ELEMENT 6 – REVISION RECORD

The City of Hollister SSMP Element 6 – Overflow Emergency Response Plan has undergone the following revisions:

Revision No.	Revision Date	Description of Revisions	Revision Completed By	Revision Approved By
0	2007	The City created a document entitled the Sewer System Management Plan (SSMP) Development Guide to address the requirements of the 2006 Sanitary Sewer System (SSS) Orders issued by the State Water Resources Control Board (SWRCB).	City of Hollister Staff	Unknown
1	February 2017	The SSMP was revised in accordance with the findings and recommendations of the November 2, 2015 SSMP Audit. This revision also served as the five (5) year update.	Wallace Group	City Council

ELEMENT 6 - OVERFLOW EMERGENCY RESPONSE PLAN

Sanitary Sewer Overflows (SSOs), or spills, can occur due to unforeseen accidents, unusual equipment failures, or other events not controllable by the City of Hollister. A SSO response plan is maintained by the City Community Services Department for City maintenance personnel to use as guidance in responding to SSOs. The SSO response plan defines procedures to:

- protect public health and the environment
- comply with local, state, and federal regulatory agency requirements
- provide appropriate customer service
- protect City personnel, the wastewater collection system, and private and public properties

The Overflow Emergency Response Plan (OERP) is summarized in this SSMP Element. The City recently developed emergency response procedures to address issues such as SSO response, detection, mitigation, clean up, investigation, documentation, and reporting which are discussed later in this section.

6.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13 (vi) states:

> Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, the 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 WDRs 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 OERP 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 untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and to 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.

6.2 Initial SSO Notification Procedures [WDR D.13 (vi)(a)]

If a member from the public witnesses a SSO, they contact the City of Hollister Community Services Department at (831) 636-4377. Calls to the Maintenance Department after hours are directed to the County Communications System at (831) 636-4100 which contacts Maintenance staff responsible for "On-Call" duty.

6.2.1 The City Maintenance Department as the First Responder

If the City Maintenance Department is contacted during ***normal business hours***, which are ***7:30 AM – 4:00 PM*** Monday through Friday, excluding legal holidays, administrative staff at the City Office, calls Pete Galvan, Senior Maintenance Worker, at (831) 580-7424 or the next available Maintenance Staff to investigate the situation utilizing the information found in Table 6-1 below. If City Staff needs assistance responding to the SSO, the first responder calls additional Maintenance staff utilizing the information found in Table 6-1.

Table 6-1: Maintenance Staff Contact Information

Contact	Method of Contact	Number
Utilities Supervisor	Henry Gonzalez Cell Phone	(831) 524-1717
Maintenance Staff / On Call Responder	Pete Galvanz Cell Phone	(831) 580-7424
	Dee J. Burbank Cell Phone	(831) 537-7412
	Derrick Speights Cell Phone	(831) 902-7454
	Ray Perez Cell Phone	(831) 245-9266

If the City Maintenance Department is contacted ***after normal business hours***, on a holiday, or during the weekend, the County Communications System contacts On-Call maintenance staff who responds accordingly.

After normal operating hours, one member of the Maintenance Staff is on-call as a primary on-call wastewater emergency responder. On-call staff can be reached by dialing the above referenced phone numbers in Table 6-1: *Maintenance Staff Contact Information*.

Figure 6-1 illustrates the chain of command, which must be observed and followed when a SSO occurs:

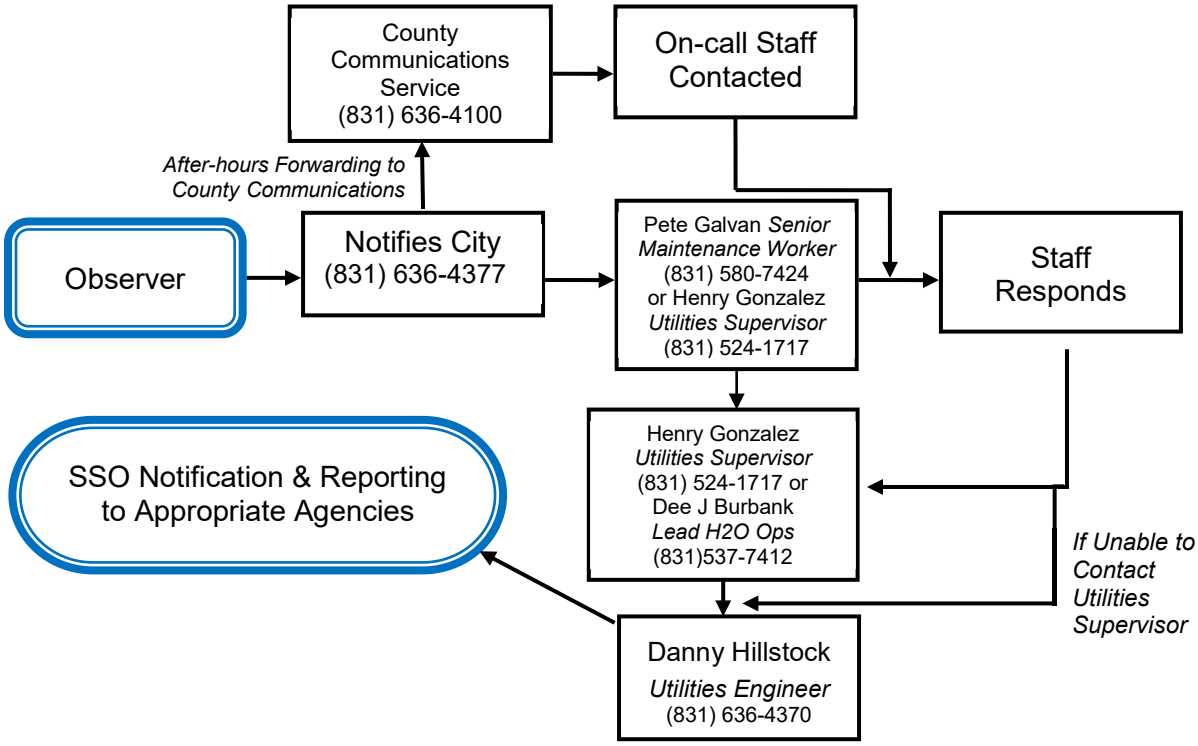


Figure 6-1: SSO Response Chain of Command

6.3 SSO Response Program [WDR D.13 (vi)(b)]

The City has recently developed emergency response procedures as part of the SSO Response Program. These procedures were developed to provide emergency response staff with a standardized approach when responding to Sanitary Sewer Overflows (SSOs) or other emergencies that may result in a SSO. The City plans to implement the following SSO Response Procedures as part of the Emergency Response Program:

1. SS-EOP-01: Overflow Emergency Response Plan
2. SS-EOP-02: SSO Notification
3. SS-EOP-03: SSO Reporting
4. SS-EOP-04: SSO Traffic and Crowd Control
5. SS-EOP-05: SSO Volume Estimation
6. SS-EOP-06: SSO Mitigation and Cleanup
7. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
8. SS-EOP-08: SSO Response Documentation and Records
9. SS-EOP-09: SSO Training Requirements

These procedures are included in Appendix 06-A. Staff will train annually on the procedures or more frequently if changes or updates are made to modify these procedures. New staff responsible for emergency response will be trained as these duties are assigned.

6.4 SSO Notification and Reporting Procedures [WDR D.13(vi)(c)]

This section of the OERP ensures proper notification and reporting of SSOs, which occur in the City of Hollister sanitary sewer system, in order to protect public and environmental health.

An overview of the notification and reporting process is illustrated on the following page in Figure 6-2. This overview is not inclusive of all of the notification and reporting requirements and procedures. The following section of this SSMP Element corresponding to each SSO category for notifications and reporting must be referenced and followed.

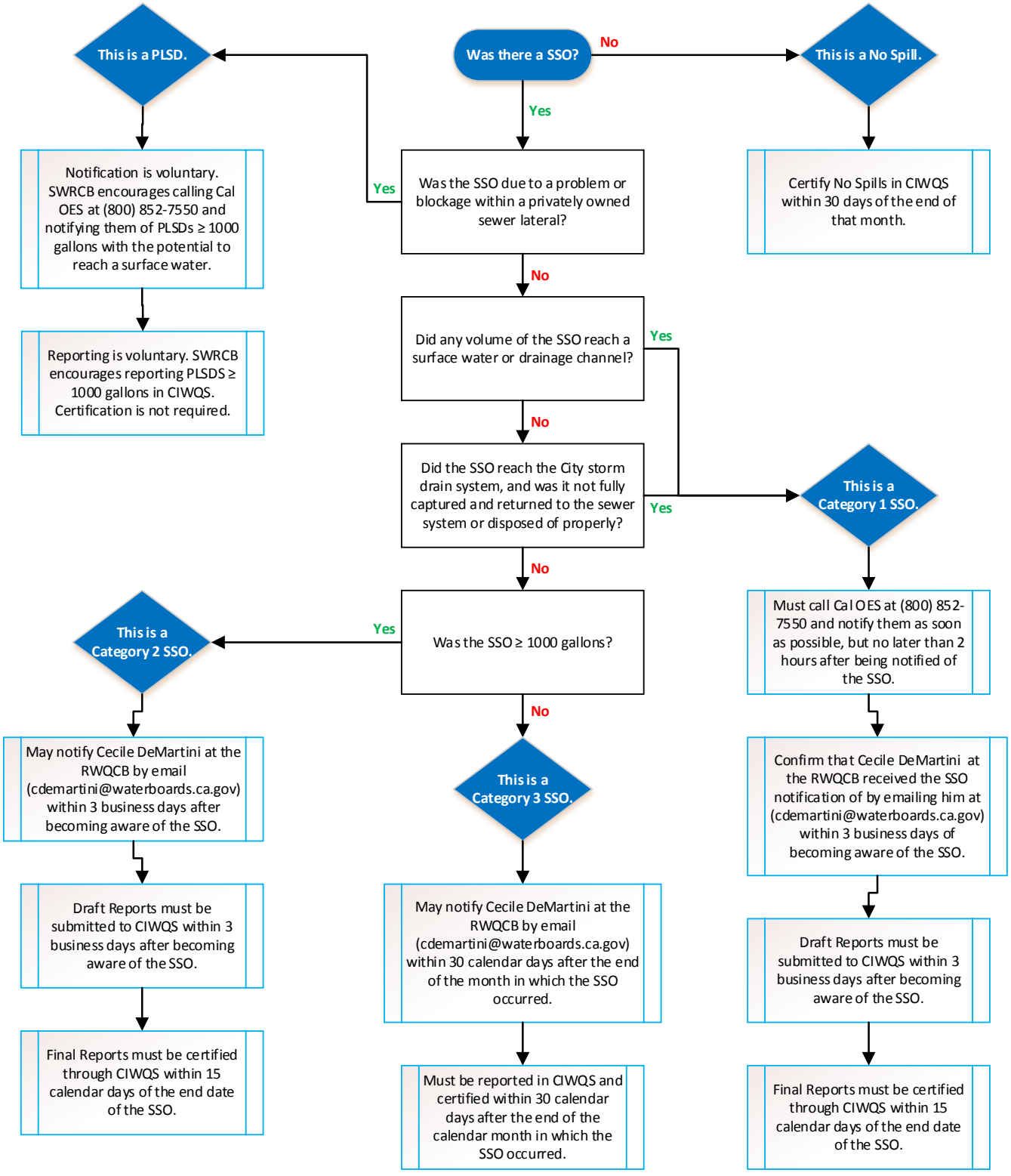


Figure 6-2: SSO Notification and Reporting Overview

6.4.1 SSO Regulatory Notification Procedure

SSO notification procedures vary based on whether the SSO is classified as a Category 1, Category 2, Category 3, or PLSD.

1. **Category 1 SSOs**

    a. **Any** discharges of sewage that results in a **discharge** to a **drainage channel** or a **surface water** or to the **storm drain system** and is not fully captured and returned to the sewer system or disposed of properly.

    b. The City shall, as soon as possible, but no later than two (**2**) hours after becoming aware of the discharge (**> or equal to 1000 gallons or spilled to location that may discharge to surface water**), notify the California Governor's Office of Emergency Services (**Cal OES**) at **1-800-852-7550**. City Staff may also contact **San Benito County Health** at **(831) 636-4035** to inform them in the event of a Category 1 SSO. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

2. **Category 2 SSOs**

    a. For a SSO **1,000 gallons or greater** in volume that does **not discharge** to a **drainage channel or surface water**.

    b. Within twenty-four (**24**) hours of becoming aware of a Category 2 SSO, the City may notify **San Benito Environmental Health Services** at **(831) 636-4035**. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

3. **Category 3 SSOs**

    a. If a SSO occurs due to a problem in the City's sanitary sewer collection system and **does not reach a drainage channel, surface water**, the **storm drain system**, or **is fully captured from the storm drain system** and returned to the sewer system or disposed of properly and **is less than 1000 gallons** in volume.

    b. Within twenty-four (**24**) hours of becoming aware of a **Category 3 SSO**, the City may notify **San Benito Environmental Health Services** at **(831) 636-4035**. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

4. **Private Sewer Lateral Discharges (PLSDs)**

    a. The City may voluntarily notify regulatory agencies, such as the RWQCB, of a PLSD. SWRCB encourages notifying Cal OES of a PLSD if the PLSD is greater than or equal to 1,000 gallons with the potential to reach surface water.

b. SWRCB also encourages notification of the appropriate regulatory agencies or notifying the responsible party that notification and reporting should be completed as required by Health and Safety Code Section 5410 et. seq. and Water Code Section 13271 if the PLSD is greater than or equal to 1,000 gallons regardless of the SSO destination or for any volume PLSD that reaches a surface water.

To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:

1. Name of person notifying Cal OES and direct return phone number.
2. Estimated SSO volume discharged (gallons).
3. If ongoing, estimated SSO discharge rate (gallons per minute).
4. SSO Incident Description:
   a. Brief narrative.
   b. On-scene point of contact for additional information (name and cell phone number).
   c. Date and time enrollee became aware of the SSO.
   d. Name of sanitary sewer system agency causing the SSO.
   e. SSO cause (if known).
5. Indication of whether the SSO has been contained.
6. Indication of whether surface water is impacted.
7. Name of surface water impacted by the SSO, if applicable.
8. Indication of whether a drinking water supply is or may be impacted by the SSO.
9. Any other known SSO impacts.
10. SSO incident location (address, city, state, and zip code).

Additional information is required to finalize and certify a SSO Report for each Category of SSO. This additional information is found in SS-EOP-3 in Appendix 06-A, and covers Mandatory SSO Information for Report Certification.

6.4.2 SSO Reporting Procedure

SSO reporting procedures vary based on whether the SSO is classified as a Category 1, Category 2, Category 3, or PLSD.

Category 1 SSOs

1. The **Draft Category 1 SSO Report** must be submitted in CIWQS within **three (3) business days** of City Staff becoming aware of the SSO.

2. **Certified Category 1 SSO Report**

   a. A final Category 1 SSO report shall be certified through CIWQS within **15 calendar days** of the end date of the SSO.

3. If SSO is 50,000 gallons or greater and spilled into surface waters, a **SSO Technical Report** will also have to be submitted to CIWQS within **45 calendar days** of the

SSO end date. (See in Appendix 06-A: SS-EOP-3, Section 9 – Procedure, Part 3 – SSO Technical Report for details).

4. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

5. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report. Updated SSO Reports can be found in Appendix 06-B.

Category 2 SSOs

1. The **Draft Category 2 SSO Report** must be submitted in CIWQS within **three (3) business days** of the City becoming aware of the SSO.

2. **Certified Category 2 SSO Report**

    a. A final Category 2 SSO report shall be certified through CIWQS within **15 calendar days** of the end date of the SSO.

3. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

4. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report.

Category 3 SSOs

1. All Category 3 SSOs shall be reported to CIWQS and certified within 30 calendar days after the end of the calendar month in which the SSO occurs (e.g., all Category 3 SSOs occurring in the month of February shall be entered into the database and certified by March 30th).

2. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

3. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report.

Private Lateral Sewage Discharges (PLSDs)

1. Private Lateral Sewage Discharges (PLSDs) resulting from blockages or other problems within a privately owned sewer lateral connected to the City's sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to CIWQS

No Spill Certification

1. If there are no SSOs during a calendar month, the CIty must certify that there were no spills in CIWQS.

2. The "No Spill" Certification is must be completed within thirty (30) calendar days after the end of the calendar month in which there were no SSOs.

3. If there are no SSOs during a calendar month but the City reported a PLSD, the City shall still certify a "No Spill" Certification statement for that month.

4. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

Collection System Questionnaire

1. The "Collection System Questionnaire" must be updated in CIWQS a minimum of every twelve (12) months from the last update.

2. Each time the "Collection System Questionnaire" is updated, the due date for the next date changes to one year from the date of the new certified update. Updated Collection System Questionnaires can be found in Appendix 06-C.

6.5 OERP Training [WDR D.13(vi)(d)]

The City plans to develop a formal Emergency Response training program which will include annual training of City Staff on this SSMP Element and its Appendices. The City will revise this section of this SSMP Element upon the initiation of this training program and maintain a log of OERP Training in this Element as training is completed. Updated training records will be located in Appendix 06-D.

6.6 Mutual Aid Agreements

The City has a verbal mutual aid agreement with the Sunnyslope County Water District (SCWD) for assistance with emergency response personnel and equipment in the event of a significant emergency SCWD staff can be reached at (831) 637-4670.

6.7 Additional Emergency Resources

In the event of an Emergency where a SSO may be eminent or when one is occurring and the City is in need of additional resources or services, the following contractors may be contacted:

Greenline
Services - Commercial Hydro Jetting, Tanker Trucks, Maintenance
1128-A Madison Lane, Salinas CA
Business Hours: (831) 240-0685,
After Hours: (831) 240-0685

Additional Emergency Resources (cont.)

Al's Septic Tank Service
Services - Tanker Trucks
13036 Arthur Street, Salinas CA
Business Hours: (831) 637-3700,
After Hours: (831) 637-3700

Rain for Rent
Services – Sewer Bypass Pump Rental
469 El Camino Real
Salinas, CA 93908
(831) 422-7813

Shape Inc.
Services - Lift Station Pumps and Controls
119 Val Dervin Street Suite 2
Stockton CA 95206
(209) 234-5909

Enterprise Electric
Services - Industrial Electrical
542 San Benito Street,
Hollister, CA 95023
(831) 637-6695

A full list of contractors and sewer critical parts and equipment suppliers can be found in Appendix 6E.

APPENDIX 6A

City of Hollister Sewer System Emergency Response Procedures (EOPs):

- SS-EOP-01: Overflow Emergency Response Plan
- SS-EOP-02: SSO Regulatory Notification and Reporting Requirements
- SS-EOP-03: SSO Response Documentation and Records
- SS-EOP-04: SSO Traffic and Crowd Control
- SS-EOP-05: SSO Volume Estimation
- SS-EOP-06: SSO Mitigation and Cleanup
- SS-EOP-07: SSO Water Quality Monitoring Program
- SS-EOP-08: SSO Surface Water Closure
- SS-EOP-09: SSO Records and Training Requirements

Emergency Operating Procedure		Document No:
City of Hollister		SS-EOP-00
Title: PREFACE: EOP PURPOSE, LOCATION, SCOPE, AND DEFINITIONS		Revision: 0
Issued by:	Prepared by:	Page: 1 of 9
Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of this procedure is to provide standardized information, including the location, scope and availability, and definitions, applicable to all of the City of Hollister (City) Emergency Operating Procedures (EOPs).

2. Location

A SSO, which requires the SCSD's EOPs, can occur at any location within the City service area, which is illustrated in Figure 0-1.

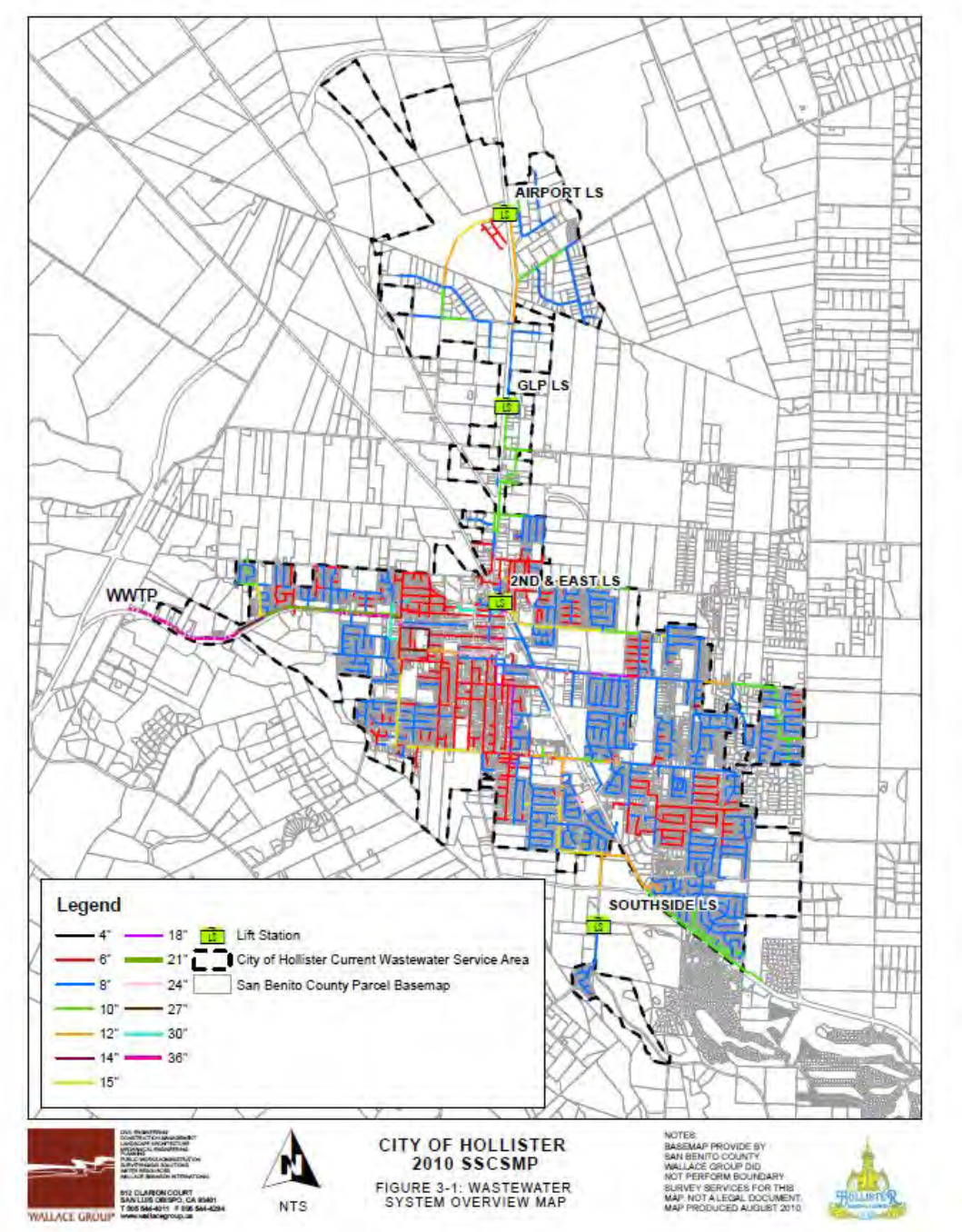


Figure 0-1: City Service Area

3. Scope and Availability

The State Water Resources Control Board (SWRCB) Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC for Order No. 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems," establishes requirements for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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 to develop and implement an OERP and the associated procedures that identify measures to protect public health and the environment.

4. Definitions

Term	Definition
Business Hours	The City Community Services Department – Utilities, Sewer business hours are 7:30 AM – 4:30 PM, Monday through Friday, excluding holidays. They are closed for lunch from 12:00 to 1:00 PM.
California Department of Fish and Wildlife (CDFW)	CDFW, formerly Department of Fish and Game, maintains native fish, wildlife, plant species and natural communities for their intrinsic and ecological value and their benefits to people. This includes habitat protection and maintenance in a sufficient amount and quality to ensure the survival of all species and natural communities.
California Governor's Office of Emergency Services (Cal OES)	Cal OES was established on July 1, 2013 and merged the former California Emergency Management Agency (Cal EMA) and the Public Safety Communications Office (PSCO). Cal EMA was established on January 1, 2009 and merged the duties, powers, and responsibilities of the former California Governor's Office of Emergency Services (OES) with those of the California Governor's Office of Homeland Security. Cal OES is responsible for the coordination of overall state agency response to major disasters in support of local government. The Agency is responsible for assuring the state's readiness to respond to and recover from hazards – natural, manmade, war-caused emergencies and disasters – and for assisting local governments in their emergency preparedness, response, recover, and hazard mitigation efforts. Sanitary sewer overflows are one of these hazards.
California Integrated Water Quality System (CIWQS)	The online reporting system developed, hosted, and maintained by the SWRCB for compliance with the WDRs.
Category 1 SSO	Discharges of untreated or partially treated wastewater of any volume resulting from a City's sanitary sewer system failure or flow condition that: 1. Reach surface water and/or reach a drainage channel tributary to a surface water; or

Term	Definition
	2. Reach a Municipal Separate Storm Sewer System (MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise capture and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated stormwater or groundwater infiltration basin (e.g., infiltration pit, percolation pond, etc.).
Category 2 SSO	Discharges of untreated or partially treated wastewater of 1,000 gallons or greater resulting from a City's sanitary sewer system failure or flow condition that do not reach surface water, a drainage channel, or a MS4 unless the entire SSO discharged to the storm drain system is fully recovered and disposed of properly.
Category 3 SSO	All other discharges of untreated or partially treated wastewater resulting from a City's sanitary sewer system failure or flow condition, which are not Category 1 SSOs.
Collection System	Generic term for any system of pipes or sewer lines used to convey wastewater to a treatment facility.
Combined Sewer/Storm Water Line	Pipelines that re used seasonally for process wastewater in the summer and fall seasons and for storm water conveyance in the winter and spring seasons. Flows from the combined line flow to the IWWTP and can be diverted to a storm water outfall on the San Benito River through the operation of a diversion slide gate.
Drainage Channel	A man-made canal used to transport storm water as part of a municipal separate storm sewer system, or an intermittent or perennial stream bed.
Data Submitter	A Data Submitter is any individual authorized by the LRO to enter data into CIWQS, the online SSO database, on behalf of the City. In order for a person to be officially designated as a Data Submitter, they must register as a Data Submitter through CIWQS by clicking on the "User Registration" button at the following link: http://ciwqs.waterboards.ca.gov/. The person registering as a Data Submitter must complete the information requested in the CIWQS User Registration process, and can submit the form electronically. The CIWQS Help Center will send an email notification with the LRO's user name and password after the registration is approved. The Data Submitter is the only person, who can use their CIWQS username and password. Allowing parties other than the Data Submitter to access CIWQS and submit information on his or her behalf is illegal and is considered fraud. Persons involved in such fraudulent activities can be subject to criminal prosecution.
Emergency Operating Procedure (EOP)	An EOP is a form of a standard operating procedure (SOP) for an activity associated with an emergency situation. SOP is defined below.

Term	Definition
Environmental Protection Agency (EPA)	United States EPA's mission is to protect human health and the environment. EPA works to accomplish this mission through writing and enforcing federal regulations and policies and identifying, initiating national efforts to reduce environmental risk are based on the best available scientific information and identifying measurable environmental and human health outcomes and how EPA plans to achieve those results.
Geographical Positioning System (GPS)	A global system of United States navigational satellites developed to provide precise positional (latitude and longitude) and velocity data.
Fecal Indicator Bacteria (FIB)	Bacteria, such as total coliform, fecal coliform, E. Coli and enterococcus, are collectively known as fecal indicator bacteria and indicate the potential presence of disease causing organisms. The best indicators of health risk from recreational water contact in salt water are enterococcus and are known as Salt Water FIB. The best indicators of health risk from recreational water contact in fresh water are E. coli and enterococcus and are known as Fresh Water FIB.
Industrial Wastewater Treatment Plant (IWWTP)	The IWWTP receives wastewater during the summer and fall from one industrial user. During the winter, the facility is a detention pond for storm water for a small area of the City.
Lateral	The segment of pipe which connects a home or building to a sewer main, which is usually located beneath a street or easement.
Legally Responsible Official (LRO)	A LRO is the person designated for the City as either a principal executive officer or ranking elected official or a duly authorized representative of that person. An individual is a duly authorized representative if: 1. The authorization is made in writing by a LRO; and 2. The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity. The LRO is the only person, who can sign or certify all applications, reports, and other information required by the WDRs, SWRCB, or RWQCB. Allowing parties other than the LRO or a duly authorized representative to access CIWQS and submit information on his or her behalf is illegal and is considered fraud. Persons involved in such fraudulent activities can be subject to criminal prosecution. In order for a person to be officially designated as a LRO, they must register as a LRO through CIWQS by clicking on the "User Registration" button at the following link: http://ciwqs.waterboards.ca.gov/. The person registering as a

Term	Definition
	LRO must complete the information requested in the CIWQS User Registration process, and print, sign, and mail the completed form to CIWQS Registration, P.O. Box 671, Sacramento, CA 95812. The CIWQS Help Center will send an email notification with the LRO's user name and password after the registration is approved.
Monitoring and Reporting Program (MRP)	Establishes monitoring, record keeping, reporting and public notification requirements as part of a waste discharge requirements (WDR). In this EOP, MRP refers to Order No. WQ 2013-0058-EXEC, which is the amended MRP for WDR Order No. 2006-0003-DWQ. Order No. 2006-DWQ is defined below under WDR.
San Benito County (Co.) Environmental Health (EH)	San Benito Co. EH is a division of the San Benito Co. Health and Human Services Agency and prevents exposure to toxic substances, diseases, unsanitary conditions, and other environmental hazards through education and enforcement. Programs include hazardous materials management, food safety, water quality, recreational water and swimming pool monitoring, vector control and solid waste facility oversight.
San Benito County (Co.) Office of Emergency Services (OES)	San Benito Co. OES is committed to serving the public before, during, and after times of emergency by promoting effective coordination between agencies, and encouraging preparedness of the public and organizations involved in emergency response. San Benito Co. OES, in coordination with local, state, and emergency response organizations, works continuously to better prepare and respond to any disaster the community may face.
San Benito County (Co.) Public Health Department	San Benito Co. Public Health Department improves and maintains community health by identifying health issues, preventing disease and injury, influencing policy development, and promoting healthy behaviors through leadership, collaborative partnerships, education, direct services, surveillance, and case management and payment for eligible indigent medical care.
Municipal Separate Storm Sewer System (MS4)	As defined by 40 CFR 122.26(b)(8), a MS4 is "a conveyance or system of conveyances (including roads with drainage systems, municipal streets, catch basins, curbs, gutters, ditches, man-made channels, or storm drains): (i) Owned or operated by a state, city, town, borough, county, parish, district, association, or other public body (created to or pursuant to state law) including special districts under state law such as a sewer district, flood control district or drainage district, or similar entity, or an Indian tribe or an authorized Indian tribal organization, or a designated and approved management agency under Section 208 of the Clean Water Act that discharges into waters of the United States. (ii) Designed or used for collecting or conveying storm water; (iii) Which is not a combined sewer; and (iv) Which is not part of a Publicly Owned Treatment Works (POTW)

Term	Definition
	as defined at 40 CFR 122.2."
Private Lateral Sewage Discharge (PLSD)	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 or from other private sewer assets.
Publicly Owned Treatment Works (POTW)	As defined by 40 CFR 122.2, a POTW is "a treatment works as defined by Section 212 of the [Clean Water] Act, which is owned by a State or municipality (as defined by Section 502(4) of the [Clean Water] Act). This definition includes any devices and systems used in the storage, treatment, recycling and reclamation of municipal sewage or industrial wastes of a liquid nature. It also includes sewers, pipes and other conveyances only if they convey wastewater to a POTW Treatment Plant. The term [POTW] also means the municipality as defined in Section 502(4) of the [Clean Water] Act, which has jurisdiction over the indirect discharges to and the discharges from such a treatment works."
Regional Water Quality Control Board (RWQCB)	There are nine (9) RWQCBs in California, which are semi-autonomous and are comprised of nine (9) part-time Board Members appointed by the Governor and confirmed by the Senate. Each RWQCB makes water quality decisions for its region, including setting standards, issuing WDRs, determining compliance with those requirements, and taking appropriate enforcement action. The City of Hollister is located in RWQCB Region 3: Central Coast, and therefore is regulated and monitored by the Central Coast RWQCB.
Sanitary Sewer Overflow (SSO)	Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include: 1. Overflows or releases of untreated or partially treated wastewater that reach waters of the United States; 2. Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and 3. Wastewater backups into buildings on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system. Temporary storage and conveyances facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.
Sanitary Sewer System	Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyances facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage

Term	Definition
	facilities are not considered to be SSOs.
Sewer System Management Plan (SSMP)	A system-specific plan required by the WDR, which includes provisions to provide proper and efficient management, operation, and maintenance of sanitary sewer systems, while taking into consideration risk management and cost benefit analysis, and a spill response plan that establishes procedures for immediate response to a SSO in a manner designed to minimize water quality impacts and potential nuisance conditions.
Spill	Generic term referring to any sewage discharge (i.e., SSO or PLSD) resulting from a failure in a sanitary sewer system, privately owned lateral, or collection system.
Standard Operating Procedure (SOP)	A SOP is a set of written instructions that document a routine or repetitive activity followed by an organization.
State Water Resources Control Board (SWRCB)	The SWRCB's mission is to ensure the highest reasonable quality for waters of the State, while allocating those waters to achieve the optimum balance of beneficial uses. The SWRCB sets statewide policy, coordinates and supports RWQCB efforts, and reviews petitions that contest RWQCB actions. SWRCB is also solely responsible for allocating surface water rights. The SWRCB consists of five full-time salaried Board Members, each filling a different specialty position. Each Board Member is appointed to a four-year term by the Governor and confirmed by the Senate.
Untreated or Partially Treated Wastewater	Any volume of waste discharge from the sanitary sewer system upstream of a wastewater treatment plant headworks.
Wallace Group	Wallace Group is contracted by the City of Hollister to provide engineering and environmental compliance services.
Waste Discharge Requirements (WDR)	WDRs regulate point discharges that are exempt pursuant to California Code of Regulations Title 27, Subsection 20090, such as sewage, and are not subject to the Federal Water Pollution Control Act. Discharges of domestic sewage or treated effluent are regulated by WDRs issued pursuant to California Code of Regulations Title 23, Division 3, Chapter 9. In this EOP, WDR refers to the SWRCB's Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, Order No. 2006-0003-DWQ, and Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC, which requires all federal and state agencies, municipalities, counties, districts, and other public entities, which 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

Term	Definition
	owned treatment facility in the State of California to develop and implement Sewer System Management Plans and report all SSOs to SWRCB through CIWQS.

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-01
Title: OVERFLOW EMERGENCY RESPONSE PLAN		Revision: 0
Issued by:	Prepared by:	Page: 1 of 8
Danny Hillstock, P.E. *Associate Engineer, Utilities,* City of Hollister	*Heather Billing* *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the Overflow Emergency Response Plan (OERP) is to ensure proper emergency response activities are in place for safe and effective response to sanitary sewer overflows (SSOs), which occur in the City of Hollister (City) sanitary sewer collection system, in order to protect public and environmental health.

2. Location

A SSO, which requires the use of the OERP, can occur anywhere in the City sanitary sewer collection system. SS-EOP-00, Figure 0-1 illustrates the City service area in which the sanitary sewer collection system is located.

3. Scope and Availability

The State Water Resources Control Board's (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), Order No. 2006-0003-DWQ, establishes the requirement for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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, to develop and implement an OERP that identifies measures to protect public health and the environment.

4. Health and Safety Warnings

1. All SSO response activities must be conducted in a safe and efficient manner that protects City Staff, the City's contractors, and the public.
2. Employees are required to follow the City's or contractor's safety practices and procedures, whichever is more stringent. These procedures must establish guidelines in compliance with the:
    a. Occupational Health and Safety Administration (OSHA);
    b. California Division of Occupational Safety and Health (Cal/OSHA);
    c. City of Hollister Illness and Injury Prevention Program (IIPP); and
    d. City of Hollister requirements and standards.
3. Multiple hazards exist in the performance of SSO response. The following are some of the more common hazards to be aware of:
    a. Traffic in the vicinity of SSO response activities
    b. Distracted drivers
    c. Members of the public interested in SSO response activities
    d. Slips, trips, and falls
    e. Falling objects
    f. Infections and disease
    g. Poisonous/toxic gases
    h. Strains and back injuries
    i. Bites (insects, bugs, rodents, etc.)
    j. Drowning
    k. Noise
    l. Weather conditions

5. Cautions

1. Ensure that all equipment is used correctly and as outlined in the City SOPs.
2. Ensure that the SSO response activities are sufficiently documented through written documentation and photographs Possible equipment damage, how results can be impacted, etc.

6. Interferences

1. In order for the OERP and associated Emergency Operating Procedures (EOPs) to be effective, they must be used and reviewed by City Staff. Review all associated EOPs annually to ensure that they are current and applicable. Make any needed revisions as they occur, and formally update the EOPs as part of the annual review.
2. Equipment must be used according to the manufacturer's standards and to the City SOPs in order to obtain accurate results.
3. The SSO Report submitted in CIWQS must be supported by documentation if it is to be considered accurate and defendable. Documentation for why certain response activities could not be accomplished is also imperative for reporting the SSO. Therefore, City Staff must ensure that the SSO response activities are sufficiently documented through written documentation and photographs.

7. Personnel Qualifications and Responsibilities

1. Utilities Supervisor
    a. Responsible for monitoring the implementation of the OERP.
2. Associate Engineer - Utilities
    a. Responsible for the implementation of the OERP.
    b. Responsible for training all City Staff and contractors responsible for SSO Response are trained on this EOP annually.
    c. Responsible for managing, maintaining, and updating this EOP.
3. City Staff and Contractors Responsible for SSO Response
    a. Required to be trained on this EOP annually.
4. Police and Fire Departments
    a. Responsible for ensuring that their Staff is training in SSO response, mitigation, and cleanup.
    b. Responsible for ensuring that their Staff is trained on and employs all of the health and safety requirements and precautions during SSO response, mitigation, and cleanup activities.

8. Equipment and Supplies

1. Personal Protective Equipment (PPE):
    a. Gloves
    b. Rubber Boots
    c. Safety Glasses
    d. Flashlights
    e. Safety Vest
2. SSO Cleanup Equipment:
    a. Hydrovac Truck
    b. Sewer Bypass Pump
    c. Bleach
    d. Shovels
    e. Rakes
    f. Sandbags
    g. Plugs
    h. Plastic Tarps
3. The City EOPs

9. Procedure

The City Community Services Department Office is open and can receive notifications of SSOs from 7:30 AM to 4:30 PM, Monday through Friday at (831) 636-4377. The City website directs the public in a water/sewer emergency to contact SB County Communications at (831) 636-4100.

After hours, on weekends, and on holidays, calls to the Maintenance Department after hours are directed to the County Communications System at (831) 636-4100 which contacts Maintenance staff responsible for “On-Call” duty.

Figure 1-2 illustrates the chain of command, which must be observed and followed when a SSO occurs:

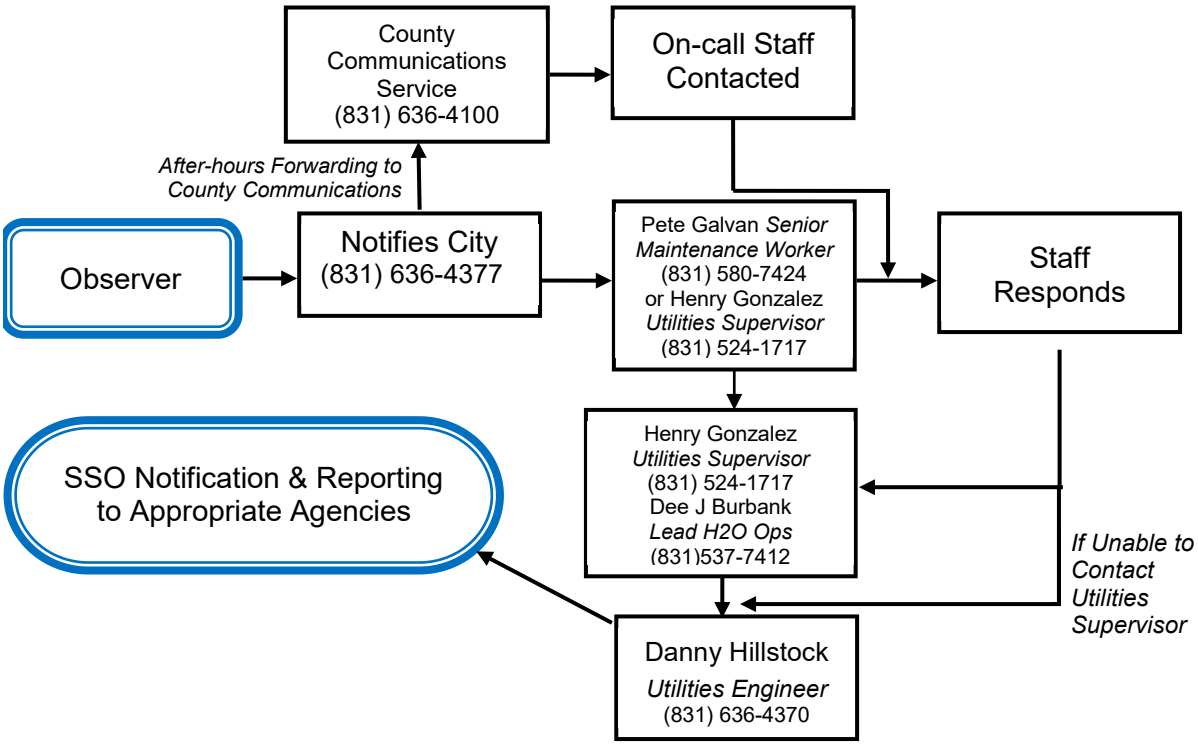


Figure 1-2: SSO Response Chain of Command

The guiding documents in the City OERP consist of the activities outlined in the following nine (9) EOPs:

1. SS-EOP-01: Overflow Emergency Response Plan
2. SS-EOP-02: SSO Notification
3. SS-EOP-03: SSO Reporting
4. SS-EOP-04: SSO Traffic and Crowd Control
5. SS-EOP-05: SSO Volume Estimation
6. SS-EOP-06: SSO Mitigation and Cleanup
7. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
8. SS-EOP-08: SSO Response Documentation and Records
9. SS-EOP-09: SSO Training Requirements

Each of these procedures gives specific direction for activities required in SSO response. City Staff is required to train on, review, and revise these procedures annually

in order to ensure Staff has a thorough understanding of these EOPs and that they are useful and effective when they are needed to respond to a SSO.

Summary of the City SSO Response Plan
Specific EOPs are referenced in *italics* as a reference for each activity. SSO Response activities are discussed below in order of occurrence.

The City will be notified of a SSO by their Staff, a local agency, or a member of the public. City Staff will confirm the SSO, and the appropriate first responders and regulatory agencies will be notified.

Associated EOPs: *SS-EOP-02: SSO Notification*

The initial SSO response includes a service truck with traffic control equipment and equipment to cordon off the site from the public. The City depends on the Police Department to perform crowd control.

Associated EOP: *SS-EOP-04: Traffic and Crowd Control*

City Staff takes all reasonable steps to contain sewage and to prevent sewage discharges to surface waters. Upon arrival to the SSO site, City Staff will determine the cause of the SSO and will dike or sandbag off any storm drain inlets that flow to surface water bodies. The City may use the storm drain system as a containment device if needed. When this is done, the outlet to the storm drain is blocked and the spill and wash down water are then vacuumed from the line. Equipment used may include a hydrovac truck, a service truck equipped with traffic control devices, and the necessary containment tools. Containment tools include, but are not limited to, items and tools, such as gloves, shovels, sandbags, and plastic tarps. All drain inlets shall be covered with visqueen or other non-permeable barriers. Additional resources are available through the City's verbal contract with Green Line and/or Al's Septic for Emergency Call-out Services and locally from other jurisdictions or through equipment rental agencies as the situation warrants. After the SSO is contained, Staff will work to begin removing the main stoppage with the hydrovac truck and return normal flow to the system. Cleanup of raw sewage is initiated at the same time as vacuuming up the water and any solid material.

Associated EOP: *SS-EOP-06: SSO Mitigation and Cleanup*

Based on the location and type of SSO, City Staff respond with appropriate equipment. Upon observation of the SSO, an estimate of the SSO volume in gallons per minute will be made, the appropriate regulatory agencies will be notified of the SSO and the estimated SSO volume, and a SSO Response Field Report will be completed.

Associated EOPs: *SS-EOP-02: SSO Notification*
SS-EOP-03: SSO Reporting
SS-EOP-05: SSO Volume Estimation
SS-EOP-08: SSO Response Documentation and Records

In the event that the SSO comes into contact with surface water bodies, testing of those bodies will be completed to determine the level of contamination and the appropriate method of clean up. City EOPs include direction regarding regulatory notification procedures and public notification procedures when a SSO has the potential to endanger public health. The City currently takes all reasonable steps to contain sewage, prevent sewage discharges to surface waters, and minimize or correct any adverse impacts on the environment resulting from the SSO, including accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

Associated EOPs: *SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment*

The Utilities Supervisor and Senior Maintenance Worker are responsible for SSO mitigation, documentation, reporting, and follow-up.

Associated EOPs: *SS-EOP-02: SSO Notification*
SS-EOP-03: SSO Reporting
SS-EOP-08: SSO Response Documentation and Records

San Benito County Environmental Health provides assistance to the City with post-SSO monitoring in order to monitor and evaluate the impact of the SSO. In the event of a SSO that reaches surface water, San Benito County Environmental Health is notified immediately along with other applicable agencies. The City may utilize San Benito County Environmental Health for the service of post-SSO water quality monitoring. The City will also provide any necessary support, equipment, or Staff as requested to assist in the water quality monitoring.

Associated EOP: *SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment*

After the City responds to and mitigates a SSO, the Utilities Supervisor and Senior Maintenance Worker are responsible for reviewing the City's response to the SSO and the utilization and effectiveness of the City's EOPs. This evaluation must determine whether the EOPs are effective or if any revisions or updates are needed to improve the ease and adequacy of implementation. City Staff and contract staff involved in SSO response activities must be trained on any revised or updated EOPs. City Staff is also required to train on, review, and revise these procedures annually in order to ensure

Staff has a thorough understanding of these EOPs and that they are useful and effective when they are needed to respond to a SSO.

Associated EOP: *SS-EOP-09: SSO Training Requirements*

10. Data and Records Management

1. All required records shall be maintained for a minimum of five (5) years and shall be made available for review by the SWRCB and RWQCB during an onsite inspection or through an information request.
2. Records documenting compliance with all provisions of the WDR and MRP including any required records generated by contractors performing work on the sanitary sewer system or assisting in SSO response.
3. SSO records, which must be maintained for each SSO event, include, but are not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time, and method of notification.
        ii. Date and time the complainant or informant first noticed the SSO.
        iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels, or storm drains.
        iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
        v. Final resolution of the complaint.
    b. Records documenting steps and/or remedial actions undertaken by the City, using available information, to comply with WDR Section D.7, which states:

        “When a sanitary sewer overflow occurs, the Enrollee shall take all feasible steps and necessary remedial actions to 1) control or limit the volume of untreated or partially treated wastewater discharged, 2) terminate the discharge, and 3) recover as much of the wastewater discharged as possible for proper disposal, including any wash down water.

        The Enrollee shall implement all remedial actions to the extent they may be applicable to the discharge and not inconsistent with an emergency response plan, including the following:

        i. Interception and rerouting of untreated or partially treated wastewater flows around the wastewater line failure;
        ii. Vacuum truck recovery of sanitary sewer overflows and wash down water;
        iii. Cleanup of debris at the overflow site;

iv. System modifications to prevent another SSO at the same location;
v. Adequate sampling to determine the nature and impact of the release; and
vi. Adequate public notification to protect the public from exposure to the SSO."

c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
d. Records of Certified SSO Reports as submitted in CIWQS.

4. Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    a. Supervisory Control and Data Acquisition (SCADA) systems.
    b. Alarm systems.
    c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates, and/or volumes.
5. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:
    a. Date, exact place, and time of sampling measurements;
    b. Individual(s) who performed the sampling or measurements;
    c. Date(s) analyses were performed;
    d. Individuals who performed the analyses;
    e. Analytical technique or method used; and
    f. Results of such analyses.
6. Records documenting all changes made to the SSMP, including the OERP Element and appended procedures, since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update.
    a. These records shall be attached to the SSMP.

11. Quality Control and Quality Assurance

1. The Utilities Supervisor is responsible for the overall implementation and review of the programs and procedures contained in the OERP.
2. The Senior Maintenance Worker is responsible for monitoring the implementation and review of the programs and procedures contained in the OERP.
3. The Utilities Supervisor is responsible for ensuring that the OERP is being maintained, implemented, and trained on by City Staff.

12. References

1. City EOPs
2. WDR: Order No. 2006-0003-DWQ
3. Amended Monitoring and Reporting Program Order No. WQ 2013-0058-EXEC

13. Attachments

1. This section is not applicable to this EOP

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-02
Title: SSO NOTIFICATION		Revision: 1
Issued by:	Prepared by:	Page: 1 of 5
Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Notification EOP is to ensure proper notification of sanitary sewer overflows (SSOs), which occur in the City of Hollister (City) sanitary sewer collection system, in order to protect public and environmental health.

2. Location

A SSO, which requires the notification procedures included in this EOP, can occur anywhere in the City's sanitary sewer collection system. Figure 0-1 in SS-WOP-00 illustrates the City service area in which the sanitary sewer collection system is located.

3. Scope and Availability

The State Water Resources Control Board (SWRCB) Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC for Order No. 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems," establishes SSO notification requirements for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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.

4. Health and Safety Warnings

1. This section is not applicable to this EOP.

5. Cautions

1. This section is not applicable to this EOP.

6. Interferences

1. This section is not applicable to this EOP.

7. Personnel Qualifications and Responsibilities

1. Associate Engineer, Utilities
    a. Responsible for overseeing all of the activities associated with this EOP.
    b. Responsible for assisting the Utilities Supervisor with notification information and records.
    c. Required to be trained on this EOP annually
2. Utilities Supervisor
    a. Responsible for assisting the Associate Engineer, Utilities with notification information and records.
    b. Responsible for training all City Staff and contractors responsible for SSO response on this EOP.
    c. Responsible for maintaining and updating this EOP.
3. Utilities Maintenance Staff and Contractors Responsible for SSO Response
    a. Required to be trained on this EOP annually.
4. San Benito County Dispatch Center
    a. Responsible for ensuring that their Staff is trained on what coordination with the City is necessary for the notification of and response to a SSO.

8. Equipment and Supplies

1. Phone
2. Pen
3. Computer
4. Public Agency Call-out List
5. Notification List
6. SSO Response Field Checklist (SS-EOP-06)

9. Procedure

Notifications for City Response to SSOs

1. SSO Discovered by a Member of the Public
    a. Reported to City
        1. The City receives telephone calls at one main telephone number during business hours (831) 636-4377 and the County Communications Service (831) 636-4100 after normal business hours and on weekends and holidays. The City publishes both telephone numbers on their answering service

and on the City website: (http://hollister.ca.gov/government/city-departments/community-services/utilities-sewer/).

2. The first responder (on-call staff) is contacted and responds to the SSO location to confirm that a SSO is occurring. If a SSO is occurring, the first responder contacts the Senior Maintenance Worker (831) 580-7424 or Utilities Supervisor (831) 524-1717 to inform staff of the SSO, request additional resources and initiates the SSO Mitigation and Cleanup EOP (SS-EOP-05). If a SSO is not occurring, the first responder calls the Senior Maintenance Worker or Utilities Supervisor to cancel the SSO response.
3. If City Maintenance Staff need additional assistance or resources they contact:
    a. Senior Maintenance Worker (831) 580-7424 or Utilities Supervisor (831) 524-1717.

2. SSO Discovered by City Maintenance Staff
    1. The first responder contacts the Senior Maintenance Worker (831) 580-7424 or Utilities Supervisor (831) 524-1717 to inform staff of the SSO, request additional resources and initiates the SSO Mitigation and Cleanup EOP (SS-EOP-06).
    2. If City Maintenance Staff needs additional assistance or resources during business hours they contact:
        a. Senior Maintenance Worker (831) 580-7424 or Utilities Supervisor (831) 524-1717.

Notify Regulatory Agencies of the SSO

1. The details of the required notifications are provided below:
    a. Category 1 SSO
        i. For discharges of sewage that results in a discharge to a drainage channel or a surface water **greater than or equal to an estimated SSO volume of 1,000 gallons**, City shall, as soon as possible, but no later than two (2) hours after becoming aware of the discharge, notify:

Agency	Contact Information	
California Office of Emergency Services (Cal OES)	Office:	(800) 852-7550
San Benito County Health Department *(Optional)*	Office:	(831) 636-4035
Regional Water Quality Control Board *(Optional)*	Office:	(805) 549-3147

ii. As soon as possible, but no later than twenty-four (24) hours after becoming aware of a discharge to a drainage channel or surface water **greater than or equal to 1,000 gallons**, City shall submit (fax or email) to the Central Coast Regional Water Quality Control Board a certification that Cal OES has been notified of the discharge.

To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:

1. Name of person notifying Cal OES and direct return phone number.
2. Estimated SSO volume discharged (gallons).
3. If ongoing, estimated SSO discharge rate (gallons per minute).
4. SSO Incident Description:
   a. Brief narrative.
   b. On-scene point of contact for additional information (name and cell phone number).
   c. Date and time enrollee became aware of the SSO.
   d. Name of sanitary sewer system agency causing the SSO.
   e. SSO cause (if known).
5. Indication of whether the SSO has been contained.
6. Indication of whether surface water is impacted.
7. Name of surface water impacted by the SSO, if applicable.
8. Indication of whether a drinking water supply is or may be impacted by the SSO.
9. Any other known SSO impacts.
10. SSO incident location (address, city, state, and zip code).

b. Category 2 and 3 SSOs and PLSDs:
   i. The City should contact the following agencies for a Category 2 and 3 SSOs and PLSD within twenty-four (24) hours:

Agency	Contact Information	
Central Coast Regional Water Quality Control Board	Office: Fax:	(805) 549-3147 (805) 543-0397
San Benito County Health Department *(Optional)*	Office:	(831) 636-4035

2. When the Central Coast RWQCB is notified of a SSO, the Senior Maintenance Worker or Utilities Supervisor must follow-up with an email to RWQCB Staff, Cecile DeMartini, at cdemartini@waterboards.ca.gov to document the phone and/or fax notification initially made to the RWQCB.
3. Any notifications made must be recorded on page 4 of the SSO Response Field Checklist (SS-EOP-06).

10. Data and Records Management

1. SSO Notification Information
    a. If City Community Services staff is notified directly, the staff member receiving information on the SSO is responsible for documenting the date and time the notification was made and the name and contact information of the person making the notification.
    b. If County Communications is notified, Dispatch is responsible for documenting the date and time the notification was made and the name and contact information of the person making the notification.
        i. The Utilities Supervisor or Senior Maintenance Worker, are responsible for acquiring this information from Dispatch and recoding this information on page 4 of the SSO Response Field Checklist (SS-EOP-06).
2. Agency Notification Information
    a. The First Responder is responsible for documenting the date, time, and name of the person contacted for each agency notification.
    b. This information must be on page 4 of the SSO Response Field Checklist (SS-EOP-06).
3. OES Control Number
    a. The Control Number provided by OES is the OES Control Number.
    b. The First Responder is responsible for recording the OES number OES is notified of a SSO.
    c. This information must be on page 4 of the SSO Response Field Checklist (SS-EOP-06).

11. Quality Control and Quality Assurance

1. The Utilities Supervisor or Senior Maintenance Worker is responsible for reviewing all notification information and records.
2. The information documented during this process is reported in a Draft SSO Report, which is described in SS-EOP-03, SSO Reporting, and is reviewed by the LRO at that time.

12. References

1. SS-EOP-03: SSO Reporting
2. SS-EOP-06: SSO Mitigation and Cleanup
3. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC

13. Attachments

1. Notification List

Standard Operating Procedure		Document No.:
 City of Hollister		SS-EOP-02 Attachment No.: 1
Title: SSO NOTIFICATION ATTACHMENT 1: Public Works Call-out List		Revision: 0
Issued by: Danny Hillstock *Associate Engineer - Utilities* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 2 Effective Date: 2/28/2017

Name	Title	City Utilities Phone No.
Henry Gonzales	Utilities Supervisor	(831) 636-4377 (831) 524-1717
Pete Gavlan	Senior Maintenance Worker	(831) 636-4377 (831) 580-7424
Danny Hillstock	Associate Engineer - Utilities	(831) 636-4377
Jake Machado	Maintenance Worker II	(831) 636-4377
Benji Casarez	Maintenance Worker II	(831) 636-4377
Mario Salinas	Maintenance Worker II	(831) 636-4377
Alex Flores	Maintenance Worker II	(831) 636-4377
David Rubcic	City Manager	(831) 636-4300 x15
Green Line	*Contracted Emergency Call-out Services*	(831) 240-0685
Al's Septic	*Contracted Emergency Call-out Services*	(831) 637-3700
Sunnyslope County Water District (SCWD)	*Verbal Mutual Aid Agreement*	(831) 637-4670
Enterprise Electric	*Contracted Electrical Services – Lift Stations*	(831) 637-6695

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-03
Title: SSO REPORTING		Revision: 0
Issued by:	Prepared by:	Page: 1 of 10
Danny Hillstock, P.E. *Associate Engineer, Utilities,* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Reporting EOP is to ensure proper reporting of sanitary sewer overflows (SSOs), which occur in the City of Hollister's (City's) sanitary sewer collection system, in order to protect public and environmental health.

2. Location

A SSO, which requires the reporting procedures included in this EOP, can occur anywhere in the City's sanitary sewer collection system.

3. Scope and Availability

The State Water Resources Control Board (SWRCB) Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC for Order No. 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems," establishes SSO reporting requirements for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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.

4. Health and Safety Warnings

1. This section is not applicable to this EOP.

5. Cautions

1. Ensure that the SSO volume estimate being provided in the reporting is defendable and have the documentation needed to support the estimate.

6. Interferences

1. The SSO Report submitted in CIWQS must be supported by documentation if it is to be considered accurate and defendable. Documentation for why certain response activities could not be accomplished is also imperative for reporting the SSO. Therefore, City Staff must ensure that the SSO response activities are sufficiently documented through written documentation and photographs.

7. Personnel Qualifications and Responsibilities

1. LRO
    a. The person designated as the LRO in the City's CIWQS account is the only person, who can certify and submit any reports to the SWRCB, RWQCB, and EPA, including the SSO Reports in CIWQS.
    b. The LRO can also enter the SSO information into the SSO Report in CIWQS and save a Draft SSO Report.
    c. The LRO is required to be trained on this EOP annually.
2. Data Submitter
    a. The person designated as a Data Submitter by the LRO in the City's CIWQS account is the only person other than the LRO, who can enter the SSO information into the SSO Report in CIWQS and save a Draft SSO Report.
    b. The Data Submitter is required to be trained on this EOP annually.

8. Equipment and Supplies

1. Computer
2. SSO Response Field Checklist (SS-EOP-06)
3. Water Quality Sampling Information (SS-EOP-07)

9. Procedure

Category 1 SSOs

1. Draft Category 1 SSO Report
    a. The Draft Category 1 SSO Report must be completed in CIWQS as soon as possible, but no later than three (3) business days after the City is made aware of the SSO.
    b. The Draft Category 1 SSO Report must include all of the following information:
        i. SSO Contact Information: Name and telephone number of City contact person who can answer specific questions about the SSO being reported.

ii. SSO Location Name.
iii. Location of SSO by entering GPS coordinates.
    1. If a single overflow event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the SSO appearance point explanation field.
iv. Whether the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
v. Whether the SSO reached a municipal separate storm drain system.
vi. Whether the total SSO volume that reached a municipal separate storm drain system was fully recovered.
vii. Estimated SSO volume, inclusive of all discharge point(s).
viii. Estimated SSO volume that reached surface water, drainage channel, or was not recovered from a storm drain.
ix. Estimated SSO amount recovered (if applicable).
x. Number of SSO appearance point(s).
xi. Description and location of SSO appearance point(s).
    1. If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
xii. SSO start date and time.
xiii. Date and time the enrollee was notified of, or self-discovered, the SSO.
xiv. Estimated operator arrival time.
xv. For spills greater than or equal to 1,000 gallons, the date and time Cal OES was called.
xvi. For spills greater than or equal to 1,000 gallons, the Cal OES control number.

c. Use Attachment 1 of this EOP for assistance with entering this information into CIWQS.
d. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

2. Final Category 1 SSO Report
    a. The final Category 1 SSO Report shall be certified through CIWQS within fifteen (15) calendar days off the end date of the SSO.
    b. In addition to the information required in the Draft Category 1 SSO Report, the Final Category 1 SSO Report must include all of the following information:
        i. Description of SSO destination(s).
        ii. SSO end date and time.
        iii. SSO causes (mainline blockage, roots, etc.).
        iv. SSO failure point (main, lateral, etc.).
        v. Whether the spill was associated with a storm event.
        vi. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
        vii. Description of spill response activities.
        viii. Spill response completion date.

ix. Whether there is an ongoing investigation, the reasons for the investigation and the expected date of completion.
x. Whether a beach closure occurred or may have occurred as a result of the SSO.
xi. Whether health warnings were posted as a result of the SSO.
xii. Name of the beach(es) closed and/or impacted. If no beach was impacted, NA must be selected.
xiii. Name of surface water(s) impacted.
xiv. If water quality samples were collected, identify parameters the water quality samples were analyzed for. If no samples were taken, NA shall be selected.
xv. If water quality samples were taken, identify which regulatory agencies received sample results (if applicable). If no samples were taken, NA shall be selected.
xvi. Description of the methodology(ies) and type of data relied upon for estimations or the SSO volume discharged and recovered.
xvii. SSO Certification: Upon SSO Certification, CIWQS will issue a final SSO identification (ID) number.
1. Save this number for the City's records.

c. Use Attachment 1 of this EOP for assistance with entering this information into CIWQS.
d. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
e. Upon certifying the SSO Report, save a pdf and hard copy of the Final Category 1 SSO Report.

3. SSO Technical Report
   a. The City shall submit a SSO Technical Report in CIWQS within forty-five (45) calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters.
   b. The SSO Technical Report shall include:
      i. 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 destination(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.
      ii. City's Response to the SSO
         1. Chronological narrative description of all actions taken by the City to terminate the spill.
         2. Explanation of how the SSMP Overflow Emergency Response Plan 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.

iii. 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.

c. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

Category 2 SSOs

1. Draft Category 2 SSO Report
   a. The Draft Category 1 SSO Report must be completed in CIWQS as soon as possible, but no later than three (3) business days after the City is made aware of the SSO.
   b. The Draft Category 2 SSO Report must include all of the following information:
      i. SSO Contact Information: Name and telephone number of City contact person who can answer specific questions about the SSO being reported.
      ii. SSO Location Name.
      iii. Location of SSO by entering GPS coordinates.
         1. If a single overflow event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the SSO appearance point explanation field.
      iv. Whether the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
      v. Whether the SSO reached a municipal separate storm drain system.
      vi. Whether the total SSO volume that reached a municipal separate storm drain system was fully recovered.
      vii. Estimated SSO volume, inclusive of all discharge point(s).
      viii. Estimated SSO volume that reached surface water, drainage channel, or was not recovered from a storm drain.
      ix. Estimated SSO amount recovered (if applicable).
      x. Number of SSO appearance point(s).
      xi. Description and location of SSO appearance point(s).
         1. If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
      xii. SSO start date and time.
      xiii. Date and time the enrollee was notified of, or self-discovered, the SSO.
      xiv. Estimated operator arrival time.
   c. Use Attachment 1 of this EOP for assistance with entering this information into CIWQS.

d. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

2. Final Category 2 SSO Report
    a. The final Category 1 SSO Report shall be certified through CIWQS within fifteen (15) calendar days off the end date of the SSO.
    b. In addition to the information required in the Draft Category 2 SSO Report, the Final Category 2 SSO Report must include all of the following information:
        i. Description of SSO destination(s).
        ii. SSO end date and time.
        iii. SSO causes (mainline blockage, roots, etc.).
        iv. SSO failure point (main, lateral, etc.).
        v. Whether the spill was associated with a storm event.
        vi. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
        vii. Description of spill response activities.
        viii. Spill response completion date.
        ix. Whether there is an ongoing investigation, the reasons for the investigation and the expected date of completion.
        x. SSO Certification: Upon SSO Certification, CIWQS will issue a final SSO identification (ID) number.
            1. Save this number for the City's records.
    c. Use Attachment 1 of this EOP for assistance with entering this information into CIWQS.
    d. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
    e. Upon certifying the SSO Report, save a pdf and hard copy of the Final Category 1 SSO Report.

Category 3 SSOs

1. All Category 3 SSOs shall be reported in CIWQS and certified within thirty (30) calendar days after the end of the calendar month in which the SSO occurred.
2. The Category 3 SSO Report must include all of the following information:
    a. SSO Contact Information: Name and telephone number of City contact person who can answer specific questions about the SSO being reported.
    b. SSO Location Name.
    c. Location of SSO by entering GPS coordinates.
        i. If a single overflow event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the SSO appearance point explanation field.
    d. Whether the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
    e. Whether the SSO reached a municipal separate storm drain system.
    f. Whether the total SSO volume that reached a municipal separate storm drain system was fully recovered.

g. Estimated SSO volume, inclusive of all discharge point(s).
h. Estimated SSO volume that reached surface water, drainage channel, or was not recovered from a storm drain.
i. Estimated SSO amount recovered (if applicable).
j. Number of SSO appearance point(s).
k. Description and location of SSO appearance point(s).
    i. If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
l. SSO start date and time.
m. Date and time the enrollee was notified of, or self-discovered, the SSO.
n. Estimated operator arrival time.
o. Description of SSO destination(s).
p. SSO end date and time.
q. SSO causes (mainline blockage, roots, etc.).
r. SSO failure point (main, lateral, etc.).
s. Whether the spill was associated with a storm event.
t. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
u. SSO Certification: Upon SSO Certification, CIWQS will issue a final SSO identification (ID) number.
    i. Save this number for the City's records.

3. Use Attachment 1 of this EOP for assistance with entering this information into CIWQS.
4. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
5. Upon certifying the SSO Report, save a pdf and hard copy of the Final Category 1 SSO Report.

Private Lateral Sewage Discharges

1. Private Lateral Sewage Discharges (PLSDs) may be voluntarily reported in CIWQS at the City's discretion, but it is not required.
    a. For any PLSD greater than or equal to 1,000 gallons regardless of the spill destination, the City is encouraged to file a spill report as required by Health and Safety Code Section 5410 et. seq. and Water Code Section 13271, or notify the responsible part that notification and reporting should be completed as specified above and required by State law.
2. If a PLSD is reported in CIWQS, the City must identify the sewage discharge as occurring and caused by a private sanitary sewer system asset and should identify a responsible party (other than the City), if known.
3. Certification of PLSD reports is not required.
4. If the City wishes to report a PLSD and CIWQS is not available, the report must be faxed to RWQCB at (805) 543-0397.
5. If the City reports a PLSD and choses to certify the report in CIWQS, document the SSO Identification Number and save a pdf and hard copy of the SSO Report.

"No Spill" Certification

1. If there are no SSOs during a calendar month, the City must certify that there were no spills in CIWQS.
    a. If there are no SSOs during a calendar month, but the City reported a PLSD, the City shall still certify a "No Spill" certification statement for that month.
2. The "No Spill" certification must be completed within thirty (30) days after the end of the calendar month in which there were no SSOs.
3. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

Collection System Questionnaire

1. The "Collection System Questionnaire" must be updated in CIWQS a minimum of every twelve (12) months from the last update.
2. Each time the "Collection System Questionnaire" is updated, the due date for the next date changes to one year from the date of the new certified update.

Amending SSOs

1. The City may update or add additional information to a certified SSO report within 120 calendar days after the SSO end date by amending the report or by adding an attachment to the SSO report in CIWQS.
2. If a SSO Report needs to be amended after this 120 calendar deadline, the City may contact the SSO Program Manager, Russell Norman, at Russell.Norman@waterboards.ca.gov and request to amend the SSO Report.
    a. The City is required to submit justification for why the additional information was not available prior to the end of the 120 calendar day deadline with this request.

10. Data and Records Management

1. All required records shall be maintained for a minimum of five (5) years and shall be made available for review by the SWRCB and RWQCB during an onsite inspection or through an information request.
2. Records documenting compliance with all provisions of the WDR and MRP including any required records generated by contractors assisting in SSO response.
3. SSO records, which must be retained for each SSO event, include, but are not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time, and method of notification.
        ii. Date and time the complainant or informant first noticed the SSO.

iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels, or storm drains.
iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
v. Final resolution of the complaint.

b. Records documenting steps and/or remedial actions undertaken by the City, using available information, to comply with WDR Section D.7, which states:

> "When a sanitary sewer overflow occurs, the Enrollee shall take all feasible steps and necessary remedial actions to 1) control or limit the volume of untreated or partially treated wastewater discharged, 2) terminate the discharge, and 3) recover as much of the wastewater discharged as possible for proper disposal, including any wash down water.
>
> The Enrollee shall implement all remedial actions to the extent they may be applicable to the discharge and not inconsistent with an emergency response plan, including the following:
>
> (i) Interception and rerouting of untreated or partially treated wastewater flows around the wastewater line failure;
> (ii) Vacuum truck recovery of sanitary sewer overflows and wash down water;
> (iii) Cleanup of debris at the overflow site;
> (iv) System modifications to prevent another SSO at the same location;
> (v) Adequate sampling to determine the nature and impact of the release; and
> (vi) Adequate public notification to protect the public from exposure to the SSO."

c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
d. Records of Certified SSO Reports as submitted to CIWQS.

4. Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
   a. Supervisory Control and Data Acquisition (SCADA) systems.
   b. Alarm systems.
   c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates, and/or volumes.
5. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:
   a. Date, exact place, and time of sampling measurements;
   b. Individual(s) who performed the sampling or measurements;
   c. Date(s) analyses were performed;

d. Individuals who performed the analyses;
e. Analytical technique or method used; and
f. Results of such analyses.

11. Quality Control and Quality Assurance

1. The Data Submitter will save the SSO Report in CIWQS as a Draft Report.
2. The LRO will review the SSO Report, make any needed changes, and certify the final SSO Report in CIWQS.

12. References

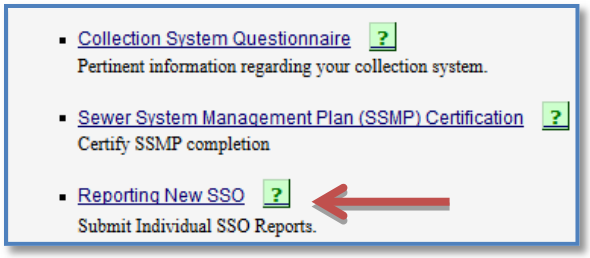
1. SS-EOP-02: SSO Notification
2. SS-EOP-06: SSO Mitigation and Cleanup
3. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
4. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC

13. Attachments

1. Reporting SSOs in CIWQS

2.3 SSO REPORTS

When you log on to SSO Database to report a sanitary sewer overflow (SSO) on the main menu you will click on the "SSO-Sanitary Sewer Overflows" link, then select your sanitary sewer system (if your agency owns more than one), next you are going to click on the "Reporting New SSO" link.



This will bring you to Screen 1, which is where you fill in basic data about the SSO. On this screen you will enter some basic spill data and the SSO Database will then direct you to the appropriate spill data entry form (i.e., Category 1, Category 2, or Category 3). Figure 1 below is a flow chart illustrating how the categorization is determined. The volumes used by the SSO Database will be shown at the bottom of the page. **NOTE, all SSOs are required to be reported to the SSO database regardless of the SSO volume.**

You should note that the SSS WDRs defines an SSO as an overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system and it defines a sanitary sewer system as being upstream of a wastewater treatment plant head works. Therefore, discharges in a wastewater treatment plant, a reclaimed water system or even from the back of a tanker truck are not SSOs and should not be reported in the SSO Database. However, these types of sewage spills should be reported to your Regional Board per the requirements in the wastewater treatment plant NPDES permit (refer to the Monitoring and Reporting Program in your permit) and/or local Health Department.

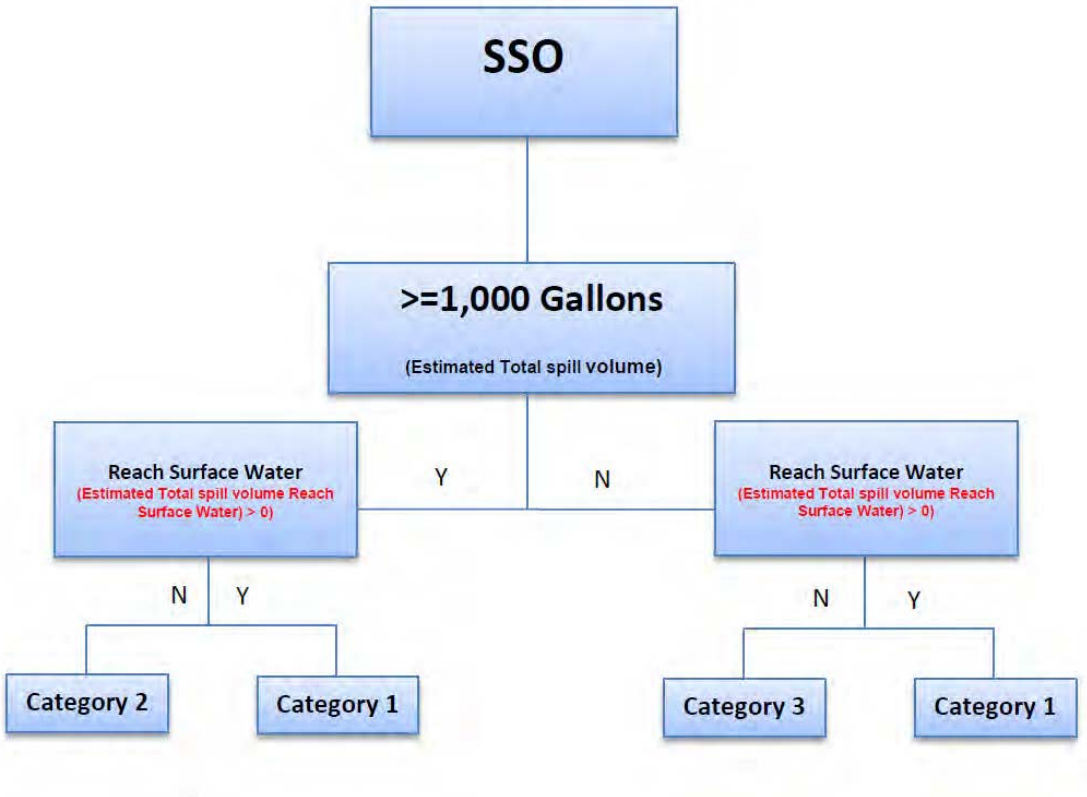


Figure 1 – SSO Categorization

2.3.1 SCREEN 1 FOR BASIC SPILL DATA

1. Physical location details

If one SSO event results in multiple appearance points in a sanitary sewer system asset, enter the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that caused the SSO and provide descriptions of the locations of all other discharge points associated with the SSO event.

a. Spill location name

Enter the name of the location where the SSO occurred in the "Spill Location Name" field. This entry may be a general descriptor of the SSO location (e.g., street address, intersection, or manhole number or any other identification you wish to use).

b. Latitude of spill location

Enter the latitude of the spill location. A handheld GPS unit or the "GIS Tool" link on the SSO Database spill report page in the SSO Database can be used to determine this information. This field must be completed to "submit draft" for any SSO report but not to "save work in progress".

c. Longitude of spill location

Enter the longitude of the spill location. A handheld GPS unit or the "GIS Tool" link on the SSO Database spill report page can be used to determine this information. This field must be completed to "submit draft" for any SSO report but not to "save work in progress".

d. County

Enter the County where the SSO occurred. This field will be auto filled based on the location information provided above.

e. Regional Water Quality Control Board

Enter the Regional Water Quality Control Board where the SSO occurred. This field will be auto filled based on the location information provided above.

2. Estimate Spill Volumes

a. Estimated spill volume that reached a separate storm drain that flows to a surface water body?

Enter the volume, in whole numbers, that entered the separate storm drain.

b. Estimated spill volume recovered from the separate storm drain that flows to a surface water body?

Enter the volume, in whole numbers, that was recovered from the separate storm drain. **Do not include wash water recovered**.

c. Estimated spill volume that reached a drainage channel that flows to a surface water body?

Enter the volume, in whole numbers, that was discharged to a drainage channel.

Do not include any volume that entered a separate storm drain.

d. **Estimated spill volume recovered from a drainage channel that flows to a surface water body?**
Enter the volume, in whole numbers, that was recovered from the drainage channel. Do not include volume recovered from the separate storm drain or wash water recovered.

e. **Estimated spill volume discharged directly to a surface water body?**
Enter the volume, in whole numbers, that was discharged directly to a surface water body.

f. **Estimated spill volume recovered from the surface water body?**
Enter the volume, in whole numbers, that was recovered from the surface water body. Refer to question 36 in section 3.0 for important notification requirements required before diverting from surface water bodies.

g. **Estimated spill volume discharged to land?**
Enter the volume, in whole numbers, that discharged to the land (e.g., soil, grass, curb, street, etc.)

h. **Estimated spill volume recovered from the discharge to land?**
Enter the volume, in whole numbers, recovered from the discharge to land. This includes discharges directly to land, and discharges to a storm drain system or drainage channel that flows to a storm water infiltration/retention structure, field, or other non-surface water location.

After entering all the required information, select "Continue" to go to the next screen. If there are any errors or missing information, the system will highlight the questions with errors on the form in red.

2.3.2 SCREEN 2 FOR CATEGORY 3 SSO

The SSO Database will direct you to the following screen based on the information you entered on Screen 1 if the spill is a Category 3 spill (i.e., the SSO was less than 1,000 gallons and did not reach surface waters). On this screen, you will enter additional data on the SSO that was not entered onto Screen 1.

Note that all of the data entered on Screen 1 was carried forward onto Screen 2. Questions 1-11 are automatically populated based on the data entered in the Estimated Spill Volumes fields on Screen 1. Questions 1-11 on Screen 2 should be reviewed for accuracy and can be over written with correct data as necessary. This step may be necessary to correct the "County" or "Regional Water Quality Control Board" fields if the spill occurs close to a boundary and/or your sanitary sewer system spans multiple counties or Regional Water Quality Control Boards.

There are 30 questions total with 22 (including the questions answered in Screen 1) that have to be answered to complete Screen 2 for a Category 3 SSO. These thirty questions are shown below with the questions carried over from Screen 1. Note that on this screen you can modify the information entered on Screen 1. Questions with one asterisk (*) are required to submit a "draft" report and questions with two asterisks (**) are required to certify the report.

1. **Spill Type:**
   The spill type is automatically determined based on the information you entered on Screen 1. In this case, the SSO is a Category 3 SSO (i.e., a spill less than 1,000 gallons and not reaching surface waters).

2. **Estimated spill volumes:***

   a) **Estimated spill volume that reached a separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   b) **Estimated spill volume recovered from the separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   c) **Estimated spill volume that reached a drainage channel that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   d) **Estimated spill volume recovered from a drainage channel that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   e) **Estimated spill volume discharged directly to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   f) **Estimated spill volume recovered from a drainage channel or surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   g) **Estimated spill volume discharged to land?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   h) **Estimated spill volume recovered from the discharge to land?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

3. **Did the spill discharge to a drainage channel and/or surface water?***
   This question is auto populated based on the answers to the Estimated Spill Volumes on screen 1. A “Yes” will be displayed if the answer to question 2.a is greater than the answer to question 2.b, the answer to question 2.c is greater than zero, and/or the answer to question 2.e is greater than zero. A “No” will be displayed

if the answer to question 2.a equals the answer to question 2.b, the answer to question 2.c equals zero, and/or the answer to question 2.e equals zero.

4. **Did the spill reach a storm drainpipe that is not part of a combined sewer system?***
   This question is auto populated based on the answers to the Estimated Spill Volumes on screen 1. A "Yes" will be displayed if the answer to question 2.a is greater than zero. A "No" will be displayed if the answer to question 2.a equals zero.

5. **If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?***
   This answer is auto populated based on the answers to the Estimated Spill Volumes. A "Yes" will be displayed if the answer to question 2.b equals the answer to question 2.a. A "No" will be displayed if the answer to question 2.b is less than the answer to question 2.a.

6. **Spill location name:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

7. **Latitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

8. **Longitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

9. **County:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

10. **Regional Water Quality Control Board:***
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

11. **Spill location description:**
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

12. **Number of Appearance Points:***
    Enter the number of appearance points. If one SSO event results in multiple appearance points in a sewer system asset enter the number of appearance points if greater than one (1).

13. **Spill appearance point:***
    Select the spill appearance point from the "Spill Appearance Point:" dropdown. If you selected "other" you are required to enter a description in text box No. 14 below. The "Spill Appearance Point:" is where wastewater first surfaced on the spill site. Multiple

spill appearance points can be selected by holding the CTRL key on your keyboard.

14. **Spill appearance point explanation:**
    If "Other" and/or multiple appearance points are selected, enter a description of the "Other" SSO appearance point not listed in the dropdown menu and/or, for multiple appearance points, enter a description including location details of each appearance point in this text field.

15. **Final spill destination:****
    Select the final destinations of the spill in the "Final Spill Destination" box. Multiple spill destinations can be selected by holding the CTRL key on your keyboard. If you selected "other" you are required to enter a description in the text box No 16 below. The "Final Spill Destination:" describes all areas that the wastewater flowed through and ultimately reached, which means multiple entries can be selected if necessary.

16. **Explanation of final spill destination:**
    If the "final spill destination" is not listed in the dropdown menu and "Other" was selected, then enter a description of the final spill destination.

17. **Estimated spill start date/time:***
    Enter the estimated spill start date/time in a 24-hour clock format.

18. **Date and time sanitary sewer system agency was notified of or discovered the spill:***
    Enter when your agency was notified or discovered the spill date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

19. **Estimated Operator arrival date/time:***
    Enter the estimated Operator arrival date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

20. **Estimated spill end date/time:****
    Enter the estimated spill end date/time in a 24-hour clock format. The date/time has to be later than the estimated spill start date/time.

21. **Spill cause:****
    Select a cause for the spill from the dropdown menu. Multiple spill causes can be selected by holding the CTRL key on your keyboard. If the cause selected was "Other", you are required to enter an explanation in text box No. 22 below.

22. **Spill cause explanation:**
    If the "spill cause" is not listed in the dropdown menu and "Other" was selected in question 21, then enter a description of the spill cause.

23. **Where did failure occur?****
    Select where the failure occurred from the dropdown menu. Multiple failure locations can be selected by holding the CTRL key on your keyboard. If the cause selected is "Other", you are required to enter an explanation in text box No. 24 below.

24. **Explanation of where failure occurred:**
    If the "where failure occurred" is not listed in the dropdown menu and "Other" was selected in question 23, then enter a description of where failure occurred.

25. **Was this spill associated with a storm event?****
    Select from the drop down whether a sewer flow condition resulting from storm induced inflow and/or infiltration where contributing factors for this SSO event.

26. **Diameter of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the size in inches of the diameter of the sewer pipe where the point of blockage for the pipe or failure occurred.

27. **Material of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the material of sewer pipe where the point of blockage for the pipe or failure occurred. Abbreviations such as PVC and VCP are acceptable.

28. **Estimated age of sewer asset at the point of blockage or failure (if applicable):**
    If applicable, enter the estimated age of the sewer asset, in whole numbers, where the point of blockage for the asset or failure occurred.

29. **Explanation of volume estimation methods used:**
    Give an explanation of the method(s) used to estimate the volume of the spill. The agency may refer to its spill response procedures or attach a sketch, if needed. The explanation may reference estimation methods contained within your agency's SSO response procedures.

30. **SSO Contact information:***
    a. Name and Title (Contact person who can answer specific questions about this SSO)
    b. Contact Person Phone Number

2.3.3 SCREEN 2 FOR CATEGORY 2 SSO

The SSO Database will direct you to the following screen based on the information you entered on Screen 1 if the spill is a Category 2 spill (i.e., SSO was greater than 1,000 gallons and did not reach surface waters). On this screen, you will enter additional data on the SSO that was not entered onto Screen 1.

Note that all of the data entered on Screen 1 was carried forward onto Screen 2. Questions 1-11 are automatically populated based on the data entered in the Estimated Spill Volumes fields on Screen 1. Questions 1-11 on Screen 2 should be reviewed for accuracy and can be over written with correct data as necessary. This step may be necessary to correct the "County" or "Regional Water Quality Control Board" fields if the spill occurs close to a boundary and/or your sanitary sewer system spans multiple counties or Regional Water Quality Control Boards.

There are 36 questions total with 28 (including the questions answered in Screen 1) that have to be answered to complete Screen 2 for a Category 2 SSO. These thirty questions are shown below with the questions carried over from Screen 1. Note that on this screen you can modify the information entered on Screen 1. Questions with one asterisk (*) are required to submit a "draft" report and questions with two asterisks (**) are required to certify the report.

1. **Spill Type:**

   This is automatically determined based on the information you entered on Screen 1. In this case, the SSO is a Category 2 SSO (i.e., spill is greater than 1,000 gallons and not reaching surface waters).

2. **Estimated spill volumes:***

   a) **Estimated spill volume that reached a separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   b) **Estimated spill volume recovered from the separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   c) **Estimated spill volume that reached a drainage channel that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   d) **Estimated spill volume recovered from a drainage channel that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   e) **Estimated spill volume discharged directly to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   f) **Estimated spill volume recovered from a drainage channel or surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   g) **Estimated spill volume discharged to land?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   h) **Estimated spill volume recovered from the discharge to land?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

3. **Did the spill discharge to a drainage channel and/or surface water?***
   This question is auto populated based on the answers to the Estimated Spill Volumes on Screen 1. A "Yes" will be displayed if the answer to question 2.a is greater than the answer to question 2.b, the answer to question 2.c is greater than zero, and/or the answer to question 2.e is greater than zero. A "No" will be displayed

if the answer to question 2.a equals the answer to question 2.b, the answer to question 2.c equals zero, and/or the answer to question 2.e equals zero.

4. **Did the spill reach a storm drainpipe that is not part of a combined sewer system?***
   This question is auto populated based on the answers to the Estimated Spill Volumes on Screen 1. A "Yes" will be displayed if the answer to question 2.a is greater than zero. A "No" will be displayed if the answer to question 2.a equals zero.

5. **If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system? ***
   This answer is auto populated based on the answers to the Estimated Spill Volumes. A "Yes" will be displayed if the answer to question 2.b equals the answer to question 2.a. A "No" will be displayed if the answer to question 2.b is less than the answer to question 2.a.

6. **Spill location name:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

7. **Latitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

8. **Longitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

9. **County:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

10. **Regional Water Quality Control Board:***
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

11. **Spill location description:**
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

12. **Number of Appearance Points:***
    Enter the number of appearance points. If one SSO event results in multiple appearance points in a sewer system asset enter the number of appearance points if greater than one (1).

13. **Spill appearance point:***
    Select the spill appearance point from the "Spill Appearance Point:" dropdown. If you selected "other" you are required to enter a description in text box No. 14 below. The "Spill Appearance Point:" is where wastewater first surfaced on the spill site. Multiple

spill appearance points can be selected by holding the CTRL key on your keyboard.

14. **Spill appearance point explanation:***
    If "Other" and/or multiple appearance points are selected, enter a description of the "Other" SSO appearance point not listed in the dropdown menu and/or, for multiple appearance points, enter a description including location details of each appearance point in this text field.

15. **Final spill destination:****
    Select the final destinations of the spill in the "Final Spill Destination" box. Multiple spill destinations can be chosen by holding the CTRL key on your keyboard. If you selected "other" you are required to enter a description in the text box No 16 below. The "Final Spill Destination:" describes all areas that the wastewater flowed through and ultimately reached, which means multiple entries can be selected if necessary.

16. **Explanation of final spill destination:**
    If the "final spill destination" is not listed in the dropdown menu and "Other" was selected, then enter a description of the final spill destination

17. **Estimated spill start date/time:***
    Enter the estimated spill start date/time in a 24-hour clock format.

18. **Date and time sanitary sewer system agency was notified of or discovered the spill:***
    Enter when your agency was notified or discovered the spill date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

19. **Estimated Operator arrival date/time:***
    Enter the estimated Operator arrival date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

20. **Estimated spill end date/time:****
    Enter the estimated spill end date/time in a 24-hour clock format. The date/time has to be later than the estimated spill start date/time.

21. **Spill cause:****
    Select a cause for the spill from the dropdown menu. Multiple spill causes can be selected by holding the CTRL key on your keyboard. If the cause selected was "Other", you are required to enter an explanation in text box No. 22 below.

22. **Spill cause explanation:**
    If the "spill cause" is not listed in the dropdown menu and "Other" was selected in question 21, then enter a description of the spill cause.

23. **Where did failure occur?****
    Select where the failure occurred from the dropdown menu. Multiple failure locations can be selected by holding the CTRL key on your keyboard. If the cause selected is "Other", you are required to enter an explanation in text box No. 24 below.

24. Explanation of where failure occurred:
If the "where failure occurred" is not listed in the dropdown menu and "Other" was selected in question 23, then enter a description of where failure occurred.

25. Was this spill associated with a storm event?**
Select from the drop down whether a sewer flow condition resulting from storm induced inflow and/or infiltration where contributing factors for this SSO event.

26. Diameter of sewer pipe at the point of blockage or failure (if applicable):
If applicable, enter the size in inches of the diameter of the sewer pipe where the point of blockage for the pipe or failure occurred.

27. Material of sewer pipe at the point of blockage or failure (if applicable):
If applicable, enter the material of sewer pipe where the point of blockage for the pipe or failure occurred. Abbreviations such as PVC and VCP are acceptable.

28. Estimated age of sewer asset at the point of blockage or failure (if applicable):
If applicable, enter the estimated age of the sewer asset, in whole numbers, where the point of blockage for the asset or failure occurred.

29. Spill response activities:**
Select the response activities from the dropdown menu that your agency completed in responding to the spill. Multiple response activities can be selected by holding the CTRL key on your keyboard. If your selection was "Other", you are required to enter an description of the response activities in text box No. 30 below.

30. Explanation of spill response activities:
If the "spill response activities" completed are not listed in the dropdown menu and "Other" was selected in question 29, enter a description of the spill response activities completed.

31. Spill response completion date:**
Enter the spill response completion date/time in a 24-hour clock format (i.e., when agency staff completed their cleanup work). The date/time has to be later than the estimated spill start date/time.

32. Spill corrective action taken:**
Select the corrective actions which were taken by your agency in response to the spill. Multiple corrective actions can be selected by holding the CTRL key on your keyboard. If your selection was "Other", you are required to enter a description of the corrective actions taken in text box No. 33 below.

33. Explanation of spill corrective action taken:
If the "spill corrective action taken" tasks completed are not listed in the dropdown menu and "Other" was selected, then enter a description of the spill corrective actions taken.

34. Is there an ongoing investigation:**
Select "yes" from the dropdown menu if there is an ongoing investigation of the SSO. Select "no" from the dropdown menu if the investigation of the SSO has been

completed.

35. **Explanation of volume estimation methods used:**
    Provide a description of the method(s) used to estimate the volume of the spill. Attach your calculations and a sketch if needed. The explanation may reference estimation methods contained within your agency's SSO response procedures.

36. **SSO Contact information:***
    a. Name and Title (Contact person who can answer specific questions about this SSO)
    b. Contact Person Phone Number

2.3.4 SCREEN 2 FOR CATEGORY 1 SSO

The SSO Database will direct you to the following screen based on the information you entered on Screen 1 if the spill is a Category 1 spill (i.e., the SSO reached surface waters). On this screen, you will enter additional data on the SSO that was not entered on Screen 1.

Note that all of the data entered on Screen 1 was carried forward onto Screen 2. Questions 1-11 are automatically populated based on the data entered in the Estimated Spill Volumes fields on Screen 1. Questions 1-11 on Screen 2 should be reviewed for accuracy and can be over written with correct data as necessary. This step may be necessary to correct the "County" or "Regional Water Quality Control Board" fields if the spill occurs close to a boundary and/or your sanitary sewer system spans multiple counties or Regional Water Quality Control Boards.

There are 47 questions total with 37 (including the questions answered in Screen 1) that have to be answered to complete Screen 2. These forty seven questions are shown below with the questions carried over from Screen 1. Note that on this screen you can modify the information entered on Screen 1. Questions with one asterisk (*) are required to submit a "draft" report and questions with two asterisks (**) are required to certify the report.

1. **Spill Type:**
   This is automatically determined based on the information you entered on Screen 1. In this case, the SSO is a Category 1 SSO (i.e., the spill reached surface waters).

2. **Estimated spill volumes:***

   a) **Estimated spill volume that reached a separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   b) **Estimated spill volume recovered from the separate storm drain that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

   c) **Estimated spill volume that reached a drainage channel that flows to a surface water body?**
   The answer to this question is carried over from Screen 1. See section 2.3.1

for guidance.

d) **Estimated spill volume recovered from a drainage channel that flows to a surface water body?**
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

e) **Estimated spill volume discharged directly to a surface water body?**
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

f) **Estimated spill volume recovered from a drainage channel or surface water body?**
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

g) **Estimated spill volume discharged to land?**
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

h) **Estimated spill volume recovered from the discharge to land?**
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

3. **Did the spill discharge to a drainage channel and/or surface water?***
This question is auto populated based on the answers to the Estimated Spill Volumes on Screen 1. A "Yes" will be displayed if the answer to question 2.a is greater than the answer to question 2.b, the answer to question 2.c is greater than zero, and/or the answer to question 2.e is greater than zero. A "No" will be displayed if the answer to question 2.a equals the answer to question 2.b, the answer to question 2.c equals zero, and/or the answer to question 2.e equals zero.

4. **Did the spill reach a storm drainpipe that is not part of a combined sewer system?***
This question is auto populated based on the answers to the Estimated Spill Volumes on Screen 1. A "Yes" will be displayed if the answer to question 2.a is greater than zero. A "No" will be displayed if the answer to question 2.a equals zero.

5. **If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?***
This answer is auto populated based on the answers to the Estimated Spill Volumes. A "Yes" will be displayed if the answer to question 2.b equals the answer to question 2.a. A "No" will be displayed if the answer to question 2.b is less than the answer to question 2.a.

6. **Spill location name:***
The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

7. **Latitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

8. **Longitude of spill location:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

9. **County:***
   The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

10. **Regional Water Quality Control Board:***
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

11. **Spill location description:**
    The answer to this question is carried over from Screen 1. See section 2.3.1 for guidance.

12. **Number of Appearance Points:***
    Enter the number of appearance points. If one SSO event results in multiple appearance points in a sewer system asset enter the number of appearance points if greater than one (1).

13. **Spill appearance point:***
    Select the spill appearance point from the "Spill Appearance Point:" dropdown. If you selected "other" you are required to enter a description in text box No. 14 below. The "Spill Appearance Point:" is where wastewater first surfaced on the spill site. Multiple spill appearance points can be selected by holding the CTRL key on your keyboard.

14. **Spill appearance point explanation:***
    If "Other" and/or multiple appearance points are selected, enter a description of the "Other" SSO appearance point not listed in the dropdown menu and/or, for multiple appearance points, enter a description including location details of each appearance point in this text field.

15. **Final spill destination:****
    Select the final destinations of the spill in the "Final Spill Destination" box. Multiple spill destinations can be selected by holding the CTRL key on your keyboard. If you selected "other" you are required to enter a description in text box No 16 below. The "Final Spill Destination:" describes all areas that the wastewater flowed through and ultimately reached, which means multiple entries can be selected if necessary.

16. **Explanation of final spill destination:**
    If the "final spill destination" is not listed in the dropdown menu and "Other" was selected, then enter a description of the final spill destination

17. **Estimated spill start date/time:***
    Enter the estimated spill start date/time in a 24-hour clock format.

18. **Date and time sanitary sewer system agency was notified of or discovered spill:***
    Enter when your agency was notified or discovered the spill date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

19. **Estimated Operator arrival date/time:***
    Enter the estimated Operator arrival date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

20. **Estimate spill end date/time:****
    Enter the estimated spill end date/time in a 24-hour clock format. The date/time has to be the later than the estimated spill start date/time.

21. **Spill cause: ****
    Select a cause for the spill from the dropdown menu. Multiple spill causes can be selected by holding the CTRL key on your keyboard. If the cause selected was "Other", you are required to enter an explanation in text box No. 22 below.

22. **Spill cause explanation: ****
    If the "spill cause" is not listed in the dropdown menu and "Other" was selected in question 21, then enter a description of the spill cause.

23. **Where did failure occur? ****
    Select where the failure occurred from the dropdown menu. Multiple failure locations can be selected by holding the CTRL key on your keyboard. If the cause selected is "Other" you are required to enter an explanation in text box No. 24 below.

24. **Explanation of where failure occurred:**
    If the "where failure occurred" is not listed in the dropdown menu and "Other" was selected in question 23, then enter a description of where the failure occurred.

25. **Was this spill associated with a storm event?****
    Select from the drop down whether a sewer flow condition resulting from storm induced inflow and/or infiltration where contributing factors for this SSO event.

26. **Diameter of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the size in inches of the diameter of the sewer pipe where the point of blockage of the pipe or failure occurred.

27. **Material of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the material of sewer pipe where the point of blockage of the pipe or failure occurred. Abbreviations such as PVC and VCP are acceptable.

28. **Estimated age of sewer asset at the point of blockage or failure (if applicable):**
    If applicable, enter the estimated age of the sewer asset, in whole numbers, where the point of blockage of the asset or failure occurred.

29. **Spill response activities:****
Select the response activities from the dropdown menu that your agency completed in responding to the spill. Multiple response activities can be selected by holding the CTRL key on your keyboard. If your selection was "Other", you are required to enter a description of the response activities in text box No. 30 below.

30. **Explanation of spill response activities:**
If the "spill response activities" completed are not listed in the dropdown menu and "Other" was selected, then enter a description of the spill response activities completed.

31. **Spill response completion date:****
Enter the spill response completion date/time in a 24-hour clock format (i.e., when agency staff completed their cleanup work). The date/time has to be later than the estimated spill start date/time.

32. **Spill corrective action taken:****
Select the corrective actions which were taken by your agency in response to the spill. Multiple corrective actions can be selected by holding the CTRL key on your keyboard. If your selection was "Other", you are required to enter a description of the corrective actions taken in text box No. 33 below.

33. **Explanation of spill corrective action taken:**
If the "spill corrective action taken" tasks completed are not listed in the dropdown menu and "Other" was selected, then enter a description of the spill corrective actions taken.

34. **Is there an ongoing investigation?****
Select "yes" from the dropdown menu if there is an ongoing investigation of the SSO. Select "no" from the dropdown menu if the investigation of the SSO has been completed.

35. **Visual inspection results from impacted surface water:**
Describe any observations made during visual inspections of surface waters impacted by the SSO.

36. **Health warnings posted?****
Select whether or not health warning signs or notices were posted at or near the water bodies, beaches, and/or other areas affected by the SSO.

37. **Did the spill result in a beach closure (If YES, answer question 38)?****
Select whether or not the SSO resulted in a beach or aquatic recreation area closure.

38. **Name of closed beach(es):****
Enter the names of any beaches or aquatic recreation areas closed by the SSO. Use commas to separate multiple entries.

39. **Name of impacted surface water(s):****
Enter the names of all surface waters impacted by the SSO. Use commas to

separate multiple entries. If a receiving surface water body is un-named, enter "Un-named Tributary to "XXXXX" where XXXXX is the name of the first named (e.g., on the USGS Topo Map for the area) downstream surface water body.

40. Water quality samples analyzed for:**

Select the water quality indicators for which water quality sample results were obtained. Multiple indicators can be chosen by holding the CTRL key on your keyboard. Select "No water quality samples taken" if the SSO reached a surface water, but water quality sampling was not performed. If your selection included "Other", "Other chemical indicator(s)", or "Biological Indicator(s)", you are required to enter an explanation of the other indicators analyzed in text box No. 41 below.

41. Explanation of water quality samples analyzed for:

If "Other", "Other chemical indicator(s)", or "Biological Indicator(s)" were selected, enter an explanation of the indicators analyzed in the water quality sample(s).

42. Water quality sample results reported to:**

Select which agencies the water quality sample results were reported to. Multiple agencies can be selected by holding the CTRL key on your keyboard. Select "No water quality samples taken" if the SSO reached a surface water, but water quality sampling was not performed. If your selection includes "Other", you are required to enter the names of the other agencies reported to in text box No. 43 below.

43. Explanation of water quality samples reported to:

If "Other" was selected, then enter the names of the other agencies the water quality sample results were reported to.

44. Explanation of volume estimation methods used:**

Provide a description of the method(s) used to estimate the volume of the spill. Attach your calculations and a sketch if needed. The explanation may reference estimation methods contained within your agency's SSO response procedures.

45. Cal OES Control Number:**

For spills of 1,000 gallons or greater, enter the control number received from Cal OES when you notified them of the SSO. The control number must be entered without dashes. If multiple notifications were made to Cal OES, use the control number for the first notification. The control number can also be found on the Cal OES website at: http://w3.calema.ca.gov/operational/malhaz.nsf/$defaultview.

NOTE: Per section B.3 of the SSS WDRs, Monitoring and Reporting Program (MRP), information provided to Cal OES must be updated related to volume and impacts to surface water if there are significant changes to this information after your initial report.

46. Cal OES called date/time:**

Enter the date and time Cal-OES was notified in a 24-hour clock format. If multiple notifications were made to Cal-OES, use the first call time associated with the control number entered in box No. 45 above. The call date and time can be found on the Cal OES website at: http://w3.calema.ca.gov/operational/malhaz.nsf/$defaultview

47. **SSO Contact information:***
    a. Name and Title (Contact person who can answer specific questions about this SSO)
    b. Contact Person Phone Number

2.4 PRIVATE LATERAL SEWER DISCHARGE (PLSD)

The MRP for the SSS WDRs requires that all Category 1, Category 2, and Category 3 SSOs from an Enrollee's sanitary sewer systems be reported to the SSO Database, however, when failures from Private Laterals result in sewage discharges and the enrollee has knowledge of it, they are not required to report those discharges to the SSO Database. The enrollee can, however, report the PLSD to the SSO Database voluntarily.

Generally, a sanitary sewer lateral is defined as the sewer line running from a connection to a sewer main line to a structure or facility connected to that sanitary sewer system. The lower lateral is usually defined as that portion of the lateral running from the point of connection to the sewer main to the property line or easement line of the parcel being served. The upper lateral is usually defined as that portion of the lateral running from the property or easement line to the structure(s) being served. Some sewer agencies do not own or maintain either portion of the lateral, some agencies own and maintain only the lower lateral, and in some cases, an agency may own and maintain both the upper and lower lateral.

There are thirty four (34) questions total with, depending on how the location information is answered, twelve to fifteen (12-15) of those questions that have to be answered to complete a PLSD report.

2.4.1 PLSD REPORT

1. **Spill Location Name:***
   Enter the name of the party responsible for the spill. Do not enter private party information (i.e., name or other identifying information).

2. **Estimated spill volume?***
   Enter the total estimated spill volume. This can be ascertained by questioning the property occupants regarding the spill duration and estimating the volume using standard spill volume estimation methods.

3. **Did the spill discharge to a drainage channel and/or surface water?***
   This can be determined by the physical evidence at the site.

4. **Did the spill reach a storm drainpipe that is not part of a combined sewer system?***
   This can be determined by the physical evidence at the site.

5. **If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?***
   If your agency assisted the private property owner in the cleanup of the site this can be determined. The answer may also be determined by questioning property owners.

6. **Estimated volume of spill recovered:**
   If your agency assisted the private property owner in the cleanup of the site this can be determined. The answer may also be determined by questioning the property occupants.

7. **Estimated volume of spill that reached surface water, drainage channel, or not recovered from a separate storm drain:**
   If your agency assisted the private property owner in the cleanup of the site this can be determined. The answer may also be determined by questioning the property occupants.

8. **Latitude of spill location (only required if questions 10-14 are not answered): ***
   If questions 10 – 14 are not answered, enter the latitude of the spill location. A handheld GPS unit or the "GIS Tool" link on the SSO Database spill report page can be used to determine this information. This field must be completed to "submit draft" for any SSO report but not to "save work in progress".

9. **Longitude of spill location(only required if questions 10-14 are not answered): ***
   If questions 10 – 14 are not answered, enter the longitude of the spill location. A handheld GPS unit or the "GIS Tool" link on the SSO Database spill report page can be used to determine this information. This field must be completed to "submit draft" for any SSO report but not to "save work in progress".

10. **Physical Location Details (only required if questions 8 & 9 are not answered):***
    If questions 8 and 9 are not answered, for questions 10 – 14, enter the street number, street name, Suite or Apt, City and zip code of the site of the PLSD.

15. **Spill location description:**
    Enter a detailed spill location description. This field is optional and allows for a detailed description of the spill site including any significant characteristics or considerations.

16. **Spill appearance point:***
    Select the spill appearance point from the "Spill Appearance Point:" dropdown. If you selected "other", you are required to enter a description in text box No. 17 below. The "Spill Appearance Point:" is where wastewater first surfaced on the spill site. Multiple spill appearance points can be selected by holding the CTRL key on your keyboard.

17. **Spill appearance point explanation:**
    If "Other" and/or multiple appearance points are selected, enter a description of the "Other" SSO appearance point not listed in the dropdown menu and/or, for multiple appearance points, enter a description including location details of each appearance point in this text field.

18. **Final spill destination:**
    Select the final destinations of the spill in the "Final Spill Destination" field. Multiple spill locations can be selected by holding the CTRL key on your keyboard. If you selected "other", you are required to enter a description in text box No 19 below. The

"Final Spill Destination" describes all the areas that wastewater flowed through and ultimately reached, which means multiple entries can be selected if necessary.

19. **Explanation of final spill destination:**
    If the "final spill destination" is not listed in the dropdown menu and "Other" was selected question 18, then enter a description of the final spill destination

20. **Estimated spill start date/time:***
    Enter the estimated spill start date/time in a 24-hour clock format.

21. **Date and time sanitary sewer system agency was notified of or discovered the spill: ***
    Enter the date/time, in a 24-hour clock format, when your agency was notified or discovered the spill. The date/time has to be the same or later than the estimated spill start date/time.

22. **Estimated Operator arrival date/time:**
    Enter the estimated Operator arrival date/time in a 24-hour clock format. The date/time has to be the same or later than the estimated spill start date/time.

23. **Estimated spill end date/time:**
    Enter the estimated spill end date/time in a 24-hour clock format. The date/time has to be the later than the estimated spill start date/time.

24. **Spill cause:***
    Select a cause for the spill from the dropdown menu. Multiple spill causes can be selected by holding the CTRL key on your keyboard. If the cause selected was "Other", you are required to enter an explanation in text box No. 25 below.

25. **Spill cause explanation:**
    If the "spill cause" is not listed in the dropdown menu and "Other" was selected in question 24, then enter a description of the spill cause.

26. **PLSD Source:**
    Select the source of the spill from the dropdown menu. Multiple sources can be selected by holding the CTRL key on your keyboard. If the source selected is "Other", you are required to enter an explanation in text box No. 27 below.

27. **Explanation of PLSD Source:**
    If the "PLSD Source" is not listed in the dropdown menu and "Other" was selected in question 26, then enter a description of the PLSD Source.

28. **Where did failure occur?***
    Select where the failure occurred from the dropdown menu. Multiple failure locations can be selected by holding the CTRL key on your keyboard. If the location selected is "Other", you are required to enter an explanation in text box No. 29 below.

29. **Explanation of Where Failure Occurred:**
    If the "where failure occurred" is not listed in the dropdown menu and "Other" was selected in question 28, then enter a description of where the failure occurred.

30. **Diameter of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the lateral diameter in inches.

31. **Material of sewer pipe at the point of blockage or failure (if applicable):**
    If applicable, enter the material type of the lateral.

32. **Estimated age of sewer asset at the point of blockage or failure (if applicable):**
    If applicable, enter the estimated age of the sewer asset in whole numbers.

33. **Spill response activities:**
    Select the response activities from the dropdown menu that your agency completed in responding to the spill. Multiple response activities can be selected by holding the CTRL key on your keyboard. If your selection was "Other", enter a description of the response activities in text box No. 34 below.

34. **Explanation of spill response activities:**
    If the "spill response activities" completed are not listed in the dropdown menu and "Other" was selected in question 33, then enter a description of the spill response activities completed.

2.5 NO SPILL CERTIFICATION

The SSS WDRs require enrollees to certify on a monthly basis in the SSO Database that they have not had any overflows for months in which they do not report one or more SSOs. This is a simple process that takes about three clicks of a mouse.

When you are at the main SSO Database screen for your sanitary sewer system, click on the "Generate No Spill Certification" button and the no spill certification screen will appear. You will see three items: (1) a paragraph starting with "I certify under penalty of law that …"; (2) drop downs and a certification button; and (3) a list of previous No Spill Certifications that your sanitary sewer system staff has submitted (see sample below).

To certify a no-spill month, use the two drop downs to select the month and year and then click on the "Certify" button and your certification will be added to the list below. You should note that in reviewing the list of previous certifications, if you find a month that had no spills and for some reason it was not reported, you can certify that month at any time.

If you have a spill that continues over two months (i.e., starts on the last day of a month but is not stopped until the next month), you should report the spill on the month that it started and, if no other spills occur in the next month in which the spill ended, then that month can be considered a no-spill month. If you have reported one or more Private Lateral Sewage Discharges in a given month but had no SSOs then, a no-spill certification is required to be submitted for that month.

6.2 SSO CATEGORY 1

CIWQS

Menu | Help | Log out

Navigate to:

You are logged-in as: SSO Demo. If this account does not belong to you, please log out.

Spill - General Information

SSO Menu

Spill Event ID:	New	**Regional Water Board:**	Region 5S - Sacramento
Spill Location Name:	Test	**Agency:**	State Water Resources Control Board
WDID:	5SSO10000	**Sanitary Sewer System:**	Demo South CS

General Info | Spill Related Parties | Attachments

Spill - General Information, Screen 2

Save Work in Progress | Submit Draft | Ready to Certify

You have 59:54 *minutes to save your report before your session expires.*

Note: Questions with "" are required to be answered for 'Save Work in Progress'.*
Questions with "" are required to be answered for 'Submit Draft'.*
*Questions with "***" are required to be answered for 'Ready to Certify'.*

Submit Draft On:

Last Updated By: SSO Demo

1 - Spill Type: Category 1

***2 - Estimate Spill Volumes**

a) Estimated spill volume that reached a separate storm drain that flows to a surface water body?	0 gallons
b) Estimated spill volume recovered from the separate storm drain that flows to a surface water body? (Do not include water used for clean-up)	0 gallons
c) Estimated spill volume that reached a drainage channel that flows to a surface water body?	0 gallons
d) Estimated spill volume recovered from a drainage channel that flows to a surface water body?	0 gallons
e) Estimated spill volume discharged directly to a surface water body?	1 gallons
f) Estimated spill volume recovered from surface water body?	0 gallons
g) Estimated spill volume discharged to land? (Includes discharges directly to land, and discharges to a storm drain system or drainage channel that flows to a storm water infiltration/retention structure, field, or other non-surface water location.)	0 gallons
h) Estimated spill volume recovered from the discharge to land? (Do not include water used for clean-up)	0 gallons

Estimated Total spill volume to Reach Surface Water (a-b+c+e)	Estimated Total spill volume to Reach Land (g)	Estimated Total spill volume Recovered (b+d+f+h)	Estimated Total spill volume (a+c+e+g)
1	0	0	1

***3 - Did the spill discharge to a drainage channel and/or surface water?** Yes

***4 - Did the spill reach a storm drainpipe that is not part of a combined sewer system?** No

***5 - If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?** Not Applicable - Spill did not reach a separate storm drainpipe

Physical Location Details

***6 - Spill location name:** Test

***7 - Latitude of spill location:** 38 **deg.** 34 **min.** 54.372 **sec. OR** 38.58177 **decimal degrees** [Map]

***8 - Longitude of spill location:** -121 **deg.** 30 **min.** 28.512 **sec. OR** -121.49208 **decimal degrees** [Map]

***9 - County:** Sacramento

***10 - Regional Water Quality Control Board:** Region 5S - Sacramento

11 - Spill location description:
(Use attachment if location description is more than 2000 charaters)

Spill Details

*12 - Number Of appearance points:

*13 - Spill appearance point:
(Hold Ctrl key to Select Multiple answers from the list)
Combined Sewer D.I. (Combined CS Only)
Force Main
Gravity Mainline

*14 - Spill appearance point explanation:
(Required if spill appearance point is "Other" and/or multiple appearance points are selected)

**15 - Final spill destination:
(Hold Ctrl key to Select Multiple answers from the list)
Beach
Building or Structure
Combined Storm Drain (Combined CS only)

16 - Explanation of final spill destination:
(Required if final spill destination is "Other")

*17 - Estimated spill start date/time: 00 : 00 Date Format: **MM/DD/YYYY**

*18 - Date and time sanitary sewer system agency was notified of or discovered spill: 00 : 00 Date Format: **MM/DD/YYYY**

*19 - Estimated Operator arrival date/time: 00 : 00 Date Format: **MM/DD/YYYY**

20 - Estimated spill end date/time: 00 : 00 Date Format: **MM/DD/YYYY

**21 - Spill cause:

22 - Spill cause explanation:
(Required if spill Cause is "Other")

**23 - Where did failure occur?

24 - Explanation of Where Failure Occurred:
(Required if Where Failure Occurred is "Other")

**25 - Was this spill associated with a storm event?

26 - Diameter of sewer pipe at the point of blockage or failure: inches

27 - Material of sewer pipe at the point of blockage or failure:

28 - Estimated age of sewer asset at the point of blockage or failure:

** 29 - Spill response activities:
(Hold Ctrl key to Select Multiple answers from the list)
Cleaned-Up
Mitigated Effects of Spill
Contained all or portion of spill

30 - Explanation of spill response activities:
(Required if spill response activities is "Other", use attachment if the text is more than 1700 characters)

** 31 - Spill response completion date: 00 : 00 Date Format: **MM/DD/YYYY**

** 32 - Spill corrective action taken:
(Hold Ctrl key to Select Multiple answers from the list)
Added sewer to preventive maintenance program
Adjusted schedule/method of preventive maintenance
Enforcement action against FOG source

33 - Explanation of spill corrective action taken:
(Required if spill corrective action is "Other")

** 34a - Is there an ongoing investigation?

34b - Reason for ongoing investigation?

35 - Visual inspection results from impacted receiving water:

**36 - Health warnings posted?

**37 - Did the spill result in a beach closure (If YES, answer questions 38)?

**38 - Name of impacted beach(es) (enter NA if None):

39 - Name of impacted surface water(s) (enter Un-named Tributary to XXXXX where XXXXX is the name of first named downstream tributary if receiving surface water body is un-named):

40 - Water quality samples analyzed for:
(Hold Ctrl key to Select Multiple answers from the list)

41 - Explanation of water quality samples analyzed for:
(Required if water quality samples analyzed for is "Other chemical indicator(s)", "Biological indicator(s)", or "Other")

42 - Water quality sample results reported to:
(Hold Ctrl key to Select Multiple answers)

County Health Agency
Regional Water Quality Control Board
Other (specify below)

43 - Explanation of water quality sample results reported to:
(Required if water quality sample results reported to is "Other")

** 44 - Explanation of volume estimation methods used:**
(Describe how you developed spill volume estimates for this spill)

Notification Details

45 - Cal OES Control Number
(Required for **Category 1** - see SSO Monitoring and Reporting Program Requirements):

46 - Cal OES Called Date/Time
(Required for **Category 1** - see SSO Monitoring and Reporting Program Requirements):

00 : 00 Date Format: **MM/DD/YYYY**

*47(a) - Name and Tittle (Contact person who can answer specific questions about this SSO)**

*47(b) - Contact Person Phone Number**

Save Work in Progress | Submit Draft | Ready to Certify

6.3 SSO CATEGORY 2

CIWQS

Menu | Help | Log out

Navigate to:

You are logged-in as: SSO Demo. If this account does not belong to you, please log out.

Spill - General Information

SSO Menu

Spill Event ID:	New	**Regional Water Board:**	Region 5S - Sacramento
Spill Location Name:	Test	**Agency:**	State Water Resources Control Board
WDID:	5SSO10000	**Sanitary Sewer System:**	Demo South CS

General Info | Spill Related Parties | Attachments

Spill - General Information, Screen 2

Save Work in Progress | Submit Draft | Ready to Certify

You have 59:57 *minutes to save your report before your session expires.*

Note: Questions with "" are required to be answered for 'Save Work in Progress'.*
Questions with "" are required to be answered for 'Submit Draft'.*
*Questions with "***" are required to be answered for 'Ready to Certify'.*

Submit Draft On:

Last Updated By: SSO Demo

1 - Spill Type: Category 2

***2 - Estimate Spill Volumes**

a) Estimated spill volume that reached a separate storm drain that flows to a surface water body?	0 gallons
b) Estimated spill volume recovered from the separate storm drain that flows to a surface water body? (Do not include water used for clean-up)	0 gallons
c) Estimated spill volume that reached a drainage channel that flows to a surface water body?	0 gallons
d) Estimated spill volume recovered from a drainage channel that flows to a surface water body?	0 gallons
e) Estimated spill volume discharged directly to a surface water body?	0 gallons
f) Estimated spill volume recovered from surface water body?	0 gallons
g) Estimated spill volume discharged to land? (Includes discharges directly to land, and discharges to a storm drain system or drainage channel that flows to a storm water infiltration/retention structure, field, or other non-surface water location.)	1000 gallons
h) Estimated spill volume recovered from the discharge to land? (Do not include water used for clean-up)	0 gallons

Estimated Total spill volume to Reach Surface Water (a-b+c+e)	Estimated Total spill volume to Reach Land (g)	Estimated Total spill volume Recovered (b+d+f+h)	Estimated Total spill volume (a+c+e+g)
0	1000	0	1000

***3 - Did the spill discharge to a drainage channel and/or surface water?** No

***4 - Did the spill reach a storm drainpipe that is not part of a combined sewer system?** No

***5 - If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?** Not Applicable - Spill did not reach a separate storm drainpipe

Physical Location Details

***6 - Spill location name:** Test

***7 - Latitude of spill location:** 38 **deg.** 34 **min.** 54.372 **sec. OR** 38.58177 **decimal degrees** [Map]

***8 - Longitude of spill location:** -121 **deg.** 30 **min.** 28.512 **sec. OR** -121.49208 **decimal degrees** [Map]

***9 - County:** Sacramento

***10 - Regional Water Quality Control Board:** Region 5S - Sacramento

11 - Spill location description:
(Use attachment if location description is more than 2000 charaters)

Spill Details

*12 - Number Of appearance points:

*13 - Spill appearance point:
(Hold Ctrl key to Select Multiple answers from the list)
Combined Sewer D.I. (Combined CS Only)
Force Main
Gravity Mainline

*14 - Spill appearance point explanation:
(Required if spill appearance point is "Other" and/or multiple appearance points are selected)

**15 - Final spill destination:
(Hold Ctrl key to Select Multiple answers from the list)
Beach
Building or Structure
Combined Storm Drain (Combined CS only)

16 - Explanation of final spill destination:
(Required if final spill destination is "Other")

*17 - Estimated spill start date/time: 00 : 00 Date Format: **MM/DD/YYYY**

*18 - Date and time sanitary sewer system agency was notified of or discovered spill: 00 : 00 Date Format: **MM/DD/YYYY**

*19 - Estimated Operator arrival date/time: 00 : 00 Date Format: **MM/DD/YYYY**

20 - Estimated spill end date/time: 00 : 00 Date Format: **MM/DD/YYYY

**21 - Spill cause:

22 - Spill cause explanation:
(Required if spill Cause is "Other")

**23 - Where did failure occur?

24 - Explanation of Where Failure Occurred:
(Required if Where Failure Occurred is "Other")

**25 - Was this spill associated with a storm event?

26 - Diameter of sewer pipe at the point of blockage or failure: inches

27 - Material of sewer pipe at the point of blockage or failure:

28 - Estimated age of sewer asset at the point of blockage or failure:

** 29 - Spill response activities:
(Hold Ctrl key to Select Multiple answers from the list)
Cleaned-Up
Mitigated Effects of Spill
Contained all or portion of spill

30 - Explanation of spill response activities:
(Required if spill response activities is "Other", use attachment if the text is more than 1700 characters)

** 31 - Spill response completion date: 00 : 00 Date Format: **MM/DD/YYYY**

** 32 - Spill corrective action taken:
(Hold Ctrl key to Select Multiple answers from the list)
Added sewer to preventive maintenance program
Adjusted schedule/method of preventive maintenance
Enforcement action against FOG source

33 - Explanation of spill corrective action taken:
(Required if spill corrective action is "Other")

** 34a - Is there an ongoing investigation?

35 - Explanation of volume estimation methods used:
(Describe how you developed spill volume estimates for this spill)

*36(a) - Name and Tittle (Contact person who can answer specific questions about this SSO)

*36(b) - Contact Person Phone Number

Save Work in Progress | Submit Draft | Ready to Certify

6.4 SSO CATEGORY 3

CIWQS

Spill - General Information

Spill Event ID:	New	**Regional Water Board:**	Region 5S - Sacramento
Spill Location Name:	Test	**Agency:**	State Water Resources Control Board
WDID:	5SSO10000	**Sanitary Sewer System:**	Demo South CS

General Info | Spill Related Parties | Attachments

Spill - General Information, Screen 2

Save Work in Progress | Submit Draft | Ready to Certify

You have 59:49 *minutes to save your report before your session expires.*

Note: Questions with "" are required to be answered for 'Save Work in Progress'.*
Questions with "" are required to be answered for 'Submit Draft'.*
*Questions with "***" are required to be answered for 'Ready to Certify'.*

Submit Draft On:

Last Updated By: SSO Demo

1 - Spill Type: Category 3

***2 - Estimate Spill Volumes**

a) Estimated spill volume that reached a separate storm drain that flows to a surface water body? 0 gallons

b) Estimated spill volume recovered from the separate storm drain that flows to a surface water body? (Do not include water used for clean-up) 0 gallons

c) Estimated spill volume that reached a drainage channel that flows to a surface water body? 0 gallons

d) Estimated spill volume recovered from a drainage channel that flows to a surface water body? 0 gallons

e) Estimated spill volume discharged directly to a surface water body? 0 gallons

f) Estimated spill volume recovered from surface water body? 0 gallons

g) Estimated spill volume discharged to land? (Includes discharges directly to land, and discharges to a storm drain system or drainage channel that flows to a storm water infiltration/retention structure, field, or other non-surface water location.) 1 gallons

h) Estimated spill volume recovered from the discharge to land? (Do not include water used for clean-up) 0 gallons

Estimated Total spill volume to Reach Surface Water (a-b+c+e)	Estimated Total spill volume to Reach Land (g)	Estimated Total spill volume Recovered (b+d+f+h)	Estimated Total spill volume (a+c+e+g)
0	1	0	1

***3 - Did the spill discharge to a drainage channel and/or surface water?** No

***4 - Did the spill reach a storm drainpipe that is not part of a combined sewer system?** No

***5 - If spill reached a separate storm drainpipe, was all of the wastewater fully captured from the separate storm drain and returned to the sanitary sewer system?** Not Applicable - Spill did not reach a separate storm drainpipe

Physical Location Details

***6 - Spill location name:** Test

***7 - Latitude of spill location:** 38 **deg.** 34 **min.** 54.372 **sec. OR** 38.58177 **decimal degrees** [Map]

***8 - Longitude of spill location:** -121 **deg.** 30 **min.** 28.512 **sec. OR** -121.49208 **decimal degrees** [Map]

***9 - County:** Sacramento

***10 - Regional Water Quality Control Board:** Region 5S - Sacramento

11 - Spill location description:
(Use attachment if location description is more than 2000 charaters)

Spill Details

*12 - Number Of appearance points:

*13 - Spill appearance point:
(Hold Ctrl key to Select Multiple answers from the list)
Combined Sewer D.I. (Combined CS Only)
Force Main
Gravity Mainline

*14 - Spill appearance point explanation:
(Required if spill appearance point is "Other" and/or multiple appearance points are selected)

**15 - Final spill destination:
(Hold Ctrl key to Select Multiple answers from the list)
Beach
Building or Structure
Combined Storm Drain (Combined CS only)

16 - Explanation of final spill destination:
(Required if final spill destination is "Other")

*17 - Estimated spill start date/time: 00 : 00 Date Format: **MM/DD/YYYY**

*18 - Date and time sanitary sewer system agency was notified of or discovered spill: 00 : 00 Date Format: **MM/DD/YYYY**

*19 - Estimated Operator arrival date/time: 00 : 00 Date Format: **MM/DD/YYYY**

20 - Estimated spill end date/time: 00 : 00 Date Format: **MM/DD/YYYY

**21 - Spill cause:

22 - Spill cause explanation:
(Required if spill Cause is "Other")

**23 - Where did failure occur?

24 - Explanation of Where Failure Occurred:
(Required if Where Failure Occurred is "Other")

**25 - Was this spill associated with a storm event?

26 - Diameter of sewer pipe at the point of blockage or failure: inches

27 - Material of sewer pipe at the point of blockage or failure:

28 - Estimated age of sewer asset at the point of blockage or failure:

29 - Explanation of volume estimation methods used:
(Describe how you developed spill volume estimates for this spill)

*30(a) - Name and Tittle (Contact person who can answer specific questions about this SSO)

*30(b) - Contact Person Phone Number

Save Work in Progress | Submit Draft | Ready to Certify

6.1 NO SPILL CERTIFICATION

SSO - No Spill Certification ?

SSO Menu

Regional Water Board: Region 5S - Sacramento
Agency: State Water Resources Control Board
Sanitary Sewer System: Demo South CS
WDID: 5SSO10000

No Spill Certification:

I certify under penalty of law that no spills occurred for the month specified below. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalities for submitting false information, including the possibility of a fine or imprisonment, for knowing violations. Clicking the "Certify" button below indicates my certification of this report and my understanding of the above conditions.

Month/Year Without Spills:* June 2013

Certifier Name:* Test

Certifier Title:* Test

Executed On:* 07/24/2013

Executed At:* SWRCB

Certify

Previously Submitted Months with "No Spill Certification"

Confirmation Number	No Spill Certificate for the Month of	Entered Date/Time	Certified UserID	Certified Name
2362863	February 2013	2013-7-19.13.39. 26. 0	SSO Demo	d
2362859	January 2013	2013-7-17.14.51. 11. 0	SSO Demo	test
2306210	September 2011	2011-11-10.9.34. 37. 0	SSO Demo	Test
2294930	January 2011	2011-7-15.11.57. 22. 0	SSO Demo	
2253851	July 2010	2010-8-19.8.59. 38. 0	SSO Demo	
2247649	June 2010	2010-7-7.13.43. 35. 0	SSO Demo	
2239286	April 2010	2010-4-29.11.10. 18. 0	SSO Demo	
2212902	December 2009	2009-11-9.8.19. 48. 0	SSO Demo	
821795	December 2009	2009-4-9.7.47. 6. 0	SSO Demo	
2199725	August 2009	2009-8-31.7.18. 33. 0	SSO Demo	
2186309	July 2009	2009-7-13.10.4. 36. 0	SSO Demo	
2186308	July 2009	2009-7-13.9.47. 7. 0	SSO Demo	
829411	June 2009	2009-5-27.16.9. 12. 0	SSO Demo	
821794	April 2009	2009-4-9.7.42. 29. 0	SSO Demo	
826402	March 2009	2009-5-11.8.26. 15. 0	SSO Demo	
821793	March 2009	2009-4-9.7.41. 39. 0	SSO Demo	
821792	March 2009	2009-4-9.7.28. 7. 0	SSO Demo	
803308	November 2008	2008-11-12.15.7. 17. 0	SSO Demo	
803281	October 2008	2008-11-12.10.16. 34. 0	SSO Demo	
803282	October 2008	2008-11-12.10.18. 7. 0	SSO Demo	
821791	April 2008	2009-4-9.7.25. 16. 0	SSO Demo	
2182154	February 2008	2009-7-1.10.40. 39. 0	SSO Demo	
803303	January 2008	2008-11-12.14.1. 34. 0	SSO Demo	
2174848	December 2007	2009-6-22.13.7. 40. 0	SSO Demo	
2232727	January 2007	2010-3-8.11.33. 49. 0	SSO Demo	
2248328	August 2006	2010-7-12.9.40. 51. 0	SSO Demo	
491397	February 2006	2007-4-10.9.41. 34. 0	SSO Demo	

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-04
Title: SSO TRAFFIC AND CROWD CONTROL		Revision: 0
Issued by:	Prepared by:	Page: 1 of 4
Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Traffic and Crowd Control EOP is to ensure that the public and City of Hollister (City) Staff, who responsible for sanitary sewer overflow (SSO) response and mitigation activities, are safe and that the SSO response and mitigation activities are completed effectively and efficiently.

2. Location

A SSO, which requires the traffic and crowd control procedures included in this EOP, can occur anywhere in the City's sanitary sewer collection system.

3. Scope and Availability

The State Water Resources Control Board's (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), Order No. 2006-0003-DWQ, establishes the requirement for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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, to have procedures to address emergency operations, such as traffic and crowd control.

4. Health and Safety Warnings

1. Employees are required to follow the City's or contractor's safety practices and procedures, whichever is more stringent. These procedures must establish guidelines in compliance with the:
    a. Occupational Health and Safety Administration (OSHA);
    b. California Division of Occupational Safety and Health (Cal/OSHA);
    c. City of Hollister Illness and Injury Prevention Program (IIPP); and
    d. City of Hollister requirements and standards.
2. Multiple hazards exist in the performance of SSO response. The following are some of the more common hazards to be aware of:
    a. Traffic in the vicinity of SSO response activities
    b. Distracted drivers
    c. Members of the public interested in SSO response activities
    d. Infections and disease
    e. Slips, trips, and falls
    f. Falling objects
    g. Bites (insects, bugs, rodents, etc.)
    h. Noise
    i. Weather conditions

5. Cautions

1. Ensure that traffic and crowd control measures are maintained and items, such as signs, flags, and barricades, are not moved or removed.

6. Interferences

1. This section is not applicable to this EOP.

7. Personnel Qualifications and Responsibilities

1. Utilities Supervisor
    a. Responsible for training all City Staff responsible for SSO Response are trained on this EOP annually.
    b. Responsible for ensuring that all contractors responsible for SSO Response train their Staff on this EOP annually.
    c. Responsible for managing, maintaining, and updating this EOP.
2. City Staff and Contractors Responsible for SSO Response
    a. Required to be trained on this EOP annually.
3. Police and Fire Departments
    a. Responsible for ensuring that their Staff is trained regularly in traffic and crowd control.
    b. Responsible for ensuring that their Staff is trained on and employs all of the health and safety requirements and precautions during traffic and crowd control activities.

8. Equipment and Supplies

1. APWA Work Area Traffic Control Handbook (WATCH)

2. Personal Protective Equipment (PPE):
    a. Gloves
    b. Rubber Boots
    c. Safety Glasses
    d. Flashlights
    e. Safety Vest
3. Traffic and Crowd Control Equipment:
    a. Orange Cones and Delineators
    b. Handheld Traffic Signs
    c. Traffic Beacons
    d. Caution Tape
    e. Signage, such as “Work Ahead” and “Road Closed”
4. Cell Phone

9. Procedure

Traffic Control

1. City of Hollister Staff follows the APWA Work Area Traffic Control Handbook (*WATCH*) for all traffic control.

2. Emergency Response activities that occur in or impact a street or roadway require the initiation of the following general traffic control measures in order of priority:

    a. Protect yourself and your fellow employees.
    b. Protect the public.
    c. Protect the environment.
    d. Protect private property.

3. Establish a work zone.
    a. This is commonly done by using your truck to block the road and restrict access to the area you are working in.
    b. Turn on the maintenance vehicle’s flashing beacon lights for greater visibility.

4. If it is necessary to close a traffic lane or the entire road for safety, follow the procedures outlined in the *APWA WATCH*.
    a. Deploy road work/closure signage, and station flaggers to direct traffic.
    b. Ensure that supervisorial staffs are aware of any lane closures or detours.

5. Public access must be restricted in areas where emergency response activities are occurring. Once traffic control measures are in place, if necessary, diversions for pedestrian and bicyclist must be put in place.
    a. Staff must restrict access to areas that fit this description whenever it is safe to do so, directing the public to the nearest safe route of travel away from the impacted area.
    b. If crowd control is needed, the Senior Maintenance Worker calls County Com at (831) 647-7911, which contacts Dispatch for the Police and Fire Departments, and requests support for crowd control.

6. If maintenance operations will be occurring near bicyclist and pedestrian travel routes, use safety cones, caution tape, and warning signs to divert pedestrians and bicyclists and restrict access to your work area. Where feasible, provide a safe alternative route or detour for bicyclists and pedestrians away from vehicular traffic lanes.

Crowd Control

1. City of Hollister Staff depends on the Police Department to perform crowd control.
    a. If crowd control is needed, the Senior Maintenance Worker calls County Com at (831) 647-7911, which contacts Dispatch for the Police and Fire Departments, and requests support for crowd control.

10. Data and Records Management

1. Photographs must be taken to document any traffic and crowd control.
    a. Attach these photographs to the SSO Response Field Checklist described and included in SS-EOP-06: SSO Mitigation and Cleanup.

11. Quality Control and Quality Assurance

1. The Utilities Supervisor is responsible for reviewing and evaluating the records of completed traffic and crowd control.
2. The Utilities Supervisor is responsible for reviewing, evaluating, revising, and updating this EOP.

12. References

1. APWA Work Area Traffic Control Handbook (WATCH)
2. SS-EOP-06: SSO Mitigation and Cleanup
3. WDR: Order No. 2006-0003-DWQ

13. Attachments

1. There are no attachments to this EOP.

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-05
Title: SSO VOLUME ESTIMATION		Revision: 0
Issued by:	Prepared by:	Page: 1 of 7
Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Volume Estimation EOP is to ensure proper estimation of the volume of sanitary sewer overflows (SSOs), which occur in the City of Hollister (City) sanitary sewer collection system.

2. Location

A SSO, which requires the volume estimation procedures included in this EOP, can occur anywhere in the City's sanitary sewer collection system.

3. Scope and Availability

The State Water Resources Control Board (SWRCB) Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC for Order No. 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems," establishes SSO reporting requirements for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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. The SSO volume must be estimated by City Staff in order to be reported as required by the MRP.

4. Health and Safety Warnings

1. Employees are required to follow the City's or contractor's safety practices and procedures, whichever is more stringent. These procedures must establish guidelines in compliance with the:
    a. Occupational Health and Safety Administration (OSHA);
    b. California Division of Occupational Safety and Health (Cal/OSHA);
    c. City of Hollister Illness and Injury Prevention Program (IIPP); and
    d. City of Hollister requirements and standards.
2. Multiple hazards exist in the performance of SSO response. The following are some of the more common hazards to be aware of:
    a. Traffic in the vicinity of SSO response activities
    b. Distracted drivers
    c. Members of the public interested in SSO response activities
    d. Slips, trips, and falls
    e. Falling objects
    f. Infections and disease
    g. Poisonous/toxic gases
    h. Strains and back injuries
    i. Bites (insects, bugs, rodents, etc.)
    j. Drowning
    k. Noise
    l. Weather conditions

5. Cautions

1. Ensure that the SSO volume estimate being provided in the reporting is defendable and have the documentation needed to support the estimate.

6. Interferences

1. Fluctuations in SSO flow rate alter the SSO volume, which should be estimated. Therefore, Staff should continuously monitor SSO flow rates during SSO response activities as conditions allow.
2. City Staff will need to be able to estimate the total SSO volume after responding to the SSO and defend the SSO volume estimate. Therefore, City Staff should take photographs of the SSO location, site, and cleanup activities to assist in accurate SSO volume estimation and provide support for the reported estimate.
3. SSO volume estimates need to be as accurate as possible and defendable. City Staff needs to maintain a record of all of the information utilized to calculate the volume estimate.

7. Personnel Qualifications and Responsibilities

1. Legally Responsible Official (LRO)
    a. Responsible for the final review and approval of the SSO volume estimation.
    b. Responsible for certifying and submitting any reports regarding the SSO volume estimation to the SWRCB, RWQCB, and EPA.

   c. Can also be responsible for entering the SSO information, including the SSO volume estimate, into the SSO Report in CIWQS.
   d. Required to be trained on this EOP annually.
2. Data Submitter
   a. Responsible for entering the SSO information, including the SSO volume estimate, into the SSO Report in CIWQS.
   b. Required to be trained on this EOP annually.
3. Utilities Supervisor
   a. Responsible for reviewing and approving all SSO volume estimates before they are reported.
   b. Responsible for training all City Staff and contractors responsible, who are in a position, which could require them to make the notifications outlined in this EOP.
   c. Required to be trained on this EOP annually. This can be in conjunction with holding this training.
   d. Responsible for maintaining and updating this EOP.
4. City Engineer
   a. Responsible for reviewing and/or assisting with SSO volume estimation for large SSOs, unusual cases, or at the request of the Wastewater Field Supervisor or LRO.
   b. Required to be trained on this EOP annually.
5. City Staff and Contractors Responsible for SSO Response
   a. Required to be trained on this EOP annually.

8. Equipment and Supplies

1. Attachments to this EOP
   a. Attachment 1: Measured Volume SSO Estimation Worksheet
   b. Attachment 2: Area and Volume SSO Estimation Guide
   c. Attachment 3: Active SSO Estimation Worksheet
   d. Attachment 4: Flow Rate Method Worksheet
   e. Attachment 5: Manhole Overflow Gauge
2. Tape Measure
3. Camera
4. Pen
5. Personal Protective Equipment (PPE):
   a. Gloves
   b. Rubber Boots
   c. Safety Glasses
   d. Flashlights
   e. Safety Vest

9. Procedure

There are three (3) SSO volume estimation methods, which are described below. The person preparing the estimate should use the method most appropriate to the SSO using the best information available. A secondary estimation method should also be used to calculate the SSO volume to cross check the results of the initial estimate.

Photographs of the SSO at the time of arrival, during the SSO response, and after the SSO is stopped, and after the SSO is cleaned up must be taken as safety allows in order to assist City Staff with deriving a SSO volume estimate and to document City SSO response activities. Taking photographs should not interfere with the first priorities of the responder, such as safeguarding the area, containing the SSO, and clearing the cause of the SSO.

Method 1: Eyeball Estimate

1. Applicability: For use on very small SSOs up to 100 gallons.
2. Image the amount of water that would spill from a bucket or barrel and use that image to estimate the volume of the SSO.
    a. A bucket contains 5 gallons.
    b. A barrel contains 55 gallons.
3. For SSOs greater than 55 gallons, divide the standing water into barrels and multiply the number of barrels by 55 gallons.
4. Use Attachment 5: *Manhole Overflow Gauge* to assist with this eyeball estimate.

Method 2: Measured Volume

1. Applicability: For use on most SSOs.
2. Use the Attachment 1 of this EOP, Measured Volume SSO Estimation Worksheet, to document the calculations.
3. Sketch the shape of the contained sewage.
4. Measure or pace off the dimensions in feet.
5. Measure the depth in feet.
6. Calculate the are using the following formulas:
    a. Rectangle: Area = length x width
    b. Circle: Area = $0.785 \times D^2$ where D is the circle diameter
    c. Triangle: Area = base x height x 0.5
7. Multiply the area calculated in the previous step times the depth of the SSO.
8. Multiply this number by 7.48 to convert it to gallons.
9. This number is the volume of the SSO in gallons.
10. Attachment 2 of this EOP, Volume Estimation Guide, can be referenced for additional calculation methods.

Method 3: Duration and Flow Rate

1. Applicability: For use on SSOs where it is difficult or impossible to measure the area and depth.
2. Duration:
    a. The duration is the elapsed time from the start time of the SSO to the time the SSO stopped.
    b. Start Time:

i. Ask local residents about their observations of the SSOs, including odors and sounds. This information can be used to estimate the start time.

c. End Time:
   i. This is the time at which the SSO was stopped by the field crew.

3. Flow Rate:
   a. The flow rate is the average flow that left the sewer system during the time of the SSO, which can be estimated the following two (2) ways:
      i. Manhole Flow Rate Chart
         1. Use Attachment 3 of this EOP, Active SSO Estimation Worksheet, to document the flow rate calculation.
         2. This chart illustrates the sewage flowing from a manhole cover for a variety of flow rates.
         3. The observations of the field crew, which must be documented in photographs, are used to select the approximate flow rate from the chart.
      ii. Upstream Connections
         1. Once the location of the SSO is known, the number of upstream connections can be determined.
         2. Multiply the number of upstream connections by the average flow rate (gallons per hour) for that time of day.
            a. The City Engineer should provide the flow rate based on the City's typical flow curve.
            b. This number can be converted to gallons per hour if necessary:
               i. Flow Rate (gallons per hour) ÷ 24 hours/day = Flow Rate (gallons per day)
4. Volume Estimate:
   a. Estimated SSO Volume = Duration (in hours) x Flow Rate (in gallons per hour); or
   b. Estimated SSO Volume = Duration (in days) x Flow Rate (in gallons per day).

5. To check flow rate calculations as described above with average flow rates at the manhole/sewer line in question, use the Flow Rate Method Worksheet and Flow Calculation Worksheet to calculate average flow rates. Use the number calculated as the Profiled Flow at the bottom of the Flow Calculation Worksheet. Integrate this Flow Rate into the Volume Estimate formula found above and on the Flow Rate Method Worksheet as a spill volume to compare with the estimated SSO Volume determined using methods identified in 3.a.i and 3.a.ii above.

10. Data and Records Management

1. The Utilities Supervisor will maintain all SSO volume calculations and supporting documents at the City Community Services Office as an attachment to SSO reporting documents.

2. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by a RWQCB Executive Officer.
3. All records shall be made available for review upon SWRCB or RWQCB Staff's request.
4. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by RWQCB.
    a. SSO records must include, but are not limited to the following:
        i. Record of Drafts and Certified reports, as submitted to CIWQS;
        ii. All original recordings for continuous monitoring instrumentation;
        iii. Steps that have been and will be taken to prevent the SSO from recurring and a schedule to implement those steps;
        iv. Work orders, work completed, and any other maintenance records from the previous five (5) years which are associated with responses and investigations of system problems related to SSOs;
        v. Documentation of performance and implementation measures from the previous five (5) years.
5. SSO records: The City, and the SSS contractor(s), shall maintain records for each SSO event, including but not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time and method of notification
        ii. Date and time the complainant or informant first noticed the SSO.
        iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
        iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
        v. Final resolution of the complaint.
    b. Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with section D.7 of the SSS WDRs
    c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
6. Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
7. Electric monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    a. Supervisory Control and Data Acquisition (SCADA) systems
    b. Alarm system(s)
    c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.
8. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:

a. Date, exact place, and time of sampling measurements;
b. Individual(s) who performed the sampling or measurements;
c. Date(s) analyses were performed;
d. Individuals who performed the analyses;
e. Analytical technique or method used; and

11. Results of Analyses: Quality Control and Quality Assurance

1. Utilities Supervisor, LRO
    a. Responsible for the final review and approval of the SSO volume estimation.
2. Senior Maintenance Worker
    a. Responsible for reviewing and approving all SSO volume estimates before they are reported.
3. City Engineer
    a. Responsible for reviewing and/or assisting with SSO volume estimation for large SSOs, unusual cases, or at the request of the Wastewater Field Supervisor or LRO.

12. References

1. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC
2. CWEA: SSO Volume Estimation Worksheets and Field Materials (May 2012)

13. Attachments

1. Measured Volume SSO Estimation Worksheet
2. Area and Volume SSO Estimation Guide
3. Active SSO Estimation Worksheet
4. Flow Rate Method Worksheet
5. Manhole Overflow Gauge

<table>
<tr><td colspan="2">Standard Operating Procedure

City of Hollister</td><td>Document No.:

SS-EOP-05

Attachment No.: 1</td></tr>
<tr><td colspan="2">Title:
SSO VOLUME ESTIMATION ATTACHMENT 1:
Measured Volume SSO Estimation Worksheet</td><td>Revision:
0</td></tr>
<tr><td>Issued by:

Danny Hillstock, P.E.
Associate Engineer, Utilities
City of Hollister</td><td>Prepared by:

Heather Billing
Senior Environmental Compliance Specialist
Wallace Group</td><td>Page:
1 of 3

Effective Date:
2/28/2017</td></tr>
</table>

Measured Volume SSO Estimation Worksheet

Surface: ☐ Asphalt ☐ Concrete ☐ Dirt ☐ Landscape ☐ Inside Building Other _____

(Draw / Sketch outline of Spill 'Footprint' and attach photos)

~~ Breakdown the 'Footprint' into Recognizable Shapes and Determine Dimensions of Each Shape ~~

Area #1_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

Area #2_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

Area #3_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

Area #4_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

Area #5_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

Area #6_____ % Wet _____

☐ Stain. Depth1_____ Depth2 _____ Depth3 _____ Depth4 _____ Depth5 _____ Depth6 _____

(To be Completed by Supervisor)

Measured Volume SSO Estimation Worksheet

Area #1 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Area #2 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Area #3 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Area #4 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Area #5 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Area #6 Square Feet: _____ x % Wet _____ = _____ Sq/Ft

Ave Depth: _____ ☐ Concrete 0.0026' ☐ Asphalt 0.0013'

Volume: _____ Cu/Ft

Total Volume:

#1 _____, #2 _____, #3 _____, #4 _____, #5 _____, #6 _____ = _____ *cu ft

_____ *cu ft x 7.48 gallons = _____ **gallons Spilled.**

Standard Operating Procedure City of Hollister		Document No.: SS-EOP-05 Attachment No.: 2
Title: SSO VOLUME ESTIMATION ATTACHMENT 2: Area and Volume SSO Estimation Guide		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 10 Effective Date: 2/28/2017

City of Hollister
Areas and Volumes
SSO Estimation Guide

PURPOSE

The purpose of this guide is to assist with the estimation of the Volume of a Sewage Spill. It has limited application, as it can be used on dry surfaces where the limits of the spill footprint can be determined and in instances when the spill is contained. It does not require that the Spill Duration and Spill Flow Rate be known. However, any and all information available should be used if it helps to make a more accurate estimate.

HOW IT WORKS

This guide contains formulas for determining the volume of some basic geometric shapes and some simple conversions that are necessary to determine volume (in gallons.) Any sewage spill will leave a 'wetted footprint' on the surfaces affected. This guide will help you to determine the area of the wetted footprint of the spill. The wetted footprint will not likely be a geometric shape that is easy to determine the area. You will have to be creative and find the familiar shapes within the shape. This will be demonstrated later in the guide. After determining the area contacted by the spill, the depth of the spilled sewage must be determined, which, combined with the area, will lead to the volume spilled.

CONVERSIONS

** To convert inches into feet: Divide the inches by 12.

Example: 27" / 12 = 2.25'

Or Use Chart A

Example: 1 ¾" = ?

1" (0.08') + ¾" (0.06') = 0.14'

** One Cubic Foot can contain 7.48 gallons of liquid.

Chart A
Conversion:

Inches	to	Feet
1/8"	=	0.01'
1/4"	=	0.02'
3/8"	=	0.03'
1/2"	=	0.04'
5/8"	=	0.05'
3/4"	=	0.06'
7/8"	=	0.07'
1"	=	0.08'
2"	=	0.17'
3"	=	0.25'
4"	=	0.33'
5"	=	0.42'
6"	=	0.50'
7"	=	0.58'
8"	=	0.67'
9"	=	0.75'
10"	=	0.83'
11"	=	0.92'
12"	=	1.00'

City of Hollister
Areas and Volumes
SSO Estimation Guide

GEOMETRY

For the purposes of this guide, the unit of measurement will be in feet for formula examples.

Area is two-dimensional - represented in square feet. (Length x Width)

Volume is three-dimensional - represented in cubic feet. (Length x Width x depth) or (Diameter Squared) D^2 x 0.785 x depth.

A Note about Depth

Wet Stain on a Concrete Surface - For a stain on concrete, use 0.0026'. This number is 1/32" converted to feet. For a stain on asphalt use 0.0013' (1/64"). These were determined to be a reasonable depth to use on the respective surfaces through a process of trial and error. A known amount of water (one gallon) was poured onto both asphalt and concrete surfaces. Once the Area was determined as accurately as possible, different depths were used to determine the volume of the wetted footprint until the formula produced a result that (closely) matched the one gallon spilled. 1/32" was the most consistently accurate depth on concrete and 1/64" for asphalt. This process was repeated several times.

Sewage "Ponding" or Contained – Measure actual depth of standing sewage whenever possible. When depth varies, measure several (representative) points, determine the average and use that number in your formula to determine volume.

Area/Volume Formulas

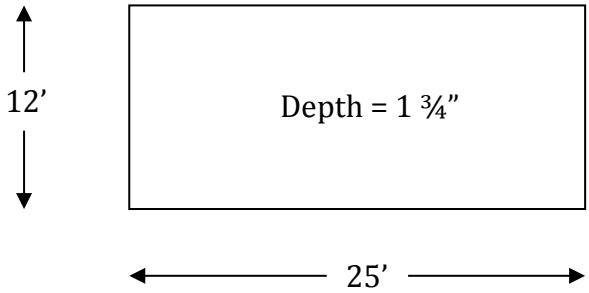
Area is two dimensional and is represented as Square Feet (SQ/FT)

Volume is three dimensional and is represented as Cubic Feet (CU/FT)

One Cubic Foot can hold 7.48 gallons

AREA/VOLUME OF A RECTANGLE OR SQUARE

Formula: **Length x Width x Depth** = Volume in Cubic Feet



Length (25’) x Width (12’) x Depth (0.14’)

25’ x 12’ x 0.14’ = 42 Cubic Feet.

Now the Volume in Cubic Feet is known.

There are 7.48 Gallons in one Cubic Foot

So, 42 Cubic Feet x 7.48 gallons/cubic feet = **314 Gallons**

Chart A

Conversion:

Inches	to	Feet
1/8”	=	0.01’
1/4”	=	0.02’
3/8”	=	0.03’
1/2”	=	0.04’
5/8”	=	0.05’
3/4”	=	0.06’
7/8”	=	0.07’
1”	=	0.08’
2”	=	0.17’
3”	=	0.25’
4”	=	0.33’
5”	=	0.42’
6”	=	0.50’
7”	=	0.58’
8”	=	0.67’
9”	=	0.75’
10”	=	0.83’
11”	=	0.92’
12”	=	1.00’

AREA/VOLUME OF A RIGHT TRIANGLE

Base x Height x 0.5 x Depth = Volume in Cubic Feet

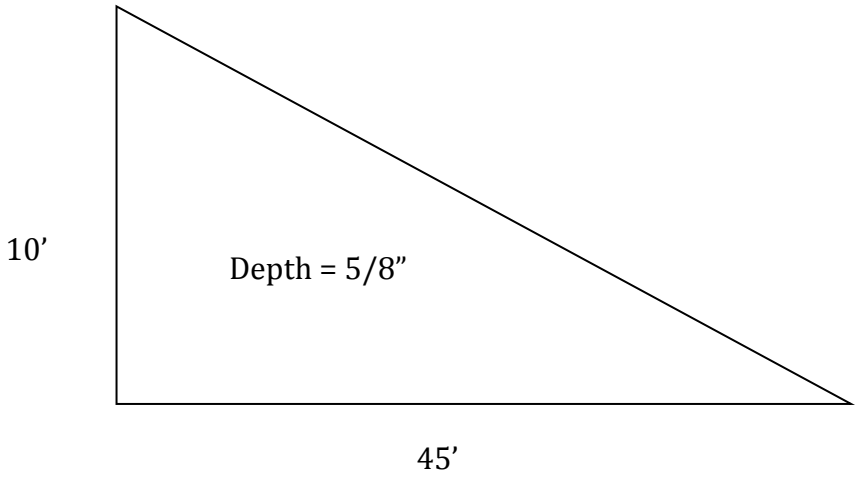


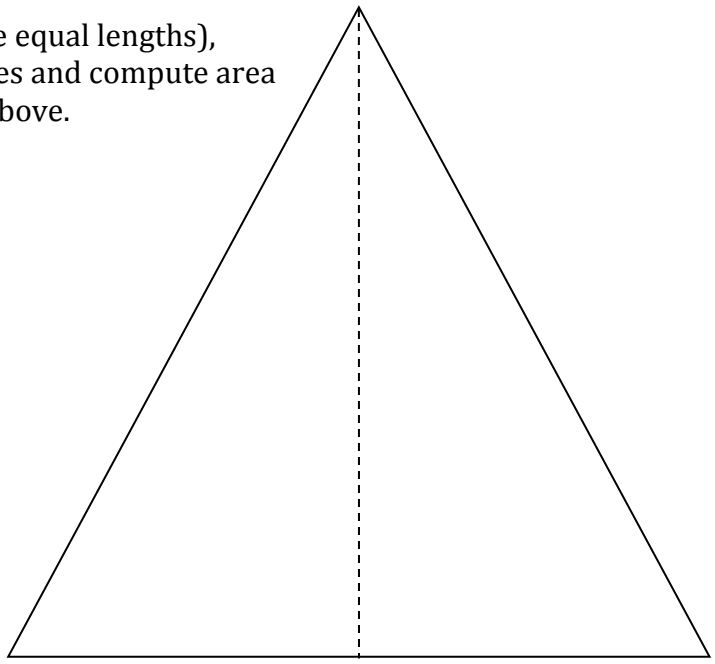
Chart A

Conversion:

Inches	to	Feet
1/8”	=	0.01’
1/4”	=	0.02’
3/8”	=	0.03’
1/2”	=	0.04’
5/8”	=	0.05’
3/4”	=	0.06’
7/8”	=	0.07’
1”	=	0.08’
2”	=	0.17’
3”	=	0.25’
4”	=	0.33’
5”	=	0.42’
6”	=	0.50’
7”	=	0.58’
8”	=	0.67’
9”	=	0.75’
10”	=	0.83’
11”	=	0.92’
12”	=	1.00’

Base (45’) x Height (10’) x 0.5 x Depth (.05’) x 7.48 gallons/cubic foot = **84 gallons**

For Isosceles Triangles (two sides are equal lengths), Break it down into two Right Triangles and compute area as you would for the Right Triangle above.



City of Hollister
Areas and Volumes
SSO Estimation Guide

AREA/VOLUME OF A CIRCLE/CYLINDER

$D^2 \times 0.785 \times d$

Diameter Squared x 0.785 x Depth = Volume in cubic feet.

Diameter = Any straight line segment that passes through the center of a circle.

For our purposes, it is the measurement across the widest part of a circle.

D^2 x 0.785 x depth = Volume in cubic feet

Example:

27' x 27' x 0.785 x 0.03 = 17.17 cubic feet

17.17 cubic feet x 7.48 gallons/cubic feet = **<u>128 gallons</u>**

Chart - A

Conversion:
Inches to Feet

1/8"	=	0.01'
1/4"	=	0.02'
3/8"	=	0.03'
1/2"	=	0.04'
5/8"	=	0.05'
3/4"	=	0.06'
7/8"	=	0.07'
1"	=	0.08'
2"	=	0.17'
3"	=	0.25'
4"	=	0.33'
5"	=	0.42'
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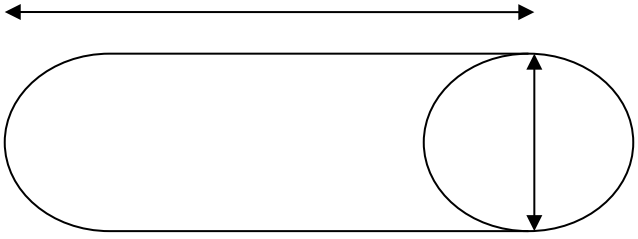
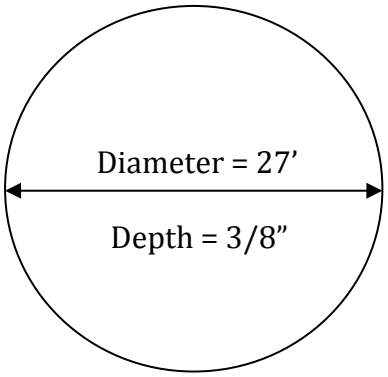
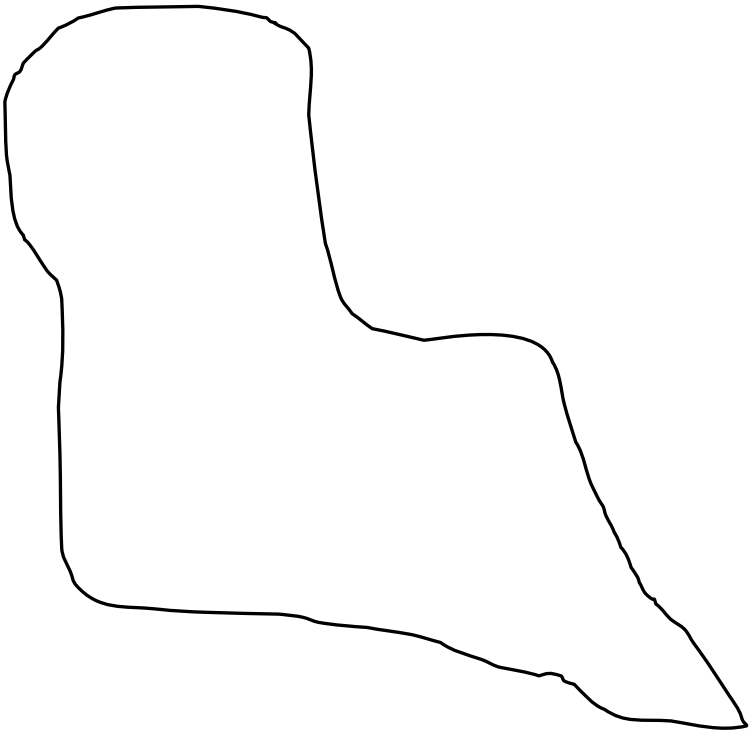
12"	=	1.00'

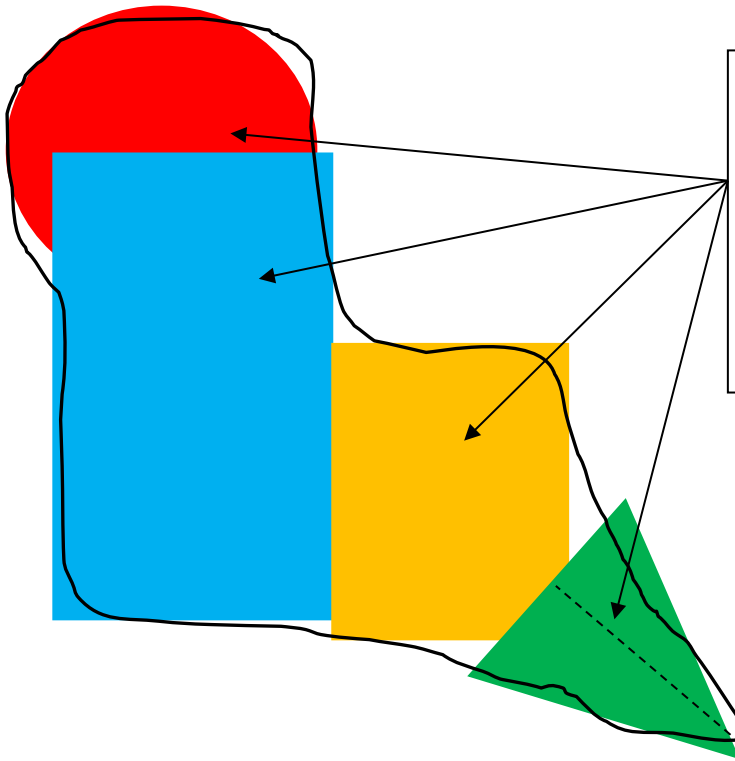




City of Hollister
Areas and Volumes
SSO Estimation Guide

Find the geometric shapes within the shape. If this was the shape of your spill, break it down, as best you can, with the shapes we know.



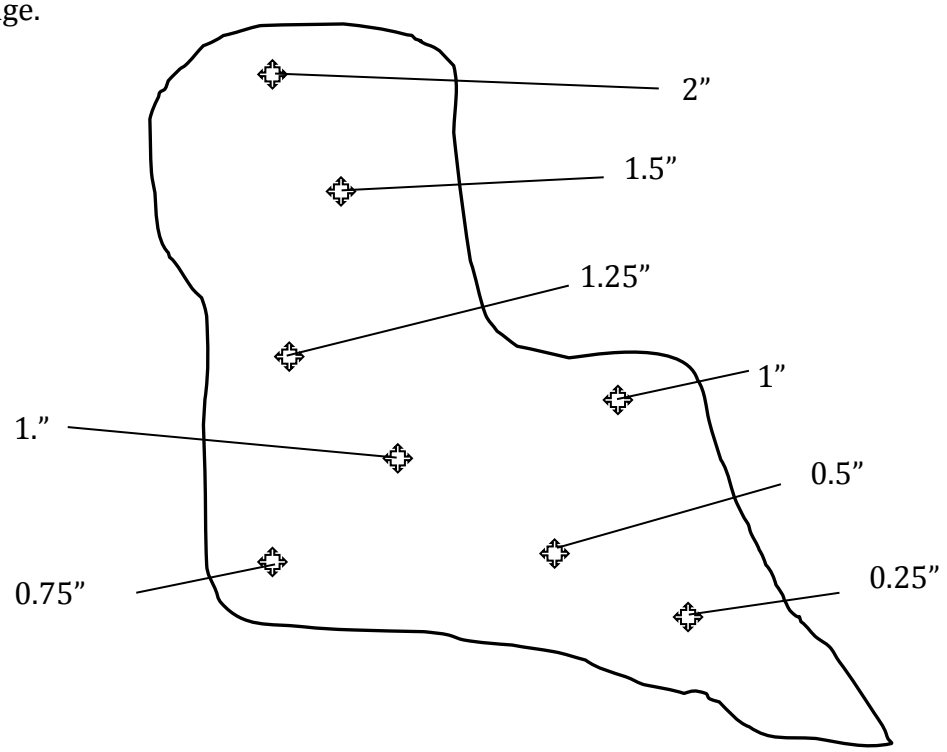


1. Determine the volumes of each shape.

In this example, after the volume of the circle is determined, multiply it by 55% (+/-) so that the overlap area won't be counted twice.

2. Add all the volumes to determine total spill volume.

If the spill depth is of varying depths, take several measurements at different depths and find the average.



2” + 1.5” + 1.25” + 1” + 1” + 0.75” + 0.5” + 0.25” = 8.25”

8.25” / 8 measurements = 1.03”

Average Depth = 1.03”

City of Hollister
Areas and Volumes
SSO Estimation Guide

Step 1

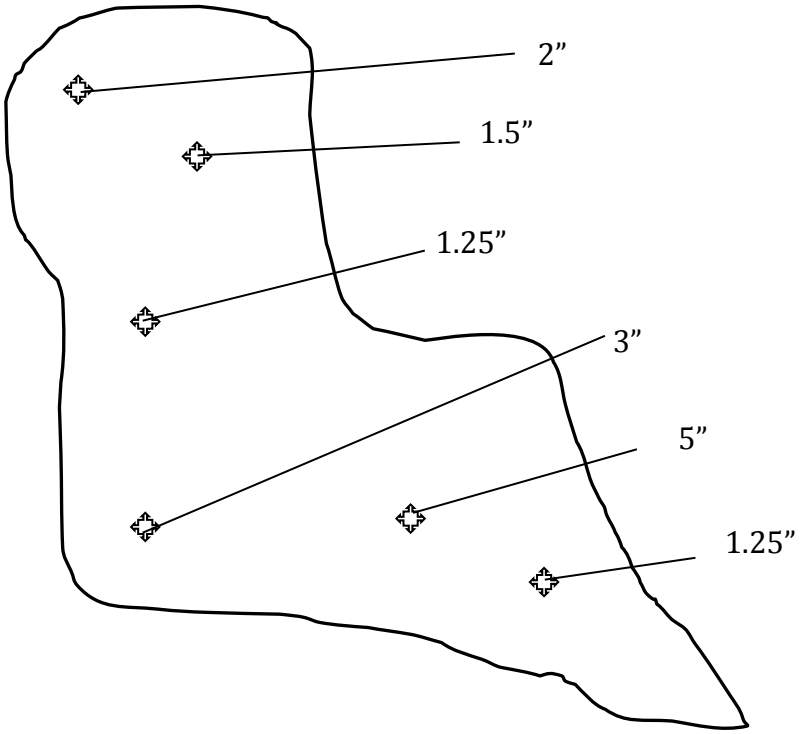
If the spill affects a dry, unimproved area such as a field or dirt parking lot, determine the Area of the wetted ground in the same manner as you would on a hard surface. Using a round-point shovel, dig down into the soil until you find dry soil. Do this in several locations within the wetted area and measure the depth of the wet soil. Average the measurement/thickness of the wet soil and determine the average depth of the wet soil.

Step 2

Take a Test Sample
(See Next Page)

NOTE: This can be used in a (Dry) dirt or grassy area that is not regularly irrigated like a field or a dirt parking lot.

Wet weather would make this method ineffective.



2” + 1.5” + 1.25” + 3” + 5” + 1.25” = <u>14.0”</u>

14.0” / 6 measurements = 2.33”

Average Depth = 2.33” (0.194’)

EXAMPLE:

If the Area of the spill was determined to be 128 Sq/Ft and the average depth of the wet soil is 2.33 inches:

128 Sq/Ft x 0.194’ = 24.83 Cu/Ft

24.83 Cu/Ft x 7.48 Gals/Cu/Ft = 185.74 gallons

185.74 x 18% = <u>33 Gallons</u> (water in soil)

(Test) SAMPLING SOIL FOR WATER CONTENT

Once you have determined the wetted footprint of the spill, you will want to determine the water (sewage) content in the soil.

1. Select an area of dry soil (near the wetted footprint of the spill) to sample.
2. Pour a known amount of water onto the soil and let it soak in for an adequate amount of time. If possible, use a form to keep the water contained to a geometric shape (circle, square, rectangle, etc.).
3. Determine the Area of the wetted footprint.
4. Using a small hand tool, dig down into the soil until dry soil is reached. Measure the depth of the wet soil. Do this in multiple locations and average the measurements.
5. Multiply the Area by the Average Depth of the wet soil to determine the volume of the wet soil.
6. Determine the water content in the soil
    a. Since you started with a known amount, you know how much water is in the soil.
    b. Divide that known amount by the volume determined in step 5 to arrive at the percent of water content in the soil.
    c. Arrive at the water content of the soil (percent)

Example:

1. Place a 2-foot diameter form onto an area of dry soil.
2. Pour one gallon of water into the form and let it soak in for 15 minutes.
3. Pull the form and measure the Area of the wetted soil (it will likely be larger than the form). Let's say 26" diameter.
4. Dig into the soil in 3 locations and measure the depth of the wetted soil.
5. Average the 3 measurements. (Let's say 2.5", 1.5" & 3.75" = 7.75". divide by 3 = 2.58" or 0.215')
6. Determine the Area of the Circle (D^2 x 0.785) 2.16' x 2.16' x 0.785 = 3.66 Sq/Ft
7. Multiply the Area by the Average Depth to get the Volume (3.66 x 0.215' = 0.79 Cu/Ft)
8. Multiply 0.79 cubic feet by 7.48 gallons/Cu/ft = 5.9 gallons.
9. Divide 1 Gallon (known Amount) by 5.9 gallons = .17 or 17% is the water content in the soil.
10. Now you have determined that the water content in the soil is 17%. Apply this to your actual spill area.

<table>
<tr><td colspan="2">Standard Operating Procedure

City of Hollister</td><td>Document No.:

SS-EOP-05

Attachment No.: 3</td></tr>
<tr><td colspan="2">Title:
SSO VOLUME ESTIMATION ATTACHMENT 3:
Active SSO Estimation Worksheet</td><td>Revision:
0</td></tr>
<tr><td>Issued by:

Danny Hillstock, P.E.
Associate Engineer, Utilities
City of Hollister</td><td>Prepared by:

Heather Billing
Senior Environmental Compliance Specialist, Wallace Group</td><td>Page:
1 of 2

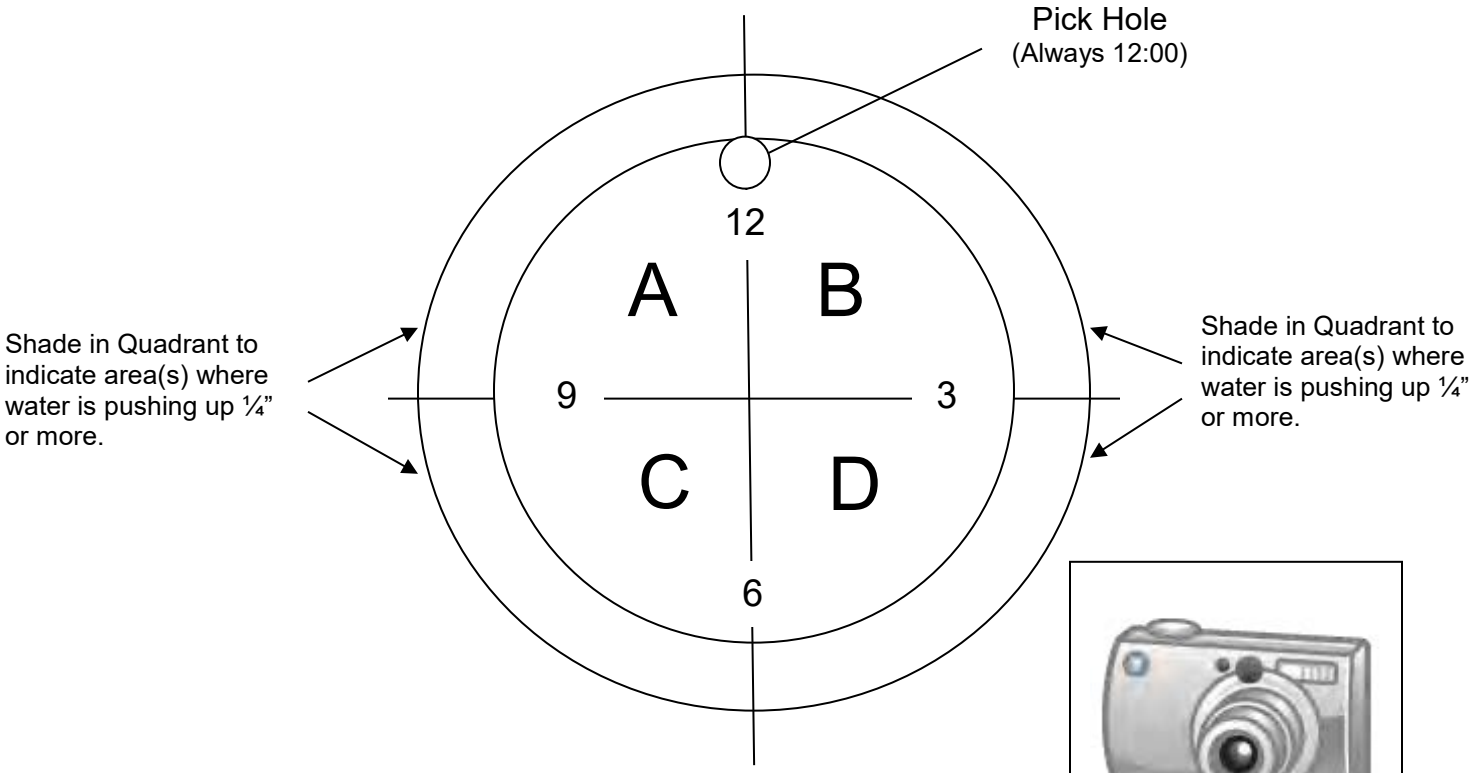
Effective Date:
2/28/2017</td></tr>
</table>

City of Hollister
Active SSO Estimation Worksheet

Manhole ID: _____ Cleanout Address: _____

Photo(s) of Manhole ☐ Opening: 24-inch ☐ 36-inch Other: _____

Time Measurements were taken: _____:_____ ☐ AM ☐ PM



Attach Photos

Pick Hole Measured Height: _____ inches

Quadrant **A** Highest Measure: _____ inches. % of Quadrant Spilling _____

Quadrant **B** Highest Measure: _____ inches. % of Quadrant Spilling _____

Quadrant **C** Highest Measure: _____ inches. % of Quadrant Spilling _____

Quadrant **D** Highest Measure: _____ inches. % of Quadrant Spilling _____

– –

or

Measured Height from Clean Out: _____ inches (top of stack to top of water)

Standard Operating Procedure		Document No.:
 City of Hollister		SS-EOP-05 Attachment No.: 4
Title: SSO VOLUME ESTIMATION ATTACHMENT 4: Flow Rate Method Worksheet		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 2 Effective Date: 2/28/2017

City of Hollister
Flow Rate Method Worksheet

Completed By: _____ Measuring Manhole: _____

How was Flow Rate Determined?
(Attach worksheets, reports, etc. used in determination)

☐ Flow Calculation Work Sheet; Determined Flow Rate: _____ GPM
☐ Active Spill Estimation Worksheet; Determined Flow Rate _____ GPM
☐ Flow Monitoring Equipment;

If Flow Monitoring Equipment:
Measuring Period: From _____/_____/_____ at _____:_____
To _____/_____/_____ at _____:_____

Average Flow Rate During Same Time of Day as Spill Occurred: _____ GPM

Flow Measured - Downstream Manhole ID: _____; Flow _____ GPM
(See SSO Response Field Check List for Downstream flow information)
(Attach Flow Calculation Worksheet)

Diurnal Flow Pattern applied: _____
_____
_____
_____

Comments: _____
_____
_____
_____

Duration: _____ + Flow Rate (GPM) _____ = Spill Volume _____ Gals

City of Hollister
Flow Rate Method Worksheet
Calculation Worksheet

Date:_____ Manhole #: _____ Pipe Diameter: _____

Site Location: _____

Calculate/Determine Velocity (V)

Velocity: _____ ft/sec

Calculate Diameter D^2

(Inside diameter: _____ inches/12)^2

Calculate to Diameter Ratio (Level/Diameter)

Level:_____ (inches) Inside Diameter: _____ (inches) = L/D: _____

Identify Flow Unit Multiplier (K) in Table Using L/D

L/D ≈ K = _____ *(MGD, GPM, CFS) *Refer to Table on Back*

Profiled Flow

V:____ (x) D^2:_____ (x) K: _____ = _____ ( ) *Unit of Measurement – MGD, GPM, CFS*

Table I Flow Unit Multiplier

L/D	K (Flow Unit Mulitiplier)					
	MGD	GPM	CFS	CMM	CMD	LPM
.01	.0009	.5966	.0013	.0023	3.2522	2.2585
.02	.0024	1.6824	.0037	.0063	9.1709	6.3687
.03	.0044	3.0814	.0069	.0117	16.7986	11.6644
.04	.0068	4.7296	.0105	.0179	25.7811	17.9036
.05	.0095	6.5894	.0147	.0249	35.9190	24.9438
.06	.0124	8.6351	.0192	.0327	47.0701	32.6876
.07	.0156	10.8475	.0242	.0411	59.1295	41.0621
.08	.0190	13.2113	.0294	.0500	72.0148	50.0103
.09	.0226	15.7143	.0350	.0595	85.6585	59.4851
.10	.0264	18.3460	.0409	.0694	100.0039	69.4471
.11	.0304	21.0975	.0470	.0799	115.0022	79.8627
.12	.0345	23.9609	.0534	.0907	130.6108	90.7020
.13	.0388	26.9294	.0600	.1019	146.7919	101.9388
.14	.0432	29.9967	.0668	.1135	163.5116	113.5497
.15	.0477	33.1571	.0739	.1255	180.7393	125.5134
.16	.0524	36.4056	.0811	.1378	198.4467	137.8102
.17	.0572	39.7374	.0885	.1504	216.6081	150.4223
.18	.0621	43.1480	.0961	.1633	235.1995	163.3330
.19	.0672	46.6334	.1039	.1765	254.1985	176.5267
.20	.0723	50.1898	.1118	.1900	273.5844	189.9892
.21	.0775	53.8135	.1199	.2037	293.3373	203.7064
.22	.0828	57.5012	.1281	.2177	313.4387	217.6657
.23	.0882	61.2496	.1365	.2319	333.8710	231.8548
.24	.0937	65.0555	.1449	.2463	354.6172	246.2619
.25	.0992	68.9161	.1535	.2609	375.6613	260.8759
.26	.1049	72.8286	.1623	.2757	396.9880	275.6861
.27	.1106	76.7901	.1711	.2907	418.5825	290.9823
.28	.1163	80.7982	.1800	.3059	440.4305	305.8545
.29	.1222	84.8503	.1890	.3212	462.5182	321.1932
.30	.1281	88.9439	.1982	.3367	484.8325	336.3892
.31	.1340	93.0767	.2074	.3523	507.3605	352.3337
.32	.1400	97.2464	.2167	.3681	530.0894	368.1176
.33	.1461	101.4507	.2260	.3840	553.0071	384.0327
.34	.1522	105.6875	.2355	.4001	576.1017	400.0706
.35	.1583	109.9546	.2450	.4162	599.3618	416.2234
.36	.1645	114.2500	.2545	.4325	622.7757	432.4831
.37	.1707	118.5715	.2642	.4488	646.3325	448.8419
.38	.1770	122.9172	.2739	.4653	670.0208	465.2922
.39	.1833	127.2851	.2836	.4818	693.8301	481.8265
.40	.1896	131.6733	.2934	.4984	717.7501	498.4375
.41	.1960	136.0797	.3032	.5151	741.7607	515.1178
.42	.2023	140.5026	.3130	.5319	765.8788	531.8603
.43	.2087	144.9400	.3229	.5487	790.0673	548.6578
.44	.2151	149.3902	.3328	.5655	814.3250	565.5034
.45	.2215	153.8512	.3428	.5824	838.6420	582.3902
.46	.2280	158.3212	.3527	.5993	863.0080	599.3111
.47	.2344	162.7985	.3627	.6163	887.4133	616.2592
.48	.2409	167.2811	.3727	.6332	911.8480	633.2277
.49	.2473	171.7673	.3827	.6502	936.3024	650.2100
.50	.2538	176.2553	.3927	.6672	960.7664	667.1989

<table>
<tr><td colspan="2">Standard Operating Procedure

City of Hollister</td><td>Document No.:

SS-EOP-05

Attachment No.: 5</td></tr>
<tr><td colspan="2">Title:
SSO VOLUME ESTIMATION ATTACHMENT 5:
Manhole Overflow Gauge</td><td>Revision:
0</td></tr>
<tr><td>Issued by:

Danny Hillstock, P.E.
Associate Engineer, Utilities
City of Hollister</td><td>Prepared by:

Heather Billing
Senior Environmental Compliance Specialist, Wallace Group</td><td>Page:
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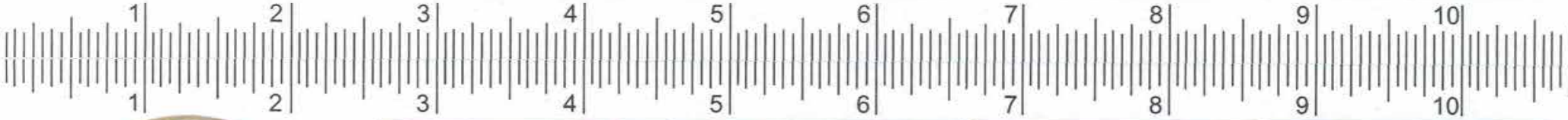
Effective Date:
2/28/2017</td></tr>
</table>

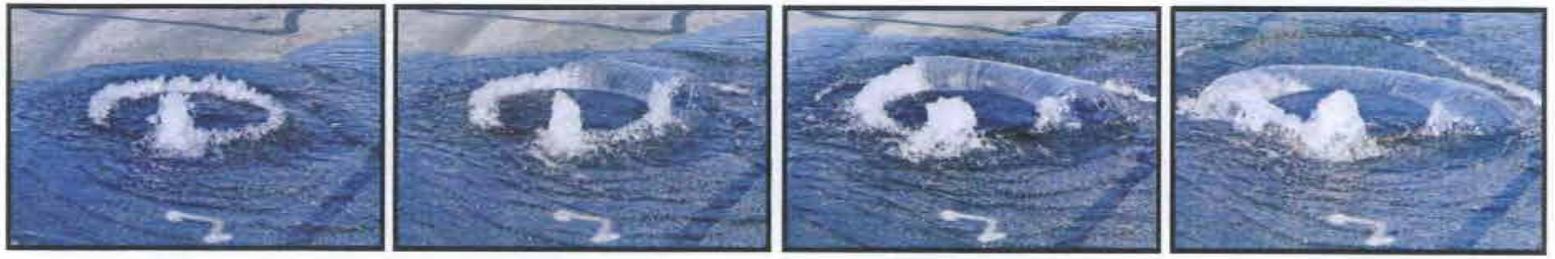
SSCSC MANHOLE OVERFLOW GAUGE

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.

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Standard Operating Procedure City of Hollister		Document No: SS-EOP-06
Title: SSO MITIGATION AND CLEANUP		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Bill Callahan *Director of Public Works Administration,* Wallace Group	Page: 1 of 9 Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Mitigation and Cleanup EOP is to ensure proper sanitary sewer overflows (SSOs) response activities are in place for the safe and effective response to SSOs, which occur in the City of Hollister (City) sanitary sewer collection system.

2. Location

A SSO, which requires the notification procedures included in this EOP, can occur anywhere in the City's sanitary sewer collection system. Refer to SS-EOP-00, Figure 0-1 for a map of the City service area in which the sanitary sewer collection system is located.

3. Scope and Availability

The State Water Resources Control Board's (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), Order No. 2006-0003-DWQ, establishes the requirement for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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, to have a program to ensure an appropriate response to all SSOs and that all reasonable steps are taken to contain and prevent the SSO from reaching waters of the United States to minimize or correct any adverse impact on the environment resulting from the SSO.

4. Health and Safety Warnings

1. All SSO response activities must be conducted in a safe and efficient manner that protects City Staff, the City's contractors, and the public.
2. Employees are required to follow the City's or contractor's safety practices and procedures, whichever is more stringent. These procedures must establish guidelines in compliance with the:
    a. Occupational Health and Safety Administration (OSHA);
    b. California Division of Occupational Safety and Health (Cal/OSHA);
    c. City of Hollister Illness and Injury Prevention Program (IIPP); and
    d. City of Hollister requirements and standards.
3. Multiple hazards exist in the performance of SSO response. The following are some of the more common hazards to be aware of:
    a. Traffic in the vicinity of SSO response activities
    b. Distracted drivers
    c. Members of the public interested in SSO response activities
    d. Slips, trips, and falls
    e. Falling objects
    f. Infections and disease
    g. Poisonous/toxic gases
    h. Strains and back injuries
    i. Bites (insects, bugs, rodents, etc.)
    j. Drowning
    k. Noise
    l. Weather conditions

5. Cautions

1. Ensure that all equipment is used correctly. If the City has a SOP for using that equipment, it must be followed.
2. Ensure that the SSO response activities are sufficiently documented through written documentation and photographs.

6. Interferences

1. Equipment must be used according to the manufacturer's standards and to the City's SOPs in order to obtain accurate results.
2. The SSO Report submitted in CIWQS must be supported by documentation if it is to be considered accurate and defendable. Documentation for why certain response activities could not be accomplished is also imperative for reporting the SSO. Therefore, City Staff must ensure that the SSO response activities are sufficiently documented through written documentation and photographs.

7. Personnel Qualifications and Responsibilities

1. Senior Maintenance Worker
    a. Responsible for the SSO response, mitigation, and cleanup activities.
    b. Responsible for training all City Staff and contractors responsible for SSO Response are trained on this EOP annually.
    c. Responsible for managing, maintaining, and updating this EOP.
2. First Responder
    a. Responsible for the SSO response, mitigation, and cleanup activities until the Senior Maintenance Worker arrives to the SSO site or for the entire duration of the SSO if the Senior Maintenance Worker is unable to respond.
3. City Staff and Contractors Responsible for SSO Response, Mitigation, and Cleanup
    a. Required to be trained on this EOP annually.
4. Legally Responsible Official (LRO), Utilities Supervisor
    a. Responsible for review, certifying, and submitting any reports regarding the SSO response, mitigation, and cleanup activities to the SWRCB, RWQCB, and EPA.
    b. Can also be responsible for entering the SSO information, including the SSO response, mitigation, and cleanup activities, into the SSO Report in CIWQS.
    c. Required to be trained on this EOP annually.
5. Data Submitter
    a. Responsible for entering the SSO information, including SSO response, mitigation, and cleanup activities, into the SSO Report in CIWQS.
    b. Required to be trained on this EOP annually.

8. Equipment and Supplies

1. Personal Protective Equipment (PPE):
    a. Gloves
    b. Rubber Boots
    c. Safety Glasses

   d. Flashlights
   e. Safety Vest
2. SSO Cleanup Equipment:
   a. Hydrovac Truck
   b. Sewer Bypass Pump
   c. Bleach
   d. Shovels
   e. Rakes
   f. Sandbags
   g. Plugs
   h. Plastic Tarps
   i. Visqueen
3. Attachment 1 of this EOP, SSO Response Field Checklist
4. SS-EOP-05: SSO Volume Estimation
5. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment

9. Procedure

SSO Mitigation and Cleanup

1. Assess the conditions surrounding and involving the SSO event.
   a. Determine if additional staff will be necessary to contain, mitigate, and clean the SSO while maintaining safe and secure SSO response activities.
   b. If City Staff needs assistance, the Senior Maintenance Worker, the public, or the first responder will call County Communications at (831) 636-4100, which contacts dispatch for the Police and Fire Departments.
   c. If City Staff needs further assistance, Senior Maintenance Worker or the first responder calls Green Line at (831) 240-0685, Al's Septic (831) 637-3700 or Sunnyslope County Water District at (831) 637-4670 per the City's verbal agreements for Emergency Call Out Services.
2. Take photographs of the SSO site if possible for use in SSO calculations and reporting and to document all of the City's SSO response activities.
3. Document SSO characteristics and mitigation activities in Attachment 1 of this EOP, SSO Response Field Checklist.
4. If the SSO is flowing at a high rate and is of large volume, it may be necessary to use the Vac Con truck or bypass pump to clear the downstream manhole.
5. Contain the SSO as much as possible using sandbags, tarps, visqueen, etc.
6. Plug upstream and downstream portions of impacted storm drains when applicable and recover any sewage for disposal to the sewer system.
7. Estimate the volume of the SSO as outlined in SS-EOP-05: SSO Volume Estimation and monitor the SSO flow rate.
8. Troubleshoot the cause of the SSO by going to downstream manholes to establish the location of the cause of the SSO, such as a blockage.
9. Clear any blockages by jetting the lines using the appropriate cleaning tools. City Staff should set up a jetter downstream of the blockage and hyrdoclean upstream from a clear manhole. Flows should be observed to ensure a blockage does not occur downstream. Capture as much of the material causing the blockage as possible.

10. Vacuum or pump up any spilled sewage and discharge it back to the sanitary sewer system
11. When the lines are clear, apply a weak, 10% bleach to the area to disinfect the area. Let the bleach dry and sweep/shovel any residual materials. Bleach should not be applied during wet weather.
12. Rake or sweep up and properly dispose of solids to the extent possible.
13. Estimate the volume of the SSO as outlined in SS-EOP-05: SSO Volume Estimation if the SSO volume was not estimated earlier, and complete the SSO Response Spill Estimation Form as described and provided in SS-EOP-05: SSO Volume Estimation.
14. Complete Attachment 1 of this EOP, SSO Response Field Checklist.
15. If the SSO reaches a waterbody, refer to SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment.

Force Main SSOs

1. If a SSO resulting from a leak or break in a force main, containment and SSO response activities should proceed as described above.
2. The lift station connected to the leaking force main should be turned off and bypass procedures should be implemented until the leak can be repaired.
3. The Vac Con truck and bypass pump should be used to either begin removing wastewater from the SSO site, discharging the wastewater back into the sanitary sewer system, or assisting with lift station bypass procedures.

Prolonged SSO Response

1. If normal mitigation efforts are unsuccessful and the source of the SSO cannot be cleared by standard Vac Con jetting, other methods may be necessary to stop the SSO.
2. If excavation is identified as the only method of clearing the blockage, Staff should contact the Utilities Supervisor to implement a plan to excavate and take additional steps as necessary.
3. Depending on the volume of the SSO, additional pumper trucks or portable bypass pumping may be necessary to keep the SSO containment area from breaching the contained area.

Lift Station SSO Response Overview

1. Containment
    a. The following methods can be used to mitigate/contain SSOs:
        i. Dikes can be constructed of dirt, sand bags or pump hoses.
            1. The purpose of using dikes is to prevent the spill from entering either a storm drain or surface waters.
            2. The diverted spill can be directed to either a downstream manhole for a sewage spill or to a natural spill containment area such as a low spot in a field, parking lot or roadway where the spilled material can be collected and later vacuumed up.

ii. Blocking off the entrances is a quick, effective method for protecting storm drain channels, catch basins or surface waters.
    1. Dirt, sandbags, pig style barriers or pipe plugs can be used to block off these entrances.

2. Recovery and Cleanup
    a. Once the source of the SSO has been stopped, all efforts must be made to recover as much of the spilled contents as possible.
        i. The sewer spill may be returned back into a sewer manhole.
        ii. If wastewater has entered the storm drain system efforts should be made to capture this material by plugging the downstream line and pumping with a trailer mounted pump or Vac Con unit. Wastewater should be returned to sanitary sewer system once recovered.

    b. The area of the SSO will need to be cleaned up.
        i. Sodium hypochlorite may be used as a disinfectant as long as there is minimal chance of contact with people and if the spill has no chance of reaching a storm drain or body of water.
            1. A 10:1 ratio of water and sodium hypochlorite may be applied by using a small handheld sprayer.
        ii. If chemical disinfection is not used, the area may be cleaned using water from a fire hydrant or hose bib and then vacuumed up and returned to the collection system.

3. Storm Drain Locations – Lift Station SSO
    a. The following are a list of potential storm drain inlet and outlet locations to consider when attempting to contain a Lift Station SSO. The following information is referenced in City GIS Maps. *See Maps for Southside and 2nd & East Lift Station locations in Attachment #4.*
        i. Southside Lift Station: drainage inlet immediately northwest of lift station on the east side of Southside Road. Inlet flows to storm drain manhole #G-16-3. This storm drain line flows west to an outlet at the San Benito River downstream of storm drain manhole #G16-5.
        ii. GLP Lift Station: there are no storm water conveyance lines in the vicinity of this lift station. The surrounding area is relatively flat. Drainage ditch behind lift station is potential collection point for a SSO. (*No attached map for this site*)
        iii. 2nd and East Lift Station: drainage inlets surrounding storm drain manhole #F10-21 to the south of this lift station on East Street are the closest potential drainage features. This storm drain line flows west to an outlet on the San Benito River downstream of storm drain manhole #C11-12.
        iv. Airport Lift Station: there are no storm water conveyance lines in the vicinity of this lift station. The surrounding area is relatively flat. Drainage ditch adjacent to lift station is potential collection point for a SSO. (*No attached map for this site*)

Combined Sewer and Storm Water Line Diversion Valve Failure

The City maintains combined sections of sewer lines that are also utilized as storm water conveyance lines during winter and spring. This line is used in the summer and fall seasons to convey process wastewater from an industrial tomato processing plant to the City's Industrial Wastewater Treatment Plant (IWWTP). Process wastewater flows are isolated from the City's Storm Water conveyance system by a diversion slide gate located in manhole F12-9 located on West Street, immediately south of the Hawkins and West Street intersection. (See Attachment #3 for location of MH F12-9)

1. Containment
   In the event of a failure or conditions causing bypass of the diversion valve described above, wastewater will flow through the storm water line shown in Attachment #3 of this EOP. Efforts should be made to contain wastewater at manholes downstream of this location during lower flow conditions.
   Significant discharges should be contained in an area downstream of the storm water outfall shown in Attachment #3 of this EOP. Actions should be taken to pump process wastewater to the IWWTP pond system north of the containment area discussed above.

2. Recovery and Cleanup
   As discussed above, during and active spill with significant flows to the containment area a bypass pump should be brought on site to convey wastewater back to the IWWTP. Once these flows are redirected back into the industrial sewer line by manipulation or repair of the slide gate, the containment area should be pumped down and soils should be allowed to dry. Dried remnants of the SSO should be removed and disposed of at the landfill.
   Smaller low flow spills that can be contained at manholes downstream of Manhole F12-9 should be collected with the City's Vac Con Unit and disposed of at the IWWTP. The line should be cleaned upstream of the manhole used to contain and recover process wastewater back to Manhole F12-9. Cleaning should be completed prior to allowing storm water to flow through the storm drain line.

10. Data and Records Management

1. SSO response, mitigation, and cleanup activities must be documented in Attachment 1 of this EOP, SSO Response Field Checklist.
2. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by a RWQCB Executive Officer.
3. All records shall be made available for review upon SWRCB or RWQCB Staff's request.
4. Individual SSO records shall be maintained for a <u>minimum of five (5) years</u> from the date of the SSO. This period may be extended when requested by RWQCB.
   a. SSO records must include, but are not limited to the following:
      i. Record of Drafts and Certified reports, as submitted to CIWQS;
      ii. All original recordings for continuous monitoring instrumentation;

iii. Steps that have been and will be taken to prevent the SSO from recurring and a schedule to implement those steps;
iv. Work orders, work completed, and any other maintenance records from the previous five (5) years which are associated with responses and investigations of system problems related to SSOs;
v. Documentation of performance and implementation measures from the previous five (5) years.

5. SSO records: The City, and the SSS contractor(s), shall maintain records for each SSO event, including but not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time and method of notification
        ii. Date and time the complainant or informant first noticed the SSO.
        iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
        iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
        v. Final resolution of the complaint.
    b. Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with section D.7 of the SSS WDRs
    c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
6. Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
7. Electric monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    a. Supervisory Control and Data Acquisition (SCADA) systems
    b. Alarm system(s)
    c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.
8. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:
    a. Date, exact place, and time of sampling measurements;
    b. Individual(s) who performed the sampling or measurements;
    c. Date(s) analyses were performed;
    d. Individuals who performed the analyses;
    e. Analytical technique or method used; and
    f. Results of such analyses.

11. Quality Control and Quality Assurance

1. The Utilities Supervisor reviews all SSO Field Reports.
2. The Data Submitter will enter and save the SSO Report in CIWQS as a Draft Report.

3. The LRO will review the SSO Report, make any needed changes, and certify the final SSO Report in CIWQS.

12. References

1. SS-EOP-05: Volume Estimation
2. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
3. WDR: Order No. 2006-0003-DWQ

13. Attachments

1. SSO Response Field Checklist
2. SSO Potential Storm Drain Locations
3. Combined Sewer & Storm Water Line Industrial Sewer Diversion Valve SSO

Standard Operating Procedure City of Hollister		Document No.: SS-EOP-06 Attachment No.: 1
Title: SSO MITIGATION AND CLEANUP ATTACHMENT 1: SSO Response Field Checklist		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 6 Effective Date: 2/28/2017

City of Hollister
SSO Response Field Checklist

REPORTED BY

Call Address: _____

Caller Name: _____ Phone: _____ _____

Receipt of Call: Date: _____/_____/_____ Time: _____:_____ ☐ AM ☐ PM Call Received By: _____

SPILL START TIME NOTES

Caller Interview: Is sewage spilling? ☐ Yes ☐ No

If Yes, From: Manhole ☐ City Cleanout ☐ Wet Well ☐
Inside Building ☐ Private Lateral ☐

Time Caller noticed spill: _____:_____ ☐ AM ☐ PM ☐ N/A

Comments: _____

If spill is Yes: Last time Caller observed NO Spill occurring: _____:_____ ☐ AM ☐ PM Date: _____/_____/_____

Comments: _____

Ask Caller to describe spill: _____

_____

Suggested Questions: Is it currently spilling? How would you compare it to a garden hose running full? How big would you say the wet stain is – compared to your driveway? What else can you tell me?

Arrival Time: _____:_____ ☐ AM ☐ PM Photos of Spill: Yes ☐ No ☐

SSO Discovery _____:_____ ☐ AM ☐ PM

On Site Interview 1: Name/Address: _____

Observation Description: _____

_____ Time Observed Spill: _____:_____ ☐ AM ☐ PM ☐ N/A

On Site Interview 2: Name/Address: _____

Observation Description: _____

_____ Time Observed Spill: _____:_____ ☐ AM ☐ PM ☐ N/A

**** Attempts should be made to interview at least two (2) others in addition to the Caller.
If nobody is available, document attempts (by address or passer-by) ****

City of Hollister
SSO Response Field Checklist

SPILL LOCATION

Observed: Spill from: ☐ Manhole/Cleanout ID_____ ☐ Lift Station ID _____

☐ Private Lateral Address _____

Comments: _____

_____

Spill Destination: ☐Building ☐ Paved Surface ☐ Storm Sys ☐ Street/Curb/Gutter ☐ Unpaved ☐ Water

Did spill reach: ☐ Drainage Channel ☐ Surface Water ☐ Exceed 1000 Gals ☐ ++Storm System

(If Yes, this is a Category 1 Spill, ++ unless fully captured/returned) Photos Taken: Yes ☐ No ☐

Discovered Enter Waterway ____:____ AM PM ☐ N/A Waterbody Affected: _____

Determined Spill Category to be: _____ ____:____ AM PM **** If Cat.,1 Contact Supervisor ****

SPILL RATE NOTES

If Currently Spilling: Complete the "Active" Spill Estimation Worksheet

NOTE: This must be performed prior to clearing the blockage or removing the MH lid.

*** If Mainline blockage - inspect first **MANHOLE DOWNSTREAM** of blockage and note flow rate below ***

☐ No Flow in Channel ☐ Trickle flow in Channel ☐ Depth of flow in Channel _____ inches

Time: _____:_____ ☐AM ☐PM Describe how measurement was taken: _____

_____

_____

CAUSE OF SPILL

Failed at: ☐ Mainline ☐ Lower Lat. ☐Upper Lat. ☐ Force Main ☐ Lift Station Wet Well ☐ _____

Spill Cause: ☐ Roots ☐ Grease ☐Debris ☐Vandalism ☐ Capacity ☐ Design ☐ Lift Sta. Fail ☐ _____

☐ Spill cause to be determined by CCTV inspection (Attach TV Report to this form)

SPILL MITIGATION & CONTAINMENT

Containment Implemented: ____:____ AM PM

Containment Measures: _____

_____

Action Taken to Stop SSO: _____

_____

CLEAN UP

Clean Up begin: ____:____ AM PM Gallons Used for Clean Up _____ Gallons Retrieved _____

Clean Up Complete: ____:____ AM PM Water De-Chlorinated ☐ Yes ☐ No

Describe Clean Up Operations: _____

_____

_____

OTHER IMPORTANT MILESTONES

Contacted Supervisor: ____:____ AM PM _____

Requested Additional Staff/Equip: ____:____ AM PM _____

Cleared Line Blockage/Restriction ____:____ AM PM _____

Identified Cause of SSO ____:____ AM PM _____

Spill End Time: ____:____ AM PM _____

Departure Time: ____:____ AM PM _____

_____ ____:____ AM PM _____

_____ ____:____ AM PM _____

REGULATORY AGENCY NOTIFICATION

Report to Cal OES: ____:____ AM PM (Category 1 Only) **(800) 852-7550** By: _____

→ Control Number provided by Cal OES: _____

→ Name of Person Contacted: _____ or Left Message: ☐

Report to Central Coast RWQCB: ____:____ AM PM (Optional) **(805) 549-3147** By: _____

→ Name of Person Contacted: _____ or Left Message: ☐

Report to_____ ____:____ AM PM Phone: _____ By: _____

→ Name of Person Contacted: _____ or Left Message: ☐

Report to _____ ____:____ AM PM Phone: _____ By: _____

→ Name of Person Contacted: _____ or Left Message: ☐

Report to _____ ___:____ AM PM Phone: _____ By: _____

→ Name of Person Contacted: _____ or Left Message: ☐

Notes: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Number of SSOs @ this location in last 3 years: _____ Health Warnings Posted: Yes ☐ No ☐

Response Crew: _____, _____, _____, _____

_____, _____, _____, _____

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City of Hollister</td><td>Document No.:

SS-EOP-06

Attachment No.: 2</td></tr>
<tr><td colspan="2">Title:
SSO MITIGATION AND CLEANUP ATTACHMENT 2:
SSO- Lift Stations and Storm Drain Locations</td><td>Revision:
0</td></tr>
<tr><td>Issued by:

Danny Hillstock, P.E.
Associate Engineer, Utilities
City of Hollister</td><td>Prepared by:

Heather Billing
Senior Environmental Compliance Specialist,
Wallace Group</td><td>Page:
1 of 6

Effective Date:
2/28/2017</td></tr>
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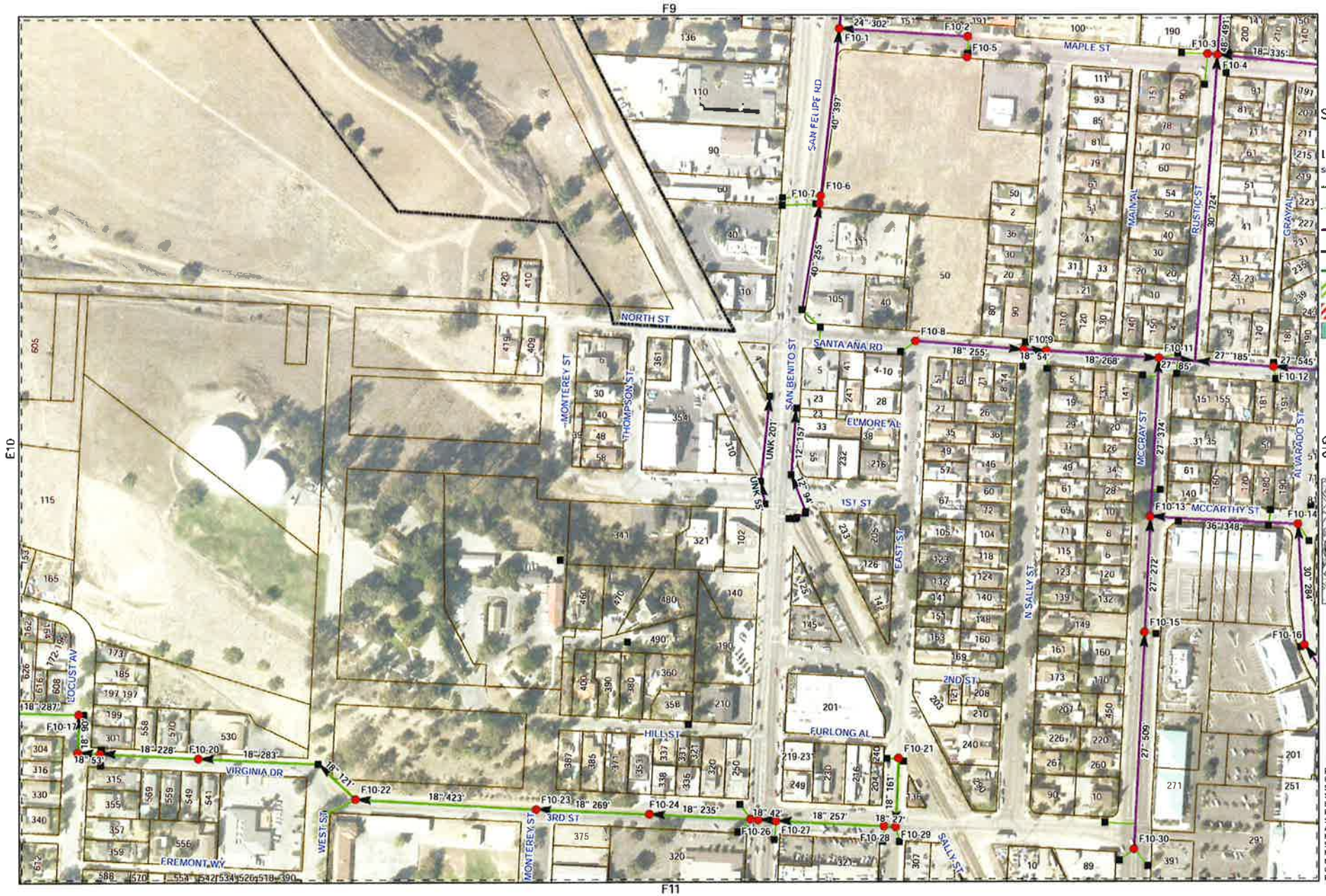
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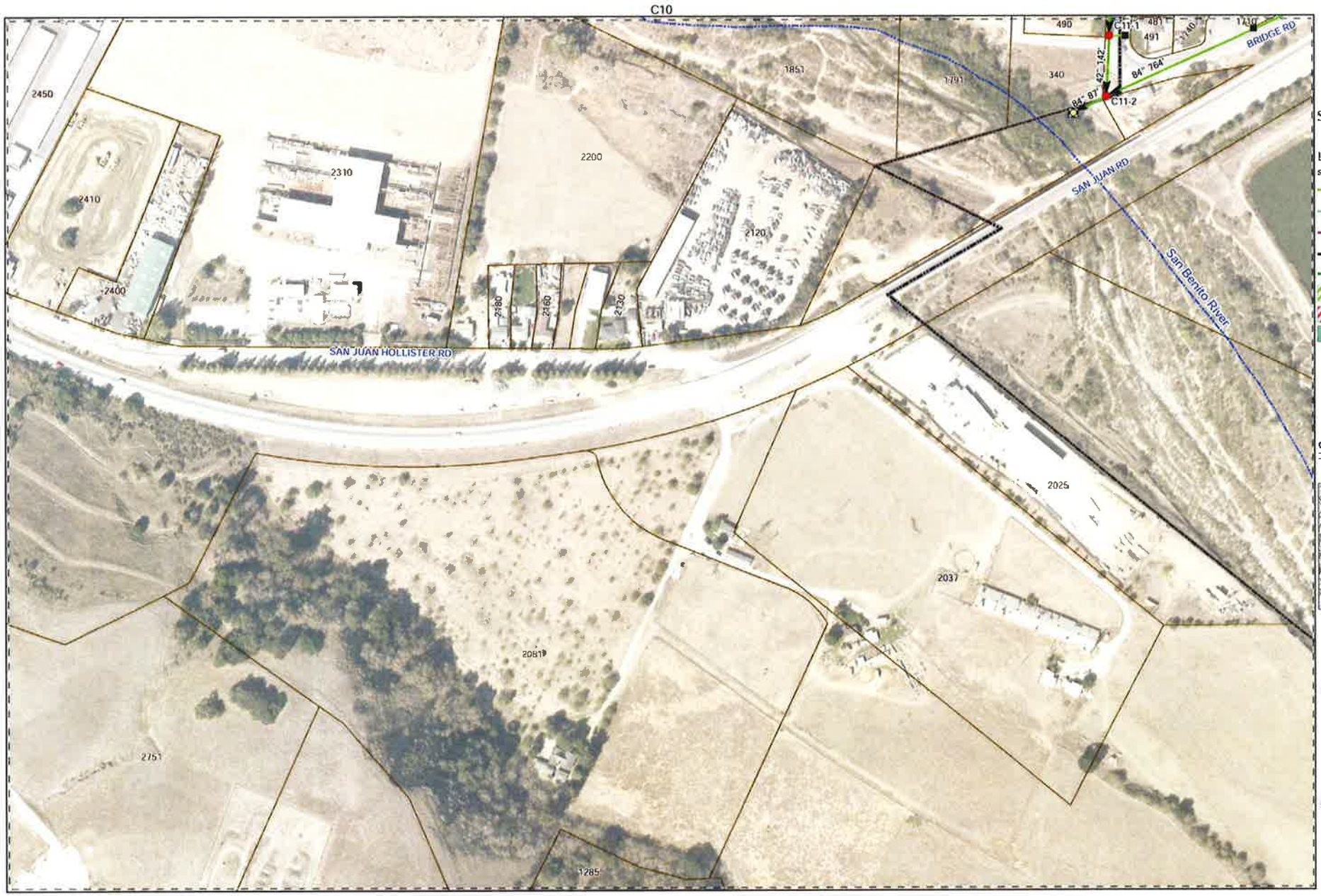
F10-29
F10-30
MAPLE ST
SAN FELIPE RD
NORTH ST
SANTA ANA RD
SAN BENITO ST
MONTEREY ST
THOMPSON ST
UNK 201
UNK 55
ELMORE AL
1ST ST
EAST ST
MAIN AL
RUSTIC ST
GRAVAIL
MCCRAY ST
ALVARADO ST
N SALLY ST
MCCARTHY ST
2ND ST
FURLONG AL
HILL ST
3RD ST
VIRGINIA DR
FREMONT WY
LOCUST AV
WEST ST
SALLY ST
STORM DRAIN ATLAS
LEGEND
SD GRAVITY PIPE
SAN BENITO RIVER
SANTA ANA CREEK
TERMINAL BASIN
WWTP
SDABANDON
DETENTION
TERMINAL
SDSTRUCTURE
SDINLET
SDMANHOLE
SDCLEANOUT
SDOUTFALL
SDCULVERT
SHEET:
F10
1 inch = 200 feet
0
100
200
WALLACE GROUP
PROJECT NOTES:
BASEMAP PROVIDED BY SAN BENITO COUNTY.
STORM GIS DEVELOPED BY WALLACE GROUP FROM AUTO CAD SEWER SYSTEM BASE MAP AND RIM FILLD SURVEY MAP DEVELOPED FOR STORM DRAIN FACILITY MANAGEMENT. NOT TO BE USED FOR DESIGN OR CONSTRUCTION. PUBLISHED FEBRUARY 2011.



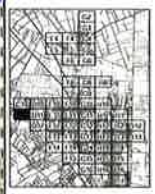
STORM DRAIN ATLAS

LEGEND

SD GRAVITY PIPE

- SAN BENITO RIVER
- SANTA ANA CREEK
- TERMINAL BASIN
- MANIP
- SDABANDON
- DETENTION
- TERMINAL
- SUBSTRUCTURE
- SDINLET
- SDMANHOLE
- SDOUTFALL
- SDOUTLET

C11 SHEET: C11



1 inch = 200 feet

0 100 200

WALLACE GROUP

PROJECT NOTES:
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HOLLISTER

STORM DRAIN ATLAS

LEGEND

SD GRAVITY PIPE

SAN BENITO RIVER

SANTA ANA CREEK

PAJARO BASIN

PWTP

SDABANDON

DETENTION

TERMINAL

SDSTRUCTURE

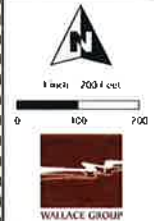
SDMH

SDMANHOLE

SDCURTAIN

SDCURTAIN

SHEET: G16



WALLACE GROUP

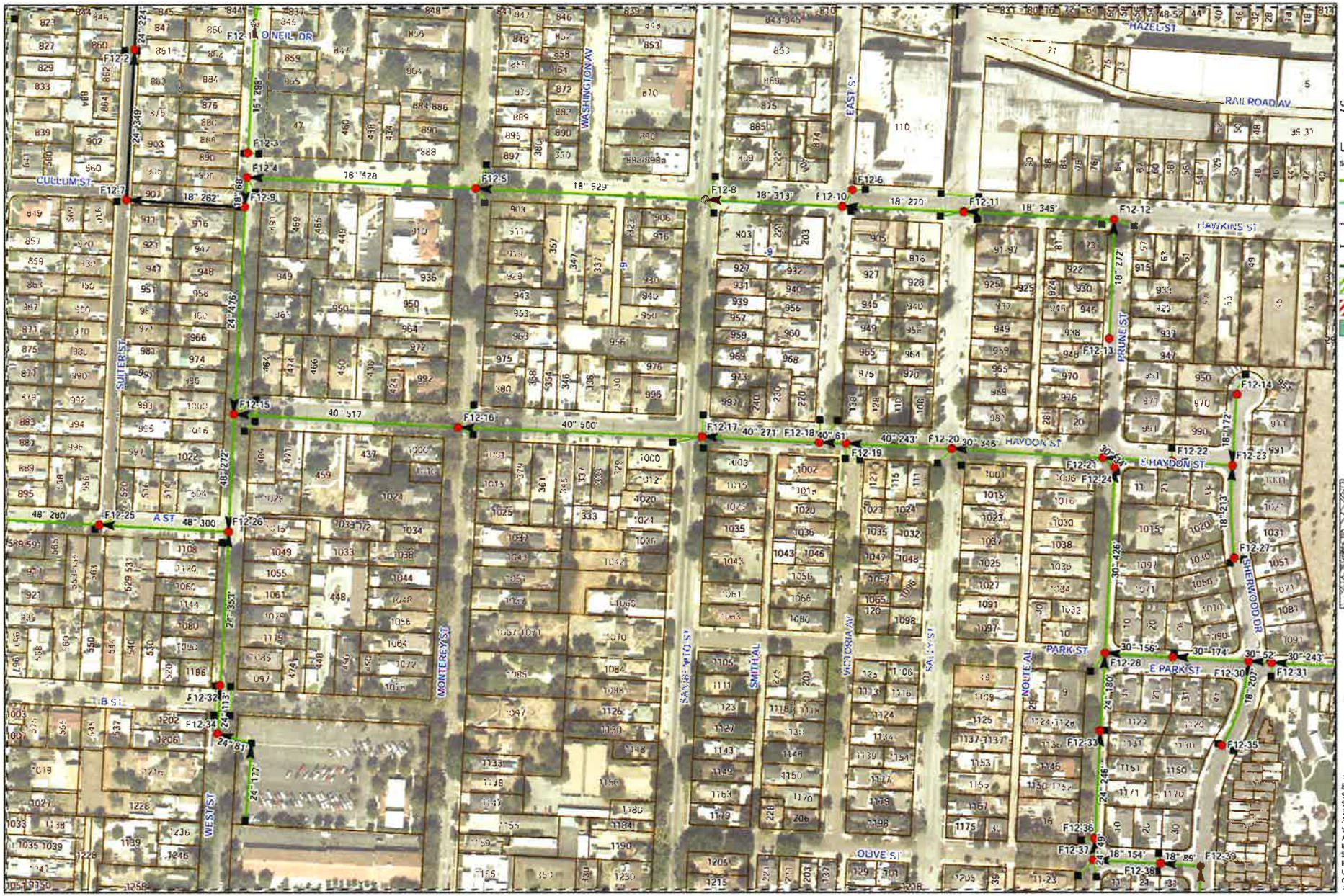
PROJECT NOTES

BASEMAP PROVIDED BY SAN BENITO COUNTY

STORM GIS DEVELOPED BY WALLACE GROUP

HYDRAULIC CAD SEWER SYSTEM BASE MAP AND RTK FIELD SURVEY MAP DEVELOPED FOR STORM DRAIN FACILITY MANAGEMENT. NOT TO BE USED FOR DESIGN OR CONSTRUCTION. PRINTED FEBRUARY 2016

Standard Operating Procedure		Document No.:
City of Hollister		SS-EOP-06 Attachment No.: 3
Title: SSO MITIGATION AND CLEANUP ATTACHMENT 3: SSO- Industrial Storm and Sewer Diversion Valve		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Bill Callahan *Director of Public Works Administration,* Wallace Group	Page: 1 of 6
		Effective Date: 2/28/2017



STORM DRAIN ATLAS

LEGEND

SD GRAVITY PIPE

SAN BENITO RIVER

SANTA ANA CREEK

TERMINAL BASIN

WATER

SDABANDON

DETENTION

TERMINAL

SDSTRUCTURE

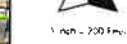
SDINLET

SDMANHOLE

SDCLEANOUT

SDOUTFALL

SHEET:
F12



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WALLACE GROUP

PROJECT NOTES:
BASEMAP PROVIDED BY SAN BENITO COUNTY STORMDRAIN DEVELOPED BY WALLACE GROUP FROM AUTO CAD SEWER SYSTEM BASE MAP AND FIELD SURVEY. MAP DEVELOPED FOR STORM DRAIN FACILITY MANAGEMENT, NOT TO BE USED FOR FIELD CONSTRUCTION. PUBLISHED FEBRUARY 20[illegible]

STORM DRAIN ATLAS

LEGEND

SD GRAVITY PIPE
SAN BENITO RIVER
SANTA ANA CREEK
TERMINAL BASIN
IWWTP
SDABANDON
DETENTION
TERMINAL
SDSTRUCTURE
SDINLET
SDMANHOLE
SDOUTFALL
SDOUTLET

SHEET: D12

1 inch = 200 Feet

0 100 200

WALLACE GROUP

PROJECT NOTES:
BASEMAP PROVIDED BY SAN BENITO COUNTY. STORM GIS DEVELOPED BY WALLACE GROUP FROM AUTO CAD SEWER SYSTEM BASE MAP AND RTK FIELD SURVEY. MAP DEVELOPED FOR STORM DRAIN FACILITY MANAGEMENT. NOT TO BE USED FOR DESIGN OR CONSTUCTION. PUBLISHED FEBRUARY 2011.

Standard Operating Procedure		Document No:
City of Hollister		SS-EOP-07
Title: WATER QUALITY MONITORING AND SSO IMPACT ASSESSMENT		Revision: 0
Issued by:	Prepared by:	Page: 1 of 8
Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Effective Date: 2/28/2017

1. Purpose

The purpose of the Water Quality Monitoring and SSO Impact Assessment EOP is to ensure proper water quality monitoring is conducted and an effective SSO impact assessment is completed in response to the occurrence of a sanitary sewer overflow (SSO) discharging to the San Benito River and/or Santa Ana Creek in order to protect public and environmental health.

2. Location

A SSO, which requires the water quality monitoring and SSO impact assessment procedures included in this EOP, can occur in the City's service area, which is illustrated in SS-EOP-00, Figure 0-1.

3. Scope and Availability

The State Water Resources Control Board's (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), Order No. 2006-0003-DWQ, establishes the requirement for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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, to have a program to ensure that all reasonable steps are taken to contain and prevent the SSO from reaching waters of the United States to minimize or correct any adverse

impact on the environment resulting from the SSO, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

4. Health and Safety Warnings

1. Review the local weather report for local storm and flood conditions.
2. Always take two (2) people to the San Benito River, Santa Ana Creek or to a storm basin when coming into contact with the water.
3. One person should always be faced toward the river or creek to watch for hazardous conditions (surge, debris, etc.).
4. Do not enter the water to take samples if it is too hazardous to do so and/or the river and/or creek is posted as unsafe due to hazardous conditions.
5. Sample when it is safe to do so. If that means delaying the sampling, document that it was unsafe to sample with photographic evidence if possible and wait until it is safe.
6. Wear appropriate personal protective equipment (PPE) and disinfect waders or boots with a weak bleach solution if they come into contact with the water.

5. Cautions

1. Do not enter the San Benito River and/or Santa Ana Creek to sample under hazardous conditions.
2. Do not sample during or immediately after a rain event. The results will be inconclusive.
    a. Sampling can occur after the rain event once San Benito County Environmental Health Services Staff has determined that the rain event will no longer cause inconclusive sample results.

6. Interferences

1. Samples must be collected in a sterile sample bottle. Do not use a reusable sample bottle.
2. Always sample in knee-deep water and take the sample at mid-depth. Avoid surface scum.

7. Personnel Qualifications and Responsibilities

1. Utilities Supervisor and Senior Maintenance Worker
    a. Responsible for the oversight and management of the water quality monitoring and SSO impact assessment.
    b. Required to be trained on this EOP annually.
2. Senior Maintenance Worker
    a. Responsible for the overall implementation of the water quality monitoring and SSO impact assessment.
    b. Responsible for training all City Staff and responsible for SSO Training Response on this EOP annually.

   c. Responsible for ensuring that all contractors responsible for SSO response train their Staff on this EOP annually.
3. City Maintenance Worker and Contractors Responsible for SSO Response
   a. Required to be trained on this EOP annually.
4. San Benito County Environmental Health Services Staff
   a. Responsible for ensuring that their Environmental Health Staff is trained in all water quality monitoring activities they conduct.
   b. Responsible for ensuring that their Environmental Health Staff is trained on and employs all of the health and safety requirements and precautions during water quality sampling activities.
5. Laboratory Requirements
   a. Water quality samples must be analyzed by a State Environmental Laboratory Accreditation Program Certified Laboratory.

8. Equipment and Supplies

1. Public Health Warning and/or Closure Signs
2. Cell Phone

9. Procedure

Water Body Warnings and Closures

1. City Staff is responsible for posting the public health warning or closure signs when there is a river, creek, or storm basin advisory or closure due to a SSO.
2. The advisory or closure pertains to the area where the SSO discharged into the San Benito River and/or Santa Ana Creek and 1000 yards in each direction along the river and/or creek.
3. The signs are posted at all public access points within this 2000 yard window.

Water Quality Monitoring Program

1. Water quality monitoring and testing may be required when a SSO reaches the San Benito River and/or Santa Ana Creek to determine the extent and impact of the SSO.
2. The Utilities Supervisor shall contact RWQCB staff by phone and follow-up email to communicate what the City plans to sample for in the Water Quality Monitoring Program outlined below and request additional direction.
3. The Utilities Supervisor shall contact one of the following State Certified Laboratories in San Benito County and hire them to collect and analyze samples as City staff are not trained and do not have the equipment to perform this type of work.
   a. Bolsa Analytical
      i. Address: 2337 Technology Plwy #K, Hollister, CA 95023
      ii. Phone Number: (831) 637-4590
   b. CM Analytical
      i. Address: 6700 0Brem Ln. #10, Gilroy, CA 95020
      ii. Phone Number: (408) 848-3619

4. The Utilities Supervisor shall direct the state certified laboratory to collect samples, as soon as possible given safety considerations at the following locations, which must be documented on a map:
    a. SSO point of entry
    b. One hundred (100) feet downstream of the SSO
    c. One hundred (100) feet upstream of the SSO
5. If it is not possible to collect samples due to river and/or creek conditions and/or the location of the SSO, document site conditions with photographs and label the photographs with the time, date, location, and name of the person taking photograph.
6. Ensure sampling is conducted as soon as site conditions allow, and continue to document by photographing twice a day if they do not.
    a. The goal is to re-open the river and/or creek area as soon as possible if it has been posted and closed by San Benito County Environmental Health due to the SSO.
    b. If the City is fined by the SWRCB as a result of the SSO, the penalty calculation includes the number of days the public could not access the river and/or creek area, so the City must document that it has worked closely with San Benito County to re-open the area as soon as possible.

7. Samples collected are to be analyzed for the following ecological impact and public health pollutants of concern, which are not all endorsed by the SWRCB (except ammonia and an appropriate Bacterial indicator(s) as per WQ 2013-0058-EXEC Section D.5.i and ii), but are recommended:
    a. pH
    b. Temperature
    c. Dissolved Oxygen
    d. Ammonia
    e. Total Phosphorus
    f. Total Nitrogen
    g. Bacterial Indicator:
        i. Fecal Coliform
8. City Staff may be able to rely on San Benito County Environmental Health Services Staff to conduct bacterial water quality monitoring in the event of a SSO. The Utilities Superintendent or Senior Maintenance Worker must work with San Benito County to ensure monitoring is conducted, either by the City or the County for the bacterial indicators listed above in 7.g.
9. Indicator bacterial samples are to be evaluated against the 2016 Water Quality Control Plan for the Central Coast Basin (2016 Central Coast Basin Plan) Surface Water Recreational Contact Bacteriological Standards for fecal coliform.
    a. A mean value of at least five samples during any 30-day sampling period exceeds the standards if:
        i. Fecal coliform shall not exceed a log mean of than 200 MPN per 100 mL; nor shall more than ten percent of total samples during any 30-day period exceed 400 MPN per 100 mL.
10. At this time the 2016 Central Coast Basin Plan does not have a limit for E. Coli.
11. Water quality sampling results must be reported as identified in SS-EOP-03: SSO Reporting and documented as outlined in SS-EOP-08: Response Documentation and Records.

SSO Ecological and Public Health Impact Assessment

1. A SSO impact assessment is recommended for a SSO greater than 50,000 gallons that reaches a surface water. An SSO impact assessment should also be strongly considered by the Utilities Superintendent in the event of a SSO less than 50,000 gallons.
    a. The decision to not conduct an SSO impact assessment in that event should be thoroughly documented.
2. When the decision is made to conduct a SSO impact assessment, a public or private firm experienced in ecological impact assessments must be hired to evaluate the impacts of the SSO on plants, animals, ecosystems, and ideally humans immediately after the SSO in no more than eight (8) hours and again six (6) months after the end of the SSO.
    a. The following list of public and private biological consultants have experience and have performed ecological assessments in the San Benito County area. The provided list is not in order of preference.
        i. Kinnetic Laboratories
            1. Address: 307 Washington St, Santa Cruz, CA
            2. Phone Number: (831) 457-3950
        ii. Tenera Environmental
            1. Address: 141 Suburban Rd., Suite A2, San Luis Obispo, CA
            2. Phone Number: (805) 541-0310
        iii. Moss Landing Marine Laboratories
            1. Address: 8272 Moss Landing Road, Moss Landing, CA
            2. Phone Number: (831) 771-4400
3. An initial ecological impact assessment should be completed at the most appropriate location for sampling transects, which will be used in future quantitative assessments of the SSO area, and should consist of visually checking for and assessing the following SSO impact factors:
    a. Water clarity;
    b. Unusual odor;
    c. Unusual floating organic matter;
    d. Discolored sand and/or soil;
    e. Discolored vegetation;
    f. Algae;
    g. Fish;
    h. Amphibians;
    i. Birds; and
    j. Mammals.
4. The ecological impact assessment area must be mapped to show the locations of the sampling transects.
5. A second, follow-up short-term impact assessment should be completed and should include any observations of unusual coloration at the distal ends of emergent vegetation.
6. The City Utilities Supervisor must work with San Benito County to assess the human health impacts of the SSO.

7. The decision to conduct a long-term human health impact assessment will be made by the Utilities Superintendent, San Benito County, and the RWQCB Staff responsible for the City of Hollister.
8. Write a report or direct the hired firm to submit a report to keep with the City's SSO records, which includes the following:
    a. Documentation and evaluation of the cause of the SSO and the corrective actions taken.
    b. Evaluation of the water quality samples taken after the SSO and comparison of these sample results against the designations for Water Contact Recreation (REC-1) and Non-Contact Water Recreation (REC-2) in the 2016 Central Coast Basin Plan and the constituent base line developed through Central Coast Ambient Water Quality Monitoring Program (www.ccamp.org).
    c. Evaluation of the short- and long-term ecological and human health impacts, which includes the following sections:
        i. Background
        ii. Methods
        iii. Results
        iv. Conclusions
        v. Recommendations
        vi. References

10. Data and Records Management

1. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by a RWQCB Executive Officer.
2. All records shall be made available for review upon SWRCB or RWQCB Staff's request.
3. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by RWQCB.
    a. SSO records must include, but are not limited to the following:
        i. Record of Drafts and Certified reports, as submitted to CIWQS;
        ii. All original recordings for continuous monitoring instrumentation;
        iii. Steps that have been and will be taken to prevent the SSO from recurring and a schedule to implement those steps;
        iv. Work orders, work completed, and any other maintenance records from the previous five (5) years which are associated with responses and investigations of system problems related to SSOs;
        v. Documentation of performance and implementation measures from the previous five (5) years.
4. SSO records: The City, and the SSS contractor(s), shall maintain records for each SSO event, including but not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time and method of notification
        ii. Date and time the complainant or informant first noticed the SSO.

iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
v. Final resolution of the complaint.

b. Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with section D.7 of the SSS WDRs
c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.

5. Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
6. Electric monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    a. Supervisory Control and Data Acquisition (SCADA) systems
    b. Alarm system(s)
    c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.
7. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:
    a. Date, exact place, and time of sampling measurements;
    b. Individual(s) who performed the sampling or measurements;
    c. Date(s) analyses were performed;
    d. Individuals who performed the analyses;
    e. Analytical technique or method used; and
    f. Results of such analyses.

11. Quality Control and Quality Assurance

1. Utilities Superintendent and Senior Maintenance Worker
    a. Responsible for the oversight, management, review, and finalization of the water quality monitoring and SSO impact assessment.
    b. Responsible for the oversight, management, and review of the water quality monitoring and SSO impact assessment.

12. References

1. SS-EOP-03: SSO Reporting
2. SS-EOP-08: Response Documentation and Records
3. WDR: Order No. 2006-0003-DWQ
4. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC
5. 2016 Central Coast Basin Plan

13. Attachments

1. This section is not applicable to this EOP.

Standard Operating Procedure City of Hollister		Document No: SS-EOP-08
Title: SSO RESPONSE DOCUMENTATION AND RECORDS		Revision: 0
Issued by: Danny Hillstock P.E. *Associate Engineer, Utilities,* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 5 Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Response Documentation and Records EOP is to ensure proper emergency response activities are in place and are documented for safe and effective response and reporting of sanitary sewer overflows (SSOs), which occur in the City of Hollister (City) sanitary sewer collection system.

2. Location

Blank SSO response documents used to record SSO events and response activities are located in the (City) Community Services Department.

Completed SSO response documents are filed in the SSO binder located in the City Community Services Office.

3. Scope and Availability

The State Water Resources Control Board (SWRCB) Monitoring and Reporting Program (MRP) No. 2006-0003-DWQ as revised by Order No. WQ 2013-0058-EXEC for Order No. 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems," establishes SSO reporting documentation requirements for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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.

4. Health and Safety Warnings

1. There are no health and safety warnings for this EOP.

5. Cautions

1. The validity of reported results depends on the quality and extent of the documentation taken and maintained by City Staff.
2. Ensure that all SSO response activities are documented in order to verify and support SSO response activities, such as water quality sampling result validity and applicability and SSO volume estimation.
3. Ensure that the SSO volume estimate being provided in the reporting is defendable and have the documentation needed to support the estimate.
4. Review SWRCB and RWQCB records requirements annually in order to ensure the required information, documents, and records are being maintained by the City.

6. Interferences

1. SSO response and mitigation activities supersede documentation in cases with insufficient staffing levels. This requires the documentation to occur after the SSO is contained and its effects are mitigated, which could result in less extensive documentation of the SSO response activities.

7. Personnel Qualifications and Responsibilities

1. Utilities Supervisor, Legally Responsible Official (LRO)
    a. Responsible for ensuring that all required records and documents are maintained by the City and available upon request from or inspection by SWRCB, RWQCB, or EPA.
    b. Required to be trained on this EOP annually.
2. Senior Maintenance Worker
    a. Responsible for managing and maintaining all required records and documents are maintained by the City and available upon request from or inspection by SWRCB, RWQCB, or EPA.
    b. Required to be trained on this EOP annually.
3. City Staff and Contractors Responsible for SSO Response
    a. Required to be trained on this EOP annually.

8. Equipment and Supplies

1. SS-EOP-03: SSO Reporting
2. SS-EOP-05: SSO Volume Estimation
3. SS-EOP-06: SSO Mitigation and Cleanup
4. SSO Binder

9. Procedure

SSO Response Field Checklist

1. Responsible Party:
    a. Senior Maintenance Worker, Maintenance Worker; or
    b. First Responder.
2. Complete all of the required information and photographs in the SSO Response Field Checklist as described in SS-EOP-06, SSO Mitigation and Cleanup. This information will be utilized to complete the SSO Report in CIWQS as described in SS-EOP-03, SSO Reporting.
3. Reported Volume Estimate
    a. The SSO Response Field Checklist attached to SS-EOP-06, SSO Mitigation and Cleanup, requires a SSO volume estimate.
    b. Utilize SS-EOP-05, SSO Volume Estimation, to complete the appropriate spill estimation method worksheet and calculate this estimate.
    c. This spill estimation worksheet is the City's documentation of how the SSO volume was evaluated and calculated.
    d. The estimate developed will be reported in CIWQS as described in SS-EOP-03, SSO Reporting.

Historical SSO Records

1. Responsible Party:
    a. LRO
    b. Utilities Supervisor
    c. Any Duly Authorized Representative
2. Keep all SSO records, including reports, photographs, supporting information, documents, or calculations in the SSO binder.

10. Data and Records Management

The following records shall be maintained in the SSO binder, which is kept in the City of Hollister Community Services Office:

1. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by a RWQCB Executive Officer.
2. All records shall be made available for review upon SWRCB or RWQCB Staff's request.

3. Individual SSO records shall be maintained for a minimum of five (5) years from the date of the SSO. This period may be extended when requested by RWQCB.
    a. SSO records must include, but are not limited to the following:
        i. Record of Drafts and Certified reports, as submitted to CIWQS;
        ii. All original recordings for continuous monitoring instrumentation;
        iii. Steps that have been and will be taken to prevent the SSO from recurring and a schedule to implement those steps;
        iv. Work orders, work completed, and any other maintenance records from the previous five (5) years which are associated with responses and investigations of system problems related to SSOs;
        v. Documentation of performance and implementation measures from the previous five (5) years.
4. SSO records: The City, and Sewer contractor(s), shall maintain records for each SSO event, including but not limited to:
    a. Complaint 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. Each complaint record shall, at a minimum, include the following information:
        i. Date, time and method of notification
        ii. Date and time the complainant or informant first noticed the SSO.
        iii. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
        iv. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
        v. Final resolution of the complaint.
    b. Records documenting steps and/or remedial actions undertaken by the City, using all available information, to comply with section D.7 of the SSS WDRs
    c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
5. Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
6. Electric monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    a. Supervisory Control and Data Acquisition (SCADA) systems
    b. Alarm system(s)
    c. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.
7. If water quality samples are required as a result of any SSO, records of monitoring information shall include the:
    a. Date, exact place, and time of sampling measurements;
    b. Individual(s) who performed the sampling or measurements;
    c. Date(s) analyses were performed;
    d. Individuals who performed the analyses;
    e. Analytical technique or method used; and

f. Results of such analyses.

11. Quality Control and Quality Assurance

1. LRO
    a. Responsible for the final review, revision, certification, and submission of documents and reports related to SSOs.
2. Senior Maintenance Worker
    a. Responsible for reviewing and approving all SSO related reports and documents before they are reported or submitted.

12. References

1. SS-EOP-03: SSO Reporting
2. SS-EOP-05: SSO Volume Estimation
3. SS-EOP-06: SSO Mitigation and Cleanup
4. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC

13. Attachments

1. This section is not applicable to this EOP.

Standard Operating Procedure City of Hollister		Document No: SS-EOP-09
Title: SSO TRAINING REQUIREMENTS		Revision: 0
Issued by: Danny Hillstock, P.E. *Associate Engineer, Utilities* City of Hollister	Prepared by: Heather Billing *Senior Environmental Compliance Specialist,* Wallace Group	Page: 1 of 4 Effective Date: 2/28/2017

1. Purpose

The purpose of the SSO Training Requirements EOP is to ensure City of Hollister (City) Staff and contractors are appropriately trained on proper sanitary sewer overflow (SSO) response activities in order to ensure SSO response activities are performed safely and efficiently and to protect human and environmental health.

2. Location

Training activities will take place at City collection system locations and at the City's Public Works Office depending on the topic of the training. Field SSO training exercises should take place in areas where City Staff has experienced SSOs in the past or in areas within the City service area where these procedures can best be demonstrated. Figure 0-1 in SS-EOP-00 illustrates the City service area in which the sanitary sewer collection system is located.

3. Scope and Availability

The State Water Resources Control Board's (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), Order No. 2006-0003-DWQ, establishes the requirement for all federal and state agencies, municipalities, counties, districts, and other public entities, which 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, to have procedures to ensure that appropriate staff and contractor personnel are aware of

and follow the Overflow Emergency Response Plan (OERP) and are appropriately trained.

4. Health and Safety Warnings

1. All field SSO training exercises must be conducted in a safe manner that protects City Staff, the City's contractors, and the public.
2. Employees are required to follow the City's or contractor's safety practices and procedures, whichever is more stringent. These procedures must establish guidelines in compliance with the:
    a. Occupational Health and Safety Administration (OSHA);
    b. California Division of Occupational Safety and Health (Cal/OSHA);
    c. City of Hollister's Illness and Injury Prevention Program (IIPP); and
    d. City of Hollister requirements and standards.
3. Multiple hazards exist in the performance of field SSO training. The following are some of the more common hazards to be aware of:
    a. Traffic in the vicinity of field SSO training exercises
    b. Distracted drivers
    c. Members of the public interested in field SSO training exercises
    d. Slips, trips, and falls
    e. Falling objects
    f. Infections and disease
    g. Strains and back injuries
    h. Bites (insects, bugs, rodents, etc.)
    i. Noise
    j. Weather conditions
4. WDR: Order No. 2006-0003-DWQ
5. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC

5. Cautions

1. Ensure that all equipment is used correctly and as outlined in the City's SOPs.

6. Interferences

1. Schedule training when City Staff schedules are relatively free in order to ensure that training exercise can be completed with minimal or no interruptions.
2. Require contractors responsible for assisting the City with SSO response to train on the OERP and associated EOPs as part of their contracts and agreements with the City.

7. Personnel Qualifications and Responsibilities

1. Utilities Supervisor
    a. Responsible for training all City Staff and contractors responsible for SSO Response are trained on this EOP annually.
    b. Responsible for documenting all training associated with the OERP and the EOPs referenced in the OERP.
    c. Responsible for maintaining all training records and documents.
    d. Responsible for managing, maintaining, and updating this EOP.

2. City Staff and Contractors Responsible for SSO Response
    a. Required to be trained on this EOP annually.
3. Associate Engineer, Utilities
    a. Responsible for reviewing training records semiannually.
    b. Responsible for the overall management of the training program.
    c. Responsible for ensuring that the Utilities Supervisor and Senior Maintenance Worker are implementing the training program.

8. Equipment and Supplies

1. Personal Protective Equipment (PPE):
    a. Gloves
    b. Rubber Boots
    c. Safety Glasses
    d. Flashlights
    e. Safety Vest
2. SSO Cleanup Equipment:
    a. Hydrovac Truck
    b. Sewer Bypass Pump
    c. Bleach
    d. Shovels
    e. Rakes
    f. Sandbags
    g. Plugs
    h. Plastic Tarps
    i. Visqueen
3. City SSO Records Binder
4. The City's OERP
5. The City's EOPs

9. Procedure

City Staff and contractors responsible for any activities included in the OERP and associated EOPs must be trained at a minimum of once per a year. Training must cover the following activities at a minimum:

- OERP Overview
- Regulatory Notification Requirements
- Regulatory Reporting Requirements
- Traffic and Crowd Control
- SSO Volume Estimation
- SSO Mitigation and Cleanup
- Water Quality Monitoring and Impact Assessment
- Response Documentation
- Records Requirements

City Staff must read and discuss all EOPs in order to insure the procedures are thoroughly understood, agreed upon, and accurate. Each EOP, which can be tested with

a field training exercise, should be practiced and evaluated through a field training exercise.

After a SSO occurs, all implemented procedures must be evaluated to determine whether the procedures are effective or if there is room for improvement. If it is determined that a procedure needs to be revised or updated, City Staff and contractors, who are responsible for SSO response activities, must review and be trained on the revised or updated procedures to ensure that input is received on the changes made and that the current version of the procedure will be utilized the next time it is needed.

10. Data and Records Management

1. All SSO training records must be maintained in a City training binder, which is located in the City Community Services Office, for at least five (5) years. This period may be extended when requested by a RWQCB Executive Officer.
2. All records shall be made available for review upon SWRCB or RWQCB Staff's request.

11. Quality Control and Quality Assurance

1. The Utilities Supervisor reviews all training records and procedures and is responsible for maintaining, revising, and updating these documents.
2. The Associate Engineer, Utilities will review training records semiannually.

12. References

1. The City's OERP
2. The City's EOPs
3. WDR: Order No. 2006-0003-DWQ
4. Adopted Amended MRP for the WDR: Order No. WQ 2013-0058-EXEC

13. Attachments

1. This section does not apply to this EOP.

APPENDIX 6B

City of Hollister Sewer System Certified SSO Reports

APPENDIX 6C

City of Hollister Sewer System: Annual CIWQS Collection System Questionnaires

APPENDIX 6D

City of Hollister Sewer System Overflow Emergency Response Plan Training Records

APPENDIX 6E

City of Hollister Sewer System: Emergency Contractors and Rental Equipment

City of Hollister
Emergency Contractors and Rental Equipment

The following vendors and contractors are utilized for critical parts, equipment and services not normally maintained by the City:

Lift Station Parts and Service

1. Shape Inc.
   Services - Lift Station Pumps and Controls
   119 Val Dervin Street Suite 2
   Stockton CA 95206
   (209) 234-5909

2. Enterprise Electric
   Services - Industrial Electrical
   542 San Benito Street,
   Hollister, CA 95023
   (831) 637-6695

3. JM Electric
   Services - Industrial Electrical
   400 Griffin Street,
   Salinas, CA 93901
   (831) 422-7819

Sewer Pipelines Parts and Equipment

1. Ferguson (Familian Plumbing Supply)
   Services - Pipe, Valve, Fittings and miscellaneous plumbing supplier
   100 Briggs Road,
   Hollister, CA 95023
   (831) 636-1422

2. Brigantino Irrigation
   Services - Pipe and miscellaneous supplies
   910 Prospect Avenue,
   Hollister, CA 95023
   (831) 636-1188

3. Rain for Rent
   Services – Sewer Bypass Pump Rental
   469 El Camino Real
   Salinas, CA 93908
   (831) 422-7813

Emergency Equipment and Service

1. Greenline
   Services - Commercial Hydro Jetting, Tanker Trucks, Maintenance
   1128-A Madison Lane, Salinas CA
   Business Hours: (831) 240-0685,
   After Hours: (831) 240-0685

2. Al's Septic Tank Service
   Services - *Tanker Trucks*
   13036 Arthur Street, Salinas CA
   Business Hours: (831) 637-3700,
   After Hours: (831) 637-3700

3. Sunnyslope County Water District
   Services - *Emergency Equipment and Personnel*
   3570 Airline Drive, Hollister CA
   Phone: (831) 637-4670