

EXHIBIT "E"

ORO LOMA SANITARY DISTRICT STANDARD PROCEDURE

No. I.A.8
Effective: 02/18/92
Amended: 01/2014
Updated 05/2023

SUBJECT: SPILL EMERGENCY RESPONSE PLAN, COLLECTION SYSTEM SPILL RESPONSE ACTIVITIES, SERVICE CALL/CUSTOMER CALL RECEIVING, RESPONSE, HANDLING, AND REPORTING

POLICY: To establish a procedure for spill response activities, service call/customer call receiving, response, handling, and reporting 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 Collection System Manager under oversight from the General Manager to ensure that service call/customer calls and sewer emergency responses are handled in the manner as herein described and to ensure 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

Enter all information requested into the AIMS Customer Call Portal (Attachment "A"). Information from each call shall be entered as a separate Service Call/Customer Call.

B. Verify Address

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

	BUSINESS HOURS	AFTER HOURS
Castro Valley Sanitary District	510-537-0757	510-506-5821
City of San Leandro	510-577-6058	510-577-3201

City of Hayward (Utilities)	510-881-7967	510-293-7000
Alameda County	510-670-5500	510-667-7721
LAVWMA (DSRSD Plant)	925-828-051 or 925-846-4565	or 925-519-0557

C. **Dispatching -- Calls Received by District Staff (Working Hours M-F 0800 to 1630 Hrs.) 510-276-4700**

Notify the Collection System Manager, or, in their absence, a Lead Worker.

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

Contact Collection System 24/7 standby employee on the standby cell phone **510-589-6522** or alternate number if provided in accordance with the Standby Schedule provided annually by the Collection System Manager. The collection crew is responsible for ensuring that a collection worker is always on call. Wednesday-to-Wednesday standby is rotated among Collections employees and employees may trade this duty. Contact Collection System Manager 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 **510-276-4700** 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 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 provided 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 alert the 24/7 operation at the District's Wastewater 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.

3. **General**

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

II. **RESPONDING TO A SERVICE CALL/CUSTOMER CALL** **(COLLECTIONS)**

A. **Responder's Role**

1. Protect public health, property, and waters of the state from spills and restore areas back to normal as soon as possible.
2. Follow all safety procedures and flagger/traffic control, based on training and SOPs.
3. Establish perimeters and control zones with cones, barricades, vehicles, or terrain.
4. Contain the spill to the maximum extent possible. Every effort must be made to prevent the spill of sewage into surface waters or waters of the state.
5. Promptly notify Collection System Manager of preliminary spill information and potential impacts.

B. **Responder's Primary Duties**

1. Obtain adequate information from the dispatcher including the name, address, and telephone number of the person who registered the complaint and the nature of the problem.
2. Review AIMS/GIS or District maps to determine the location of sewers in the area of the reported spill or problem.
3. Upon arrival to the location, visually assess to determine if in fact there is actually a spill. Immediately document the location(s) and spread using video, photography, global positioning system (GPS), and other best available tools. Upon arrival at the site of the problem, check downstream maintenance holes until a dry (normal flow or less) maintenance hole is located. If a second person is needed to assist in clearing a stoppage, setting up containment, plugging storm drain inlets, and recovering a spill by vacuuming, the responder should contact a second employee within the Collections department.
4. Using the appropriate cleaning equipment, work upstream from the dry maintenance hole to clear the blockage (in some cases it may be necessary to work downstream from the last surcharged maintenance hole). The line should be cleaned after clearing the blockage and cleaned and televised the next business day. Observe flows to ensure blockage does not reoccur downstream. Stay at the job site until flows return to normal.
5. Contact homeowner or person who reported the problem. If damage or spill onto private property exists, refer to the **Damage Control and Reporting Section on Page 5 Section IV**. Where a spill has occurred

out of a maintenance hole or cleanout, contain the area and collect all flow, paper, and solids possible. Flush maintenance holes to clear debris after surcharging or a spill has occurred. Video inspect the line as soon as practical to help determine the cause of the spill.

III. SPILL RESPONSE – QUICK REFERENCE (COLLECTIONS)

A. Documentation of the Spill

1. Immediately after initial assessment, take video or photos of the spill appearance point(s), spread, and final destination(s).
2. Call for help as soon as possible if needed:
 - Call additional collections personnel.
 - Call on-duty operators.
 - Call off-duty maintenance and operations personnel.
3. Determine if Cal OES needs to be contacted (Attachment “J”) or reference the decision tree in the Spill Field Guide.
4. If the spill has reached a separate storm drain, contact the appropriate agency to notify them of the approximate spill amount. The District will conduct the spill cleanup of the storm drain and notify the appropriate agency if their assistance is required or the spill has been cleaned up.
5. Begin containment if required.

B. Relieve the Cause of the Spill

1. Relieve the stoppage as soon as possible.
2. Refer to and follow all Safety Regulations, Traffic Control, and Equipment and Vehicle SOPs. Refer to the Spill Field Guide carried in all Collections vehicles for additional instructions if needed.

C. Spill Containment and Recovery

1. Install air plugs or sand bags in 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 to the awaiting vacuum truck.
2. If the spill reached a storm drain inlet, place the vacuum tube into a dry drain inlet or the plugged drain inlet. Vacuum any standing water before releasing the plug or sand-bags slowly while vacuuming; Hydro-jet storm drain piping as needed to remove any spill remains and washdown water. Refer to the AIMS/GIS overlay for storm drain maps showing location, sizes, and lengths.
3. All sewage and flush water should be recovered by Vacuum 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 "F") 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.

E. Sampling and Lab Tests

1. Follow Procedure "Water Quality Monitoring Program for Spills of 50,000 Gallons or Greater" (Attachment "K")

**IV. SPILL RESPONSE WHEN DAMAGE 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 Collection System Manager and describe the conditions found and the extent of the damage. If unable to contact the Collection System Manager, call the General Manager. Summon other employees for assistance if necessary.
 2. The Collection System Manager will notify the General Manager if there is damage or possible damages that may result in a major claim.
 3. **Do NOT acknowledge or discuss liability or responsibility for damages.** Refer these questions to the Collection System Manager 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 residents. Collection workers shall only enter a residence accompanied by another District employee.
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 by using phone or camera recorder. The responder shall also take still photographs.
8. Meet with the residents and/or property owners to discuss what has occurred (Attachment "G"). Provide the residents with a copy of answers to customer questions about sewer overflows (Attachment I). Provide them a claim form (Attachment "H").
9. The responder will file a complete written report with the Collection System Manager, describing details of the service call, who responded, what was found, and what was done. The Collection System Manager 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 roughly 100-120 gallons per day or about 4-5 gallons per hour (depending on the time of day). Assuming no flow is going through the plug/break, multiply the number of residences by estimated gallons per hour times the number of hours. This provides an approximate number of gallons.
2. If the flow is coming from a maintenance hole, use the San Diego flow chart estimator or the CCCSD flow rate estimator (whichever is closer) to estimate the flow at the appearance point. (Attachment "E").
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

Provide map of all maintenance holes involved and where the spill discharged (e.g., storm drain, field, stream).

C. Take videos and photos of event activity

Take videos and photos of the stoppage being cleared, the cleanup efforts, and the area after cleanup has occurred.

D. Complete the Collection System Spill Field Guide

Submit the Spill Field Guide and volume calculations to the Collection System Manager 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

- Vacuum/Combination Truck
- Continues Rodder
- (3) Hydro-Jetters
- (2) CCTV Vans
- (4) Pick-up Trucks
- 100 Sandbags – palletized and raw materials
- Yellow Caution Tape
- Warning/Spill Signs
- Barricades
- Lighting
- 3" and 6" portable pumps
- 6" portable hose reel trailer
- Palletized or trailer loaded quick connect pump hoses for 3" and 6" pumps
- Portable generators.
- 8"- 24" pneumatic pipe plugs
- Rubber Drain Inlet Mats
- Rubber dams/diverters
- 2 sets of Drive-Over ramps for 6" Hose

The District also maintains a current list of sewer line contractors and plumbing companies able to provide emergency repair and clean-up services if required.

B. District Personnel Contacts

Managers' Telephones: (Contact as situation dictates)

	Home/Work	Cell
• Christopher Brown	510-754-6936	510-427-3941
• Jimmy Dang	510-481-6981	510-755-7956
• Bill Halsted	510-881-1670	510-432-3713
• Gene Palop	510-481-6978	510-481-6978
• Joseph McCauley	510-481-6997	510-407-0893

Additional Contact List

• Oro Loma Sanitary District	510-276-4700
• AA Professional Communications	888-279-3217
• Operations Cell Phone	510-455-6438
• Plant Phone (Ops Desk)	510-481-6993
• Operations Analog Phone	510-276-6542
• Collections "On Call" Cell Phone	510-589-6522
• (Cal OES)	800-852-7550 or 916-845-8911
• RMC-Restoration Management Co.	800-400-5058
• CSRMA/Carl Warren 24/7	855-763-5898
• Castro Valley Sanitary District	510-537-0757 or 510-506-5821
• City of San Leandro	510-577-6058 or 510-577-3201
• City of San Leandro Health Dept.	510-577-3434 or 510-577-2740
• City of Hayward (Utilities)	510-881-7967 or 510-293-7000
• City of Hayward Health Dept.	510-881-7745
• Alameda County Public Works	510-670-5500 or 510-667-7721
• Alameda County Health Dept.	510-567-6700
• East Bay Regional Parks District	510-881-1833
• LAVWMA	925-828-051 or 925-846-4565 or 925-519-0557
• Alameda County Fire Dispatcher	Channel B-1
• National Plant Services inc.	925-262-7366 or 562-426-7600
• United Rentals Trench Plate (24hr)	510-786-9506

VII. MANDATORY SPILL REPORTING REQUIREMENTS (ADMINISTRATION, COLLECTIONS, ENGINEERING)

A. Spill Categories

1. Category 1 Spill

A Category 1 spill is a spill of any volume of sewage from or caused by a sanitary sewer system regulated under this General Order that results in a discharge to:

- A surface water, including a surface water body that contains no flow or volume of water; or
- A drainage conveyance system that discharges to surface waters when the sewage is not fully captured and returned to the sanitary sewer system or disposed of properly.

Any spill volume not recovered from a drainage conveyance system is considered a discharge to surface water unless the drainage conveyance system discharges to a dedicated stormwater infiltration basin or facility.

A spill from an Enrollee-owned and/or operated lateral that discharges to a surface water is a Category 1 spill; the Enrollee shall report all Category 1 spills per section 3.1 of Attachment E1 (Notification, Monitoring, Reporting and Recordkeeping Requirements) of this General Order.

2. Category 2 Spill

A Category 2 spill is a spill of 1,000 gallons or greater from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

A spill of 1,000 gallons or greater that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 2 spill.

3. Category 3 Spill

A Category 3 spill is a spill of equal to or greater than 50 gallons and less than 1,000 gallons from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

A spill of equal to or greater than 50 gallons and less than 1,000 gallons, that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 3 spill.

4. Category 4 Spill

A Category 4 spill is a spill of less than 50 gallons from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

A spill of less than 50 gallons that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 4 spill.

Voluntary Reporting of Spills from Privately-Owned Sewer Laterals and/or Private Sanitary Sewer Systems

Within 24 hours of becoming aware of a spill (as described below) from a private sewer lateral or private sanitary sewer system that is not owned/operated by the Enrollee, the Enrollee is encouraged to report the following observations to the online CIWQS Sanitary Sewer System Database at the following link: <https://ciwqs.waterboards.ca.gov>:

B. Spill Notification Timeframe

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

C. Two-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.

D. Two-hour Notification for Category 2 Spills

- For Category 2 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

Local Health Offices:

Hayward (M-F 8-5) **510-881-796** (After Hours - HPD) **510-293-7000**

San Leandro (M-F 7-3:30) **510-577-3434** (After Hours) **510-577-2740**

Alameda County Health (M-F 8-5) **510-567-6700** (After Hours) **925-422-7595**

Alameda County Pub. Wks. (M-F 8-5) **510-670-5480** (After Hrs.- Sheriff) **510-670-5048**

E. Other Agencies Jurisdiction

1. For sewage cleanup that 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. For sewage that extends beyond site and enters storm drain:
- Determine the correct authority for reporting of an illicit discharge and report approximate gallonage:
San Leandro – **510-577-3434** (After Hours) **510-577-2740**
Hayward – **510-881-7745** (After Hours) **510-293-7000**
Alameda County Public Works (Hayward) – **510-670-5500**
East Bay Regional Parks District – **510-881-1833**

F. Water Quality Monitoring

For spills greater than or equal to 50,000 gallons that reach surface water:

- Conduct water quality samples within 18 hours of becoming aware of a spill to surface water.
- Follow Procedure “Sanitary Sewer Overflow – Water Quality Monitoring Program (Attachment “J”)
- Uploaded to CIWQS.
- Submit **SSO Technical Report** within 45 days of spill.

G. Records to be Maintained by District

- Keep records for at least five years from the date of the SSO.
- 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 Spill Reporting to CIWQS (California Integrated Water Quality System)

Registered LRO or registered data submitter. Only the LRO may certify drafts.

IX. TRAINING, DEBRIEFING, and POST SPILL ASSESMENT (COLLECTIONS, ENGINEERING)

A. SEWER EMERGENCY RESPONSE PLAN, STAFF TRAINING

The District conducts regulatory trainings for its Collections staff on a quarterly basis. These include on a rotating basis Spill Emergency Response Plan

Training, SSMP Training, MRP Program Training, Spill Field Guide Training, Volume Estimation and Documentation Training, and Emergency By-Pass Pumping.

B. SEWER EMERGENCY RESPONSE PLAN, CONTRACTORS TRAINING

1. The District has language in its contracts providing that the contractor can be held liable for the costs associated with a spill caused by them. The pre-construction meeting agenda has an item reminding the contractor of their responsibility and the importance of immediate notification of the District.
2. The District provides support for its contractors 24/7 as the District staff is trained on how to implement and execute its SERP. This ensures that appropriately trained personnel are always available to respond and handle any spills. Typically, within an average of 30 minutes or less.

C. POST SPILL ASSESMENT, DEBRIEFING, AND AUDITING

- 1 All spills regardless of size are immediately reported to the General Manager. The Collections System Manger or their designee informs the General Manager of the location, volume, suspected cause and any other relevant information.
2. The Collection System Manager holds a post spill debriefing for every spill event with the Collections staff. All spill volumes, documentation and spill response activities, post spill CCTV findings, and cleanup efforts are evaluated and reviewed before a spill report draft or certification into CIWQS takes place. This ensures the accuracy of the data collected, whether the procedure was followed, and if it meets the intent of the program.
3. The Collections System Manager determines the best course of corrective action to be taken. This could be a Point Repair, Line Replacement, or moving the line's cleaning schedule to ensure there are no repeat occurrences at the same location. Repair recommendations are forwarded to the Engineering Department for scheduling.
4. The District prepares an internal Spill Report for all events, which contains relevant information collected, photos, original service/customer call, original field documents, findings, cleanup efforts, and corrective recommendations.
5. The District will audit the performance of its Sewer Emergency Response Plan annually to assess its effectiveness and update the plan as needed.