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 Collection System Manager, under oversight from the General Manager to ensure that the service calls are handled in the manner as herein described and from the District Engineer 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

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:

<table>
<thead>
<tr>
<th></th>
<th>BUSINESS HOURS</th>
<th>AFTER HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Castro Valley</td>
<td>537-0757</td>
<td>506-5821</td>
</tr>
<tr>
<td>San Leandro</td>
<td>577-6058</td>
<td>577-3201</td>
</tr>
<tr>
<td>Hayward (Utilities)</td>
<td>881-7967</td>
<td>293-7000</td>
</tr>
</tbody>
</table>

or 911 from land line
C. **Dispatching -- Calls Received by District Staff (Working Hours M-F 0700 to 1515 Hrs.)**

Notify the Collection System Manager, or, in his 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 in accordance with the Standby Schedule provided annually by the Collection System Manager. The collection crew is responsible for insuring that a collection worker is always on call. Wednesday-to-Wednesday standby is rotated among Collections employees and employees may trade this duty. When a trade is made, the worker assuming standby duties shall notify the Collection System Manager, Administration, and the Plant Operations Desk. 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 (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 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 Collection System Manager
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 Collection System Manager 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 the 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 downsteam.
   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


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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 Collection System Manager and describe the conditions found, 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 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 using phone or 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 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 160 and 200 gallons per day or about 8 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 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 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

- 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

Managers’ Telephones: (Contact as situation dictates)

<table>
<thead>
<tr>
<th>Home/Work</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christopher Brown</td>
<td>(510) 754-6936</td>
</tr>
</tbody>
</table>
VII. MANDATORY SSO REPORTING REQUIREMENTS  
(ADMINISTRATION, COLLECTIONS, ENGINEERING)

A. **SSO Categories**  
   1. Category 1 – Spills of any volume that reaches surface waters.  
   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. **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.

**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. Cty Pub. Wks. (M-F 8-5) 670-5480 (After Hrs-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 extends beyond 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.

Updated July 2020