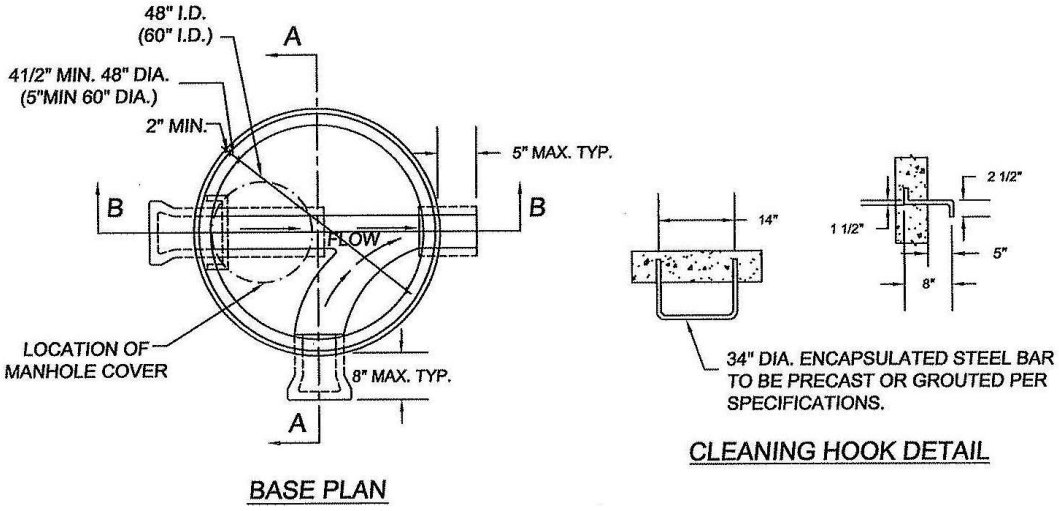
# City of Hemet
# Public Works Department

# SEWER SYSTEM MANAGEMENT PLAN

**Revised March 2016**

Approved & Recertified by Hemet City Council on April 12, 2016 – Resolution No. 4669

Developed to meet the requirements of the California Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (Order No. 2006-0003) adopted on May 2, 2006 by the State Water Resources Control Board and Order No. WQ 2013-0058-EXEC, adopted on July 30, 2013.



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# LIST OF ABBREVIATIONS AND ACRONYMS

| | |
|---|---|
| ABS Pipe | Acrylonitrile-Butadiene-Styrene Pipe |
| BMP | Best Management Practice |
| CIWQS | California Integrated Water Quality System |
| CIP | Capital Improvement Plan |
| City | City of Hemet |
| CCTV | Closed-circuit Television |
| DEH | Department of Environmental Health |
| EMWD | Eastern Municipal Water District |
| EPA | Environmental Protection Agency |
| FOG | Fats, oils, and grease |
| GIS | Geographic Information System |
| GWDR | General Waste Discharge Requirement |
| LRO | Legally Responsible Officer |
| MRP | Monitoring and Reporting Program |
| MS4 | Municipal Pollutant Discharge Elimination System |
| NPDES | National Pollutant Discharge Elimination System |
| OES | Office of Emergency Services |
| O&M | Operations and Maintenance |
| PVC Pipe | Polyvinyl Chloride Pipe |
| PM | Preventative Maintenance |
| RWQCB | Regional Water Quality Control Board |
| SSMP | Sewer System Management Plan |
| SSO | Sanitary Sewer Overflow |
| SSORP | Sanitary Sewer Overflow Response Plan |
| SWRCB | State Water Resources Control Board |

# INTRODUCTION

### Regulatory Requirements

On May 2, 2006, the State Water Resources Control Board adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (Order No. 2006-0003). This Order applies to all public collection system agencies in California that own or operate collection systems comprised of more than one mile of pipe or sewer lines, which convey untreated wastewater to a publicly owned treatment facility. Under this Order, each agency was required to prepare a Sewer System Management Plan (SSMP). The SSMP is a document that describes the activities used to effectively manage the wastewater collection system. The required elements of the SSMP include the following major sections:

1. Collection system management goals
2. Organization of personnel, including the chain of command and communications
3. Legal authority for permitting flows into the system, inflow/infiltration control as well as enforcement of proper design, installation, and testing standards, and inspection requirements for new and rehabilitated sewers
4. Operations and maintenance activities to maintain the wastewater collection system
5. Design and performance provisions
6. Overflow emergency response plan
7. Fats, oils, and grease (FOG) control program
8. System evaluation and capacity assurance program
9. Monitoring, measurement, and modifications plan for SSMP program effectiveness
10. Periodic internal SSMP audits
11. SSMP communications program

### Initial SSMP Completion and Certification

The Hemet City Council approved the City of Hemet SSMP Development Plan and Schedule on January 29, 2008. As each of the above sections of the SSMP was completed, the Water/Wastewater Superintendent, who is designated as the Legally Responsible Official (LRO), certified that section as complete. The Hemet City Council approved the completed SSMP on March 8, 2011. (See completed SSMP Development Plan and adoption documents in **Appendix B**.)

### Audit Requirements

The SSMP must be self-audited at least every two (2) years from the original date the plan was adopted by the Hemet City Council.

The purpose of the audit is to assure that program performance is effectively implemented and in compliance with the requirements of each of the elements of the SSMP, and to identify and address any deficiencies.

There are no specific requirements for who should conduct an SSMP audit. Audits may be conducted internally by the management team overseeing the collection system, or by an outside consultant, contractor, or even personnel from another sewer agency in the local area.

The SSMP Program Audit Checklist (**Appendix E**) is to be used as a guide for conducting the SSMP audit. The audit must result in a formal written report of the findings. SSMP audit reports do not require Council approval. The audit should be certified by the LRO upon completion. Completed audit reports are incorporated into the SSMP in **Appendix C**.

**SSMP Update & Recertification**

The SSMP must be updated at least every five (5) years following the original adoption date, or whenever significant program changes are made. All changes shall be recorded in a Change Log (**Appendix A**). The 5-year recertification process is required to be approved by the Council even if no changes to the SSMP are proposed. The Hemet City Council must re-certify the updated plan (by resolution). All final adoption documents shall be incorporated into the SSMP in **Appendix B**.

**2016 SSMP Update & Recertification**

The Hemet City Council recertified and approved the 2016 Hemet SSMP on April 12, 2016 by Resolution No. 4669. See documentation in **Appendix B**.

# ELEMENT 1 – GOALS

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(i) GOALS: The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that occur.**

The City of Hemet Wastewater Department has developed the following goals to properly manage, operate and maintain all parts of the wastewater collection system:

## A. Mission Statement

To safely, efficiently and cost-effectively monitor, collect, and convey wastewater while protecting the health, safety and welfare of the public and the environment.

## B. Goals

### Customer Service

**Goal #1—**Provide and maintain wastewater service that efficiently meets the needs of all segments of the service area

### Water Quality and Environmental Protection

**Goal #2—**Operate the wastewater collection service in compliance with all regulatory requirements to protect the quality of water resources and the quality of the environment

### Wastewater Collection System Maintenance

**Goal #3—**Implement a proactive system for completing maintenance and repair of the wastewater collection system in order to provide reliable service now and into the future

### Wastewater Infrastructure Investment

**Goal #4—**Implement Wastewater Master Plan capital improvement plan to assure adequate sewer capacity in the future

### Long Term Financial Stability

**Goal #5—**Operate the City's wastewater collection system with rates and reserves which will allow for development and implementation of a capital improvement/infrastructure replacement plan

### Workforce Planning and Development

**Goal #6—**Continue the wastewater division employee development program to improve qualifications and performance, and to assure all operations are performed in a safe manner to avoid personal injury and property damage

# ELEMENT 2 – ORGANIZATION

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(ii) Organization: The SSMP must identify:**

**A. The name of the responsible or authorized representative as described in Section J of this Order.**

**B. The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and**

**C. The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (Cal OES).**

## A. Legally Responsible Official

The City's Legally Responsible Official (LRO) is the Water/Wastewater Superintendent, who was formally authorized by the Hemet City Council to sign and submit the City's application for the State General Waste Discharge Requirement (GWDR) on January 22, 2008. The Water/Wastewater Superintendent has the ultimate responsibility for the preparation and implementation of this plan. The alternate LRO is the Water/Wastewater Supervisor.

## B. Names, Phone Numbers, and Lines of Authority

The organization chart below shows the lines of authority in the City of Hemet Water / Wastewater Division and position titles responsible for implementing the SSMP.

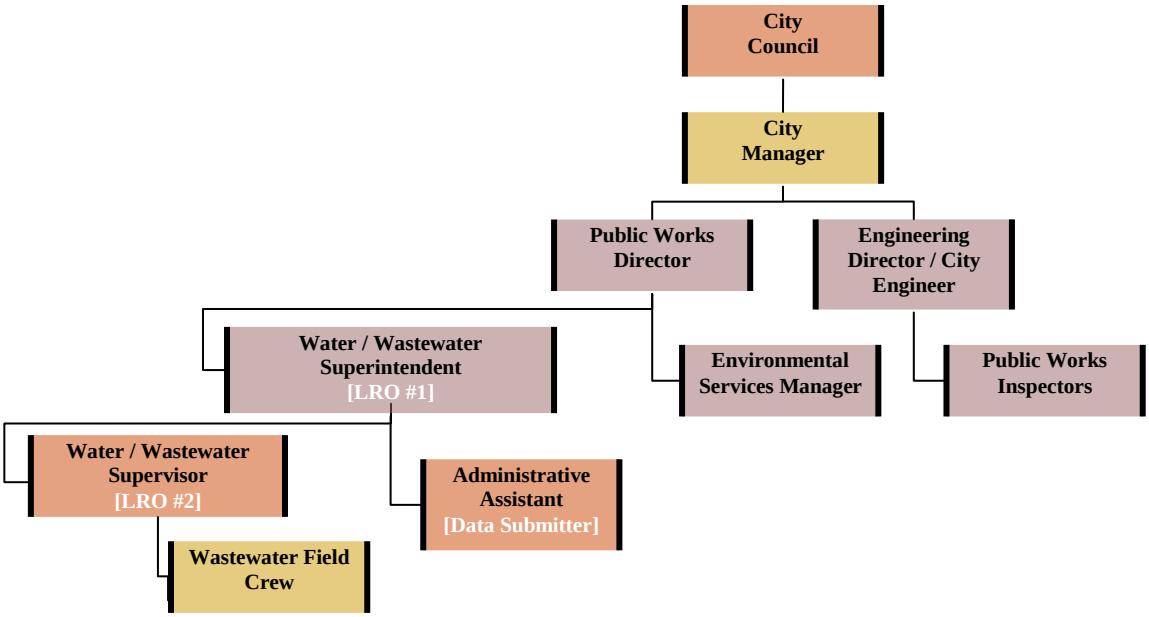



Figure 1 – SSMP Organization Chart

## SSMP Roles for City of Hemet Staff

**City Council**—Establishes policy; allocates resources

**City Manager**—Plans strategy; delegates responsibility

**Public Works Director**—Leads staff; oversees water/wastewater division and capital improvement project delivery

**Water/Wastewater Superintendent**—Manages field operations and maintenance activities; prepares wastewater collection system planning documents; provides relevant information to public works director; prepares and implements contingency plans; leads emergency response; investigates and reports SSOs; acts as Legally Responsible Official (LRO).

**Public Works Inspector**—Ensures new and rehabilitated assets meet City of Hemet standards; works with field crews to handle emergencies when contractors are involved; consults with public works director on enforcement actions.

**Environmental Services Manager**—Assists with preparation of wastewater collection system planning documents; works as needed on applicable permits, laws, and regulations; provides support to all parts of operation

**Water/Wastewater Supervisor**—Manages field operations and maintenance activities; trains field crews; assists with emergency response; serves as alternate LRO.

**Administrative Assistant**—Provides clerical support related to implementation of the SSMP; acts as Data Submitter for SSO reporting through the California Integrated Water Quality System

**Wastewater Field Crew**—Conducts preventative and corrective maintenance activities; mobilizes and responds to blockages and SSOs

*TABLE 1* – **City of Hemet Contacts Responsible for SSMP**

| SSMP Element | Responsible Party (Position) | Responsible Party (Name) | Phone Number | Email Address |
|---|---|---|---|---|
| Introduction | Environmental Services Manager | Linda Nixon | 951-765-3880 | LNixon@ cityofhemet.org |
| 1 – Goals | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 2 – Organization | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 3 – Legal Authority | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 4 – O&M Program | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 5 – Design & Performance Provisions | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 6 – Overflow Emergency Response Program | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 7 – FOG Control Program | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 8 – System Evaluation & Capacity Assurance Plan | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 9 – Monitoring, Measurement, and Program Modifications | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 10 – SSMP Program Audits | Water/Wastewater Superintendent | Ron Proze | 951-765-3712 | RProze@ cityofhemet.org |
| 11 – Communication | Administrative Assistant | Melissa Jensen | 951-765-3805 | MJensen@ cityofhemet.org |
| Change Log | Environmental Services Manager | Linda Nixon | 951-765-3880 | LNixon@ cityofhemet.org |
| Appendix | | | | |

## C. Chain of communications for reporting SSOs

**City of Hemet Sewer Overflow Response Flow Chart**, which shows the chain of communication for receiving reports of and reporting SSOs is located in the *Sanitary Sewer Overflow Response Plan* (**Appendix D**).

# ELEMENT 3 – LEGAL AUTHORITY

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13. (iii) Legal Authority: Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:**

a. **Prevent illicit discharges into its sanitary sewer system, including infiltration and inflow, , stormwater, chemical dumping, unauthorized debris, etc.**
b. **Require that sewers and connections be properly designed and constructed;**
c. **Ensure access for maintenance, inspection and repairs for portions of the lateral owned or maintained by the Public Agency;**
d. **Limit the discharge of fats, oils, and grease and other debris that may cause blockages, and**
e. **Enforce violations of its sewer ordinances**

## A. Documentation of Legal Authority

The City of Hemet possess the necessary legal authority to provide wastewater collection services to the public through the following ordinances and agreements, each of which provides a portion of the authority required per the provisions of SWRCB Order No. 2006-0003, Section D 13 (iii).

### *TABLE 2* – Legal Authority Checklist

| REQUIREMENT | CODE REFERENCE |
|---|---|
| **Public Sewers** | |
| Ability to prevent illicit discharges into the wastewater collection system | Hemet CA Municipal Code<br>• Sec. 14-277. Standards for utilities<br>• Sec. 90-1048. Performance standards. (8) Wastewater discharge. |
| Ability to require that sewers and connections be properly designed and constructed | Hemet CA Municipal Code,<br>• Sec. 82-31. Adoption of additional regulations.<br>• Sec. 82-32. Specification for connections.<br>• Sec. 82.33. Contractor's responsibilities in making connections.<br>• Sec. 82-39. Engineering for extensions.<br>• Sec. 82-173. Adoption of regulations for sewer construction and use. |

| Laterals | |
|---|---|
| Ensure access for maintenance, inspection, or repairs for portions of the service lateral owned or maintained by the City | Hemet CA Municipal Code<br>• Sec.66-2. Dedication and improvement of public right-of-way on application for building permit<br>• Sec. 66-33. Application for permit |
| **FOG Source Control** | |
| Ability to limit the discharge of FOG and other debris that may cause blockages | • Inter-Agency Sewage Agreement (9-2-2001) between Eastern Municipal Water District and the City of Hemet (See below)<br>• EMWD Ordinance No. 59.6 Regulations for Waste Discharge and Sewer Use (See below) |
| **Enforcement** | |
| Ability to enforce any violation of the City's sewer ordinances | Hemet CA Municipal Code<br>• Sec. 82-174. Compliance with sewer regulations<br>• Sec. 82-175. Violation of article; penalty |

The *Hemet Municipal Code* is available online: http://www.cityofhemet.org > Municipal Code

Eastern Municipal Water District (EMWD) provides transmission and treatment service for sewage originating inside the City of Hemet service area through an Inter-Agency Sewage Agreement and Regulations for Waste Discharge and Sewer Use:

**Inter-Agency Sewage Agreement, dated September 2, 2001, by and between Eastern Municipal Water District and the City of Hemet**, updates a 1963 agreement between EMWD and the City, and sets forth the terms under which the collection, transmission, and treatment of sewage originating in the City of Hemet shall be handled. Since the City's boundaries and sphere of influence are located entirely with the boundaries of EMWD, this agreement establishes the rights and obligations of both the City and EMWD.

Under this agreement, EMWD

a. Has the exclusive right to provide treatment service for sewage originating in the City of Hemet service area. [Agreement Section 4.a. – Page 2]
b. Is the approved pretreatment program and implements programmatic functions as defined in Title 40 Code of Federal Regulations Part 403, including but not limited to [Agreement Section 10 – Page 4];
   (i) update user survey; (ii) issue of permit to users; (iii) conduct inspections, sampling and analysis; (iv) take all appropriate enforcement actions; and
   (v) perform any other technical or administrative duties the parties deem appropriate.

Document available at:
http://www.cityofhemet.org > Departments > Water/Wastewater > Sewer System Management Plan

In addition to the Inter-Agency Sewage Agreement, EMWD Ordinance No. 59.6 is applicable to the sewer collection system within the City of Hemet service area.

**EMWD Ordinance No. 59.6 Regulations for Waste Discharge and Sewer Use adopted January 16, 2015** addresses the following provisions of the Order No. 2006-0003, Section 13 (iii):

a. Prevents illicit discharges to the sanitary sewer system [Article 3, 3.1, C Other Prohibitions, Page 18]
b. Requires proper design and construction of sewers and connections [Article 1, 1.6 Powers, Page 2-3]
c. Ensures access to publicly owned laterals for maintenance, inspection and repairs [Article 1, 1.7 Access, Page 3-4]
d. Limits FOG and other debris [Article 3, 3.1, Prohibited Discharge Standards, Page 17]
e. Allows for enforcement of violations of sewer ordinances [Article 6, Enforcement, Page 41-46]

Document available at:
http://www.cityofhemet.org > Departments > Water/Wastewater > Sewer System Management Plan

# ELEMENT 4 – OPERATIONS & MAINTENANCE PROGRAM

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13. (iv) Operation and Maintenance Program. The SSMP must include those elements listed below that are appropriate and applicable to the Enrollee's system:**

a) **Maintain an up-to-date map of the sanitary sewer system,, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities.**

b) **Describe routine preventative operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) Program should have a system to document scheduled and conducted activities, such as work orders.**

c) **Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies, and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan.**

d) **Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained.**

e) **Provide equipment and replacement part inventories, including identification of critical replacement parts.**

## A. Collection System Maps

The City of Hemet maintains an up-to-date GIS map of the entire sanitary sewer system showing the system boundaries, manholes and main line pipes by size. Field personnel record updates to a master printed sewer system atlas on a regular basis as facilities are repaired, rehabilitated or replaced or new facilities are added to the system. The notations on this atlas are submitted to the City's GIS Specialist annually to allow for updates to the electronic sanitary sewer system map, and printing of an updated atlas.

## B. Routine Preventative Operation and Maintenance Activities

The City of Hemet has an estimated 140 miles of sanitary sewer collection mains. The City wastewater crews routinely clean all main line pipes every two years. More frequent cleaning of "high maintenance areas" is scheduled as necessary (bi-weekly, weekly, and monthly) to maintain the reliability of the system and to prevent stoppages and SSOs. These areas may be treated with chemicals to prevent build-up of fats, oils and grease (FOG), and/or receive more frequent jetting to clear debris and FOG. Personnel respond to service calls immediately and address problems including odor and blockages. Closed-circuit television (CCTV) is used to both routinely view and evaluate the City's cleaning efforts and to identify the nature of system problems (stoppages, structural damage).

Each worker maintains a daily work log documenting location and length of main line pipe cleaned and other maintenance activities performed. This information is entered into a computerized maintenance management system (Cartegraph). Maintenance workers also document their cleaning progress on maps to avoid duplicate coverage.

## C. Rehabilitation and Replacement Program

The City has an informal rehabilitation and replacement program. Pipe segments not included in the Capital Improvement Program Project List are individually assessed for replacement on an ongoing basis through normal operations and maintenance activities. Reports of emergency repairs are documented in the Cartegraph maintenance management system. Public Works and Engineering Department staff routinely evaluate segments of the sewer collection system in need of rehabilitation or replacement, and plan improvement projects to address significant deficiencies in the system. Rehabilitation and replacement projects are prioritized based on the severity of the defect and/or the potential consequences of pipe failure.

The pipeline rating system includes the following categories:

| Category No. | Category Name | Condition Description |
|---|---|---|
| 1 | Worst Case | Cracked, broken, collapsed, disintegrating; soil visible |
| 2 | Undersized | Existing pipe segment is overloaded due to new hook-ups or increased flows |
| 3 | Beginning signs of Deterioration | Pipe able to receive lining |

The City's capital improvement plan for sewer system rehabilitation is shown in the table below.

**City of Hemet Public Works Department**

**Wastewater Projects on 5-Year CIP (2015/2016 to 2019/2020)**

| Line # | Project | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 5YR Total |
|---|---|---|---|---|---|---|---|
| 33 | Sewer Main Replacement/Reline | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 6,600,000 |
| 53 | Sewer Master Plan | $ 50,000 | | | | | $ 50,000 |
| | **TOTALS** | | | | | | **$ 6,650,000** |

## D. Training for Staff and Contractors

The City of Hemet sets aside funds each year for training and education of sewer collection system operators, who regularly attend seminars, classes, and trade shows to learn skills necessary to perform proper operations and maintenance work and to stay current on the use of new technology. All collection system staff members participate in bi-weekly safety meetings. Contractors are required to have appropriate training to ensure that work performed exceeds or is comparable to work performed by City staff members.

## E. Equipment & Replacement Part Inventories

Critical spare parts have been identified, and an adequate inventory of replacement parts is on hand to help assure uninterrupted service in the event of an emergency. This inventory includes pipe and fittings of various sizes, high-pressure cleaning hoses. These items are replaced immediately after use to assure the inventory contains critical parts needed for system operation and maintenance.

# ELEMENT 5 – DESIGN & PERFORMANCE PROVISIONS

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(v) Design and Performance Provisions:**

**a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems, and**

**b) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.**

## A. Standards for Installation, Rehabilitation and Repair

Design and construction standards and specifications for the installation of new sanitary sewer systems and for the rehabilitation and repair of existing sanitary sewer system are included in the following documents:

**City of Hemet Public Works Department Standard Specifications** (Revised March 2011)

Document available at: http://www.cityofhemet.org/index.aspx?nid=565

This document provides requirements for:

- CONSTRUCTION MATERIALS (rock products, pipe, asphaltic concrete pavement, and untreated base materials;
- CONSTRUCTION METHODS (Public safety, compaction testing, open trench operations, backfill and densification, water pressure testing, mandrel test of ABS and PVC pipe, disinfecting pipelines, landscaping and irrigation, and monuments);
- DESIGN CRITERIA (General criteria, streets, water system, **sewer system Section IV.4, pages 32-35**, drainage, street lighting, parking lots, and traffic signals)

The following documents form a part of City's standard specifications:

- **Standard Specifications for Public Works Construction** (Greenbook), latest edition, authored by the American Public Works Association, Southern California Chapter, and the Associated General Contractors of California, Southern California Districts as a Joint Cooperative Committee

Available for purchase from: http://www.bnibooks.com

**City of Hemet Public Works Department Standard Drawings** (Revised March 2011)

Document available at: http://www.cityofhemet.org/index.aspx?nid=565

The **600 Series section (pages 1-21)** provides drawings of (Sewer lateral connections, manholes, grease interceptors, sand interceptors, sample wye, pipe bedding, encasements, sewer/water facilities separation, standard cleanout, remodeling details for house sewer connection, property line sewer cleanout.

The Engineering Director/City Engineer is authorized to make minor revisions to the Standard Specifications and Standard Drawings related to construction materials and construction methods without obtaining prior approval of the City Council. Any changes in policy or in design criteria must be approved by the City Council.

## B. Procedures and Standards for Inspection and Testing

Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects are found in the City of Hemet Public Works Standard Specifications as summarized below:

### II. Construction Materials

- II.2 Sewer mains shall be PVC pipe SDR 35 and shall meet the minimum standards set forth in ASTM 3034 and F-679. Unless otherwise specified, all pipe appurtenances shall comply with the appropriate City of Hemet standard drawings.

### III. Construction Methods

- Compaction tests on trench lines (III.2)
- Open trench operations (III.3)
- Backfill and densification (III.4)
- Mandrel test of ABS and PVC pipe (III.6)

### IV.4 Sewer System Specifications

Requirements for:

- Mains (minimum size, material, joints, design calculations, and requirement to be inspected using an approved television inspection company; locations; minimum slopes; domestic demands)
- Manholes
- Clean Out Location
- Laterals (size, locations, depth, taps)

Document available at: http://www.cityofhemet.org/index.aspx?nid=565

# ELEMENT 6 – OVERFLOW EMERGENCY RESPONSE PLAN

**Order No. 2006-003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(vi) Overflow Emergency Response Plan - Each Enrollee 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 MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDR or NPDES permit requirements. The SSMP 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 and prevent the discharge of untreated and partially treated 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.**

## A. Notification Procedures

The City of Hemet could be notified of an SSO through a complaint from the public, a report from an outside agency, or a report from a contractor or city field crew. During working hours the City of Hemet Wastewater Department would be contacted; the Hemet Police Department Dispatch takes after-hours calls and forwards to the "Stand-By" employee on duty. In either case, the Water/Wastewater Superintendent would also be notified. If the SSO is located outside the City of Hemet sewer system service area, the responsible agency would be contacted immediately. If the SSO is within the City of Hemet sewer system service area, a city crew would be dispatched to the SSO location.

## B. Response

Upon arrival the crew determines the size of the spill, which in turn would dictate appropriate reporting and notification procedures, and takes all immediate measures necessary to contain the overflow and prevent and/or minimize the impacts to the storm drain system and any nearby bodies of water.

## C. Reporting

Appropriate reporting and notification procedures are determined by the nature of the SSO in compliance with the Monitoring and Reporting Program (Order No. WQ 2013-0058-EXEC), and are fully described in the *City of Hemet Sewer Overflow Response Plan*. (See **Appendix D**)

## D. Water Quality Monitoring Requirements

To comply with subsection D.7 (v) of the Monitoring and Reporting Program, Order WQ 2013-0058-EXEC, the City has developed an SSO Water Quality Monitoring Program Plan to assess impacts from SSOs to surface waters in which 50,000 gallons or greater are spilled. This plan is contained in the *City of Hemet Sanitary Sewer Overflow Response Plan* (**Appendix D**).

## E. Training

Procedures are in place to ensure that appropriate staff and contract personnel are aware of and appropriately trained to follow the Emergency Response Plan.

City of Hemet sewer maintenance personnel participate in ongoing safety training related to implementing emergency response plans related to SSOs.

## F. Emergency Operations Procedures

In preparation for responding to potential system failures and overflows, the City of Hemet has developed a Sewer Response Flow Chart to guide sewer maintenance personnel in responding to overflow situations. This flow chart is located in the *Sanitary Sewer Overflow Response Plan* (**Appendix D**).

# ELEMENT 7 – FATS, OILS AND GREASE CONTROL PROGRAM

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(vii) Fats, Oils, and Grease (FOG) Control Program: Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If the collection system agency determines that a FOG program is not needed, the collection system agency must provide justification for why it is not needed. If FOG is found to be a problem, the collection system agency must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. The FOG source control program shall include the following as appropriate:**

a. **An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;**
b. **A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;**
c. **The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;**
d. **Requirements to install grease removal devices (such as traps or interceptors) design standards for the grease removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;**
e. **Authority to inspect grease producing facilities, enforcement authorities, and whether the District has sufficient staff to inspect and enforce the FOG ordinance;**
f. **An identification of sewer system sections subject to FOG blockages and establish a cleaning maintenance schedule for each section; and**
g. **Development and implementation of source control measures, for all sources of FOG discharged to the sewer system, for each sewer system section identified in (f) above.**

## A. FOG Program Description

Eastern Municipal Water District (EMWD) provides wastewater treatment services for the City of Hemet through an Inter-Agency Sewage Agreement. As a satellite agency of EMWD, the city relies on the EMWD Source Control to monitor the FOG discharged to the sanitary sewer system.

The EMWD FOG program includes legal authority [EMWD Ordinance No. 59.6 – Document available at: http://www.cityofhemet.org > Departments > Water/Wastewater > Sewer System Management Plan] to prohibit discharges to the sewer system, requirements to install grease removal devices, design standards for the removal of devices, maintenance requirements, and recordkeeping and reporting requirements. The EMWD Source Control Division has the authority to inspect grease producing facilities and to enforce program requirements. In addition, the EMWD FOG Program provides a public education outreach program to promote proper disposal of FOG.

## B. Collection System Maintenance

City of Hemet sewer maintenance personnel examine main lines for evidence of FOG during routine cleaning and inspection of the sewer system. When FOG is encountered, maintenance personnel video lines to identify the source, and clean the blockage to prevent an SSO. EMWD is notified when this occurs. EMWD is also notified when new restaurants open for business.

# ELEMENT 8 – SYSTEM EVALUATION & CAPACITY ASSURANCE PLAN

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(viii) System Evaluation and Capacity Assurance Plan: The Enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:**

**A. Evaluation: Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;**

**B. Design Criteria: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and**

**C. Capacity Enhancement Measures: The steps needed to establish a short-and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.**

**D. Schedule: The Enrollee shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14.**

## A. Evaluation

The City of Hemet Sewer Master Plan was completed in January 1991. The sewer collection system was found to be "of adequate capacity to service the existing and the projected service area." Results of the computer modeling indicated the majority of the interceptors and trunk sewers of the system were adequate in terms of flow capacity for 1990 conditions. Only four sewer line segments (totaling 4,355 feet) were found to be under capacity for projected 2010 conditions. Improvements have been made on several of these lines.

Since 1990, the sewer collection system has remained virtually the same in terms of size of the service area, miles of lines, number of manholes, service connections, and number of people per dwelling unit. The service area was 80-percent built out in 1990 and was approximately 85-percent built out in 2010, and remains virtually the same in 2015.

| Year | Service Area | Main Lines | Manholes | Service Connections | Persons Per Connection |
|---|---|---|---|---|---|
| 1990 | 17.33 sq miles | 120 miles | 2,400 (estimate) | 12,000 | 3.0 |
| 2010 | 17.33 sq miles | 140 miles | 1,846 | 12,000 | 3.6 |

All documented SSOs occurring since 2004 have been caused by blockage and/or stoppage. None were caused as the result of hydraulic deficiency.

## B. Design Criteria

Existing design criteria have been reviewed and deemed appropriate.

## C. Capacity Enhancement Measures

Since no hydraulic deficiencies exist in the City of Hemet sewer system, no capacity enhancement measures are planned. However, a Capital Improvement Plan does exist to replace deteriorated pipe and to update the Sewer Master Plan. (See schedule below).

## D. Schedule

A schedule of projects and completion dates for the sewer system capital improvement project is provided in the chart below:

**City of Hemet Public Works Department**

**Wastewater Projects on 5-Year CIP (2015/2016 to 2019/2020)**

| Line # | Project | 2015/16 | 2016/17 | 2017/18 | 2018/19 | 2019/20 | 5YR Total |
|---|---|---|---|---|---|---|---|
| 33 | Sewer Main Replacement/Reline | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 1,320,000 | $ 6,600,000 |
| 53 | Sewer Master Plan | $ 50,000 | | | | | $ 50,000 |
| | **TOTALS** | | | | | | **$ 6,650,000** |

# ELEMENT 9 –MONITORING, MEASUREMENT, & MODIFICATIONS

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(ix) Monitoring, Measurement, and Program Modifications - The Enrollee shall:**

**A. Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;**

**B. Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;**

**C. Assess the success of the preventive maintenance program;**

**D. Update program elements, as appropriate, based on monitoring or performance evaluations; and**

**E. Identify and illustrate SSO trends, including: frequency, location, and volume.**

## A. Performance Indicators

The City of Hemet uses the following performance indicators to monitor the implementation of the SSMP elements:

Electronic reporting of SSOs / No Spill reports to the California Integrated Water Quality System (CIWQS) are done on a monthly basis. Data collected for these reports include:

- Number of SSOs over the past twelve months
- Volume distribution of SSOs
- Volume of SSOs that was contained in relation to total volume of the SSOs
- SSOs by cause (e.g. roots, grease, debris, pipe failure, other).
- Number of blockages over the past 12 months
- Average time to respond to an SSO
- List of repair, rehabilitation, and replacement projects
- Plans developed for, or implementation of, activities to target specific problems identified, such as roots, structural deficiencies, or fats, oil and grease (FOG)

## B. Performance Evaluations / Updating Program Elements

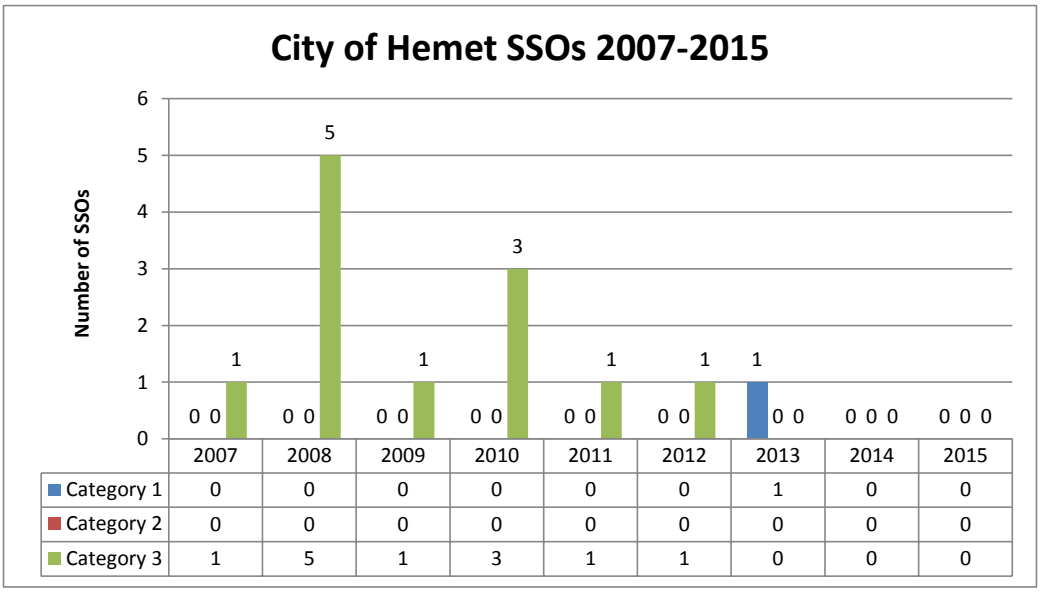
The following steps will be taken to assure the SSMP remains current and useful over time:

- The Water/Wastewater Superintendent shall review the SSMP periodically to check effectiveness and timeliness.
- The Water/Wastewater Superintendent shall check in with collection systems staff at periodic intervals to review the effectiveness and identify potential areas for improvement, either individually or through meetings.
- Internal audits of the SSMP shall be completed every two years to document effectiveness, potential changes, and summarize program activities.
- City Council approval will be obtained to update the SSMP with specific revisions.

## *TABLE 3* – PERFORMANCE INDICATORS

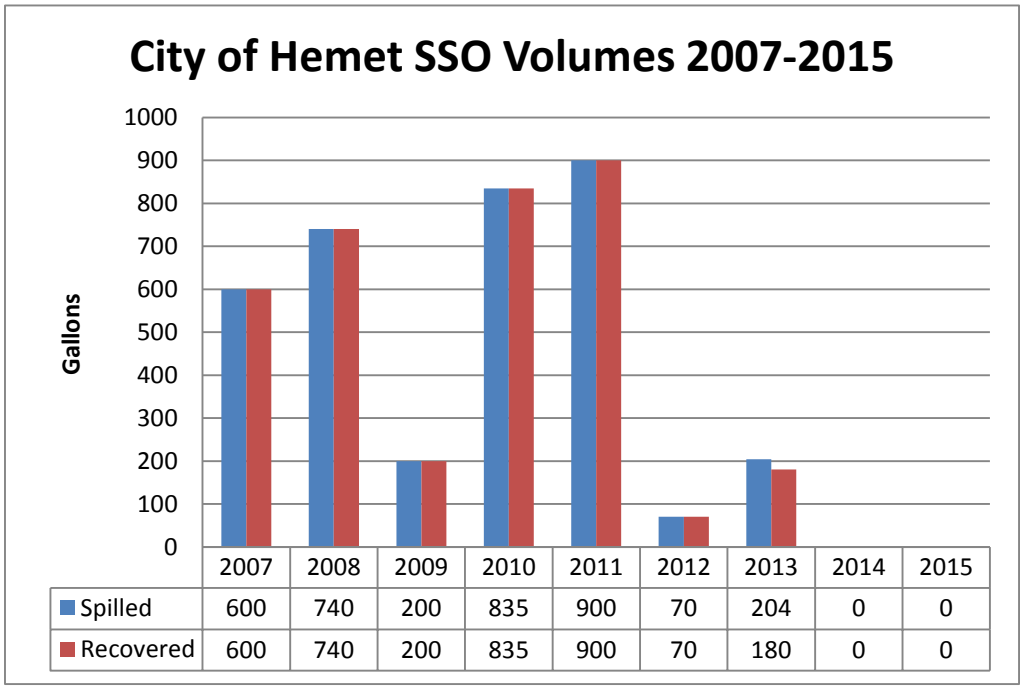
| SSMP Element | Summary of Element Purpose | Performance Indicators for Tracking Effectiveness |
|---|---|---|
| **Goals** | Establish priorities of Enrollee and provide focus for staff | Annual review of goals based upon results of performance evaluations |
| **Organization** | Document organization of Enrollee staff and chain of command/communication for SSO response | Review of Organization Chart and all contact information, making any changes identified |
| **Legal Authority** | Ensure the Enrollee has sufficient legal authority to properly maintain and protect the integrity of the system | Annual review of codes/ordinances for revisions and schedule for identified updates |
| **Operations & Maintenance Program** | Minimize blockages and SSOs by properly operating and maintaining the system | • Total number and volume of SSOs<br>• Number of repeat SSOs (from same location as any previous SSO)<br>• Number of private lateral SSOs<br>• Number of main line SSOs<br>• Total volume spilled<br>• Total volume recovered<br>• Number of pipe failures<br>• Total length of pipe CCTV'ed<br>• Total length of pipe hydro-cleaned<br>• Total length of pipe repaired or replaced |
| **Design & Construction Standards** | Ensure new facilities are properly designed and constructed | Annual review of new technologies and materials for collection systems assets |
| **Sanitary Sewer Overflow Response Plan (SSORP)** | Provide timely and effective response to SSO emergencies and comply with regulatory reporting requirements | • Average response time from call to arrival<br>• Average response time from arrival to SSO stoppage and cleanup<br>• Percent of total SSO volume contained or returned to sewer |
| **Fats, Oils & Grease (FOG) Control** | Minimize blockages and overflows due to FOG | • Number of blockages due to FOG<br>• Number of SSOs due to FOG |
| **Monitoring, Measurement, & Program Modifications** | Evaluate effectiveness of SSMP, keep SSMP up-to-date, and identify necessary changes to SSMP elements | • Prepare and update performance results in Elements 4, 6, & 7<br>• Review & update callout forms as needed<br>• Conduct annual review of CIWQS data |
| **Program Audits** | Formally identify SSMP effectiveness, limitations, and necessary changes annually | Date of completion of last annual audit |
| **Communication Plan** | Communicate with the public | Place audit on City webpage |

## C. SSO Trends 2007-2015




| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|---|---|
| Category 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| Category 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Category 3 | 1 | 5 | 1 | 3 | 1 | 1 | 0 | 0 | 0 |

| | |
|---|---|
| Category 1 | Any volume discharge that reaches surface water, drainage channel tributary or storm drain |
| Category 2 | Discharge of 1,000 gallons or greater not reaching surface water, not reaching drainage channel or reaching storm drain but entirely recovered |
| Category 3 | All other discharges |




| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
|---|---|---|---|---|---|---|---|---|---|
| Spilled | 600 | 740 | 200 | 835 | 900 | 70 | 204 | 0 | 0 |
| Recovered | 600 | 740 | 200 | 835 | 900 | 70 | 180 | 0 | 0 |

# ELEMENT 10 – SSMP AUDITS

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(x) SSMP Program Audits - As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the Enrollee's compliance with the SSMP requirements identified in this subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.**

## A. Internal Audit Program Description

The City of Hemet shall conduct internal audits of the SSMP programs at least every two years (in February) to evaluate the effectiveness of the SSMP, as well as the City's compliance with the General Waste Discharge Requirements. The audit shall identify any deficiencies in the City's SSMP programs and include steps to correct these issues. A report of findings and recommended program and/or procedure revisions shall be prepared, and kept on file.

A team consisting of City staff selected from the Public Works Department and the Water/Wastewater Division will conduct the audit. The audit team may also include members from other City departments, outside agencies, or contractors.

The scope of the audit will cover each of the major sections of the SSMP. An audit checklist, based on the requirements in the General Waste Discharge Requirements is included as **Appendix E.**

## B. Collection System Questionnaire

Prior to recording spills into the SSO Database, the City completed a "Collection System Questionnaire" to provide the Water Boards with site-specific information related to the City's sanitary sewer system.

The City shall complete and certify the "Collection System Questionnaire" at least every 12 months (in February) per the requirements of Order No. 2006-0003-DWQ –G.3; MRP Order No. WQ 2013-0058-EXEC – B.8.iii.

# Element 11 – COMMUNICATIONS PROGRAM

**Order No. 2006-0003-DWQ Statewide General Waste Discharge Requirements**

**D.13.(xi) Communication Program. The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.**

**The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee's sanitary sewer system.**

## A. SSMP Communications Plan

The City of Hemet shall communicate with the public on the implementation of the SSMP when the plan is presented to the Hemet City Council for approval and/or recertification at a public meeting. Members of the public will have an opportunity to provide comments and input on the program at that time.

The approved SSMP will also be available to the public on the City of Hemet website: www.cityofhemet.org.

# Section 12 – SSMP APPENDICES

**Order No. WQ 2013-0058-EXEC – Monitoring and Reporting Program (MRP)**

**MRP Section E.3. – Records documenting all changes made to the SSIMP since its last certification indicating when a subjection(s) was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.**

**A. Documents Attached to the SSMP**

A. SSMP Change Log
B. SSMP Adoption and Recertification Documents
C. SSMP Audit Reports
D. SSO Response Plan
E. SSMP Audit Checklist

**B. Documents Available on the City of Hemet Website**

F. City of Hemet Municipal Code
G. Public Works Department Capital Improvement Program
H. SSMP Training Log
I. Interagency Sewage Agreement between Eastern Municipal Water District & the City of Hemet
J. EMWD Ordinance No. 59.6 - Regulations for Waste Discharge and Sewer Use
K. City of Hemet Public Works Department Standard Specifications (Revised March 2011)
L. City of Hemet Public Works Department Standard Drawings (Revised March 2011)

# APPENDIX A

# City of Hemet
# Sewer System Management Plan
# CHANGE LOG

# City of Hemet
# Sewer System Management Plan
# CHANGE LOG

| Date | SSMP Element | Description of Change/Revision Made | Change Authorized By: |
|---|---|---|---|
| Feb 2016 | 2 | Updated names/contact information for staff responsible for implementing the SSMP | Ron Proze |
| Feb 2016 | 3 | Update D.13.(iii) reference in SSMP to be consistent with language in current Order 2006-0003-DWQ | Ron Proze |
| Feb 2016 | 3 | Added Legal Authority Checklist to document SSMP requirements and associated Hemet Code sections. | Ron Proze |
| Feb 2016 | 3 | Updated information regarding EMWD regulations for waste discharge and sewer use adopted in 2015 | Ron Proze |
| Feb 2016 | 3 | Added summary information about Interagency Sewage Agreement between EMWD and the City of Hemet | Ron Proze |
| Feb 2016 | 3 | Added website links to EMWD documents | Ron Proze |
| Feb 2016 | 4 | Updated D.13.(iv) reference in SSMP to be consistent with language in current Order 2006-0003-DWQ | Ron Proze |
| Feb 2016 | 4 | Updated CIP list for sewer projects to 5-Year CIP 2015-2016 to 2019-2020 | Ron Proze |
| Feb 2016 | 5 | Updated D.13.(v) reference in SSMP to be consistent with language in current Order 2006-0003-DWQ | Ron Proze |
| Feb 2016 | 5 | Added website links to City of Hemet design and construction standards/specifications for sewer systems | Ron Proze |
| Feb 2016 | 5 | Added information on testing and inspection of new sewer installations and repairs of existing system | Ron Proze |
| Feb 2016 | 6 | Updated D.13.(vi) to be consistent with language in current Order 2006-0003-DWQ | Ron Proze |
| Feb 2016 | 6 | Added references to new notification and reporting requirements per Order WQ 2013-0058-EXEC | Ron Proze |
| Feb 2016 | 6 | Added section on Water Quality Monitoring Requirements per Order WQ 2013-0058-DWQ | Ron Proze |
| Feb 2016 | 6 | Added section on Training requirements per Order WQ 2013-0058-DWQ | Ron Proze |
| Feb 2016 | 7 | Updated summary information on the EMWD FOG Reduction Program (Page 23) | Ron Proze |
| Feb 2016 | 8 | Updated D.13.(viii) to be consistent with language in current Order 2006-0003-DWQ (Page 25) | Ron Proze |
| Feb 2016 | 8 | Added new CIP list for 2015-2016 to 2019-2020 (Page 26) | Ron Proze |

| Date | SSMP Element | Description of Change/Revision Made | Change Authorized By: |
|---|---|---|---|
| Feb 2016 | 9 | Added Performance Indicators for tracking effectiveness of the SSMP (Page 27-28) | Ron Proze |
| Feb 2016 | 9 | Added Section C. to document SSO Trends (Page 29) | Ron Proze |
| Feb 2016 | 11 | Added updated information on public notification and public input opportunities | Ron Proze |
| Feb 2016 | 12 | Moved this section documenting development of initial SSMP in 2011 to Appendix B-SSMP Adoption and Re-certification Documents | Ron Proze |
| Feb 2016 | 12 | Created new Section 12-SSMP Appendices to list documents attached to SSMP and documents available on City of Hemet website | Ron Proze |
| Feb 2016 | Appendix A | Completed change log | Ron Proze |
| Feb 2016 | Appendix B | Added 2011 adoption and 2016 re-certification documents | Ron Proze |
| Feb 2016 | Appendix C | Added SSMP Audit Report – December 2015 | Ron Proze |
| Feb 2016 | Appendix D | Added updated Hemet Sanitary Sewer Overflow Response Plan | Ron Proze |
| Feb 2016 | Appendix E | Added this appendix to provide Audit Checklist | Ron Proze |

# APPENIX B

# SSMP Adoption and Re-certification Documents

**AGENDA # 20**

# *Staff Report*

TO: Honorable Mayor and Members of the Hemet City Council

FROM: Alexander P. Meyerhoff, City Manager;
Kristen Jensen, Public Works Director

DATE: April 12, 2016

RE: **SEWER SYSTEM MANAGEMENT PLAN UPDATE & RECERTIFICATION**

**RECOMMENDED ACTION:**

It is respectfully recommended that the City Council:

1. Approve and re-certify the updated City of Hemet Sewer System Management Plan (SSMP) by the adoption of Resolution No. 16-026.
2. Direct the Water/Wastewater Superintendent to implement and periodically update the approved SSMP as necessary to comply with current regulatory requirements.

**BACKGROUND:**

On May 2, 2006, the State Water Resources Control Board adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (Order No. 2006-0003). Under this Order, each public collection system agency in California was required to prepare a Sewer System Management Plan (SSMP) to describe the activities used to management the wastewater collection system. The initial Hemet SSMP was approved and certified by the Hemet City Council on March 8, 2011. Order No. 2006-0003 also requires the SSMP be updated at least every five (5) years following the original adoption date, and be recertified by the agency's governing board at a public meeting.

**Summary of Changes to 2011 SSMP**

- Updated information for staff responsible for implementing the SSMP (Element 2)
- Added Legal Authority Checklist to document SSMP requirements and associated Hemet Code sections (Element 3)
- Added EMWD regulations for waste discharge/sewer use adopted in 2015 (Element 3)
- Added website links to EMWD documents (Element 3)
- Updated CIP list for sewer projects (Element 4)
- Added website links to City standards and specifications for sewer systems (Element 5)
- Updated *Sanitary Sewer Overflow Emergency Response Plan* per Order WQ 2013-0058-DWQ (Element 6)
- Added performance indicators for tracking effectiveness of the SSMP (Element 9)
- Added graphics to document SSO trends 2007-2015 (Element 9)
- Created new Element 12 to list SSMP documents available
- Created new SSMP page on City website to provide the public with electronic access to the SSMP, supporting documents, adoption documents
- Included SSMP Audit Report completed in December 2015 as Appendix C

**CONSISTENCY WITH ADOPTED GOALS, PLANS, AND PROGRAMS:**

- **General Plan Goal CSI-3** – Ensure the provision of a wastewater collections, treatment and disposal system capable of meeting the daily and peak demands of Hemet residents and businesses in an efficient and environmentally sound manner.

The City Attorney has reviewed and approved the SSMP document as presented.

**FISCAL IMPACT:**

No General Fund Impact. Any future costs associated with sewer repair or replacement would be authorized by the City Council through approval of a specific project(s) and funding source(s).

| Respectfully submitted, | Approved as to form: | Fiscal Review |
|---|---|---|
| Linda Nixon | Eric S. Vail | Jessica A. Hurst |
| Environmental Services Manager | City Attorney | Deputy City Manager |

**Attachments**: Resolution No. 16-026
City of Hemet SSMP

**CITY OF HEMET**
**Hemet, California**
**RESOLUTION NO. 4669**

**RESOLUTION OF THE CITY COUNCIL OF THE CITY OF HEMET APPROVING THE ADOPTION AND RECERTIFICATION OF THE SEWER SYSTEM MANAGEMENT PLAN IN ACCORDANCE WITH THE CALIFORNIA STATE WATER RESOURCES CONTROL BOARD STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR SANITARY SEWER SYSTEMS**

**WHEREAS**, the City owns, operates, and maintains approximately 140 miles of sanitary sewer pipelines; and

**WHEREAS**, it is the City's responsibility to effectively manage the sewer system to minimize sanitary sewer overflows (SSOs); and

**WHEREAS**, the State of California Water Resources Control Board adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems Order No. 2006-0003 (Order) to provide a consistent, statewide regulatory approach to address SSOs; and

**WHEREAS**, the Order requires the preparation and approval of a Sewer System Management Plan (SSMP) by all public agencies that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey wastewater to a publicly owned treatment facility; and

**WHEREAS**, the Order also requires these public agencies to update their SSMPs every five years to include program changes and re-certify the SSMP by their governing board at a public meeting; and

**WHEREAS**, the City Council adopted Resolution No. 4387 on March 8, 2011 approving the SSMP prepared in accordance with the Order; and

**WHEREAS**, the SSMP has been updated by staff in compliance with the requirements set forth by the Order; and

**WHEREAS**, the City Council has been provided the opportunity to review the updated SSMP.

**NOW THEREFORE, BE IT RESOLVED** that:

1. The City Council of the City of Hemet does hereby find, determine and declare that the Sewer System Management Plan updated by staff in accordance with the California State Water Resources Control Board Statewide General Waste Discharge Requirements for Sanitary Sewer Systems and dated April 12, 2016 is approved and re-certified.

2. The Water/Wastewater Superintendent is hereby directed to implement and periodically update the approved Sewer System Management Plan as necessary to comply with current regulatory requirements and best practices.

**PASSED, APPROVED, AND ADOPTED** this 12th day of April, 2016.

Bonnie Wright, Mayor

ATTEST:

Sarah McComas, City Clerk

APPROVED AS TO FORM:

Eric S. Vail, City Attorney

State of California )
County of Riverside )
City of Hemet )

I, Sarah McComas, City Clerk of the City of Hemet, do hereby certify that the foregoing Resolution is the actual Resolution adopted by the City Council of the City of Hemet and was passed at a regular meeting of the City Council on the 8th day of March, 2011 by the following vote:

AYES: Council Members Foreman, Krupa and Smith, Vice Mayor Youssef and Mayor Franchville
NOES:
ABSTAIN:
ABSENT:

Sarah McComas

Sarah McComas, City Clerk

THE FOREGOING INSTRUMENT IS A CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE
ATTEST Sarah McComas
CITY CLERK, CITY OF HEMET, CALIFORNIA
Jan. 12, 20 16

AGENDA # 17

*Staff Report*

TO: Honorable Mayor and Members of the City Council

FROM: Jorge Biagioni Principal Civil Engineer
Brian Nakamura, City Manager

DATE: March 8, 2011

RE: **RESOLUTION ADOPTING THE SEWER SYSTEM MANAGEMENT PLAN**

**RECOMMENDATION:**
Staff respectfully recommends that the City Council approve a resolution adopting the Sewer System Management Plan in compliance with Statewide General Waste Discharge Requirements issued by the State Water Resources Control Board (SWRCB).

**BACKGROUND:**
On May 2, 2006, the SWRCB adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (Order No. 2006-0003). This Order applies to all public collection system agencies in California that own or operate collection systems. Under this Order, each agency is required to prepare a Sewer System Management Plan (SSMP) to describe the activities used to effectively manage the wastewater collection system. The Order requires governing board approval of both a plan and schedule to develop the SSMP and approval of the entire completed plan at a public meeting. On January 29, 2008, the Council approved a development plan for the City of Hemet SSMP. All the required elements of the SSMP have now been completed and the final plan (see attached) is ready for adoption and certification.

**FISCAL IMPACT:**
No fiscal impact is associated with the approval of the City's SSMP. Any future costs associated with sewer repair or replacement would be authorized by the council through approval of a project(s) and an associated funding source(s).

Respectfully submitted,

Linda Nixon
Management Assistant

Fiscal Review,

Rita Conrad
Finance Director

**CITY OF HEMET**
**Hemet, California**
**RESOLUTION NO. 4387**

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF HEMET APROVING THE ADOPTION AND CERTIFICATION OF THE SEWER SYSTEM MANAGEMENT PLAN PER THE STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR SANITARY SEWER SYSTEMS – ORDER 2006-003-DWQ

WHEREAS, the State Water Resources Control Board (SWRCB) adopted Order 2006-003-DWQ (Statewide General Waste Discharge Requirements for Sanitary Sewer Systems) in May 2006; and,

WHEREAS, all federal and state agencies, municipalities, counties, districts and other public entities that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey untreated or partially treated wastewater to a publicly owned treatment facility in the State of California are required to comply with the terms of this Order; and,

WHEREAS, to facilitate proper funding and management of the sanitary sewer system, the Order requires the City, as the owner of a sanitary sewer system, to develop and implement a system-specific Sewer System Management Plan that must be approved by the City's governing board at a public meeting; and,

WHEREAS, the City has completed and implemented the Sewer System Management Plan in compliance with the terms of the Order 2006-003-DWQ.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Hemet approves the adoption and certification of the Sewer System Management Plan.

PASSED, APPROVED, AND ADOPTED this 8th day of March, 2011.

Gerald Franchville, Mayor

ATTEST:

Sarah McComas, City Clerk

APPROVED AS TO FORM:

Eric S. Vail, City Attorney

**State of California )**
**County of Riverside )**
**City of Hemet )**

**I, Sarah McComas, City Clerk of the City of Hemet, do hereby certify that the foregoing Resolution is the actual Resolution adopted by the City Council of the City of Hemet and was passed at a regular meeting of the City Council on the 12th day of April, 2016 by the following vote:**

**AYES:** Council Members Krupa, Milne and Youssef, Mayor Pro Tem Raver and Mayor Wright

**NOES:**

**ABSTAIN:**

**ABSENT:**

Sarah McComas, City Clerk

# INITIAL SSMP COMPLETION AND CERTIFICATION – MARCH 2011

### Statewide General Waste Discharge Requirements

**Both the SSMP and the Enrollee's program to implement the SSMP must be certified by the Enrollee to be in compliance with the requirements set forth above and must be presented to the Enrollee's governing board for approval at a public meeting. The Enrollee shall certify that the SSMP, and subparts thereof, are in compliance with the general WDRs within the time frames identified in the time schedule provided in subsection D.15.**

A. The City of Hemet initially certified that all subparts of the SSMP were in compliance with the general WDRs as indicated on the time schedule below. The Final City of Hemet SSP was approved by the Hemet City Council on March 8, 2011.

| SSMP Section/Subpart | Action | Completed |
|---|---|---|
| **SSMP Plan & Schedule** | Approved by Hemet City Council | 1-29-2008 |
| | Certified as complete in SSO database | 2-2-2008 |
| **1.0—Goals** | Certified as complete in SSO database | 2-2-2008 |
| **2.0—Organizational Structure** | Certified as complete in SSO database | 2-2-2008 |
| **3.0—Legal Authority** | Certified as complete in SSO database | 3-8-2011 |
| **4.0—Operation & Maintenance** | Certified as complete in SSO database | 3-8-2011 |
| **5.0—Design & Performance** | Certified as complete in SSO database | 3-8-2011 |
| **6.0—Overflow Emergency Response Plan** | Certified as complete in SSO database | 3-8-2011 |
| **7.0—Fats, Oils, & Grease Control Program** | Certified as complete in SSO database | 3-8-2011 |
| **8.0—System Evaluation & Capacity Assurance Plan** | Certified as complete in SSO database | 3-8-2011 |
| **9.0—Monitoring, Measurement, and Program Modifications** | Certified as complete in SSO database | 3-8-2011 |
| **10.0—SSMP Audits** | Certified as complete in SSO database | 3-8-2011 |
| **11.0—Communications Program** | Certified as complete in SSO database | 3-8-2011 |
| **Final SSMP** | Approved by Hemet City Council | 3-8-2011 |
| | Certified as complete in SSO database | 3-8-2011 |

# APPENDIX C

# City of Hemet
# SSMP Audit Reports

**City of Hemet**
**Public Works Department**

# SEWER SYSTEM MANAGEMENT PLAN

# AUDIT REPORT

**December 2015**

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# I. Executive Summary

The City of Hemet Wastewater Division conducted an internal audit of the Sewer System Management Plan (SSMP) in the December 2015. The purpose of the audit was to evaluate the effectiveness of the SSMP and to determine the City's compliance with SSMP requirements.

The audit was conducted by a team consisting of the Water/Wastewater Superintendent and the Environmental Services Manager.

The task of the audit team was to determine compliance with the 11 Elements of the SSMP, to evaluate whether the measures outlined in the SSMP were implemented, to identify any deficiencies in the SSMP, to note any corrective actions taken and/or that need to be taken, and to emphasize areas in which the division was successful in effectively achieving goals. The team used an audit checklist based on the General Waste Discharge Requirements and specific to the City's sewer system to conduct the audit.

## II. SSMP Program Completed Audit Checklist

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| **1. Goals** | #1 Provide and maintain wastewater system that efficiently meets the needs of all segments of the service area | **Y** | **Y** | Wastewater system continues to meet the needs of all segments of the service. |
| | #2 Operate the system in compliance with all regulatory requirements to protect the quality of water resources and the quality of the environment | **Y** | **Y** | The Wastewater Division strives to operate in compliance with all regulatory requirements. |
| | #3 Implement a proactive system for completing maintenance and repair of the system in order to provide reliable service now and into the future | **Y** | **Y** | With the adoption of a 5-year CIP program, prioritized repairs will begin taking place to improve the reliability of the system. |
| | #4 Implement Sewer Master Plan capital improvement plan to assure adequate sewer capacity in the future | **Y** | **Y** | In process. |
| | #5 Operate system with rates and reserves which will allow for development and implementation of a capital improvement / infrastructure replacement plan | **Y** | **Y** | After a thorough analysis of the operational and capital needs of the City of Hemet sewer enterprise, a sewer rate increase was adopted in September 2015 and became effective on October 1, 2015. This rate increase will fund needed repairs. |
| | #6 Continue the wastewater division employee development program to improve qualifications and performance, and to assure all operations are performed in a safe manner to avoid personal injury and property damage | **Y** | **Y** | Training of employees remains a priority within the Wastewater Division. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| **2. Organization** | Designate LRO | **Y** | **Y** | Water/Wastewater Superintendent has been designated as the LRO.<br>**ACTION**: Designate Water/Wastewater Supervisor as backup LRO. |
| | Names and phone numbers for key management personnel | **Y** | **Y** | Required information is included in SSMP.<br>**ACTION**: Update names and/or positions for key management personnel; move to *Sanitary Sewer Overflow Response Plan.* |
| | Names and phone numbers for key administrative personnel | **Y** | **Y** | Required information is included in SSMP.<br>**ACTION**: Update names and/or positions for key administrative personnel; move to *Sanitary Sewer Overflow Response Plan.* |
| | Names and phone numbers for key maintenance personnel | **Y** | **Y** | Required information is included in SSMP.<br>**ACTION**: Update names and/or positions for key maintenance personnel; move to *Sanitary Sewer Overflow Response Plan.* |
| | Chain of communication for reporting SSOs | **Y** | **Y** | Required information is included in SSMP.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program; move to *Sanitary Sewer Overflow Response Plan.* |
| **3. Legal Authority** | Prevent illicit discharges to sanitary sewer system | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |
| | Require sewers and connections be properly designed and constructed | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Ensure access for inspection, maintenance, and repairs (includes public portion of lateral) | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |
| | Limit discharge of FOG and debris that may cause blockages | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |
| | Require the installation of grease removal devices | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |
| | Ability to inspect FOG producing facilities | **Y** | **Y** | Provided through Inter-Agency Sewage Agreement with Eastern Municipal Water District<br>**ACTION**: Include agreement references in Legal Authority Checklist; add links to access documents on City website |
| | Enforce violations of the City's sewer ordinances | **Y** | **Y** | Addressed by Hemet Municipal Code.<br>**ACTION**: Include Code references in Legal Authority Checklist; add links to access documents on City website |
| **4. Operations & Maintenance Program** | Maintain up-to-date maps of the sanitary sewer system | **Y** | **Y** | Up-to-date GIS Collection system maps are maintained and available upon request. |
| | Describe routine preventative maintenance program | **Y** | **Y** | Routine preventative maintenance program described in this Element.<br>**ACTION**: Remove reference to pump station, which has been removed. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Document completed preventive maintenance using system such as work orders | **Y** | **Y** | The Cartegraph database system is used to generate work orders, document work completed, and to provide various reports. |
| | Rehabilitation and replacement plan that identifies and prioritizes sanitary sewer system defects | **Y** | **Y** | City has developed a more formal system for rating system deficiencies.<br>**ACTION**: Add description of the rating system in this section. |
| | Provide regular technical training for City sewer system staff | **Y** | **Y** | Sewer collection system operators attend seminars, classes and trade shows and participate in bi-weekly safety meetings.<br>**ACTION**: Add SSMP-specific annual training for staff. |
| | Require contractors to provide training for their workers who work in the City's sewer system facilities | **Y** | **Y** | This requirement should be included in all Public Works Contracts.<br>**ACTION:** Add appropriate language to all construction contracts. |
| | Maintain equipment inventory | **Y** | **Y** | Equipment inventory is maintained. |
| | Maintain critical spare part inventory | **Y** | **Y** | An inventory of critical spare parts is maintained. |
| **5. Design & Performance Provisions** | Design and construction standards for new sewer system facilities | **Y** | **Y** | Standard Specifications and Standard Drawings for both new facilities and repair/rehab of existing facilities were updated in March 2011.<br>**ACTION**: Revise section to briefly describe documents and include references to specific pages/sections that address the requirement(s); Add links for accessing documents on City website. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Design and construction standards for repair and rehabilitation of existing sewer system facilities | **Y** | **Y** | Standard Specifications and Standard Drawings for both new facilities and repair/rehab of existing facilities were updated in March 2011.<br>**ACTION**: Revise section to briefly describe documents and include references to specific pages/sections that address the requirement(s); Add links for accessing documents on City website. |
| | Procedures for the inspection and acceptance of new sewer system facilities | **Y** | **Y** | Standard Specifications and Standard Drawings for both new facilities and repair/rehab of existing facilities include testing methods and standards to assure system facilities are constructed properly.<br>**ACTION**: Revise section to briefly describe documents and include references to specific pages/sections that address the requirement(s); Add links for accessing documents on City website. |
| | Procedures for the inspection and acceptance of repaired and rehabilitated sewer system facilities | **Y** | **Y** | Standard Specifications and Standard Drawings for both new facilities and repair/rehab of existing facilities include testing methods and standards to assure system facilities are constructed properly.<br>**ACTION**: Revise section to briefly describe documents and include references to specific pages/sections that address the requirement(s); Add links for accessing documents on City website. |
| **6. Overflow Emergency Response Plan** | Procedures for the notification of primary responders | **Y** | **Y** | Procedures in place.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Procedures for the notification of regulatory agencies. | **Y** | **Y** | Procedures in place.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program. |
| | Program to ensure appropriate response to all SSOs | **Y** | **Y** | Response procedure documented in Sanitary System Overflow Response Plan.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program. |
| | Proper reporting of all SSOs | **Y** | **Y** | SSO reporting procedure documented in Sanitary System Overflow Response Plan.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program. |
| | Procedure to ensure city staff are aware of and follow the Sewer Overflow Response Plan | **Y** | **Y** | Procedures are in place to assure that staff follows plan; documented in Sanitary System Overflow Response Plan.<br>**ACTION**: Update to comply with Order WQ 2013-0058-EXEC-Monitoring and Reporting Program. |
| | Procedure to ensure city staff are trained in the Sewer Overflow Response Plan procedures | **Y** | **Y** | Staff training is documented in Sanitary System Overflow Response Plan.<br>**ACTION**: Add specific training on implementation of the Sanitary Sewer Overflow Response Plan |
| | Procedure to ensure contractor personnel are aware of and follow Sewer Overflow Response Plan | **Y** | **Y** | This requirement should be included in all Public Works Contracts.<br>**ACTION:** Add appropriate language to all construction contracts. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Procedure to ensure contractor personnel are trained in the Sewer Overflow Response Plan procedures | **Y** | **Y** | This requirement should be included in all Public Works Contracts.<br>**ACTION:** Add appropriate language to all construction contracts & provide training at pre-construction meeting. |
| | Procedures to address emergency operations such as traffic and crowd control | **Y** | **Y** | The SSMP provides names and contact information for assistance with emergency traffic control.<br>**ACTION**: Expand information available on emergency traffic control and crowd control. |
| | Program to prevent the discharge of sewage to surface waters | **Y** | **Y** | Spill Response Procedures in the Sewer System Overflow Response Plan focus on containing the overflow as soon as possible to prevent sewage from reaching surface waters. |
| | Program to minimize or correct the impacts of SSOs that occur | **Y** | **Y** | Spill Response Procedures in the Sewer System Overflow Response Plan include restoring any area affected by the sewage spill. |
| **7. FOG Control Program** | EMWD FOG Procedures used to control the amount of FOG discharged to the sewer system | **Y** | **Y** | Wastewater treatment services and source control inspections are provided by EMWD through an Inter-Agency Sewage Agreement. |
| **8. System Evaluation & Capacity Assurance Plan** | Identification of elements of the sewer system that experience or contribute to SSOs caused by hydraulic deficiencies | **Y** | **Y** | There were no SSOs caused by hydraulic deficiencies from 2011–2015. |
| | Establish design criteria that provides adequate capacity | **Y** | **Y** | Existing design criteria provides adequate capacity. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Capital Improvement Plan to address deteriorating sewer system pipe. | **Y** | **Y** | The City of Hemet 5-Year CIP 2015/2016 to 2019/2020) provides funding for updating the current Sewer System Master Plan in 2015-2016, and for replacing or relining deteriorating sewer segments in equal increments over the next five fiscal years. |
| **9. Monitoring, Measurement, & Program Modifications** | Maintain relevant information to establish, evaluate, and prioritize SSMP activities | **Y** | **Y** | The City of Hemet SSMP uses performance indicators to provide information to allow for evaluation and prioritization of SSMP activities.<br>**ACTION**: Review current performance measures and revise list to allow for data necessary to evaluate and prioritize SSMP activities. |
| | Monitor implementation of SSMP | **Y** | **Y** | The SSMP performance indicators are also used to monitor the implementation of the SSMP elements. |
| | Measure, where appropriate, performance of the elements of the SSMP | **Y** | **Y** | The SSMP performance indicators are also used to measure the effectiveness of the elements of the SSMP. |
| | Assess success of the preventive maintenance program | **Y** | **Y** | Selected SSMP performance indicators are used to tract progress related to the success of the preventive maintenance program. |
| | Update SSMP program elements based on monitoring or performance | **Y** | **Y** | The SSMP program elements are updated to achieve compliance with General Discharge Requirements and/or based on the need to improve performance. |

## SSMP Completed Audit Checklist & Action Items

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| | Identify and illustrate SSO trends | **Y** | **Y** | This section provides charts/graphs to illustrate trends/progress based on information collected.<br>**ACTION**: Update section using data collected from 2011-2015. |
| **10. SSMP Program Audits** | Conduct program audit every two years | **N** | **Y** | Formal program audits were not conducted every two years as required. However, completion of this audit document will be a complete review all years since the approval of the SSMP by the Hemet City Council in March 2011.<br>**ACTION**: Future program audits will be conducted according to requirements of the General Waste Discharge Order. |
| | Record the results of the audit in a report | **Y** | **Y** | Results of this audit will be documented in an audit report. |
| | Record the changes made and/or corrective actions taken | **Y** | **Y** | Changes made to the SSMP will be recorded in a "Change Log" and included as an appendix to the SSMP. |
| **11. Communications Program** | Communicate with the public regarding the performance of the SSMP | **Y** | **Y** | The 5 year re-certification process allows an opportunity for public input on the implementation of the SSMP during City Council review. In addition, the SSMP and associated documents are posted on the City of Hemet website for public access. |

**Report Certified by:** Ron Proze / City of Hemet Water/Wastewater Superintendent

Ron Proze
Signature

3-24-16
Date

# APPENDIX D

# City of Hemet
# SSO Response Plan

## CITY OF HEMET WASTEWATER DIVISION

# SANITARY SEWER OVERFLOW RESPONSE PLAN

**Attachment D**
**of the City of Hemet**
**Sewer System Management Plan**

**Updated**
**February 2016**

# Table of Contents

# 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:<br>• Reaches surface water,<br>• Reaches a drainage channel tributary to a surface water, or<br>• 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<br>Certify within 15 calendar days of the SSO end date<br>**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<br>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<br>Upload water quality results to CIWQS Online SSO Database | SSO records (maintain for a minimum of five (5) years:<br>• complaint records,<br>• steps/remedial actions undertaken,<br>• documentation of calculations of discharge volume /volume recovered<br>• electronic monitoring records (SCADA, alarm system, flow monitoring devices)<br>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:<br>• **Do not** reach surface water,<br>• **Do not** reach a drainage channel,<br>• 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<br>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<br>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<br>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<br>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<br>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

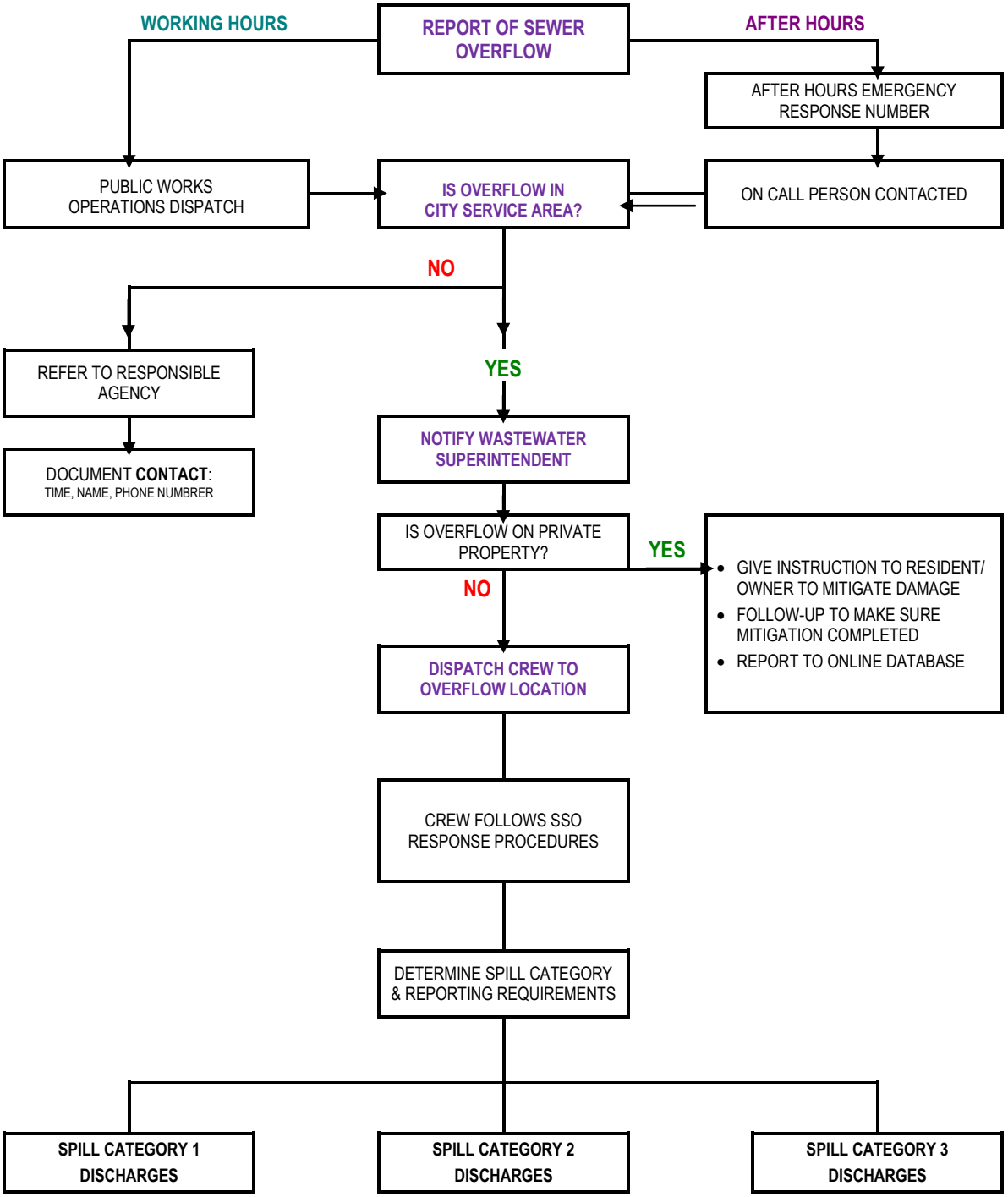
After working hours, a recorded phone message provides callers with an after-hours emergency response number which connects them to the Hemet Police Dispatch (951) 765-2400. Police dispatch obtains information about the incident and notifies the Public Works On-Call Supervisor. The On-Call Supervisor 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 <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 Chapter 2 *Spill Categories and Requirements*.

### 6.4.1 Category 1 SSOs

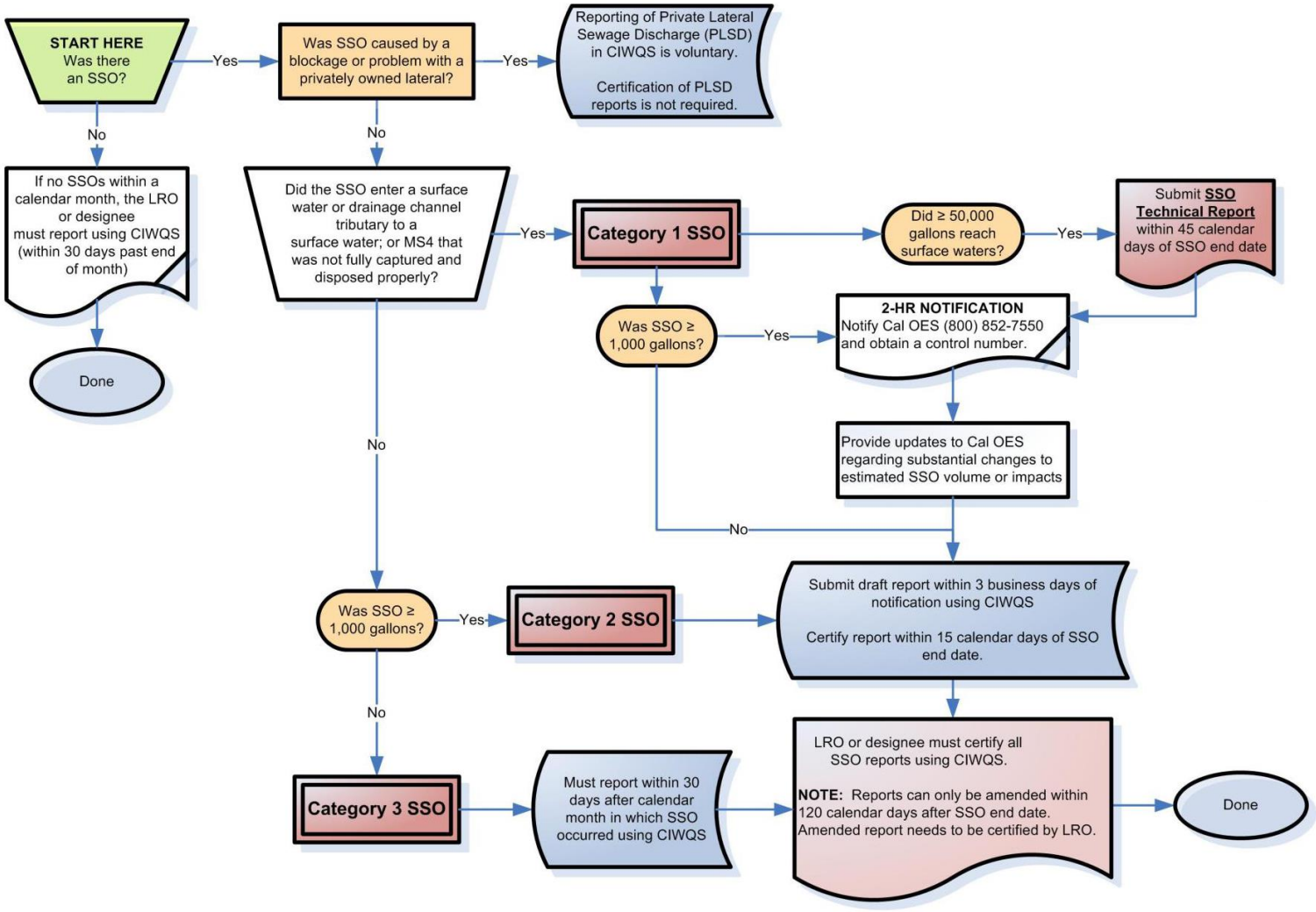
For Category 1 SSOs greater than or equal to 1,000 gallons **within two hours** of being aware of the SSO, the Water/Wastewater Superintendent, or their designee, will:

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

# 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 EHD, 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

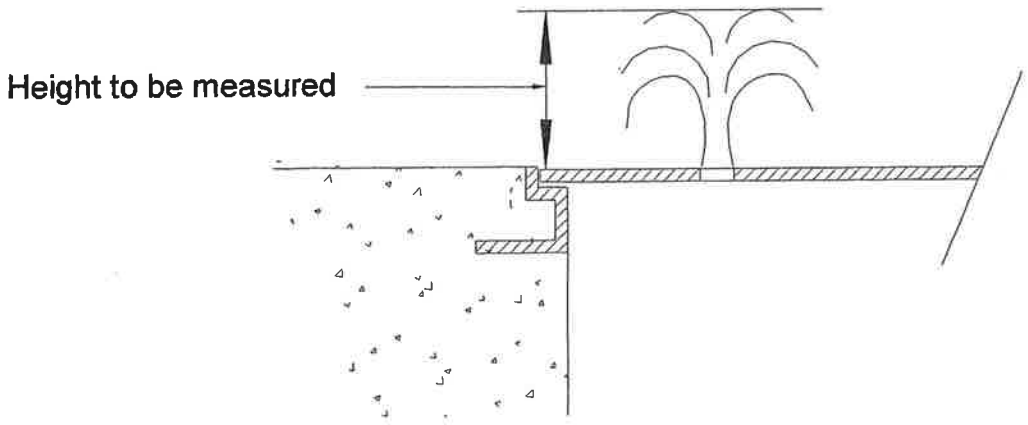
# Method for Estimating Spill Volume

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 | |

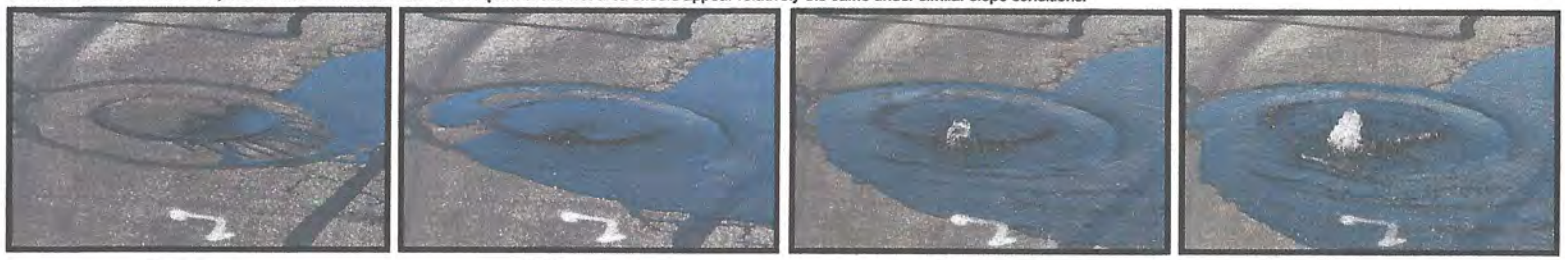
Note: This chart is based on a 7/8 inch diameter pick hole

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.



5 gpm | 25 gpm | 50 gpm | 100 gpm

150 gpm | 200 gpm | 300 gpm | 400 gpm

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.

# APPENDIX E

# City of Hemet
# SSMP Audit Checklist

## II. SSMP Program Audit Checklist

| ELEMENT | REQUIREMENT | COMPLIANT | IMPLEMENTED | COMMENTS |
|---|---|---|---|---|
| **1. Goals** | #1 Provide and maintain wastewater system that efficiently meets the needs of all segments of the service area | | | |
| | #2 Operate the system in compliance with all regulatory requirements to protect the quality of water resources and the quality of the environment | | | |
| | #3 Implement a proactive system for completing maintenance and repair of the system in order to provide reliable service now and into the future | | | |
| | #4 Implement Sewer Master Plan capital improvement plan to assure adequate sewer capacity in the future | | | |
| | #5 Operate system with rates and reserves which will allow for development and implementation of a capital improvement / infrastructure replacement plan | | | |
| | #6 Continue the wastewater division employee development program to improve qualifications and performance, and to assure all operations are performed in a safe manner to avoid personal injury and property damage | | | |

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|---|---|---|---|---|
| **2. Organization** | Designate LRO | | | |
| | Names and phone numbers for key management personnel | | | |
| | Names and phone numbers for key administrative personnel | | | |
| | Names and phone numbers for key maintenance personnel | | | |
| | Chain of communication for reporting SSOs | | | |
| **3. Legal Authority** | Prevent illicit discharges to sanitary sewer system | | | |
| | Require sewers and connections be properly designed and constructed | | | |
| | Ensure access for inspection, maintenance, and repairs (includes public portion of lateral) | | | |
| | Limit discharge of FOG and debris that may cause blockages | | | |

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| | Require the installation of grease removal devices | | | |
| | Ability to inspect FOG producing facilities | | | |
| | Enforce violations of the City's sewer ordinances | | | |
| **4. Operations & Maintenance Program** | Maintain up-to-date maps of the sanitary sewer system | | | |
| | Describe routine preventative maintenance program | | | |
| | Document completed preventive maintenance using system such as work orders | | | |
| | Rehabilitation and replacement plan that identifies and prioritizes sanitary sewer system defects | | | |
| | Provide regular technical training for City sewer system staff | | | |

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| | Require contractors to provide training for their workers who work in the City's sewer system facilities | | | |
| | Maintain equipment inventory | | | |
| | Maintain critical spare part inventory | | | |
| **5. Design & Performance Provisions** | Design and construction standards for new sewer system facilities | | | |
| | Design and construction standards for repair and rehabilitation of existing sewer system facilities | | | |
| | Procedures for the inspection and acceptance of new sewer system facilities | | | |
| | Procedures for the inspection and acceptance of repaired and rehabilitated sewer system facilities | | | |
| **6. Overflow Emergency Response Plan** | Procedures for the notification of primary responders | | | |
| | Procedures for the notification of regulatory agencies. | | | |

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| | Program to ensure appropriate response to all SSOs | | | |
| | Proper reporting of all SSOs | | | |
| | Procedure to ensure city staff are aware of and follow the Sewer Overflow Response Plan | | | |
| | Procedure to ensure city staff are trained in the Sewer Overflow Response Plan procedures | | | |
| | Procedure to ensure contractor personnel are aware of and follow Sewer Overflow Response Plan | | | |
| | Procedure to ensure contractor personnel are trained in the Sewer Overflow Response Plan procedures | | | |
| | Procedures to address emergency operations such as traffic and crowd control | | | |
| | Program to prevent the discharge of sewage to surface waters | | | |

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|---|---|---|---|---|
| | Program to minimize or correct the impacts of SSOs that occur | | | |
| **7. FOG Control Program** | EMWD FOG Procedures used to control the amount of FOG discharged to the sewer system | | | |
| **8. System Evaluation & Capacity Assurance Plan** | Identification of elements of the sewer system that experience or contribute to SSOs caused by hydraulic deficiencies | | | |
| | Establish design criteria that provides adequate capacity | | | |
| | Capital Improvement Plan to address deteriorating sewer system pipe. | | | |
| **9. Monitoring, Measurement, & Program Modifications** | Maintain relevant information to establish, evaluate, and prioritize SSMP activities | | | |
| | Monitor implementation of SSMP | | | |
| | Measure, where appropriate, performance of the elements of the SSMP | | | |

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|---|---|---|---|---|
| | Assess success of the preventive maintenance program | | | |
| | Update SSMP program elements based on monitoring or performance | | | |
| | Identify and illustrate SSO trends | | | |
| **10. SSMP Program Audits** | Conduct program audit every two years | | | |
| | Record the results of the audit in a report | | | |
| | Record the changes made and/or corrective actions taken | | | |
| **11. Communications Program** | Communicate with the public regarding the performance of the SSMP | | | |