

City of Manteca, CA

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

Sanitary Sewer Overflow Emergency Response Plan (OERP)

(ref. SWRCB Order No. 2006-0003-DWQ Element VI)

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Sanitary Sewer Overflow Emergency Response Plan

(ref. SWRCB Order No. 2006-0003-DWQ Element VI)

1. Purpose

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

2. Policy

The City'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 City's goal is to respond to sewer system overflows as soon as possible following notification. The City will follow reporting procedures in regards to sewer spills as set forth by the San Francisco Regional Water Quality Control Board (*SFRWQCB*) and the California State Water Resources Control Board (*SWRCB*).

3. Definitions As Used In This OERP

CALIFORNIA INTEGRATED WATER QUALITY SYSTEM (CIWQS): Refers to the State Water Resources Control Board online electronic reporting system that is used to report SSOs, certify completion of the SSMP, and provide information on the sanitary sewer system.

FROG – Fats, Roots, Oils, and Grease: FOG refers to fats, oils, and grease typically associated with food preparation and cooking activities that can cause blockages in the sanitary sewer system. Tree root invasion (R) presents an additional problem. If a mat of root hair forms in the sewer line it slows the flow of wastewater and exacerbates the rate of accumulation of FOG materials.

LEGALLY RESPONSIBLE OFFICIAL (LRO): Refers to an individual who has the authority to certify reports and other actions that are submitted through CIWQS.

MAINLINE SEWER: Refers to City wastewater collection system piping that is not a private lateral connection to a user.

MAINTENANCE HOLE OR MANHOLE: Refers to an engineered structure that is intended to provide access to a sanitary sewer for maintenance and inspection.

NOTIFICATION OF AN SSO: Refers to the time at which the City becomes aware of an SSO event through observation or notification by the public or other source.

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.

PREVENTATIVE MAINTENANCE: Refers to maintenance activities intended to prevent failures of the wastewater collection system facilities (e.g. cleaning, CCTV, inspection).

PRIVATE LATERAL SEWAGE DISCHARGES – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

SANITARY SEWER BACKUP (BACKUP) – When blockages or flow conditions cause wastewater to backup into buildings and on private property.

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.

SSOs that include multiple appearance points resulting from a single cause will be considered one SSO for documentation and reporting purposes in CIWQS.

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

pipings, 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.

SENSITIVE AREA: Refers to areas where an SSO could result in a fish kill or pose an imminent or substantial danger to human health (e.g. parks, aquatic habitats, etc.)

SEWER SERVICE LATERAL: Refers to the piping that conveys sewage from the building to the City's wastewater collection system.

UNTREATED OR PARTIALLY TREATED WASTEWATER: Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

WATERS OF THE STATE: Waters of the State (or waters of the United States) means any surface water, including saline waters, within the boundaries of California. In case of a sewage spill, storm drains are considered to be waters of the State unless the sewage is completely contained and returned to the wastewater collection system and that portion of the storm drain is cleaned.

4. State Regulatory Requirements for Element 6, Overflow Emergency Response Plan

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 Sewer System Management Plan and critical supporting documents are made available to the public through submission of an electronic copy to the State Water Resources Control Board.

5. Goals

The City'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. SSO Detection and Notification

ref. SWRCB Order No. 2006-0003-DWQ VI(a)

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

The City operates 16 wastewater lift stations. In the event of any pump failure, the high level sensor activates the SCADA alarm system and the City 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.

6.1 PUBLIC OBSERVATION

Public observation is the most common way that the City is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book. The City's telephone number for reporting sewer problems is (209) 456-8470.

Normal Work Hours

When a report of a sewer spill or backup is made during normal work hours, administrative staff receives the call and routes the call to the employee designated to respond to the service calls that day. This employee will respond to the complaint and will complete the Sewer Request for Service, which is then forwarded to the Collections System Supervisor.

After Hours

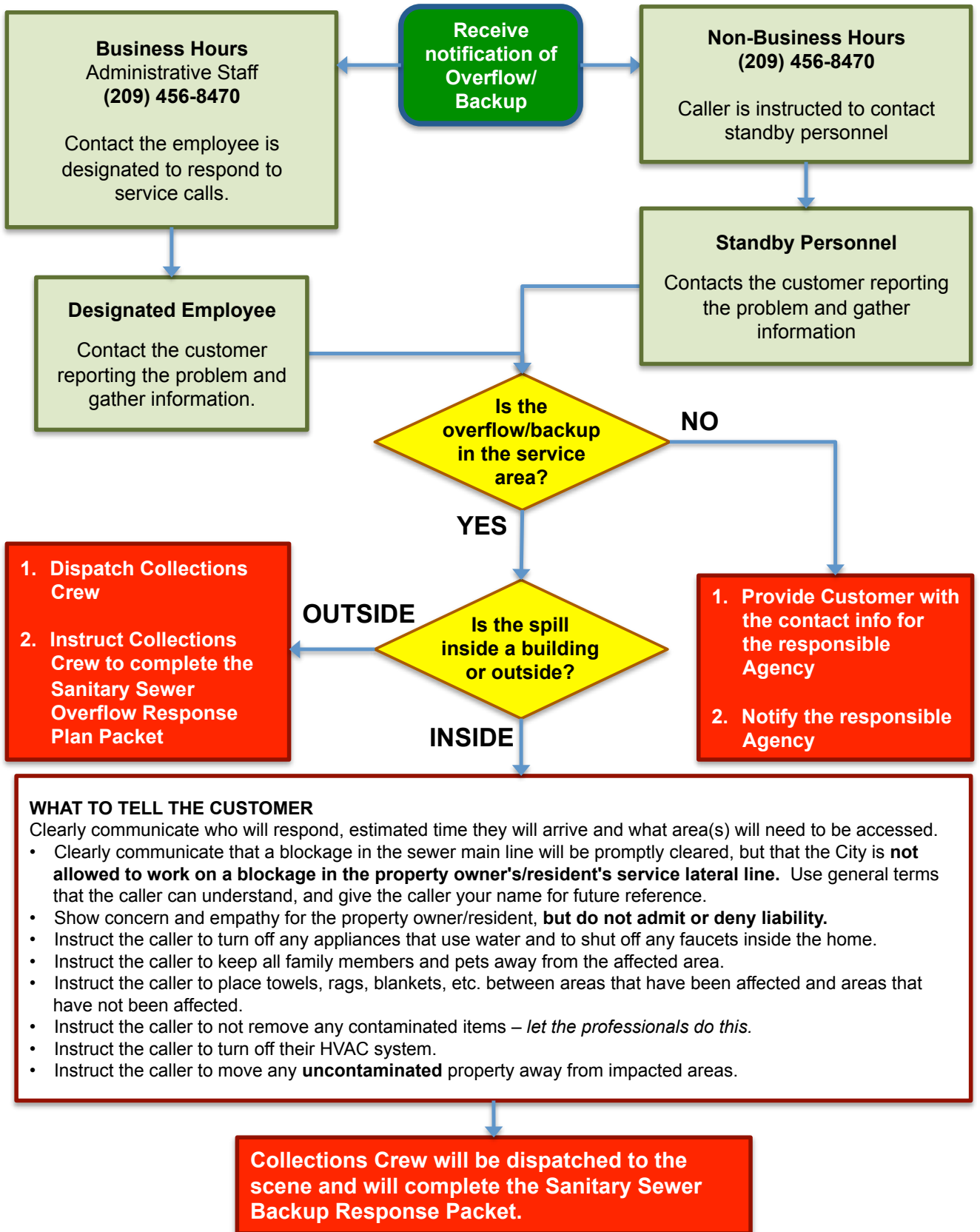
After hours callers are provided with options to route the caller to standby personnel. This employee will respond to the complaint and will complete the Sewer Request for Service, which is then forwarded to the Collections System Supervisor.

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:

Figure 6.1 Overview of Receiving a Sewage Overflow or Backup Report Procedure



6.2 CITY STAFF OBSERVATION

City 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 City staff that, in turn, responds to emergency situations. Work orders are issued to correct non-emergency conditions.

6.3 CONTRACTOR OBSERVATION

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

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

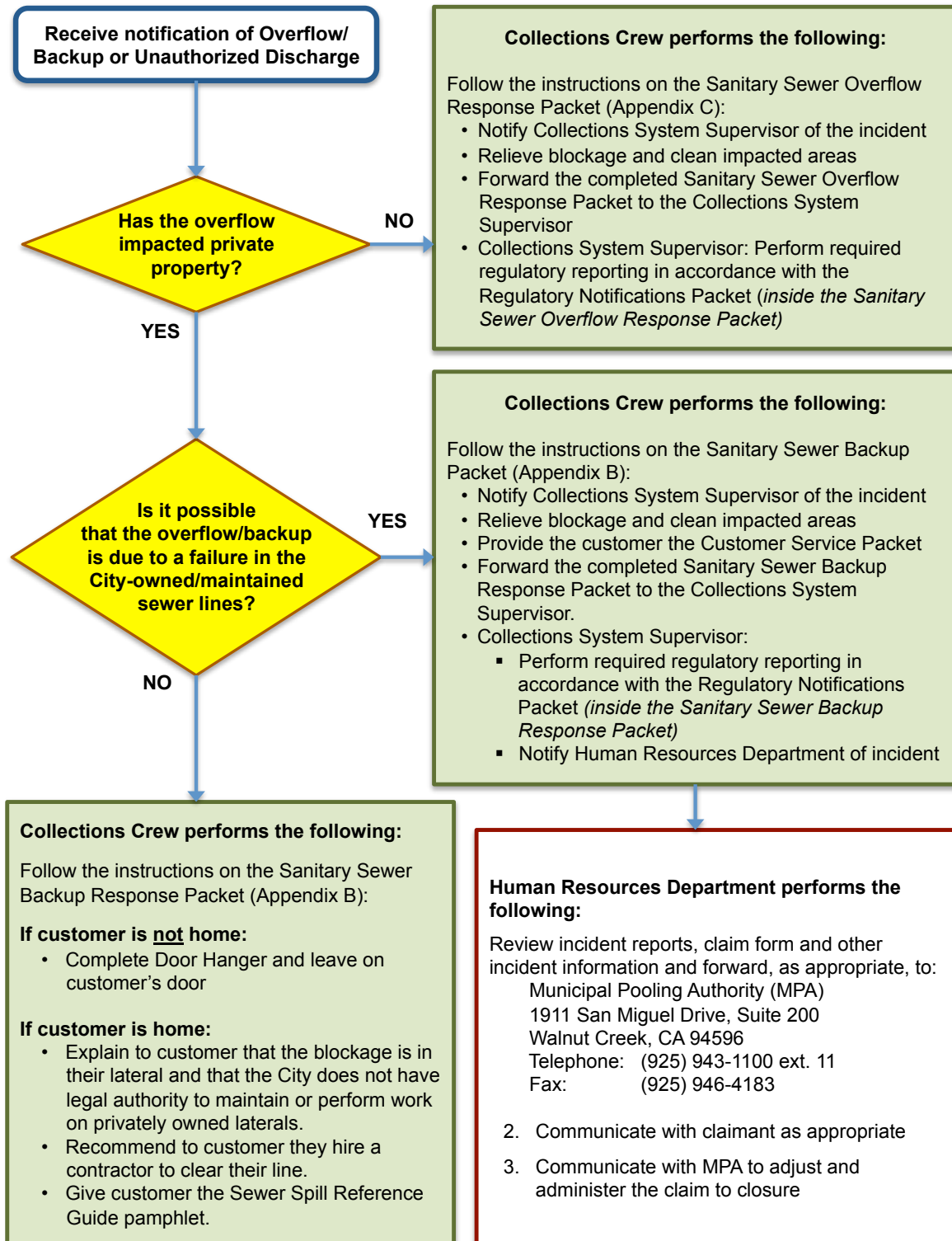
7. SSO Response Procedures

ref. SWRCB Order No. 2006-0003-DWQ Element 6(b)

7.1 Sewer Overflow/Backup Response Summary

The City will respond to SSOs as soon as feasible following notification of an overflow/backup or unauthorized discharge. The following (Figure 7.1) is an overview of the response activities.

Figure 7.1 Overview of SSO/Backup Response



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 Collections System Supervisor in event of major SSO.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).

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 City 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.

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 will:

- Note arrival time at the site of the overflow/backup.
- Verify the existence of a public 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.
- Take steps to contain the SSO. For detailed procedures refer to Appendix B: Sanitary Sewer Backup Procedures, and Appendix C: Sanitary Sewer Overflow Packet.

7.5 Initiate Spill Containment Measures

The first responder will 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.

For detailed procedures refer to Appendix C: Sanitary Sewer Overflow Packet.

7.6 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 reoccur 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 other assistance is required, immediately contact the Collections System Supervisor. For detailed procedures refer to Appendix C: Sanitary Sewer Overflow Packet.

7.7 Equipment

This section provides a list of specialized equipment that may be used 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 will 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.
- *Air plugs, sandbags and plastic mats*
- *Portable Lights*

Standard operating procedures for equipment that may be necessary in the event of a sanitary sewer overflow or backup can be found in the Wastewater Treatment Plant.

8. Recovery and Cleanup

ref. SWRCB Order No. 2006-0003-DWQ Element 6(e)

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

8.1 Estimate the Volume of Spilled Sewage

Use the methods outlined in the Sanitary Sewer Backup Packet (Appendix B), Sanitary Sewer Overflow Packet (Appendix C), and/or the Field Guide to estimate the volume of the spilled sewage. Wherever

possible, document the estimate using photos and/or video of the SSO site before and during the recovery operation.

8.2 Recovery of Spilled Sewage

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

8.3 Clean-up and Disinfection

Clean up and disinfection procedures will 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 will be modified as required for wet weather conditions. Where cleanup is beyond the capabilities of the City Collections Crew, a cleanup contractor will be used.

Private Property

City crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings, such as in front, side and backyards, easements, etc. 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 City system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, City 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 and/or deozyme or similar non-toxic biodegradable surface disinfectant until the water runs clear. The flushing volume will be approximately three times the estimated volume of the spill. Take reasonable steps to contain and vacuum up the wastewater. 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 will 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 for SSOs greater than or equal to 1,000 gallons.

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.

8.4 Public Notification

Signs will be posted and barricades put in place to keep vehicles and pedestrians away from contact with spilled sewage. San Joaquin County Health Services instructions and directions regarding placement and language of public warnings will be followed. Additionally, the Collections System Supervisor will use their best judgment regarding supplemental sign placement in order to protect the public and local environment. Signs will not be removed until directed by County Health Services, the Collections System 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 area and 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 will be inspected first thing the following day. The field crew will 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 Public Works Director or their designee will provide the media with all relevant information.

9. Water Quality

ref. SWRCB Order No. 2006-0003-DWQ Element 6(f)

9.1 Waters of the State

The San Joaquin River is located in the City of Manteca's service area. In the event that the San Joaquin River is impacted by a sanitary sewer overflow, CalOES will be contacted at (800) 852-7550.

9.2 Water Quality Sampling and Testing

Water quality sampling and testing is required for Category 1 SSOs of 50,000 gallons or greater to determine the extent and impact of the SSO. The water quality sampling procedures must be implemented within 48 hours and include the following:

- The first responders will collect samples as soon as possible after the discovery and mitigation of the SSO event.
- The water quality samples will 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 will be collected near the point of entry of the spilled sewage.
- The samples shall then be brought to the City of Manteca Wastewater Treatment Plant Laboratory.

9.3 Water Quality Monitoring Plan

The City 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 City becoming aware of the SSO, require water quality sampling for ammonia and total and fecal coliform.
6. Observe proper chain of custody procedures.

9.4 SSO Technical Report

The City will submit an SSO Technical Report to 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 Collections System Superintendent will supervise the preparation of this report and will certify 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:

Causes and Circumstances of the SSO:

- 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.

City's Response to SSO:

- Chronological narrative description of all actions taken by the City 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.

10. Sewer Backup Into/Onto Private Property Claims Handling Policy

It is the policy of the City that a claims form shall be offered to anyone wishing to file a claim. The following procedures will be observed for all sewer overflows/backups into/onto private property:

- City Collections Crew will offer a City claim form irrespective of fault whenever it is possible that the sanitary sewer backup may have resulted from an apparent blockage in the City-owned sewer lines or

whenever a City customer requests a claim form. The claim may later be rejected if subsequent investigations into the cause of the loss indicate the City was not at fault.

- It is the responsibility of the Collections Crew to gather information regarding the incident and notify the Collections System Supervisor or his/her designee.
- It is the responsibility of the Human Resources Department to review all claims and to oversee the adjustment and administration of the claim to closure.

11. Notification, Reporting, Monitoring and Recordkeeping Requirements

ref. SWRCB Order No. 2006-0003-DWQ Element 6(c)

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS GWDRs), the City of Manteca 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 volumes were calculated including all assumptions made.

Regulator required notifications are outlined in Section 11.1 on the following page.

11.1 Regulator Required Notifications

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 City will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.	Call Cal OES at: (800) 852-7550
REPORTING	<ul style="list-style-type: none"> • Category 1 SSO: The City 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 City 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 City will submit certified report within 30 calendar days of the end of month in which SSO the occurred. • SSO Technical Report: The City 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 City 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 City 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 City 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 City will maintain the following records: <ul style="list-style-type: none"> • 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.

¹ In the event that the CIWQS online SSO database is not available, the Collections System 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 City 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 City always has at least one 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.

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.

11.2 Complaint Records

The City 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 or occurrence related to the call
- 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 with the original complainant
- Work service request information used to document all feasible and remedial actions taken

All service requests are filed by month and are entered into the City's Computerized Maintenance Management System (CMMS). This information will be maintained for a minimum of five years whether or not they result in an SSO.

12. Post SSO Event Debriefing

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

Every SSO event is an opportunity to evaluate the City response and reporting procedures. Each overflow event is unique, with its own elements and challenges including volume, cause, location, terrain, climate, 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, will meet to review the procedures used and to discuss what worked and where improvements could be made in preventing or responding to and mitigating future SSO events. The results of the debriefing will be documented and tracked to ensure the action items are completed as scheduled.

13. Failure Analysis Investigation

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

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 or for other SSOs to occur.

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

- Reviewing and completing the Sanitary Sewer Overflow Report (in Appendix B and Appendix C) and any other documents related to the incident
- Reviewing the incident timeline and other documentation regarding the incident
- Reviewing communications with the reporting party and witness
- Reviewing 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 all line segments immediately following the SSO and reviewing the video and logs,
- Reviewing any Fats, Oils, Roots and Grease (FROG) related information or results
- Post SSO debrief records
- Interviews with the public at the SSO location

The product of the failure analysis investigation will be the determination of the root cause and the identification and scheduling of the corrective actions. The Collection System Failure Analysis Form (in Appendix B and Appendix C) will be used to document the investigation.

14. SSO Response Training

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

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

14.1 Initial and Annual Refresher Training

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

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

- The City's Overflow Emergency Response Plan and Sanitary Sewer Management Plan
- Sanitary Sewer Overflow Volume Estimation Techniques
- Researching and documenting Sanitary Sewer Overflow Start Times
- Impacted Surface Waters: Response Procedures
- State Water Resources Control Board Employee Knowledge Expectations
- Employee Core Competency Evaluations on Sanitary Sewer Operations
- Water Quality Sampling Plan

The City 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 City will address, through additional training/instruction, any identified gaps in required core competencies.

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

1. Please briefly describe your name and job title.
2. Please describe for us approximately when you started in this field and how long you have worked for your agency.
3. Please expand on your current position duties and role in responding in the field to any SSO complaints.
4. Please describe your SOPs used to respond/mitigate SSOs when they occur.
5. Describe any training your agency provides or sends you to for conducting spill volume estimates.
6. 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.
7. 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?
8. 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?
9. What other information do you collect or record other than what is written on the work order form?
10. 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?
11. 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?
12. 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.

14.2 SSO Response Drills

Periodic training drills or field exercises will 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, and lateral blockage). The results and the observations during the drills will be recorded and action items will be tracked to ensure completion.

14.3 SSO Training Record Keeping

Records will 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 and titles of attendees.

14.4 Contractors Working On City Sewer Facilities

All construction contractors working on City sewer facilities will be required to develop a project-specific OERP, will provide project personnel with training regarding the content of the contractor's OERP and their role in the event of an SSO, and to follow that OERP in the event that they cause or observe an SSO. Emergency response procedures shall be discussed at project pre-construction meetings, regular project meetings and after any contractor involved incidents.

All service contractors will be provided, and required to observe contractor procedures. See Appendix E: Contractor Orientation.

15. High Priority Assets

The following assets need to be monitored and inspected prior to, during, and following an extreme weather event or natural disaster:

- Union Road Lift Station
- South Deep Sewer Trunk
- Central Trunk

16. 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
- State Water Resources Control Board Order 2013-009-DWQ effective September 9, 2013

17. References

- Sanitary Sewer Overflow and Backup Response Field Guide, 2013, DKF Solutions Group, LLC
- Appendix A: Regulatory Notifications Packet
- Appendix B: Sanitary Sewer Backup Packet
- Appendix C: Sanitary Sewer Overflow Packet
- Appendix D: Field Sampling Kit
- Appendix E: Contractor Orientation

Appendix A
REGULATORY NOTIFICATIONS PACKET

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 (A-2) for the appropriate category of spill to document that all notifications are made according to the reporting schedule.

Contents:

<u>Form</u>	<u>Page Number</u>
Regulatory Reporting Guide	A-1
Reporting Checklist	-2

Print on 6"x9" envelope

Regulatory Notifications Packet
Regulatory Reporting Guide

Reporting Instructions

Deadline	See reverse side for 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	<ul style="list-style-type: none"> If the SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550. If there was any private property damage, contact the Risk Manager in the Human Resources Department 	If there was any private property damage, contact the Risk Manager in the Human Resources Department	If there was any private property damage, contact the Risk Manager in the Human Resources Department	-
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	-
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, notify the State Water Resources Control Board (SWRCB) by phone or email until the CIWQS online SSO database becomes available: (See contact information on Side B)

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

Regulatory Notifications Packet
Regulatory Reporting Guide

Contact Information:

Contact	Telephone/Email
CalOES	(800) 852-7550
Risk Manager/Human Resources	(209) 456-8700
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 personnel are authorized to perform regulatory reporting:

Job Title	Contact Information	✓ If LRO*
Collections System Supervisor	(209) 456-8470	✓
Wastewater Systems Superintendent	(209) 456-8470	✓
Maintenance Supervisor	(209) 456-8470	

*The City's Legally Responsible Officials (LROs) are authorized to electronically sign and certify SSO reports in CIWQS

Definitions of Spill Categories

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

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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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

**Regulatory Notifications Packet
Category 1 SSO Reporting Checklist**

A-2a

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 agency was notified of the spill.
 - o Date Called: _____
 - o Time Called: _____ : _____ AM PM
 - o CalOES Control Number: _____
- If there was any private property damage, contact the Risk Manager in the Human Resources Department at (209) 456-8700.

STEP 3: Within 48-Hours after awareness of SSO

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

STEP 4: Within 3 Days after awareness of SSO

- Submit a Draft Spill Report using the CIWQS online reporting database.

STEP 5: 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 6: Within 45 Days after SSO end time

- Within 45 days after the SSO end 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 2: 2-hour Notification

- If there was any private property damage, contact the Risk Manager in the Human Resources Department at (209) 456-8700.

STEP 2: 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.

STEP 3: 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.

Appendix B

SANITARY SEWER BACKUP RESPONSE PACKET

**Sanitary Sewer Backup Response Packet
Table of Contents**

<u>Form</u>	<u>Form Number</u>
Instructions and Chain of Custody	envelope label
Backup Response Flowchart.....	B-1
Bubbled Toilets Letter	-2
Assumption of Responsibility Waiver	-3
First Responder Form.....	-4
Declination of Sewage Cleaning Services.....	-5
Lodging Authorization Form	-6
Sewer Overflow Report	-7
Start Time Determination	8
Volume Estimation Forms	-9a, -9b, -9c
Lateral CCTV Report.....	-10
Claims Submittal Checklist.....	-11
Collection System Failure Analysis Form.....	-12
Customer Service Packet	
Instructions	envelope
Customer Information	CS-1
Claim Form	-2
Sewer Spill Reference Guide	pamphlet
Regulatory Notifications Packet	
Instructions	envelope
Regulatory Reporting Guide	A-1
Category 1 SSO Reporting Checklist	-2a
Category 2 & 3 SSO Reporting Checklist.....	-2b
Door Hanger (double-sided)	
Sewer Spill Reference Guide Pamphlet	

For pre-assembled packets contact DKF Solutions Group at (707) 373.9709 or losscontrol@sbcglobal.net

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



- If this is a Category 1 SSO greater than or equal to 1,000 gallons, IMMEDIATELY contact Collections System Supervisor at (209) 456-8470 and advise them to make the 2-hour notification to CalOES.
- If the backup is into/onto private property and possibly due to a problem in the public sewer, notify Tony Allenza, MPA Liability Claims Manager, at (925) 943-1100 ext. 11
- If instructed to call out a cleaning contractor, contact one of the following:
 - AdvantaClean: (209) 830-1399
 - Restoration Management Company: (800) 400-5058
- For any media requests: Contact the Public Works Director at (209) 456-8400

Don't forget photos!



Collections Crew:

- Follow the instructions on the Sewer Backup Response Flowchart (B-1).
Note: If multiple dwelling units are affected, use one packet per unit and check here:
- If indicated on the flowchart, give the customer the Bubbled Toilets Letter and/or the Customer Service Packet and have them initial here:
Customer acknowledgement of receipt of Bubbled Toilets Letter: _____
Customer acknowledgement of receipt of Customer Service Packet: _____
- Place completed forms in this envelope, complete the Chain of Custody record (right) and forward this packet to the Collections System Supervisor.

Print Name: _____

Initial: _____

Date: _____

Time: _____

Collections System Supervisor:

- Follow the instructions on the bottom of the Sewer Backup Response Flowchart (B-1).
- Complete the Regulatory Notifications Packet.
- Complete the Claims Submittal Checklist.
- Complete the Chain of Custody record (right) and forward this packet to the Human Resources Department.

Print Name: _____

Initial: _____

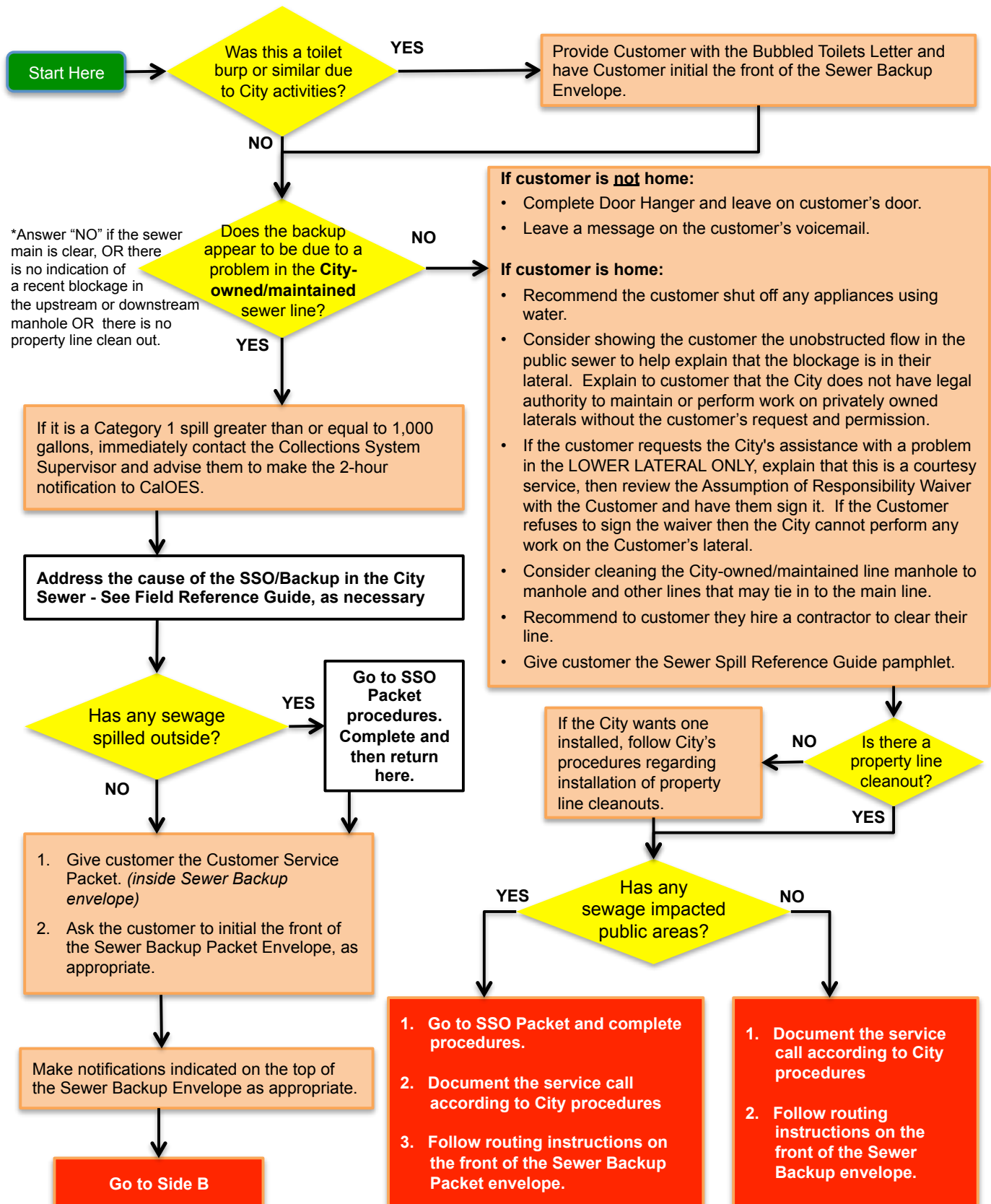
Date: _____

Time: _____

Human Resources Department:

- Refer to the Claims Submittal Checklist.

Sanitary Sewer Backup Response Packet
Backup Response Flowchart



Sanitary Sewer Backup Response Packet
Backup Response Flowchart

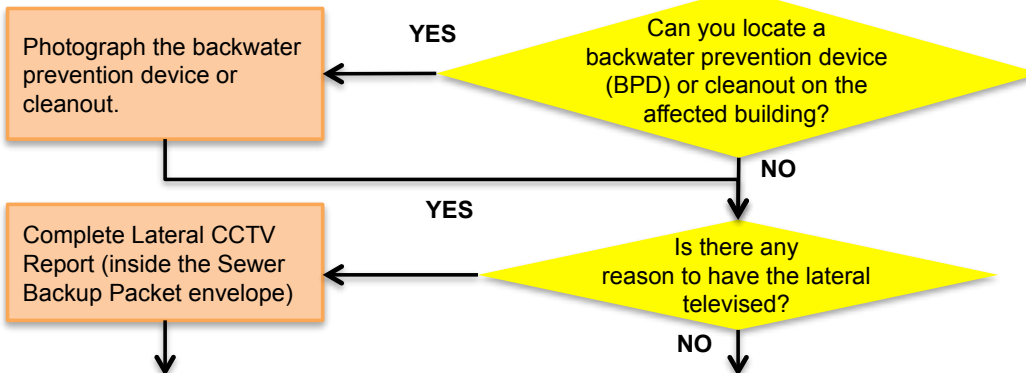
Continue Here From Side A

- Remove the First Responder Form from the Sewer Backup Packet envelope and complete. Immediately contact Tony Allenza, MPA Liability Claims Manager, at (925) 943-1100 ext. 11 and provide the information from the completed First Responder Form including the following:
 - Indicate whether the livability assessment indicates that temporary relocation is advised. If so, complete the Lodging Authorization form.
 - Indicate whether the the Customer wants cleaning services. If not, complete the Declination of Sewage Cleaning Services form.

If instructed to do so, or if Tony Allenza is not available, contact a restoration/remediation contractor (see envelope for contact information) and/or contact the Collections System Supervisor to arrange for temporary lodging.
- Ask Customer to take photographs of affected and non-affected areas, if allowed by customer. Try to get pictures showing where the damaged areas stopped.

- Complete the following forms (in the Sewer Backup Envelope):
- Sanitary Sewer Overflow Report
 - Start Time Determination Form (Remember, the spill was probably already occurring before it was reported.)
 - Volume Estimation (Use one or more worksheets and/or methods listed in the Field Guide.)

Clean/disinfect any overflow outside of the building. **DO NOT** allow any disinfectants to escape to storm drains.



- Document the service call according to City procedures.
- Complete the remaining instructions in the Collections Crew box on the front of the Sewer Backup Packet envelope.
- Follow routing instructions as indicated on the front of the Sewer Backup Packet envelope.

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

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.

**Sanitary Sewer Backup Response Packet
Bubbled Toilets Letter**

Dear City of Manteca 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 City doing in the street?

In order to insure reliable sewer service, the City 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 through 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, City 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 City 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 City'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. Unless there is a cleanout on the property line, it is the homeowner's responsibility to keep the sewer lateral pipe in good working condition. **The City 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 call the Collections System Supervisor at (209) 456-8470.

Sincerely,

City of Manteca Public Works

Sanitary Sewer Backup Response Packet
Carta de Inodoros Burbujeados

Estimado Cliente de la Ciudad de Manteca:

Gracias por habernos informado que su lavabo burbujeó mientras que nuestros empleados estaban trabajando en proximidad a su propiedad. Le pedimos perdón por la inconveniencia y esperamos que esta carta le contestará algunas de sus preguntas acerca de inodoros burbujeantes.

1. ¿Es riesgo de salud esto?

El agua que salió de su inodoro es agua potable de la taza del inodoro. Menos que su inodoro estaba en uso cuando esto ocurrió, esa agua no es diferente de aquella encontrada mientras que limpia su inodoro.

2. ¿Qué está haciendo la Ciudad en la calle?

Para asegurar servicio de alcantarilla confiable, la Ciudad inspecciona, limpia, and repara su Sistema de alcantarillado en una forma continua.

3. ¿Cómo causa la limpieza de la alcantarilla que burbujee mi inodoro?

El equipamiento industrial de limpieza típico usa agua de alta presión para limpiar alcantarillas. La primer medida es de usar chorros de agua de alta presión para propulsar a la manguera y a la boquilla de limpieza contracorriente tan lejos como ochocientos (800) pies. Durante este proceso, el aire dentro la tubería principal es desplazada y a veces camina para arriba de la tubería lateral privada y se libera por el inodoro. Esto también puede ocurrir durante la fase de limpieza, cuando agua de alta presión es jalada corriente abajo al camión de limpieza.

4. ¿Qué causa al aire que venga de mi inodoro?

A lo largo de los años, los empleados de la Ciudad han encontrado que el burbujeo de inodoros tiene muchas causas, algunas de cuales son:

- Tubería de ventilación obstruida;
- Tubería de ventilación que está posicionada muy lejos del inodoro;
- Tubería lateral que pueda estar en uso mientras que los empleados estén limpiando (por ej., vaciando la máquina de lavar, vaciando el baño, etcétera);
- Tubería lateral que podrá tener obstrucciones que están causándola a contener agua (por ej., raíces, grasa, etcétera).

5. ¿Qué hace el personal de la Ciudad, una vez informados de un inodoro burbujeante?

Una vez notificado de un inodoro burbujeante, el líder de nuestros empleados le explica al cliente lo que ha ocurrido, y hace un chequeo para ver si hay una limpieza general en el patio del cliente que se pudiera abrir en el futuro durante la limpieza. El líder de personal luego toma apuntes y completa papeleo que pone a la dirección en la lista de notificación computarizada de la Ciudad. En el futuro, los empleados tomarán nota que hubo un tiempo en que esta dirección fue «burbujeada», y, antes de empezar la limpieza, ellos le avisarán al ocupante de la posibilidad de inodoros burbujeantes. En el evento que el ocupante no esté presente cuando la limpieza empiece, los empleados tratarán de abrir las limpiezas generales y/o rebajar la presión del agua para impedir la ocurrencia de burbujeo.

6. ¿Qué puede hacer para impedir a mi inodoro de burbujeando?

Cuando una alcantarilla empieza a desaguar lentamente, puede que sea un indicio que se necesita limpiar o reparar. Puede que los árboles y arbustos tengan estructuras de raíces que estén entrando a la tubería lateral. El dueño/la dueña de casa necesita asegurar de tener una limpieza general para acceder la línea. Es la responsabilidad del dueño/la dueña de mantener la tubería de alcantarilla lateral en buena condición operativa.

Siempre es buena idea de mantener la tapa del inodoro bajada cuando no esté el inodoro en uso, y no instalar alfombra en el cuarto de baño menos que esa se pueda quitar y limpiar. Para obtener más información, por favor llame al Supervisor del Sistema Colecciones al (209) 456-8470.

Atentamente,
La Ciudad de Manteca

**Sanitary Sewer Backup Response Packet
Assumption of Responsibility Waiver**

B-3

ASSUMPTION OF RESPONSIBILITY, WAIVER, AND HOLD HARMLESS AGREEMENT FOR SEWER LATERAL REPAIR WORK BY THE CITY OF MANTECA

The undersigned ("Customer") is an owner or occupant of the property located at _____
_____.

Customer has requested the assistance of the City of Manteca (the "City") in remedying an apparent blockage in the sewer lateral serving the referenced property.

The City has agreed to assist the Customer in this effort, only upon the condition that Customer assists the City in its work. Accordingly, Customer agrees to remain upon the property at all times while the City's personnel are performing work upon the sewer lateral and perform such tasks as the City may request. Also, to the extent not prohibited by other tasks requested of Customer by the City, Customer agrees to continuously monitor the lowest sewer drain, toilet, or other point of service upon the property and immediately notify the City's personnel of any evidence of sewer back-up which may occur while the City's personnel are working upon the property. Customer, on behalf of himself/herself and all other persons owning or utilizing the subject property, hereby waives, indemnifies, and holds the City harmless for, any and all damages caused to property or person by sewer back-up or otherwise which is in any respect caused or contributed to by Customer's failure to faithfully perform and meet his/her obligations assumed herein as set forth above.

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

Customer Name: _____

Signature: _____

Date: _____

**Sanitary Sewer Backup Response Packet
First Responder Form**

**B-4
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.

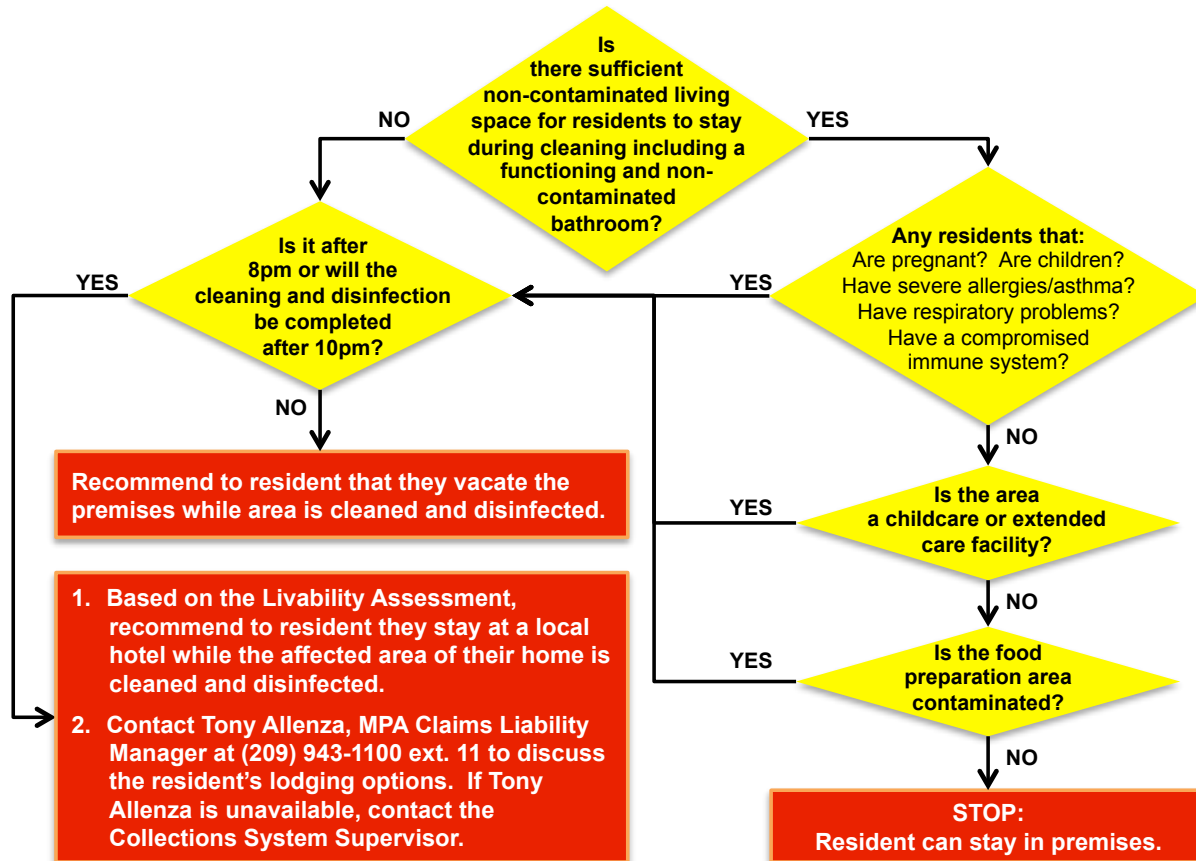
PERSON COMPLETING THIS FORM:		PHONE:
		DATE:
		TIME:
TIME STAFF ARRIVED ON-SITE:		
DID CUSTOMER CALL CLEANING CONTRACTOR? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of contractor:		
RESIDENT:	PROPERTY MANAGERS: OWNER/TENANT:	
STREET ADDRESS:	STREET ADDRESS:	
CITY, STATE AND ZIP:	CITY, STATE AND ZIP:	
PHONE:	PHONE:	
IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? <input type="checkbox"/> Yes <input type="checkbox"/> 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 property have a Property Line Cleanout?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown	
Does the Customer have a Backwater Prevention Device (BPD)?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown	
If yes, was the BPD operational at the time of the overflow?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown	
Have there ever been any previous spills at this location?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown	
Has the resident had any plumbing work done recently? <i>If YES, please describe:</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	

GO TO SIDE B

**Sanitary Sewer Backup Response Packet
First Responder Form**

**B-4
Side B**

LIVABILITY ASESMENT



SANITARY SEWER LINE BLOCKAGE LOCATION

PLEASE CHECK THE BOXES THAT DESCRIBE YOUR OBSERVATIONS:

Customer Cleanout Was:	Public Cleanout was:
<input type="checkbox"/> Non-Existent	<input type="checkbox"/> Non-Existent
<input type="checkbox"/> Full	<input type="checkbox"/> Full
<input type="checkbox"/> Empty	<input type="checkbox"/> Empty

On the diagram below, indicate the location of the sewer line and where the problem occurred.

Recommended Follow-Up Action(s):

Affected House

Upstream House

Did sewage go under buildings? Yes No Unsure

Place completed form in Sewer Backup Envelope and follow routing instructions

**Sanitary Sewer Backup Response Packet
Declination of Sewage Cleaning Services**

Customer Information

NAME:	ADDRESS:	TELEPHONE:
-------	----------	------------

ON (date)	AT (time)	Approximately (quantity)	GALLONS OF:			
			<input type="checkbox"/> Sewage	<input type="checkbox"/> Grey Water	<input type="checkbox"/> Toilet Bowl Water	<input type="checkbox"/> Odor

Overflowed from (or odor emanating from)	The overflow affected the following areas (check one):
<input type="checkbox"/> Toilet <input type="checkbox"/> Shower/Tub <input type="checkbox"/> Washer <input type="checkbox"/> Other (describe):	<input type="checkbox"/> Bathroom <input type="checkbox"/> Bedroom <input type="checkbox"/> Hallway <input type="checkbox"/> Garage <input type="checkbox"/> Kitchen <input type="checkbox"/> Crawlspace <input type="checkbox"/> Other (specify):

The overflow affected the following flooring:	and/or additional materials:
<input type="checkbox"/> Tile <input type="checkbox"/> Wood Flooring <input type="checkbox"/> Linoleum <input type="checkbox"/> Carpet <input type="checkbox"/> Other (specify):	<input type="checkbox"/> Area Rugs <input type="checkbox"/> Towels <input type="checkbox"/> Clothing <input type="checkbox"/> Other (specify):

Were photos taken?: Yes No If yes, where are photos stored?

This Form Completed By:	Name: _____	Date: _____
(Write legibly)	Title: _____	Time: _____

CUSTOMER, please read the following and sign below:
 I/We acknowledge that City of Manteca (City) 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 City assistance, and that the City will not accept responsibility for work performed by persons other than those engaged by the City. The City 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:
	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 services.
- Seek immediate attention if you become injured or ill.

**Sanitary Sewer Backup Response Packet
Lodging Authorization Form**

INSTRUCTIONS TO EMPLOYEE:

1. Contact Tony Allenza, MPA Liability Claims Manager at (925) 943-1100 ext. 11 to discuss the resident's lodging options. If Tony Allenza is unavailable, contact the Collections System Supervisor to arrange for one night's lodging for the Resident.
2. Review this form with the customer and instruct them to read the Instructions to Resident section below.
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 City's Claims Manager 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.

INSTRUCTIONS TO RESIDENT: The City of Manteca 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 authorization provides for one (1) nights' lodging at the hotel selected below.
2. The authorization is good for **room and tax ONLY**.
3. Additional nights, other allowances, and special circumstances may be discussed by contacting the City's Claims Manager at (925) 943-1100 ext. 11.

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: _____

City of Manteca Representative's Name: _____ Phone Number: _____

Sanitary Sewer Backup Response Packet
Sanitary Sewer Overflow Report

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 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:

C. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)	
SSO Appearance Point (check one or more): <ul style="list-style-type: none"> <input type="checkbox"/> Combined Sewer D.I. (Combined CS Only) <input type="checkbox"/> Force Main <input type="checkbox"/> Gravity Mainline <input type="checkbox"/> Lateral Cleanout (Private) <input type="checkbox"/> Lateral Cleanout (Public) <input type="checkbox"/> Inside Building or Structure <input type="checkbox"/> Manhole <input type="checkbox"/> Pump Station <input type="checkbox"/> Lower Lateral (Private) <input type="checkbox"/> Lower Lateral (Public) <input type="checkbox"/> Upper Lateral (Private) <input type="checkbox"/> Upper Lateral (Public) <input type="checkbox"/> Other Sewer System Structure (specify): 	
Were there multiple appearance points? <input type="checkbox"/> No <input type="checkbox"/> Yes, number of appearance points:	
Did the SSO reach a drainage channel and/or surface water? <input type="checkbox"/> Yes (Category 1) <input type="checkbox"/> No	
If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? <input type="checkbox"/> Yes <input type="checkbox"/> No (Category 1)	
Was this spill from a private lateral? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of responsible party:	
Final Spill Destination: <ul style="list-style-type: none"> <input type="checkbox"/> Ocean/ocean beach* <input type="checkbox"/> Surface waters other than ocean <input type="checkbox"/> Drainage channel <input type="checkbox"/> Building/structure <input type="checkbox"/> Separate Storm drain <input type="checkbox"/> Combined storm drain <input type="checkbox"/> Paved surface <input type="checkbox"/> Unpaved surface <input type="checkbox"/> Street/curb/gutter <input type="checkbox"/> 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: <input type="checkbox"/> Eyeball <input type="checkbox"/> Photo Comparison <input type="checkbox"/> Upstream Lat. Connections <input type="checkbox"/> Area/Volume (include sketch/photo with dimensions)	
<input type="checkbox"/> Other (describe):	

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

Sanitary Sewer Backup Response Packet
Sanitary Sewer Overflow Report

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**

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 City notified of the SSO? _____ AM PM

Who notified the City? _____

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

Who at the City 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**

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 – _____ gallons = _____ gallons
 Estimated SSO Volume Rainfall **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

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.

$$\frac{\text{_____ gpm}}{\text{Flow Rate}} \times \frac{\text{_____ minutes}}{\text{SSO Duration}} = \frac{\text{_____ gallons}}{\text{Estimated SSO Volume}}$$

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:

$$\frac{\text{_____ gallons}}{\text{Estimated SSO Volume}} + \text{OR} - \frac{\text{_____ gallons}}{\text{Adjustment}} = \frac{\text{_____ gallons}}{\text{Estimated SSO volume}}$$

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: _____

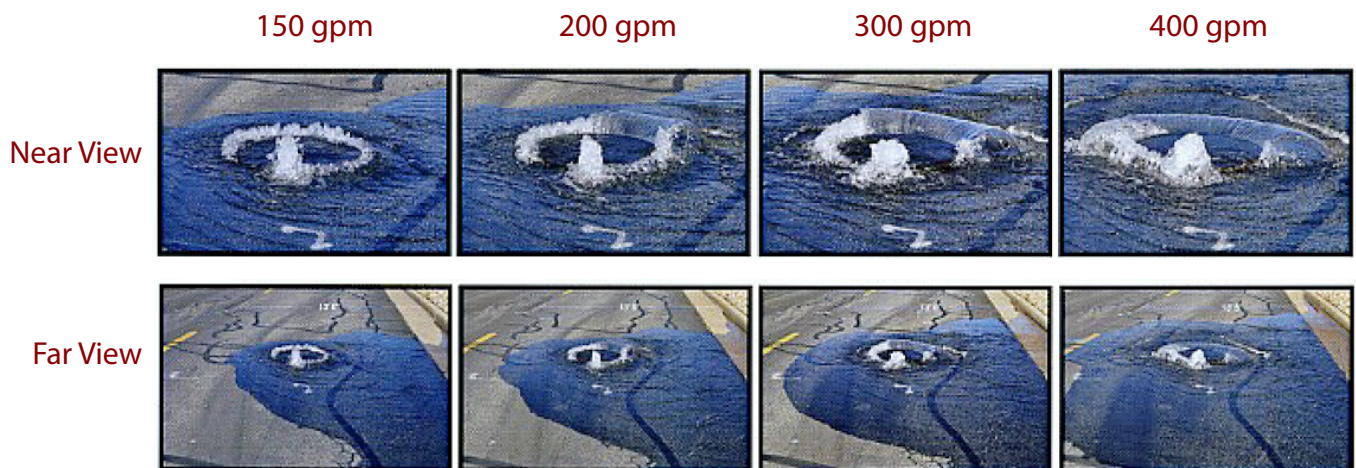
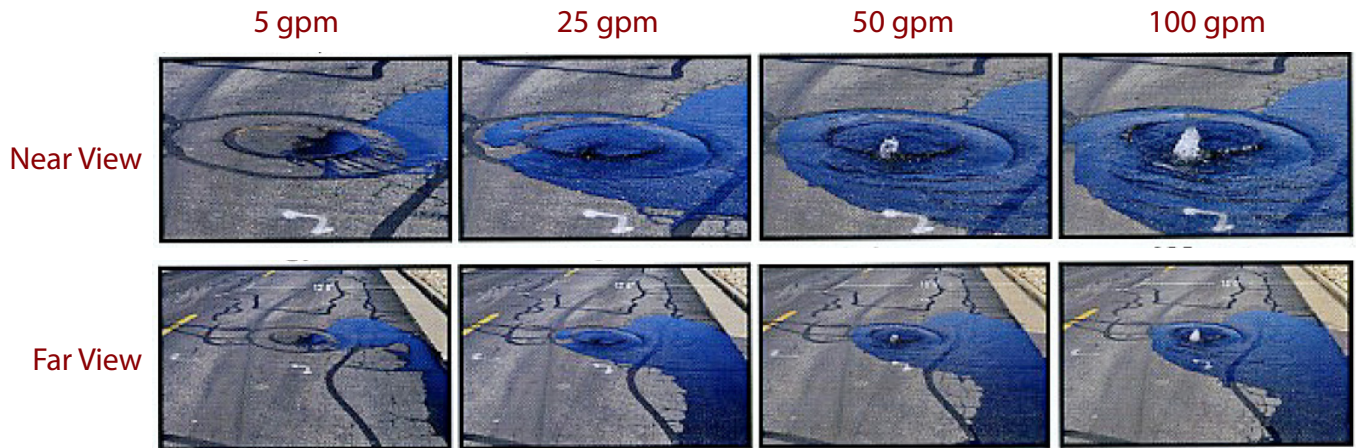
Sanitary Sewer Backup Response Packet
Volume Estimation: Duration and Flow Rate Comparison Method

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

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.

Time Period	Flow Rate Per EDU				SSO	
	A	B	C	D	E	F
	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.

$$\frac{\text{gallons}}{\text{Volume per EDU}} \times \frac{\text{\# of EDUs}}{\text{\# of EDUs}} = \frac{\text{gallons}}{\text{Estimated SSO Volume}}$$

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: _____

**Sanitary Sewer Backup Response Packet
Lateral CCTV Report**

PLEASE COMPLETE AS THOROUGHLY AS POSSIBLE

PERSON COMPLETING THIS FORM:		DATE:
		PHONE:
CAMERA TYPE:	LOCATION OF CAMERA ENTRY:	
AFFECTED PROPERTY STREET ADDRESS:	LOCATION OF CAMERA STOP:	
CITY, STATE AND ZIP:	DESCRIBE AREA TV'd:	
PHONE	UPSTREAM MANHOLE #:	
PLEASE CHECK ALL THAT WERE DISCOVERED – <i>Describe Extent & Location Using Camera Entry Point As Reference:</i>		TIME OF OVERFLOW:
<input type="checkbox"/> Broken Lateral – Describe: Depth:		TIME BLOCKAGE RELIEVED:
<input type="checkbox"/> Roots – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		TIME LATERAL TV'd:
<input type="checkbox"/> Grease – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		DEPTH OF LATERAL:
<input type="checkbox"/> Sag – Describe: Depth:		RECOMMENDED FOLLOW UP WORK ACTIONS:
<input type="checkbox"/> BPD – Describe: Location:		
<input type="checkbox"/> Cleanout – Describe: Location:		
<input type="checkbox"/> Joint/Junction – Describe: Depth:		
<input type="checkbox"/> Grade – Describe:		
<input type="checkbox"/> Grit – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		
<input type="checkbox"/> Other – Describe:		
Mark for USA location? <input type="checkbox"/> Yes <input type="checkbox"/> No	Lateral Locations Marked in Green Paint? <input type="checkbox"/> Yes <input type="checkbox"/> No	
SIGNATURE OF EMPLOYEE PERFORMING TV WORK:		DATE

If applicable, place completed form in Sewer Backup Packet and follow routing instructions.

Collections System 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 Human Resources Department:

- Form B-3: Assumption of Responsibility Waiver
- Form B-4: First Responder Form
- Form B-5: Declination of Cleaning Services
- Form B-6: Lodging Authorization Form
- Form B-7: Sanitary Sewer Overflow Report
- Form B-8: Start Time Determination Form
- Form B-9: Volume Estimation Form(s)
- Form B-10: Lateral CCTV Report
- Form B-11: 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 B-12: Collection System Failure Analysis

Human Resources Department

1. Verify claims packet is complete.

- 2. Forward to:** Tony Allenza, Liability Claims Manager
Municipal Pooling Authority (MPA)
1911 San Miguel Drive Ste 200
Walnut Creek CA 94596
- Telephone: (925) 943-1100 ext. 11
Fax: (925) 946-4183

3. Communicate with MPA to adjust and administer the claim to closure.

Sanitary Sewer Backup Response Packet
Collection System Failure Analysis

To be completed by the Collections System 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/Recommendations:			

Go to Side B

Sanitary Sewer Backup Response Packet
Collection System Failure Analysis

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:					

City of Manteca CA
Overflow Emergency Response Plan

Customer Service Packet

Contents:

<u>Form</u>	<u>Form Number</u>
Customer Information Letter.....	CS-1
Claim Form.....	-2
Clean-Out Riser Information Handout.....	-3
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.

If you have any questions contact:

Regarding Sewer Issues: Collections System Supervisor (209) 456-8470

Regarding Submitting a Claim for Damages: Human Resources Department (209) 456-8700

This packet provided by: _____ **Phone:** _____

Paquete informativo del servicio al cliente

Contenido:

<u>Formulario</u>	<u>Número de formulario</u>
Carta informativa para el cliente	CS-1
Formulario de Reclamación	-2
Elevador de Limpieza- Folleto de Información	-3
Guía de referencia sobre desbordes cloacales.....	folleto

Instrucciones:

1. Analice la carta informativa para el cliente a fin de determinar las medidas que se deben tomar de manera inmediata.
2. Consulte la carta informativa para el cliente a fin de obtener información sobre cómo presentar un reclamo.
3. Analice el folleto de la Guía de referencia sobre desbordes cloacales.

En caso de preguntas, comuníquese con:

Para temas cloacales: Supervisor del Sistema Colecciones (209) 456-8470.

Para presentar un reclamo por daños: Departamento de Recursos Humanos (209) 456-8700

Print on 6" x 9" envelope

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Sanitary Sewer Backup Response Packet
Customer Information Regarding Sewer Backup Claims

CS-1

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 City is investigating the cause of this incident.

If the City 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 City 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 City 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 City Collections System Supervisor at (209) 456-8470. 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 City Human Resources Department at 1001 West Center Street, Manteca, CA 95337. Claims against the City must comply with the California Government Code Sec. 910-913.2. The Human Resources Department has the responsibility for processing any claims for damages that are submitted and can be reached at (209) 456-8700.

What you need to do now:

The City 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. To obtain a claim form contact the City Human Resources Department at (209) 456-8700.
 - **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 City Human Resources Department at 1001 West Center Street, Manteca, CA 95337 (*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.

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

Paquete de Respuesta a Desbordamiento de Alcantarilla Sanitaria
Información de Cliente Acerca de Demandas de Desbordamiento de Alcantarilla

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 Ciudad está investigando la causa de este incidente.

Si se determina que la Ciudad 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.

El contratista de limpieza proveída de parte de la Ciudad ha sido escogido debido a su adherencia de establecer protocolos que son diseñados para asegurar a todos los partes con servicios de limpieza completos, económicos, y expeditivos. Usted también tiene el derecho to escoger su propio contratista de limpieza, pero la Ciudad no garantiza pago de tarifas/gastos incurridos y reserva el derecho de disputar las tarifas/gastos considerados no ser usuales o de costumbre.

Si desea conversar sobre este tema, comuníquese con el Supervisor del Sistema Colecciones de la ciudad, llamando al (209) 456-8470. 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 Departamento de Recursos Humanos de la Ciudad, que se encuentra ubicado en 1001 West Center Street, Manteca, CA 95337. Los reclamos presentados contra la Ciudad 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 Departamento de Recursos Humanos de la Ciudad asume la responsabilidad de procesar todos los reclamos iniciados por daños que se presenten, éstos pueden consultarse llamando al (209) 456-8700.

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. Para obtener un formulario de reclamo, comuníquese con el Departamento de Recursos Humanos de la Ciudad llamando al (209) 456-8700.
 - **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 Departamento de Recursos Humanos de la Ciudad, Manteca (*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.

CLAIM PRESENTED TO THE CITY OF MANTECA

Please read the instructions on the back before completing.

1. Claimant's Name: <i>(Please Print)</i> _____ Claimant's Address: _____ City, State, Zip: _____ Day Phone: () _____ Eve: () _____	Reserved for Filing Stamp City Claim No.:
2. When did the damage or injury occur? Month: Day: Year: Time: a.m. or p.m.	Police Report No.:
3. At which location did the damage or injury occur? _____ _____	
4. a. What happened and why is the City responsible? _____ _____ b. Name and position of responsible City Employee(s), if known: _____ _____	
5. What damage or injury occurred? _____ _____ _____	
6. Claim amount (only if less than \$10,000): _____ If the amount exceeds \$10,000, please check the court for appropriate jurisdiction: _____ Municipal Court (claims up to \$25,000) _____ Superior Court (claims over \$25,000)	
7. How did you arrive at the amount claimed? Please attach documentation. _____ _____ _____	
8. I declare under penalty of perjury under the laws of the State of California that the following information is true and correct, and that this declaration was executed on _____, 20__, at _____ CA. _____ <i>Signature of Claimant or Representative</i>	
9. Official Notices and Correspondence <i>If represented by an insurance company or an attorney, please provide the information requested below:</i> Name and Capacity: <i>(please print)</i> _____ Address: _____ City, State, Zip: _____ Daytime Phone: _____ Evening: _____	

PRESENTING A CLAIM TO THE CITY OF MANTECA

- ⇒ PLEASE TYPE OR PRINT CLEARLY ALL OF THE INFORMATION REQUESTED ON THE CLAIM FORM.
- ⇒ YOU MUST COMPLETE EACH SECTION OR YOUR CLAIM MAY BE RETURNED TO YOU AS INSUFFICIENT.
- ⇒ THE FOLLOWING PROVIDES SPECIFIC INSTRUCTIONS FOR COMPLETING EACH SECTION OF THE CLAIM FORM.

1. **NAME AND MAILING ADDRESS OF CLAIMANT** – State the full name and mailing address of the person(s) claiming damage or injury. Please include a daytime and evening telephone number.
2. **WHEN DID THE DAMAGE OR INJURY OCCUR?** – State the exact month, date, year, and approximate time (if known) of the incident which caused the alleged damage/injury.

Under State law, claims relating to causes of action for personal injury, wrongful death, property damage, and crop damage must be presented to the City of Manteca no later than six months after the incident date. Please note that evidence of “**presentation**” includes a clear postmark date on an envelope, or a certification of personal service, or service by mail.

When filing a claim beyond the six-month period, you must explain the reason the claim was not filed within the six-month period. This explanation is called “**application for leave to present a late claim**”. In considering your claim, the City will first decide whether the late claim application should be granted or denied. (See Government Code Section 911.4 for the legally acceptable reasons a claim may be filed late.) Only if your late claim application is granted will the City then consider the merits of your claim.

Claims relating to any cause of action other than personal injury, wrongful death, property damage, and crop damage must be presented no later than one year after the incident date. (See Government Code Section 911.2).

3. **AT WHICH LOCATION DID THE DAMAGE OR INJURY OCCUR?** – Please include street address, city, county, intersection, etc. If possible, also include the Police Report number.
4. **WHAT HAPPENED AND WHY IS THE CITY RESPONSIBLE?** – Please explain the circumstances that led to the alleged damage or injury. State all facts which support your claim with the City and why you believe the City is responsible for the alleged damage or injury. If known, identify the name of the City Department(s) and/or City employee(s) that allegedly caused the damage or injury.
5. **WHAT DAMAGE OR INJURY OCCURRED?** – Provide in full a detailed description of the damage/injury that allegedly resulted from the incident. (What specific damage or injury do you claim resulted from the alleged actions?)
6. **CLAIM AMOUNT:** - State the specific total dollar amount you are claiming as result of the alleged damage/injury. If damage/injury is continuing or is anticipated in the future, indicate with a “+” following the dollar figure if \$10,000 or under. If the total dollar amount is unspecified or exceeds \$10,000, designate the appropriate court jurisdiction for the claim.
7. **HOW DID YOU ARRIVE AT THE AMOUNT CLAIMED?** – Provide a breakdown of how the total amount that you are claiming was computed. You may declare expenses incurred and/or future anticipated expenses. If you have supporting documentation (i.e., bills, payment receipts, cost estimates) please attach copies of them to your claim.
8. **SIGNATURE:** - The claim must be signed by the claimant or by the attorney/representative of the claimant. The City will not accept the claim without a property signature. Government Code Section 910.2 provides: “The claim shall be signed by the claimant or by some person on his/her behalf.”
9. **OFFICIAL NOTICES AND CORRESPONDENCE -** Provide the name and mailing address of the person to whom all official notices and other correspondence from the City should be sent, only if other than claimant. Please provide telephone numbers for the representative, if applicable.

⇒ SUBMIT COMPLETED AND RELATED DOCUMENTATION TO: Administrative Services Department of the City of Manteca. Personal service of claims can be accomplished during regular City business hours (7:30am – 5:30pm), Monday through Friday (closed every other Friday and City holidays).

⇒ If you wish to receive a stamped copy of your claim, return the form to the Administrative Services Department with a cover letter along with a stamped, self addressed envelope informing the City of your request.

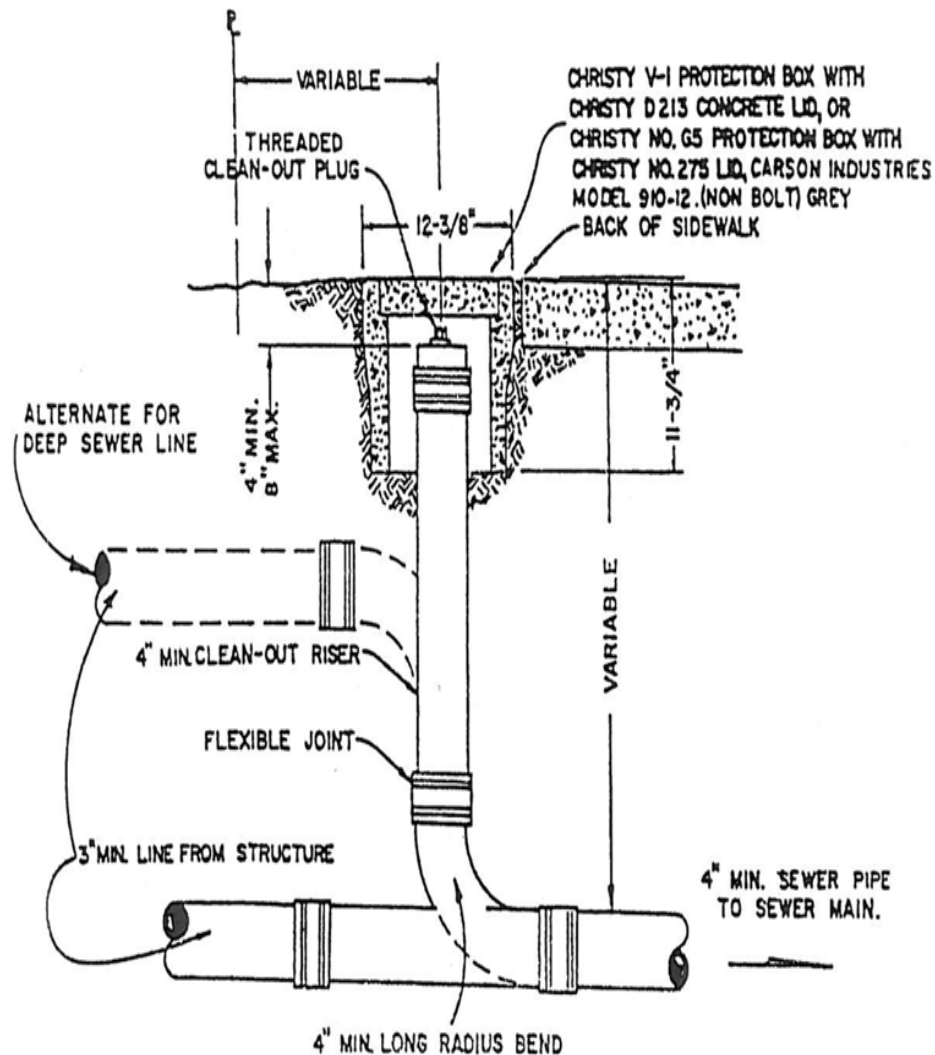
⇒ You will receive a letter from the Risk Management Office indicating your claim has been received and is being investigated. You will receive an explanation of the investigation results within 45 days in most instances.

If, after reading these instructions, you have questions or need additional information regarding the filing of a claim with the City of Manteca, please contact the Administrative Services staff at (209) 456-8710.

THANK YOU!

Sanitary Sewer Backup Response Packet
Clean-Out Riser Information Handout
 City of Manteca Sewer Collections Division

CS-3



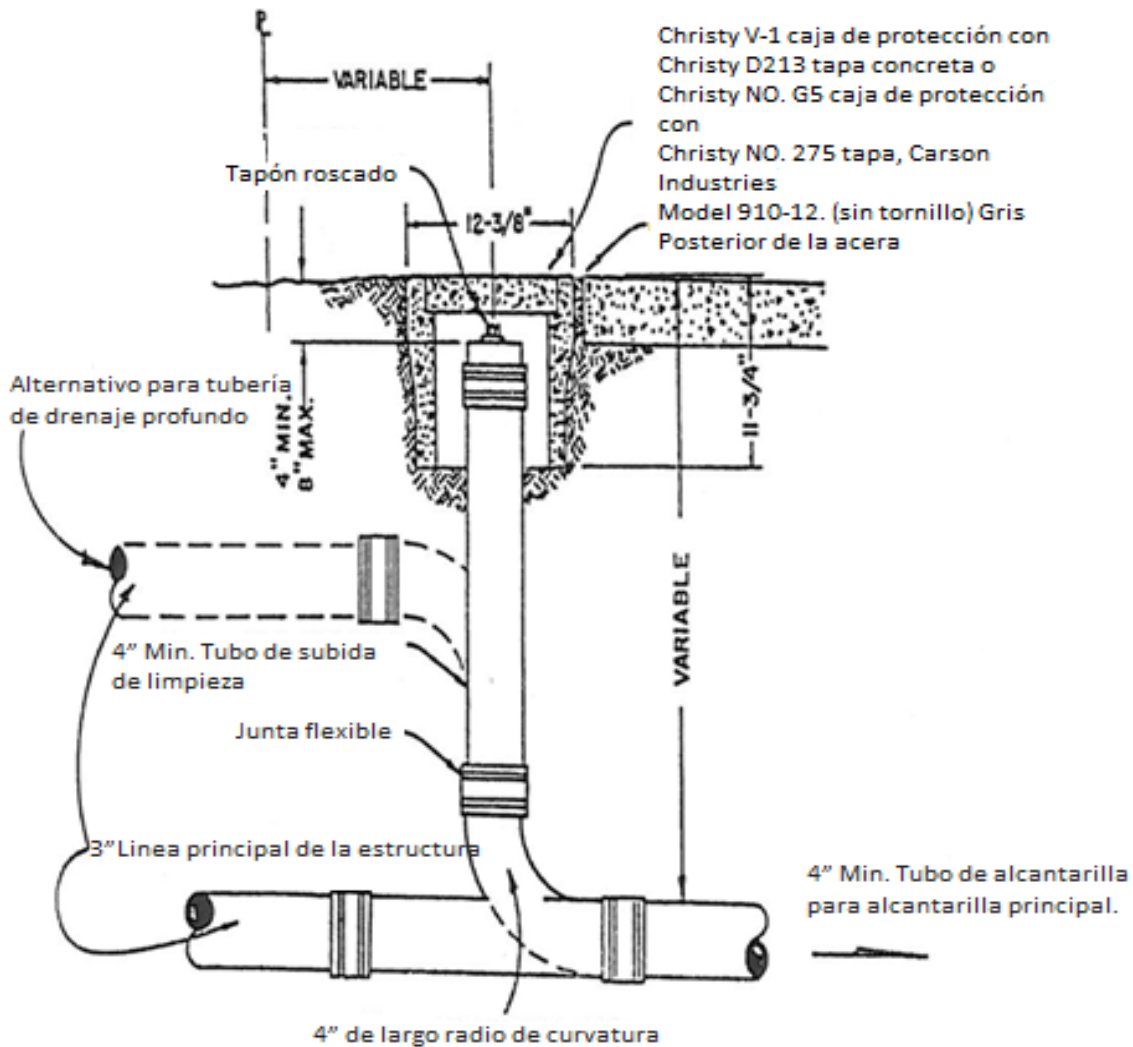
Notes:

1. Clean-out riser shall be the same size as the sewer lateral.
2. Clean-out shall be located no more than 24" from back of sidewalk.
3. Any deviation from the standard must have the approval of the City Engineer.
4. Clean-out riser combination may be cast iron, plastic, or vitrified clay pipe.
5. Prior to installation, installer must obtain an encroachment permit. Permits are available at The City of Manteca, Community Development Department, 1001 West Center Street. (209) 456-8500
6. The City will provide a courtesy video inspection and/or courtesy cleaning of the sewer lateral from back of sidewalk to the City sewer main provided the following conditions are met: 1) there is an accessible clean-out in the sewer lateral located within 24 inches of back of sidewalk, and 2) the property owner or occupant provides written consent and a waiver of liability for the courtesy service. For properties where there is no clean-out within 24 inches from back of sidewalk, the City will not provide this courtesy service.

For courtesy sewer lateral service, call (209) 456-8470 during regular business hours.

Sanitary Sewer Backup Response Packet
Elevador de Limpieza- Folleto de Información
Ciudad de Manteca División de Colecciones de Alcantarillado

CS-3
Spanish



Notas:

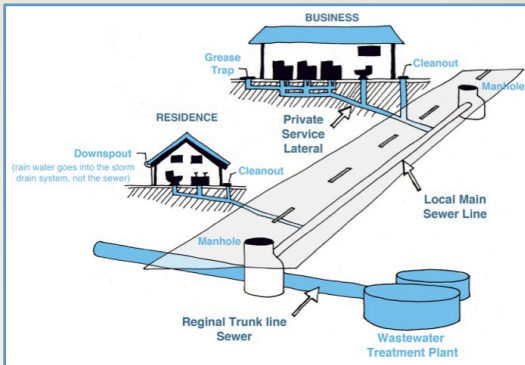
1. El elevador de limpieza sera el mismo tamaño que el lateral de drenaje.
2. El limpiador no deberá estar situado a más de 24 pulgadas de la parte posterior de la acera.
3. Cualquier desviación de la norma debe contar con la aprobación de el Ingeniero de la Ciudad.
4. La combinación de elevador e limpiador puede ser: hierro fundido, plástico o tubo de barro vitrificado.
5. Antes de la instalación, el instalador debe de obtener un permiso de invasión. Permisos están disponibles en la Ciudad de Manteca, Departamento de Desarrollo de la Comunidad (Community Development), 1001 West Center Street. (209) 456-8500
6. La Ciudad ofrecerá una cortesía inspección de video y/o de cortesía limpieza de las alcantarillas laterales de la parte de atrás de las aceras hasta la alcantarilla de la Ciudad siempre que cumplen las siguientes condiciones: 1) hay un acceso de limpieza en las alcantarillas laterales situadas dentro de las 24 pulgadas de la parte de atrás del acera, y 2) el propietario u ocupante otorgue su consentimiento por escrito y una exención de responsabilidad para el servicio de cortesía. En el caso de las propiedades donde no hay limpiador dentro de las 24 pulgadas de la parte posterior de las aceras, la Ciudad no proporcionan este servicio de cortesía.

Para servicio de alcantarillado lateral de cortesía, llame al (209) 456-8470 Durante el horario de negocio regular.

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.

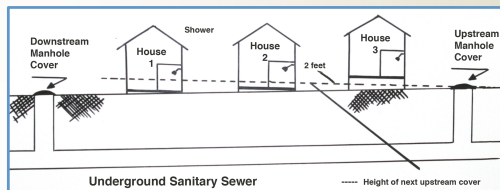


Is my home required to have a backflow prevention device?

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:

City of Manteca
(209) 456-8470

San Joaquin County Health Services
(209) 468-3411

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.

Central Valley Regional Water Quality Control Board
(916) 464-3291

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:

City of Manteca

**2450 West Yosemite Avenue
Manteca, CA 95337**

(209) 456-8470

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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 City of Manteca. 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. Those persons whose resistance to infection is compromised should not attempt this type of clean up.

Other Tips:

- 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.

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.

City of Manteca

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
- The City-maintained portion of your sanitary sewer lateral and cleared the line.
- Your portion of the sanitary sewer lateral, which is your responsibility to maintain. We also found the City'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.

City of Manteca representative notes: _____

City of Manteca Representative: _____

For questions or comments, please call

**City of Manteca
(209) 456-8470**

City of Manteca

En (fecha) _____, en (localización)

_____ ,
respondimos a una obstrucción divulgada del
servicio de alcantarillado sanitario de su propiedad.

Descubrimos un bloqueo en:

- El alcantarillado sanitario principal y despejé la línea
- Porción mantenidos por la ciudad de su lateral de alcantarillado sanitario y despejé la línea.
- Lateral su porción del alcantarillado sanitario, que es su responsabilidad de mantener. También encontramos parte de la ciudad de los laterales y el principal a ser fluir normalmente.

Si necesita asistencia para despejar su porción del lateral puede buscar en Internet o en la guía telefónica bajo "Alcantarillado contratistas" o "Fontanería drenajes & alcantarillado limpieza". Si usted planea contratar a un contratista le recomendamos obtener estimaciones de más de una empresa.

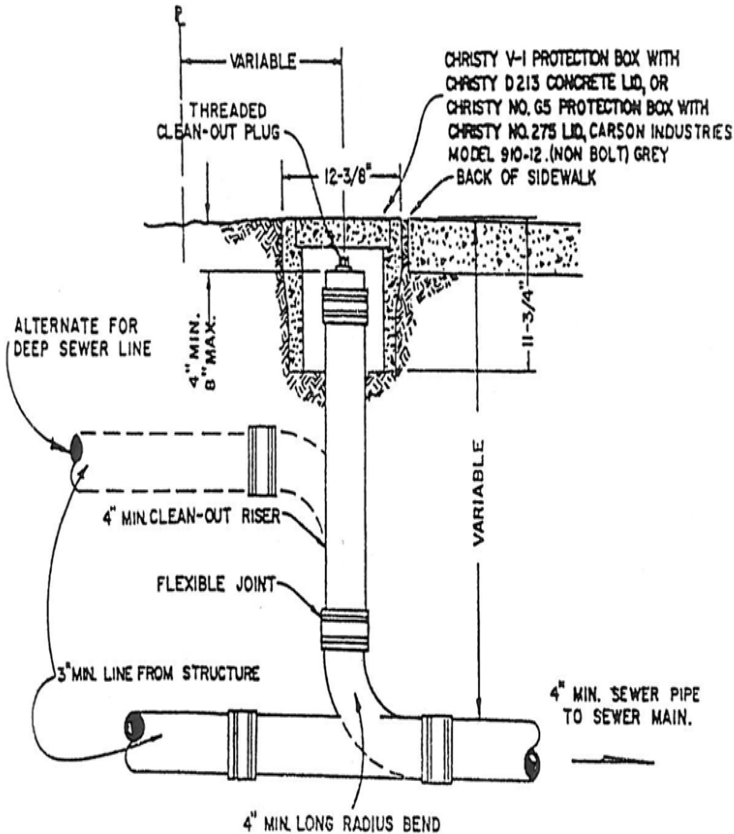
Notas representativos de la ciudad de Manteca: _____

Representante de la ciudad de Manteca: _____

**Para preguntas o comentarios,
por favor llame a**

**Ciudad de Manteca
(209) 456-8470**

**City of Manteca Sewer Collections Division
Clean-Out Riser Information Handout**

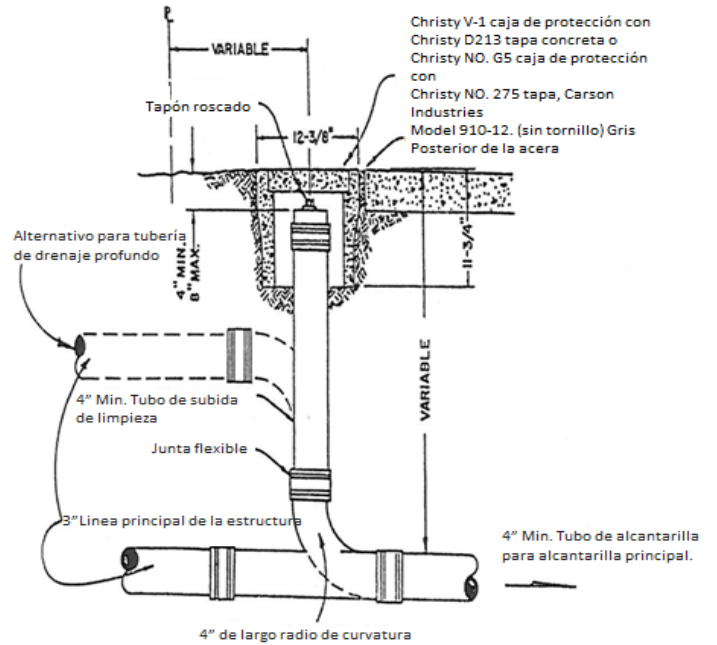


Notes:

1. Clean-out riser shall be the same size as the sewer lateral.
2. Clean-out shall be located no more than 24" from back of sidewalk.
3. Any deviation from the standard must have the approval of the City Engineer.
4. Clean-out riser combination may be cast iron, plastic, or vitrified clay pipe.
5. Prior to installation, installer must obtain an encroachment permit. Permits are available at The City of Manteca, Community Development Department, 1001 West Center Street. (209) 456-8500
6. The City will provide a courtesy video inspection and/or courtesy cleaning of the sewer lateral from back of sidewalk to the City sewer main provided the following conditions are met: 1) there is an accessible clean-out in the sewer lateral located within 24 inches of back of sidewalk, and 2) the property owner or occupant provides written consent and a waiver of liability for the courtesy service. For properties where there is no clean-out within 24 inches from back of sidewalk, the City will not provide this courtesy service.

For courtesy sewer lateral service, call (209) 456-8470 during regular business hours

**Ciudad de Manteca
División de Colecciones de Alcantarillado
Elevador de Limpieza- Folleto de Información**



Notas:

1. El elevador de limpieza sera el mismo tamaño que el lateral de drenaje.
2. El limpiador no deberá estar situado a más de 24 pulgadas de la parte posterior de la acera.
3. Cualquier desviación de la norma debe contar con la aprobación de el Ingeniero de la Ciudad.
4. La combinación de elevador e limpiador puede ser: hierro fundido, plástico o tubo de barro vitrificado.
5. Antes de la instalación, el instalador debe de obtener un permiso de invasión. Permisos están disponibles en la Ciudad de Manteca, Departamento de Desarrollo de la Comunidad (Community Development), 1001 West Center Street. (209) 456-8500
6. La Ciudad ofrecerá una cortesía inspección de video y/o de cortesía limpieza de las alcantarillas laterales de la parte de atrás de las aceras hasta la alcantarilla de la Ciudad siempre que cumplen las siguientes condiciones: 1) hay un acceso de limpieza en las alcantarillas laterales situadas dentro de las 24 pulgadas de la parte de atrás del acera, y 2) el propietario u ocupante otorgue su consentimiento por escrito y una exención de responsabilidad para el servicio de cortesía. En el caso de las propiedades donde no hay limpiador dentro de las 24 pulgadas de la parte posterior de las aceras, la Ciudad no proporcionan este servicio de cortesía.

Para servicio de alcantarillado lateral de cortesía, llame al (209) 456-8470 Durante el horario de negocio regular.

Appendix C

SANITARY SEWER OVERFLOW RESPONSE PACKET

**Sanitary Sewer Overflow Response Packet
Table of Contents**

<u>Form</u>	<u>Form Number</u>
Instructions and Chain of Custody	envelope label
Responding to a Sanitary Sewer Overflow	C-1
Sewer Overflow Report	-2
Start Time Determination	-3
Volume Estimation Forms	-4
Lateral CCTV Report.....	-5
Collection System Failure Analysis Report	-6
Public Posting	
Door Hanger (double-sided)	
Sewer Spill Reference Guide Pamphlet	

For pre-assembled packets contact DKF Solutions Group at (707) 373-9709 or kpatzer@dkfsolutions.com

In the event of a Sanitary Sewer Overflow READ THIS FIRST



- If this is a Category 1 SSO greater than or equal to 1,000 gallons, IMMEDIATELY contact the Collections System Supervisor at (209) 456-8470 and advise them to make the 2-hour notification to CalOES.
- Check here if you believe that fats, roots, oils and/grease (FROG) caused or contributed to the SSO.
- For any media requests: Contact the Public Works Director at (209) 456-8400.

Instructions

Don't forget photos!



Collections Crew:

- Follow the instructions on the Sewer Overflow Response Flowchart (C-1).
- Refer to the Field Guide as necessary.
- Place completed forms, camera (if applicable), and any additional notes/documentation in this envelope.
- Complete the Chain of Custody record (right) and forward this packet to Collections System Supervisor or designee.

Print Name: _____

Initial: _____

Date: _____

Time: _____

Collections System Supervisor or Designee:

- Review the enclosed forms.
- Complete the Regulatory Notifications Packet.
- Complete the Chain of Custody Record (right) and file this completed Sewer Overflow Packet in accordance with City policy.
- Debrief using the Collection System Failure Analysis Form.

Print Name: _____

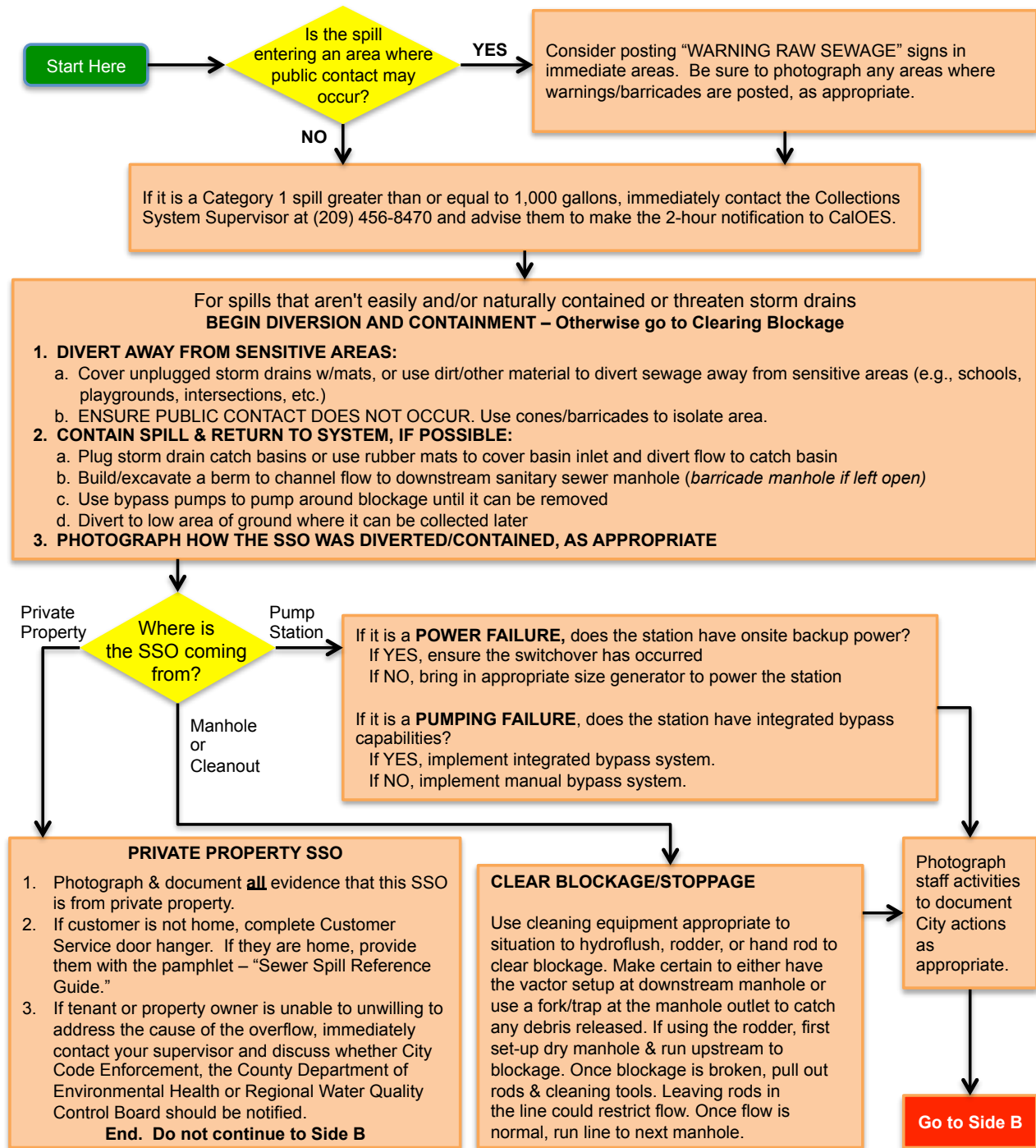
Initial: _____

Date: _____

Time: _____

City of Manteca Overflow Emergency Response Plan: Sanitary Sewer Overflow Packet

Sanitary Sewer Overflow Response Packet
Overflow Response Flowchart



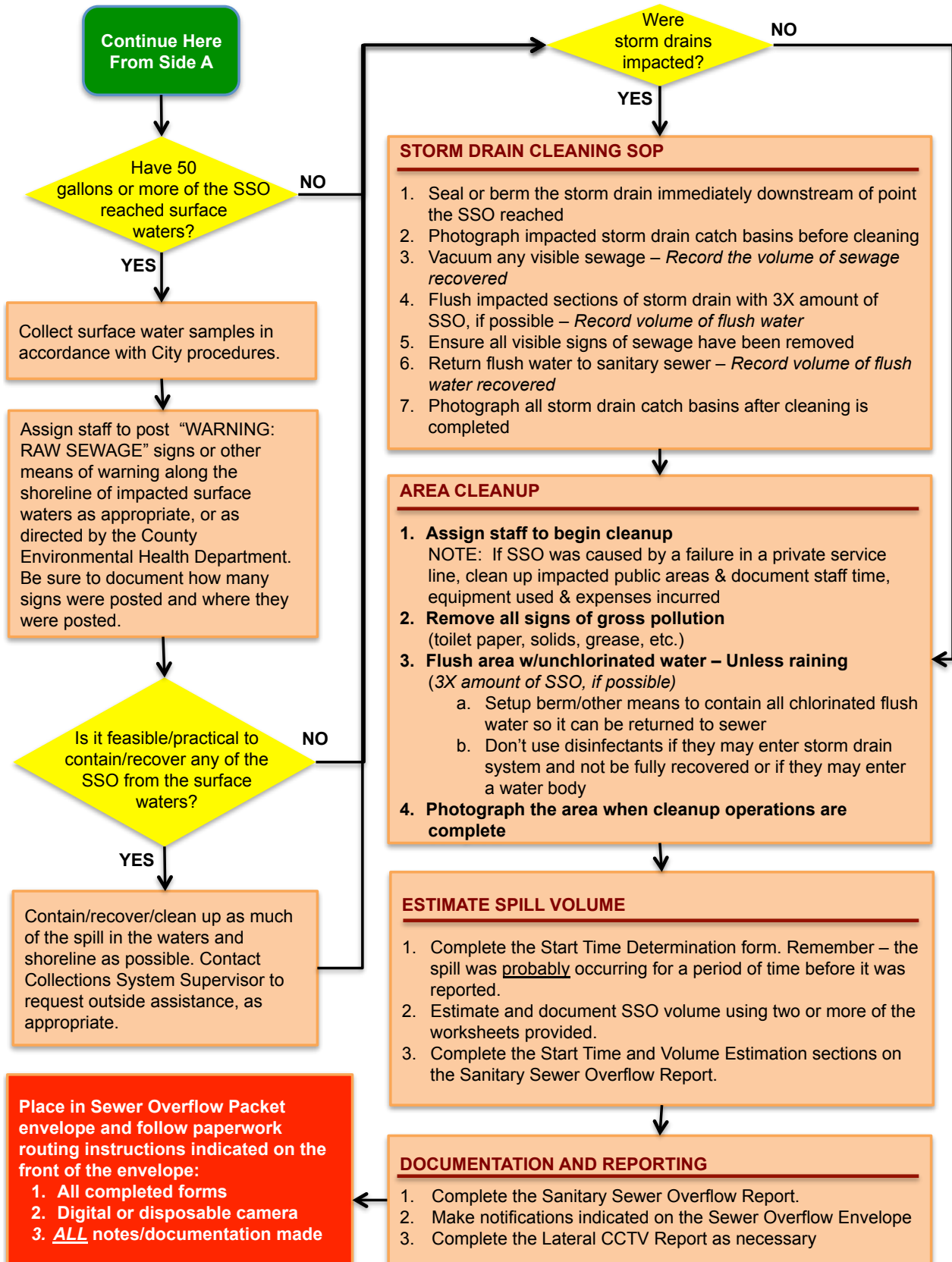
MEDIA AND PUBLIC RELATIONS GUIDELINES:

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

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 Overflow Packet envelope.

Sanitary Sewer Overflow Response Packet
Overflow Response Flowchart



Sanitary Sewer Overflow Response Packet
Sanitary Sewer Overflow Report

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 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:

C. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)	
SSO Appearance Point (check one or more): <input type="checkbox"/> Combined Sewer D.I. (Combined CS Only) <input type="checkbox"/> Force Main <input type="checkbox"/> Gravity Mainline <input type="checkbox"/> Lateral Cleanout (Private) <input type="checkbox"/> Lateral Cleanout (Public) <input type="checkbox"/> Inside Building or Structure <input type="checkbox"/> Manhole <input type="checkbox"/> Pump Station <input type="checkbox"/> Lower Lateral (Private) <input type="checkbox"/> Lower Lateral (Public) <input type="checkbox"/> Upper Lateral (Private) <input type="checkbox"/> Upper Lateral (Public) <input type="checkbox"/> Other Sewer System Structure (specify):	
Were there multiple appearance points? <input type="checkbox"/> No <input type="checkbox"/> Yes, number of appearance points:	
Did the SSO reach a drainage channel and/or surface water? <input type="checkbox"/> Yes (<i>Category 1</i>) <input type="checkbox"/> No	
If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? <input type="checkbox"/> Yes <input type="checkbox"/> No (<i>Category 1</i>)	
Was this spill from a private lateral? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of responsible party:	
Final Spill Destination: <input type="checkbox"/> Ocean/ocean beach* <input type="checkbox"/> Surface waters other than ocean <input type="checkbox"/> Drainage channel <input type="checkbox"/> Building/structure <input type="checkbox"/> Separate Storm drain <input type="checkbox"/> Combined storm drain <input type="checkbox"/> Paved surface <input type="checkbox"/> Unpaved surface <input type="checkbox"/> Street/curb/gutter <input type="checkbox"/> Other: *Provide name(s) of affected drainage channels, beach, etc.:	
Total Estimated SSO volume (<i>in gallons – 1,000gal or more = Category 1</i>): 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: <input type="checkbox"/> Eyeball <input type="checkbox"/> Photo Comparison <input type="checkbox"/> Upstream Lat. Connections <input type="checkbox"/> Area/Volume (include sketch/photo with dimensions) <input type="checkbox"/> Other (describe):	

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

Sanitary Sewer Overflow Response Packet
Sanitary Sewer Overflow Report

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 Overflow Envelope and follow routing instructions.

**Sanitary Sewer Overflow Response Packet
Start Time Determination Form**

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 City notified of the SSO? _____ AM PM

Who notified the City? _____

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

Who at the City 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**

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 – _____ gallons = _____ gallons
 Estimated SSO Volume Rainfall **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 Overflow Response Packet
Volume Estimation: Duration and Flow Rate Comparison Method

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: _____

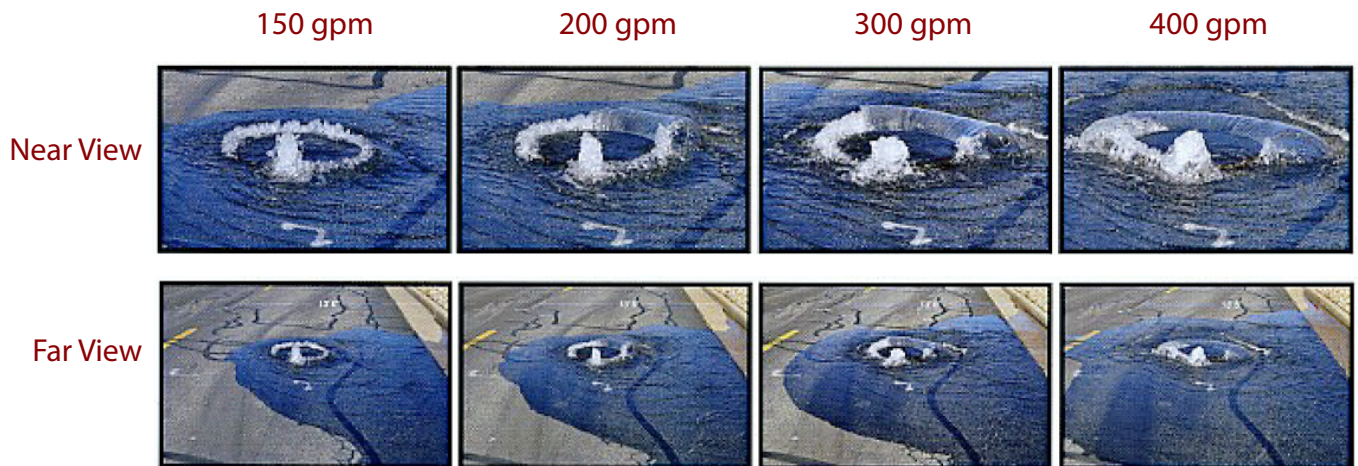
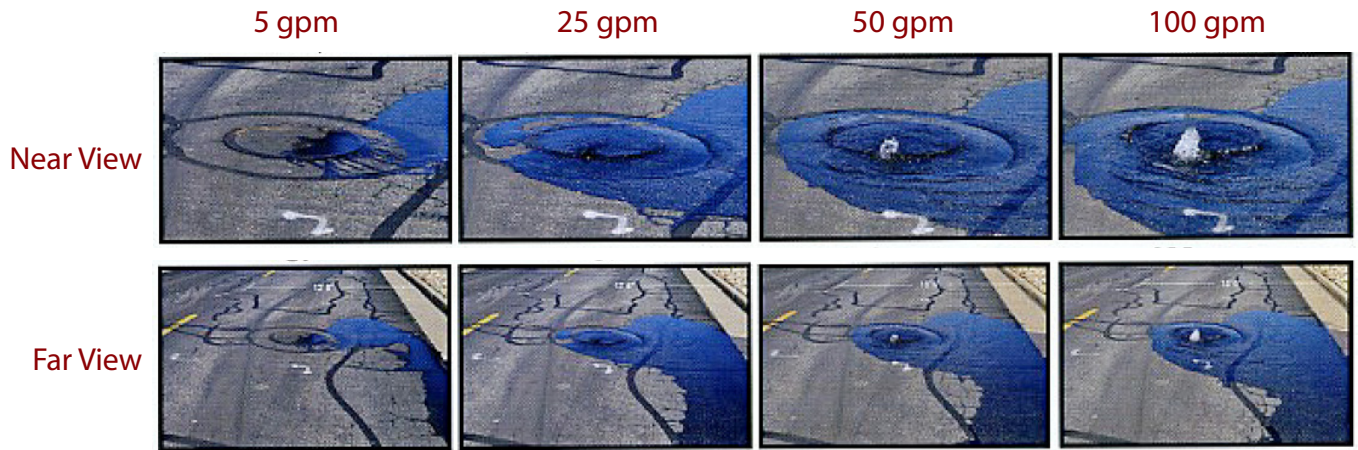
Sanitary Sewer Overflow Response Packet
Volume Estimation: Duration and Flow Rate Comparison Method

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 Overflow Response Packet
Volume Estimation: Upstream Lateral Connections Method**

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.

Time Period	Flow Rate Per EDU				SSO	
	A	B	C	D	E	F
	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.

$$\frac{\text{gallons}}{\text{Volume per EDU}} \times \frac{\text{\# of EDUs}}{\text{\# of EDUs}} = \frac{\text{gallons}}{\text{Estimated SSO Volume}}$$

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: _____

**Sanitary Sewer Overflow Response Packet
Lateral CCTV Report**

PLEASE COMPLETE AS THOROUGHLY AS POSSIBLE

PERSON COMPLETING THIS FORM:		DATE:
		PHONE:
CAMERA TYPE:	LOCATION OF CAMERA ENTRY:	
AFFECTED PROPERTY STREET ADDRESS:	LOCATION OF CAMERA STOP:	
CITY, STATE AND ZIP:	DESCRIBE AREA TV'd:	
PHONE	UPSTREAM MANHOLE #:	
PLEASE CHECK ALL THAT WERE DISCOVERED – <i>Describe Extent & Location Using Camera Entry Point As Reference:</i>		TIME OF OVERFLOW:
<input type="checkbox"/> Broken Lateral – Describe: Depth:		TIME BLOCKAGE RELIEVED:
<input type="checkbox"/> Roots – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		TIME LATERAL TV'd:
<input type="checkbox"/> Grease – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		DEPTH OF LATERAL:
<input type="checkbox"/> Sag – Describe: Depth:		RECOMMENDED FOLLOW UP WORK ACTIONS:
<input type="checkbox"/> BPD – Describe: Location:		
<input type="checkbox"/> Cleanout – Describe: Location:		
<input type="checkbox"/> Joint/Junction – Describe: Depth:		
<input type="checkbox"/> Grade – Describe:		
<input type="checkbox"/> Grit – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy		
<input type="checkbox"/> Other – Describe:		
Mark for USA location? <input type="checkbox"/> Yes <input type="checkbox"/> No	Lateral Locations Marked in Green Paint? <input type="checkbox"/> Yes <input type="checkbox"/> No	
SIGNATURE OF EMPLOYEE PERFORMING TV WORK:		DATE

If applicable, place completed form in Sewer Backup Packet and follow routing instructions.

**Sanitary Sewer Overflow Response Packet
Collection System Failure Analysis**

To be completed by Collections System Supervisor or Designee

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/Recommendations:			

Go to Side B

Sanitary Sewer Overflow Response Packet
Collection System Failure Analysis

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:					

Overflow Emergency Response Plan
Public Posting

DANGER

RAW SEWAGE • AVOID CONTACT



PELIGRO

AGUA CONTAMINADA • EVITE TODO CONTACTO

For more information

Para mas informacion

City of Manteca

(209) 456-8470

City of Manteca

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
- The City-maintained portion of your sanitary sewer lateral and cleared the line.
- Your portion of the sanitary sewer lateral, which is your responsibility to maintain. We also found the City'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.

City of Manteca representative notes: _____

City of Manteca Representative: _____

For questions or comments, please call

**City of Manteca
(209) 456-8470**

City of Manteca

El (fecha) _____, en (localización)

respondimos a una obstrucción divulgada del
servicio de alcantarillado sanitario de su propiedad.

Descubrimos un bloqueo en:

- El alcantarillado sanitario principal y despejó la línea
- Porción mantenidos por la ciudad de su lateral de alcantarillado sanitario y despejó la línea.
- Lateral su porción del alcantarillado sanitario, que es su responsabilidad de mantener. También encontramos parte de la ciudad de los laterales y el principal a ser fluir normalmente.

Si necesita asistencia para despejar su porción del lateral puede buscar en Internet o en la guía telefónica bajo "Alcantarillado contratistas" o "Fontanería drenajes & alcantarillado limpieza". Si usted planea contratar a un contratista le recomendamos obtener estimaciones de más de una empresa.

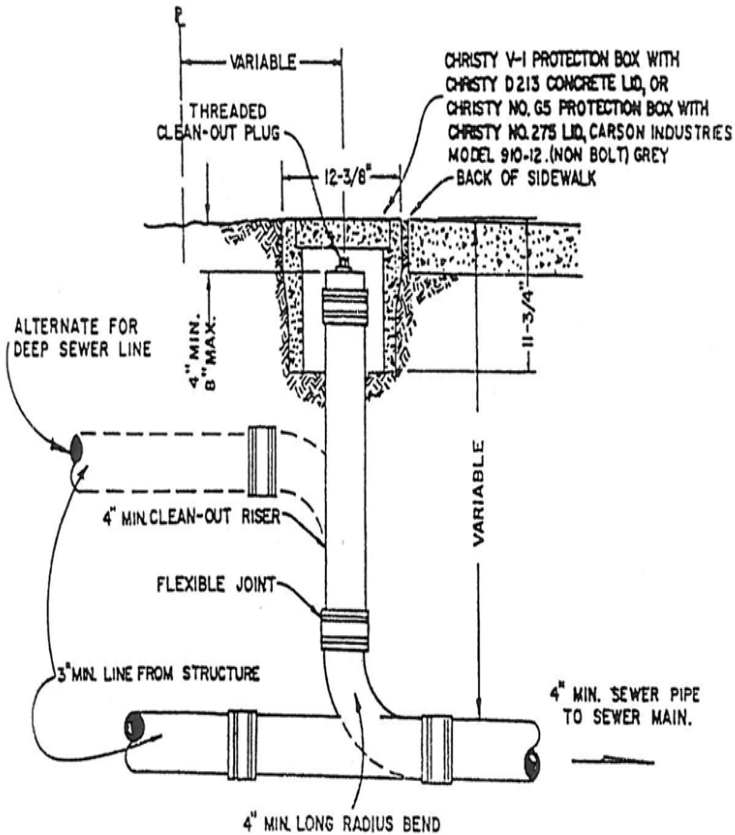
Notas representativos de la ciudad de Manteca:

Representante de la ciudad de Manteca: _____

**Para preguntas o comentarios,
por favor llame a**

**Ciudad de Manteca
(209) 456-8470**

**City of Manteca Sewer Collections Division
Clean-Out Riser Information Handout**

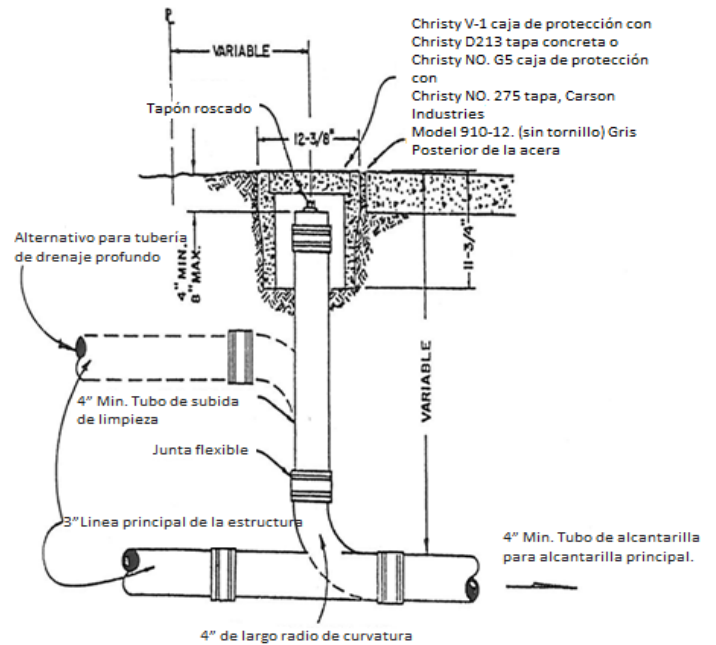


Notes:

7. Clean-out riser shall be the same size as the sewer lateral.
8. Clean-out shall be located no more than 24" from back of sidewalk.
9. Any deviation from the standard must have the approval of the City Engineer.
10. Clean-out riser combination may be cast iron, plastic, or vitrified clay pipe.
11. Prior to installation, installer must obtain an encroachment permit. Permits are available at The City of Manteca, Community Development Department, 1001 West Center Street. (209) 456-8500
12. The City will provide a courtesy video inspection and/or courtesy cleaning of the sewer lateral from back of sidewalk to the City sewer main provided the following conditions are met: 1) there is an accessible clean-out in the sewer lateral located within 24 inches of back of sidewalk, and 2) the property owner or occupant provides written consent and a waiver of liability for the courtesy service. For properties where there is no clean-out within 24 inches from back of sidewalk, the City will not provide this courtesy service.

**For courtesy sewer lateral service,
call (209) 456-8470 during regular business hours**

**Ciudad de Manteca
División de Colecciones de Alcantarillado
Elevador de Limpieza- Folleto de Información**



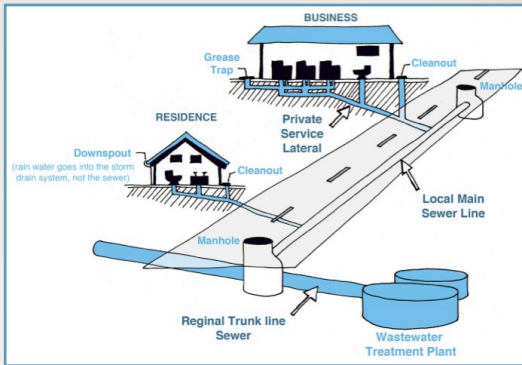
Notas:

7. El elevador de limpieza sera el mismo tamaño que el lateral de drenaje.
8. El limpiador no deberá estar situado a más de 24 pulgadas de la parte posterior de la acera.
9. Cualquier desviación de la norma debe contar con la aprobación de el Ingeniero de la Ciudad.
10. La combinación de elevador e limpiador puede ser: hierro fundido, plástico o tubo de barro vitrificado.
11. Antes de la instalación, el instalador debe de obtener un permiso de invasión. Permisos están disponibles en la Ciudad de Manteca, Departamento de Desarrollo de la Comunidad (Community Development), 1001 West Center Street. (209) 456-8500
12. La Ciudad ofrecerá una cortesía inspección de video y/o de cortesía limpieza de las alcantarillas laterales de la parte de atrás de las aceras hasta la alcantarilla de la Ciudad siempre que cumplen las siguientes condiciones: 1) hay un acceso de limpieza en las alcantarillas laterales situadas dentro de las 24 pulgadas de la parte de atrás del acera, y 2) el propietario u ocupante otorgue su consentimiento por escrito y una exención de responsabilidad para el servicio de cortesía. En el caso de las propiedades donde no hay limpiador dentro de las 24 pulgadas de la parte posterior de las aceras, la Ciudad no proporcionan este servicio de cortesía.

**Para servicio de alcantarillado lateral de cortesía, llame al
(209) 456-8470 Durante el horario de negocio regular.**

How a Sewer System Works

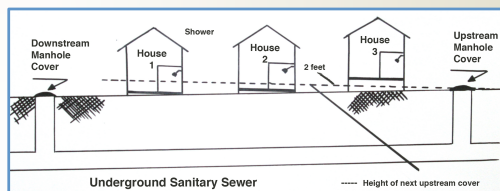
A property owner's sewer pipes are called **service laterals** and are connected to larger local main and regional trunk lines. Service laterals run from the connection at the home to the connection with the public sewer. These laterals are the responsibility of the property owner and must be maintained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

City of Manteca
(209) 456-8470

San Joaquin County Health Services
(209) 468-3411

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.

Central Valley Regional Water Quality Control Board
(916) 464-3291

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:

City of Manteca

2450 West Yosemite Avenue
Manteca, CA 95337

(209) 456-8470

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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 City of Manteca. 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. Those persons whose resistance to infection is compromised should not attempt this type of clean up.

Other Tips:

- 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.

Spill cleanup outside the home:

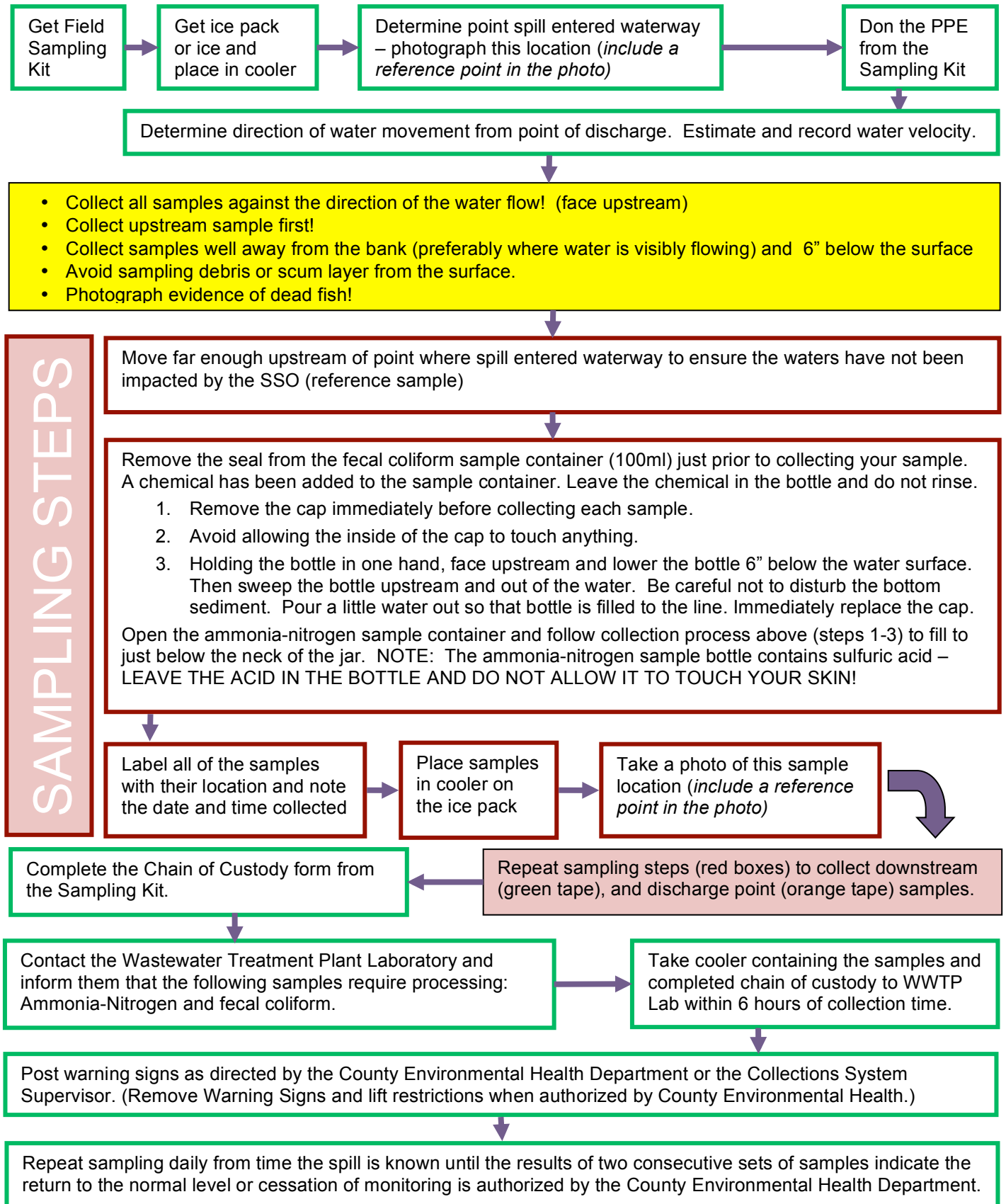
- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Clean up sewage solids (fecal material) and place in properly functioning toilet or double bag and place in garbage container.
- On hard 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.

Appendix D
FIELD SAMPLING KIT

**Field Sampling Kit
Table of Contents**

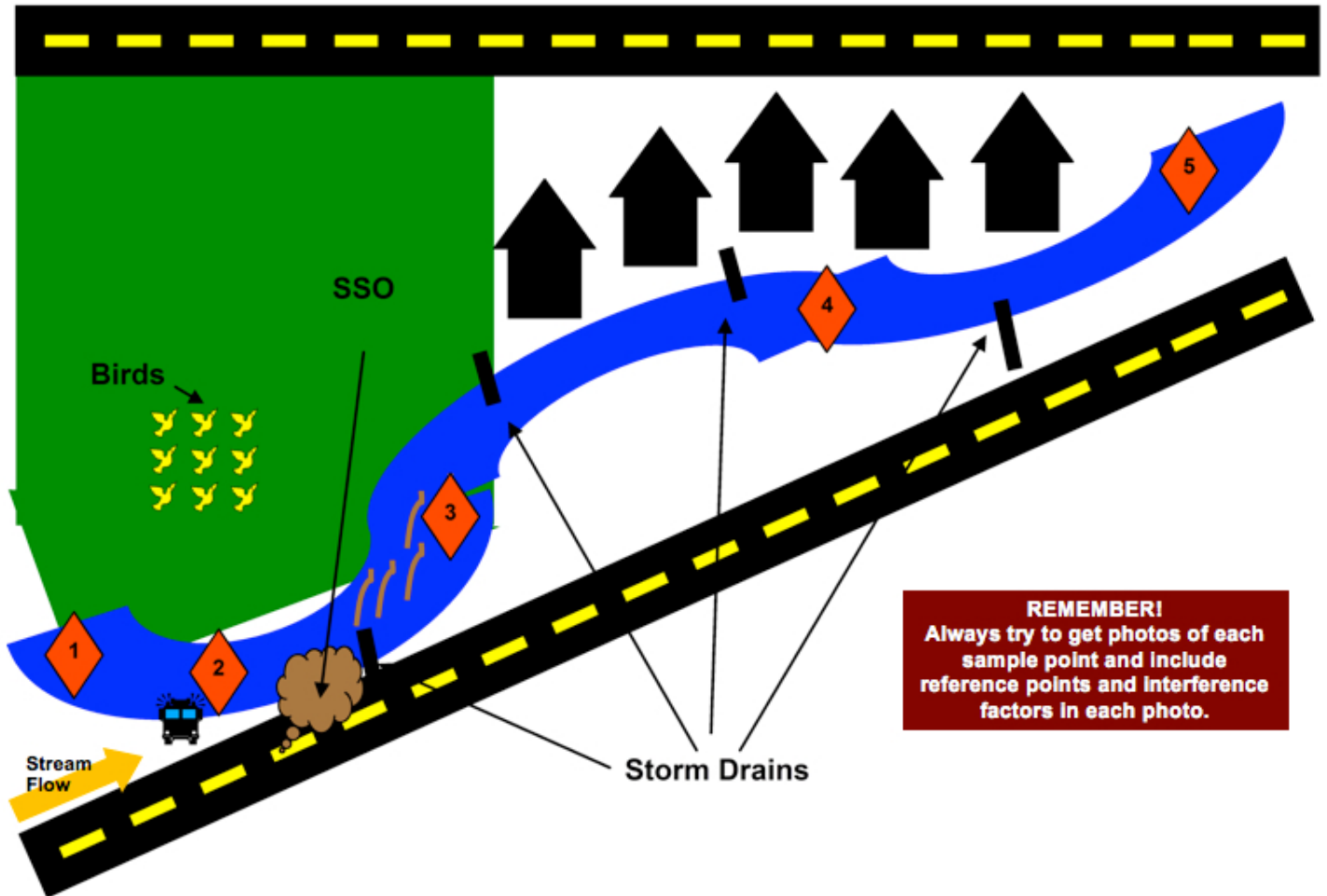
<u>Form</u>	<u>Form Number</u>
Procedures for Sampling Receiving Waters and Posting Warnings after a Sewage Spill	D-1
Sample Collection Chain of Custody Record	-2

**Field Sampling Kit
Procedures for Sampling Receiving Waters and Posting Warnings after a Sewage Spill**



Field Sampling Kit
Procedures for Sampling Receiving Waters after a Sewage Spill

This example is provided for illustrative purposes *only!* Base each sampling event on the geography, drainage and interference factors (i.e. *birds, animals, runoff, etc.*) of the area impacted. Consult the Collections System Supervisor or Wastewater Treatment Plant Laboratory as needed.



- 1** Sample Location 1: Baseline Sample, no observable interference from birds, animals, runoff, etc
- 2** Sample Location 2: Baseline Sample, observable interference from birds, animals, runoff, etc
NOTE: Only collect this sample if you observe any possible interfering factors upstream from the spill location
- 3** Sample Location 3: Immediately downstream of SSO entry point
- 4** Sample Location 4: Further downstream of SSO entry point – note any possible interfering factors
- 5** Sample Location 5: Further downstream of SSO entry point – note any possible interfering factors

**Field Sampling Kit
Sample Collection Chain of Custody Record**

Customer Name		<input type="checkbox"/>	Hazardous Waste	PO#	
Customer Address		<input type="checkbox"/>	Unknown Material	WO#	
Customer Telephone		Mail Code		CONTRACT LAB INFORMATION	
Program Name			Ship to:	<input type="checkbox"/> Normal (21 days) <input type="checkbox"/> Rush: _____ <input type="checkbox"/> Other: _____	
Lab Program Coordinator		Phone #		Ship Date:	
Sampled By				Courier:	

LIMS# (Issued by Lab)	SAMPLE COLLECTION INFORMATION							# Containers	Matrix*	Analysis Requested					QA/QC Requirements	
	Date	Time	Type		Sample Location	Field pH	Field Temp			Ammonia	Enterococcus				<input checked="" type="checkbox"/>	Lab Standard
			Composite	Grab											<input type="checkbox"/>	Special (see attached)
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Upstream			2	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Remarks/Notes	
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Entry Point			2	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input checked="" type="checkbox"/>	Downstream			2	A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>				2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>				2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>				2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>				2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

*Matrix: P = Potable Water, W = Wastewater, A = Ambient Water, G = Groundwater, S = Soil, B = Biosolids, I = Industrial, O = Other (specify in remarks)

Relinquished	Date	Time

Relinquished to	Date	Time

Transport/Shipping Information		
<input type="checkbox"/> USPS	<input type="checkbox"/> UPS	<input type="checkbox"/> FedEx
Tracing #:		
<input type="checkbox"/> Other:		

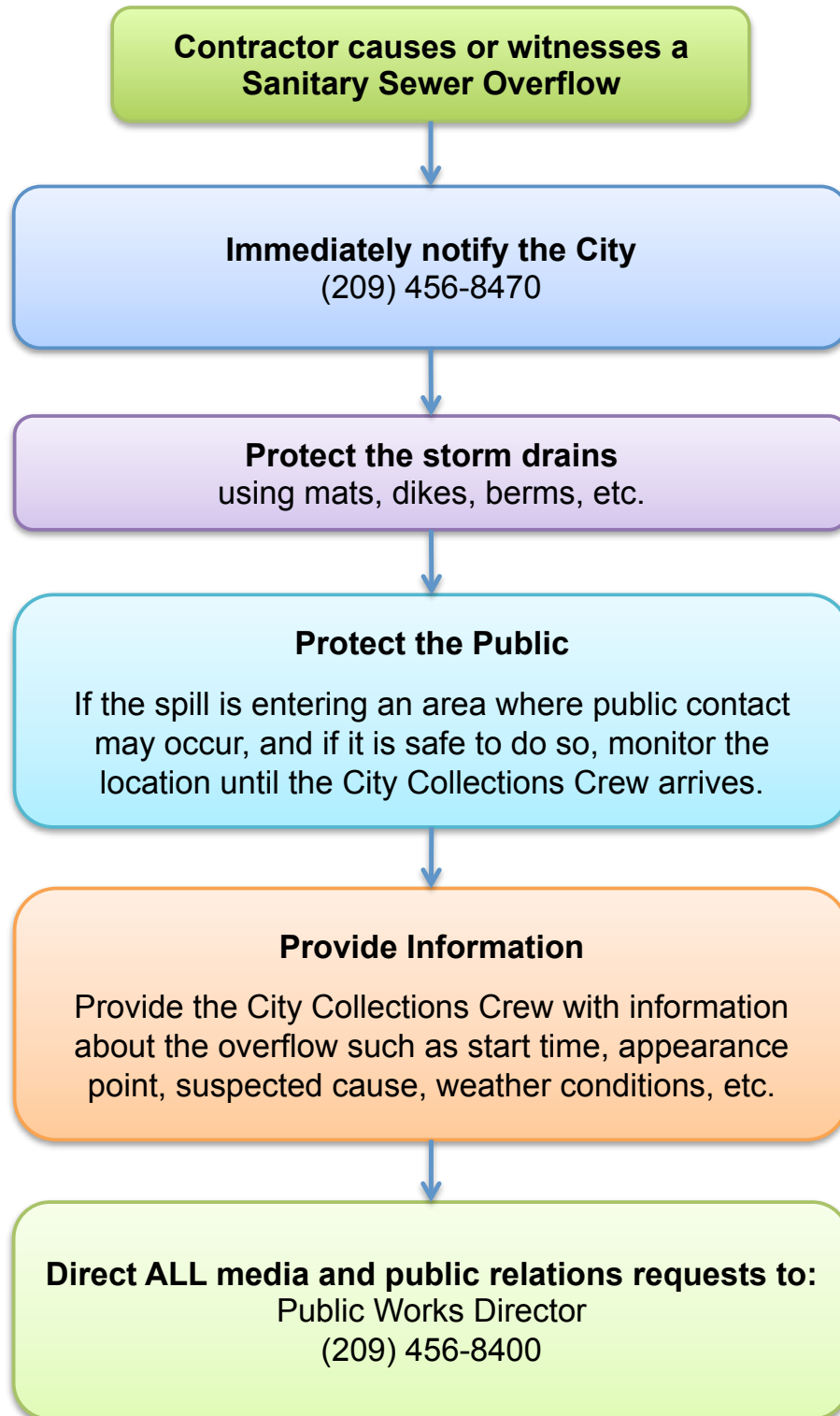
Sample Receiving Documentation

Container intact? <input type="checkbox"/> Yes <input type="checkbox"/> No	Correct container? <input type="checkbox"/> Yes <input type="checkbox"/> No	Field preserved? <input type="checkbox"/> Yes <input type="checkbox"/> No	Custody tape intact? <input type="checkbox"/> Yes <input type="checkbox"/> No
Cooled? <input type="checkbox"/> Yes <input type="checkbox"/> No	Temp. Blank? <input type="checkbox"/> Yes <input type="checkbox"/> No (°C)	Comments:	
Sample distribution: <input type="checkbox"/> Lab bench <input type="checkbox"/> Ice chest <input type="checkbox"/> Walk-in cooler shelf #		Disposal Date:	Disposed by: (inits.)
C-O-C Distribution	Date:	By:	<input type="checkbox"/> Lab Admin File <input type="checkbox"/> Prog/proj Mgr. <input type="checkbox"/> Lab Prog. Coord. <input type="checkbox"/> Delivery courier <input type="checkbox"/> Pick-up courier

Appendix E
CONTRACTOR ORIENTATION

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.

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 (209) 456-8470, 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 Community Development at (209) 456-8500 for a permits, lateral specifications and main lines inspections.
- 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:



City of Manteca

(209) 456-8470

City of Manteca

2450 West Yosemite Avenue
Manteca, California 95337

www.ci.manteca.ca.us