

ORO LOMA SANITARY DISTRICT STANDARD PROCEDURE

No. I.A.8
Effective: 02/18/92
Amended: 01/2014
Updated 12/2015

SUBJECT: COLLECTION SYSTEM SERVICE CALL RESPONSE, AND SANITARY SEWER OVERFLOW RESPONSE, HANDLING AND REPORTING

POLICY: To establish a procedure for receiving, responding, handling and reporting service calls and sewer overflows in the collection system.

SCOPE: This procedure is intended to outline the minimum steps to be taken by District personnel. The procedural steps indicated are general in nature. All steps will not apply in all cases. Additional steps may be necessary in some cases. The procedures must be used with common sense based on experience with the Collection System and applicable regulatory provisions.

RESPONSIBILITY: It is the responsibility of the Supervisor of Field Maintenance, under the supervision of the General Manager to ensure that the service calls are handled in the manner as herein described, and that of the District Engineer to see that appropriate reports are prepared and filed for District use or as may be required by regulatory agencies.

PROCEDURES:

I. RECEIVING A CALL/RECORDING VITAL INFORMATION (ADMIN. AND OPERATIONS)

A. Receiving

Log all information requested on a Service Call Form, (Attachment A). Information from each call shall be placed on a separate service call form.

B. Verify Address

Check map book or street index to be sure address is in the District. If not in District, refer the call to the appropriate agency:

	BUSINESS HOURS	AFTER HOURS
Castro Valley Sanitary District	537-0757	506-5821
City of San Leandro	577-6058	577-3201
		or 911 from land line
City of Hayward (Utilities)	881-7967	293-7000
Alameda County	670-5500	667-7721
LAVWMA (DSRSD Plant)	925-828-0515	925-846-4565 or 925-519-0557

C. **Dispatching -- Calls Received by District Staff (Working Hours M-F 0700 to 1515 Hrs.)**

Notify the Supervisor of Field Maintenance, or, in his absence, a Lead Worker.

D. **Dispatching -- Calls Received by Treatment Plant or Administration Personnel After Hours, Weekends, Holidays**

Contact Collection System 24/7 standby employee at his/her home or standby cell phone (510) 589-6522 in accordance with the Standby Schedule provided annually by the Supervisor of Field Maintenance. The collection crew is responsible for insuring that a collection worker is always on call. Wednesday-to-Wednesday standby is rotated among Collection employees, and employees may trade this duty. When a trade is made the worker assuming standby duties shall notify the Supervisor of Field Maintenance, Administration and the Plant Operations Desk. Contact Supervisor of Field Maintenance if employees cannot be reached.

1. **Collections System Related Service Calls**

In order to ensure an appropriate response for customers who call in service problems after hours, the District contracts with a professional answering service. The District's main telephone number (276-4700) is forwarded to **AA Professional Communications (888-279-3217)**, which answers calls as "*Oro Loma Sanitary District.*" Personnel at the service are trained to screen emergency calls and to record appropriate information. This ensures that callers speak with a "person" when an emergency occurs. **On-duty plant personnel** carry the **Operations cell phone, 510-455-6438**, and are notified of the calls and given all necessary information. If needed, the operator may call the customer directly to verify the location and facts. If it is determined that a callout of standby personnel is necessary, operators make the required notification.

2. **Lift Station Related Service Calls**

All lift stations are equipped with local alarms and telemetry that alerts the 24-hour/7 day operation at the District Treatment Plant. Critical alarms are classified as high priority and identify specific problems at the lift station. In the event of serious alarms, operations personnel contact pertinent maintenance personnel to troubleshoot and/or respond to the station. Other issues related to remote lift stations can be found in the District's contingency plan.

E. **General**

If at any time the Collections employees or the Supervisor cannot be reached, the District Engineer, or the General Manager should be contacted.

II. RESPONDING TO A SERVICE CALL (COLLECTIONS)

A. Responder's Role

1. Protect public health and property from sewage spills and restore area back to normal as soon as possible.
2. Establish perimeters and control zones with cones, barricades, vehicles or terrain.
3. Contain sewage discharge to the maximum extent possible. Every effort must be made to prevent the discharge of sewage into surface waters.
4. Promptly notify supervisor of preliminary spill information and potential impacts.

B. Responder's Primary Duties

1. Be sure to obtain adequate information from the dispatcher, including the name, address and telephone number of person who registered the complaint and the nature of the problem.
2. Review District map to determine location of sewers in the area of the reported overflow or problem.
3. Upon arrival at the site of problem look for apparent overflows. If an overflow or surcharged sewer main is located, check downstream manholes until a dry (normal flow or less) manhole is located. If a second person is needed to assist in clearing a stoppage, the responder should contact a second person using the rotational Call-Out List.
4. Using the appropriate cleaning equipment, work upstream from the dry manhole to clear the blockage (in some cases it may be necessary to work downstream from the last surcharged manhole). The line should be cleaned after clearing the blockage, and cleaned again the following work day. Observe flows to ensure blockage does not reoccur downstream. Stay at job site until flows return to normal.
5. Contact homeowner or person who reported the problem. If damage or overflow onto private property exists, refer to the **Damage Control and Reporting Section on Page 5 Section IV**. Where sewage has overflowed out of a manhole or cleanout, contain the area and collect all flow, paper and solids possible. Flush manhole steps and shelves to clear debris whether or not overflows have occurred. Video inspect line to help determine cause of the overflow.

III. OVERFLOW RESPONSE – *QUICK REFERENCE* (COLLECTIONS)

A. Relieve the Cause of the Overflow

1. Relieve the stoppage as soon as possible.
2. Refer to and follow all Safety Regulations.

B. Get Help if Necessary

1. Call additional collections personnel.
2. Call on-duty operators.
3. Call off-duty maintenance and operations personnel.

C. Spill Containment and Recovery

1. Install air plugs on storm drains whenever appropriate to contain the spill.
2. Divert spill with portable dams and/or by building small berms to change direction of flow back to sewer.
3. Divert spill by pumping around overflow and return to sewer.
4. Contain spill by letting it collect in naturally low area and recover sewage when time permits.
5. Dike/Dam spill by sandbagging or building dirt berm to collect spill.

D. Cleanup and Disinfection

1. Flush the area with potable water.
2. All sewage and flush water should be recovered by VAC truck or contained and returned to the sanitary sewer.

E. Sign Posting and Barricading

1. Where contamination is significant in areas accessible to the general public, post the “Warning/Spill” signs (Attachment “G”) and block off the contaminated areas with yellow caution tape.
2. Do not remove signs until the results of the lab tests assess the extent and severity of any contamination and risk to the general public.

F. Sampling and Lab Tests

1. Follow Procedure “Sanitary Sewer Overflow – Water Quality Monitoring Program” (Attachment ‘L’)

IV. **OVERFLOW RESPONSE WHEN DAMAGED HAS OCCURRED** *(COLLECTIONS)*

- A. When, during a service call, it is found that a District sewer main has or is causing damage to private or public property, the **first priority must be to remove the stoppage and stop the inflow of sewage onto the property**. Where damage has occurred, the following steps should be taken after the stoppage is cleared:
1. Contact Supervisor of Field Maintenance and describe the conditions found, the extent of the damage. If unable to contact the Supervisor, call the General Manager. Summon other employees for assistance if necessary.
 2. The Supervisor of Field Maintenance will notify the General Manager if there is damage or possible damages which may result in a major claim.
 3. **Do NOT acknowledge or discuss liability or responsibility for damages.** Refer these questions to the Supervisor of Field Maintenance or General Manager.
 4. Where flooding has occurred on public properties (streets, parks, school grounds, creek beds, etc.) remove any visible signs of the flooding by containing, washing down with potable water, and vacuuming the areas affected.
 5. Where minor damage to private property occurs, and the area can be easily cleaned, collection workers may assist the resident.
 6. Where flooding is extensive, a professional clean-up service should be immediately called to the scene. First, call **RMC--Restoration Management Company (800) 400-5058**. Within four hours, call **CSRMA c/o Carl Warren & Co. (855) 763-5898** and advise of the spill and the call to RMC.
 7. Record damages with a video camera recorder. The responder may also take still photographs, if deemed necessary.
 8. Meet with the resident and/or property owner to discuss what has occurred (Attachment H). Provide the resident with a copy of answers to customer questions about sewer overflows (Attachment I). Provide them a claim form (Attachment E).
 9. The responder will file a complete written report with the Supervisor of Field Maintenance, describing details of the service call, who responded, what was found, and what was done. The Supervisor of Field Maintenance shall investigate the report and manage the initial claims process.

V. DOCUMENTATION OF A SPILL (COLLECTIONS)

A. Provide accurate flow measurements and estimate duration of spill.

1. If the flow is coming from a cleanout or a broken line, count the number of upstream connections and estimate the time that the flow has been occurring. Remember that the flow was probably flowing before it was noticed and reported. Each residence contributes between 160 and 200 gallons per day or about 8 gallons per hour/ (depending on the time of the day). Assuming no flow is going through the plug/break, multiply the number of residence by estimated gallons per hour times the number of hours. This gives you an approximate number of gallons.
2. If the flow is coming from a manhole, use the San Diego manhole overflow visual estimator to estimate the flow. (Attachment F).
3. If the flow is coming from a pump station, use the previous day's flow and pump capacity to estimate the flow.

B. Provide map of problem location

All manhole(s) involved - and where the spill discharged (e.g., storm drain, field, stream).

C. Take photos of events, if possible.

D. Complete the District Sewage Initial Overflow Report, (Attachment B).

Submit report to the Supervisor of Field Maintenance as soon as possible.

E. Complex claims will be referred to the District's Claims Agent.

VI. RESOURCES AND CONTACTS

A. Available Resources at Yard

- 100 Sandbags – palletized and raw materials
- Yellow Caution Tape
- Warning/Spill Signs
- Barricades
- Lighting
- 3" and 6" portable pumps
- Palletized quick connect pump hoses
- Portable generators.

B. District Personnel Contacts

Internal Managers Telephones: (Contact as situation dictates)

	Home	Cell
• Lenny Rather	(xxx) xxx-xxxx	(xxx) xxx-xxxx
• Jason Warner	(xxx) xxx-xxxx	(xxx) xxx-xxxx
• Bill Halsted	(xxx) xxx-xxxx	(xxx) xxx-xxxx
• Scott von der Lieth	(xxx) xxx-xxxx	(xxx) xxx-xxxx

Other Contacts

- Operations Cell Phone (510) 455-6438
- Plant Phone (Ops Desk) (510) 481-6993
- Operations Analog Phone (510) 276-6542
- Collections “On Call” mobile phone (510) 589-6522
- **RMC-Restoration Management Co. (800) 400-5058**
- CSRMA/Carl Warren 24/7 (855) 763-5898
- Alameda County Fire Dispatcher Channel B-1
- Roto Rooter – Sanact (Joe Fuata) (510) 755-1256 (cell)
- Ortiz Construction/Frank Ortiz (510) 715-0149 & (510) 715-0148 (cells)
- United Rentals Trench Plate (24hr) (510) 786-9506
- OLSD Answering Service (888) 279-3217

VII. MANDATORY SSO REPORTING REQUIREMENTS

(ADMINISTRATION, COLLECTIONS, ENGINEERING)

A. SSO Categories

1. Category 1 – Spills of any volume that reach surface water.
2. Category 2 – Spills greater than or equal to 1,000 gallons that do not reach surface water.
3. Category 3 – Spills less than 1,000 gallons that do not reach surface water.
4. Private Lateral Sewage Discharges – Sewage discharges that are caused by blockages or other problems within a privately owned lateral (voluntarily).

B. SSO Notification Timeframe

Refer to SWRCB Monitoring and Reporting Program (Attachment “J”)

C. 2-hour Notification for Category “1” Spills

- For Category 1 spills greater than or equal to 1,000 gallons, call California Office of Emergency Services (Cal OES) to report overflow and to obtain control number. (800) 852-7550 or (916) 845-8911
- Following initial notification, update Cal OES of any substantial changes to estimated volume or known impacts of spill.

Additional Notification Telephone Number List (Per Attachment K)

- Local Health Officers:
Hayward (M-F 8-5) 881-7967 (After Hours - HPD) 293-7000
San Leandro (M-F 7-3:30) 577-3434 (After Hours) 577-2740
Ala. County Health (M-F 8-5) 567-6700 (After Hours) 925-422-7595
Ala. County Pub. Wks. (M-F 8-5) 670-5480 (After Hours-Sheriff) 670-5048

D. Other Agencies Jurisdiction

1. Sewage cleanup is incomplete or occurs on private property, but remains on site/does not enter storm drain.
 - Contact Alameda County Environmental Health (Alameda) at 510-567-6700 with four points of information as follows:
 1. Who we are – Oro Loma Sanitary District
 2. Address of incident
 3. Time of day
 4. Date of incident
2. Sewage leaves site and enters storm drain
 - Determine the correct authority for reporting of an illicit discharge and report approximate gallonage.
 1. City of San Leandro – 510-577-3434
 2. City of Hayward – 510-881-7900 or 510-293-5398 (after hours)
 3. Alameda County Public Works (Hayward) – 510-670-5500
 4. East Bay Regional Parks District – 510-881-1833

E. Water Quality Monitoring

- For spills greater than or equal to 50,000 gallons that reach surface water.
- Conducted within 48 hours.
- Follow Procedure “Sanitary Sewer Overflow – Water Quality Monitoring Program (Attachment L)
- Uploaded to CIWQS.
- Submit **SSO Technical Report** within 45 days of spill.

F. Records to be Maintained by District

1. Keep records for at least five years from the date of the SSO.
2. Note: The five-year time period may be extended by SFRWQCB if there is an unresolved enforcement action.

VIII. REPORTING RESPONSIBILITY
(COLLECTIONS, ENGINEERING)

- A. Electronic Reporting to CIWQS (California Integrated Water Quality System)**
Senior ranking District employee at the scene or his/her designee.

**** *For privacy reasons, staff's home phone and personal cell phone numbers are omitted from the public posting of this procedure.***