.
- Leaking water from cleanouts or outside drains
- Unusual odorous wet areas: sidewalks, external walls, ground/landscape around a building.

The following are indicators of a possible obstruction in your sewer line:

- Water comes up in floor drains, showers or toilets.
- Toilets, showers or floor drains below ground level drain very slowly.

What to do if there is a spill:

Immediately notify the West County Wastewater District. Our crews locate the blockage and determine if it is in the public sewer; if it is the crew removes the blockage and arranges for cleanup.

If the backup is in your private internal plumbing or in the private service laterals, you are required to immediately:

- Control and minimize the spill by shutting off or not using the water
- Keep sewage out of the storm drain system using sandbags, dirt and/or plastic sheeting
- Call a plumbing professional to clear blockages and make repairs as needed. Look in the yellow pages under "Plumbing Drain & Sewer Cleaning" or "Sewer Contractors."
- Always notify your sewer/public works department or public sewer district of sewage spills.

Spill cleanup inside the home:

For large clean ups, a professional cleaning firm should be contacted to clean up impacted areas, You can locate local firms by looking in the Yellow Pages under "Water Damage" or "Fire Damage." If you hire a contractor, it is recommended to get estimates from more than one company. Sometimes, homeowner's insurance will pay for the necessary cleaning due to sewer backups. Not all policies have this coverage, so check with your agent.

If you decide to clean up a small spill inside your home, protect yourself from contamination by observing the following safety measures:

- Keep children and pets out of the affected area until cleanup has been completed.
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.
- Those persons whose resistance to infection is compromised should not attempt this type of clean up.

Spill cleanup outside the home:

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Clean up sewage solids (fecal material) and place in properly functioning toilet or double bag and place in garbage container.
- On hard surfaces areas such as asphalt or concrete, it is safe to use a 2% bleach solutions, or ½ cup of bleach to 5 gallons of water, but don't allow it to reach a storm drain as the bleach can harm the environment.
- After cleanup, wash hands with soap and water. Use water that has been boiled for 1 minute (allow to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured/ill.