

## **Element 6:**

# **OVERFLOW EMERGENCY RESPONSE PLAN**

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The section of the SSMP provides an overview and summary of the District's overflow emergency response plan, documents and procedures for sewer overflows. Complete documentation of overflow emergency response plan and procedures are attached in Appendix B. The OERP was prepared in 2014 by David Patzer, DKF Solutions Group. This section fulfills the Overflow Emergency Response Plan requirement of the SWRCB (Element 6) SSMP requirements.

### **6.1 Regulatory Requirements for Overflow Emergency Response Plan Element**

The summarized requirements for the Overflow Emergency Response Plan element of the SSMP are as follows:

#### **WDR Requirement:**

The collection system agency shall develop and implement an overflow emergency response plan (OERP) that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

- (a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- (b) A program to ensure appropriate response to all overflows (SSO's);
- (c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc...) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDR or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification; (Note; the Monitoring and Reporting Program (MRP) regulations were revised on September 9, 2013. Attached below is a link to the CWIQS website: [http://www.waterboards.ca.gov/water\\_issues/programs/ciwqs/](http://www.waterboards.ca.gov/water_issues/programs/ciwqs/))
- (d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Overflow Emergency Response Plan and are appropriately trained;
- (e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- (f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

## 6.2 Element 6 Attachments

Supporting information for Element 6 is included in Appendix C. This appendix includes the following documents:

Attachment E6-A: District Sanitary Sewer Overflow Emergency Response Plan  
Attachment E6-B: Sewer Department Standard Operating Procedures for Sewer Lift Station Failure

## 6.3 Overview of Sanitary Sewer Overflow Response Documents

The District has three separate documents that define procedures or guidelines for responding to sewer overflows or other sewer-related emergencies (e.g., blockages or Sewer Lift Station failures).

The Sanitary Sewer - Overflow Emergency Response Plan (OERP) has been adopted as a general District policy and provides the overarching overflow emergency response procedures from the receipt of a SSO complaint, through response and cleanup, to reporting of the SSO to the appropriate government agencies. This document is relevant to anyone involved in the OERP process, including the person initially receiving information about SSOs, the response field crew and supervisor, the person responsible for submitting SSO reports, and other emergency responders who could potentially be involved in the process (water department).

The Standard Operating Procedures for Sewer Lift Station Failure provide brief instructions on who to contact and how to respond in the case of a failure at the District's lift stations. This document is most relevant to maintenance staff responsible for responding to a Sewer Lift Station failure.

The Overflow Emergency Response Plan and Standard Operating Procedures for Sewer Lift Station Failure are summarized in the following subsections. These two documents are included in Attachment E-6A and E6-B, respectively. These documents provide the procedures and guidelines necessary for fulfilling the SWRCB emergency response plan requirements.

## 6.4 Summary of Sanitary Sewer Overflow Emergency Response Plan

The District's overflow emergency response plan is divided into seven sections, as follows:

- I. Authority
- II. General (objectives and organization)
- III. Overflow Emergency Response Plan and Procedures
- IV. Public Advisory Procedure
- V. Regulatory Agency Notification Procedure
- VI. Media Notification Procedures
- VII. Distribution and Maintenance of SSOOERP

Objectives of the District's Overflow Emergency Response Plan (OERP) are to protect public health and the environment, satisfy regulatory agency requirements, and minimize risk of enforcement actions against the District. Additional objectives include providing appropriate

customer service and protecting District personnel, the collection system and facilities, and private and public property.

### **Initial Notification and Response**

Section 6.6 of the OERP details response procedures from initial notification through field response and internal reporting. Subsections include the following:

- A. *Receipt of Information Regarding an SSO*: This subsection provides the contact numbers and chain of communication for receiving SSO reports, including Sewer Lift Station failures. This subsection also details the information that should be obtained regarding SSO's. Refer to Element 2 (Organization) of this SSMP for a flow chart depicting the chain of communication.
- B. *Dispatching of Appropriate Crews to the Site(s) of Sanitary Sewer Overflow (SSO)*: This subsection details protocols for dispatching the appropriate crews an emergency response equipment and discusses additional communication between the responding crew(s) and supervisors. Guidelines for completing and documenting a preliminary damage assessment are provided, and coordination with any hazardous material response is explained.
- C. *Sanitary Sewer Overflow (SSO) Correction, Containment, and Clean-Up*: This subsection describes the responsibilities of the responding crew(s) while on-site. Upon arrival, the crew(s) are responsible for determining the cause of the SSO, assessing the need for additional emergency response equipment or additional staffing assistance and notifying the contact for the Riverside County Department of Environmental Health if private property is affected. Responding crews take immediate steps to stop and mitigate the SSO. This subsection also discusses measures that should be taken for containment, sampling, and site cleanup. Section IV of the plan is referenced for determining whether public advisory notices are to be posted.

For more detailed information on the actual methods for containing an SSO, removing a blockage, and proper cleaning up on a site, response crews should refer to the Sewer Department's SSO Response Operational Guidelines.

- D. *SSO Report*: The Sewer System Supervisor is responsible for submitting an SSO report to the Sewer Operations Manager. This subsection details the information to be included in the SSO report, including indication whether the SSO reached surface waters of the state, start and stop time frame of the SSO, volume of the SSO, and a damage assessment report.

Officials receiving immediate notification of the SSO vary depending on the size of the SSO and whether or not the SSO contains hazardous materials, affects surface waters of the state, or has the potential to impact human health and the environment. Appendix B, Document 1 lists these officials, and the circumstances under which they are immediately notified.

## **Public Notification**

Sections 6.6.1 Public Observation per the OERP discusses circumstances under which the public should be notified of any SSO and establishes responsibilities for posting notices or contacting the media. Potential public notification measures include temporary signage (posted at required intervals) to indicate any polluted surface water or groundwater due to an SSO and notification through media outlets. The Sewer System Supervisor is responsible for determining whether temporary signage and further notifications are necessary. The JCSD Public Information Officer is the contact person for all media notification for the District.

## **Agency Reporting**

Section 6.13 of the Overflow emergency response plan details reporting requirements to the State Office of Emergency Services (OES). Criteria for reporting deadlines are specified per WDR Requirements (revised Monitoring and Reporting Program of the WDR), and the section includes a decision-making flowchart.

## **Distribution, Updates, and Training**

In addition to Sewer Department staff, Section 6.16 of the OERP specifies additional departments and staff that should receive training on the OERP. This includes the JCSD Water Department, Customer Service Department, and Finance Department. This section also provides for annual review and update of the OERP, as well as annual training sessions for all those above mentioned personnel.

## **Initial and Annual Refresher Training**

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow (SSO) should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The District's Overflow Emergency Response Plan (OERP)
- SSO Volume Estimation Techniques
- Researching and documenting SSO Start Times
- Impacted Surface Waters: Response Procedures
- SWRCB Employee Knowledge Expectations
- Employee Core Competency Evaluations

The District will verify that annual safety training requirements are current for each employee, and that employees are competent in the performance of all core competencies. This will be verified through electronic testing, interviews and observations. The District will address,

## **SSO Training Record Keeping**

Records are kept on all training that is provided in support of this OERP. The records for all scheduled training courses and for each overflow emergency response plan training event and

will include date, time, length or training, place, content, name of trainer(s), and names of attendees.

### **Contractors Working On District Sewer Facilities**

All contractors working on District sewer facilities will be required to develop a project-specific OERP. All contractor personnel will be required to receive training in the contractor's OERP and to follow that OERP in the event that they cause or observe an SSO. The OERP must be approved by the Sewer Operations Manager or designee prior to training of the contractor's staff or subcontractors. (The training requirements will include the same required data as in 6.16.3 of the OERP)

### **Sanitary Sewer Overflow Response Operational Guidelines**

The SSO Response Operational Guidelines (OERP 6.7) are a collection of flowcharts, forms, and detailed response procedures directed at first responders and response crews. The Guidelines are divided into two main sections. The first section includes procedures and forms for responding to a sewer backup into a home or business, and the second includes procedures and forms for responding to an SSO in a public street. For more information on how SSO's are documented and photographed please refer to the OERP.

#### **Sewer Backup Into a Home or Business**

This section includes flow charts to determine the source of the backup, instructions on filling out the appropriate forms, and tips for communicating effectively with homeowners. Forms to be filled out include a first responder form, which describes the location of the backup and provides an initial damage assessment, building history form, and lateral TV report. This section also includes a claim letter and form to provide to the homeowner or property manager.

#### **Sanitary Sewer Overflows**

This section includes procedures and instructions for containment, blockage clearing, and area cleanup for an SSO. Guidelines for estimating spill volume, as well as the reporting form to be filled out are also included.

#### **SSO Categories**

Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:

- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:

- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition.

### **Water Quality Monitoring Plan**

A Water Quality Monitoring Plan will be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. The SSO Water Quality Monitoring Program will:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

### **SSO Technical Report**

The District will submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. The Sewer Operations Manager will supervise the preparation of this report. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

Causes and Circumstances of the SSO:

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

District's Response to SSO:

- Chronological narrative description of all actions taken by the District to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.

Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

## Attachment E6-A:

### District Sanitary Sewer Overflow Emergency Response Plan



## Overflow Emergency Response Plan



Effective Date: April 29, 2014

Revised Date: \_\_\_\_\_

Approved by: JCSD Board of Directors

Signature: 

Date: Betty A. Anderson, President  
April 28, 2014

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**Overflow Emergency Response Plan Binder**

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6.1 Purpose	
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6.3 Definitions as used in this OERP	
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Customer Complaint Form	
Contractor Orientation	
Extreme Weather/Natural Disaster Planning: High Priority Assets	
Vendor Contact Information	

**Regulatory Notifications Packet**

Instructions.....	Envelope
Regulatory Reporting Guide .....	<b>RN-1</b>
Category 1 SSO Reporting Checklist.....	-2a
Category 2 and 3 SSO Reporting Checklist.....	-2b

**Sanitary Sewer Backup Packet (BP)**

Response Instructions .....	envelope label
Response Flowchart .....	<b>BP-1</b>
Bubbled Toilets Letter .....	-2
Backwater Valve Notice .....	-3
Declination of Cleaning Services .....	-4
First Responder Form .....	-5
Lateral TV Report.....	-6
Sewer Overflow Report.....	-7
Claims Submittal Checklist .....	-8
Collection System Failure Analysis Form .....	-9
Customer Service Packet	
Instructions.....	-envelope
Customer Information .....	CS-1
Sewer Spill Reference Guide.....	pamphlet
Regulatory Notifications Packet .....	See contents list above
Door Hanger .....	door hanger
Sewer Spill Reference Guide.....	pamphlet

**Sanitary Sewer Overflow Packet (OP)**

Instructions and Chain of Custody .....	Envelope Label
Responding to a Sanitary Sewer Overflow .....	<b>OP-1</b>
Sewer Overflow Report.....	-2
Regulatory Notifications Packet .....	See contents list above
Sewer Spill Reference Guide.....	pamphlet
Door Hanger .....	door hanger

**Field Sampling Kit (FS)**

Procedures for Sampling Receiving Waters and Posting	
Warnings after a Sewage Spill .....	<b>FS-1</b>
Sample Collection Chain of Custody Record .....	-2

**Field Guide (FG)**

Sanitary Sewer Overflow Response	
Response Flowchart .....	<b>FG-1.1</b>
Tactics Guide .....	-1.2
Customer Relations Practices Following a Sewer Backup .....	FG-2
Standard Operating Procedures	
How To Use a Hydroflusher .....	FG-3.1
How To Use a Continuous Rodder .....	-3.2
Containment Procedures .....	-3.3
How to Remove a Manhole Cover .....	-3.4
Overflow Volume Estimation Procedures	
Overview .....	FG-4.1
Eyeball Estimation .....	-4.2
Drop Bucket Estimation .....	-4.3
Duration and Flow Rate: Photo Comparison. ....	-4.4
Upstream Connections .....	-4.5
Area/Volume: Ponded Sewage .....	-4.6
Area/Volume: Sewage Contained in Storm Drain System .....	-4.7
Area/Volume: Contained in a Roadway Gutter .....	-4.8
Flow Calculation Worksheet .....	-4.9
Lower Lateral Estimation .....	-4.10
Lift Station Estimation .....	-4.11
Duration and Flow Rate: Manhole Overflow Rate Tables— Manhole Cover in Place .....	-4.12
Duration and Flow Rate: Manhole Overflow Rate Tables— Manhole Cover Removed .....	-4.13
Duration and Flow Rate: Manhole Overflow Rate Tables— Flow out of Manhole Vent or Pick Hole	
Post-Event Flow Monitoring Method .....	-4.14
Related Safety Topics	
Biological Hazards of Wastewater .....	FG-5.1
Confined Space .....	-5.2
Excavation and Trenching .....	-5.3
Fall Protection .....	-5.4
Hearing Conservation .....	-5.5
Heat Illness .....	-5.6
Lockout/Tagout .....	-5.7
Personal Protective Equipment .....	-5.8
Pneumatic, Power and Hand Tools .....	-5.9
Traffic Control .....	-5.10

**Miscellaneous**

Public Posting	
Door Hanger	
Sewer Spill Reference Guide	

## Element 6: Sanitary Sewer Overflow Emergency Response Plan

### 6.1 Purpose

The purpose of the Overflow Emergency Response Plan (OERP) is to support an orderly and effective response to Sanitary Sewer Overflows (SSOs). The OERP provides guidelines for District personnel to follow in responding to, cleaning up, and reporting SSOs that may occur within the District's service area. This OERP satisfies the SWRCB Statewide General Waste Discharge Requirements, which require wastewater collection agencies to have an Overflow Emergency Response Plan.

### 6.2 Policy

The District's employees are required to report all wastewater overflows found and to take the appropriate action to secure the wastewater overflow area, properly report to the appropriate regulatory agencies, relieve the cause of the overflow, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. The District's goal is to respond to sewer system overflows as soon as possible following notification. The District will follow reporting procedures in regards to sewer spills as set forth by the Santa Ana Regional Water Quality Control Board (SARWQCB) and the California State Water Resources Control Board (SWRCB).

### 6.3 Definitions As Used In This OERP

**Nuisance** - California Water Code section 13050, subdivision (m), defines nuisance as anything that meets all of the following requirements:

- a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
- b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
- c. Occurs during, or as a result of, the treatment or disposal of wastes.

**Private Lateral Sewage Discharges** – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

**Sanitary Sewer Overflow (SSO)** - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:

- (i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
- (ii) Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and
- (iii) Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

***NOTE:*** *Wastewater backups into buildings caused by a blockage or other malfunction of a building lateral that is privately owned are not SSOs.*

## **SSO Categories -**

Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:

- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:

- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition.

**Sanitary sewer system** – Any publicly-owned 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 conveyance 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.

**Untreated or partially treated wastewater** – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

## **6.4 Regulatory Requirements for OERP Element of SSMP**

### GWDR Requirement

The collection system agency shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

- (a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- (b) A program to ensure appropriate response to all overflows;
- (c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;
- (d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;

- (e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- (f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

The Sewer System Management Plan and critical supporting documents are available to the public at [www.jcsd.us](http://www.jcsd.us).

## **6.5 Goals**

The District's goals with respect to responding to SSOs are:

- Work safely;
- Respond quickly to minimize the volume of the SSO;
- Eliminate the cause of the SSO;
- Prevent sewage system overflows or leaks from entering the storm drain system or receiving waters to the maximum extent practicable;
- Contain the spilled wastewater to the extent feasible;
- Minimize public contact with the spilled wastewater;
- Mitigate the impact of the SSO;
- Meet the regulatory reporting requirements;
- Evaluate the causes of failure related to certain SSOs; and
- Revise response procedures resulting from the debrief and failure analysis of certain SSOs.

## 6.6 SSO Detection

The processes that are employed to notify the District of the occurrence of an SSO include: observation by the public, receipt of an alarm, or observation by District staff during the normal course of their work.

The District operates 13 wastewater lift stations. In the event of any pump station failure, the high level sensor activates the SCADA alarm system and the District is notified. To prevent overflow, wastewater from the wet well can either be pumped into a vacuum truck for disposal to a nearby sanitary sewer manhole, or bypassed around the station into the sanitary sewer system. The Regional Lift Station also has 5MG storage ponds. River Road Lift Station has upstream storage capacity and diversion to the Brine Line capability.

### 6.6.1 PUBLIC OBSERVATION

Public observation is the most common way that the District is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book, District bills, and on the District's website: <http://www.jcsd.us>. The District's telephone number for reporting sewer problems is (951) 685-7434.

#### Normal Work Hours

When a report of a sewer spill or backup is made during normal work hours, the District Operator receives the call, forwards it to the Operations Assistant. They then forward the service request to the Sewer System Supervisor or Foreman and they will dispatch an available Collections Crew.

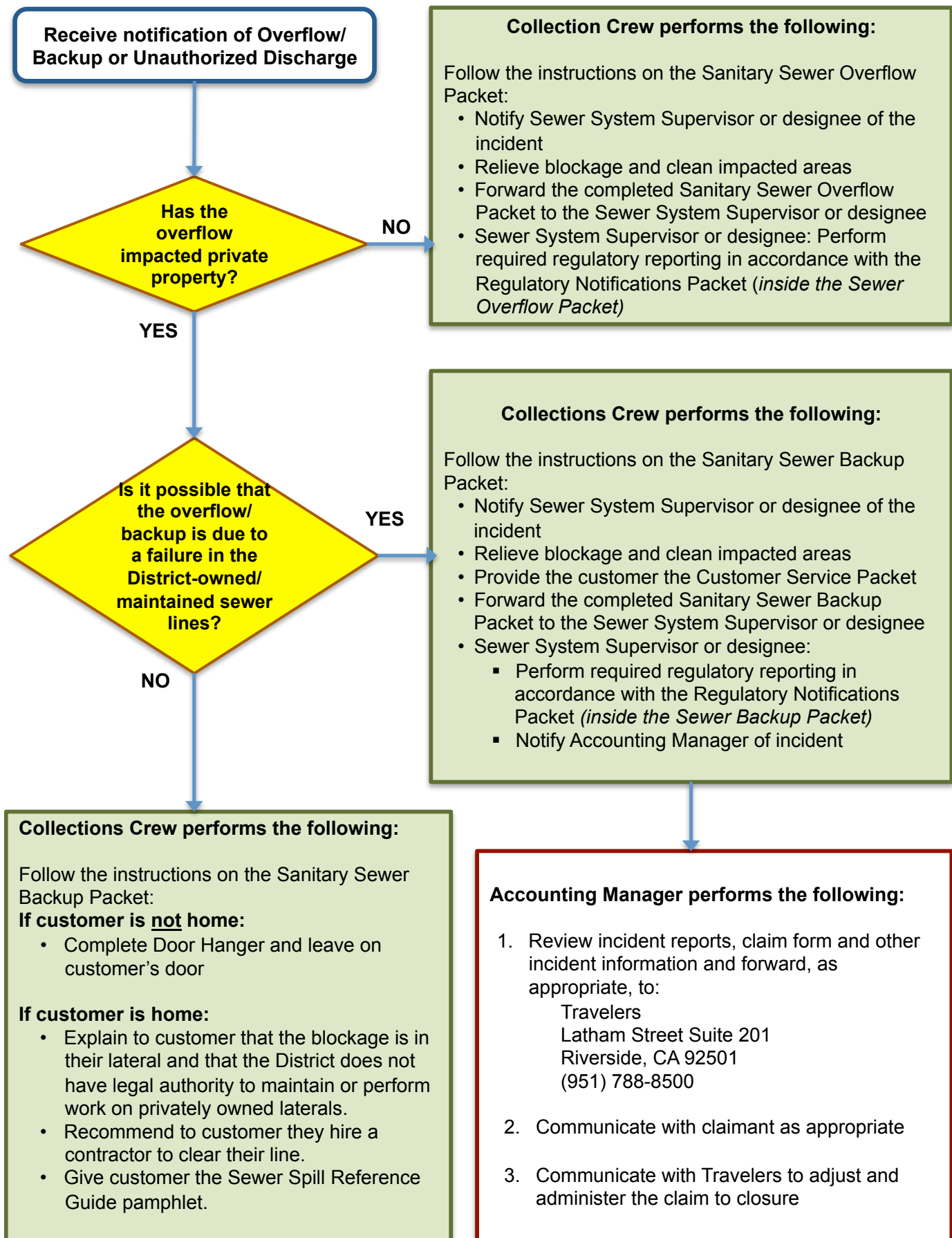
#### After Hours

After hours calls are automatically forwarded to an answering service. The Service contacts the Water Duty Operator who contacts the Sewer Duty Operator.

When calls are received, either during normal work hours or after hours, the individual receiving the call will complete the Customer Complaint Form and collection information including:

- Time and date of call
- Specific location of potential problem
- Nature of call
- In case of SSO, estimated start time of overflow
- Caller's name and telephone number
- Caller's observation (e.g., odor, duration, location on property, known impacts, indication if surface water impacted, appearance at cleanout or manhole)
- Other relevant information

The following is an overview of receiving a sewage overflow or backup report:



## **6.6.2 DISTRICT STAFF OBSERVATION**

District staff conducts periodic inspections of its sewer system facilities as part of their routine activities. Any problems noted with the sewer system facilities are reported to appropriate District staff that, in turn, responds to emergency situations. Work orders are issued to correct non-emergency conditions.

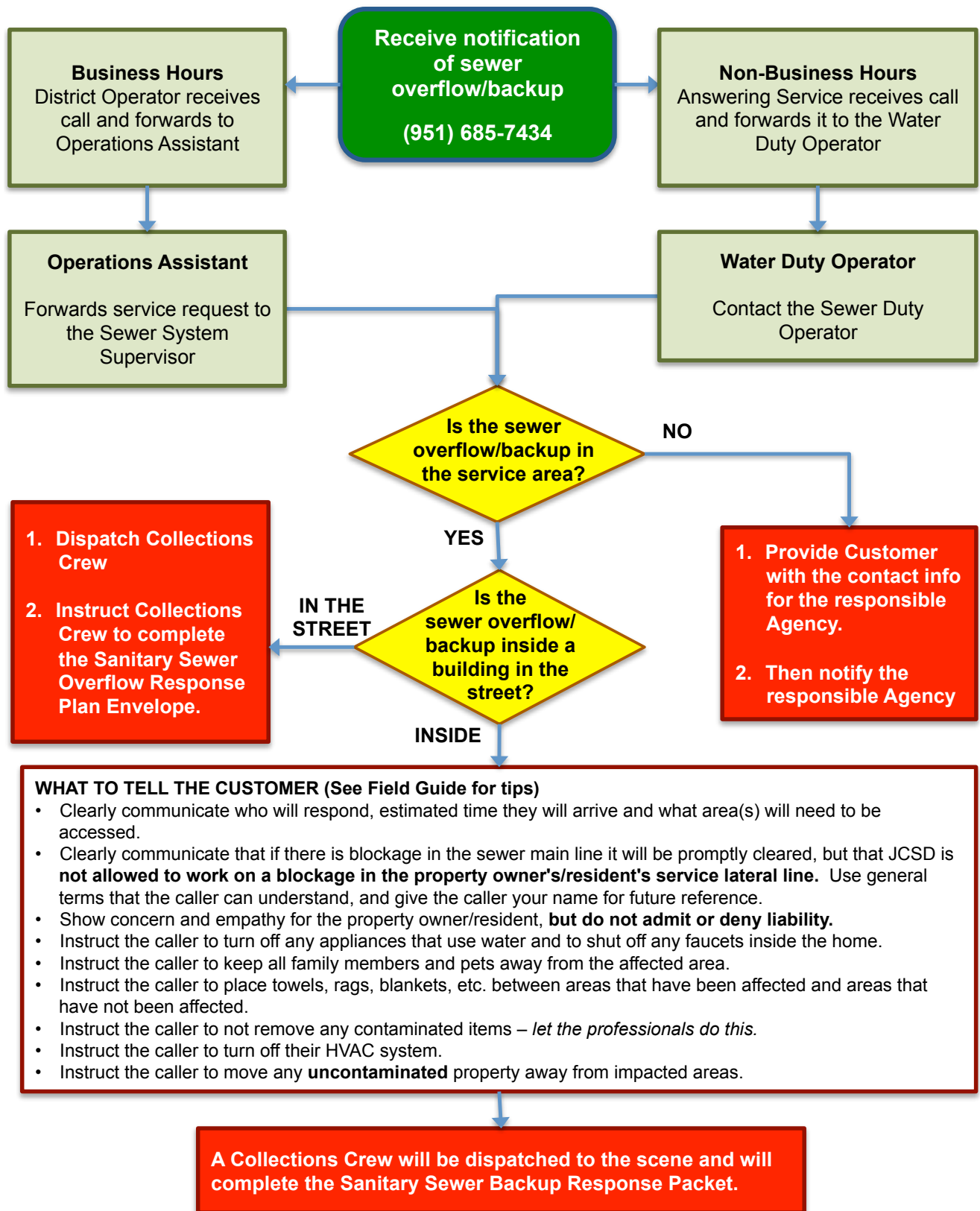
## **6.6.3 CONTRACTOR OBSERVATION**

The following procedures are to be followed in the event that a contractor causes or witnesses a Sanitary Sewer Overflow. If the contractor causes or witnesses an SSO they should:

1. Immediately notify the District
2. Protect storm drains
3. Protect the public
4. Provide Information to the District Collections Crew such as start time, appearance point, suspected cause, weather conditions, etc.
5. Direct ALL media and public relations requests to the Community Affairs Officer.

## 6.7 SSO Response Procedures

### 6.7.1 Sewer Overflow/Backup Response Summary



## 6.7.2 First Responder Priorities

The first responder's priorities are:

- To follow safe work practices.
- To respond promptly with the appropriate and necessary equipment.
- To promptly notify the Sewer System Supervisor in event of any SSO's.
- To contain the spill wherever feasible.
- To initiate the documentation process for the event.
- To restore the flow as soon as practicable.
- To minimize public access to and/or contact with the spilled sewage.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).
- To complete the documentation process for the event, including photographs and videos.

## 6.7.3 Safety

The first responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. There may be times when District personnel responding to a sewer system event are not familiar with potential safety hazards peculiar to sewer work. In such cases it is appropriate to take the time to discuss safety issues, consider the order of work, and check safety equipment before starting the job.

## 6.7.4 Initial Response

The first responder must respond to the reporting party/problem site and visually inspect for potential sewer stoppages or overflows.

The first responder should:

- Note arrival time at the site of the overflow/backup.
- Verify the existence of a sewer system spill or backup and take photographs.
- Determine if the overflow or blockage is from a public or private sewer.
- Identify and assess the affected area and extent of spill.
- Notify the Sewer System Supervisor of all findings. The Sewer System Supervisor will contact the caller if time permits.
- If the spill is large or in a sensitive area, document conditions upon arrival with photographs. Decide whether to proceed with clearing the blockage to restore the flow or to initiate containment measures. The guidance for this decision is:
  - Spills that are self-contained: Proceed with clearing the blockage.
  - Spills where containment is anticipated to be simple: Proceed with the containment measures, then proceed with clearing the line, and/or bypassing measures if the line cannot be opened.
  - Moderate or large spills where containment is anticipated to be difficult: Proceed with clearing the blockage. Call for immediate additional assistance and implement containment measures and/or bypassing measures if the line cannot be opened.

### **6.7.5 Restore Flow**

Using the appropriate cleaning equipment, set up downstream of the blockage and hydro-clean upstream from a clear manhole. Attempt to remove the blockage from the system and observe the flows (always use a trap) to ensure that the blockage does not recur downstream. If the blockage cannot be cleared within a reasonable time from arrival, or sewer requires construction repairs to restore flow, then initiate containment and/or bypass pumping. If assistance is required, immediately contact other employees, contractors, and equipment suppliers.

### **6.7.6 Initiate Spill Containment Measures**

The first responder should attempt to contain as much of the spilled sewage as possible using the following steps:

- Determine the immediate destination of the overflowing sewage.
- Plug storm drains using plugs, sandbags, and/or plastic (Visqueen Barrier) to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage/pipe failure/pump station.

## 6.8 Water Quality

### 6.8.1 Waters of the State

The following Waters of the State are in the Jurupa Community Services District's service area. In the event that these waters are impacted by a sanitary sewer overflow, the District has identified the following response measures, equipment and vendors:

Water Body	Response Measures	Equipment	Vendors
Santa Ana River	<ul style="list-style-type: none"><li>• Post signs</li><li>• Limit access</li><li>• Notify Agencies</li></ul>	<ul style="list-style-type: none"><li>• SSO Signs/Stakes</li><li>• Barricades/Tape</li></ul>	
Pyrite Creek	<ul style="list-style-type: none"><li>• Build</li><li>• Containment</li><li>• Post Signs</li><li>• Limit Access</li><li>• Notify</li></ul>	<ul style="list-style-type: none"><li>• Tractor &amp; Dump Trucks</li><li>• SSO Signs/Stakes</li><li>• Barricade/Tape</li></ul>	<ul style="list-style-type: none"><li>• IEUA</li><li>• ERNIE</li><li>• Godwin</li><li>• WMWD</li></ul>
Ranch Drain Creek	<ul style="list-style-type: none"><li>• Build</li><li>• Containment</li><li>• Post Signs</li><li>• Limit Access</li><li>• Notify</li></ul>	<ul style="list-style-type: none"><li>• Tractor &amp; Dump Trucks</li><li>• SSO Signs/Stakes</li><li>• Barricade/Tape</li></ul>	<ul style="list-style-type: none"><li>• IEUA</li><li>• ERNIE</li><li>• Godwin</li><li>• WMWD</li></ul>
San Sevaine Channel	<ul style="list-style-type: none"><li>• Build</li><li>• Containment</li><li>• Post Signs</li><li>• Limit Access</li><li>• Notify</li></ul>	<ul style="list-style-type: none"><li>• Tractor &amp; Dump Trucks</li><li>• SSO Signs/Stakes</li><li>• Barricade/Tape</li></ul>	<ul style="list-style-type: none"><li>• IEUA</li><li>• ERNIE</li><li>• Godwin</li><li>• WMWD</li></ul>
Day Creek Channel	<ul style="list-style-type: none"><li>• Build</li><li>• Containment</li><li>• Post Signs</li><li>• Limit Access</li><li>• Notify</li></ul>	<ul style="list-style-type: none"><li>• Tractor &amp; Dump Trucks</li><li>• SSO Signs/Stakes</li><li>• Barricade/Tape</li></ul>	<ul style="list-style-type: none"><li>• IEUA</li><li>• ERNIE</li><li>• Godwin</li><li>• WMWD</li></ul>

### 6.8.2 Water Quality Sampling and Testing

Water quality sampling and testing is required whenever spilled sewage enters a water body and is performed to determine the extent and impact of the SSO. The water quality sampling procedures are:

- The first responders should call to have samples collected as soon as possible after the discovery and mitigation of the SSO event.
  - During Business Hours: Industrial Waste Inspectors (951) 685-7434
  - After Business Hours: Source Control Supervisor
- The water quality samples should be collected from upstream of the spill, from the spill area, and downstream of the spill in flowing water (e.g. creeks). The water quality samples should be collected near the point of entry of the spilled sewage.

- The samples shall then be brought to Babcock Laboratories, 6100 Quail Valley Court, Riverside, CA 92507.

### **6.8.3 Water Quality Monitoring Plan**

A Water Quality Monitoring Plan will be implemented immediately upon discovery of any Category 1 SSO of 50,000 gallons or more in order to assess impacts from SSOs to surface waters. The SSO Water Quality Monitoring Program will:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

### **6.8.4 SSO Technical Report**

The District will submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. The Sewer Operations Manager will supervise the preparation of this report. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

#### Causes and Circumstances of the SSO:

- Complete and detailed explanation of how and when the SSO was discovered.
- Diagram showing the SSO failure point, appearance point(s), and final destination(s).
- Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
- Detailed description of the cause(s) of the SSO.
- Copies of original field crew records used to document the SSO.
- Historical maintenance records for the failure location.

#### District's Response to SSO:

- Chronological narrative description of all actions taken by the District to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.

- Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

#### Water Quality Monitoring:

- Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- Detailed location map illustrating all water quality sampling points.

## **6.9 Recovery and Cleanup**

The recovery and cleanup phase immediately begins when the flow has been restored and the spilled sewage has been contained to the extent possible. The SSO recovery and cleanup procedures are:

### **6.9.1 Estimate the Volume of Spilled Sewage**

Use the methods outlined in the Field Guide to estimate the volume of the spilled sewage. Document the estimate using photos of the SSO site before, during and after the recovery operation.

### **6.9.2 Recovery of Spilled Sewage**

Vacuum up and/or pump the spilled sewage and discharge it back into the sanitary sewer system.

### **6.9.3 Clean-up**

Clean up procedures should be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and should be modified as required for wet weather conditions. Where cleanups are beyond the capabilities of District staff, cleanup contractors will be used and monitored by District staff.

#### *Private Property*

District crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings. In all other cases, affected property owners can call a water damage restoration contractor to complete the cleanup and restoration. If the overflow into property is the definite cause of District system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, District claim forms will be issued if requested by the property owners.

#### *Hard Surface Areas*

Collect all signs of sewage solids and sewage-related material with the use of all necessary personal protective equipment and utilizing Vactor trucks or pumper trucks, water hoses, water brooms, wet vacuums on small spills and various hand tools (rakes, brooms, shovels). Always protect your hands and eyes while performing sewage cleanup work. Wash down the affected area with clean water until the water runs clear.

Take reasonable steps to contain, control and vacuum up the wastewater. Allow area to dry. Repeat the process if additional cleaning is required.

#### *Landscaped and Unimproved Natural Vegetation*

Collect all signs of sewage solids and sewage-related material with the use of all necessary personal protective equipment and utilizing Vactor trucks or pumper trucks, water hoses, water brooms, wet vacuums on small spills and various hand tools (rakes, brooms, shovels). Always protect your hands and eyes while performing sewage cleanup work. Wash down the affected area with clean water until the water runs clear. Wash down the affected area with clean water until the water runs clear. The flushing volume should be approximately three times the estimated volume of the spill. Contain, control and vacuum up the wash water so that none is released. Allow the area to dry. Repeat the process if additional cleaning is required.

#### *Natural Waterways*

The Department of Fish and Wildlife will be notified by CalOES as appropriate in the event of:

- Fish kill
- SSO greater than or equal to 1,000 gallons

Fish and Wildlife will provide the professional guidance needed to effectively clean up spills that occur in these sensitive environments. Clean up should proceed quickly in order to minimize negative impact. Sewage causes depletion of dissolved oxygen, which will kill aquatic life. Any water that is used in the cleanup should be de-chlorinated prior to use, and when possible the clean up water will be removed and disposed of within the sanitary sewer system.

#### *Wet Weather Modifications*

Omit flushing and sampling during heavy storm events (i.e., sheet of rainwater across paved surfaces) with heavy runoff where flushing is not required and sampling would not provide meaningful results. NOTE: If no flushing and/or sampling is performed due to weather related events, this non-action must be documented and provided to the regulatory agencies requiring this data.

## **6.10 Public Notification**

Signs will be posted and barricades put in place to keep vehicles and pedestrians away from contact with spilled sewage. County Environmental Health instructions and directions regarding placement and language of public warnings will be followed. Additionally, the Sewer System Supervisor will use his/her best judgment regarding supplemental sign placement in order to protect the public and local environment. Signs will not be removed until directed by County Environmental Health, Sewer System Supervisor, or designee.

Creeks, streams, ponds and rivers that have been contaminated as a result of an SSO will be posted at visible access locations until the risk of contamination has subsided to acceptable background bacteria levels. The warning signs, once posted, will be checked every day to ensure that they are still in place and that the signs are still legible (Inclement weather damage, wind damage, graffiti, etc.) and replaced as necessary. Photographs of each sign placement will be taken and accounted for. The total number of signs will be documented and maintained throughout the SSO event and subsequent posting period.

In the event that an overflow occurs at night, the location should be inspected first thing the following day. The field crew will look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities, if additional clean up work is deemed necessary, notify the Sewer System Supervisor on the post-event findings and begin the clean up process. The crew will take additional photos before and after the re-cleaning effort.

When contact with the local media is deemed necessary, the Community Affairs Officer will provide the media with all relevant information.

## **6.11 Failure Analysis Investigation**

The objective of the failure analysis investigation is to determine the “root cause” of the SSO and to identify corrective action(s) needed that will reduce or eliminate future potential for the SSO to recur.

The investigation should include reviewing all relevant data to determine appropriate corrective action(s) for the line segment. The investigation should include:

- Reviewing and completing the Sewer Overflow Report,
- Reviewing the incident timeline and other documentation regarding the incident,
- Reviewing communications with the reporting party and witness.
- Review volume estimate, volume recovered estimate, volume estimation assumptions and associated drawings,
- Reviewing available photographs and videos,
- Interviewing staff that responded to the spill, as well as contracted assistance
- Reviewing past maintenance records,
- Reviewing past CCTV records,
- Conducting a CCTV inspection to determine the condition of the line segment immediately following the SSO and reviewing the video and logs,
- Reviewing any FOG related information or results

The product of the failure analysis investigation should be the determination of the root cause and the identification of the corrective actions. The Collection System Failure Analysis Form should be used to document the investigation.

## **6.12 Post SSO Event Debriefing**

Every SSO event is an opportunity to evaluate the response and reporting procedures. Each overflow event is unique, with its own elements and challenges including volume, cause, location, terrain, and other parameters.

As soon as possible after a Category 1 and/or Category 2 SSO event, all of the participants, from the person who received the call to the last person to leave the site, should meet to review the procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of the debriefing should be recorded and tracked to ensure the action items are prioritized and completed.

## **6.13 Notification, Reporting, Monitoring and Recordkeeping Requirements**

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS WDRs), the Jurupa Community Services District maintains records for each sanitary sewer overflow. Records include:

- Documentation of response steps and/or remedial actions
- Photographic evidence to document the extent of the SSO, field crew response operations, and site conditions after field crew SSO response operations have been completed. The date, time, location, and direction of photographs taken will be documented.
- Documentation on how the estimations on the volume of discharged and/or recovered overflow were calculated

ELEMENT	REQUIREMENT	METHOD
<b>NOTIFICATION</b>	Within two hours of becoming aware of any Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, the District will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.	Call Cal OES at: <b>(800) 852-7550</b>
<b>REPORTING</b>	<ul style="list-style-type: none"> <li>Category 1 SSO: The District will submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.</li> <li>Category 2 SSO: The District will submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.</li> <li>Category 3 SSO: The District will submit certified report within 30 calendar days of the end of month in which SSO the occurred.</li> <li>SSO Technical Report: The District will submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters.</li> <li>"No Spill" Certification: The District will certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred.</li> <li>Collection System Questionnaire: The District will update and certify every 12 months</li> </ul>	<p>Enter data into the CIWQS Online SSO Database<sup>1</sup> (<a href="http://ciwqs.waterboards.ca.gov/">http://ciwqs.waterboards.ca.gov/</a>), certified by the Legally Responsible Official(s)<sup>2</sup>.</p> <p>All information required by CIWQS will be captured in the Sanitary Sewer Overflow Report.</p> <p>Certified SSO reports may be updated by amending the report or adding an attachment to the SSO report within 120 calendar days after the SSO end date. After 120 days, the State SSO Program Manager must be contacted to request to amend an SSO report along with a justification for why the additional information was not available prior to the end of the 120 days.</p>
<b>WATER QUALITY MONITORING</b>	The District will conduct water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.	Water quality results will be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.
<b>RECORD KEEPING</b>	<p>The District will maintain the following records:</p> <ul style="list-style-type: none"> <li>SSO event records.</li> <li>Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.</li> <li>Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.</li> <li>Collection system telemetry records if relied upon to document and/or estimate SSO Volume.</li> </ul>	Self-maintained records shall be available during inspections or upon request.

For reporting purposes, if one SSO event of whatever category results in multiple appearance points in a sewer system, a single SSO report is required in CIWQS that includes the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that cause the SSO, and descriptions of the locations of all other discharge points associated with the single SSO event.

<sup>1</sup> In the event that the CIWQS online SSO database is not available, the Sewer System Supervisor will notify SWRCB by phone and will provide all required information in accordance with the time schedules identified above. In such an event, the District will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO file.

<sup>2</sup> The District always has at least one LRO. Any change in the LRO(s) including deactivation or a change to contact information, will be submitted to the SWRCB within 30 days of the change by calling (866) 792-4977 or emailing [help@ciwqs.waterboards.ca.gov](mailto:help@ciwqs.waterboards.ca.gov).

## 6.14 Complaint Records

The District maintains records of all complaints received whether or not they result in sanitary sewer overflows. These complaint records include:

- Date, time, and method of notification
- Date and time the complainant or informant first noticed the SSO
- Narrative description describing the complaint
- A statement from the complainant or informant, if they know, of whether or not the potential SSO may have reached waters of the state
- Name, address, and contact telephone number of the complainant or informant reporting the potential SSO (if not reported anonymously)
- Follow-up return contact information for each complaint received (if not reported anonymously)
- Final resolution of the complaint
- Work service request information used to document all feasible and remedial actions taken

The District's Electronic Repair Order System (EROS) is used to maintain complaint records. The procedure is as follows:

### *During Business Hours:*

1. The Operations Assistant enters the Repair Order into the EROS or will ask the Customer Service Representative to do so.
2. EROS generates a hardcopy Repair Order for the Collections Crew to complete.
3. The Collections Crew will route the completed Repair Order to their Supervisor and then to the Customer Service Representative
4. The Customer Service Representative closes out the Repair Order.

### *After Business Hours:*

1. The Answering Service sends an email to the Customer Service Representative who generates the electronic work order.
2. The On Call Operator completes the Call Out Sheet and this used to help complete the Repair Order in the EROS.

All records will be maintained for a minimum of five years whether or not they result in an SSO.

## 6.15 Equipment

This section provides a list of specialized equipment that is required to support this Overflow Emergency Response Plan.

- *Closed Circuit Television (CCTV) Inspection Unit:* A CCTV Inspection Unit is required to determine the root cause for all SSOs from gravity sewers and force mains.
- *Camera:* A digital or disposable camera is required to record the conditions upon arrival, during clean up, and upon departure including any follow up activity at the site of the event.
- *Emergency Response Trucks:* A utility body pickup truck, or open bed is required to store and transport the equipment needed to effectively respond to sewer emergencies. The equipment and tools should include containment and clean up materials and traffic control devices.
- *Portable Generators, Portable Pumps, Piping, and Hoses:* Equipment used to bypass pump, divert, or power equipment to mitigate an SSO.
- *Combination/Sewer Cleaning Trucks:* Combination/high-velocity sewer cleaning trucks with vacuum tanks are required to clear blockages in gravity sewers, vacuum spilled sewage, and wash down the impacted area following the SSO event.

The District has the following equipment, which may be necessary in the event of a sanitary sewer overflow or backup:

### VEHICLES

- (2) ½-ton pick-up (2) W/Lumber Rack
- (2) ¾-ton service truck
- (1) 1-ton service truck, W/Lumber Rack
- (1) 2-ton service truck W/Auto Crane, (3-15' boom length, 660-2,700 LBS Capacity)
- (1) 2-ton, 6-yard dump truck
- (1) 2-1/2-ton crane truck, 20' flatbed, 2800 Series Simon Stinger (63' boom length ,D-Rated 15,000 LBS Rated Capacity)
- (1) 2010 – F450 CCTV video van – Cues System, 1,500' reel, Granite XP software
- (1) 2009 -Vactor Ram Jet (Straight Jet truck),1"x 900' hose 2,500 Gal cap. water tank
- (1) 2004 -Vactor 2100 Series (Combo-Vac/jet truck) 1"x 800' hose,1,200 Gal cap. water/12-yard debris tanks
- (1) 2013- Vactor 2100 Series (Combo-Vac/jet truck) 1"x 1,000' hose,1,200 Gal cap. water/12-yard debris tanks

### EQUIPMENT

- (1) 10' equipment trailer, single axle (2 5/16"ball)
- (2) 12' dump trailer, duel axle W/Surge Brakes, (2 5/16"ball)
- Emergency Mobil Command Center, supply & logistics trailer, W/Electric Brakes (2 5/16"ball) (3) Zeeman - Loader backhoe trailers W/Air Brakes (Pintle hitch)
- (3) Loader backhoe's (CAT, JD, Case, New Holland)
- (1) 2013 – Cat 272D HXP Skid Steer (4X4), 4-in-1 bucket, Street Sweeper W/water, Brush Grapple, 72" Brush cutter Mower Deck, Forks.
- (1) 2004 - Towable Multiquip 4" trash pump (diesel), 2 5/16"ball)
- (3) Towable Multiquip AC generator 25 KVA (diesel), (2 5/16"ball)
- (1) Towable Multiquip AC generator 100 KVA (diesel), (2 5/16"ball)
- (2) Sullair Towable air compressors 185CFM, W/Pavement Breakers (diesel), (2 5/16"ball)
- (4) Magnum Towable light towers (diesel), (2 5/16"ball)

- (1) Towable pressure washer (2 5/16"ball)
- (1) Towable traffic advisor arrowboard (2 5/16"ball)
- (2) 6'Wx8'Lx4'H Steel trench shields

### SMALL SEWER EQUIPMENT

- (2) Complete sets of Dbi-Sala Confined Space Entry Equip (Winch,SRL's,Tri-pod/Davit Arm to 65' foot depth)
- (3) 4-Gas Monitors MX6 and (4) MX4 (Ventis units)
- (1) Leader Communication Kit 200' foot range
- (2) Allegro 8" Conf. Space Blower, 1,842 cfm, W/25' of Duct
- (1) Ramfan 20" blower 3,200 CFM, 1 90 bend =1,934 CFM W/25' Hose
- (1) Allegro 16" blower 3,400 CFM, 1 90 bend =2,000 CFM W/25' Hose
- (1) Cues Push Cam, 200' cable, 2.5" to 8" pipe size
- (1) Generac 7550 Generator 120/240
- (2) Honda 2,000 watts EU2000I portable Super Quiet Generators, W/Parallel kit
- (1) Multimatic 200 W MIG/Tig/Stick portable Welder

## **6.16 SSO Response Training**

This section provides information on the training that is required to support this Overflow Emergency Response Plan.

### **6.16.1 Initial and Annual Refresher Training**

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed.

Affected employees will receive annual training on the following topics by knowledgeable trainers:

- The District's Overflow Emergency Response Plan (OERP)
- SSO Volume Estimation Techniques
- Researching and documenting SSO Start Times
- Impacted Surface Waters: Response Procedures
- SWRCB Employee Knowledge Expectations
- Employee Core Competency Evaluations

The District will verify that annual safety training requirements are current for each employee, and that employees are competent in the performance of all core competencies. This will be verified through electronic testing, interviews and observations. The District will address,

through additional training/instruction, any identified gaps in required core competencies.

Through SWRCB Employee Knowledge Expectations training the employee should be able to answer the following:

- Please briefly describe your name and job title.
- Please describe for us approximately when you started in this field and how long you have worked for your agency.
- Please expand on your current position duties and role in responding in the field to any SSO complaints.
- Please describe your SOPs used to respond/mitigate SSOs when they occur.
- Describe any training your agency provides or sends you to for conducting spill volume estimates.
- We are interested in learning more about how your historical SSO response activities have worked in the field. We understand from discussions with management earlier that you use the OERP from the SSMP. Please elaborate on how you implement and utilize the procedures in the plan.
- Historically, before any recent changes, can you please walk us through how you would typically receive and respond to any SSO complaints in the field?
- Can you tell us who is responsible for estimating SSO volumes discharged? If it is you, please describe how you go about estimating the SSO volume that you record on the work order/service request forms?
- What other information do you collect or record other than what is written on the work order form?
- Describe if and when you ever talk with people that call in SSOs (either onsite or via telephone) to further check out when the SSO might have occurred based on what they or others know? If you do this, can you tell us where this information is recorded?
- We understand you may be instructed to take pictures of some sewer spills/backups into structures. Other than these SSOs, when else would you typically take any pictures of an SSO?
- Please walk us through anything else you'd like to add to help us better understand how your field crews respond and mitigate SSO complaints.

## **6.16.2 SSO Response Drills**

Periodic training drills should be held to ensure that employees are up to date on these procedures, equipment is in working order, and the required materials are readily available. The training drills will cover scenarios typically observed during sewer related emergencies (e.g. mainline blockage, mainline failure, force main failure, pump station failure, and lateral blockage). The results and the observations during the drills will be recorded and action items should be tracked to ensure completion.

## **6.16.3 SSO Training Record Keeping**

Records should be kept of all training that is provided in support of this plan. The records for all scheduled training courses and for each overflow emergency response training event and

will include date, time, length or training, place, content, name of trainer(s), and names of attendees.

#### **6.16.4 Contractors Working On District Sewer Facilities**

All contractors working on District sewer facilities will be required to develop a project-specific OERP. All contractor personnel will be required to receive training in the contractor's OERP and to follow that OERP in the event that they cause or observe an SSO. The OERP must be approved by the Sewer Operations Manager or designee prior to training of the contractor's staff or subcontractors. (The training requirements will include the same required data as in 6.16.3)

### **6.17 Authority**

- Health & Safety Code Sections 5410-5416
- CA Water Code Section 13271
- Fish & Wildlife Code Sections 5650-5656
- State Water Resources Control Board Order No. 2006-0003-DWQ

When customer complaint calls are received, the form shown below is completed:

*Jurupa Community Services District*

**SEWER DEPARTMENT**  
**Customer Complaint Form**

Complaint Information

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Problem Location: \_\_\_\_\_

Cross Street: \_\_\_\_\_  
(CIRCLE) Eastvale or Jurupa

Phone/cell: \_\_\_\_\_

Phone (Office): \_\_\_\_\_ ext: \_\_\_\_\_

Thomas Guide Page: \_\_\_\_\_

Brief description of the incident/emergency:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ask what Time the caller observed and/or noticed the Incident/Emergency? TIME: \_\_\_\_\_:\_\_\_\_\_AM/PM

**SSO Confirmed YES / NO (CIRCLE)**

Return Call on the Final Deposition of Complaint

TIME: \_\_\_\_\_:\_\_\_\_\_AM/PM

DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

By whom: \_\_\_\_\_

Name of contact: \_\_\_\_\_

WORK ORDER# \_\_\_\_\_

DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

TIME: \_\_\_\_\_:\_\_\_\_\_AM/PM

☒ **the appropriate Box**

☐ SEWER TROUBLE

☐ SEWER BACKING

☐ SEWER LEAK

☐ HOUSE/BUILDING FLOODING

☐ LOCATE SEWER LATERAL

☐ BAD ODOR

☐ ROACHES/VERMIN

☐ M/H COVER OFF/LOOSE/NOISY

☐ **SSO**

☐ VANDALISM

☐ SEWER LIFT STATION ISSUE

☐ OTHER \_\_\_\_\_

EMPLOYEE ASSIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

ARRIVAL TIME: \_\_\_\_\_:\_\_\_\_\_AM/PM

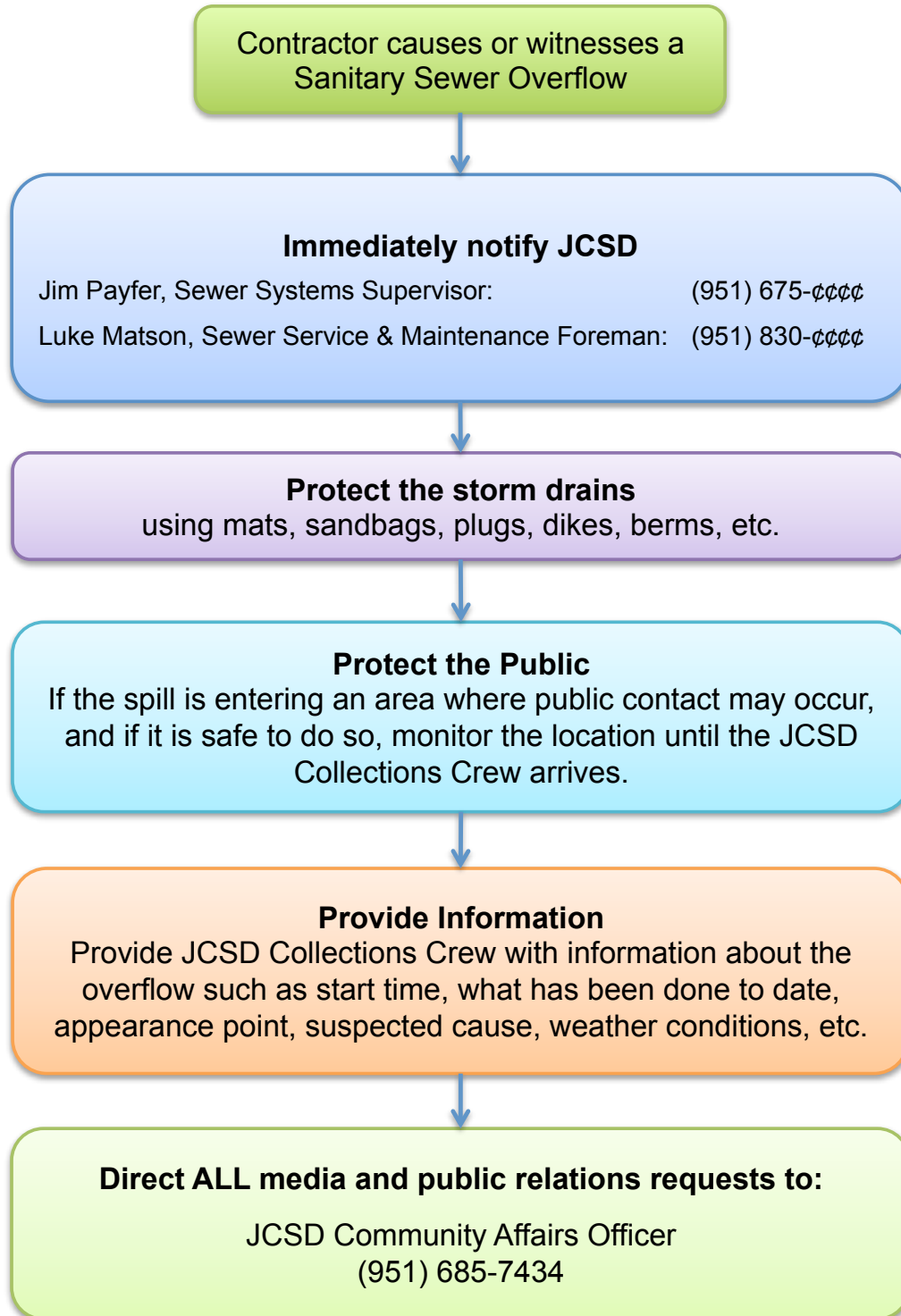
**On site: Observations /Work performed:**

**Remarks:**

\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

(Use reverse side of WO)

The following procedures are to be followed in the event that you cause or witness a Sanitary Sewer Overflow.



# Sanitary Sewer Overflows

## How to avoid them and what to do if you don't

**What?** A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

**Where?** SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

**Why?** SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, unusually high flow volume, or insufficient bypass pumping equipment.

## How to prevent SSOs:

### ...when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (951) 685-7434, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

### ...when constructing or repairing sewer laterals:

- Contact Development Engineering at (951) 685-7434 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

If you cause or witness an SSO, immediately contact:

**Jurupa Community Services District**

**(951) 685-7434**

Jurupa Community Services District

11201 Harrel Street, Jurupa Valley, CA 91752

[www.jcsd.us](http://www.jcsd.us)

# Sanitary Sewer Overflows

## How to avoid them and what to do if you don't

**What?** A sanitary sewer overflow (SSO) is a discharge of untreated human and industrial waste before it reaches the wastewater treatment facility.

**Where?** SSOs usually occur through manholes, plumbing fixtures and service cleanouts.

**Why?** SSOs are usually caused by grease, debris, root balls, or personal hygiene products blocking the sewer lines, unusually high flow volume, or insufficient bypass pumping equipment.

## How to prevent SSOs:

### ...when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (951) 685-7434, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

### ...when constructing or repairing sewer laterals:

- Contact Development Engineering at (951) 685-7434 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

If you cause or witness an SSO, immediately contact:

**Jurupa Community Services District**

**(951) 685-7434**

Jurupa Community Services District

11201 Harrel Street, Jurupa Valley, CA 91752

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The following assets need to be monitored and inspected prior to, during, and following an extreme weather event or natural disaster:

<b>Critical Asset</b>	<b>Location</b>	<b>Access issues</b>	<b>Description of what to monitor and inspect</b>	<b>Inspection following event/ disaster</b>
Regional Lift Station	10124 Limonite Avenue Jurupa Valley, CA 91752	Access from West	<ul style="list-style-type: none"><li>• High Flows</li><li>• River Damage</li></ul>	<ul style="list-style-type: none"><li>• River Berm</li><li>• Ponds</li></ul>
River Road Lift Station	14688 River Road	N/A	<ul style="list-style-type: none"><li>• High Flows</li><li>• Pump Operation</li></ul>	<ul style="list-style-type: none"><li>• Pumps</li><li>• Grinder</li></ul>
Regional Lift Station Force Main	<ul style="list-style-type: none"><li>• General drive to Riverside Plant</li><li>• River Crossings, Low areas</li></ul>	Walk, use Crest Street	Exposed or damaged pipe	Pipe Manholes
All Lift Stations	Various	N/A	Damage	Facility

The following vendors provide services related to overflow emergency response.

<b>Vendor</b>	<b>Service</b>	<b>Telephone</b>
Godwin Pumps	Equipment Rental	(951) 681-3636
Rain for Rent	Equipment Rental	(951) 653-2171
Jericho Systems	Environmental Consulting	(909) 915-5900
Tom Dodson and Associates	Environmental Consulting	(909) 882-3612

The District has Mutual Aid Agreements with the following:

<b>Agency/Network</b>	<b>Contact/Telephone</b>
ERNIE: Emergency Response Network of the Inland Empire	Gary Sturdivan (909) 658-5974
IEUA: Inland Empire Utilities Agency and the Regional Contracting Agencies	(909) 993-1600

## **REGULATORY NOTIFICATIONS PACKET**

**Instructions:**

1. Receive call from on-site Collections Crew reporting a Sanitary Sewer Overflow.
2. Open this packet.
3. Refer to the Regulatory Reporting Guide for instructions.
4. Use the SSO Reporting Checklist (RN-2) for the appropriate category of spill to document that all notifications are made according to the reporting schedule.

**Contents:**

<u><b>Form</b></u>	<u><b>Page Number</b></u>
Regulatory Reporting Guide .....	RN-1
Reporting Checklist .....	-2

Print on 6"x9" envelope

Reporting Instructions				
Deadline	See reverse side for contact information and definitions of the categories of spills of untreated or partially treated wastewater from publically owned sanitary sewer system			Spill from Private Lateral
	Category 1	Category 2	Category 3	
2 hours after awareness of SSO	<ul style="list-style-type: none"> <li>• If SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550.</li> <li>• Notify the Santa Ana Regional Water Quality Control Board</li> <li>• Notify Riverside County Environmental Health</li> <li>• Make Additional Notifications as necessary (see RN-1c)</li> </ul>	<ul style="list-style-type: none"> <li>• Notify Riverside County Environmental Health</li> <li>• Make Additional Notifications as necessary (see RN-1c)</li> </ul>	<ul style="list-style-type: none"> <li>• Notify Riverside County Environmental Health</li> <li>• Make Additional Notifications as necessary (see RN-1c)</li> </ul>	-
48 Hours after awareness of SSO	If 50,000 gal or more were not recovered, begin water quality sampling and initiate impact assessment	-	-	-
3 Days after awareness of SSO	Submit Draft Spill Report in the CIWQS* database	Submit Draft Spill Report in the CIWQS* database	-	-
15 Days after response conclusion	Certify Spill Report in CIWQS*. Update as needed until 120 days after SSO end time	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-	-
30 Days after end of calendar month in which SSO occurred	-	-	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-
45 days after SSO end time	If 50,000 gal or more were not recovered, submit SSO Technical Report using CIWQS*	-	-	-

\* In the event that the CIWQS online SSO database is not available, notify the State Water Resources Control Board (SWRCB) by phone or email and provide required information until the CIWQS online SSO database becomes available. See contact information on Side B.

**Note:** For reporting purposes, if one SSO event results in multiple appearance points, complete one SSO report in the CIWQS SSO Online Database, and report the location of the SSO failure point, blockage or location of the flow condition that caused the SSO, in the CIWQS SSO Online Database, including all the discharge points associated with the SSO event.

### Contact Information

Contact	Telephone/Fax/Email
California Governor's Office of Emergency Services	(800) 852-7550
Riverside County Department of Environmental Health	(951) 358-5316
Santa Ana Regional Water Quality Control Board, Najah Amin	(951) 782-4130
State Water Resources Control Board (SWRCB):	
Russell Norman, P.E.	(916) 323-5598 Russell.Norman@waterboards.ca.gov
Victor Lopez, Water Resources Control Engineer	(916) 323-5511 Victor.Lopez@waterboards.ca.gov

### Additional Notifications

- Refer to the Emergency Notifications Sheet for additional contact information.

### Authorized Personnel

The following District personnel are authorized to perform regulatory reporting:

Name	Job Title	Telephone	✓ If LRO*
Dan DuCasse	Sewer Operations Manager	(951) 685-7434	✓
Jim Payfer	Sewer Systems Supervisor	(951) 685-7434	

\*The District's Legally Responsible Official (LRO) is authorized to electronically sign and certify SSO reports in CIWQS

### Definitions of Spill Categories

*The response crew will complete the SSO Report form in the SSO Packet to document how category was determined.*

Category	Definition
<b>Category 1:</b>	Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either: <ul style="list-style-type: none"><li>Reaches surface water and/or drainage channel tributary to a surface water; or</li><li>Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.</li></ul>
<b>Category 2:</b>	Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either: <ul style="list-style-type: none"><li>Does not reach surface water, a drainage channel, or an MS4, or</li><li>The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.</li></ul>
<b>Category 3:</b>	All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition

# Jurupa Community Services District Overflow Emergency Response Plan

## Regulatory Notifications Packet Regulatory Reporting Guide

**RN-1c**  
**Page 1**

DATE OF EVENT \_\_\_\_/\_\_\_\_/\_\_\_\_

TYPE OF EVENT \_\_\_\_\_



### EMERGENCY NOTIFICATION SHEET

Report Number (If applicable) \_\_\_\_\_

Name of person contacting listed agency(s) \_\_\_\_\_

**(Mandatory Reporting Agencies within two hours of becoming aware of incident, or as soon as possible)**

AGENCY [S]	PHONE # OR EMAIL	REASON	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
Riverside Co. Dept. of Environmental Health (HAZMAT) Heidi Barrios, Inspector	(951) 358-5055 Emer. (951) 782-2973 Cell (951) 840-XXXX	Chemical			
California Emergency Management Agency [Cal EMA]/Office of Emergency Services (OES)	(800) 852-7550 (916) 845-8911	SSO, Chemical Spill, Any spill			
Santa Ana Regional Water Quality Control Board Najah N. Amin, Chuck Griffin	(951) 782-4130 Cell (951) 906-XXXX or (951) 320-XXXX Office: (951) 782-4996 <a href="mailto:region8info@waterboards.ca.gov">region8info@waterboards.ca.gov</a>	Anything into the river or storm drain			
National Response Center	(800) 424-8802	Chemical Spills Events			
CHEMTREC	(800) 424-9300	Chemical Spills Events			
California Department of Public Health Mr. Steve Williams	(619) 525- 4580 Cell (619) 865-YYYY	Water Emergency			
Riverside Fire Department	(951) 826-5737				
The City of Jurupa Valley City Inspector	(951) 332-6464				
The City of Eastvale, Joe Indrawan	(951) 361-0900 Ext. 1502 Cell (909) 618-YYYY				
US Healthworks	(909) 923-4080	Injury/Illness			

**Report to District staff as soon as possible for support and information.**

DISTRICT STAFF	PHONE # OR EMAIL	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
Todd Corbin - JCSD General Manager	Cell: (951) 675-XXXX <a href="mailto:tcorbin@jcsd.us">tcorbin@jcsd.us</a>			
Robert Tock - Director of Eng. & Operations	Cell: (909) 226-XXXX <a href="mailto:rtock@jcsd.us">rtock@jcsd.us</a>			
Richard Welch - Director of Parks & Public Relations	Cell: (951) 830-XXXX <a href="mailto:rwelch@jcsd.us">rwelch@jcsd.us</a>			
Todd Minten - Water Ops & Facilities Manager	Cell: (951) 830-XXXX <a href="mailto:tminten@jcsd.us">tminten@jcsd.us</a>			
Dan DuCasse - Sewer Operations Manager	Cell: (951) 660-XXXX <a href="mailto:dducasse@jcsd.us">dducasse@jcsd.us</a>			
Jaime Godoy - Facilities & Fleet Supervisor	Cell: (909) 702-XXXX <a href="mailto:jgodoy@jcsd.us">jgodoy@jcsd.us</a>			
Shaun Stone - Engineering Manager	Cell: (909) 938-XXXX <a href="mailto:sstone@jcsd.us">sstone@jcsd.us</a>			
Aileen Flores - Community Affairs Officer	(951) 685-7434 Ex. XXX <a href="mailto:aflores@jcsd.us">aflores@jcsd.us</a>			
Julie Saba - Executive Assistant	(951) 685-7434 Ex. XXX <a href="mailto:jsaba@jcsd.us">jsaba@jcsd.us</a>			

# Jurupa Community Services District Overflow Emergency Response Plan

## Regulatory Notifications Packet Regulatory Reporting Guide

**RN-1c**  
**Page 2**

DATE OF EVENT \_\_\_\_/\_\_\_\_/\_\_\_\_

TYPE OF EVENT \_\_\_\_\_

Optional Managers/Supervisors to Contact, if needed				
Steve Jaynes - Op's & Water Treat. Supervisor	Cell: (951) 830-YYYY	<a href="mailto:sjaynes@jcsd.us">sjaynes@jcsd.us</a>		
David Irish - Water Distribution Supervisor	Cell: (951) 830-XXXX	<a href="mailto:dirish@jcsd.us">dirish@jcsd.us</a>		
Jim Payfer - Sewer Supervisor	Cell: (951) 675-XXXX	<a href="mailto:jpayfer@jcsd.us">jpayfer@jcsd.us</a>		
Marce Billings - Source Control Supervisor	Cell: (760) 265-XXXX	<a href="mailto:mbillings@jcsd.us">mbillings@jcsd.us</a>		
Dave Smith - Safety Coordinator	Cell: (951) 505-XXXX	<a href="mailto:dsmith@jcsd.us">dsmith@jcsd.us</a>		
Dave Reading - Water Distribution Foreman	Cell: (951) 532-XXXX	<a href="mailto:dreading@jcsd.us">dreading@jcsd.us</a>		
TBA - Water Production Foreman	Cell: (951) 840-XXXX			
Moustafa Aly - Water Treatment Plant Supervisor	Cell: (909) 532-XXXX	<a href="mailto:maly@jcsd.us">maly@jcsd.us</a>		
Luke Matson - Sewer Foreman	Cell: (951) 830-XXXX	<a href="mailto:lmatson@jcsd.us">lmatson@jcsd.us</a>		
Duty Operators	Cell	Pager		
Water Distribution	(951) 830-XXXX	(951) 504-0218		
Water Treatment	(951) 830-XXXX	CII (951)504-0203 IXP (951)504-0205		
Water Production	(951) 830-XXXX	(951) 504-0220		
Collections	(951) 830-XXXX	(951) 504-0221		

	PHONE # OR EMAIL	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
<b>Board Members are to be notified via e-mail (By General Manager or his Designee)</b>				
Betty Anderson - President	<a href="mailto:banderson@jcsd.us">banderson@jcsd.us</a>			
Jane Anderson - Vice President	<a href="mailto:janderson@jcsd.us">janderson@jcsd.us</a>			
Robert "Bob" Craig - Director	<a href="mailto:rcraig@jcsd.us">rcraig@jcsd.us</a>			
Chad Blais - Director	<a href="mailto:cblais@jcsd.us">cblais@jcsd.us</a>			
Kenneth J. McLaughlin - Director	<a href="mailto:kmclaughlin@jcsd.us">kmclaughlin@jcsd.us</a>			

### (Additional Regulatory Agencies to Contact (Situational))

SAWPA (SARI Line issues)	(951) 354-4220 24 Hr (951) 324-8680			
National Response Center (Chemical Spills)	(800) 424-8802			
City of Corona Fire Department (Fire, injury, accident)	(951) 736-2220			
Riverside County Flood (if chemicals or other sources entering Storm Drain)	(951) 955-1230			

### (Additional Agencies to Contact for Assistance)

IEUA Mutual Aid Group	(909) 993-1720			
ERNIE				
Western Municipal Water District (WMWD)	(951) 789-5100 24 Hr (951) 789-5109			
City of Riverside 311 Call Center	(951) 826-5311			
City of Ontario	(909) 395-2000			

# Jurupa Community Services District Overflow Emergency Response Plan

## Regulatory Notifications Packet Regulatory Reporting Guide

**RN-1c**  
**Page 3**

DATE OF EVENT \_\_\_\_/\_\_\_\_/\_\_\_\_

TYPE OF EVENT \_\_\_\_\_

Rubidoux Community Services District	(951) 684-7580			
City of Corona - Department of Water & Power	(951) 736-2321 Emer. (951) 736-2234			
Cucamonga Valley Water District	(909) 987-2591			
Eastern Municipal Water District (EMWD)	(951) 928-3777			
City of Norco	(951) 270-5607			
<b>UTILITIES</b>				
Southern California Edison	(800) 655-4555			
Southern California Gas Company	(800) 427-2200			
Verizon	(800) 922-0204			
AT&T	(888) 288-2020			
Sprint	(888) 211-4727			
<b>CONTRACTORS/MISC/RADIO STATIONS</b>				
CP Construction – Mike Pfister	(909) 981-1091 Cell (909) 266-XXXX			
Downing Construction – Randy Downing	(909) 797-7444 Cell (951) 543-XXXX			
So Co Group (Fuel) - Jennifer Richardson	(951) 657-2350 (951) 830-1105			
Godwin Pumps- On Call Phone	(951) 681-3636			
Skunky Pumpers- Neal	(951) 830-8795 Cell (951) 780-XXXX			
<b>CONTRACTORS/MISC/RADIO STATIONS</b>				
Total Transportation Logistics- Tim Mejia	(951) 360-9521			
Indian Hills Golf Course Maintenance	(951) 360-2093			
United Rentals- Dave	(951) 830-5574			
KCAL 1410 AM (Spanish)- Jose Diaz	(909)384-9750			
KCAL 96.7 FM (English)- Danny Galante	(909)793-3554			

Notes:

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**Use this Checklist for Category 1 SSOs only**

**STEP 1: Receive call from crew.**

**STEP 2: 2-hour Notification**

- ☐ If SSO is greater than or equal to 1,000 gallons, notify CalOES within 2 hours of the time the agency was notified of the spill: (800) 852-7550
  - o Date Called: \_\_\_\_\_
  - o Time called: \_\_\_\_\_ : \_\_\_\_\_ ☐AM ☐PM
  - o CalOES Control number: \_\_\_\_\_
- ☐ Notify Riverside County Department of Environmental Health
- ☐ Notify Najah Amin at the Santa Ana Regional Water Quality Control Board
- ☐ Refer to the Emergency Notification Sheet (RN-1c) and make any additional notifications.

**STEP 4: Within 48-Hours after awareness of SSO**

- ☐ Only if 50,000 gallons or more was not recovered, implement Water Quality Monitoring Plan.

**STEP 5: Within 3 Days after awareness of SSO**

- ☐ Submit a Draft Spill Report using the CIWQS online reporting database.

**STEP 6: Within 15 Days after response conclusion**

- ☐ Certify the Spill Report using the CIWQS online reporting database. Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

**STEP 7: Within 45 Days after SSO end time**

- ☐ Within 45 days after the conclusion of the SSO Response, submit an SSO Technical Report using the CIWQS online reporting database only if 50,000 gallons or more was spilled to surface waters.

**Use this Checklist for Category 2 and 3 SSOs only**

**STEP 1: Receive call from crew.**

**STEP 2: Make notifications**

- ☐ Notify Riverside County Department of Environmental Health
- ☐ Notify Najah Amin at the Santa Ana Regional Water Quality Control Board
- ☐ Refer to the Emergency Notification Sheet (RN-1c) and make any additional notifications.

**STEP 3: Submit Draft Spill Report (Category 2 only)**

- ☐ Submit a Draft Spill Report using the CIWQS online reporting database within 3 days after awareness of Category 2 SSO.

**STEP 4: Certify Spill Report**

- ☐ Certify the Spill Report using the CIWQS online reporting database:
  - Category 2 SSO: Within 15 days after the conclusion of the response
  - Category 3 SSO: Within 30 days after the end of the calendar month in which the SSO occurred
- ☐ Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

## **BACKUP PACKET**

<u>Form</u>	<u>Form Number</u>
Instructions and Chain of Custody .....	envelope label
Backup Response Flowchart.....	BP-1
Bubbled Toilets Letter .....	-2
Backwater Valve Notice .....	-3
Declination of Sewage Cleaning Services.....	-4
First Responder Form.....	-5
Main Line Sewer and Sewer Lateral TV Report .....	-6
Sewer Overflow Report .....	-7
Claims Submittal Checklist .....	-8
Collection System Failure Analysis Form .....	-9
Customer Service Packet	
Instructions .....	envelope
Customer Information .....	CS-1
Sewer Spill Reference Guide .....	pamphlet
Regulatory Notifications Packet	
Instructions .....	envelope
Regulatory Reporting Guide .....	RN-1
Category 1 SSO Reporting Checklist .....	-2a
Category 2 & 3 SSO Reporting Checklist.....	-2b
Door Hanger .....	n/a
Sewer Spill Reference Guide .....	pamphlet

For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or [losscontrol@sbcglobal.net](mailto:losscontrol@sbcglobal.net)

# In the event of a **Sewer Backup** into a home/business **READ THIS FIRST**

Notifications Trigger:	Contact Immediately:	Telephone:
For all backups into/onto private property possibly due to problems in the public sewer	Sewer System Supervisor	(951) 685-7434
For restoration/remediation	Wizard Restorations	(877) DRY-OUT911
	Chino Water Damage	(909) 703-3595
For any media requests	Community Affairs Officer	(951) 685-7434

## Maintenance Crew:

- ☐ Open this envelope.
- ☐ Follow instructions on BP-1 Backup Response Flowchart
- ☐ If Category 1 SSO greater than or equal to 1,000 gallons, contact the Sewer Operations Manager and Sewer System Supervisor to notify CalOES.
- ☐ If the backup appears to be due to a failure in the District-owned sewer line and the customer is home, give them the Customer Service Packet and have them initial this envelope below:  
*Customer acknowledges receipt of Customer Service Packet:* \_\_\_\_\_  
 If customer is not home, complete door hanger and hang it on the customer's door or doors (there may be multiple entrances).
- ☐ Complete the Chain of Custody record (right) and forward this packet to the Sewer System Supervisor.



Print Name: \_\_\_\_\_

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

## Sewer System Supervisor:

- ☐ Open this envelope. Review forms.
- ☐ Open the Regulatory Notifications Packet and make required notifications.
- ☐ Complete the Claims Submittal Checklist (enclosed). Copy all items on the Claims Submittal Checklist for internal archiving purposes.
- ☐ Complete the Chain of Custody record (right) and forward the originals to the Sewer Operation Manager.
- ☐ Debrief using the Collection System Failure Analysis form.

Print Name: \_\_\_\_\_

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

## Sewer Operation Manager

- ☐ Review all reports and data.
- ☐ Complete the Chain of Custody record (right) and forward this packet to the Accounting Manager.

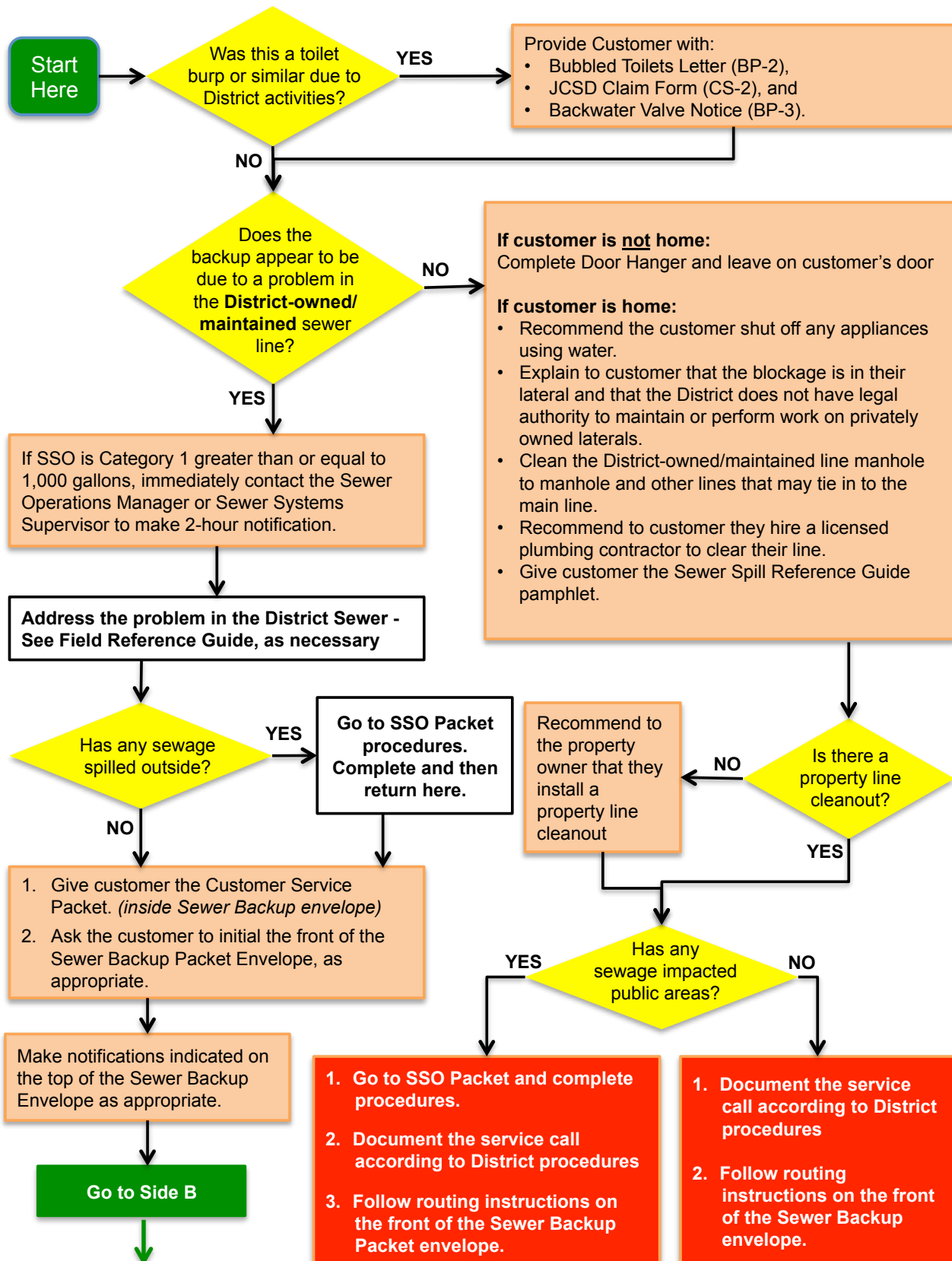
Print Name: \_\_\_\_\_

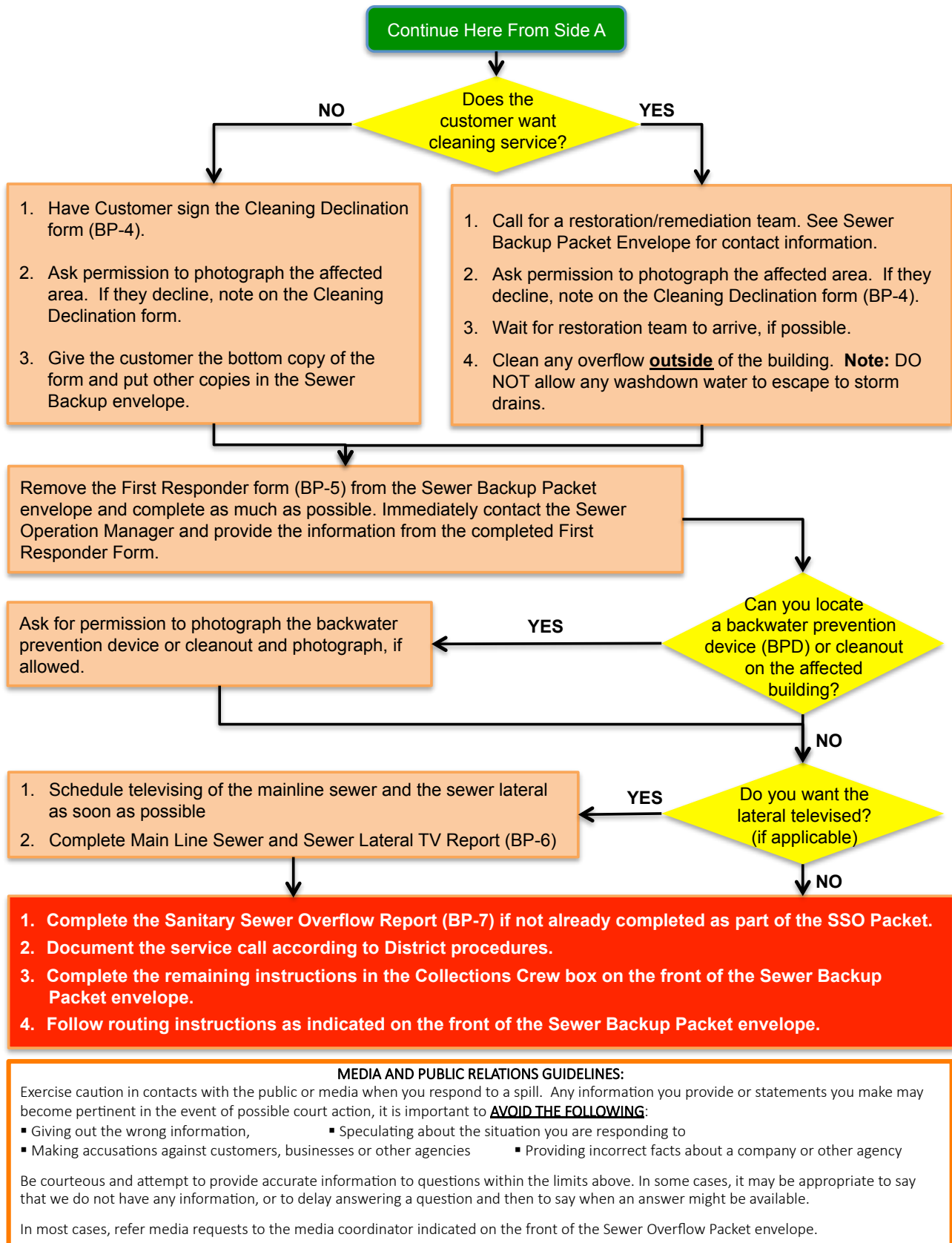
Initial: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

## Accounting Manager

- ☐ Refer to the Claims Handling Procedure Summary





Dear Jurupa Community Services District Customer,

Thank you for informing us that your toilet bubbled while our crews were working in proximity of your property. We apologize for the inconvenience and hope that this letter will answer some of your questions about bubbling toilets.

**1. Is this a health risk?**

The water that came out of your toilet is potable water from the toilet bowl. Unless your toilet was in use when this occurred, this water is normally no different than that encountered while cleaning your toilet.

**2. What is the District doing in the street?**

In order to insure reliable sewer service, the District inspects, cleans, and repairs its sewer system on a continuous basis.

**3. How does sewer cleaning cause my toilet to bubble?**

Typical industry cleaning equipment uses high-pressure water to clean sewers. The first step is to use the high-pressure water jets to propel the hose and cleaning nozzle upstream as far as 800 feet. During this process, air within the main sewer pipe is displaced and sometimes goes up the private lateral pipe and releases through the toilet. This can also happen during the cleaning phase, when high-pressure water is pulled downstream to the cleaning truck.

**4. What causes the air to come from my toilet?**

Over the years, District crews have found that the bubbling of toilets have many causes, some of which are:

- Obstructed vent pipes within houses, apartments and businesses;
- Vent pipes that are positioned too far from the toilet;
- Lateral pipes that may be in use as the crew is cleaning (e.g. draining washing machine, draining bathtub, etc.);
- Lateral pipes that may have obstructions that are causing them to hold water (e.g. roots, grease, etc.).
- Non-functioning backwater prevention devices, if originally equipped.

**5. What does District staff do, once informed of a bubbling toilet?**

Once notified of a bubbling toilet, the crew leader explains to the customer what has happened, and checks to see if there is a clean-out in the customer's yard that could be opened in the future during cleaning. The crew leader then makes notes and completes paperwork that puts the address on the District's computerized notification list. In the future, crews will notice that this address was "bubbled" at one time, and, before commencing the cleaning, they will notify the occupant of the possibility of bubbling toilets. In the event the occupant is not present when the cleaning begins, the crews will attempt to open clean-outs and/or lower water pressure to avoid bubbling.

**6. What can I do to prevent my toilet from bubbling?**

When a sewer begins to drain slowly, it may be a sign that it needs to be cleaned or repaired. Trees and shrubs may have root structures that are entering the lateral pipe. The homeowner needs to make sure to have a clean-out for accessing the line. Unless there is a cleanout on the property line, it is the homeowner's responsibility to keep the sewer lateral pipe in good working condition. **The District also recommends the homeowner install a backwater prevention device to prevent bubbling or sewer back-ups into the home.**

It is always a good idea to keep the toilet lid down when not in use, and not install carpets in the bathroom unless they can be easily removed and cleaned. For more information, please visit our website at [www.jcsd.us](http://www.jcsd.us) or call the Sewer Operations Manager at (951) 685-7434 ext. 107.

Sincerely,

Jurupa Community Services District

# Jurupa Community Services District

**BP-3a**

## **BACKWATER VALVE NOTICE**

### ***Install an approved type of backwater valve***

INFORMATION FOR THE PROPERTY OWNER, OWNERS AGENT, MANAGER OR TENANT OF THE PROPERTY LOCATED AT:

\_\_\_\_\_  
Within the Jurupa Community Services District, County of Riverside, California.

Date Notice Issued: \_\_\_\_\_.

JCSD Issuing Representative: \_\_\_\_\_.

\_\_\_\_\_  
[Signature of: Owner, Owners Agent, Manager or Tenants]

\_\_\_\_\_  
[Date Received]

**The Jurupa Community Services District while investigating a complaint regarding the backflow of sewage into your premises observed the Non-conformance with established Ordinances and the Uniform Plumbing Code. The section addressing the concerns is quoted for your information. The section that applies to your property is identified by a check mark.**

References: Jurupa Community Services District - Ordinance No. #5, Section 7. (Ordinance No's #35 & #78)

The California Code of Regulations-Title 24, Part 5 - California Building Standards Code. Part 5 is known as the California Plumbing Code and incorporates, by adoption, the 2012 edition of the Uniform Plumbing Code (UPC). The Uniform Plumbing Code Designated as an American National Standard, the Uniform Plumbing Code is a model code developed by the International Association of Plumbing and Mechanical Officials (IAPMO) to govern the installation and inspection of plumbing systems as a means of promoting the public's health, safety and welfare.

#### ***Jurupa Community Services District - Ordinance No. #5***

- ☐ **Section 7 - Maintenance: Back Flow Valves:** Back flow valves shall be required by the district for houses whose elevation is lower than the top of the existing upstream manhole from that connection.

#### ***California Plumbing Code; CHAPTER 1, ADMINISTRATION, DIVISION II;***

##### **101.7 Maintenance**

- ☐ The plumbing and drainage system of any premises under the Authority Having Jurisdiction shall be maintained in a sanitary and safe operating condition by the owner or the owner's agent.

##### **101.11.1 Health and Safety**

- ☐ Where compliance with the provisions of this code fail to eliminate or alleviate a nuisance, or other dangerous or insanitary condition that involves health or safety hazards, the owner or the owner's agent shall install such additional plumbing and drainage facilities or shall make such repairs or alterations as may be ordered by the Authority Having Jurisdiction.

##### **101.11.4 Operating Condition**

- ☐ Plumbing systems, materials, and appurtenances, both existing and new, and parts thereof shall be maintained in operating condition. Devices or safe-guards required by this code shall be maintained in conformance with the code edition under which installed. The owner or the owner's designated agent shall be responsible for maintenance of plumbing systems. To determine compliance with this subsection, the

Authority Having Jurisdiction shall be permitted to cause any plumbing system to be re-inspected.

***California Plumbing Code; CHAPTER 7, SANITARY DRAINAGE, PART I;***

**710.0 Drainage of Fixtures Located below the Next Up-stream Manhole or Below the Main Sewer Level**

- ❑ **710.1 Backflow Protection.** Fixtures installed on a floor level that is lower than the next upstream manhole cover of the public or private sewer shall be protected from backflow of sewage by installing an approved type of backwater valve. Fixtures on such floor level that are not below the next upstream manhole cover shall not be required to be protected by a backwater valve. Fixtures on floor levels above such elevation shall not discharge through the backwater valve. Cleanouts for drains that pass through a backwater valve shall be clearly identified with a permanent label stating “backwater valve downstream”.
- ❑ **710.2 Sewage Discharge.** Drainage piping serving fixtures that are located below the crown level of the main sewer shall discharge into an approved water-tight sump or receiving tank, so located as to receive the sewage or wastes by gravity. From such sump or receiving tank, the sewage or other liquid wastes shall be lifted and discharged into the building drain or building sewer by approved ejectors, pumps, or other equally efficient approved mechanical devices.
- ❑ **710.6 Backwater valves.** Backwater valves, gate valves, fullway ball valves, unions, motors, compressors, air tanks, and other mechanical devices required by this section shall be located where they will be accessible for inspection and repair and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover. Backwater valves shall have bodies of cast-iron, plastic, brass, or other approved materials; shall have noncorrosive bearings, seats, and self-aligning discs; and shall be constructed so as to ensure a positive mechanical seal. Such backwater valves shall remain open during periods of low flows to avoid screening of solids and shall not restrict capacities or cause excessive turbulence during peak loads. Unless otherwise listed, valve access covers shall be bolted type with gasket, and each valve shall bear the manufacturer's name cast into the body and the cover.

**Jurupa Community Services District  
Overflow Emergency Response Plan**

**Sanitary Sewer Backup Response Packet  
Declination of Sewage Cleaning  
Services**

**BP-4**

Customer Information			
NAME:		ADDRESS:	
TELEPHONE:			
<b>ON</b> (date)	<b>AT</b> (time)	<b>Approximately</b> (quantity)	<b>GALLONS OF:</b> <input type="checkbox"/> Sewage <input type="checkbox"/> Grey Water <input type="checkbox"/> Toilet Bowl Water <input type="checkbox"/> Odor <input type="checkbox"/> Other (describe): <input type="checkbox"/> Information from customer:
<b>Overflowed from (or odor emanating from)</b> <input type="checkbox"/> Toilet <input type="checkbox"/> Shower/Tub <input type="checkbox"/> Washer <input type="checkbox"/> Floor drain <input type="checkbox"/> Other (describe): <input type="checkbox"/> Verbal information from customer:			<b>The overflow affected the following areas (check one):</b> <input type="checkbox"/> Bathroom <input type="checkbox"/> Bedroom <input type="checkbox"/> Hallway <input type="checkbox"/> Garage <input type="checkbox"/> Kitchen <input type="checkbox"/> Crawlspace <input type="checkbox"/> Other (specify):
<b>The overflow affected the following flooring:</b> <input type="checkbox"/> Tile <input type="checkbox"/> Wood Flooring <input type="checkbox"/> Area Rugs <input type="checkbox"/> Towels <input type="checkbox"/> Linoleum <input type="checkbox"/> Carpet <input type="checkbox"/> Clothing <input type="checkbox"/> Other (specify): <input type="checkbox"/> Other (specify):			
<b>Photos:</b> <input type="checkbox"/> Were Not Taken due to customer refusal to allow areas to be photographed <input type="checkbox"/> Were Taken, number of photos:			
<b>This Form Completed By:</b>		<b>Date:</b> _____ <b>Time:</b> _____	
<b>CUSTOMER, please read the following and sign below:</b> I/We acknowledge the Jurupa Community Services District ( <i>District</i> ) has offered to provide professional cleaning and decontamination services to remediate the sewage backup and/or overflow described above and that we declined the offer. We further understand and acknowledge that because we have declined, any necessary remediation activities will be conducted without District assistance, and that the District will not accept responsibility for work performed by persons other than those engaged by the District. The District will also not accept responsibility for any charges related to this incident that are not usual and customary. Please refer to the Customer Service Packet for whom to contact if you have any questions.			
<b>Customer Signature*:</b>			<b>Date:</b>
The information above was explained to the customer by the following employee:		<b>Name:</b>  <b>Signature:</b>	<b>Title:</b>  <b>Date:</b>

*\*Note to responders: if customer declines to sign this form, then have a co-worker sign here as a witness:*

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Recommendations to customer to clean up the spill:**

- Keep pets and children out of the affected area
- Turn off heating/air conditioning systems
- Consider contracting an IICRC-certified professional cleaning and decontamination service. Refer to [www.iicrc.org](http://www.iicrc.org).
- Wear personal protective equipment such as rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Remove and discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow water to cool before washing your hands.) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent (wash separately from uncontaminated clothes).
- Wash clothes contaminated with flood or sewage water in hot water and detergent. Use a laundromat for washing large quantities of clothes and linens until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.
- Clean and disinfect your personal protective equipment.

Fill out this form as completely as possible.  
Ask customer if you may enter the home. If so, take photos of damaged and undamaged areas.

PERSON COMPLETING THIS FORM:	PHONE:	
	DATE:	
	TIME:	
TIME STAFF ARRIVED ON-SITE:		
DID CUSTOMER CALL CLEANING CONTRACTOR? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of contractor:		
RESIDENT:	PROPERTY MANAGERS: OWNER/TENANT:	
STREET ADDRESS:	STREET ADDRESS:	
CITY, STATE AND ZIP:	CITY, STATE AND ZIP:	
PHONE:	PHONE:	
IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? <input type="checkbox"/> Yes <input type="checkbox"/> No		
# OF PEOPLE LIVING AT RESIDENCE:		
Approximate Age of Home:	# of Bathrooms:	# of Rooms Affected:
Approximate Amount of Spill (gallons):	Approximate Time Sewage Has Been Sitting (hrs/days):	
Numbers of Pictures Taken: _____ <input type="checkbox"/> Digital <input type="checkbox"/> Film <input type="checkbox"/> No photos were taken due to customer refusal to allow areas to be photographed		
Does property have a Property Line Cleanout? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown		
Ask the Customer if they have a Backwater Prevention Device (BPD)? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown		
If yes, was the BPD operational at the time of the overflow? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown		
Have there ever been any previous spills at this location? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown		
Has the resident had any plumbing work done recently? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If YES, please describe:</i>		

**GO TO SIDE B**

**SANITARY SEWER LINE BLOCKAGE LOCATION**

**Draw sketch of the event:**

**Recommended Follow-Up Action(s):**

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Place completed form in Sewer Backup Envelope and follow routing instructions

PLEASE COMPLETE AS THOROUGHLY AS POSSIBLE	
PERSON COMPLETING THIS FORM:	DATE: PHONE:
CAMERA TYPE:	LOCATION OF CAMERA ENTRY:
AFFECTED PROPERTY STREET ADDRESS:	LOCATION OF CAMERA STOP:
CITY, STATE AND ZIP:	DESCRIBE AREA TV'd:
PHONE	UPSTREAM MANHOLE #:
PLEASE CHECK ALL THAT WERE DISCOVERED – <i>Describe Extent &amp; Location Using Camera Entry Point As Reference:</i>	TIME OF OVERFLOW:
<input type="checkbox"/> Broken Lateral – Describe: Depth:	TIME BLOCKAGE RELIEVED:
<input type="checkbox"/> Roots – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	TIME LATERAL TV'd:
<input type="checkbox"/> Grease – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	DEPTH OF LATERAL:
<input type="checkbox"/> Sag – Describe: Depth: Length:	RECOMMENDED FOLLOW UP WORK ACTIONS:
<input type="checkbox"/> BPD – Describe: Location:	
<input type="checkbox"/> Cleanout – Describe: Operational: <input type="checkbox"/> Yes <input type="checkbox"/> No Location:	
<input type="checkbox"/> Joint/Junction – Describe: Depth:	
<input type="checkbox"/> Grade – Describe:	
<input type="checkbox"/> Grit – Severity: <input type="checkbox"/> Light <input type="checkbox"/> Moderate <input type="checkbox"/> Heavy	
<input type="checkbox"/> Other – Describe:	
Mark for USA location? <input type="checkbox"/> Yes <input type="checkbox"/> No	Lateral Locations Marked in Green Paint? <input type="checkbox"/> Yes <input type="checkbox"/> No
SIGNATURE OF EMPLOYEE PERFORMING TV WORK:	DATE

**\*\*Attach Granite XP Lateral Report with still images (full size)\*\***

If applicable, place completed form in Sewer Backup Packet and follow routing instructions.

**INSTRUCTIONS: Complete all items EXCEPT those that are shaded gray**

Spill Category (*check one*):

- ☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
- ☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
- ☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition
- ☐ Private Lateral Sewer Discharge

Describe in detail the basis for choosing the spill category:

- ☐ **IMMEDIATE NOTIFICATION: If this is a Category 1 spill greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, notify CalOES within 2 hours at (800) 852-7550.**

**A. SPILL LOCATION**

Spill Location Name:

Latitude Coordinates: Longitude Coordinates:  
*If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.*

Street Name and Number:

Nearest Cross Street: City: Zip Code:

County: Spill Location Description:

**B. SPILL DESCRIPTION**

Spill Appearance Point (check one or more): ☐ Building/Structure ☐ Force Main ☐ Gravity Sewer ☐ Pump Station  
☐ AirVac or Blow-off ☐ Other Sewer System Structure (*i.e. cleanout*) ☐ Manhole- Structure ID#:   
☐ Other (*specify*):

Did the spill reach a drainage channel and/or surface water? ☐ Yes (*Category 1*) ☐ No

If the spill reached a storm drain, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐ No (*Category 1*)

Was this spill from a private lateral? ☐ Yes ☐ No If YES, name of responsible party:

Discharged into: ☐ Surface water ☐ Waters of the state ☐ Drainage channel ☐ Pond ☐ Stream ☐ River ☐ Catch basin  
☐ Lined channel ☐ Unlined channel ☐ Separate storm drain ☐ Paved surface ☐ Unpaved surface ☐ Building/structure  
☐ Street/curb/gutter ☐ Other:

Provide name(s) of affected drainage channels, etc.:

Total Estimated spill volume (*in gallons*): gallons

Est. volume that reached a separate storm drain that flows to a surface water body:	gal	Recovered:	gal
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Est. volume that reached a drainage channel that flows to a surface water body:	gal	Recovered:	gal
---	-----	------------	-----

Est. volume discharged directly to a surface water body:	gal	Recovered:	gal
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Est. volume discharged to land:	gal	Recovered:	gal
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Calculation Methods: ☐ Eyeball ☐ Photo Comparison ☐ Upstream Connections ☐ Area/Volume ☐ Lower Lateral  
☐ Other (describe):

**NOTE: Attach all Spill Volume Estimation documentation including calculations and summary.**

**C. SPILL OCCURRING TIME**

Estimated spill start date:	Estimated spill start time:
-----------------------------	-----------------------------

Date spill reported to sewer department:	Time spill reported to sewer crew:
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Date sewer crew arrived:	Time sewer crew arrived:
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Who was interviewed to help determine start time?

Estimated spill end date:	Estimated spill end time:
---------------------------	---------------------------

**NOTE: Attach detailed start time determination documentation.**

**D. CAUSE OF SPILL**

Location of Blockage: ☐ Main ☐ Lateral ☐ Private Lateral ☐ M/H or Vault ☐ AIRVAC or blow-off ☐ Other:

SSO cause(s) (check all that apply): ☐ Debris/Blockage ☐ Flow exceeded capacity ☐ Grease ☐ Operator error ☐ Roots  
☐ Pipe problem/failure ☐ Pump station failure ☐ Rainfall exceeded design ☐ Vandalism ☐ Inflow/infiltration  
☐ Animal carcass ☐ Electrical power failure ☐ Bypass ☐ Pressure Bypass ☐ Debris from laterals  
☐ Construction Debris ☐ Contractor error ☐ Flow-through Bypass (inside M/H)  
☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep ☐ Under body of water

**E. SPILL RESPONSE**

Spill response activities (check all that apply): ☐ Cleaned up ☐ Contained all/portion of spill ☐ CCTV inspection ☐ Restored flow  
☐ Returned all/portion of spill to sanitary sewer ☐ Other (specify):

Spill response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/closure posting/details:

Were samples of impacted waters collected? ☐ Yes ☐ No

If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)

- ☐ Clean line again ASAP:  
☐ CCTV:  
☐ Re-CCTV:  
☐ Additional work:  
☐ Cleaning schedule change:  
☐ Cleaning method change:  
☐ Fog investigation:  
☐ Repair line segment:  
☐ Replace line segment:  
☐ Repair or replace M/H, C/O or vault  
☐ R&R AirVac or blow-off  
☐ Additional comments:

List all agency personnel involved in the response including name, title and their role in the response:

Name Title Role

**F. NOTIFICATION DETAILS (if applicable)**

CalOES contacted date/time:

Control Number:

Spoke to:

**G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES**

CURRENT PM FREQUENCY:

DATE OF LAST PM:

RECOMMENDED ACTIONS: ☐ CCTV ☐ RE-RUN CCTV ☐ CHANGE CLEANING SCHEDULE  
☐ REPAIR LINE SEGMENT ☐ REPLACE LINE SEGMENT ☐ OTHER (describe):

NOTES:

## Sewer System Supervisor

1. Complete the following information:

Title: \_\_\_\_\_  
Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Today's Date: \_\_\_\_\_

2. Copy the items listed below and retain for internal archiving purposes.
3. Place the originals back in the Backup Response Envelope and forward envelope with original forms to the Sewer Operations Manager:

- ☐ Form BP-4: Declination of Sewage Cleaning Services Form
- ☐ Form BP-5: First Responder Form
- ☐ Form BP-6: Lateral TV Report
- ☐ Form BP-7: Sanitary Sewer Overflow Report
- ☐ Form BP-8: Claims Submittal Checklist (*this form*)
- ☐ All photos taken (*hardcopy or electronic*) and description text and details added to photos
- ☐ Digital photos downloaded to server (*provide link*):
- ☐ Any other information you feel is important in this claim

4. Complete Form BP-9: Collection System Failure Analysis

## Sewer System Supervisor or Other Reporting Authority

Go to Regulatory Notifications Packet and make all appropriate notifications.

## Sewer Operations Manager

1. Verify that package is complete
2. Forward package to Accounting Manager.

## Accounting Manager

1. Verify claims packet is complete.
2. Notify Travelers:

Latham Street Suite 201  
Riverside, CA 92501  
(951) 788-8500

**To be completed by the Sewer System Supervisor or Sewer Operations Manager**

Incident Report #		Prepared By	
<b>SSO/Backup Information</b>			
Event Date/Time		Address	
Volume Spilled		Volume Recovered	
Cause(s)			
<b>Summary of Historical SSOs/Backups/Service Calls/Other Problems</b>			
Date	Cause(s)	Date Last Cleaned	Crew
Records Reviewed By		Record Review Date	
<b>Summary of CCTV Information</b>			
CCTV Inspection Date		Inspection Tape Name/Number	
CCTV Inspection Tape Reviewed By		CCTV Review Date	
Observations			
<b>Recommendations</b>			
	No Changes or Repairs Required		
	Maintenance Equipment		
	Maintenance Frequency		
	Repair (Location and Type)		
	Add to Capital Improvement Rehabilitation/Replacement List: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Sewer Systems Supervisor Review Date			
Sewer Operations Manager Review Date			

**Jurupa Community Services District  
Overflow Emergency Response Plan**

**Customer Service Packet**

**Contents:**

<u>Form</u>	<u>Form Number</u>
Customer Information Letter .....	CS-1
Claim Form .....	-2
Sewer Spill Reference Guide .....	pamphlet

**Instructions:**

1. Review the Customer Information letter to determine actions that need to be taken immediately.
2. See the Customer Information letter for information about filing a claim.
3. Review the Sewer Spill Reference Guide pamphlet.

**If you have any questions contact:**

Regarding Sewer Issues: Sewer Operations Manager at (951) 685-7434 ext. 107

Regarding Submitting a Claim for Damages: Accounting Manager (951) 685-7434

**This packet provided by:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

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**Paquete informativo del servicio al cliente**

**Contenido:**

<u>Formulario</u>	<u>Número de formulario</u>
Carta informativa para el cliente .....	CS-1
Guía de referencia sobre desbordes cloacales.....	folleto

**Instrucciones:**

1. Analice la carta informativa para el cliente a fin de determinar las medidas que se deben tomar de manera inmediata.
2. Consulte la carta informativa para el cliente a fin de obtener información sobre cómo presentar un reclamo.
3. Analice el folleto de la Guía de referencia sobre desbordes cloacales.

**En caso de preguntas, comuníquese con:**

Para temas cloacales: Gerente de Operaciones de Alcantarilla,  
llamando al (951) 685-7434

Para presentar un reclamo por daños: Gerente de Contabilidad,  
llamando al (951) 685-7434

**Este paquete suministrado por:** \_\_\_\_\_ **Teléfono:** \_\_\_\_\_

Dear Resident:

We recognize that sewer back flow incidents can be stressful and require immediate response when all facts concerning how an incident occurred are unknown. Rest assured that we do all we can to prevent this type of event from occurring. Nevertheless, occasionally tree roots or other debris in the sewer lines cause a backup into homes immediately upstream of the blockage. At this time the District is investigating the cause of this incident.

If the District is found to be responsible for the incident, we are committed to cleaning and restoring your property, and protecting the health of those affected during the remediation process.

The cleaning contractor provided by the District has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost-effective and expeditious cleaning services. You also have the right to select your own cleaning contractor, but the District does not guarantee payment of fees/expenses incurred and reserves the right to dispute fees/expenses deemed not usual and customary.

If you wish to discuss this matter, please contact the Sewer Operations Manager at (951) 685-7434 ext. 107. If you wish to submit a claim for damages, please complete the enclosed claim form and submit it to the Accounting Manager at 11201 Harrel Street, Mira Loma, CA 91752.

Claims against the District must comply with the California Government Code Sec. 910-913.2. The Accounting Manager has the responsibility for processing any claims for damages that are submitted and can be reached at (951) 685-7434.

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### **What you need to do now:**

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The District has prepared this brief set of instructions to help you minimize the impact of the loss by responding promptly to the situation.

- Do not attempt to clean the area yourself, let the cleaning and restoration company handle this.
- Keep people and pets away from the affected area(s).
- Turn off all appliances that use water.
- Turn off heating/air conditioning systems.
- Do not remove items from the area – the cleaning and restoration company will handle this.
- If you had recent plumbing work, contact your plumber or contractor and inform them of this incident.
- If you intend to file a claim, do so as soon as practical in order to have your claim considered.
  - **Please Note:** The general provisions for the filing of claims against public entities are contained in Part 3 (*commencing at Section 900*) of Division 3.6 of the Government code. Certain claims are not governed by these provisions, including tax and assessment matters, liens, employee compensations, workers' compensation, unemployment compensation, welfare, securities, and others.
  - The form and contents of a claim are specified by Section 910, et seq. A claim relating to a cause of action for death or for injury to person or to personal property or growing crops shall be presented not later than six months after accrual of the cause of action; other claims shall be presented within one year (*Section 911.2*).
  - Claims are to be presented by delivery or mailing to the Accounting Manager at 11201 Harrel Street, Mira Loma, CA 91752. (*Section 915*).
  - It is suggested that the claimant refer to claims law and be fully advised with respect to the exceptions and further provisions contained therein.

**Important Legal Notice:** For your protection, read carefully, obtain a reliable translation, and/or consult your attorney.

Estimado Vecino:

Reconocemos que los incidentes provocados por el reflujo de aguas cloacales pueden ser estresantes y exigen una respuesta inmediata cuando se desconocen los hechos relacionados con la causa del incidente. Tenga la seguridad de que hacemos todo lo posible para evitar que sucedan este tipo de incidentes. Sin embargo, las raíces de los árboles u otros desechos que se encuentran en las cañerías principales del sistema cloacal provocan, de vez en cuando, un desborde en el interior de las viviendas justo arriba de la obstrucción. En este momento, el Distrito está investigando la causa de este incidente.

Si se determina que el Distrito es responsable del incidente, nos comprometemos a limpiar y restaurar su propiedad, así como a proteger la salud de aquellas personas que hayan sido afectadas durante el proceso de reparación.

La empresa de servicios de limpieza que provee el Distrito fue seleccionada debido a su cumplimiento con los protocolos establecidos, los que se diseñaron para garantizar servicios de limpieza cuidadosos, expeditivos y de bajo costo a todas las partes. También tiene derecho a elegir su propia empresa de servicios de limpieza; sin embargo, el Distrito no garantiza el pago de cargos y/o gastos que incurra y se reserva el derecho a objetar los cargos y/o gastos que considere que no son habituales.

Si desea discutir este tema, por favor comuníquese con el Gerente de Operaciones de alcantarillado al (951) 685-7434 ext. 107. Si desea presentar una reclamación por daños y perjuicios, por favor complete el formulario de solicitud adjunto y envíarlo a la Gerente de Contabilidad en 11201 Harrel Street, Mira Loma, CA 91752.

Los reclamos presentados contra la Ciudad deben cumplir con las disposiciones de los artículos 910-913.2 del Código del Gobierno de California (*California Government Code Sec. 910-913.2*). El Gerente de Contabilidad tiene la responsabilidad de procesar cualquier reclamo por daños y perjuicios que se le presenten y se puede llegar al (951) 685-7434.

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#### **Lo que necesita saber en este momento:**

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El Distrito redactó esta breve serie de instrucciones para ayudarlo a minimizar el impacto de la pérdida respondiendo de manera inmediata ante la situación.

- No intente limpiar la zona usted mismo; permita que la empresa de limpieza y restauración se encargue de esto.
- Mantenga a las personas y a las mascotas alejadas de la(s) zona(s) afectada(s).
- Apague todos los aparatos que utilicen agua.
- Apague los sistemas de calefacción y/o aire acondicionado.
- No quite los elementos que se encuentran en la zona; la empresa de limpieza y restauración se encargará de esto.
- Si recientemente se realizaron obras de plomería, comuníquese con su plomero o servicio de plomería e infórmele sobre este incidente.
- Si tiene pensado presentar un reclamo, hágalo lo antes posible para que éste sea tenido en cuenta.
  - **Observación:** Las disposiciones generales que rigen la presentación de reclamos contra organismos públicos están incluidas en la Parte 3 (*que comienza en el Artículo 900*) del Capítulo 3.6 del Código del Gobierno (*Division 3.6 of the Government code*). Existen determinados reclamos que no se rigen por estas disposiciones, incluyendo los asuntos relacionados con los impuestos y las tasaciones, los gravámenes, la remuneración para los empleados, las indemnizaciones de los trabajadores, el subsidio de desempleo, la asistencia social, los títulos y demás.
  - La forma y el contenido del reclamo se especifican en el Artículo 910 y siguientes. Un reclamo que esté relacionado con la causa de acción por muerte o lesión de una persona o de los bienes personales o de la cosecha en crecimiento deberá presentarse antes de que se cumplan los seis meses posteriores a dicha causa de acción; los demás reclamos deberán presentarse dentro del período de un año (*Artículo 911.2*).
  - Los reclamos deberán presentarse ante a la Gerente de Contabilidad (*Artículo 915*), en persona o por correo.
  - Se sugiere que el reclamante haga referencia a la legislación sobre reclamos y que usted esté completamente asesorado sobre las excepciones y demás disposiciones incluidas en dicha legislación.

**Aviso legal importante:** Para su protección, lea atentamente el material, obtenga una traducción confiable y/o hable con su abogado.



## CLAIM FORM

JURUPA COMMUNITY SERVICE DISTRICT  
11201 Harrel St PHONE (951) 685-7434  
Mira Loma, California 91752 FAX (951) 685-1153  
WEB/EMAIL [WWW.JCSD.US](http://WWW.JCSD.US) info@jcsd.us

CS-2

### PLEASE RETURN TO: ACCOUNTING MANAGER

COMPLETE THE FOLLOWING, ADDING ADDITIONAL SHEETS AS NECESSARY:

1. PRINT CLAIMANT'S NAME: \_\_\_\_\_
2. PRINT CLAIMANT'S ADDRESS: \_\_\_\_\_  
(Street or P.O. Box Number, City, State, Zip Code)
3. AMOUNT OF CLAIM \$ \_\_\_\_\_ (Attach Copies of bills/estimates)  
HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_
4. PRINT ADDRESS TO WHICH NOTICES ARE TO BE SENT IF DIFFERENT FROM  
LINE 2:  
\_\_\_\_\_  
(Street or P.O. Box Number, City, State, Zip Code)
5. DATE OF INCIDENT: \_\_\_\_\_ TIME OF INCIDENT: \_\_\_\_\_  
LOCATION OF INCIDENT: \_\_\_\_\_
6. DESCRIBE THE INCIDENT OR ACCIDENT INCLUDING YOUR REASON FOR  
BELIEVING THAT THE DISTRICT IS LIABLE FOR YOUR DAMAGES  
(attach additional sheets if necessary).  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
7. DESCRIBE ALL DAMAGES WHICH YOU BELIEVE YOU HAVE INCURRED AS  
RESULT OF THE INCIDENT (attach additional sheets if necessary):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. NAME(S) OF PUBLIC EMPLOYEE(S) CAUSING THE DAMAGES YOU ARE  
CLAIMING:  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Claimant

\_\_\_\_\_  
Date

Any person who, with intent to defraud, presents any false or fraudulent claim may be punished by imprisonment or fine or both.

(Note Claims must be filed within 180 days of incident. See Government Code Section 900 et seq.)

## **OVERFLOW PACKET**

<b><u>Form</u></b>	<b><u>Form Number</u></b>
Instructions and Chain of Custody .....	envelope label
Responding to a Sanitary Sewer Overflow .....	OP-1
Sewer Overflow Report .....	-2
Collection System Failure Analysis Report .....	-3
Regulatory Notifications Packet	
Instructions .....	envelope
Regulatory Reporting Guide .....	RN-1
Category 1 SSO Reporting Checklist .....	-2a
Category 2 & 3 SSO Reporting Checklist .....	-2b
Public Posting	

For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or [kpatzer@dkfsolutions.com](mailto:kpatzer@dkfsolutions.com)

# In the event of a Sanitary Sewer Overflow READ THIS FIRST

- ☐ Check here if you believe that fats, oils and/grease (FOG) caused or contributed to the SSO.

Don't forget photos!



## Instructions

## Chain of Custody

### Collections Crew:

1. Open this envelope.
2. Follow the instructions on the Overflow Response Flowchart
3. If Category 1 SSO greater than or equal to 1,000 gallons, contact the Sewer Operations Manager or Sewer System Supervisor to notify CalOES.
4. Reference the SMART Field Guide as necessary
5. Complete the Chain of Custody record (right) and forward this packet to the Sewer System Supervisor.

Print Name: \_\_\_\_\_

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_



### Sewer System Supervisor:

1. Open this envelope. Review forms.
2. Complete the Regulatory Notifications Packet.
3. Archive this packet and all other information regarding this overflow incident according to District policy.
4. Debrief using the Collection System Failure Analysis Form.

Print Name: \_\_\_\_\_

Initial: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

### To have receiving waters sampled:

During business hours

After business hours

### Contact:

Source Control Supervisor

Source Control Supervisor

### Telephone:

(951) 685-7434

(951) 685-7434 ext. 173

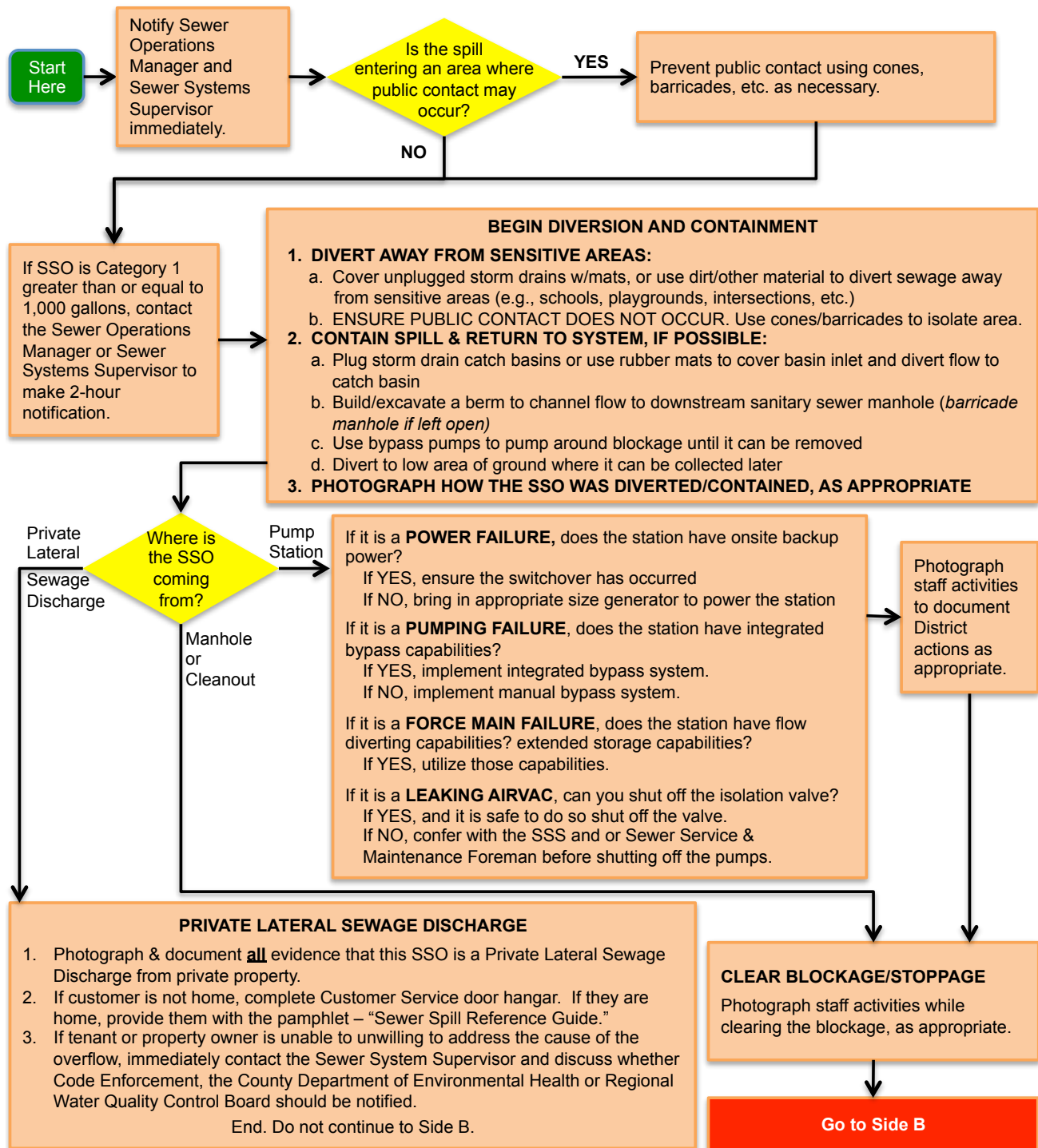
### For any media requests:

Community Affairs Officer

(951) 685-7434

**Jurupa Community Services District  
Sewer Overflow and Backup Response Plan**

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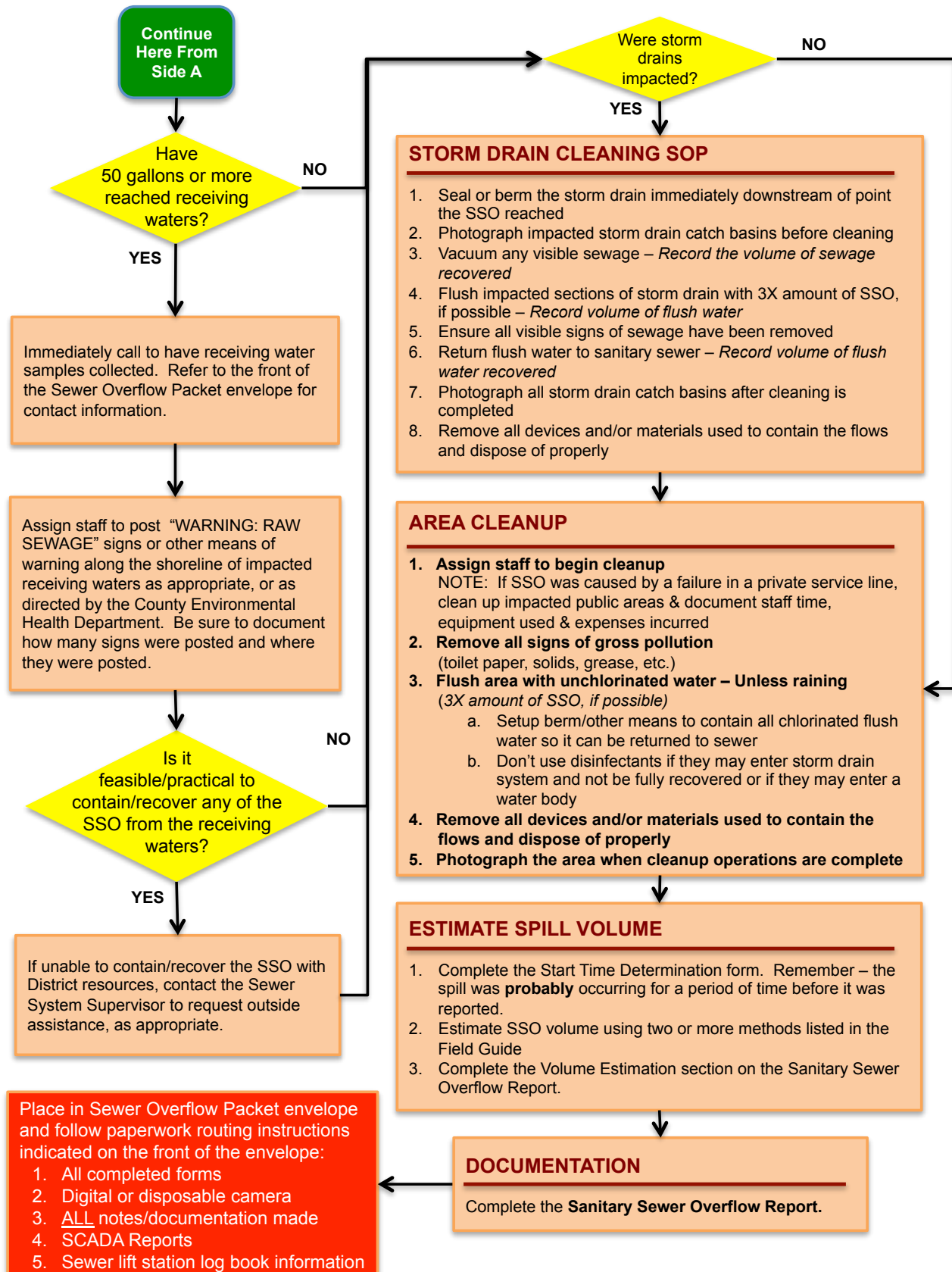
**MEDIA AND PUBLIC RELATIONS GUIDELINES:**

Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to **AVOID THE FOLLOWING**:

- Giving out the wrong information including providing incorrect facts about a company or other agency
- Making accusations against customers, businesses or other agencies
- Speculating about the situation you are responding to

Be courteous and attempt to provide accurate information to questions within the limits above. In some cases, it may be appropriate to say that we do not have any information, or to delay answering a question and then to say when an answer might be available.

In most cases, refer media requests to the media coordinator indicated on the front of the Sewer Overflow Packet envelope.



**INSTRUCTIONS: Complete all items EXCEPT those that are shaded gray**

Spill Category (*check one*):

- ☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.
- ☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.
- ☐ Category 3: All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition
- ☐ Private Lateral Sewer Discharge

Describe in detail the basis for choosing the spill category:

- ☐ **IMMEDIATE NOTIFICATION: If this is a Category 1 spill greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, notify CalOES within 2 hours at (800) 852-7550.**

**A. SPILL LOCATION**

Spill Location Name:

Latitude Coordinates:

Longitude Coordinates:

*If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.*

Street Name and Number:

Nearest Cross Street:

City:

Zip Code:

County:

Spill Location Description:

**B. SPILL DESCRIPTION**

Spill Appearance Point (check one or more): ☐ Building/Structure ☐ Force Main ☐ Gravity Sewer ☐ Pump Station

☐ AirVac or Blow-off ☐ Other Sewer System Structure (*i.e. cleanout*) ☐ Manhole- Structure ID#:

☐ Other (*specify*):

Did the spill reach a drainage channel and/or surface water? ☐ Yes (*Category 1*) ☐ No

If the spill reached a storm drain, was it fully captured and returned to the Sanitary Sewer? ☐ Yes ☐ No (*Category 1*)

Was this spill from a private lateral? ☐ Yes ☐ No If YES, name of responsible party:

Discharged into: ☐ Surface water ☐ Waters of the state ☐ Drainage channel ☐ Pond ☐ Stream ☐ River ☐ Catch basin

☐ Lined channel ☐ Unlined channel ☐ Separate storm drain ☐ Paved surface ☐ Unpaved surface ☐ Building/structure

☐ Street/curb/gutter ☐ Other:

Provide name(s) of affected drainage channels, etc.:

Total Estimated spill volume (*in gallons*):

gallons

Est. volume that reached a separate storm drain that flows to a surface water body:

gal

Recovered:

gal

Est. volume that reached a drainage channel that flows to a surface water body:

gal

Recovered:

gal

Est. volume discharged directly to a surface water body:

gal

Recovered:

gal

Est. volume discharged to land:

gal

Recovered:

gal

Calculation Methods: ☐ Eyeball ☐ Photo Comparison ☐ Upstream Connections ☐ Area/Volume ☐ Lower Lateral

☐ Other (describe):

**NOTE: Attach all Spill Volume Estimation documentation including calculations and summary.**

**C. SPILL OCCURRING TIME**

Estimated spill start date:

Estimated spill start time:

Date spill reported to sewer department:

Time spill reported to sewer crew:

Date sewer crew arrived:

Time sewer crew arrived:

Who was interviewed to help determine start time?

Estimated spill end date:

Estimated spill end time:

**NOTE: Attach detailed start time determination documentation.**

**D. CAUSE OF SPILL**

Location of Blockage: ☐ Main ☐ Lateral ☐ Private Lateral ☐ M/H or Vault ☐ AIRVAC or blow-off ☐ Other:

SSO cause(s) (check all that apply): ☐ Debris/Blockage ☐ Flow exceeded capacity ☐ Grease ☐ Operator error ☐ Roots  
☐ Pipe problem/failure ☐ Pump station failure ☐ Rainfall exceeded design ☐ Vandalism ☐ Inflow/infiltration  
☐ Animal carcass ☐ Electrical power failure ☐ Bypass ☐ Pressure Bypass ☐ Debris from laterals  
☐ Construction Debris ☐ Contractor error ☐ Flow-through Bypass (inside M/H)  
☐ Other (specify):

Diameter (in inches) of pipe at point of blockage/spill cause (if applicable):

Sewer pipe material at point of blockage/spill cause (if applicable):

Estimated age of sewer asset at the point of blockage or failure (if applicable):

Description of terrain surrounding point of blockage/spill cause: ☐ Flat ☐ Mixed ☐ Steep ☐ Under body of water

**E. SPILL RESPONSE**

Spill response activities (check all that apply): ☐ Cleaned up ☐ Contained all/portion of spill ☐ CCTV inspection ☐ Restored flow  
☐ Returned all/portion of spill to sanitary sewer ☐ Other (specify):

Spill response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? ☐ Yes ☐ No Any ongoing investigation? ☐ Yes ☐ No

Were health warnings posted? ☐ Yes ☐ No If yes, provide health warning/closure posting/details:

Were samples of impacted waters collected? ☐ Yes ☐ No

If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

Recommended corrective actions: (check all that apply and provide detail)

- ☐ Clean line again ASAP:  
☐ CCTV:  
☐ Re-CCTV:  
☐ Additional work:  
☐ Cleaning schedule change:  
☐ Cleaning method change:  
☐ Fog investigation:  
☐ Repair line segment:  
☐ Replace line segment:  
☐ Repair or replace M/H, C/O or vault  
☐ R&R AirVac or blow-off  
☐ Additional comments:

List all agency personnel involved in the response including name, title and their role in the response:

<u>Name</u>	<u>Title</u>	<u>Role</u>
-------------	--------------	-------------

**F. NOTIFICATION DETAILS (if applicable)**

CalOES contacted date/time:

Control Number:

Spoke to:

**G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES**

CURRENT PM FREQUENCY:

DATE OF LAST PM:

RECOMMENDED ACTIONS: ☐ CCTV ☐ RE-RUN CCTV ☐ CHANGE CLEANING SCHEDULE  
☐ REPAIR LINE SEGMENT ☐ REPLACE LINE SEGMENT ☐ OTHER (describe):

NOTES:

Place completed form in Sewer Backup Envelope and follow routing instructions.

**To be completed by the Sewer System Supervisor or Sewer Operations Manager**

Incident Report #		Prepared By	
<b>SSO/Backup Information</b>			
Event Date/Time		Address	
Volume Spilled		Volume Recovered	
Cause(s)			
<b>Summary of Historical SSOs/Backups/Service Calls/Other Problems</b>			
Date	Cause(s)	Date Last Cleaned	Crew
Records Reviewed By		Record Review Date	
<b>Summary of CCTV Information</b>			
CCTV Inspection Date		Inspection Tape Name/Number	
CCTV Inspection Tape Reviewed By		CCTV Review Date	
Observations			
<b>Recommendations</b>			
	No Changes or Repairs Required		
	Maintenance Equipment		
	Maintenance Frequency		
	Repair (Location and Type)		
	Add to Capital Improvement Rehabilitation/Replacement List: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Sewer Systems Supervisor Review Date			
Sewer Operations Manager Review Date			

## MISC

**Overflow Emergency Response Plan  
Public Posting**

# **DANGER**

**RAW SEWAGE • AVOID CONTACT**



# **PELIGRO**

**AGUA CONTAMINADA • EVITE TODO CONTACTO**

**For more information**

**Para mas informacion**

**Jurupa Community Services District**

**(951) 685-7434**



On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,

we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The JCSD sanitary sewer main and cleared the line. If you are still experiencing sewer trouble after the JCSD main line sewer was cleared, please re-contact our office.
- ☐ Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your lateral you can look in your telephone book under "Sewer Contractors" or "Plumbing Drains & Sewer Cleaning". If you plan to hire a contractor we recommend getting estimates from more than one company. We also recommend hiring an IICRC-certified contractor. Refer to [www.iicrc.org](http://www.iicrc.org).

Jurupa Community Services District representative notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Jurupa Community Services District Representative: \_\_\_\_\_

**For questions or comments, please call**

**Jurupa Community Services District  
(951) 6, ) -7434**



On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,

we responded to a reported blockage of the sanitary sewer service to your property.

We discovered a blockage in:

- ☐ The JCSD sanitary sewer main and cleared the line. If you are still experiencing sewer trouble after the JCSD main line sewer was cleared, please re-contact our office.
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Jurupa Community Services District representative notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

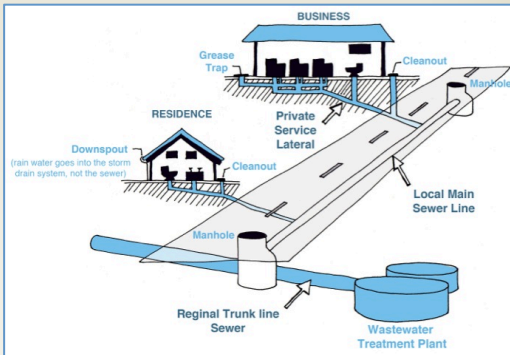
Jurupa Community Services District Representative: \_\_\_\_\_

**For questions or comments, please call**

**Jurupa Community Services District  
(951) 6, ) -7434**

## How a Sewer System Works

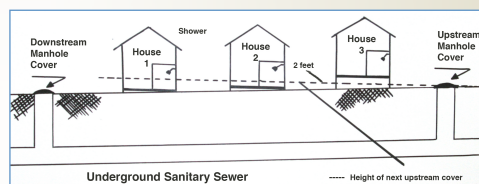
A property owner's sewer pipes are called **service laterals** and are connected to larger local main and regional trunk lines. Service laterals run from the connection at the home to the connection with the public sewer. These laterals are the responsibility of the property owner and must be maintained by the property owner.



## Is my home required to have a backflow prevention device?

Section 710.1 of the Uniform Plumbing Code (U.P.C.) states: "Drainage piping serving fixtures which have flood level rims located below the elevation of the next upstream manhole cover or private sewer serving such drainage piping **shall** be protected from backflow of sewage by installing an approved type of backwater valve." The intent of Section 710.1 is to protect the building interior from mainline sewer overflows or surcharges.

Additionally, U.P.C. 710.6 states: "Backwater valves **shall** be located where they will be accessible for inspection and repair at all times and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover."



**If you have a sewage spill from your private sewer line that impacts storm drains, waterways or public property, contact:**

**Jurupa Community Services District**  
(951) 685-7434

**Riverside County  
Department of Environmental Health**  
(951) 358-5316

California Health and Safety Code, Sections 5410-5416 requires:

- No person shall discharge raw or treated sewage or other waste in a manner that results in contamination, pollution, or a nuisance.
- Any person who causes or permits a sewage discharge to any state waters:
  - Must immediately notify the local health agency of the discharge.
  - Shall reimburse the local health agency for services that protect the public's health and safety.
  - Who fails to provide the required notice to the local health agency is guilty of a misdemeanor and shall be punished by a fine (between \$500-\$1,000) and/or imprisonment for less than one year.

**Santa Ana Regional  
Water Quality Control Board**  
(951) 782-4130

Requires the prevention, mitigation, response to, and reporting of sewage spills.

**California Governor's Office of Emergency  
Management (CalOES)**  
(800) 852-7550

California Water Code, Article 4, Chapter 4, Sections 13268-13271 & California Code of Regulations, Title 23, Division 3, Chapter 9.2, Article 2, Sections 2250-2260 require:

- Any person who causes or permits sewage in excess of 1,000 gallons to be discharged to state waters shall immediately notify the Office of Emergency Services.
- Any person who fails to provide the notice required by this section is guilty of a misdemeanor and shall be punished by a fine (less than \$20,000) and/or imprisonment for not more than one year.



## Sewer Spill Reference Guide

### Your Responsibilities as a Private Property Owner

Provided to you by:

**Jurupa Community Services  
District**

**11201 Harrel Street  
Jurupa Valley, CA 91752  
(951) 685-7434**

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### How do sewage spills happen?

Sewage spills occur when the wastewater in underground pipes overflows through a manhole, cleanout, or broken pipe. Most spills are relatively small and can be stopped and cleaned up quickly, but left unattended they can cause health hazards, damage to homes and businesses, and threaten the environment, local waterways, and beaches.

### CAUTION!

**When trying to locate a sewer problem, never open manholes or other public sewer structures. Only our crews are allowed to open & inspect these structures.**

### Common causes of sewage spills

- Grease build-up
- Tree roots
- Broken/cracked pipes
- Missing or broken cleanout caps
- Undersized sewers
- Groundwater/rainwater entering the sewer system through pipe defects and illegal connections
- Vandalism

### Prevent most sewage backups with a Backflow Prevention Device

This type of device can help prevent sewage backups into homes and businesses. If you don't already have a Backflow Prevention Device, contact a professional plumber or contractor to install one as soon as possible.

### Protect the environment!

If you let sewage from your property discharge to a gutter or storm drain, you may be subject to penalties and/or out-of-pocket costs for clean-up and enforcement efforts. A property owner may be charged for costs incurred by agencies responding to spills from private properties.

### What to look for:

Sewage spills can be a very noticeable gushing of water from a manhole or a slow water leak that may take time to be noticed. Don't dismiss unaccounted-for wet areas. Look for:

- Drain backups inside the building.
- Wet ground and/or water leaking around manhole lids onto your street.
- Leaking water from cleanouts or outside drains

- Unusual odorous wet areas: sidewalks, external walls, ground/landscape around a building.

The following are indicators of a possible obstruction in your sewer line:

- Water comes up in floor drains, showers or toilets.
- Toilets, showers or floor drains below ground level drain very slowly.
- Water is flowing out of a private clean-out.

### What to do if there is a spill:

Immediately notify the Jurupa Community Services District. Our crews locate the blockage and determine if it is in the public sewer; if it is the crew removes the blockage and arranges for cleanup.

If the backup is in your private internal plumbing or in the private service laterals, you are required to immediately:

- Control and minimize the spill by shutting off or not using the water
- Keep sewage out of the storm drain system using sandbags, dirt and/or plastic sheeting
- Call a plumbing professional to clear blockages and make repairs as needed. Look in the yellow pages under "Plumbing Drain & Sewer Cleaning" or "Sewer Contractors."
- Always notify your sewer/public works department or public sewer district of sewage spills.

### Spill cleanup inside the home:

For large clean ups, a professional cleaning firm should be contacted to clean up impacted areas. You can locate local firms by looking in the Yellow Pages under "Water Damage" or "Fire Damage." If you hire a contractor, it is recommended to get estimates from more than one company. It is also recommended that you hire an IICRC-certified contractor. Refer to [www.iicrc.org](http://www.iicrc.org). Sometimes, homeowner's insurance will pay for the necessary cleaning due to sewer backups. Not all policies have this coverage, so check with your agent.

If you decide to clean up a small spill inside your home, protect yourself from contamination by observing the following safety measures. Those persons whose resistance to infection is compromised should not attempt this type of clean up.

### Other Tips:

- Photograph and/or video all damage
- Keep children and pets out of the affected area until cleanup has been completed.
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during

cleanup of the affected area.

- Discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.

### Spill cleanup outside the home:

- Keep children and pets out of the affected area until cleanup has been completed.
- Wear rubber boots, rubber gloves, and goggles during cleanup of affected area.
- Clean up sewage solids (fecal material) and place in properly functioning toilet or double bag and place in garbage container.
- After cleanup, wash hands with soap and water. Use water that has been boiled for 1 minute (allow to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured/ill.