CITY OF HEMET WASTEWATER DIVISION

SANITARY SEWER OVERFLOW RESPONSE PLAN

Appendix D
of the City of Hemet
Sewer System Management Plan

Updated
February 2016

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Chapter 1 INTRODUCTION

The purpose of the Sanitary Sewer Overflow Response Plan is to minimize the impact of sanitary sewer overflows on the public and on the environment. Spill containment and protection of public health shall be the highest priority.

This plan shall be reviewed on a regular basis (at least annually) and shall be updated as needed.

1.1 Regulatory Requirements

1.1.1 Statewide General Waste Discharge Requirements (GWDR)

The Statewide GWDR for Sanitary Sewer Systems was adopted by the State Water Resources Control Board of California (SWRCB) on May 2, 2006. The goal of the GWDR is to provide a consistent statewide approach for reducing Sanitary Sewer Overflows (SSOs). The GWDR requires all publically owned sanitary sewer collection systems in California with more than one mile of sewer pipe to develop and implement a system-specific Sewer System Management Plan (SSMP).

The SSMP must contain a **Sanitary Sewer Overflow Emergency Response Plan** (SSOERP) that establishes standard procedures for immediate response to an SSO in a manner designed to minimize water quality impacts and potential nuisance conditions. The SSOERP must include procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Plan and are appropriately trained.

Chapter 2 Spill Categories and Requirements

The Statewide GWDR for Sanitary Sewer Systems also includes a Monitoring and Reporting Program (MRP), which establishes monitoring, record keeping, reporting and public notification requirements. The current MRP requirements are contained in Order WQ 2013-0058-EXEC, Amended Monitoring and Reporting Program (MRP) for Order 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems." This order became effective on September 9, 2013.

2.1 Summary of MRP Requirements

2.1.1 Spill Category 1 Discharges

CATEGORY 1	Discharges of untreated or partially untreated wastewater of **ANY VOLUME** resulting from a sanitary sewer overflow that: • Reaches surface water, • Reaches a drainage channel tributary to a surface water, or • Reaches the municipal stormwater system and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly		
Notification Requirements *MRP Section B*	**Reporting Requirements** *MRP Section C*	**Water Quality Monitoring Requirements** *MRP Section D*	**Record Keeping Requirements** *MRP Section E*
Within two (2) hours of becoming aware of any Category 1 SSO, **of 1,000 gallons or more**, notify the California Office of Emergency Services (Cal OES) at **(800) 852-7550** and **obtain a notification control number**	Submit draft report within three (3) business days of becoming aware of the SSO into CIWQS Online SSO Database Certify within 15 calendar days of the SSO end date **Spills of 50,000 gallons or more**: Submit SSO Technical Report within 45 days after end date of spill	No monitoring required for Category 1 spills less than 50,000 gallons For a Category 1 SSO in which **50,000 gallons or greater** are spilled to surface waters, conduct water quality sampling within 48 hours after initial SSO notification Upload water quality results to CIWQS Online SSO Database	SSO records (maintain for a minimum of five (5) years: • complaint records, • steps/remedial actions undertaken, • documentation of calculations of discharge volume /volume recovered • electronic monitoring records (SCADA, alarm system, flow monitoring devices) Make records available for review by the Water Boards during an inspection or through an information request

2.1.2 Spill Category 2 Discharges

CATEGORY 2	Discharges of untreated or partially treated wastewater of **1,000 gallons or greater** resulting from a sanitary sewer system failure or overflow that: • **Do not** reach surface water, • **Do not** reach a drainage channel, • Reach the storm drain system, but the **entire SSO is fully recovered** and disposed of properly.		
Notification Requirements MRP Section B	**Reporting Requirements** MRP Section C	**Water Quality Monitoring Requirements** MRP Section D	**Record Keeping Requirements** MRP Section E
N/A	Submit draft report within three (3) business days of becoming aware of the SSO Certify within 15 calendar days of the SSO end date	N/A	SSO records: (complaint records, steps/remedial actions undertaken, documentation of calculations of discharge volume /volume recovered) for a minimum of five (5) years Make available for review by the Water Boards during an inspection or through an information request

2.1.3 Spill Category 3 Discharges

CATEGORY 3	All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or overflow		
Notification Requirements MRP Section B	**Reporting Requirements** MRP Section C	**Water Quality Monitoring Requirements** MRP Section D	**Record Keeping Requirements** MRP Section E
N/A	Submit certified report within 30 calendar days of the end of month in which the SSO occurred.	N/A	SSO records: (complaint records, steps/remedial actions undertaken, documentation of calculations of discharge volume /volume recovered) for a minimum of five (5) years Make available for review by the Water Boards during an inspection or through an information request

2.1.4 No Spill Certification

NO SPILL CERTIFICATION	No SSOs during the calendar month.		
Notification Requirements MRP Section B	**Reporting Requirements** MRP Section C	**Water Quality Monitoring Requirements** MRP Section D	**Record Keeping Requirements** MRP Section E
N/A	Certify that no SSOs occurred within 30 calendar days of the end of month in which the SSO occurred.	N/A	Keep for a minimum of five (5) years Make available for review by the Water Boards during an inspection or through an information request

2.1.5 Private Lateral Sewage Discharge

PRIVATE LATERAL SEWAGE DISCHARGE	Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the City's sanitary sewer system or from other private sewer assets.		
Notification Requirements MRP Section B	**Reporting Requirements** MRP Section C	**Water Quality Monitoring Requirements** MRP Section D	**Record Keeping Requirements** MRP Section E
N/A	May be voluntarily reported to the CIWQS Online SSO Database	N/A	SSO records: (complaint records, steps/remedial actions undertaken (if any), documentation of calculations of discharge volume /volume recovered) for a minimum of five (5) years Make available for review by the Water Boards during an inspection or through an information request

Chapter 3 Response to Notification of Spill

3.1 Public Report of SSOs

Public observation is the most common way the City is notified of sewer blockages and spills. There are several ways the public can report SSOs:

- The local phone book and the City of Hemet website (www.cityofhemet.org) have contact information for reporting spills. Telephone the City of Hemet Public Works Department at 951-765-3712.
- An online service request can also be made through https://yourgov.cartegraph.com. (Link on City of Hemet website)

3.1.1 During Normal Working Hours

The regular working hours for the City of Hemet Wastewater Division are Monday through Thursday, from 6:30 PM to 5:00 PM. When a report of a sewer spill or backup is made, staff in the Public Works administration office determines if the spill is in the City service area. If it is, the call is immediately routed to the Wastewater Superintendent or Wastewater Water Supervisor, who takes information from the caller and dispatches a maintenance crew to the spill/overflow site.

3.1.2 After Normal Working Hours

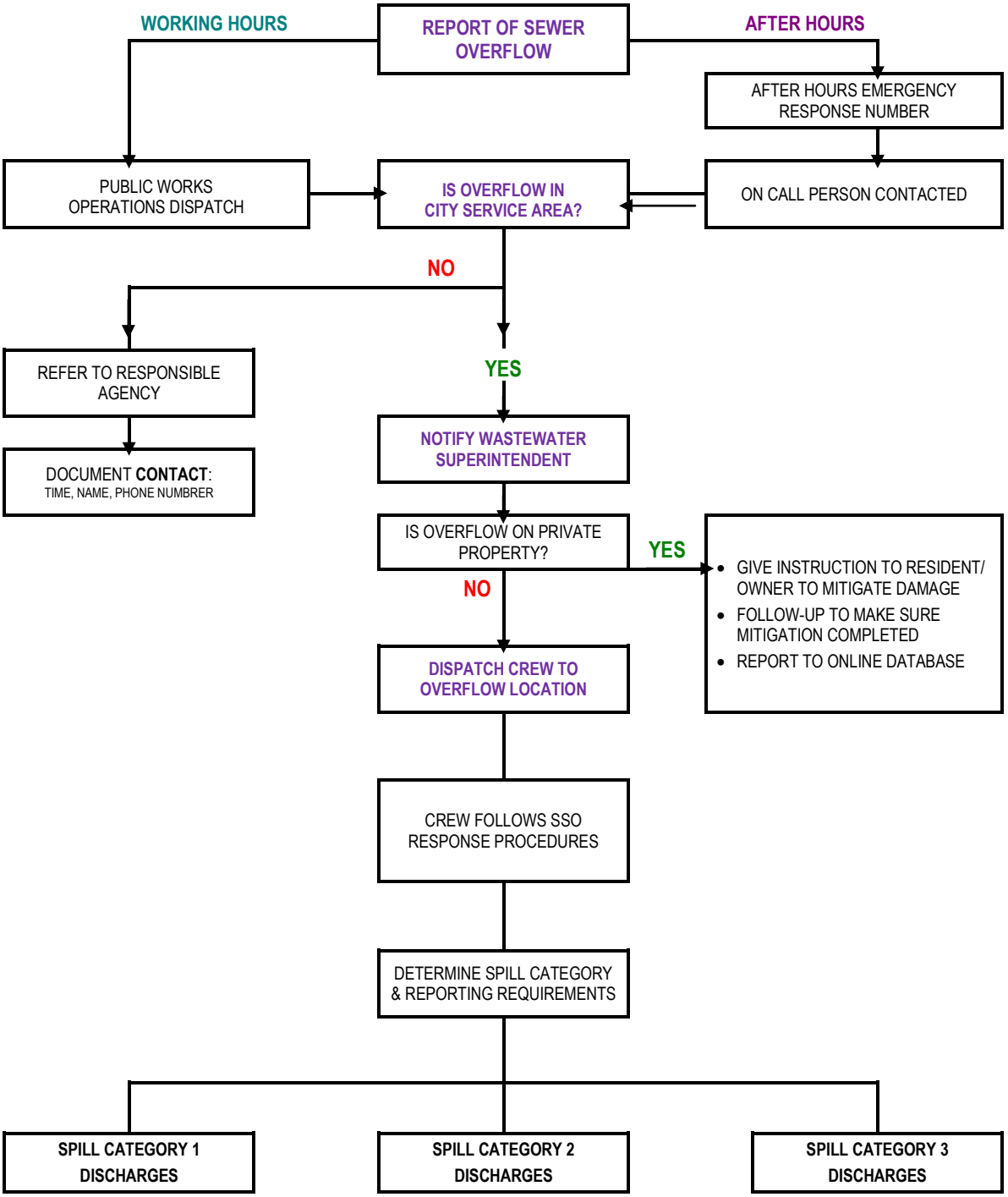
After working hours, a recorded phone message provides callers with an after-hours emergency response number which connects them to the Hemet Police Dispatch (951) 765-2400. Police dispatch obtains information about the incident and notifies the Public Works On-Call Supervisor. The On-Call Supervisor dispatches a maintenance crew to the site. In the case of a major spill, the On-Call Supervisor may contact the Wastewater Superintendent and/or Wastewater Supervisor, to assist in responding to the incident.

3.2 Staff Observation

City field crews perform periodic work on the sewer collection system. Any problems noticed are reported to the Wastewater Superintendent and/or Wastewater Water Supervisor, who will determine the response if the problem is an emergency situation. Corrections for non-emergency conditions are noted and placed on the maintenance work schedule.

3.3 Response Flow Chart

SEWER OVERFLOW NOTIFICATION & RESPONSE FLOW CHART



Chapter 4 SSO Response Procedures

This section describes the procedures for responding to an SSO from the time that the responders are dispatched through containment of the spill.

4.1 Responder Priorities

1) **Respond promptly with appropriate equipment.**
    a. Determine appropriate equipment / response measures based on reported circumstances

2) **Follow safe work practices.**
    a. The responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. Special consideration should also be given to safe traffic control and confined space entry.

3) **Contain the overflow**. Prevent the overflow from reaching or entering the storm drain by using blankets or sandbags at storm drain openings and/or diverting the flow with soil/sand. If reasonable, keep the flow contained on the street.

4) **Evaluate the cause of the spill and determine responsibility.**
    a. Back up in City main line
    b. Back up in private lateral
        i. Notify resident that it is not the City's responsibility to work on a private lateral. Provide resident with copy of City of Hemet Resolution 2459. See **Appendix A**.
        ii. Recommend that the property owner or tenant contact a qualified plumbing contractor to remove the blockage
        iii. Advise property owner or tenant of when blockage must be mitigated.

5) **Request emergency support, if needed.** Contact approved emergency contractors or request traffic control assistance. (See 7.1 Approved Emergency Contractors)

6) **Stop the overflow/restore flow.** Clear the blockage and vactor and decant to the nearest manhole.

7) **Recover spilled sewage and return to the sewer system.** Vactor up all liquids and solids after containment and return to sewer system. Clear surrounding area of toilet paper, solids, and any other signs of the spill.

8) **Restore affected area to its original condition.** Clean affected area with water and vactor wash water for disposal in the sewer system. Do not release water to the storm

drain system. Remove and replace contaminated soil. Replace vegetation, grass, concrete or fencing damaged by repair crew.

9) **Keep good records.** (See Sewer Blockage and/or Overflow Report in **Appendix B**) Documentation shall include the following information:

- Time call received
- Time crew arrived at site
- Beginning and ending time of spill
- GPS location of original site of the spill
- Location of overflow and final destination of spill
- Estimated flow rate (gpm)
- Amount of spill (gallons)
- Amount of spill recovered (gallons)
- Did the spill reach the storm drain or surface water?
- Amount of spill released to storm drain (gallons)
- Condition(s) causing spill
- Damage caused and repaired
- Photographs of the overflowing structure and effected area(s)

4.2 Safety

The responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. Special consideration should be given to following all local traffic, confined space, and safety procedures.

4.3 Contain the Spill

- Responder should attempt to contain as much of the spilled sewage as possible using the following steps:
  1) Plug storm drains using available equipment and materials to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drain system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
  2) Contain/direct the spilled sewage using dike/dam, sandbags, or other containment materials on hand. Keep the flow contained on the street, if possible.

4.4 Restore Flow

- If a **blockage is found in a property owner's lateral**, it should be communicated that it is not the City's responsibility to work on a private lateral. Recommend that the property owner or tenant contact a qualified plumbing contractor to remove the blockage.

4.6 SSO Notification Signage & Restricting Public Access

- If needed, install barriers to prevent the public from having contact with the spilled sewage
- Signs should be posted to keep vehicles and pedestrians away from contact with spilled sewage. See **Appendix C**.

Chapter 5 Recovery and Clean Up

The recovery and clean up phase begins when the flow has been restored and the spilled sewage has been contained to the extent possible.

5.1 Recovery of Spilled Sewage

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

5.2 Clean Up and Disinfection

5.2.1 Private Properties

Spills inside houses or buildings caused by blockage of a city sewer main should be cleaned up by a professional cleaning company. Property owner and/or resident should be advised to contact a cleaning company. Information about filing a claim for property damage is available on the City of Hemet website: www.cityofhemet.org <Departments> <City Clerk> <Filing a Claim>.

5.2.2 Storm Drain System

If sewage has reached the storm drain system, the sewer jet/vacuum truck should be used to vacuum/pump out the catch basin and any other portion of the storm drain that may contain sewage.

5.2.3 Landscaped and Unimproved Natural Vegetation

- Vactor all contaminated soil and replace with clean soil.

5.2.4 Natural Waterways

- Clean up should proceed quickly in order to minimize SSO impacts to any creeks, gullies or natural waterways.

5.3 Water Quality Sampling

Water quality sampling and testing is required when sewage spills of 50,000 gallons or greater are spilled to surface waters. The procedure for water quality sampling, SSO Water Quality Monitoring Program Plan, is included in the SSO Response Plan included as **Appendix D**.

5.4 Estimating the Volume of Spilled Sewage

Use the method outlined in **Appendix E** to estimate the volume of spilled sewage. Wherever possible, document the estimate using photos of the SSO site before and during the recovery operation.

5.5 Follow-up Activities

5.5.1 Overflow at Night

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

5.5.2 Debriefing After SSO

Hold debriefing meeting for city staff involved in spill response after all spills to review procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of the SSO event debriefings will be recorded and tracked to ensure the action items are completed.

Chapter 6 SSO Documentation and Reporting

6.1 Internal SSO Documentation

The responder will enter task in Cartegraph to generate a work order and complete the Sewer Blockage and/or Overflow Report (**Appendix B**).

The Water/Wastewater Superintendent, or their designee, will prepare a file for each individual SSO. The file should include the following information:

1) Initial service call information
2) Sewer Blockage and/or Overflow Report (**Appendix B**)
3) Volume estimation, including method and calculations
4) Photographs
5) Water quality sampling and test results, if applicable

6.2 External SSO Documentation Requirements

The GWDR requires that individual SSO records be maintained by the City of a minimum of five years and shall be made available for review by the SWRCB or RWQCB during an onsite inspection. Records shall be retained for all SSOs, including but not limited to the following when applicable:

1) General records to document compliance with the GWDR, including an required records generated by sanitary sewer system contractors and work orders, work completed, and any other maintenance records from the previous five years which are associated with responses and investigations of system problems related to SSOs;

2) Records for each SSO event, including but not limited to:

    a. Compliance records documenting how the City responded to all notifications of possible or actual SSOs, both during and after business hours, including complaints that do not result in SSOs.

3) Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with Section D.7 of the GWDR;

4) Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated; and

SSO records are kept in the Public Works administration office at the City of Hemet Corporation Yard.

6.3 Internal SSO Reporting Procedure

6.3.1 Category 1 and Category 2 SSOs

The responder will immediately notify the Water/Wastewater Superintendent. If the Superintendent cannot be reached, contact the Water/Wastewater Supervisor.

The responder will fill out the Sewer Blockage and/or Overflow Report (**Appendix B**), which is given to the Water/Wastewater Superintendent and/or Water/Wastewater Supervisor.

If necessary, the Water/Wastewater Superintendent or their designee will meet with field crew at the site of the SSO event to assess the situation and to document conditions with photos. In the event of a very large overflow or an overflow in a sensitive area, the Water/Wastewater Superintendent may notify the Public Works Director.

6.3.2 Category 3 SSO

The responder will fill out the Sewer Blockage and/or Overflow Report (**Appendix B**) which is given to the Water/Wastewater Superintendent and/or Water/Wastewater Supervisor.

6.4 External SSO Reporting Procedure

The CIWQS electronic reporting system should be used for reporting SSO information to the SWRCB. A flow chart showing the external reporting response requirements based on type of SSO is included on Page 17. A Spill Categories summary with associated requirements is included in SSORP Chapter 2 *Spill Categories and Requirements*.

6.4.1 Category 1 SSOs

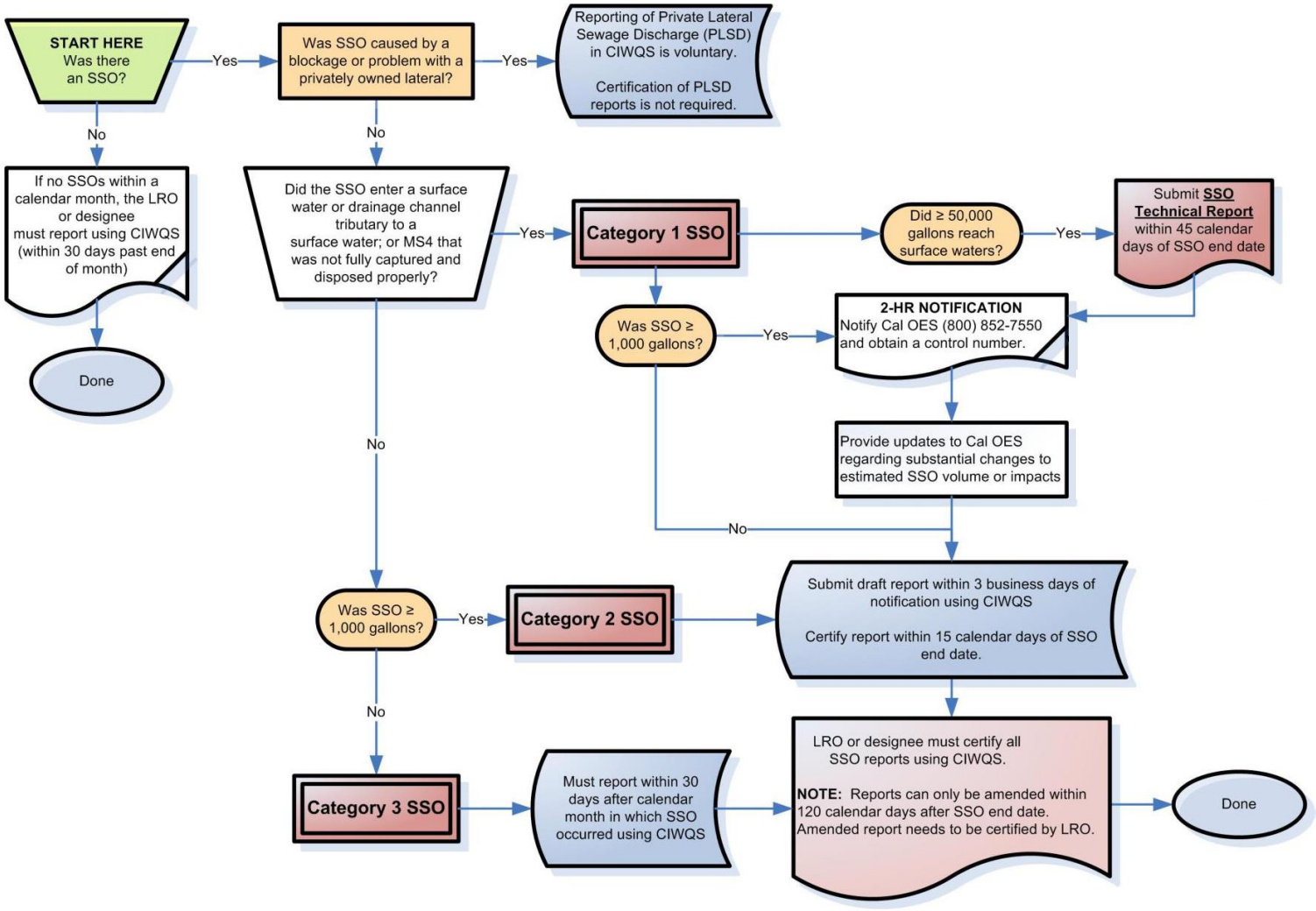
For Category 1 SSOs greater than or equal to 1,000 gallons **within two hours** of being aware of the SSO, the Water/Wastewater Superintendent, or their designee, will:

1) Notify the Office of Emergency Services (OES) and obtain a spill number for use in other reports; and

2) **Within 3 business days** of being aware of the SSO, the Water/Wastewater Superintendent, or their designee, will submit a draft SSO reporting using CIWQS.

3) **Within 15 calendar days** of the conclusion of the SSO response and remediation, the Water/Wastewater Superintendent, or their designee, will certify the final report using CIWQS.

External Reporting Requirement Flow Chart



6.4.2 Category 2 SSOs

For Category 2 SSOs, the Water/Wastewater Superintendent, or their designee, will:

1) Submit a draft SSO reporting using CIWQS **within 3 business days** of being aware of the SSO.

2) Certify the final report using CIWQS **within 15 calendar days** of the conclusion of the SSO response and remediation.

6.4.3 Category 3 SSOs

For Category 3 SSOs, the Water/Wastewater Superintendent, or their designee, will:

Within 30 calendar days after the end of the calendar month in which the SSO occurs, the Water/Wastewater Superintendent, or their designee, will submit an electronic report using CIWQS. The Water/Wastewater Superintendent will certify the report. The report will include information to meet the GWDR requirements.

6.4.4 Monthly No Spill Certification

If there are no SSOs during the calendar month, the Water/Wastewater Superintendent, or their designee, will submit a report that the City did not have any SSOs. The report shall be submitted using CIWQS **within 30 calendar days** after the end of each calendar month. The Water/Wastewater Superintendent will certify the report.

6.4.5 Amended SSO Reports

The Water/Wastewater Superintendent, or their designee, may update the certified report as new or changed information becomes available. Reports can only be amended within 120 calendar days after SSO end date. The Water/Wastewater Superintendent will certify the amended report.

6.4.6 SSO Technical Report (spills of 50,000 gallons or more)

The City will submit an SSO Technical Report in the CIWQS online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. This report will include the following:

Causes and Circumstances of the SSO:

1) Complete and detailed explanation of how and when the SSO was discovered.
2) Diagram showing the SSO failure point, appearance point(s), and final destinations(s).
3) Detailed description of the methodology employed and available data used to calculate the volume of the SSO, and, if applicable, the SSO volume recovered.
4) Detailed description of the cause(s) of the SSO.

5) Copies of original field crew records used to document the SSO.
6) Historical maintenance records for the failure location.

City's Response to SSO:

1) Chronological narrative description of all actions taken by City to terminate the spill.
2) Explanation of how the City's SSORP was implemented to respond to and mitigate the SSO.
3) Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

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

6.4.7 Private Lateral Sewage Discharges

Reporting of private lateral sewage discharges is voluntary. The City of Hemet has chosen to report private lateral SSOs to CIWQs within 30 days after the end of calendar month in which the SSO occurs.

6.4.8 CIWQS Not Available

In the event that CIWQS is not available, the Water/Wastewater Superintendent, or their designee, will fax or email all required information to the Santa Ana Regional Water Quality Control Board. WQCB office in accordance with the time schedules identified above. In such event, the City will submit the appropriate reports using CIWQS as soon as practical when the database becomes available. The Santa Ana RWQCB Riverside Office fax number is (951) 781-6288.

Chapter 7 Equipment Inventory

The City maintains a stock of emergency response equipment which is available if needed for SSO response.

The City has the ability through emergency contracting procedures and informal agreements to partner with outside contractors and/or other local water agencies for assistance with large bypass and/or repair emergencies.

7.1 Approved Emergency Contractors

In the event emergency contractor support is needed to repair the sewer system, the following approved contractors may be contacted:

- **Hemet Valley Pipe & Supply** [pipe and plumbing parts] –951-654-9354
- **Roto Rooter** [pumping services] – Gary Ramos – 951-658-8541
- **Wright Septic** [pumping services] – 951-654-3823
- **Rain for Rent** [pumping and storage] –Art Hunter – 951-653-2171
- **Houston and Harris** [video/mainline work] – Larry Houston – 909-721-1756

7.2 Emergency Traffic Control Assistance

In the event traffic control assistance is needed the following contacts shall be made:

City of Hemet

- Ron Proze – Utilities Superintendent – Office: 951-765-3826; Cell: 951-634-3103
- Gregg Holyoak – Street Dept. Supervisor – Office: 951-765-3712; Cell: 951-757-8089
- Public Works Department After Hours – 951-765-2400
- Hemet Police Department – 951-658-2202

City of San Jacinto

- Dan Mudrovich – Water/Wastewater Supervisor – Office: 951-487-7381; Cell:

Eastern Municipal Water District

- Integrated Operations Center 24/7 Emergency Service Calls: 1-800-698-0400 or 951-928-3777 Ext. 6265

Chapter 8 SSO Response Training

8.1 Employees and Contractor Employees

8.1.1 Initial and Annual Refresher Training

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

8.1.2 SSO Training Record Keeping

Records shall 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 should include date, time, place, contact, name of trainer(s) and names of attendees. SSO training records shall be kept on file at the Public Works administration office located at the City of Hemet Corporation Yard.

Appendices

APPENDIX A

City of Hemet Resolution 2459
Policy for Maintenance of
Building Sewer Laterals

RESOLUTION NO. 2459

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF HEMET, CALIFORNIA ESTABLISHING A POLICY FOR THE MAINTENANCE OF BUILDING SEWER LATERALS

WHEREAS, the city presently maintains a system of sewer mains which is hereinafter referred to as "system," and

WHEREAS, property owners throughout the system dispose of their sewage by means of building sewer laterals which connect private building sewers to the system and are hereinafter referred to as "laterals," and

WHEREAS, the laterals lie partly within private property and partly within various street right-of-ways throughout the city, and

WHEREAS, laterals from time to time require service, cleaning, and on occasion, replacement;

WHEREAS, the portion of the laterals which lie in the public right-of-way gives rise to an issue of whether the City should maintain such portion, and

WHEREAS, upon careful consideration the City Council finds the primary benefit of the laterals is for the service of private property interests and not the system;

NOW, THEREFORE, BE IT RESOLVED as follows:

The City Council hereby establishes the policy that the maintenance, service, or repair of building sewer laterals shall be the sole responsibility of the property owner.

MOVED, PASSED and ADOPTED this 12th day of November, 1985, at a regular meeting of the Hemet City Council by the following vote:

AYES: Council Members Baskett, Herron, Ringel, Garrett.

NOES: None.

ABSTAIN: None.

ABSENT: Nishino.

Mayor - City of Hemet

ATTEST:

City Clerk - City of Hemet

APPROVED AS TO FORM:

City Attorney

APPENDIX B

Sewer Overflow Report Form

SEWER BLOCKAGE AND/OR OVERFLOW REPORT

INSTRUCTIONS: Fill out **CHECKLIST FOR BLOCKED SEWER LINE** (Page 1-2).
If an overflow has occurred, fill out the **SEWER OVERFLOW REPORT FORM** (Page 3-5).

BLOCKED SEWER LINE REPORT

Date: _____

Time Notified: _____

Caller's Name: _____ Caller's Phone #: _____

Caller's Address: _____

Time Crew Dispatched: _____

Names of Crew Members: _____

After Hours Callout: ☐ Y ☐ N Work Day: ☐ Y ☐ N Call In: ☐ Y ☐ N

Problem Location (address & cross-street): _____

Description of Complaint: _____

RESPONSE CHECKLIST

1. **PROBLEM LOCATION OR ADDRESS** (INCLUDING CROSS-STREET):

   _____

   _____

2. **CITY MAIN LINE CHECKED**:
   a. Property Owner's Responsibility: ☐ Y ☐ N
3. **CITY LINE BLOCKED:** ☐ Y ☐ N
   a. Set up at Manhole – Location: _____
   b. Footage to Obstruction: _____
   c. Cause of block: ☐ Grease ☐ Roots ☐ Broken Pipe ☐ Rags
   ☐ Other: _____
4. **CLEARED LINE. REPORTING PARTY ADVISED.** ☐ Y ☐ N
5. **PROPERTY DAMAGE REPORTED BY RESIDENT:** ☐ Y** ☐ N

6. **SANITARY SEWER OVERFLOW OR SPILL:** ☐ Y** ☐ N

** Sanitary Sewer Overflow: ☐ Contact Water/Wastewater Supervisor or designee

** Property damage reported: ☐ Refer resident to http://www.cityofhemet.org/index.aspx?nid=152 for information on filing a Claim for Damage

7. **VERIFY THAT UPSTREAM MAINTENANCE HOLE IS CLEAR BEFORE LEAVING SITE** ☐ Y ☐ N

8. **HOSE DOWN UPSTREAM MAINTENANCE HOLES AND/OR AREAS OF OVERFLOW WITH FRESH WATER, CONTAIN AND VACUUM SPILLAGE** ☐ Y ☐ N

9. **CLEAN AREAS OF SPILLAGE/OVERFLOW WITH WATER WHICH IS CONTAINED AND VACUUMED BEFORE LEAVING SITE** ☐ Y ☐ N

NOTE: If reporting party is not at home, fill out door hanger information card and leave on reporting party's front door.

COMMENTS:

Report completed by: _____

SEWER OVERFLOW REPORT FORM

Form Completed By: _____ Report Date: _____

Maintenance Hole Location: _____

Size of Line: _____ Length of Line: _____

GPS Coordinates _____

Easement: ☐ Y ☐ N

Date Overflow Started _____ Date Overflow Stopped _____

Time Overflow Started _____ Time Overflow Stopped _____

Estimated City Staff Arrival Date and Time: _____

Duration of SSO: _____ Est. Total Volume (gallons) _____

DESCRIBE HOW OVERFLOW QUANTITY WAS CALCULATED (Appendix G of SSORP):

☐ Eyeball Estimate ☐ Duration/Flow Rate ☐ Measured Volume

☐ Other: _____

DISCHARGE RECOVERED / NOT RECOVERED

Returned to Sewer System (gallons): _____ **Vacuumed** (gallons) _____ **Total Recovered** (gallons) _____

Did SSO reach Receiving Waters? ☐ Y ☐ N

If YES, Volume to Receiving Waters (surface water, drainage channel) or volume **not** able to be recovered from storm drain (gallons): _____

RECEIVING WATER LOCATION:

☐ **Category 1** – Any volume discharge that reaches surface water, drainage channel tributary or storm drain

☐ **Category 2** – Discharge of 1,000 gallons or greater that does not reach surface water, drainage channel tributary or storm drain

☐ **Category 3** – All other discharges

☐ **Private Lateral Sewer Discharge** (PLSD) – Discharges within a privately owned sewer lateral

WEATHER: ☐ Sunny ☐ Cloudy ☐ Dry ☐ Rainy ☐ Rain for several days

Approximate Temperature: _____

PRIMARY CAUSE:

☐ Roots ☐ Grease ☐ Debris ☐ Vandalism ☐ Pipe Failure

☐ Construction Damage ☐ Power Failure ☐ Capacity (Heavy Rain)

☐ Other: _____

ADDITIONAL INFORMATION:

SOURCE OF SSO:

☐ Maintenance Hole ☐ Gravity Main ☐ Force Main ☐ Cleanout

☐ Private Lateral ☐ Other: _____

BLOCKAGE LOCATION (STREET ADDRESS):

Upstream Manhole: _____ Downstream Manhole: _____ Overflow Manhole: _____

SSO APPEARANCE POINT(S):

Number of Point(s): _____ Location of Point(s): _____

Description of Point(s): _____

WATER QUALITY MONITORING: (*Mandatory **ONLY** for SSOs ≥ 50,000 gallons that entered surface waters*)

SAMPLES COLLECTED?

☐ Yes ☐ No By who? _____ Sample Date: _____ Sample Time: _____

Sample Location(s): ☐ _____ ft upstream ☐ _____ ft downstream ☐ at discharge

CONDITIONS THAT MAY INFLUENCE SAMPLE RESULTS:

☐ Storm Drain Discharges ☐ Stream Discharges Other: _____

PARAMETERS FOR ANALYSIS: (*Attach sample results or record in "Additional Notes" page 5*)

☐ Ammonia ☐ Fecal Coliform ☐ Other: _____

FINAL SSO DESTINATION(S):

☐ Storm Drain ☐ Building ☐ Yard/Land ☐ Surface Water: Name: _____

DESCRIBE CLEANUP METHOD:

Spill Response Completion Date: _____

Pictures/Video Taken: Yes ☐ No ☐ Files Saved Location: _____

Affected Area: _____

Describe Property Damage, if applicable:

Signs Posted: Yes ☐ No ☐ Neighbors Notified: Yes ☐ No ☐

Barricaded: Yes ☐ No ☐

REGULATORY AGENCY NOTIFIED (OES) [for Category 1 SSO ≥ 1,000 gallons]: Yes ☐ No ☐

Date:_____ Time:_____ OES SSO#:_____

Contacts/Details:

CALLER/CUSTOMER NOTIFIED RE: STATUS: Yes ☐ No ☐

If not, why: _____

Follow-Up Measures:

SKETCH OF AREA: *(include maintenance holes, intersections, stoppage location, etc.)*

ADDITIONAL NOTES:

APPENDIX C

SSO Sample Warning Sign

WARNING

CONTAMINATED WATER

PELIGRO

AGUA CONTAMINADA

For More Information Call:

CITY OF HEMET PUBLIC WORKS DEPARTMENT (951) 765-3712

APPENDIX D

SSO Water Quality Monitoring Program Plan

APPENDIX D OF SANITARY SEWER OVERFLOW REPSONE PLAN

City of Hemet
SANITARY SEWER OVERFLOW
WATER QUALITY MONITORING PROGRAM

Last Revision January 2016

WATER QUALITY MONITORING – KEY ELEMENTS

Trigger for Water Quality Sampling

- State Water Resources Control Board (SWRCB)
  Sampling must be performed for sanitary sewer overflows (SSOs) that are 50,000 gallons or greater and reach surface water.
- Riverside County Department of Environmental Health (DEH)
  Sampling must be performed for SSOs that reach surface water if County DEH staff indicates that sampling is necessary.

Safety and Access

1. Water quality sampling should only be performed if it is safe to do so and access to the surface water is not restricted. Unsafe conditions include, but are not limited to, heavy rains, slippery and/or steep riverbanks, and visibility issues.
2. When sampling is not possible, details of the situation should be recorded in the certified Category 1 SSO Report and the SSO Technical Report submitted to the CIWQS Online SSO Database.

When to Sample

1. Sampling must be performed (when and if it is safe to do so) within 48 hours after initial SSO notification.
2. Water quality sampling should not interfere with stopping the SSO.

Optional Follow-Up Monitoring

It may be appropriate to conduct additional monitoring by sampling and/or visual inspection, depending on the original monitoring results. For example, follow-up monitoring could be conducted until the water body has reverted to an estimated baseline condition if an impact from the SSO is observed or if directed by County DEH.

WATER QUALITY SAMPLING PROTOCOLS (SWRCB REQUIREMENTS)

Sampling Parameters required for Analyses:

- Ammonia (labeled “A” on sample bottles)
- Fecal coliform bacteria (labeled “B” on sample bottles)

SSO Sample Collection Kit Inventory:

- 3 sterile sample bottles labeled A
- 3 sterile sample bottles labeled B
- Ice Pack (stored in freezer)
- Cooler
- Velocity probe
- Sampling Probe
- Safety glasses
- Safety gloves
- Lab requisition form
- Pen

Sampling Locations:

1. "Upstream" of SSO
2. Immediate vicinity where SSO enters water body ("source")
3. "Downstream" of SSO

Sample Collection Procedure

1. Retrieve SSO Sample Collection Kit (cooler) from Water Department office.
2. Determine which analyses are required and retrieve the necessary samples bottles (see *SSO Sample Collection Kit Inventory).*
3. Obtain ice from freezer & place in cooler.
4. Determine the point where SSO entered waterway and, if possible, photograph this location. Try to include a reference point in the photo.
5. If sampling is performed after the SSO has stopped, estimate SSO travel time.
    a. This may be done by observing or dropping floatable debris in the surface water and timing how long it takes to travel over a measured distance (e.g., 100 feet). Include sections in the surface water where there are bends, bottlenecks, or other characteristics that may slow down the flow. If the first measurement is uncertain, this time estimate may be performed three to five times, and the values averaged to determine the estimated travel time. The velocity in the upper portion of the water body can then be calculated by dividing the measured distance by the average time.
    b. An alternative way to measure the SSO travel time is to use a velocity probe to determine the rate of flow in the water body.
6. Determine the "source" location for water quality sampling by accounting for SSO travel time.
    a. If the SSO is occurring, the "source" location is the point where the SSO is entering the waterway.
    b. If the SSO has stopped, calculate the approximate downstream distance from the original SSO location by dividing the time since the SSO occurred by the estimated velocity. This is the approximate downstream distance from the SSO discharge point to the "source" sampling location.
7. Put on safety gloves and safety glasses from the SSO Sample Collection Kit.
8. For each parameter, label the sample bottles with the location names (e.g., "Upstream", "Source", and "Downstream").

Upstream Sample Collection

1. Collect the upstream samples first.
2. Move approximately one hundred feet (100') upstream of Source location.
3. Label each of the sample bottles marked "Upstream" with the date and time.
4. (If possible) take a photo of the sample location, including a reference point in the photo.
5. Fill the labeled bottles against the direction of the water flow just below the surface in knee deep water, approximately 3 feet deep (full arm's length), without rinsing. Fill bottle leaving about 1" of air to allow for mixing. If needed, extend the sampling pole to the fullest length to reach deeper water depth. Avoid sampling debris or surface scum and minimize contact with bank or beach bed as water fouling may occur.
6. Immediately place cap securely on bottle to avoid leaks and contamination. Dry bottle.
7. Place each sample bottle in the cooler after collection.

Source Sample Collection

1. Collect the "source" samples next.
2. Move approximately ten feet (10') downstream of the Source location.
3. Label each of the sample bottles marked "Source" with the date and time.
4. (If possible) take a photo of the sample location, including a reference point in the photo.

5. Fill the labeled bottles against the direction of the water flow just below the surface in knee deep water, approximately 3 feet deep (full arm's length), without rinsing. Fill bottle leaving about 1" of air to allow for mixing. If needed, extend the sampling pole to the fullest length to reach deeper water depth. Avoid sampling debris or surface scum and minimize contact with bank or beach bed as water fouling may occur.
6. Immediately place cap securely on bottle to avoid leaks and contamination. Dry bottle.
7. Place each sample bottle in the cooler after collection.

Downstream Sample Collection

1. Lastly, collect the downstream sample.
2. Move one hundred feet (100') downstream of the source location.
3. Label each of the sample bottles marked "Downstream" with the date and time.
4. (If possible) take a photo of the sample location, including a reference point in the photo.
5. Fill the labeled bottles against the direction of the water flow just below the surface in knee deep water, approximately 3 feet deep (full arm's length), without rinsing. Fill bottle leaving about 1" of air to allow for mixing. If needed, extend the sampling pole to the fullest length to reach deeper water depth. Avoid sampling debris or surface scum and minimize contact with bank or beach bed as water fouling may occur.
6. Immediately place cap securely on bottle to avoid leaks and contamination. Dry bottle.
7. Place each sample bottle in the cooler after collection.
8. If additional sites are required and specified by County DEH, continue to perform sampling at these additional sites according to sampling procedures in the previous step.

SAMPLE COLLECTION BEST PRACTICES

Avoid Contamination—

Make every effort not to touch the inside of the collection bottle or the inner surface of the lid or bottle rim.

Deliver Samples to Lab Immediately—

All samples need to be delivered to the laboratory expeditiously due to the limited hold time required for maintaining sample integrity.

Transporting Samples to Laboratory

1. Complete the laboratory requisition slip with requested information: site, bottle number, collector, date and time of collection, type of sample, analyses requested, name and phone number of responsible person for reporting purposes, and deliverer name.
2. Transport the cooler containing the samples for bacterial analyses & the completed laboratory requisition slip to the laboratory as soon as possible after sample collection. The parameter with the shortest holding time is **8 hours** (from sample collection to beginning of analysis), but sample analyses should begin as soon as possible after sample collection because that will achieve the most accurate result. Also, the laboratory needs time to process the samples, before beginning the analyses.

WATER QUALITY ANALYSES PROTOCOLS

Laboratory:
Samples will be sent to an accredited or certified laboratory. The laboratory methods will be performed according to the laboratory's Standard Operating Procedures (SOPs).

Maintenance and Calibration of Monitoring Instruments and Devices:
All laboratory monitoring instruments and devices used for water quality analyses are maintained and calibrated according to the SOPs to ensure their continued accuracy, including field measuring devices like the velocity probe.

SSO Sample Collection Kit:

1. The SSO Sample Collection Kit is restocked with the items listed on page 1 after each use.
2. The Kit is checked by the City staff annually to verify its contents. Chemical preservatives are replaced in the sample bottles at that time.

REPORTING REQUIREMENTS

1. The *Water/Wastewater Superintendent or Water/Wastewater Supervisor* is responsible for submitting water quality monitoring information with the certified Category 1 SSO report in the CIWQS Online SSO Database, which must be submitted within 15 calendar days of the SSO end date.

2. The *Water/Wastewater Superintendent or Water/Wastewater Supervisor* is responsible for submitting information related to the Technical Report in the CIWQS Online SSO Database, which must be done within 45 calendar days of the SSO end date. The SSO Technical Report must include the following water quality monitoring information:

    - Description of all water quality sampling activities conducted
    - Analytical results and evaluation of the results
    - Detailed location map showing all water quality sampling points

APPENDIX E

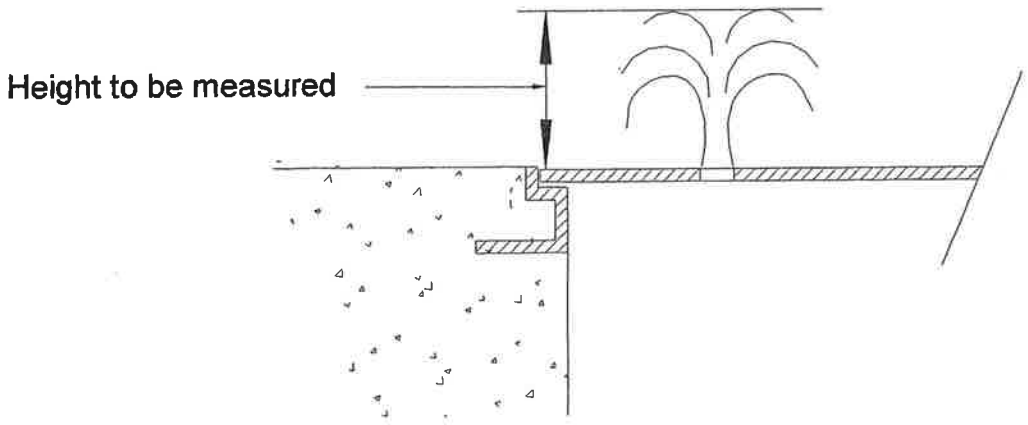
Method for Estimating Spill Volume

The formula used to develop Table C is Q=CcVA, where Q is equal to the quantity of the flow in gallons per minute, Cc is equal to the coefficient of contraction (.63), V is equal to the velocity of the overflow, and A is equal to the area of the pick hole.[2] If all units are in feet, the quantity will be calculated in cubic feet per second, which when multiplied by 448.8 will give the answer in gallons per minute. (One cubic foot per second is equal to 448.8 gallons per minute, hence this conversion method).

Example Overflow Estimation:

The maintenance hole cover is in place and the height of water coming out of the pick hole seven-eighths of an inch in diameter (7/8") is 3 inches (3"). This will produce an SSO flow of approximately 4.7 gallons per minute.

FLOW OUT OF VENT OR PICK HOLE (TABLE "C")



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

[2] Velocity for the purposes of this formula is calculated by using the formula h = v squared / 2G, where h is equal to the height of the overflow, v is equal to velocity, and G is equal to the acceleration of gravity.

TABLE 'C'

ESTIMATED SSO FLOW OUT OF M/H PICK HOLE

Height of spout above M/H cover H in inches	SSO FLOW Q in gpm
1/8	1.0
1/4	1.4
3/8	1.7
1/2	1.9
5/8	2.2
3/4	2.4
7/8	2.6
1	2.7
1 1/8	2.9
1 1/4	3.1
1 3/8	3.2
1 1/2	3.4
1 5/8	3.5
1 3/4	3.6
1 7/8	3.7
2	3.9
2 1/8	4.0
2 1/4	4.1
2 3/8	4.2
2 1/2	4.3
2 5/8	4.4
2 3/4	4.5
2 7/8	4.6
3	4.7
3 1/8	4.8
3 1/4	4.9
3 3/8	5.0
3 1/2	5.1
3 5/8	5.2
3 3/4	5.3
3 7/8	5.4
4	5.5
4 1/8	5.6
4 1/4	5.6
4 3/8	5.7
4 1/2	5.8
4 5/8	5.9
4 3/4	6.0
4 7/8	6.0
5	6.1

Height of spout above M/H cover H in inches	SSO FLOW Q in gpm	
5 1/8	6.2	
5 1/4	6.3	
5 3/8	6.3	
5 1/2	6.4	
5 5/8	6.5	
5 3/4	6.6	
5 7/8	6.6	
6	6.7	
6 1/8	6.8	
6 1/4	6.8	
6 3/8	6.9	Unrestrained
6 1/2	7.0	M/H cover will
6 5/8	7.0	start to lift
6 3/4	7.1	
6 7/8	7.2	
7	7.2	
7 1/8	7.3	
7 1/4	7.4	
7 3/8	7.4	
7 1/2	7.5	
7 5/8	7.6	
7 3/4	7.6	
7 7/8	7.7	
8	7.7	
8 1/8	7.8	
8 1/4	7.9	
8 3/8	7.9	
8 1/2	8.0	
8 5/8	8.0	
8 3/4	8.1	
8 7/8	8.1	
9	8.2	
9 1/8	8.3	
9 1/4	8.3	
9 3/8	8.4	
9 1/2	8.4	
9 5/8	8.5	
9 3/4	8.5	
9 7/8	8.6	
10	8.7	

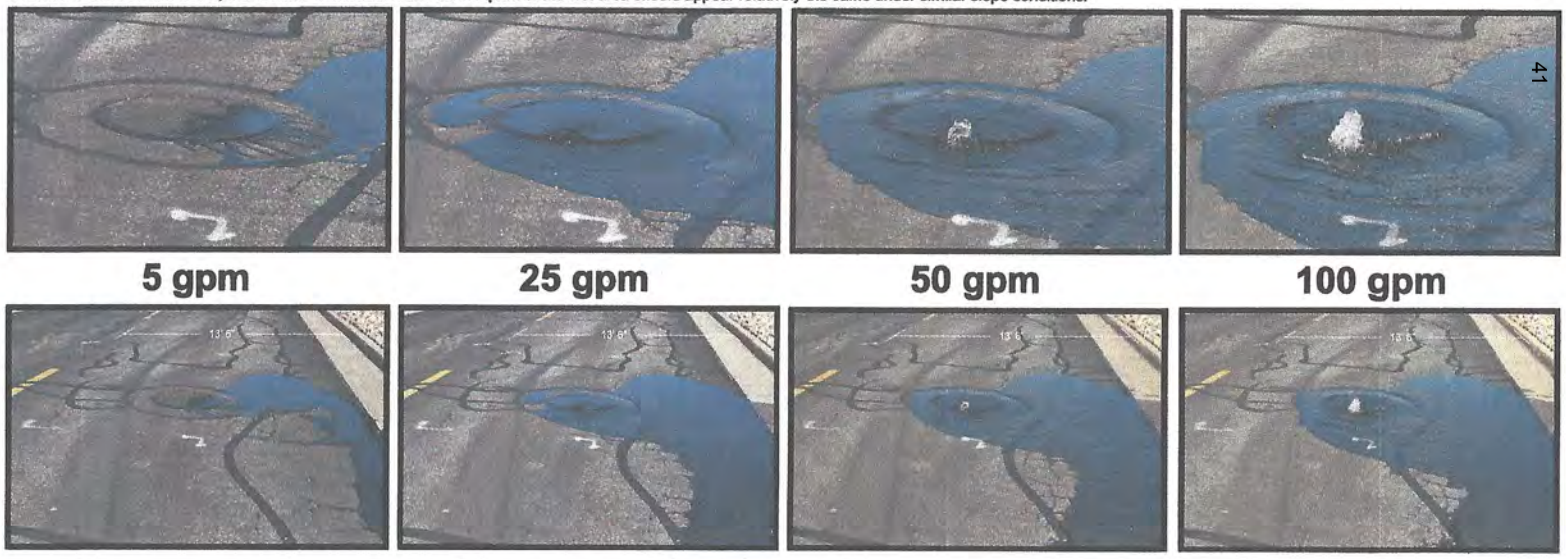
Note: This chart is based on a 7/8 inch diameter pick hole

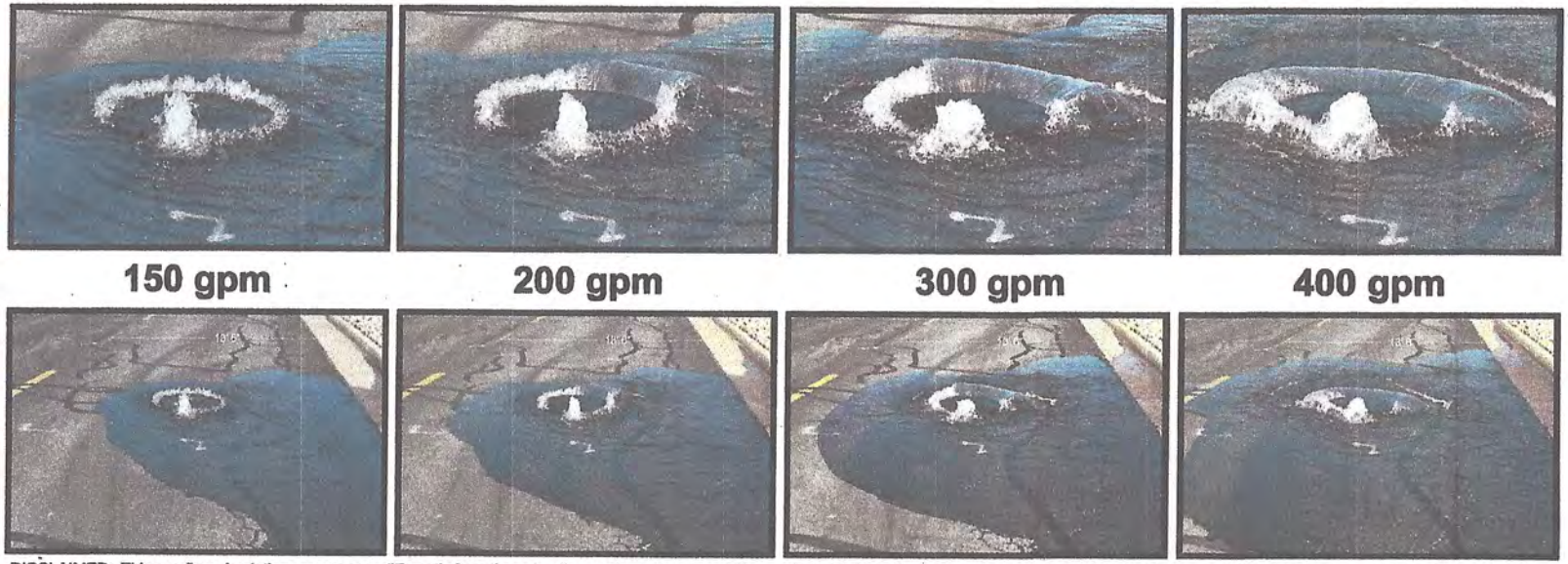
Disclaimer: This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

SSCSC MANHOLE OVERFLOW GAUGE

Overflow Simulation courtesy of Eastern Municipal Water District

DISCLAIMER: This overflow simulation may appear differently from those in other systems because of the manhole lid pick hole configuration. Manhole lids with single or multiple pick holes may appear differently during overflow conditions. However, the volume of exfiltration and the footprint of the wet area should appear relatively the same under similar slope conditions.





DISCLAIMER: This overflow simulation may appear differently from those in other systems because of the manhole lid pick hole configuration. Manhole lids with single or multiple pick holes may appear differently during similar overflow conditions. However, the volume of exfiltration and the footprint of the wet area should appear relatively the same under similar slope conditions.

PROVIDING QUALITY TRAINING FOR COLLECTION SYSTEM PERSONNEL SINCE 1991

Mission Statement: To continuously increase the level of professionalism of Collection Systems personnel involved in the operation, maintenance, design and construction of Wastewater Collection Systems, by providing education and training, taking an active role in promoting certification, and recognizing proficiency in our field.