

OCTOBER 2022

CITY OF RIO DELL

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# Sanitary Sewer Management Plan

PREPARED BY:



PREPARED FOR:



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## INTRODUCTION

This Sewer System Management Plan (SSMP) has been prepared in compliance with requirements of the State Water Resource Control Board (SWRCB) pursuant to Order No. 2006-0003, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), and Order Number WQ 2013-0058-EXEC. The WDR requires development and implementation of a written SSMP, and defines eleven mandatory SSMP elements. The WDR also defines associated monitoring, record keeping, reporting, and public notification requirements.

The City of Rio Dell developed an initial SSMP dated December 28, 2010. This SSMP is an update of the initial SSMP and has incorporated the results of the previous SSMP Audits, including its most recent audit completed in July 2022.

This SSMP is intended to be a living document, and should be updated as needed to reflect changes to the SSMP elements. The intent of this SSMP is to meet the requirements of the Statewide WDR. This document presents eleven elements in the order presented in the WDR:

1. Goals;
2. Organization;
3. Legal Authority;
4. Operation and Maintenance Program;
5. Design and Performance Provisions;
6. Overflow Emergency Response Plan;
7. Fats, Oils, and Grease (FOG) Control Program;
8. System Evaluation and Capacity Assurance Plan;
9. Monitoring, Measurement, and Program Modifications;
10. SSMP Program Audits; and
11. Communication Program.

As described in the NPDES permit, the City of Rio Dell owns, operates, and maintains a municipal wastewater treatment plant and associated collection system and disposal facilities. The Facility serves a residential population of approximately 3,300 with a small number of commercial and institutional users in the City of Rio Dell. The City of Rio Dell waste treatment works provides collection, sedimentation, biological treatment, disinfection and de-chlorination of wastewater.

|                                |   |
|--------------------------------|---|
| <b>Facility Design Flow</b>    | 0.62 mgd Average Annual Flow<br>1.25 mgd Average Wet Weather Flow (AWWF)                            |
| <b>Facility Permitted Flow</b> | 0.62 mgd Average Annual Flow<br>1.25 mgd AWWF   |
| <b>Watershed</b>               | Lower Eel River   |
| <b>Receiving Water</b>         | Lower Eel River, Percolation Pond (groundwater),<br>Land Disposal at Irrigation Site (groundwater). |
| <b>Receiving Water Type</b>    | Inland surface water, groundwater   |

## ELEMENT 1: GOALS

The intent of this section is to identify the goals that the City has established for its SSMP. These goals are intended to provide focus for City staff to continue proactive management of its wastewater collection system.

### 1.1 REGULATORY REQUIREMENTS FOR THE GOALS ELEMENT

The WDR requires that the SSMP goals focus on proper management, operation, and maintenance of all parts of the sanitary sewer system. This will help reduce and prevent Sanitary Sewer Overflows (SSOs), as well as mitigate any SSOs that do occur.

### 1.2 SSMP GOALS

The goals of the City of Rio Dell's SSMP include:

- Maintaining or improving the condition of the collection system infrastructure in order to provide reliable services now and into the future;
- Cost-effectively minimizing infiltration/inflow (I/I) and provide adequate sewer capacity to accommodate design storm flows;
- Minimizing the number and impact of sanitary SSOs that occur;
- Preventing unnecessary damage to public and private property;
- Working cooperatively with local, state, and federal agencies to investigate the causes of, minimize, and mitigate the impacts of SSOs;
- Meeting all applicable regulatory notification and reporting requirements;
- Being available and responsive to the needs of the public to prevent and restore interruptions in service, and to minimize public health and property impacts related to SSOs;
- Implementing regular, proactive maintenance of the system to remove and control roots, debris, and fats, oils and grease (FOG) that may cause SSOs;
- Prioritizing renewal and replacement of wastewater collection system facilities to maximize their useful life and optimize capital expenditures; and
- Maintaining the SSMP, will serve as a reference for the City's sanitary sewer system management practices.

## ELEMENT 2: ORGANIZATION

The intent of this section of the SSMP is to identify the City staff members responsible for implementing this SSMP, responding to SSO events, and meeting the SSO reporting requirements. This section also includes the designation of the Legally Responsible Official (LRO) or authorized representative to meet SWRCB requirements for completing and certifying spill reports.

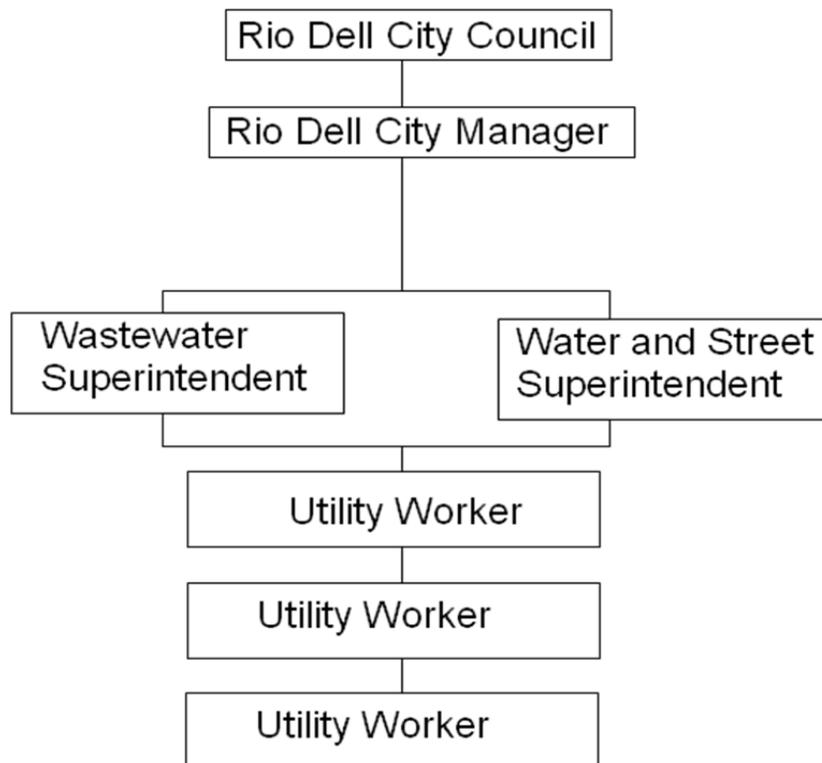
### 2.1 REGULATORY REQUIREMENTS FOR THE ORGANIZATION ELEMENT

The WDR requires that the Organization element of the SSMP provide the following:

- The name of the responsible or authorized representative;
- The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. Include lines of authority as shown in an organization chart or similar document with a narrative explanation; and
- The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Boards and other agencies if applicable.

### 2.2 ORGANIZATION

The portion of the City’s organization chart related to management, operation, and the maintenance of the wastewater collection system is shown in below:



A description of the roles for wastewater collection system agency staff is described below:

City Council – Establishes policy.

City Manager – Enforces policy, plans strategy, leads staff, allocates resources, delegates responsibility and authorizes outside contractors to perform services.

Wastewater Superintendent – Manages field operations and maintenance activities, provides relevant information to the City Manager, prepares and implements contingency plans, leads emergency response, investigates and reports SSOs, and trains field crews.

Utility Worker – Staff that conduct preventive and corrective maintenance activities, mobilize and respond to notification of stoppages and SSOs.

| Position                       | Name           | Phone Number                       |
|--------------------------------|----------------|------------------------------------|
| City Manager                   | Kyle Knopp     | 707-764-3532                       |
| Water & Streets Superintendent | Randy Jensen   | 707-764-3541                       |
| Wastewater Superintendent      | Derek Taylor   | 707-764-5754                       |
| Lead Utility Worker            | Andres Lopez   | 707-764-5754<br>Pager 707-496-5190 |
| Utility Worker                 | Gustavo Gomez  | 707-764-5754                       |
| Utility Worker                 | Alfonso Garcia | 707-764-5754                       |

## 2.3 AUTHORIZED REPRESENTATIVE

The Wastewater Superintendent, Derek Taylor, is the Legally Responsible Official (LRO) or duly authorized representative to prepare, certify and submit electronic spill reports to the RWQCB and SWRCB and to notify other government agencies.

## 2.4 SSO REPORTING CHAIN OF COMMUNICATION

Sanitary system overflow (SSO) detection, notification, response and reporting processes will be described in Element 6 – Overflow Emergency Response Plan. The sanitary system overflow (SSO) detection, notification, and response process is discussed below.

During normal business hours calls regarding SSOs are received by City Hall. City Hall personnel will contact the Wastewater Superintendent who will dispatch responders. In cases when the Wastewater Superintendent is not available, the Lead Utility Worker will be contacted who will dispatch responders.

After normal working hours calls regarding SSOs are received by the Rio Dell Police Department (RDPD). The RDPD will contact on-call utility staff using a pager that is assigned to staff on a weekly basis. The on-call utility staff will be the initial responder to SSOs. If the situation warrants, additional utility workers will be contacted to respond. In complex SSOs the Wastewater Superintendent will be contacted for additional support and guidance. Information from the SSO and SSO response will be provided by the responders to the Wastewater

Superintendent who will make the necessary regulatory reports. The regulatory notification responsibility and requirements are included in the *Sanitary Sewer Overflow and Backup Response Plan*.

## ELEMENT 3: LEGAL AUTHORITY

This element of the SSMP discusses the City of Rio Dell’s Legal Authority, including its Municipal Code and agreements with other agencies. This section fulfills the Legal Authority requirement for the WDR (Element 3).

### 3.1 REGULATORY REQUIREMENTS FOR THE LEGAL AUTHORITY ELEMENT

The requirements for the Legal Authority element of the SSMP are summarized below. The City must demonstrate, through collection system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

1. Prevent illicit discharges into its wastewater collection system (examples may include infiltration and inflow (I/I), storm water, chemical dumping, unauthorized debris and cut roots, etc.);
2. Require that sewers and connections be properly designed and constructed;
3. Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;
4. Limit the discharge of fats, oils, and grease and other debris that may cause blockages; and
5. Enforce any violation of its sewer ordinances.

### 3.2 CITY OF RIO DELL LEGAL AUTHORITY

The legal authority required for the SSMP is contained in Rio Dell Municipal Code Chapter 13.10 and 15.05. The Rio Dell Municipal Code Chapter 13.10 is dedicated to Sewer Rates and Regulations while Chapter 15.05 is dedicated to Construction Codes. The City’s Municipal Code can be accessed at: <https://www.codepublishing.com/CA/RioDell>.

### 3.3 AGREEMENTS WITH OTHER AGENCIES

The City or Rio Dell does not have any satellite collection systems or agreements with other agencies.

## ELEMENT 4: OPERATION AND MAINTENANCE PROGRAM

### 4.1 REGULATORY REQUIREMENTS FOR THE OPERATIONS AND MAINTENANCE PROGRAM

The WDR states that the City shall develop and implement an Operations and Maintenance (O&M) Program which should include the following:

- The City must maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments, manholes, pumping facilities, pressure pipes, valves, and applicable storm water conveyance facilities;
- The City must describe routine preventive operation and maintenance activities by staff and contractors; including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventive Maintenance program should have a system to document scheduled and conducted activities, such as work orders;
- The City must develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short-term and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;
- The City must provide equipment and replacement part inventories, including identification of critical replacement parts; and
- The City must provide training on a regular basis for staff in sanitary sewer system operations, maintenance, and require contractors to be appropriately trained.

### 4.2 MAPS

The City of Rio Dell maintains a set of sanitary sewer maps utilizing Geographic Information System (GIS) software. The sanitary sewer and stormwater maps are updated with new and rehabilitated facilities by City of Rio Dell staff on an as-needed basis. Electronic copies of the maps are maintained and accessible at the wastewater office.

The City of Rio Dell recently generated a combined wastewater and storm drainage atlas using GIS which was printed at a useable scale and indexed to a map key. Hard copies of the atlas are kept in the wastewater office and in field vehicles. The wastewater/stormwater atlas can be used to locate and identify wastewater and storm drainage structures and to aid in the response to SSOs.

### 4.3 PREVENTATIVE OPERATIONS AND MAINTENANCE PROGRAM

The wastewater treatment plant (WWTP) performs a variety of scheduled, preventive, predictive, and breakdown maintenance on a diverse spectrum of equipment. The main goal of maintenance activities is to ensure equipment availability to meet plant process operation requirements.

The City prioritizes its preventive maintenance activities. The preventive maintenance program includes compiling and maintaining a list of areas within the system that require repeated maintenance, “hot spots”. The Hot Spot list for the City of Rio Dell includes a single location at Eeloa Ave and North Pacific Avenue. The preventive maintenance program includes scheduled jet-rodding of the hot spot, regular inspection of lift stations, and investigation of customer complaints. The City of Rio Dell maintains a plant and collections system log book in the wastewater laboratory. The log book includes location information, observations, direction and distance of cleaning, and comments.

#### **Gravity Sewers**

The City currently uses in-house services for routine and emergency sewer cleaning as needed. The City uses its field crews to complete most emergency repairs. The City contracts with Wendt Construction and other local contractors to correct larger emergency problems.

The City of Rio Dell maintains a list of hot spots. Preventive maintenance on the hot spots are performed and documented every 30 days. A log book is maintained in the plant’s wastewater laboratory that documents the dates, locations and comments from cleaning activities. The City maintains tables indicating the manhole that was entered, direction of rodding and total feet of sewer cleaned. The City of Rio Dell has an ongoing sewer cleaning program that results in systematic system-wide cleaning being accomplished on a 1 to 2 year cycle.

#### **Lift Stations and Force Mains**

The City’s force mains O&M program consists of periodic inspections and corrective maintenance activities conducted by City staff. Flow inspections are made periodically from the manholes located at the intersection of the force main and the gravity sewer line. The location of the manholes permits access for upstream cleaning of the force mains.

The City’s maintenance staff is responsible for the City’s two lift stations each equipped with two pumps. The City performs daily inspections of the lift stations and backup generators for the lift stations. Daily inspections include visual check of the equipment, manual cycling of pumps, checking and cleaning floats, recording hour meter readings, the removal of debris, and checking the backup generator. Extensive maintenance includes cleaning sumps, and removing pumps for inspection and repairs if necessary. Pumps are serviced annually by a contractor. Lift station inspections and maintenance are tracked in log books that are kept at the lift station. Backup generators for the lift stations are tested weekly. The lift stations are monitored by the Supervisory Control and Data Acquisition (SCADA) system 24 hours a day. The SCADA system is programmed to autodial by telephone to Wastewater Superintendent and then the Water Superintendent in the case of an alarm condition.

## Root Control

The City has very few problems with roots throughout the system. If closed circuit television (CCTV) determines roots are an issue in a line, root cutting will be performed with mechanical cutters.

## Odor Control

The City receives very few odor complaints per year. The City has no official odor control program in place. When there are complaints, City crews apply deodorant around the lift stations.

## Non-Routine Maintenance

The City utilizes in-house services for cleaning of known trouble spots. Non-routine maintenance activities include investigation and response to any complaints regarding a manhole overflow, missing or shifted manhole covers, manhole covers that are excessively noisy, residential plumbing problems, lift station malfunction, unexpected sewer odor, etc. Sewer complaints are investigated and appropriate actions are taken to resolve the source of the problem.

## Special Needs Maintenance

The City has a hot spot sewer cleaning program for identified problematic line segments to prevent blockages and SSOs with a two month cleaning cycle. Frequencies of cleaning cycles may be adjusted based on the observations during the sewer cleaning. The frequency will be shortened for line segments with moderate to heavy accumulations and extended for line segments with lesser accumulations.

## Emergency Maintenance

The City's collection system facilities have periodically experienced blockages and/or SSOs that require unplanned maintenance under emergency conditions. The City has developed emergency maintenance procedures contained within their *Sanitary Sewer Overflow and Backup Response Plan*, for more information. Refer to Element 6.

## Information Systems/Data Collection

The City currently tracks maintenance activities using paper work orders. The City has the goal of developing and implementing an electronic work order tracking system.

## 4.4 REHABILITATION AND REPLACEMENT PROGRAM

The City utilizes a combination of inspection activities to assess the condition of sewer assets including:

- Routine (daily) aboveground inspections of the collection system facilities, and lift stations to identify defects, damage or other identified problems;
- Closed circuit television (CCTV). Inspection data collected during the CCTV inspections is reviewed by the Wastewater Superintendent to determine whether repairs or rehabilitation/replacement are warranted;
- Manhole visual inspections;

- A flow monitoring capacity analysis is currently being performed; and
- Smoke testing and dye testing

The City is undergoing a comprehensive Sanitary Sewer Evaluation Study (SSES), expected to be completed in 2023. The goal of the SSES project is to assess the collection system and recommend specific tasks/repairs that to reduce inflow and infiltration into the system. The SSES will identify and prioritize collection system deficiencies, including cracks, breaks, improper manhole and lateral connections, unauthorized connections, undersized or underperforming pipeline sections, etc., utilizing smoke-testing and CCTV surveys. The City will review the resulting evaluation and will develop a prioritized deficiency and rehabilitation list of projects to be completed in a priority order. An update on projects to be undertaken based on the results obtained from the SSES will be provided in the next SSMP update. Emergency repairs will continue to be completed by the City and contractors as needed.

## 4.5 TRAINING

The WWTP has developed a comprehensive Operator Training Program that expands the abilities of the operational staff, resulting in better service to the public. WWTP operating staff attends the trainings. The City Administrator tracks and documents all in-house training in a binder. The City of Rio Dell offers numerous in-house training programs, including weekly safety and equipment meetings, and participates in the California Water Environmental Association (CWEA) certification program which requires ongoing continuing education to maintain certifications. Rio Dell staff attend training seminars provided by the City of Fortuna. Employees with certifications track and schedule their own required continuing education credits and recertification dates.

The trainings include:

- AED & CPR
- First Aid
- Chlorine Safety
- Forklift Safety
- Sludge Dewatering Systems
- Confined Space Entry
- Trenching Training
- Back Safety
- Flagging Training

The City Administrator tracks all in-house trainings in a training binder. The status of operator certification at the treatment plant for 2022 includes one Grade V, one Grade II operator and one (Operator-in-training) OIT.

The City of Rio Dell currently requires contractors to have the following training:

- Confined Space

## 4.6 CONTINGENCY EQUIPMENT AND REPLACEMENT PARTS INVENTORY

The City has an equipment inventory list for the Wastewater Division. The City currently has equipment on hand to bypass sewer failures and lift station failures, such as portable pumps, and quick connections for hoses. The equipment inventory is included below:

| Inventory No. | Item Description                       |
|---------------|--|
| #01           | 2008 Ford F-250                        |
| #04           | 2004 Ford F-450 Dump truck             |
| #03           | 2003 Ford F-350 Service                |
| PW00006       | 2008 John Deere Tractor                |
| PW00050       | MultiVision Gas Detector & Accessories |
| PW00010       | TV /VCR Combo unit for W.W. Camera     |
| PW00019       | Blower Line                            |
| PW00020       | Camera System                          |

## ELEMENT 5: DESIGN AND PERFORMANCE PROVISIONS

The intent of this section of the SSMP is to document the City's design and performance provisions.

### 5.1 REGULATORY REQUIREMENTS FOR THE DESIGN AND PERFORMANCE PROVISIONS

The WDR requires that the Design and Performance element of the SSMP provide the following:

- The City must have design and construction standards and specifications for the installation of new sewer systems, lift stations and other appurtenances; and for the rehabilitation and repair of existing sewer systems; and
- The City must have procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

### 5.2 STANDARDS FOR INSTALLATION, REHABILITATION AND REPAIR

City of Rio Dell Ordinance 190 (Appendix B), Article II, Section 22, Design and Construction Requirements, requires new and rehabilitated sewers and laterals, to be designed and constructed in accordance with the requirements of the City and the approval of the City Engineer. Additionally, Section 22 requires cleanouts to be provided in accordance with the rules, regulations and ordinances and shall be watertight.

A link to the City of Rio Dell Municipal Code has been provided in Section 3. The City's Municipal Code Chapter 15.05.020 *Building Codes*, includes the following building standards that are incorporated by reference:

- California Administrative Code;
- California Building Code;
- California Residential Code;
- California Electrical Code;
- California Mechanical Code;
- California Plumbing Code;
- California Energy Code;
- California Historical Building Code;
- California Fire Code;
- California Existing Building Code;
- California Green Building Standards Code (CalGreen Code); and
- California Referenced Standards Code.

### 5.3 STANDARDS FOR INSPECTION AND TESTING OF NEW, REHABILITATED, AND REPAIRED FACILITIES

City of Rio Dell Ordinance 190, Article II, Section 22 *Completion of Sewer Required*, requires testing of new sewer lines to be completed to the satisfaction of the City Engineer.

Municipal Code 13.10.220 *Building sewers, laterals and connections Completion of Sewer Required*. “Before any acceptance of any sewer line by the City and prior to the admission of any sewage into the system, the sewer line shall be tested and shall be complete to the satisfaction of the City Engineer [Ord. 190 § 22, 1987].”

## ELEMENT 6: OVERFLOW EMERGENCY RESPONSE PLAN

The intent of this section of the SSMP is to document the City's Overflow Emergency Response Plan (OERP).

### 6.1 REGULATORY REQUIREMENTS FOR THE OVERFLOW EMERGENCY RESPONSE PLAN

The City shall develop and implement an OERP that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

- Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- A program to ensure appropriate response to all overflows;
- 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 Adopted Amended Monitoring and Reporting Requirements State Water Resources Control Board Order No. WQ 2013-0058- EXEC. All SSOs shall be reported in accordance with this Order, the California Water Code, other State Law, and other applicable Regional Water Board WDR or National Pollution Discharge Elimination System (NPDES) permit requirements. The SSMP should identify the officials who will receive immediate notification;
- Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
- Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- 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 RIO DELL OERP

The City's Overflow Emergency Response Plan is included in Appendix A. The OERP meets the regulatory requirements listed above. The City has developed a Water Quality Monitoring Plan (WQMP) to assess the impacts from SSOs to surface waters in compliance with Order No. WQ 2013-0058- EXEC. The City's WQMP is included as Appendix E to the OERP.

### 6.3 EXTERNAL SSO NOTIFICATION REQUIREMENTS

#### Category 1 SSOs

Category 1 SSO **less than 1,000 gallons** (discharged to surface water or spilled in a location where it probably will be discharged to surface water), the Wastewater Superintendent shall immediately notify the local health officer of the discharge:

Call Humboldt County Division of Environmental Health at:

**(707)-445-6215**

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 Wastewater

Superintendent shall notify the State Office of Emergency Services (and obtain a Spill Control Number) following, but not later than 2 hours after becoming aware of the discharge:

Call Cal OES at:

**(800) 852-7550**

Cal OES forwards the SSO notification information to local government agencies and first responders including local public health officials and the applicable Regional Water Board. Receipt of notifications for a single SSO event from both the SSO reporter and Cal OES is duplicative.

## 6.4 EXTERNAL SSO REPORTING REQUIREMENTS

Category 1 SSO: Submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.

Category 2 SSO: Submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.

Category 3 SSO: Submit certified report within 30 calendar days of the end of month in which SSO the occurred.

Private lateral Sewer Discharges (PLSDs): PLSDs that the enrollee becomes aware of may be voluntarily reported to the California Integrated Water Quality System (CIWQS) Online SSO Database.

SSO Technical Report: 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.

“No Spill” Certification: 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.

Collection System Questionnaire: Update and certify every 12 months.

## 6.5 TRAINING

This section provides information on the training that is required to support this *Sanitary Sewer Overflow and Backup Response Plan*.

### Initial and Annual Refresher Training

All Wastewater personnel and contractors who have a role in responding to, reporting, and/or mitigating a sewer system overflow will receive training. This includes employees who serve as the afterhours on-call maintenance crew member. All new employees and contractors receive training before they are placed in a position where they may have to respond. Current employees receive annual refresher training on this plan and the procedures to be followed.

## **SSO Response Drills**

Periodic training drills are held to ensure that employees and contractors are up to date on the procedures, the equipment is in working order, and the required materials are readily available. The training drills should cover scenarios typically observed during sewer related emergencies (e.g. mainline blockage, mainline failure, force main failure, lift station failure, and lateral blockage). The results and the observations during the drills should be recorded and action items should be tracked to ensure completion. This training will also include desk simulation of SSO exercises to be incorporated with weekly safety and equipment 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 should include date, place, content, name of trainer(s), and names of attendees. Records for the SSO response training will be maintained by the City Administrator.

## ELEMENT 7: FATS, OILS, AND GREASE (FOG) CONTROL PROGRAM

The intent of this section of the SSMP is to document the City's compliance with the FOG Program requirements.

### 7.1 REGULATORY REQUIREMENTS FOR THE FOG PROGRAM

The City shall evaluate its service area to determine whether a FOG control program is needed. If the City determines that a FOG program is not needed, the City must provide justification for why it is not needed. If FOG is found to be a problem, the City must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. The FOG source control program shall include the following as appropriate:

- An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;
- A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
- The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;
- Requirements to install grease removal devices (such as traps or interceptors) design standards for the grease removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
- Authority to inspect grease producing facilities, enforcement authorities, and whether the City has sufficient staff to inspect and enforce the FOG ordinance;
- An identification of sewer system sections subject to FOG blockages and establish a cleaning maintenance schedule for each section; and
- Development and implementation of source control measures, for all sources of FOG discharged to the sewer system, for each sewer system section identified above.

The City of Rio Dell has determined that a FOG Program is not justified because the Rio Dell wastewater collection system has very few non-residential service connections and only four food service establishments that have the potential to generate FOG. According to City wastewater staff, FOG has only been the cause of, or a contributing factor, to one previous SSO in recent years. FOG accumulations have never been observed in any of the sewer lift-stations, the treatment plant headworks, or during any line inspections with CCTV.

The City of Rio Dell's Municipal Code Chapter 13.10.432 *Interceptor Requirements*, provides the City the legal authority to require new and existing users, that are determined by the City Manager or designee to have a reasonable potential to adversely impact the POTW due to excessive amounts of grease, oil or sand, to install a grease interceptor. The grease, oil and sand interceptors are to be inspected, cleaned, and repaired regularly, as needed, by the owner at

their sole expense. Chapter 13.10.420 *Prohibitions*, provides further information regarding discharge prohibitions into the City’s collection system and POTW.

Every three months, the City publishes a newsletter that is mailed to every resident in the City. In this newsletter the sewer department includes a page dedicated to source control, including proper disposal of FOG, wipes, pharmaceuticals, etc. to raise awareness within the community.

## ELEMENT 8: SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

This section of the SSMP discusses the City's capacity management measures, and recommended capacity improvement projects.

### 8.1 REGULATORY REQUIREMENTS FOR THE SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

The WDR requirements for the System Evaluation and Capacity Assurance element of the SSMP are summarized below:

- **Evaluation:** The City must identify actions needed to evaluate those portions of the sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows, estimates of the capacity of key system components, hydraulic deficiencies, and the major sources that contribute to the peak flows associated with overflow events.
- **Design Criteria:** Where design criteria do not exist or are deficient, the agency should undertake the evaluation identified in the Evaluation section above to establish appropriate design criteria.
- **Capacity Enhancement Measures:** The agency must identify the steps needed to establish a short- and long-term Capital Improvement Plan (CIP) to address identified hydraulic deficiencies including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.
- **Schedule:** The agency shall develop a schedule of completion dates for all portions of the CIP developed in the Evaluation, Design Criteria and Capacity Enhancement Measures sections above. This schedule shall be reviewed and updated at least every five years.

### 8.2 CAPACITY EVALUATION

The City is undergoing a comprehensive Sanitary Sewer Evaluation Study (SSES), expected to be completed in 2023. The goal of the SSES project is to assess the collection system and recommend specific tasks/repairs that to reduce inflow and infiltration into the system. The SSES will identify and prioritize collection system deficiencies, including cracks, breaks, improper manhole and lateral connections, unauthorized connections, undersized or underperforming pipeline sections, etc., utilizing smoke-testing and CCTV surveys.

### 8.3 RECOMMENDED CAPACITY PROJECTS AND SCHEDULE FOR COMPLETION

Following the completion of the SSES, the City will review the findings report findings and will develop a prioritized deficiency and rehabilitation list of projects to be completed in a priority

order. An update on projects to be undertaken based on the results obtained from the SSES will be provided in the next SSMP update.

## ELEMENT 9: MONITORING, MEASUREMENTS, AND PROGRAM MODIFICATIONS

This section of the SSMP discusses parameters the City tracks to monitor the success of the SSMP and how the City plans to keep the SSMP current.

### 9.1 REGULATORY REQUIREMENTS FOR THE MONITORING, MEASUREMENTS, AND PROGRAM MODIFICATIONS

The WDR requirements for the Monitoring, Measurement, and Program Modifications element of the SSMP are summarized below:

- Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
- Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;
- Assess the success of the preventive maintenance program;
- Update program elements, as appropriate, based on monitoring or performance evaluations; and
- Identify and illustrate SSO trends, including: frequency, location, and volume.

### 9.2 MONITORING INFORMATION

The City will maintain information that can be used in SSMP performance monitoring through the CIWQS database administered by the State and Regional Water Quality Control Boards to track information under the statewide general SSO order. All CIWQS information is available through the Public Reports portal at:

[http://www.waterboards.ca.gov/water\\_issues/programs/ciwqs/publicreports.html](http://www.waterboards.ca.gov/water_issues/programs/ciwqs/publicreports.html)

### 9.3 PERFORMANCE MEASURES

The indicators that the City will use to measure the performance of its wastewater collection system and the effectiveness of its SSMP are:

- Total number of SSO locations per mile of sewer;
- Volume of spilled wastewater recovered (gallons per year) compared to total volume of wastewater spilled (gallons per year); and
- Volume of spilled wastewater discharged to surface waters (gallons per year) compared to total volume of wastewater spilled (gallons per year).

These parameters were selected because they are straightforward, quantitative, and focused on results. These parameters are also available to both City staff and the public at all times through the CIWQS system.

Additional performance measures include programs that the City of Rio Dell is developing for implementation as a result of the SSMP development process. These programs include:

| Activities  | Status  |
|---|---|
| Use GIS platform to generate combined wastewater and storm drainage atlas which will be utilized in the office and in the field.  | <i>Completed</i>  |
| GIS staff training and update of atlas as new infrastructure is discovered.   | <i>Ongoing</i>  |
| The City has a goal of cleaning their entire sewer system.  | <i>Ongoing (weekly inspections, the entire system is cleaned annually)</i>            |
| Manhole visual inspections.   | <i>Ongoing (weekly inspections, at least 90% of the system is inspected annually)</i> |
| A system-wide CCTV inspection. Inspection data collected during the CCTV inspections is reviewed by the Wastewater Superintendent or City Engineer to determine whether repairs or rehabilitation/ replacement are warranted. | <i>Ongoing (expected completion in 2023)</i>  |
| Complete SSES and prioritize capacity improvement / I&I reduction projects.   | <i>Ongoing (expected completion in 2023)</i>  |

#### 9.4 PERFORMANCE MONITORING AND PROGRAM CHANGES

The SSMP should be updated periodically to maintain current information, and programs need to be enhanced or modified if they are determined to be less effective than needed. The City will annually evaluate the performance of the wastewater collection system using the performance measures listed in Section 9.3. The City will review the successes and needed improvements of the SSMP as part of the SSMP biannual audit, described in Element 10.

City staff will update critical information, such as contact numbers and the SSO response chain of communication, as needed. A comprehensive SSMP update will occur every 5 years, as required by the SWRCB.

## ELEMENT 10: SSMP PROGRAM AUDITS

### 10.1 REGULATORY REQUIREMENTS FOR THE SSMP PROGRAM AUDITS

The WDR requirements for the SSMP Program Audits element of the SSMP are summarized below:

- The City shall conduct periodic internal audits appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the City's compliance with the SSMP requirements, including identification of any deficiencies in the SSMP and steps to correct them.

### 10.2 SSMP AUDITS DISCUSSION

The City's most recent audit of the SSMP was completed in 2022. These audits are conducted to determine whether the SSMP meets the current requirements of the WDR, whether the SSMP reflects the City's current practices, and whether the City is following the SSMP.

Audits are to be conducted by a team consisting of the City's Wastewater Staff. The audit team may also include members from other areas of the City, outside agencies, and/or contractors. The scope of the audit will cover each of the sections of the SSMP.

The results of the audit will be included in the Audit Report. The Audit Report may contain information about successes in implementing the most recent version of the SSMP and identify revisions that may be needed for a more effective program. Information collected as part of Element 9 Monitoring, Measurement, and Program Modifications will be used in preparing the audit. Tables, figures, and/or charts may be used to summarize information about these indicators.

The City's SSMP must be updated every five years, as required by Order Number 2006-0003. The City will determine the need to update its SSMP more frequently based on the results of the biannual audits and the performance of its sanitary sewer system using information from the Monitoring and Measuring Program. In the event that the City decides that an update is warranted, the process to complete the update will be identified at that time. The City will complete the update within one year following identification of the need for the update.

The City Staff will seek the approval from the City Council for any significant changes to the SSMP. The authority for approval of minor changes such as employee names, contact information, or limited procedural changes is delegated to the Wastewater Superintendent.

## ELEMENT 11: COMMUNICATION PROGRAM

The intent of this section of the SSMP is to identify a plan to communicate information regarding the City's SSMP activities to the public. The plan includes a process for the public to receive SSMP information as well as provide input to the City on the SSMP.

### 11.1 REGULATORY REQUIREMENTS FOR THE COMMUNICATION PLAN

The WDR requirements for the Communication Plan element of the SSMP are summarized below:

- The City shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP;
- The communication system shall provide the public the opportunity to provide input to the City as the program is developed and implemented; and
- The City shall create a plan of communication with systems that are tributary and/or satellite to the City's sanitary sewer system.

### 11.2 COMMUNICATION PLAN

The City has several methods for communicating information to and receiving information from the public. The following methods have been identified as alternatives that would be effective as part of the City's Communication Plan.

- **City Website** – The City will evaluate the use of a webpage on the City's existing website to facilitate the transfer of information to the public regarding the SSMP. This webpage would include the entire SSMP, audit performance information, and associated information. The webpage would also serve as a venue for soliciting input from the public on the SSMP.
- **Quarterly Newsletter** – The quarterly newsletter is mailed to every resident of the City to provide information on various topics including source control.
- **City Council Meetings** – City council meetings are public meetings and televised on a local broadcast station. General SSMP information and updates on sanitary sewer system performance could be added as a regular discussion item on the City Council agenda.

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## **Appendices**

**Appendix A: Overflow Emergency Response Plan**

**Appendix B: City of Rio Dell Ordinance 190**

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## APPENDIX A

# Overflow Emergency Response Plan

# City of Rio Dell

## Overflow Emergency Response Plan



Effective Date: \_\_\_\_\_  
Revised Date: \_\_\_\_\_  
Approved by: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Prepared by David Patzer, DKF Solutions Group  
(707) 373-9709 dpatzer@dkfsolutions.com

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Updated by City of Rio Dell and Larry Walker Associates September 2022

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Door Hanger ..... n/a  
Sewer Spill Reference Guide ..... pamphlet

**Appendix D: Contractor Orientation Packet**

**Appendix E: Water Quality Monitoring Plan**

# Sanitary Sewer Overflow Emergency Response Plan

## 1. Purpose

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

## 2. Policy

The City'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 City's goal is to respond to sewer system overflows as soon as possible following notification. The City will follow reporting procedures in regards to sewer spills as set forth by the North Coast Regional Water Quality Control Board (NCRWQCB) and the California State Water Resources Control Board (SWRCB).

## 3. Definitions As Used In This OERP

**CALIFORNIA INTEGRATED WATER QUALITY SYSTEM (CIWQS):** Refers to the State Water Resources Control Board online electronic reporting system that is used to report SSOs, certify completion of the SSMP, and provide information on the sanitary sewer system.

**FROG – Fats, Roots, Oils, and Grease:** FOG refers to fats, oils, and grease typically associated with food preparation and cooking activities that can cause blockages in the sanitary sewer system. Tree root invasion (R) presents an additional problem. If a mat of root hair forms in the sewer line it slows the flow of wastewater and exacerbates the rate of accumulation of FOG materials.

**LEGALLY RESPONSIBLE OFFICIAL (LRO):** Refers to an individual who has the authority to certify reports and other actions that are submitted through CIWQS.

**MAINLINE SEWER:** Refers to City wastewater collection system piping that is not a private lateral connection to a user.

**MAINTENANCE HOLE OR MANHOLE:** Refers to an engineered structure that is intended to provide access to a sanitary sewer for maintenance and inspection.

**NOTIFICATION OF AN SSO:** Refers to the time at which the City becomes aware of an SSO event through observation or notification by the public or other source.

**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.

**PREVENTATIVE MAINTENANCE:** Refers to maintenance activities intended to prevent failures of the wastewater collection system facilities (e.g. cleaning, CCTV, inspection).

**PRIVATE LATERAL SEWAGE DISCHARGES** – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

**SANITARY SEWER BACKUP (BACKUP)** - 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.

**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.

SSOs that include multiple appearance points resulting from a single cause will be considered one SSO for documentation and reporting purposes in CIWQS.

***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.

**SENSITIVE AREA:** Refers to areas where an SSO could result in a fish kill or pose an imminent or substantial danger to human health (e.g. parks, aquatic habitats, etc.)

**SEWER SERVICE LATERAL:** Refers to the piping that conveys sewage from the building to the City's wastewater collection system.

**UNTREATED OR PARTIALLY TREATED WASTEWATER:** Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

**WATERS OF THE STATE:** Waters of the State (or waters of the United States) means any surface water, including saline waters, within the boundaries of California. In case of a sewage spill, storm drains are considered to be waters of the State unless the sewage is completely contained and returned to the wastewater collection system and that portion of the storm drain is cleaned.

#### **4. State Regulatory Requirements for the Overflow Emergency Response Plan (Element 6 of Sewer System Management Plan)**

##### General Waste Discharge Requirement (GWDR)

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.riodellcity.com](http://www.riodellcity.com).

#### **5. Goals**

The City'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. SSO Detection and Notification

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(a)*

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

In the event of any pump failure at a City wastewater lift station, the high level sensor activates the SCADA alarm system and the City is contacted. 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.

### 6.1 PUBLIC OBSERVATION

Public observation is the most common way that the City is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book and on the City's website: [www.riodellcity.com](http://www.riodellcity.com). **The City's telephone number for reporting sewer problems is (707) 764-3532. After business hours there is a voicemail message indicating a pager number to call.**

#### Normal Work Hours

When a report of a sewer spill or backup is made during normal work hours, City Hall administrative staff receives the call and begins a Work Order Form. For complaints involving a backup, City Hall administrative staff will contact the field crew directly and provide customer name and address. For all other sewer complaints, the Work Order is picked up by the Field Crew, which then responds.

#### After Hours

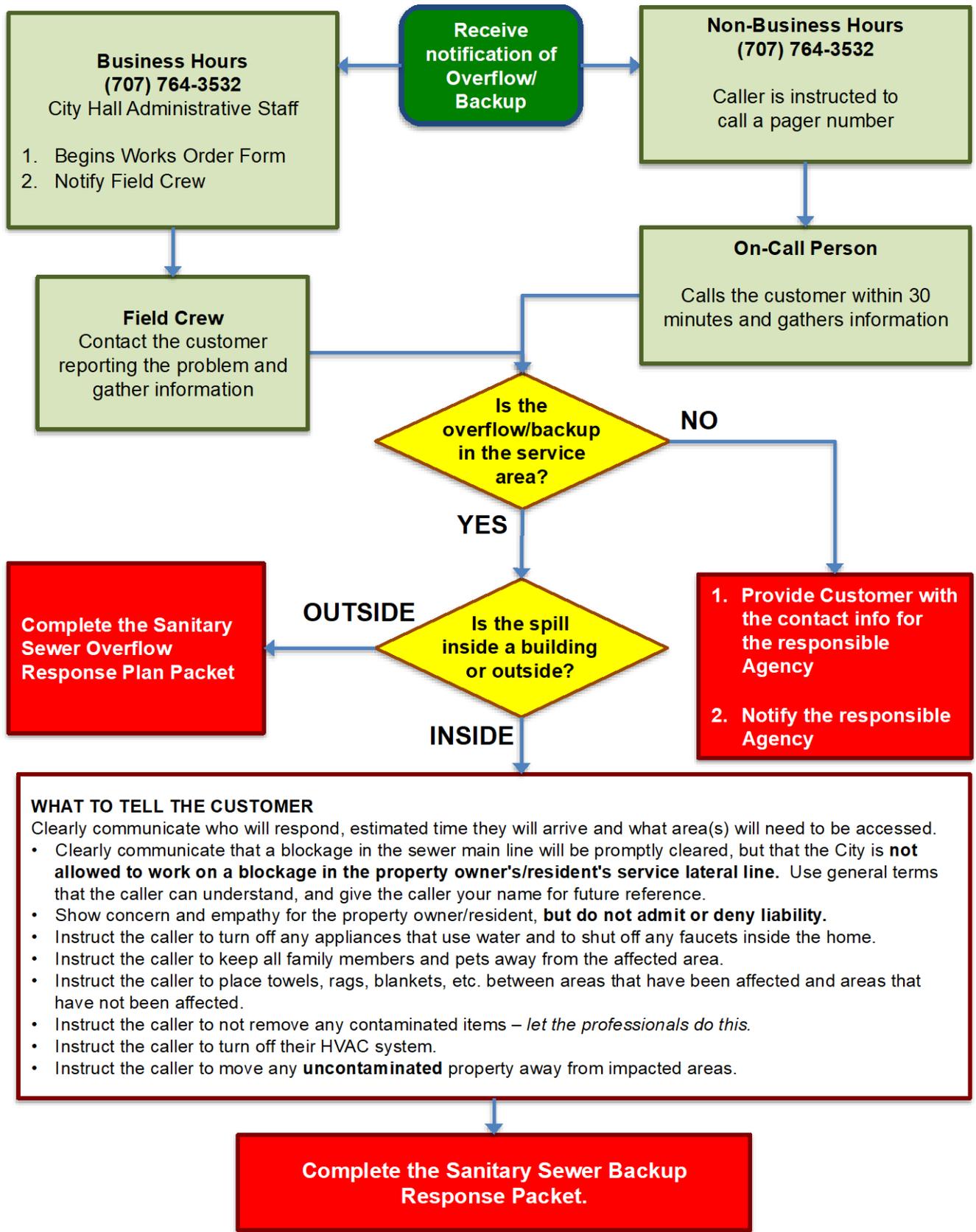
After hours callers are instructed to call a pager number. The on-call pager rings to the On-Call Person who will respond within 30 minutes.

When calls are received, either during normal work hours or after hours, the individual receiving the call will collect the following information:

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

The following Fig. 6.1 is an overview of receiving a sewage overflow or backup report (*see next page*):

Fig. 6.1 Overview of Receiving a Sewage Overflow or Backup Report Procedure



## **6.2 CITY STAFF OBSERVATION**

City 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 City staff that, in turn, responds to emergency situations. Work orders are issued to correct non-emergency conditions.

## **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 City by calling (707) 764-3532
2. Protect storm drains
3. Protect the public
4. Provide Information to the City Field Crew such as start time, appearance point(s), suspected cause, weather conditions, etc.
5. Direct ALL media and public relations requests to the City Manager at (707) 764-3532.

Appendix D includes a handout for Contractors with a flowchart of the above procedures.

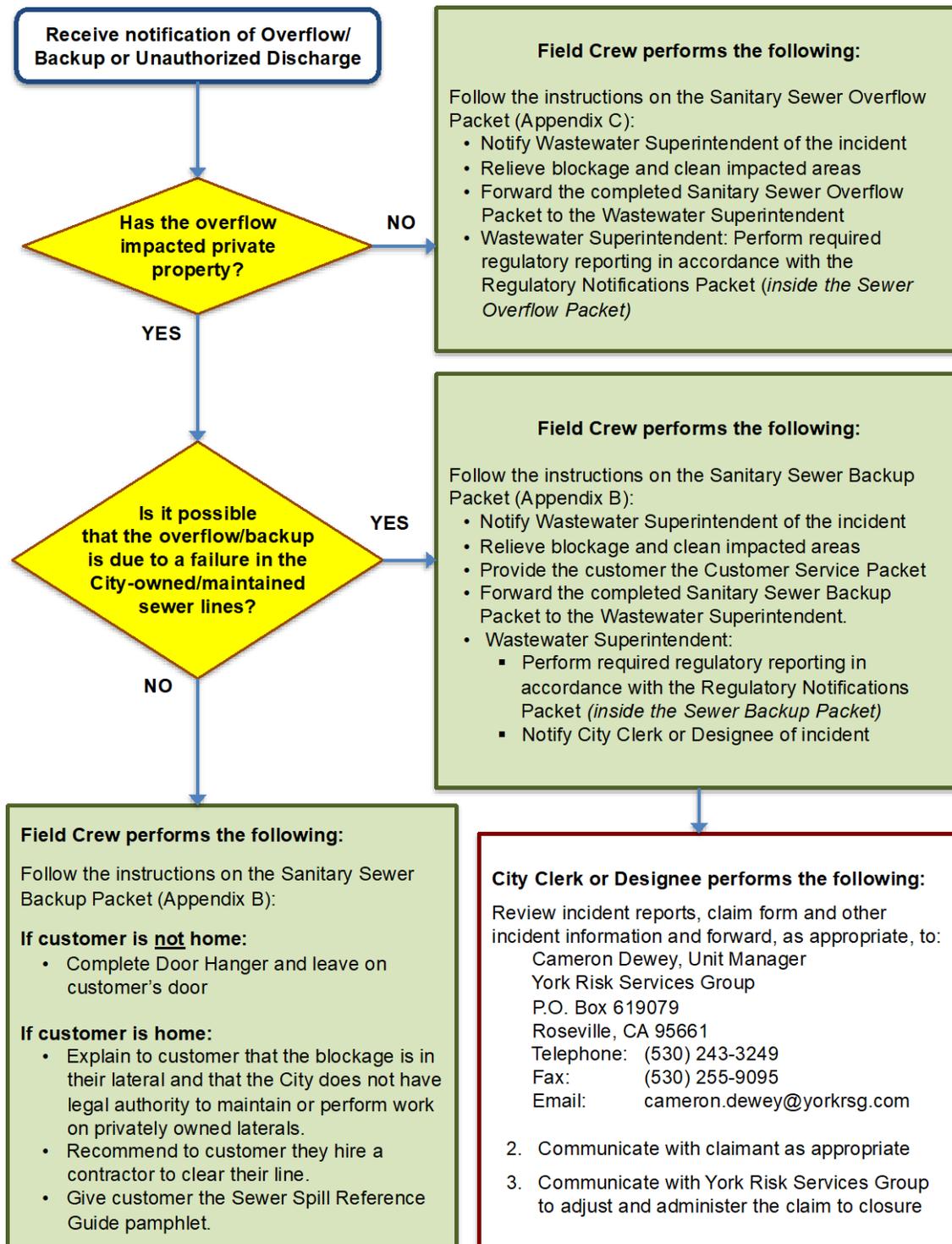
## 7. SSO Response Procedures

ref. SWRCB Order No. 2006-0003-DWQ D.13vi(b)

### 7.1 Sewer Overflow/Backup Response Summary

The City will respond to SSOs as soon as feasible following notification of an overflow/backup or unauthorized discharge. The following (Figure 7.1) is an overview of the response activities.

Figure 7.1 Overview of SSO/Backup Response



## 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 contain the spill wherever feasible.
- To restore the flow as soon as practicable.
- To minimize public access to and/or contact with the spilled sewage.
- To promptly notify the Wastewater Superintendent in event of major SSO.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).
- To photograph and document affected and unaffected areas from a spill.

## 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 City 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. This includes use of gas monitoring detectors for air quality in manholes and traffic controls at the site.

## 7.4 Initial Response

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

The first responder will:

- Note arrival time at the site of the overflow/backup.
- Verify the existence of a public sewer system spill or backup.
- Determine if the overflow or blockage is from a public or private sewer.
- Identify and assess the affected area and extent of spill.
- Contact 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:
  - Small spills (i.e., spills that are easily contained) – proceed with clearing the blockage.
  - Moderate or large spill where containment is anticipated to be simple – proceed with the containment measures.
  - Moderate or large spills where containment is anticipated to be difficult – proceed with clearing the blockage; however, whenever deemed necessary, call for additional assistance and implement containment measures.
- Take steps to contain the SSO. For detailed procedures refer to Appendix B: Sanitary Sewer Backup Procedures, and Appendix C: Sanitary Sewer Overflow Packet.

## 7.5 Initiate Spill Containment Measures

The first responder will 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 air plugs, sandbags, and/or plastic mats 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.

For detailed procedures refer to Appendix C: Sanitary Sewer Overflow Packet.

## 7.6 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 to ensure that the blockage does not reoccur 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. For detailed procedures refer to Appendix C: Sanitary Sewer Overflow Packet.

## 7.7 Equipment

This section provides a list of specialized equipment that may be used 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.
- *Camera* -- A digital or disposable camera is required to record the conditions upon arrival, during clean up, and upon departure.
- *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 will include containment and clean up materials.
- *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.
- *Air plugs, sandbags and plastic mats*
- *SSO Sampling Kits*

Standard operating procedures for City equipment that may be necessary in the event of a sanitary sewer overflow or backup can be found in the Wastewater Plant.

## 7.8 Outside Assistance

Responders will refer to the Emergency Contractor List as necessary for assistance with the response.

## 8. Recovery and Cleanup

ref. SWRCB Order No. 2006-0003-DWQ D.13vi(e)

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

### 8.1 Estimate the Volume of Spilled Sewage

Use the methods outlined in the Sanitary Sewer Backup Packet (Appendix B), Sanitary Sewer Overflow Packet (Appendix C), and/or the Field Guide to estimate the volume of the spilled sewage. Wherever possible, document the estimate using photos and/or video of the SSO site before and during the recovery operation.

### 8.2 Recovery of Spilled Sewage

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

### 8.3 Clean-up and Disinfection

Clean up and disinfection procedures will 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 will be modified as required for wet weather conditions. Where cleanup is beyond the capabilities of City staff, a cleanup contractor will be used.

#### *Private Property*

City crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings, such as in front, side and backyards, easements, etc. 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 City system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, City claim forms may be issued if requested by the property owners.

#### *Hard Surface Areas*

Collect all signs of sewage solids and sewage-related material either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water and/or deozyme or similar non-toxic biodegradable surface disinfectant until the water runs clear. The flushing volume will be approximately three times the estimated volume of the spill. Take reasonable steps to contain 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 either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water until the water runs clear. The flushing volume will be approximately three times the estimated volume of the spill. Either contain or 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 for SSOs greater than or equal to 1,000 gallons.

### *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.

## **8.4 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 when directed. Additionally, the Wastewater Superintendent will use their 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, Wastewater Superintendent, or designee.

Creeks, streams and beaches 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 at least every day to ensure that they are still in place. Photographs of sign placement will be taken.

In the event that an overflow occurs at night, the location will 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.

When contact with the local media is deemed necessary, the City Manager or their designee will provide the media with all relevant information.

## **9. Water Quality Monitoring and SSO Technical Report**

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(f); SWRCB Order No. 2013-0058-EXEC C.5 and D*

### **9.1 Water Quality Sampling and Testing**

Water quality sampling and testing is required for Category 1 SSOs of 50,000 gallons or greater to determine the extent and impact of the SSO. The water quality sampling procedures must be implemented within 48 hours and include the following:

- The water samples will be collected as soon as possible after the discovery and mitigation of the SSO event.
- The water quality samples will be collected from upstream of the spill, from the spill area, and downstream of the spill in flowing water (e.g., creeks or river). The water quality samples will be collected near the point of entry of the spilled sewage.
- The samples will then be brought to North Coast Labs for analysis.

## 9.2 Water Quality Monitoring Plan

The City Water Quality Monitoring Plan (Appendix E) 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.

## 9.3 SSO Technical Report

The City will submit an SSO Technical Report to 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 Wastewater Superintendent will supervise and prepare 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.

### City's Response to SSO:

- Chronological narrative description of all actions taken by the City 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.

## 10. Sewer Backup Into/Onto Private Property Claims Handling Policy

It is the policy of the City that a claims form shall be offered to anyone wishing to file a claim. The following procedures will be observed for all sewer overflows/backups into/onto private property:

- City staff will offer a City claim form irrespective of fault whenever it is possible that the sanitary sewer backup may have resulted from an apparent blockage in the City-owned sewer lines or whenever a City customer requests a claim form. The claim may later be rejected if subsequent investigations into the cause of the loss indicate the City was not at fault.
- It is the responsibility of the Wastewater Superintendent to gather information regarding the incident and notify the City Clerk or his/her designee.

- It is the responsibility of the City Clerk to review all claims and to oversee the adjustment and administration of the claim to closure.

## **11. Notification, Reporting, Monitoring and Recordkeeping Requirements**

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(c); SWRCB Order No. 2013-0058-EXEC B and C.8*

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS GWDRs), the City of Rio Dell 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 of how any estimations of the volume of discharged and/or recovered volumes were calculated including all assumptions made.

Regulator required notifications are outlined in Section 11.1 on the following page.

## 11.1 Notifications Requirements Table

| 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 City will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.  | Call Cal OES at:<br><b>(800) 852-7550</b>   |
| <b>REPORTING</b>                | <ul style="list-style-type: none"> <li>• Category 1 SSO: The City 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 City 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 City will submit certified report within 30 calendar days of the end of month in which SSO the occurred.</li> <li>• SSO Technical Report: The City 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 City 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 City will update and certify every 12 months</li> </ul> | Enter data into the CIWQS Online SSO Database <sup>1</sup><br><a href="http://ciwqs.waterboards.ca.gov/">(http://ciwqs.waterboards.ca.gov/)</a><br>certified by the Legally Responsible Official(s) <sup>2</sup> .<br>All information required by CIWQS will be captured in the Sanitary Sewer Overflow Report.<br>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. |
| <b>WATER QUALITY MONITORING</b> | The City 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. Follow Water Quality Monitoring Plan (Appendix E).   | 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>           | The City will maintain the following records: <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.  |

<sup>1</sup> In the event that the CIWQS online SSO database is not available, the Wastewater Superintendent will notify SWRCB by phone or email in accordance with the time schedules identified above. In such an event, the City 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 City 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).

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.

## **11.2 Complaint Records**

The City maintains records of all complaints received whether or not they result in sanitary sewer overflows. The information collected includes:

- Date, time, and method of notification
- Date and time the complainant or informant first noticed the SSO or occurrence related to the call
- 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 with the original complainant
- Work service request information used to document all feasible and remedial actions taken

Completed Work Orders Forms and related SSO paperwork are archived at City Hall and will be maintained by the City for a minimum of five years whether or not they result in an SSO.

## **12. Post SSO Event Debriefing**

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(d)*

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

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

## **13. Failure Analysis Investigation**

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(d)*

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 or for other SSOs to occur.

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

- Reviewing and completing the Sanitary Sewer Overflow Report (in Appendices B and C) and any other documents related to the incident
- 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,
- Interviewing staff that responded to the spill.
- Reviewing past maintenance records,
- Reviewing past CCTV records,
- Conducting a CCTV inspection to determine the condition of all line segment(s) immediately following the SSO and reviewing the video and logs,
- Reviewing any Fats, Roots, Oil and Grease (FROG) related information or results
- Post SSO debrief records
- Interviews with the public at the SSO location

The product of the failure analysis investigation will be the determination of the root cause and the identification and scheduling of the corrective actions. The Collection System Failure Analysis Form (in Appendices B and C) will be used to document the investigation.

## **14. SSO Response Training**

*ref. SWRCB Order No. 2006-0003-DWQ D.13vi(d)*

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

### **14.1 Initial and Annual Refresher Training**

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

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

- The City's Overflow Emergency Response Plan and Sanitary Sewer Management Plan
- Sanitary Sewer Overflow Volume Estimation Techniques
- Researching and documenting Sanitary Sewer Overflow Start Times
- Impacted Surface Waters: Response Procedures
- State Water Resources Control Board Employee Knowledge Expectations
- Employee Core Competency Evaluations on Sanitary Sewer Operations
- Water Quality Sampling Plan

The City 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 City will address, through additional training/instruction, any identified gaps in required core competencies.

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

1. Please briefly describe your name and job title.
2. Please describe for us approximately when you started in this field and how long you have worked for your agency.
3. Please expand on your current position duties and role in responding in the field to any SSO complaints.
4. Please describe your SOPs used to respond/mitigate SSOs when they occur.
5. Describe any training your agency provides or sends you to for conducting spill volume estimates.
6. 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.
7. 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?
8. 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?
9. What other information do you collect or record other than what is written on the work order form?
10. 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?
11. 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?
12. 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.

## **14.2 SSO Response Drills**

Periodic training drills or field exercises will 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 will be tracked to ensure completion.

## **14.3 SSO Training Record Keeping**

Records will 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, place, content, name of trainer(s), and names and titles of attendees.

## **14.4 Contractors Working On City Sewer Facilities**

All construction contractors working on City sewer facilities will be required to develop a project-specific OERP, will provide project personnel with training regarding the content of the contractor's OERP and their role in the event of an SSO, and to follow that OERP in the event that they cause or observe an

SSO. Emergency response procedures shall be discussed at project pre-construction meetings, regular project meetings and after any contractor involved incidents.

All service contractors will be provided, and required to observe contractor procedures. See Appendix D: Contractor Orientation.

## **15. 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
- State Water Resources Control Board Order No. WQ 2013-0058-EXEC effective September 9, 2013

## **16. References**

- Sanitary Sewer Overflow and Backup Response Field Guide, 2014, DKF Solutions Group, LLC
- Appendix A: Regulatory Notifications Packet
- Appendix B: Sanitary Sewer Backup Packet
- Appendix C: Sanitary Sewer Overflow Packet
- Appendix D: Contractor Orientation
- Appendix E: Water Quality Monitoring Plan

**Appendix A**  
**REGULATORY NOTIFICATIONS PACKET**

**Regulatory Notifications Packet**

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**Instructions:**

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

**Contents:**

| <u>Form</u>                                   | <u>Page Number</u> |
|---|--------------------|
| Regulatory Reporting Guide .....              | A-1                |
| Reporting Checklist: Category 1 .....         | -2a                |
| Reporting Checklist: Categories 2 and 3 ..... | -2b                |

Print on 6"x9" envelope

**Regulatory Notifications Packet  
Regulatory Reporting Guide**

| 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 the SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550</li> <li>If the SSO is less than 1,000 gallons immediately notify Humboldt County Environmental Health</li> </ul> | -   | -   | -                          |
| 48 Hours after awareness of SSO                           | If 50,000 gal or more will likely reach receiving waters, 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 end date                                    | Certify Spill Report in CIWQS*. Update as needed until 120 days after SSO end date   | Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end date | -   | -                          |
| 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 date | -                          |
| 45 days after SSO end date                                | 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, make notifications to the State Water Resources Control Board (SWRCB) by phone or email 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  |
|---|--|
| CalOES  | (800) 852-7550   |
| Humboldt County Environmental Health            | (707) 445-6215   |
| York Risk Services Group, Cameron Dewey         | Telephone: (530) 243-3249<br>Fax: (530) 255-9095<br>Email: cameron.dewey@yorkrsg.com |
| State Water Resources Control Board (SWRCB):    |  |
| Permit/Reporting Info: Gil Vazquez              | (916) 322-1400 Gil.Vazquez@waterboards.ca.gov  |
| Inspection/Enforcement Information: Jim Fischer | (916) 341-5548 Jim.Fischer@waterboards.ca.gov  |

**Authorized Personnel**

The following individual is the City’s Legally Responsible Officials (LROs) and is authorized to perform regulatory reporting and electronically sign and certify SSO reports in CIWQS:

Wastewater Superintendent  
 Business hours: (707) 764-5754  
 After hours: (530) 351-1676

**Definitions of SSO Categories**

*The response crew will complete the SSO Report form in the SSO Packet to document how the 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  |

**Regulatory Notifications Packet  
Category 1 SSO Reporting Checklist**

**A-2a**

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

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

**STEP 2: 2-hour Notification**

If the SSO is greater than or equal to 1,000 gallons, notify CalOES within 2 hours of the time the agency was notified of the SSO.

**Notify CalOES** at (800) 852-7550:

- o Date Called: \_\_\_\_\_
- o Time called: \_\_\_\_\_ : \_\_\_\_\_ AM PM
- o CalOES Control number: \_\_\_\_\_
- o City personnel who called CalOES: *Name* \_\_\_\_\_  
*Title* \_\_\_\_\_
- o Individual they spoke to at CalOES: \_\_\_\_\_

**STEP 3: Within 2 hours after awareness of SSO**

- If the SSO is less than 1,000 gallons immediately notify Humboldt County Environmental Health.
- If SSO impacts private property that may be due to a failure in the City sewer and/or if the City believes a claim for damages may be submitted against the City contact York Risk Services Group.

**STEP 4: Within 48 hours after awareness of SSO**

- Only if 50,000 gallons or more was not recovered, implement Water Quality Monitoring Plan (Appendix E).

**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 end date**

- LRO must certify the Spill Report using the CIWQS online reporting database. Amendments 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 date**

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

This form completed by: \_\_\_\_\_  
*Name* *Title* *Date*

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

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

**STEP 2: Within 2 hours after awareness of SSO**

- If SSO impacts private property that may be due to a failure in the City sewer and/or if the City believes a claim for damages may be submitted against the City contact York Risk Services Group.

**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 SSO end date
  - 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.

This form completed by: \_\_\_\_\_  
*Name* *Title* *Date*

## **Appendix B**

### **SANITARY SEWER BACKUP RESPONSE PACKET**

**Sanitary Sewer Backup Response Packet  
Table of Contents**

| <b><u>Form</u></b>                           | <b><u>Form Number</u></b> |
|--|---------------------------|
| Instructions and Chain of Custody .....      | packet envelope           |
| Backup Response Flowchart.....               | B-1                       |
| Bubbled Toilets Letter .....                 | -2                        |
| First Responder Form .....                   | -3                        |
| Declination of Sewage Cleaning Services..... | -4                        |
| Lodging Authorization Form .....             | -5                        |
| Sewer Overflow Report .....                  | -6                        |
| Start Time Determination Form .....          | -7                        |
| Volume Estimation Forms .....                | -8a, -8b, -8c             |
| Lateral CCTV Report.....                     | -9                        |
| Claims Submittal Checklist.....              | -10                       |
| Collection System Failure Analysis Form..... | -11                       |
| Customer Service Packet                      |                           |
| Instructions .....                           | packet envelope           |
| Customer Information .....                   | CS-1                      |
| Claim Form.....                              | -2                        |
| Sewer Spill Reference Guide.....             | pamphlet                  |
| Regulatory Notifications Packet              |                           |
| Instructions .....                           | envelope                  |
| Regulatory Reporting Guide .....             | A-1                       |
| Category 1 SSO Reporting Checklist .....     | -2a                       |
| Category 2 & 3 SSO Reporting Checklist ..... | -2b                       |
| Door Hanger.....                             | n/a                       |

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



- ☐ **If this is a Category 1 SSO greater than or equal to 1,000 gallons immediately contact the Wastewater Superintendent at (707) 764-5754 (business hours) or (707) 407-8617 (after hours) to make the 2-hour notification to CalOES. If not available, contact the Water/Streets Superintendent at (707) 764-3541 (refer to City phone directory for after hours number).**
- ☐ **If this is or probably will be a Category 1 SSO less than 1,000 gallons immediately call Humboldt County Environmental Health at (707) 445-6215\*.**
- ☐ **If the backup is into/onto private property AND possibly due to a problem in the public sewer, notify: Cameron Dewey, York Risk Services Group, at (530) 243-3249**
- ☐ **For any media requests: Contact the City Manager or designee at (707) 764-3532**
- ☐ **If instructed to call out a cleaning contractor, contact one of the following:  
Cleanrite/Buildrite: (866) 753-7453 OR ServiceMaster: (530) 222-8800**

\* "Any person who, without regard to intent or negligence, causes or permits any sewage or other waste, or the effluent of treated sewage or other waste to be discharged in or on any waters of the state, or discharged in or deposited where it is, or probably will be, discharged in or on any waters of the state, as soon as that person has knowledge of the discharge, shall immediately notify the local health officer or the director of environmental health of the discharge." CHSC 5411.5

Don't forget photos!

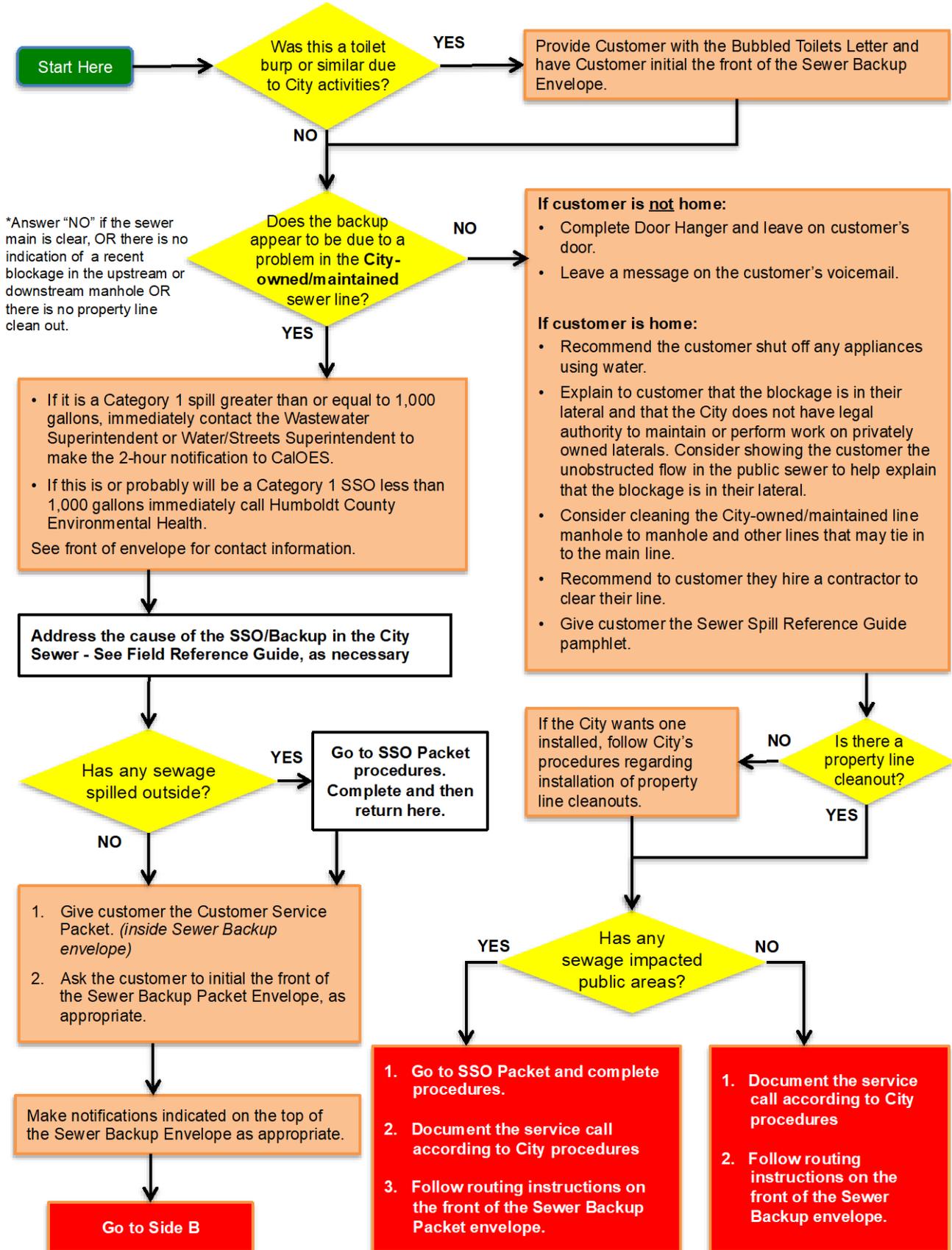


|   |  |
|---|--|
| <p><b>Field Crew:</b></p> <ul style="list-style-type: none"> <li>☐ Follow the instructions on the Sewer Backup Response Flowchart (B-1).<br/>Note: If multiple dwelling units are affected, use one packet per unit and check here: ☐</li> <li>☐ If indicated on the flowchart, give the customer the Bubbled Toilets Letter and/or the Customer Service Packet and have them initial here:<br/><i>Customer acknowledgement of receipt of Bubbled Toilets Letter:</i> _____<br/><i>Customer acknowledgement of receipt of Customer Service Packet:</i> _____</li> <li>☐ Place completed forms in this envelope, complete the Chain of Custody record (right) and forward this packet to the Wastewater Superintendent or designee.</li> </ul> | <p>Print Name: _____</p> <p>Initial: _____</p> <p>Date: _____</p> <p>Time: _____</p> |
|---|--|

|  |  |
|--|--|
| <p><b>Wastewater Superintendent:</b></p> <ul style="list-style-type: none"> <li>☐ Follow the instructions on the bottom of the Sewer Backup Response Flowchart (B-1).</li> <li>☐ Complete the Regulatory Notifications Packet.</li> <li>☐ Complete the Claims Submittal Checklist.</li> <li>☐ Complete the Chain of Custody record (right) and forward this packet to the City Clerk or designee.</li> </ul> | <p>Print Name: _____</p> <p>Initial: _____</p> <p>Date: _____</p> <p>Time: _____</p> |
|--|--|

**City Clerk or designee:** Refer to the Claims Submittal Checklist.

**Sanitary Sewer Backup Response Packet**  
**Backup Response Flowchart**



**Sanitary Sewer Backup Response Packet**  
**Backup Response Flowchart**

Continue Here From Side A

1. Remove the First Responder Form from the Sewer Backup Packet envelope and complete. Immediately contact Cameron Dewey, York Risk Services Group at (530) 243-3249 and provide the information from the completed First Responder Form including the following:

- Indicate whether the livability assessment indicates that temporary relocation is advised. If so, complete the Lodging Authorization form.
- Indicate whether the the Customer wants cleaning services. If not, complete the Declination of Sewage Cleaning Services form.

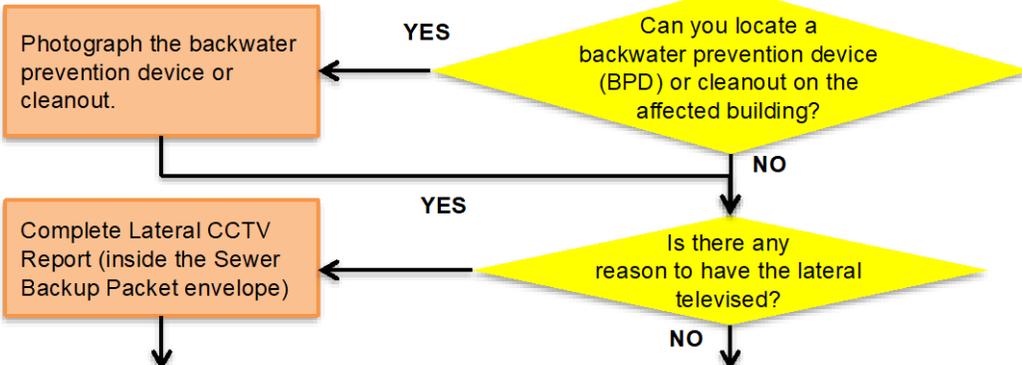
If instructed to do so, or if Cameron Dewey is not available, contact a restoration/remediation contractor (see envelope for contact information) and/or use the City credit card to secure for temporary lodging.

2. Ask Customer to take photographs of affected and non-affected areas, if allowed by customer. Try to get pictures showing where the damaged areas stopped.

Complete the following forms (in the Sewer Backup Envelope):

- Sanitary Sewer Overflow Report
- Start Time Determination Form (Remember, the spill was probably already occurring before it was reported.)
- Volume Estimation (Use one or more worksheets and/or methods listed in the Field Guide.)

Clean/disinfect any overflow outside of the building. **DO NOT** allow any disinfectants to escape to storm drains.



1. Document the service call according to City procedures.
2. Complete the remaining instructions in the Field Crew box on the front of the Sewer Backup Packet envelope.
3. Follow routing instructions as indicated on the front of the Sewer Backup Packet envelope.

**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,
- Providing incorrect facts about a company or other agency
- Speculating about the situation you are responding to
- Making accusations against customers, businesses or other agencies

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.

Dear City of Rio Dell 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 no different than that encountered while cleaning your toilet.

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

In order to insure reliable sewer service, the City 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 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, City crews have found that the bubbling of toilets have many causes, some of which are:

- Obstructed vent pipes;
- 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.).

**5. What does City 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 City'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. It is the homeowner's responsibility to keep the sewer lateral pipe in good working condition.

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 call the Wastewater Superintendent at (707) 764-5754.

Sincerely,

City of Rio Dell

Estimado Cliente de la Ciudad de Hillsborough:

Gracias por habernos informado que su lavabo burbujeó mientras que nuestros empleados estaban trabajando en proximidad a su propiedad. Le pedimos perdón por la inconveniencia y esperamos que esta carta le contestará algunas de sus preguntas acerca de inodoros burbujeantes.

**1. ¿Es riesgo de salud esto?**

El agua que salió de su inodoro es agua potable de la taza del inodoro. Menos que su inodoro estaba en uso cuando esto ocurrió, esa agua no es diferente de aquella encontrada mientras que limpia su inodoro.

**2. ¿Qué está haciendo la Ciudad en la calle?**

Para asegurar servicio de alcantarilla confiable, la Ciudad inspecciona, limpia, and repara su Sistema de alcantarillado en una forma continua.

**3. ¿Cómo causa la limpieza de la alcantarilla que burbujee mi inodoro?**

El equipamiento industrial de limpieza típico usa agua de alta presión para limpiar alcantarillas. La primer medida es de usar chorros de agua de alta presión para propulsar a la manguera y a la boquilla de limpieza contracorriente tan lejos como ochocientos (800) pies. Durante este proceso, el aire dentro la tubería principal es desplazada y a veces camina para arriba de la tubería lateral privada y se libera por el inodoro. Esto también puede ocurrir durante la fase de limpieza, cuando agua de alta presión es jalada corriente abajo al camión de limpieza.

**4. ¿Qué causa al aire que venga de mi inodoro?**

A lo largo de los años, los empleados de la Ciudad han encontrado que el burbujeo de inodoros tiene muchas causas, algunas de cuales son:

- Tubería de ventilación obstruida;
- Tubería de ventilación que está posicionada muy lejos del inodoro;
- Tubería lateral que pueda estar en uso mientras que los empleados estén limpiando (por ej., vaciando la máquina de lavar, vaciando el baño, etcétera);
- Tubería lateral que podrá tener obstrucciones que están causándola a contener agua (por ej., raíces, grasa, etcétera).

**5. ¿Qué hace el personal de la Ciudad, una vez informados de un inodoro burbujeante?**

Una vez notificado de un inodoro burbujeante, el líder de nuestros empleados le explica al cliente lo que ha ocurrido, y hace un chequeo para ver si hay una limpieza general en el patio del cliente que se pudiera abrir en el futuro durante la limpieza. El líder de personal luego toma apuntes y completa papeleo que pone a la dirección en la lista de notificación computarizada de la Ciudad. En el futuro, los empleados tomarán nota que hubo un tiempo en que esta dirección fue «burbujeada», y, antes de empezar la limpieza, ellos le avisarán al ocupante de la posibilidad de inodoros burbujeantes. En el evento que el ocupante no esté presente cuando la limpieza empiece, los empleados tratarán de abrir las limpiezas generales y/o rebajar la presión del agua para impedir la ocurrencia de burbujeo.

**6. ¿Qué puede hacer para impedir a mi inodoro de burbujeando?**

Cuando una alcantarilla empieza a desaguar lentamente, puede que sea un indicio que se necesita limpiar o reparar. Puede que los árboles y arbustos tengan estructuras de raíces que estén entrando a la tubería lateral. El dueño/la dueña de casa necesita asegurar de tener una limpieza general para acceder la línea. Es la responsabilidad del dueño/la dueña de mantener la tubería de alcantarilla lateral en buena condición operativa.

Siempre es buena idea de mantener la tapa del inodoro bajada cuando no esté el inodoro en uso, y no instalar alfombra en el cuarto de baño menos que esa se pueda quitar y limpiar. Para más información, por favor llame Superintendente de Aguas Residuales del número de teléfono (707) 764-5754.

Atentamente,  
La Ciudad de Rio Dell

**Sanitary Sewer Backup Response Packet  
First Responder Form**

**B-3  
Side A**

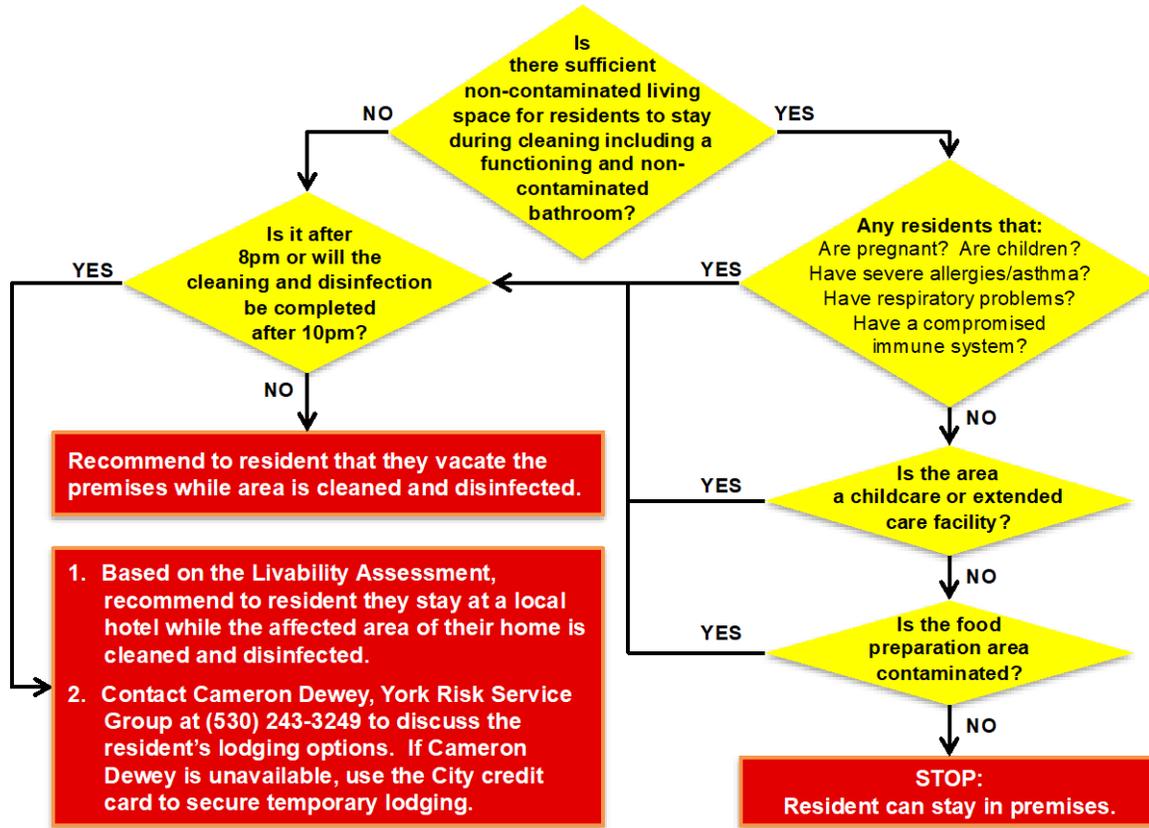
Fill out this form as completely as possible.  
Ask customer if you may enter the home. If so, take photos of all damaged and undamaged areas.

|  |  |   |
|--|--|---|
| PERSON COMPLETING THIS FORM:   |  | PHONE:  |
| Name: _____  |  | DATE:   |
| Title: _____   |  | TIME:   |
| TIME STAFF ARRIVED ON-SITE:  |  |   |
| DOES THE CUSTOMER WANT THE CITY TO CALL A CLEANING CONTRACTOR? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>IF NO, complete the Declination of Sewage Cleaning Services form. |  |   |
| DID CUSTOMER CALL CLEANING CONTRACTOR? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>If YES, name of contractor:   |  |   |
| RESIDENT NAME:<br><input type="checkbox"/> Owner<br><input type="checkbox"/> Renter  | IF RENT,<br>PROPERTY MANAGER(S):<br>OWNER:           |   |
| STREET ADDRESS:<br>CITY, STATE AND ZIP:<br>PHONE:  | STREET ADDRESS:<br>CITY, STATE AND ZIP:<br>PHONE:    |   |
| Is nearest upstream manhole visibly higher than the drain/fixture 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 Photographs or Videos Taken:<br><input type="checkbox"/> Photographs <input type="checkbox"/> Video   | Where are photos/video stored?                       |   |
| Does property have a Property Line Cleanout or BPD?  |  | <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Unknown |
| If yes, was the Property Line Cleanout/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?<br><i>If YES, please describe:</i>   |  | <input type="checkbox"/> YES <input type="checkbox"/> NO                                  |

**GO TO SIDE B**

**Sanitary Sewer Backup Response Packet  
First Responder Form**

**LIVABILITY ASSESSMENT**



**SANITARY SEWER LINE BLOCKAGE LOCATION**

**PLEASE CHECK THE BOXES THAT DESCRIBE YOUR OBSERVATIONS:**

|                                       |                                       |
|---------------------------------------|---------------------------------------|
| Customer Cleanout Was:                | Public Cleanout was:                  |
| <input type="checkbox"/> Non-Existent | <input type="checkbox"/> Non-Existent |
| <input type="checkbox"/> Full         | <input type="checkbox"/> Full         |
| <input type="checkbox"/> Empty        | <input type="checkbox"/> Empty        |

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

**On the diagram below, indicate the location of the sewer line and where the problem occurred.**



Did sewage go under buildings?  Yes  No  Unsure

Place completed form in Sewer Backup Envelope and follow routing instructions

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

| Customer Information |          |            |
|----------------------|----------|------------|
| NAME:                | ADDRESS: | TELEPHONE: |

|                     |                     |                                    |  |
|---------------------|---------------------|------------------------------------|--|
| <b>ON</b><br>(date) | <b>AT</b><br>(time) | <b>Approximately</b><br>(quantity) | <b>GALLONS OF:</b><br><input type="checkbox"/> Sewage <input type="checkbox"/> Grey Water <input type="checkbox"/> Toilet Bowl Water <input type="checkbox"/> Odor<br><input type="checkbox"/> Other (describe): |
|---------------------|---------------------|------------------------------------|--|

|  |  |
|--|--|
| <b>Overflowed from (or odor emanating from)</b><br><input type="checkbox"/> Toilet<br><input type="checkbox"/> Shower/Tub<br><input type="checkbox"/> Washer<br><input type="checkbox"/> Other (describe): | <b>The overflow affected the following areas (check one):</b><br><input type="checkbox"/> Bathroom <input type="checkbox"/> Bedroom<br><input type="checkbox"/> Hallway <input type="checkbox"/> Garage<br><input type="checkbox"/> Kitchen <input type="checkbox"/> Crawlspace<br><input type="checkbox"/> Other (specify): |
|--|--|

|  |  |
|--|--|
| <b>The overflow affected the following flooring:</b><br><input type="checkbox"/> Tile <input type="checkbox"/> Wood Flooring<br><input type="checkbox"/> Linoleum <input type="checkbox"/> Carpet<br><input type="checkbox"/> Other (specify): | <b>and/or additional materials:</b><br><input type="checkbox"/> Area Rugs <input type="checkbox"/> Towels<br><input type="checkbox"/> Clothing <input type="checkbox"/> Other (specify): |
|--|--|

**Were photos taken?:**  Yes     No    If yes, where are photos stored?

|                                |              |             |
|--------------------------------|--------------|-------------|
| <b>This Form Completed By:</b> | Name: _____  | Date: _____ |
| <b>(Write legibly)</b>         | Title: _____ | Time: _____ |

**CUSTOMER, please read the following and sign below:**  
 I/We acknowledge that City of Rio Dell (City) 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 City assistance, and that the City will not accept responsibility for work performed by persons other than those engaged by the City. The City 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>  | Date:      |        |
| The information above was explained to the customer by the following employee: | Name:      | Title: |
|  | Signature: | Date:  |

*\*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
- Wear 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 ¼ 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 services.
- Seek immediate attention if you become injured or ill.

**Sanitary Sewer Backup Response Packet  
Lodging Authorization Form**

**INSTRUCTIONS TO EMPLOYEE:**

1. Contact Cameron Dewey, York Risk Service Group at (530) 243-3249 to discuss the resident's lodging options. If Cameron Dewey is unavailable, use the City credit card to secure one night's lodging for the Resident.
2. Review this form with the customer and instruct them to read the Instructions to Resident section below.
3. Instruct the customer that this emergency authorization is for **LODGING ONLY – NO FOOD, MINIBAR, MOVIE, PHONE or Other Charges**.
4. Explain to customer that if circumstances require additional nights' lodging and other incidentals, the City Clerk will address them.
5. Have the customer sign the Acknowledgement section of this form.
6. Complete this Authorization Form and sign.
7. Give the bottom copy of this form to the customer.

**INSTRUCTIONS TO RESIDENT:** The City of Rio Dell recommends that you temporarily relocate to a local hotel for your safety and convenience while your residence is being cleaned. Please note that this emergency authorization is granted under the following conditions:

1. This authorization provides for one (1) nights' lodging at the hotel selected below.
2. The authorization is good for **room and tax ONLY**.
3. Additional nights, other allowances, and special circumstances may be discussed by contacting the City Clerk at (707) 764-3532.

**CUSTOMER ACKNOWLEDGEMENT:**

I/we have read and understood the terms and conditions governing this offer of temporary relocation and agree to abide by them as described above.

Customer Name (please print): \_\_\_\_\_

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

Phone # where customer may be reached: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Check here to decline this offer of temporary relocation. Customer Signature: \_\_\_\_\_

Good for one (1) night's stay on (date): \_\_\_\_\_ Number of affected residents: \_\_\_\_\_

City of Rio Dell Representative's Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

This voucher is valid at the following hotel:

**Sanitary Sewer Backup Response Packet**  
**Sanitary Sewer Overflow Report**

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

SSO 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
- Spill from Private Lateral (specify):  Single Family Home  Multi-Family Home  High Density Residential (5+ units)  
 Food Service Establishment (FSE)  Mixed Use Property  Industrial Property  Commercial Property  
 Public quasi-public institution (hospital, schools, fire department, etc.)

**IMMEDIATE NOTIFICATION:** If this is a Category 1 SSO  $\geq 1,000$  gallons, contact CalOES within 2 hours at (800) 852-7550. If this is or probably will be a Category 1 SSO less than 1,000 gallons immediately call Humboldt County Environmental Health at (707) 445-6215.

| A. SSO LOCATION         |                           |           |
|-------------------------|---------------------------|-----------|
| SSO Location Name:      |                           |           |
| Latitude Coordinates*:  | Longitude Coordinates:    |           |
| Street Name and Number: |                           |           |
| Nearest Cross Street:   | City:                     | Zip Code: |
| County:                 | SSO Location Description: |           |

| B. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)  |     |                |
|--|-----|----------------|
| SSO Appearance Point (check one or more): <input type="checkbox"/> Combined Sewer D.I. (Combined CS Only) <input type="checkbox"/> Force Main <input type="checkbox"/> Gravity<br><input type="checkbox"/> Mainline <input type="checkbox"/> Lateral Cleanout (Private) <input type="checkbox"/> Lateral Cleanout (Public) <input type="checkbox"/> Inside Building or Structure <input type="checkbox"/><br><input type="checkbox"/> Manhole <input type="checkbox"/> Pump Station<br><input type="checkbox"/> Lower Lateral (Private) <input type="checkbox"/> Lower Lateral (Public) <input type="checkbox"/> Upper Lateral (Private) <input type="checkbox"/> Upper Lateral (Public)<br><input type="checkbox"/> Other Sewer System Structure (specify): _____ |     |                |
| Were there multiple appearance points? <input type="checkbox"/> No <input type="checkbox"/> Yes, number of appearance points: _____  |     |                |
| Did the SSO reach a drainage channel and/or surface water? <input type="checkbox"/> Yes ( <i>Category 1</i> ) <input type="checkbox"/> No  |     |                |
| If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? <input type="checkbox"/> Yes <input type="checkbox"/> No ( <i>Category 1</i> )   |     |                |
| Was this spill from a private lateral? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of responsible party: _____   |     |                |
| Final Spill Destination*: <input type="checkbox"/> Ocean/ocean beach <input type="checkbox"/> Surface waters other than ocean <input type="checkbox"/> Drainage channel <input type="checkbox"/> Building/structure<br><input type="checkbox"/> Separate storm drain <input type="checkbox"/> Combined storm drain <input type="checkbox"/> Paved surface <input type="checkbox"/> Unpaved surface <input type="checkbox"/> Street/curb/gutter <input type="checkbox"/> Other: _____<br>*Provide name(s) of affected drainage channels, beach, etc.: _____   |     |                |
| Total Estimated SSO volume ( <i>in gallons – 1,000gal or more = Category 1</i> ):  |     | 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 |
| Calc. Method: <input type="checkbox"/> Eyeball <input type="checkbox"/> Photo Comparison <input type="checkbox"/> Upstream Lat. Connections <input type="checkbox"/> Area/Volume (include sketch/photo w/ dimensions)<br><input type="checkbox"/> Other (describe): _____  |     |                |

| C. SSO OCCURRING TIME (complete Start Time Determination Form and then complete information below) |                                  |
|--|----------------------------------|
| Estimated SSO start date:  | Estimated SSO start time:        |
| Date SSO reported to sewer crew:   | Time SSO reported to sewer crew: |
| Date sewer crew arrived:   | Time sewer crew arrived:         |
| Who was interviewed to help determine start time?  |                                  |
| Estimated SSO end date:  | Estimated SSO end time:          |

\* If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.  
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**Sanitary Sewer Backup Response Packet**  
**Sanitary Sewer Overflow Report**

**D. CAUSE OF SSO**

Where did failure occur? (Check all that apply):  Air Relief or Blow-Off Valve  Force Main  Gravity Mainline  Siphon  
 Lower Lateral (public)  Lower Lateral (private)  Manhole  Pump Station (specify):  Controls  Mechanical  Power  
 Upper Lateral (public)  Upper Lateral (private) Other:

SSO cause (check all that apply):  Air Relief or Blow-Off Valve Failure  Construction Diversion Failure  CS Maintenance  
 Damage by others  Debris (specify):  from Construction  from Lateral  General  Rags  Flow Exceeded Capacity

FROG (Fats, roots, oil, grease)  Inappropriate Discharge  Natural Disaster  Operator Error  Root Intrusion  
 Pipe Structural Problem/Failure  Pipe Structural Problem/Failure (Installation)  Rainfall Exceeded Design  
 Pump Station Failure (specify):  Controls  Mechanical  Power  Siphon Failure  Vandalism  
 Surcharged Pipe  Non - Dispersible Wipes  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

**E. SSO RESPONSE**

SSO response activities (check all that apply):  Cleaned-Up  Mitigated Effects of Spill  Contained All or Portion of Spill  
 Restored Flow  Returned All Spill to Sanitary Sewer System  Returned Portion of Spill to Sanitary Sewer System  
 Property Owner Notified  Other Enforcement Agency Notified (specify)  Other (specify):

SSO 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/beach closure posting/details:

Was there a beach closure?  Yes  No If yes, name of closed beach(es):

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)

- Add sewer to preventive maintenance program
- Adjust schedule/method of preventive maintenance
- Enforcement action against FROG source
- Inspect Sewer Using CCTV to Determine Cause
- Plan rehabilitation or replacement of sewer
- Repair Facilities or Replace Defect
- Other (specify):

What major equipment was used in the response?

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

**F. NOTES**

**G. NOTIFICATION DETAILS: Enter details if applicable**

CalOES contacted  
 Date and time: \_\_\_\_\_ Spoke to: \_\_\_\_\_ CalOES Control Number: \_\_\_\_\_

Humboldt County Environmental Health  
 Date and time: \_\_\_\_\_ Spoke to: \_\_\_\_\_

This form prepared by: NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

This form reviewed by: NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

**Sanitary Sewer Backup Response Packet  
Start Time Determination Form**

SSO Start Date: \_\_\_\_\_ Location: \_\_\_\_\_

Accurate start time determination is an essential part of SSO volume estimation. Depending on the flow rate, being even one minute off can have a huge impact on the volume estimation. Be as precise as possible. Do not round to quarter hour increments. Start time must be based on all available information (interviews with neighbors, emergency responders, etc.)

What time was the City notified of the SSO? \_\_\_\_\_  AM  PM

Who notified the City? \_\_\_\_\_

Did they indicate what time they noticed the SSO?  YES  NO If yes, what time? \_\_\_\_\_  AM  PM

Who at the City received the notification? \_\_\_\_\_

What time did the crew arrive at the site of the SSO? \_\_\_\_\_  AM  PM

Who was interviewed regarding the start time of the SSO? Include their name, contact information, and the statement they provided:

| Name  | Contact Information | Statement |
|-------|---------------------|-----------|
| _____ | _____               | _____     |
| _____ | _____               | _____     |
| _____ | _____               | _____     |
| _____ | _____               | _____     |

Describe in detail how you determined the start time for this particular SSO:

SSO Start Date: \_\_\_\_\_ SSO Start Time: \_\_\_\_\_  AM  PM

SSO End Date: \_\_\_\_\_ SSO End Time: \_\_\_\_\_  AM  PM

**SSO Duration:** \_\_\_\_\_ **minutes**

This form completed by:

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

Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Backup Response Packet  
Volume Estimation: Eyeball Estimation Method**

*Use this method only for small SSOs of less than 200 gallons.*

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

- STEP 1: Position yourself so that you have a vantage point where you can see the entire SSO.
- STEP 2: Imagine one or more buckets or barrels of water tipped over. Depending on the size of the SSO, select a bucket or barrel size as a frame of reference. It may be necessary to use more than one bucket/barrel size.
- STEP 3: Estimate how many of each size bucket or barrel it would take to make an equivalent spill. Enter those numbers in Column A of the row in the table below that corresponds to the bucket/barrel sizes you are using as a frame of reference.
- STEP 4: Multiply the number in Column A by the multiplier in Column B. Enter the result in Column C.

|                                    | A                      | B               | C                              |
|------------------------------------|------------------------|-----------------|--------------------------------|
| Size of bucket(s) or barrel(s)     | How many of this size? | Multiplier      | Estimated SSO Volume (gallons) |
| 1 gallon water jug                 |                        | x 1 gallons     |                                |
| 5 gallon bucket                    |                        | x 5 gallons     |                                |
| 32 gallon trash can                |                        | x 32 gallons    |                                |
| 55 gallon drum                     |                        | x 55 gallons    |                                |
| Other: _____ gallons               |                        | x _____ gallons |                                |
| <b>Estimated Total SSO Volume:</b> |                        |                 |                                |

STEP 5: Is rainfall a factor in the SSO?  Yes  No  
 If yes, what volume of the observed spill volume do you estimate is rainfall? \_\_\_\_\_ gallons  
 If yes, describe how you determined the amount of rainfall in the observed spill?

STEP 6: Calculate the estimated SSO volume by subtracting the rainfall from the SSO volume:  
 \_\_\_\_\_ gallons – \_\_\_\_\_ gallons = \_\_\_\_\_ gallons  
 Estimated SSO Volume                  Rainfall                  **Total Estimated SSO Volume**

Do you believe that this method has estimated the entire SSO?  Yes  No  
 If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:  
 Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Backup Response Packet**  
**Volume Estimation: Duration and Flow Rate Comparison Method**

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

STEP 1: Compare the SSO to reference images on Side 2 to estimate flow rate of the current overflow. Describe which reference photo(s) were used and any additional factors that influenced applying the reference photo data to the actual SSO:

Flow Rate Based on Photo Comparison: \_\_\_\_\_gallons per minute (gpm)

STEP 2: Complete the **Start Time Determination Form** to provide a detailed description of how start time was determined. Copy the SSO Duration from the Start Time Determination Form here:

SSO Duration: \_\_\_\_\_minutes

STEP 3: Multiply the flow rate by the SSO duration to calculate the estimated SSO volume.

$$\frac{\text{_____ gpm}}{\text{Flow Rate}} \times \frac{\text{_____ minutes}}{\text{SSO Duration}} = \frac{\text{_____ gallons}}{\text{Estimated SSO Volume}}$$

STEP 4: Did the SSO occur during a period of consistent flow in this portion of the system? Yes No

If no, explain how, based on this portion of the collection system and its users, you believe it may have impacted the estimated SSO volume:

By what percentage are you adjusting the estimation?  increase  decrease \_\_\_\_\_%

Translate the percentage into gallons: \_\_\_\_\_gallons

STEP 5: Calculate the adjusted SSO volume estimate:

$$\frac{\text{_____ gallons}}{\text{Estimated SSO Volume}} + \text{ or - } \frac{\text{_____ gallons}}{\text{Adjustment}} = \frac{\text{_____ gallons}}{\textbf{Estimated SSO volume}}$$

Do you believe that this method has estimated the entire SSO? Yes No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

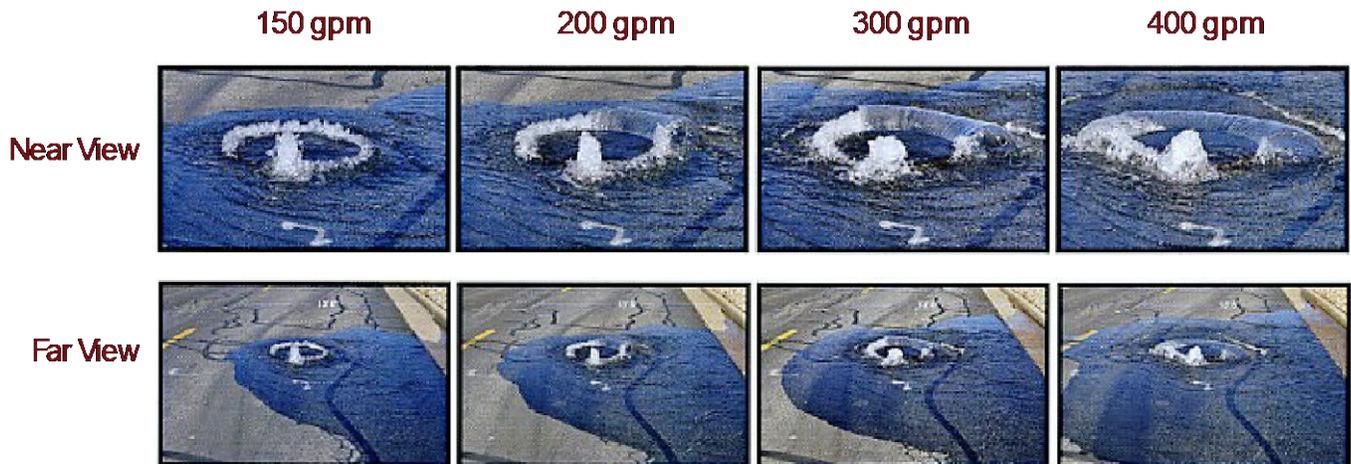
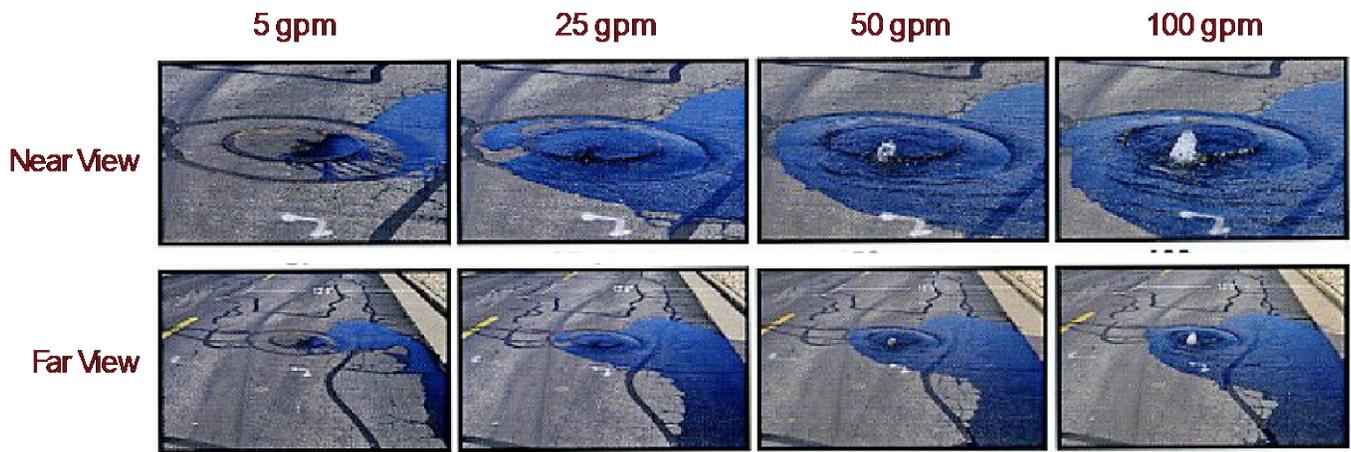
**Sanitary Sewer Backup Response Packet**  
**Volume Estimation: Duration and Flow Rate Comparison Method**

**IMPORTANT NOTE:**

These photographs are provided as examples only and will change with many factors.

**SSCSC Manhole Overflow Gauge**

**CWEA Southern Section Collections Systems Committee**  
**Overflow Simulation courtesy of Eastern Municipal Water District**



**Sanitary Sewer Backup Response Packet**  
**Volume Estimation: Upstream Lateral Connections Method**

**B-8c**

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

STEP 1: Determine the number of Equivalent Dwelling Units (EDUs) for this SSO: \_\_\_\_\_ EDUs  
 NOTE: A single-family residential home = 1 EDU. For commercial buildings, refer to agency documentation.

STEP 2: This volume estimation method utilizes daily usage data based on flow rate studies of several jurisdictions in California. Column A shows how an average daily of usage of 180 gallons per day is distributed during each 6-hour period. Adjust the table as necessary to accurately represent the actual data.

Complete Column E by entering the number of minutes the SSO was active during each 6-hour time period. Multiply column D times Column E to calculate the gallons spilled during each time period. Add the numbers in Column F together for the Total Estimated SSO Volume per EDU.

| Time Period                                | Flow Rate Per EDU  |                  |                                  |                                     | SSO                                  |  |
|--|--------------------|------------------|----------------------------------|-------------------------------------|--------------------------------------|--|
|  | A                  | B                | C                                | D                                   | E                                    | F  |
|  | Gallons per Period | Hours per period | $A \div B =$<br>Gallons per Hour | $C \div 60 =$<br>Gallons per Minute | Minutes SSO was active during period | $D \times E =$<br>Gallons spilled per period |
| 6am-noon                                   | 72                 | 6                | 12                               | 0.20                                |                                      |  |
| noon-6pm                                   | 36                 | 6                | 6                                | 0.10                                |                                      |  |
| 6pm-midnight                               | 54                 | 6                | 9                                | 0.15                                |                                      |  |
| midnight-6am                               | 18                 | 6                | 3                                | 0.05                                |                                      |  |
| <b>Total Estimated SSO Volume per EDU:</b> |                    |                  |                                  |                                     |                                      |  |

STEP 3: Multiply the Estimated SSO Volume per EDU from Step 2 by the number of EDUs from Step 1.  

$$\frac{\text{gallons}}{\text{Volume per EDU}} \times \frac{\text{\# of EDUs}}{\text{\# of EDUs}} = \frac{\text{gallons}}{\text{Estimated SSO Volume}}$$

STEP 4: Adjust SSO volume as necessary considering other factors, such as activity that would cause a fluctuating flow rate (doing laundry, taking showers, etc.). Explain rationale below and indicate adjusted SSO estimate (attach a separate page if necessary):

Estimated SSO Volume: \_\_\_\_\_ gallons

Do you believe that this method has estimated the entire SSO?  Yes  No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Backup Response Packet  
Lateral CCTV Report**

**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 #:   |                                     |
| WEATHER AT TIME OF CCTV WORK:   |   |                                     |
| 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:<br>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:<br>Depth:  |   | RECOMMENDED FOLLOW UP WORK ACTIONS: |
| <input type="checkbox"/> BPD – Describe:<br>Location:   |   |                                     |
| <input type="checkbox"/> Cleanout – Describe:<br>Location:  |   |                                     |
| <input type="checkbox"/> Joint/Junction – Describe:<br>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                                |

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

**Sanitary Sewer Backup Response Packet  
Claims Submittal Checklist**

**B-10**

## Wastewater Superintendent

**1. Complete the following information:**

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

**2. Copy the items listed below and retain originals for internal archiving purposes.**

**3. Place the copies in the Backup Response Envelope and forward to the City Clerk:**

- Form B-3: First Responder Form
- Form B-4: Declination of Sewage Cleaning Services
- Form B-5: Lodging Authorization Form
- Form B-6: Sanitary Sewer Overflow Report
- Form B-7: Start Time Determination Form
- Form B-8: Volume Estimation Forms (a, b and/or c)
- Form B-9: Lateral CCTV Report
- Form B-10: Claims Submittal Checklist (*this form*)
- All photos taken: Check here if digital photographs will be forwarded separately
- Any other information you feel is important in this claim

**4. Go to Regulatory Notifications Packet and make all appropriate notifications.**

**5. Complete Form BP-11: Collection System Failure Analysis**

## City Clerk or Designee

**1. Verify claims packet is complete.**

**2. Notify York Risk Services Group:**

Cameron Dewey, Unit Manager<sup>(SEP)</sup>  
York Risk Services Group<sup>(SEP)</sup>  
P.O. Box 619079<sup>(SEP)</sup>  
Roseville, CA 95661  
Telephone: (530) 243-3249  
Fax: (530) 255-9095  
Email: cameron.dewey@yorkrsg.com

**Sanitary Sewer Backup Response Packet**  
**Collection System Failure Analysis**

**To be completed by the Wastewater Superintendent**

|  |       |                     |      |
|--|-------|---------------------|------|
| Incident Report #  |       | Prepared By         |      |
| <b>SSO/Backup Information</b>  |       |                     |      |
| Event Date/Time  |       | Address             |      |
| Volume Spilled   |       | Volume Recovered    |      |
| Cause  |       |                     |      |
| <b>Summary of Historical SSOs/Backups/Service Calls/Other Problems</b> |       |                     |      |
| Date   | Cause | Date Last Cleaned   | Crew |
|  |       |                     |      |
|  |       |                     |      |
|  |       |                     |      |
| Records Reviewed By:   |       | Record Review Date: |      |
| <b>Summary of CCTV Information</b>                                     |       |                     |      |
| CCTV Inspection Date   |       | Tape Name/Number    |      |
| CCTV Tape Reviewed By  |       | CCTV Review Date    |      |
| Observations   |       |                     |      |

Go to Side B

**Sanitary Sewer Backup Response Packet  
Collection System Failure Analysis**

| <b>Recommendations</b> |   |                  |                     |                     |                             |
|------------------------|---|------------------|---------------------|---------------------|-----------------------------|
| ✓                      | Type                                      | Specific Actions | Who is Responsible? | Completion Deadline | Who Will Verify Completion? |
|                        | No Changes or Repairs Required            | n/a              | n/a                 | n/a                 | n/a                         |
|                        | Repair(s)                                 |                  |                     |                     |                             |
|                        | Construction                              |                  |                     |                     |                             |
|                        | Capital Improvement(s)                    |                  |                     |                     |                             |
|                        | Change(s) to Maintenance Procedures       |                  |                     |                     |                             |
|                        | Change(s) to Overflow Response Procedures |                  |                     |                     |                             |
|                        | Training                                  |                  |                     |                     |                             |
|                        | Misc.                                     |                  |                     |                     |                             |
| Comments/Notes:        |   |                  |                     |                     |                             |
| Review Date:           |   |                  |                     |                     |                             |

**City of Rio Dell CA**  
**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:**

Wastewater Superintendent at (707) 764-5754 or  
Cameron Dewey at York Risk Services Group at (530) 243-3249.

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

## **Paquete de Servicio de Atención al Cliente**

**Contenido:**

| <u>Formulario</u>                                     | <u>Número de formulario</u> |
|---|-----------------------------|
| Carta de Información al Cliente .....                 | CS-1                        |
| Formulario de Demanda .....                           | -2                          |
| Guía de Referencia para Derrame de Alcantarilla ..... | Folleto                     |

**Instrucciones:**

1. Repasé la Carta de Información al Cliente para determinar las acciones que se necesitan que llevar a cabo inmediatamente.
2. Lea la Carta de Información para el Cliente que explica como presentar una demanda.
3. Repasé el Folleto-Guía de Referencia para Derrame de Alcantarilla.

**Si usted tiene cualquier pregunta, llame:**

Superintendente de Aguas Residuales al (707) 764-5754 o  
Cameron Dewey en York Risk Services Group al (530) 243-3249

**Sanitary Sewer Backup Response Packet**  
**Customer Information Regarding Sewer Backup Claims**

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 City is investigating the cause of this incident.

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

The cleaning contractor provided by the City 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 City 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 Wastewater Superintendent at (707) 764-5754.

If you wish to submit a claim for damages, please contact the City Clerk at (707) 764-3532 for instructions on how to obtain a City Claim Form and to receive instructions on claims filing procedures. Completed Claims Forms are to be submitted to the City Clerk at 475 Hilltop Drive, Rio Dell CA 95562. Claims against the City must comply with the California Government Code Sec. 910-913.2.

---

**What you need to do now:**

---

The City 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. To obtain a claim form contact the City Clerk at 475 Hilltop Drive, Rio Dell CA 95562.
  - **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 City Clerk, Rio Dell, CA (*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.

**Paquete de Respuesta a Desbordamiento de Alcantarilla Sanitaria**  
**Información de Cliente Acerca de Demandas de Desbordamiento de Alcantarilla**

Estimado Residente:

Nosotros reconocemos que los incidentes de pueden ser estresante y requieren respuesta inmediata cuando los hechos acerca de cómo un incidente ocurrió son desconocidos. Tenga por seguro que nosotros hacemos todo lo que podemos hacer para impedir este tipo de evento de ocurrir. Sin embargo, de vez en cuando las raíces de los árboles u otra basura en las líneas de la alcantarilla causan un desbordamiento para dentro de hogares situados inmediatamente contracorriente del bloqueo. A este tiempo la Ciudad está investigando la causa de este incidente.

Si la Ciudad es encontrada ser responsable por el incidente, nosotros estaremos comprometidos a limpiar y restaurar su propiedad, y a proteger la salud de aquellos quienes fueron afectados durante el proceso de remedio.

El contratista de limpieza proveída de parte de la Ciudad ha sido escogido debido a su adherencia de establecer protocolos que son diseñados para asegurar a todos los partes con servicios de limpieza completos, económicos, y expeditivos. Usted también tiene el derecho to escoger su propio contratista de limpieza, pero la Ciudad no garantiza pago de tarifas/gastos incurridos y reserva el derecho de disputar las tarifas/gastos considerados no ser usuales o de costumbre.

Si usted desea discutir este asunto, por favor de ponerse en contacto con el Superintendente de Aguas Residuales por medio del número de teléfono (707) 764-5754.

Si usted desea presentar una demanda para daños y perjuicios, por favor póngase en contacto con la Secretaria Municipal al número (707) 764-3532 para instrucciones de cómo obtener un Formulario de la Ciudad para Demanda, y para recibir instrucciones acerca de los procedimientos para presentar demandas. Los Formularios de Demanda Completados serán sometidos a la Secretaria Municipal, situada en 475 Hilltop Drive, Rio Dell CA 95562. Las reclamas contra la Ciudad tienen que cumplir con la Sección 910-913.2 del Código del Gobierno del Estado de California.

---

### **Lo Que Usted Necesita Hacer Inmediatamente:**

---

La Ciudad ha preparado este juego de instrucciones breve para ayudarle a usted a minimizar el efecto de la pérdida por medio de respondiendo rápidamente a la situación.

- No intenta de limpiar el área usted mismo; permita que la compañía de limpieza y restauración maneje esto.
- Mantenga a las personas y a las mascotas lejos de la(s) área(s) afectada(s).
- Apagué todos los electrodomésticos que usan agua.
- Apagué todos los sistemas de calefacción y aire acondicionado.
- No remueva artículos del área—la compañía de limpieza y restauración manejará esto.
- Si usted ha tenido trabajo de plomería llevado a cabo recientemente, póngase en contacto con su plomero u contratista para avisarles de este incidente.
- Si usted tiene la intención de presentar una demanda, hágalo tan pronto como sea práctico para que se le considere su demanda. Para obtener un formulario de demanda, póngase en contacto con la Secretaria Municipal por medio del número de teléfono (707) 764-3532.
  - **Favor de Notar:** Las provisiones generales para presentar demandas contra entidades públicas están contenidas en la Parte 3 (empezando en la Sección 900) de la División 3.6 del Código de Gobierno. Ciertas demandas no son gobernadas por estas provisiones, incluyendo asuntos de impuestos y valoraciones, gravámenes, compensación de empleados, compensación de trabajadores, subsidio por incapacidad laboral, beneficios sociales, títulos valores, y otros.
  - La forma y el contenido de una demanda son especificados por la Sección 910 y subsiguientes. Una demanda relacionada a un derecho de acción por muerte o por lesión a persona u a propiedad privada, o cosechas en pie será presentada no más tarde que seis (6) meses después de acrecimiento de la causa de acción; otras demandas serán presentadas dentro de un (1) año (Sección 911.2).
  - Las demandas serán presentadas por medio de entrega o correo a la Secretaria Municipal, Rio Dell, CA 94519. (*Sección 915*).
  - Se recomienda que el demandante se refiera a las leyes de demandas y que sea completamente aconsejado con respecto a las excepciones y estipulaciones adicionales contenidas dentro de esas.

**Noticia Legal Importante:** Para su protección lea cuidadosamente, obtenga una traducción confiable, y/o consulte con su abogado.

**INSERT CLAIM FORM**

INSERT PAMPHLET

## City of Rio Dell

On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,  
we responded to a reported blockage of the  
sanitary sewer service to your property.

We discovered a blockage in:

- The City sanitary sewer and cleared the line
- Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your portion of the lateral you can look on the Internet or in the Yellow Pages of 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.

City of Rio Dell representative notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City of Rio Dell Representative: \_\_\_\_\_  
\_\_\_\_\_

**For questions or comments, please call  
City of Rio Dell  
(707) 764-3532**

## City of Rio Dell

On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,  
we responded to a reported blockage of the  
sanitary sewer service to your property.

We discovered a blockage in:

- The City sanitary sewer and cleared the line
- Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your portion of the lateral you can look on the Internet or in the Yellow Pages of 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.

City of Rio Dell representative notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City of Rio Dell Representative: \_\_\_\_\_  
\_\_\_\_\_

**For questions or comments, please call  
City of Rio Dell  
(707) 764-3532**

## **Appendix C**

### **SANITARY SEWER OVERFLOW RESPONSE PACKET**

**Sanitary Sewer Overflow Response Packet  
Table of Contents**

| <b><u>Form</u></b>                             | <b><u>Form Number</u></b> |
|--|---------------------------|
| Instructions and Chain of Custody .....        | envelope label            |
| Overflow Response Flowchart .....              | C-1                       |
| Sewer Overflow Report .....                    | -2                        |
| Start Time Determination Form .....            | -3                        |
| Volume Estimation Forms .....                  | -4a, -4b, -4c             |
| Lateral CCTV Report.....                       | -5                        |
| Collection System Failure Analysis Report..... | -6                        |
| Regulatory Notifications Packet                |                           |
| Instructions .....                             | envelope                  |
| Regulatory Reporting Guide .....               | A-1                       |
| Category 1 SSO Reporting Checklist .....       | -2a                       |
| Category 2 & 3 SSO Reporting Checklist .....   | -2b                       |
| Public Posting .....                           | n/a                       |
| Door Hanger.....                               | n/a                       |
| Pamphlet .....                                 | n/a                       |

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



- ☐ **If this is a Category 1 SSO greater than or equal to 1,000 gallons immediately** contact the Wastewater Superintendent at (707) 764-5754 (business hours) or (707) 407-8617 (after hours) to make the 2-hour notification to CalOES. If not available, contact the Water/Streets Superintendent at (707) 764-3541 (refer to City phone directory for after hours number).
- ☐ **If this is or probably will be a Category 1 SSO less than 1,000 gallons immediately** call Humboldt County Environmental Health at (707) 445-6215\*.
- ☐ **Check here if you believe that fats, roots, oils and/grease (FROG) caused or contributed to the SSO.**
- ☐ **For any media requests:** Contact the City Manager or designee at (707) 764-3532

\* "Any person who, without regard to intent or negligence, causes or permits any sewage or other waste, or the effluent of treated sewage or other waste to be discharged in or on any waters of the state, or discharged in or deposited where it is, or probably will be, discharged in or on any waters of the state, as soon as that person has knowledge of the discharge, shall immediately notify the local health officer or the director of environmental health of the discharge." CHSC 5411.5

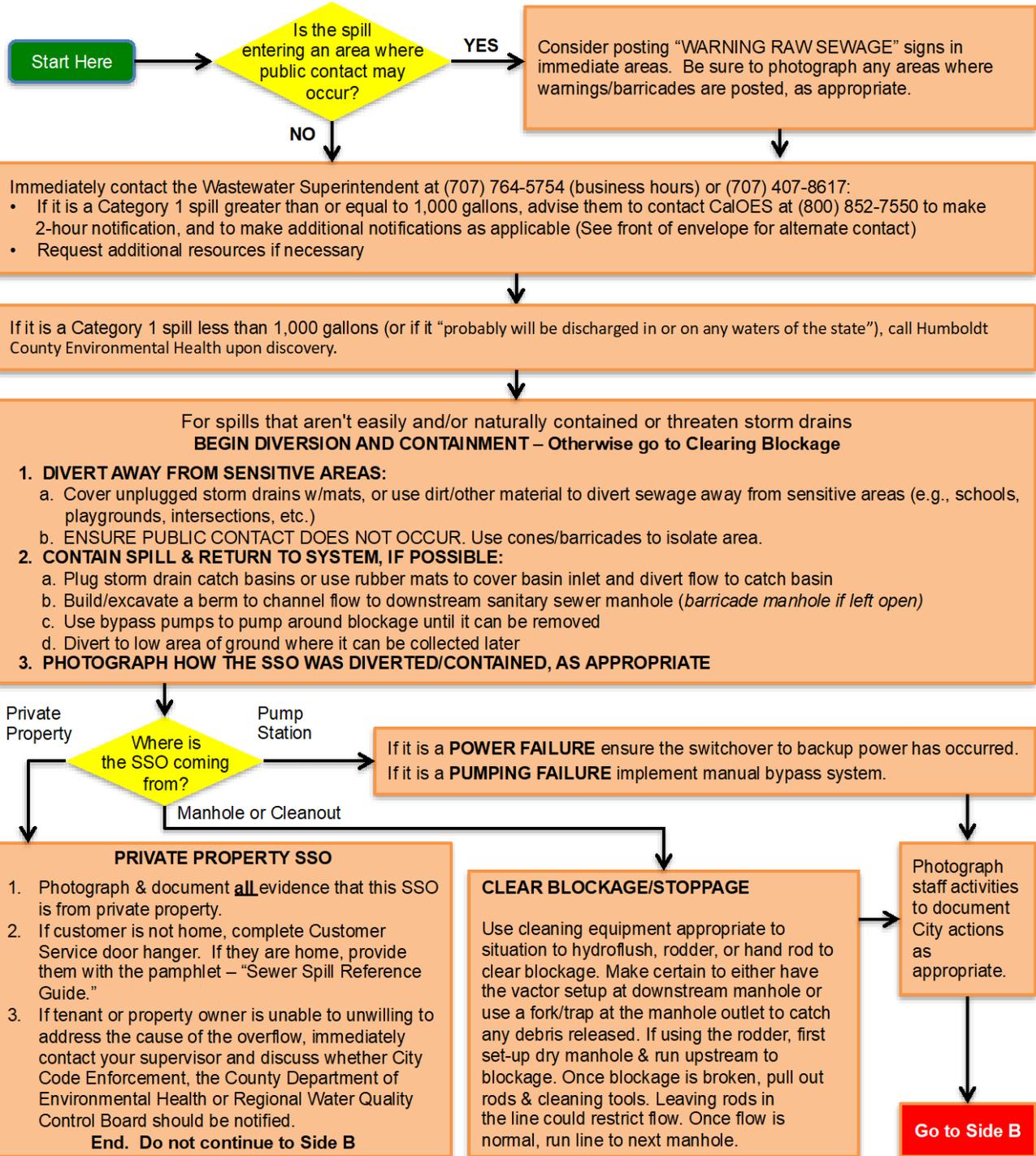
Don't forget photos!



|  |  |
|--|--|
| <p><b>Field Crew:</b></p> <ul style="list-style-type: none"> <li>☐ Follow the instructions on the Sewer Overflow Response Flowchart (C-1).</li> <li>☐ Refer to the Field Guide as necessary.</li> <li>☐ Place completed forms, camera (if applicable), and any additional notes/documentation in this envelope.</li> <li>☐ Complete the Chain of Custody record (right) and forward this packet to Wastewater Superintendent or designee.</li> </ul> | <p>Print Name: _____</p> <p>Initial: _____</p> <p>Date: _____</p> <p>Time: _____</p> |
|--|--|

|  |  |
|--|--|
| <p><b>Wastewater Superintendent or Designee:</b></p> <ul style="list-style-type: none"> <li>☐ Review the enclosed forms.</li> <li>☐ Complete the Regulatory Notifications Packet.</li> <li>☐ Complete the Chain of Custody Record (right) and file this completed Sewer Overflow Packet in accordance with City policy.</li> <li>☐ Debrief using the Collection System Failure Analysis Form.</li> </ul> | <p>Print Name: _____</p> <p>Initial: _____</p> <p>Date: _____</p> <p>Time: _____</p> |
|--|--|

**Sanitary Sewer Overflow Response Packet**  
**Overflow Response Flowchart**



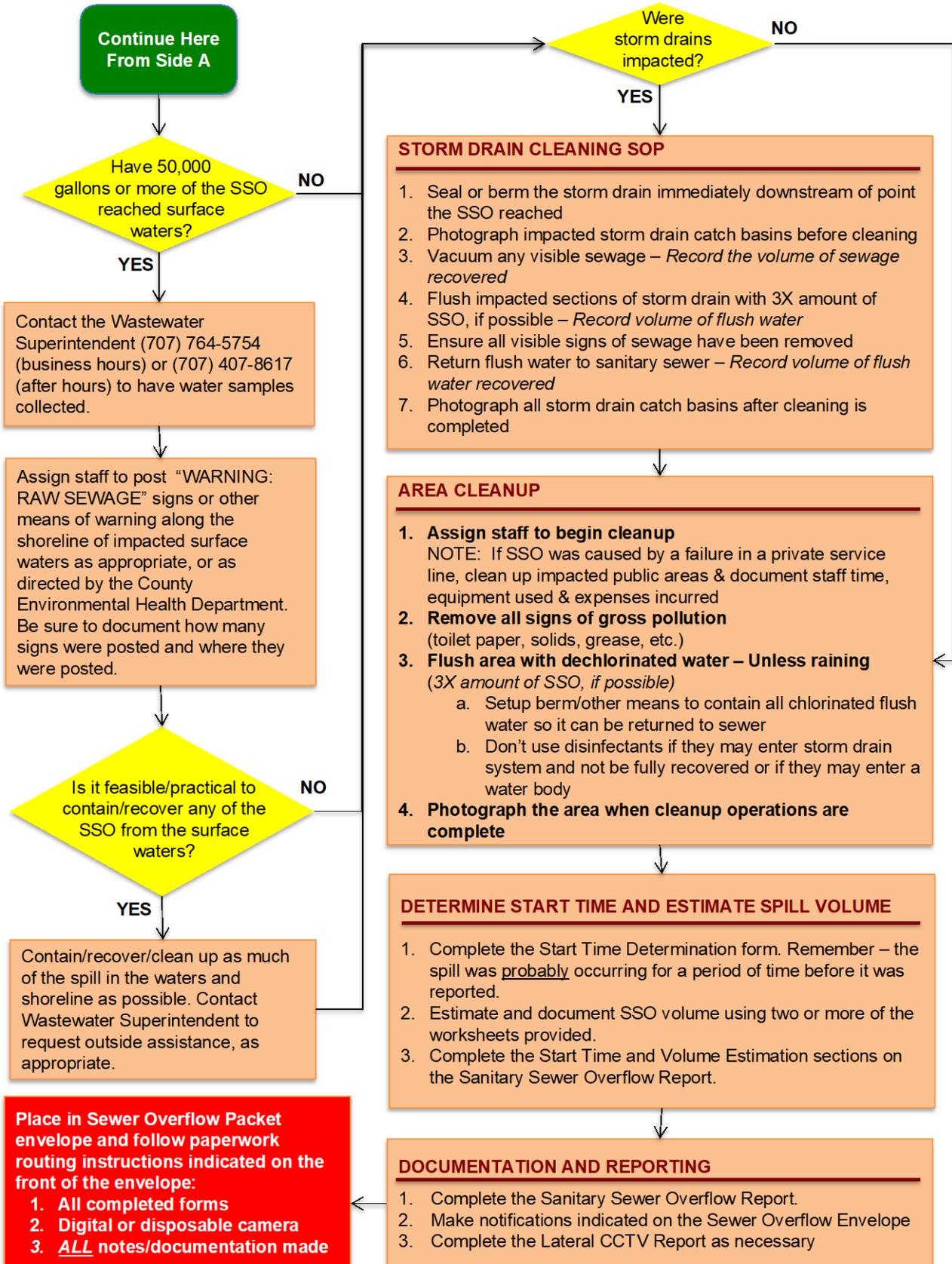
**MEDIA AND PUBLIC RELATIONS GUIDELINES:**

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,
- Providing incorrect facts about a company or other agency
- Speculating about the situation you are responding to
- Making accusations against customers, businesses or other agencies

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 Overflow Packet envelope.

**Sanitary Sewer Overflow Response Packet**  
**Overflow Response Flowchart**



**Sanitary Sewer Overflow Response Packet**  
**Sanitary Sewer Overflow Report**

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

SSO 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
  - Spill from Private Lateral (specify):  Single Family Home  Multi-Family Home  High Density Residential (5+ units)
  - Food Service Establishment (FSE)  Mixed Use Property  Industrial Property  Commercial Property
  - Public quasi-public institution (hospital, schools, fire department, etc.)

**IMMEDIATE NOTIFICATION:** If this is a Category 1 SSO  $\geq 1,000$  gallons, contact CalOES within 2 hours at (800) 852-7550. If this is or probably will be a Category 1 SSO less than 1,000 gallons immediately call Humboldt County Environmental Health at (707) 445-6215.

**A. SSO LOCATION**

|                         |                           |                        |
|-------------------------|---------------------------|------------------------|
| SSO Location Name:      |                           |                        |
| Latitude Coordinates*:  |                           | Longitude Coordinates: |
| Street Name and Number: |                           |                        |
| Nearest Cross Street:   | City:                     | Zip Code:              |
| County:                 | SSO Location Description: |                        |

**B. SSO DESCRIPTION (Complete Volume Estimation Worksheets and/or refer to Field Guide as needed for estimations.)**

|   |     |                |
|---|-----|----------------|
| SSO Appearance Point (check one or more): <input type="checkbox"/> Combined Sewer D.I. (Combined CS Only) <input type="checkbox"/> Force Main   |     |                |
| <input type="checkbox"/> Gravity Mainline <input type="checkbox"/> Lateral Cleanout (Private) <input type="checkbox"/> Lateral Cleanout (Public) <input type="checkbox"/> Inside Building or Structure <input type="checkbox"/> Manhole                       |     |                |
| <input type="checkbox"/> Pump Station <input type="checkbox"/> Lower Lateral (Private) <input type="checkbox"/> Lower Lateral (Public) <input type="checkbox"/> Upper Lateral (Private) <input type="checkbox"/> Upper Lateral (Public)                       |     |                |
| <input type="checkbox"/> Other Sewer System Structure (specify): _____  |     |                |
| Were there multiple appearance points? <input type="checkbox"/> No <input type="checkbox"/> Yes, number of appearance points: _____   |     |                |
| Did the SSO reach a drainage channel and/or surface water? <input type="checkbox"/> Yes (Category 1) <input type="checkbox"/> No  |     |                |
| If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? <input type="checkbox"/> Yes <input type="checkbox"/> No (Category 1)   |     |                |
| Was this spill from a private lateral? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, name of responsible party: _____  |     |                |
| Final Spill Destination*: <input type="checkbox"/> Ocean/ocean beach <input type="checkbox"/> Surface waters other than ocean <input type="checkbox"/> Drainage channel <input type="checkbox"/> Building/structure   |     |                |
| <input type="checkbox"/> Separate storm drain <input type="checkbox"/> Combined storm drain <input type="checkbox"/> Paved surface <input type="checkbox"/> Unpaved surface <input type="checkbox"/> Street/curb/gutter <input type="checkbox"/> Other: _____ |     |                |
| *Provide name(s) of affected drainage channels, beach, etc.: _____  |     |                |
| Total Estimated SSO volume (in gallons – 1,000gal or more = Category 1):  |     | 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 |
| Calc. Method: <input type="checkbox"/> Eyeball <input type="checkbox"/> Photo Comparison <input type="checkbox"/> Upstream Lat. Connections <input type="checkbox"/> Area/Volume (include sketch/photo w/ dimensions)   |     |                |
| <input type="checkbox"/> Other (describe): _____  |     |                |

**C. SSO OCCURRING TIME (Complete Start Time Determination Form and then complete information below.)**

|   |                                  |
|---|----------------------------------|
| Estimated SSO start date:                         | Estimated SSO start time:        |
| Date SSO reported to sewer crew:                  | Time SSO reported to sewer crew: |
| Date sewer crew arrived:                          | Time sewer crew arrived:         |
| Who was interviewed to help determine start time? |                                  |
| Estimated SSO end date:                           | Estimated SSO end time:          |

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

**Sanitary Sewer Overflow Response Packet**  
**Sanitary Sewer Overflow Report**

**D. CAUSE OF SSO**

Where did failure occur? (Check all that apply):  Air Relief or Blow-Off Valve  Force Main  Gravity Mainline  Siphon  
 Lower Lateral (public)  Lower Lateral (private)  Manhole  Pump Station (specify):  Controls  Mechanical  Power  
 Upper Lateral (public)  Upper Lateral (private) Other:

SSO cause (check all that apply):  Air Relief or Blow-Off Valve Failure  Construction Diversion Failure  CS Maintenance  
 Damage by others  Debris (specify):  From Construction  From Lateral  General  Rags  Flow Exceeded Capacity  
 FROG (Fats, roots, oil, grease)  Inappropriate Discharge  Natural Disaster  Operator Error  Root Intrusion  
 Pipe Structural Problem/Failure  Pipe Structural Problem/Failure (Installation)  Rainfall Exceeded Design  
 Pump Station Failure (specify):  Controls  Mechanical  Power  Siphon Failure  Vandalism  
 Surcharged Pipe  Non - Dispersible Wipes  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

**E. SSO RESPONSE**

SSO response activities (check all that apply):  Cleaned-Up  Mitigated Effects of Spill  Contained All or Portion of Spill  
 Restored Flow  Returned All Spill to Sanitary Sewer System  Returned Portion of Spill to Sanitary Sewer System  
 Property Owner Notified  Other Enforcement Agency Notified (specify)  Other (specify):

SSO 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/beach closure posting/details:

Was there a beach closure?  Yes  No If yes, name of closed beach(es):

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)

- Add sewer to preventive maintenance program
- Adjust schedule/method of preventive maintenance
- Enforcement action against FROG source
- Inspect Sewer Using CCTV to Determine Cause
- Plan rehabilitation or replacement of sewer
- Repair Facilities or Replace Defect
- Other (specify) \_\_\_\_\_

What major equipment was used in the response?

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

**F. NOTES**

**G. NOTIFICATION DETAILS: Enter details if applicable**

CalOES contacted  
 Date and time: \_\_\_\_\_ Spoke to: \_\_\_\_\_ CalOES Control Number: \_\_\_\_\_

Humboldt County Environmental Health  
 Date and time: \_\_\_\_\_ Spoke to: \_\_\_\_\_

This form prepared by: NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

This form reviewed by: NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

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

Sanitary Sewer Overflow Response Packet  
Start Time Determination Form

SSO Start Date: \_\_\_\_\_ Location: \_\_\_\_\_

Accurate start time determination is an essential part of SSO volume estimation. Depending on the flow rate, being even one minute off can have a huge impact on the volume estimation. Be as precise as possible. Do not round to quarter hour increments. Start time must be based on all available information (interviews with neighbors, emergency responders, etc.)

What time was the City notified of the SSO? \_\_\_\_\_  AM  PM

Who notified the City? \_\_\_\_\_

Did they indicate what time they noticed the SSO?  YES  NO If yes, what time? \_\_\_\_\_  AM  PM

Who at the City received the notification? \_\_\_\_\_

What time did the crew arrive at the site of the SSO? \_\_\_\_\_  AM  PM

Who was interviewed regarding the start time of the SSO? Include their name, contact information, and the statement they provided:

| Name | Contact Information | Statement |
|------|---------------------|-----------|
|      |                     |           |
|      |                     |           |
|      |                     |           |
|      |                     |           |
|      |                     |           |

Describe in detail how you determined the start time for this particular SSO:

SSO Start Date: \_\_\_\_\_ SSO Start Time: \_\_\_\_\_  AM  PM

SSO End Date: \_\_\_\_\_ SSO End Time: \_\_\_\_\_  AM  PM

**SSO Duration:** \_\_\_\_\_ **minutes**

This form completed by:

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

Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Overflow Response Packet  
Volume Estimation: Eyeball Estimation Method**

*Use this method only for small SSOs of less than 200 gallons.*

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

STEP 1: Position yourself so that you have a vantage point where you can see the entire SSO.

STEP 2: Imagine one or more buckets or barrels of water tipped over. Depending on the size of the SSO, select a bucket or barrel size as a frame of reference. It may be necessary to use more than one bucket/barrel size.

STEP 3: Estimate how many of each size bucket or barrel it would take to make an equivalent spill. Enter those numbers in Column A of the row in the table below that corresponds to the bucket/barrel sizes you are using as a frame of reference.

STEP 4: Multiply the number in Column A by the multiplier in Column B. Enter the result in Column C.

|                                    | A                      | B               | C                              |
|------------------------------------|------------------------|-----------------|--------------------------------|
| Size of bucket(s) or barrel(s)     | How many of this size? | Multiplier      | Estimated SSO Volume (gallons) |
| 1 gallon water jug                 |                        | x 1 gallons     |                                |
| 5 gallon bucket                    |                        | x 5 gallons     |                                |
| 32 gallon trash can                |                        | x 32 gallons    |                                |
| 55 gallon drum                     |                        | x 55 gallons    |                                |
| Other: _____ gallons               |                        | x _____ gallons |                                |
| <b>Estimated Total SSO Volume:</b> |                        |                 |                                |

STEP 5: Is rainfall a factor in the SSO?  Yes  No

If yes, what volume of the observed spill volume do you estimate is rainfall? \_\_\_\_\_ gallons  
If yes, describe how you determined the amount of rainfall in the observed spill?

STEP 6: Calculate the estimated SSO volume by subtracting the rainfall from the SSO volume:

\_\_\_\_\_ gallons – \_\_\_\_\_ gallons = \_\_\_\_\_ gallons  
 Estimated SSO Volume                  Rainfall                  **Total Estimated SSO Volume**

Do you believe that this method has estimated the entire SSO?  Yes  No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Overflow Response Packet**  
**Volume Estimation: Duration and Flow Rate Comparison Method**

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

STEP 1: Compare the SSO to reference images on Side 2 to estimate flow rate of the current overflow. Describe which reference photo(s) were used and any additional factors that influenced applying the reference photo data to the actual SSO:

Flow Rate Based on Photo Comparison: \_\_\_\_\_gallons per minute (gpm)

STEP 2: Complete the **Start Time Determination Form** to provide a detailed description of how start time was determined. Copy the SSO Duration from the Start Time Determination Form here:

SSO Duration: \_\_\_\_\_minutes

STEP 3: Multiply the flow rate by the SSO duration to calculate the estimated SSO volume.

$$\frac{\text{_____ gpm}}{\text{Flow Rate}} \times \frac{\text{_____ minutes}}{\text{SSO Duration}} = \frac{\text{_____ gallons}}{\text{Estimated SSO Volume}}$$

STEP 4: Did the SSO occur during a period of consistent flow in this portion of the system? Yes No

If no, explain how, based on this portion of the collection system and its users, you believe it may have impacted the estimated SSO volume:

By what percentage are you adjusting the estimation?  increase  decrease \_\_\_\_\_%

Translate the percentage into gallons: \_\_\_\_\_gallons

STEP 5: Calculate the adjusted SSO volume estimate:

$$\frac{\text{_____ gallons}}{\text{Estimated SSO Volume}} + \text{ or - } \frac{\text{_____ gallons}}{\text{Adjustment}} = \frac{\text{_____ gallons}}{\text{Estimated SSO volume}}$$

Do you believe that this method has estimated the entire SSO? Yes No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

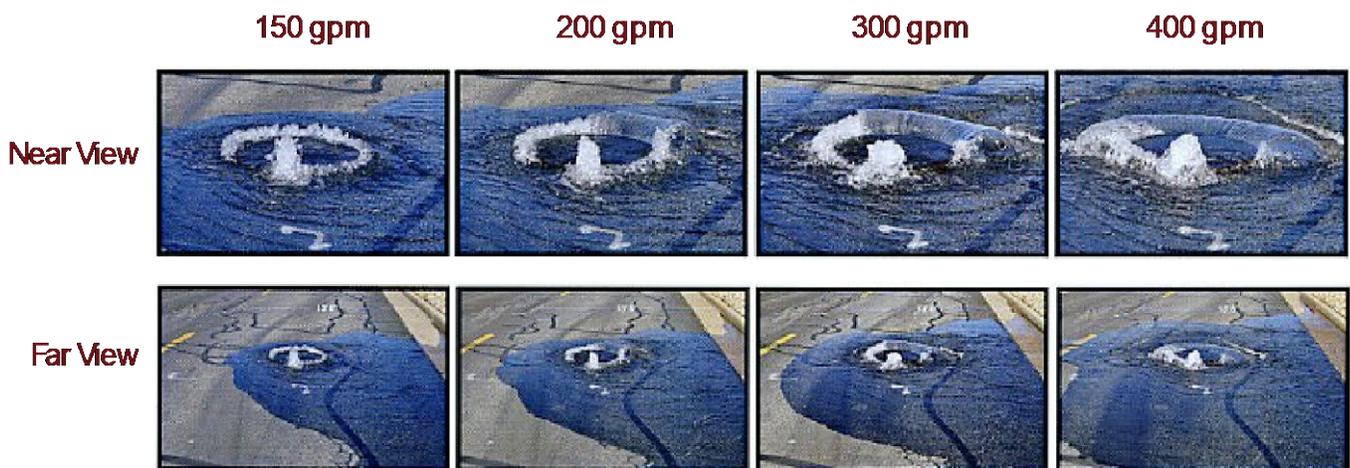
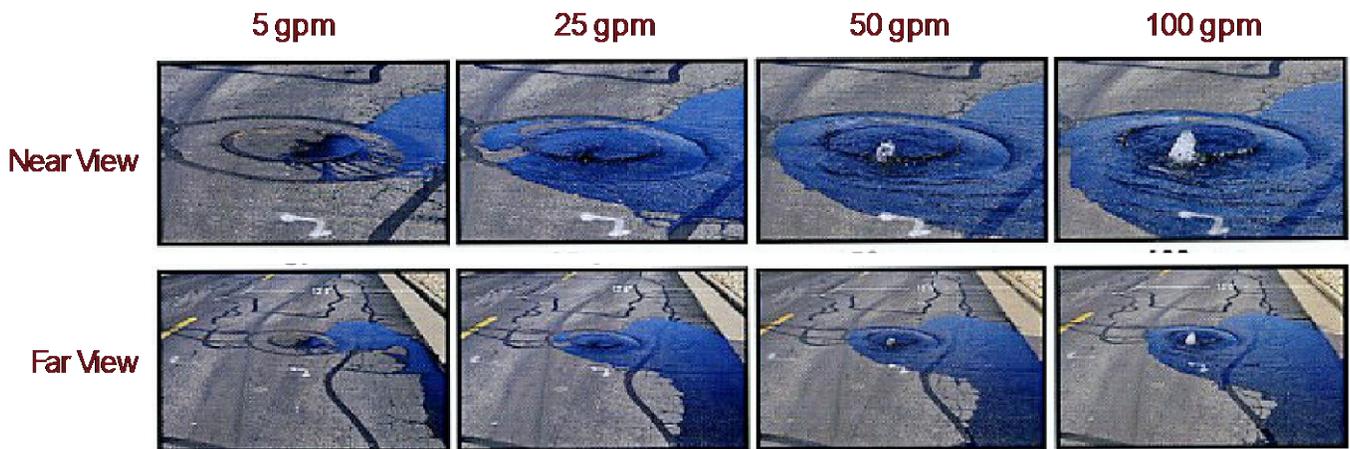
**Sanitary Sewer Overflow Response Packet**  
**Volume Estimation: Duration and Flow Rate Comparison Method**

**IMPORTANT NOTE:**

These photographs are provided as examples only and will change with many factors.

**SSCSC Manhole Overflow Gauge**

**CWEA Southern Section Collections Systems Committee**  
**Overflow Simulation courtesy of Eastern Municipal Water District**



**Sanitary Sewer Overflow Response Packet  
Volume Estimation: Upstream Lateral Connections Method**

SSO Date: \_\_\_\_\_ Location: \_\_\_\_\_

STEP 1: Determine the number of Equivalent Dwelling Units (EDUs) for this SSO: \_\_\_\_\_ EDUs  
NOTE: A single-family residential home = 1 EDU. For commercial buildings, refer to agency documentation.

STEP 2: This volume estimation method utilizes daily usage data based on flow rate studies of several jurisdictions in California. Column A shows how an average daily of usage of 180 gallons per day is distributed during each 6-hour period. Adjust the table as necessary to accurately represent the actual data.

Complete Column E by entering the number of minutes the SSO was active during each 6-hour time period. Multiply column D times Column E to calculate the gallons spilled during each time period. Add the numbers in Column F together for the Total Estimated SSO Volume per EDU.

| Time Period                                | Flow Rate Per EDU  |                  |                          |                             | SSO                                  |                                    |
|--|--------------------|------------------|--------------------------|-----------------------------|--------------------------------------|------------------------------------|
|  | A                  | B                | C                        | D                           | E                                    | F                                  |
|  | Gallons per Period | Hours per period | A ÷ B = Gallons per Hour | C ÷ 60 = Gallons per Minute | Minutes SSO was active during period | D × E = Gallons spilled per period |
| 6am-noon                                   | 72                 | 6                | 12                       | 0.20                        |                                      |                                    |
| noon-6pm                                   | 36                 | 6                | 6                        | 0.10                        |                                      |                                    |
| 6pm-midnight                               | 54                 | 6                | 9                        | 0.15                        |                                      |                                    |
| midnight-6am                               | 18                 | 6                | 3                        | 0.05                        |                                      |                                    |
| <b>Total Estimated SSO Volume per EDU:</b> |                    |                  |                          |                             |                                      |                                    |

STEP 3: Multiply the Estimated SSO Volume per EDU from Step 2 by the number of EDUs from Step 1.  

$$\frac{\text{gallons}}{\text{Volume per EDU}} \times \text{\# of EDUs} = \frac{\text{gallons}}{\text{Estimated SSO Volume}}$$

STEP 4: Adjust SSO volume as necessary considering other factors, such as activity that would cause a fluctuating flow rate (doing laundry, taking showers, etc.). Explain rationale below and indicate adjusted SSO estimate (attach a separate page if necessary):

Estimated SSO Volume: \_\_\_\_\_ gallons

Do you believe that this method has estimated the entire SSO?  Yes  No

If no, you MUST use additional methods to estimate the entire SSO. If yes, it is advisable to use additional methods to support the estimation. Explain why you believe this method has/has not estimated the entire SSO:

This worksheet completed by:

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Sanitary Sewer Overflow Response Packet  
Lateral CCTV Report**

**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 #:   |                                     |
| WEATHER AT TIME OF CCTV WORK:   |   |                                     |
| 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:<br>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:<br>Depth:  |   | RECOMMENDED FOLLOW UP WORK ACTIONS: |
| <input type="checkbox"/> BPD – Describe:<br>Location:   |   |                                     |
| <input type="checkbox"/> Cleanout – Describe:<br>Location:  |   |                                     |
| <input type="checkbox"/> Joint/Junction – Describe:<br>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                                |

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

**Sanitary Sewer Overflow Response Packet  
Collection System Failure Analysis**

**To be completed by the Wastewater Superintendent**

|  |       |                     |      |
|--|-------|---------------------|------|
| Incident Report #  |       | Prepared By         |      |
| <b>SSO/Backup Information</b>  |       |                     |      |
| Event Date/Time  |       | Address             |      |
| Volume Spilled   |       | Volume Recovered    |      |
| Cause  |       |                     |      |
| <b>Summary of Historical SSOs/Backups/Service Calls/Other Problems</b> |       |                     |      |
| Date   | Cause | Date Last Cleaned   | Crew |
|  |       |                     |      |
|  |       |                     |      |
|  |       |                     |      |
| Records Reviewed By:   |       | Record Review Date: |      |
| <b>Summary of CCTV Information</b>                                     |       |                     |      |
| CCTV Inspection Date   |       | Tape Name/Number    |      |
| CCTV Tape Reviewed By  |       | CCTV Review Date    |      |
| Observations   |       |                     |      |

Go to Side B

**Sanitary Sewer Overflow Response Packet  
Collection System Failure Analysis**

| <b>Recommendations</b> |   |                  |                     |                     |                             |
|------------------------|---|------------------|---------------------|---------------------|-----------------------------|
| ✓                      | Type                                      | Specific Actions | Who is Responsible? | Completion Deadline | Who Will Verify Completion? |
|                        | No Changes or Repairs Required            | n/a              | n/a                 | n/a                 | n/a                         |
|                        | Repair(s)                                 |                  |                     |                     |                             |
|                        | Construction                              |                  |                     |                     |                             |
|                        | Capital Improvement(s)                    |                  |                     |                     |                             |
|                        | Change(s) to Maintenance Procedures       |                  |                     |                     |                             |
|                        | Change(s) to Overflow Response Procedures |                  |                     |                     |                             |
|                        | Training                                  |                  |                     |                     |                             |
|                        | Misc.                                     |                  |                     |                     |                             |
| Comments/Notes:        |   |                  |                     |                     |                             |
| Review Date:           |   |                  |                     |                     |                             |

Overflow Emergency Response Plan  
Public Posting

# DANGER

**RAW SEWAGE • AVOID CONTACT**



# PELIGRO

**AGUA CONTAMINADA • EVITE TODO CONTACTO**

**City of Rio Dell  
(707) 764-3532**

**City of Rio Dell**

On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,  
we responded to a reported blockage of the  
sanitary sewer service to your property.

We discovered a blockage in:

- The City sanitary sewer and cleared the line
- Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your portion of the lateral you can look on the Internet or in the Yellow Pages of 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.

City of Rio Dell representative notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City of Rio Dell Representative: \_\_\_\_\_  
\_\_\_\_\_

**For questions or comments, please call  
City of Rio Dell  
(707) 764-3532**

**City of Rio Dell**

On (date) \_\_\_\_\_, at (location) \_\_\_\_\_,  
we responded to a reported blockage of the  
sanitary sewer service to your property.

We discovered a blockage in:

- The City sanitary sewer and cleared the line
- Your sanitary sewer lateral, which is your responsibility to maintain.

If you require assistance to clear your portion of the lateral you can look on the Internet or in the Yellow Pages of 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.

City of Rio Dell representative notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City of Rio Dell Representative: \_\_\_\_\_  
\_\_\_\_\_

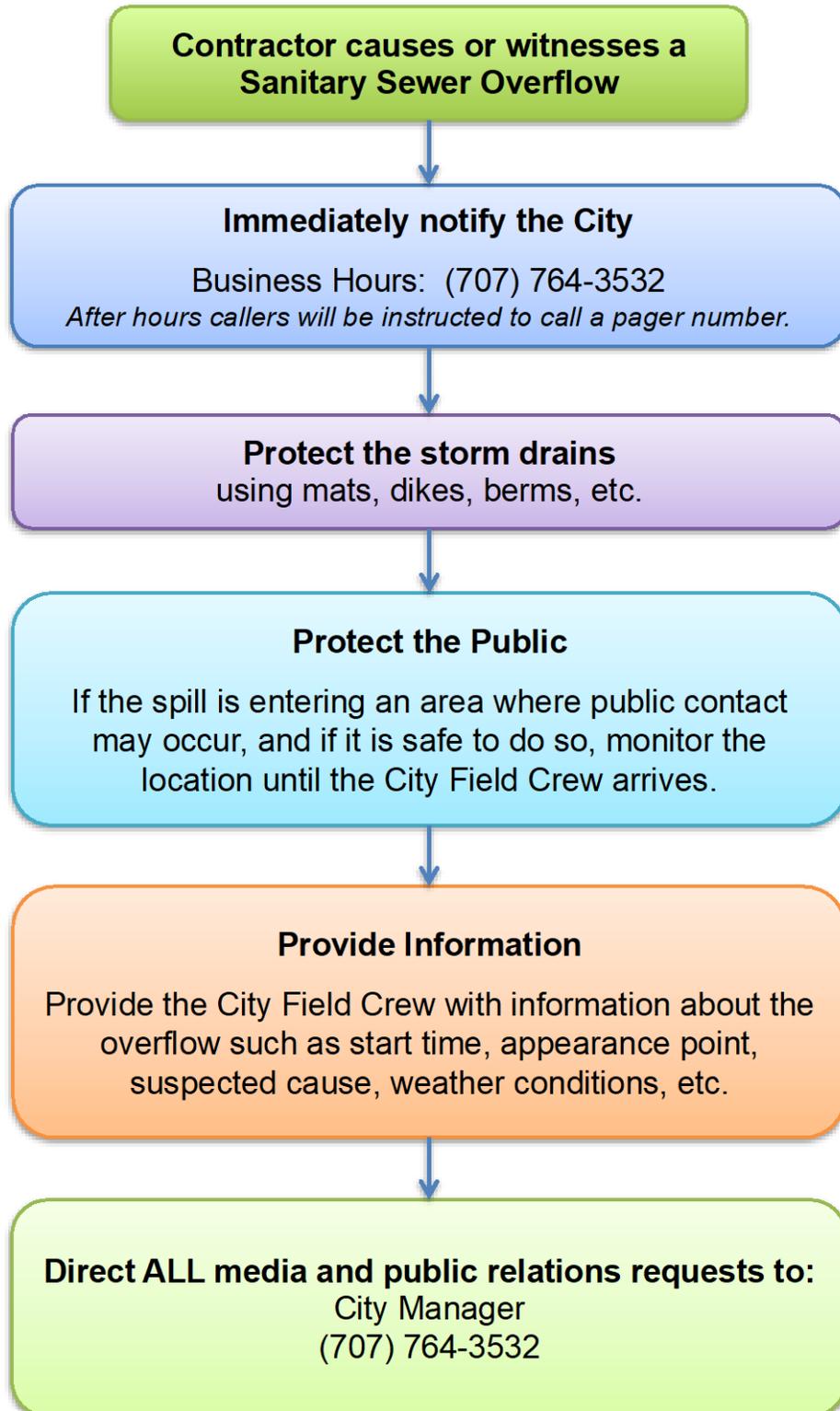
**For questions or comments, please call  
City of Rio Dell  
(707) 764-3532**

INSERT PAMPHLET

**Appendix D**  
**CONTRACTOR ORIENTATION**

**CONTRACTOR ORIENTATION**

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, or by unusually high flow volume.

### 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 (707) 764-3532, 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 the City Clerk at (707) 764-3532 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:



**City of  
Rio Dell**

(707) 764-3532

City of Rio Dell

475 Hilltop Drive  
Rio Dell CA 95562

[www.riodellcity.com](http://www.riodellcity.com)

**Appendix E**  
**WATER QUALITY MONITORING PLAN**

October 2022

CITY OF RIO DELL

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# **Sanitary Sewer Overflow Water Quality Monitoring Plan**

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# A PROJECT MANAGEMENT

## A.1 PROJECT ORGANIZATION

This monitoring program will be conducted under the direction of the City of Rio Dell (the City) with guidance provided by Larry Walker Associates (LWA). North Coast Laboratories, Ltd. (NCL) will serve as the primary laboratory, but alternatives might be used due to logistics and timing. The Project Contact list is provided in **Table 1**.

**Table 1. Project Contact List**

| Name                 | Role                       | Agency/Company           | Phone Number          | Email                        |
|----------------------|----------------------------|--------------------------|-----------------------|------------------------------|
| Derek Taylor         | Monitoring Coordinator     | City of Rio Dell         | 707.764.5764          | taylord@cityofriodell.ca.gov |
| Andres Lopez         | Field Crew                 | City of Rio Dell         | 707.764.5754          | lopeza@cityofriodell.ca.gov  |
| Roxanne Golich-Moore | Laboratory Project Manager | North Coast Laboratories | 707.822.4649 ext. 101 | tech@northcoastlabs.com      |

## A.2 BACKGROUND

In 2006, the State Water Resources Control Board (State Water Board) adopted Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS WDRs), Order No. 2006-0003-DWQ. The Monitoring and Reporting Program (MRP) established monitoring, record keeping, reporting, and public notification requirements. On September 9, 2013, Order No. WQ 2013-0058-EXEC became effective that clarified and expanded requirements of the original MRP and defined new sanitary sewer overflow (SSO) categories. The SSO definitions, as well as the notification, monitoring, and technical reporting requirements are shown in **Figure 1**.

This monitoring plan addresses water quality monitoring requirements for Category 1 SSOs that are greater than or equal to 50,000 gallons. As defined by Order No. WQ 2013-0058-EXEC, the following elements must be included in an SSO Water Quality Monitoring Plan to comply with subsection D.7(v) of the SSS WDRs:

1. 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. Water quality monitoring analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Procedures for proper maintenance and calibration of monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program and documentation of maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Water quality sampling within 48 hours of the City becoming aware of the SSO, for, at a minimum, the following constituents:
  - a. Ammonia
  - b. *E. Coli*

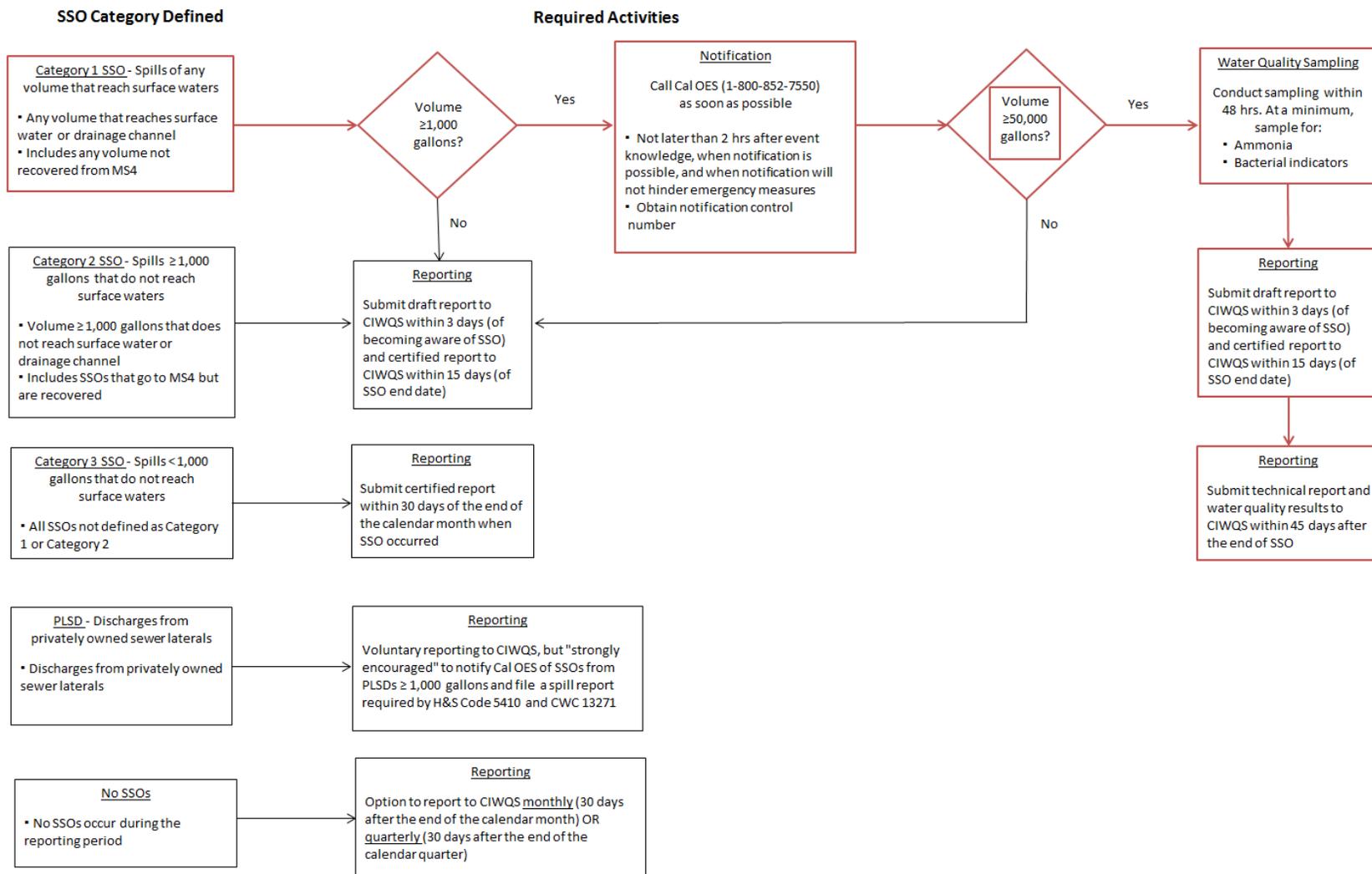


Figure 1. SSO Action Flow Chart (Based on Order No. WQ 2013-0058-EXEC)

## B DATA GENERATION AND ACQUISITION

### B.1 SAMPLING PROCESS DESIGN

#### B.1.1 Sampling Event Timing

The Monitoring Coordinator will determine when the field crew will be mobilized to sample the receiving water. Sampling must be conducted within 48 hours after initial Category 1 SSO and spill volume notification. The monitoring coordinator will target daylight sampling within the first 24 hours of the SSO notification, but sample timing may be shifted due to safety and logistical issues.

Sampling will not be conducted if there are any concerns regarding field crew safety. These concerns may include heavy rain events, which compromise access points through flooding and swift currents. Thunderstorms will also be avoided when lightning is occurring. Sampling will only be conducted if there are at least two members of the field crew team available.

#### B.1.2 Monitoring Site Locations

Upon notice of a Category 1 SSO, the Monitoring Coordinator will determine where the field crew will sample. The Monitoring Coordinator will be responsible for determining the sampling locations. At a minimum, sampling will occur where the SSO enters the surface water body, 100 feet upstream of the entry point, and at least one point downstream of the entry point. The downstream location(s) will be determined from visual monitoring and estimated spill travel time (see Section B.3.1). The Monitoring Coordinator will provide a detailed description of potential monitoring site locations to the Field Crew.

Upon arrival at the monitoring sites, the Field Crew will determine the best locations to sample by assessing the hydrology of the receiving water and any safety precautions. The Field Crew should look for locations where the receiving water can easily be entered or sampled mid-channel by a grab pole. Once the sampling site location is selected, but before sampling starts, the Field Crew will record the latitude and longitude of the sampling location into the Field Form (**APPENDIX A**).

### B.2 EQUIPMENT PREPARATION

The Field Crew shall maintain a sampling kit with the necessary supplies to conduct a monitoring event. **Table 2** lists the equipment and supplies that will be included in the sampling kit.

**Table 2. Monitoring Equipment List**

---

|   |
|---|
| Storm Kit                                   |
| Spare batteries for field meter (6)         |
| Spare sample labels                         |
| Pencils (2) and waterproof pens/markers (2) |
| Diagonal clippers                           |
| Electrical tape                             |
| Cable ties (assorted sizes)                 |
| Utility knife                               |
| Zip-lock baggies (assorted sizes)           |
| Powder-free nitrile gloves                  |
| Rubber bands, heavy duty                    |
| Camera                                      |

- Duct tape
- GPS Device
- Camera
- SSO Water Quality Monitoring Plan
- Log books/ Field forms
- Chain-of-custody forms
- New sample bottles
- Intermediate containers
- Flow meters
- Coolers and ice
- Cellular phone
- Any necessary safety gear
- Grab pole
- Umbrella
- Paper towels
- Trash bags

**B.2.1 Sampling Containers**

The Field Crew will maintain a supply of sampling bottles for at least 4 events. The Field Crew will order bottles directly from the laboratory and will reorder bottles if they are unused for six months. **Table 3** includes the required bottle types, sample volumes, and preservatives for ammonia and total coliform samples.

**Table 3. Constituents to be Analyzed, Sample Volume Required, and Sample Type**

| Constituent                | Optimum Vol. (L) | Min. Vol. (L) | Collection Method | Bottle Type           | Preservation                           | Analytical Lab |
|----------------------------|------------------|---------------|-------------------|-----------------------|--|----------------|
| Ammonia (NH <sub>3</sub> ) | 0.500            | 0.100         | Direct Fill       | 500mL Plastic         | H <sub>2</sub> SO <sub>4</sub> , <6° C | NCL            |
| <i>E. Coli</i>             | 0.100            | 0.100         | Direct Fill       | 100mL Sterile Plastic | <6° C                                  | NCL            |

**B.2.2 Field Meter Calibration**

All field meters will be properly calibrated and maintained by the Field Crew. Calibrations will be performed according to the methods and frequency recommended by the equipment manufacturer. When calibrating the instruments, the Field Crew will document all pertinent information in a Calibration Log (**APPENDIX B**) and keep it with the rest of the project documentation.

**B.3 WATER QUALITY MONITORING**

The Field Crew will be responsible for the following tasks upon arrival at the monitoring location:

1. Determine best sampling locations and record latitude and longitude readings for the upstream, SSO entry point, and downstream sampling sites.
2. Calculate spill travel time at the downstream monitoring site.

3. Collect water quality samples in the following order: first at the SSO entry point, second at the downstream site(s), and third at the upstream monitoring site.
4. Complete all field forms and prepare the samples for delivery to the laboratory.

The following sections outline the necessary steps the Field Crew must take when performing the above actions.

### **B.3.1 Spill Travel Time**

When the Field Crew arrives at the downstream monitoring site, they will estimate spill travel time by calculating travel time within enclosed storm drains (distance traveled/initial spill rate) and within open surface waters. Travel time within the open surface waters can be determined two different ways depending on the accessibility and safety of the monitoring site.

#### **B.3.1.1 Velocity Probe**

Using a velocity probe is the preferred method of spill travel time calculation, but it requires extra safety precautions, since the Field Crew will have to wade and cross the surface water body.

1. The Field Crew must first ensure that the receiving water body is flowing at a safe rate and its span can be crossed by wading.
2. One Field Crew member will be responsible for using the velocity probe and the other will stand on the shore and record the readings.
3. The Field Crew member with the velocity probe will enter the surface water at the shore and begin to take a velocity measurement, roughly six inches below the surface. The Field Crew member will wait for the reading to stabilize before reporting the value to the recording Field Crew member.
4. The Field Crew member will then move the velocity probe two feet further into the surface water body and make another measurement. This will continue until the entire span of the receiving water body has been measured.
5. The Field Crew will not cross into any unsafe portions of the receiving water body and will note on the Field Form if the measurements are only for a portion of the channel.

#### **B.3.1.2 Visual Velocity Estimation**

If the receiving water body is unsafe to enter, the velocity can be measured by observing floating debris.

1. The Field Crew members will stand on the edge of the channel, 30 feet apart.
2. The Field Crew member standing upstream will indicate when a large piece of debris passes their point. At this time the Field Crew member standing downstream will start timing.
3. Once the same piece of debris passes the downstream Field Crew member, they will stop timing and calculating the velocity (ft/sec) by dividing 30 feet by the number of seconds it took for the debris to travel that length.

If there isn't any large debris floating in the surface water, the upstream Field Crew member can use a nearby stick or other buoyant object.

### **B.3.2 Sample Collection Methods**

Sample collection methods will vary depending on the surface water and the safety of the Field Crew. Clean, powder-free, nitrile gloves will be worn for all bottle handling. The direct fill sample collection method is the preferred sampling method, since it does not use an intermediate container. In cases where the direct fill method cannot be used due to accessibility or safety an intermediate bottle and a grab pole can be used.

#### ***B.3.2.1 Direct Fill Sample Collection***

The direct fill sample collection method will be used in cases where the surface water can be entered safely by the Field Crew. Field Crew will wear waders and ensure that the water level and velocity of the surface water are low enough to provide a safe entry and sampling environment.

Ammonia and bacteriological sample bottles will be filled by direct submersion to approximately mid-depth as follows.

1. Wade to approximately the area of the water body with the highest flow rate and face upstream. This will most likely be midstream, but can be in a different portion of the stream, depending on the hydrology.
2. Submerge the sample bottle with its cap on to approximately mid-depth at a location of significant flow (avoid stagnant water). Hold the bottle upright under the surface while it is still capped.
3. Open the lid carefully just a little to let water run in. Fill the bottle and screw the cap tightly while the bottle is still underneath the surface.
4. Remove bottle from stream and place on ice.

#### ***B.3.2.2 Intermediate Container Sample Collection***

If the flow, water level and/or access point are deemed unsafe then an intermediate bottle attached to a grab pole will be used for sample collection. A clean, new intermediate bottle will be used for each sampling event and sampling site.

Ammonia and bacteriological sample bottles will be filled by intermediate container sample collection as follows:

1. Attach the intermediate bottle to an expandable pole using tape or cable ties and remove lid.
2. Submerge the intermediate bottle, attached to expandable pole, to approximately mid-depth at a location of significant flow (avoid stagnant water).
3. Remove bottle from water and empty contents. Repeat this twice more.
4. Once the intermediate bottle is properly rinsed, return it to approximately mid-depth at a location of significant flow (avoid stagnant water).
5. Using the intermediate bottle, fill the bacteriological sample container and then the ammonia bottle. Ensure that neither bottle overflows and that the preservative stays in the sample container.
6. After bottle fills, replace bottle lid, remove bottle from pole, and place on ice.

**B.4 SAMPLE HANDLING AND CUSTODY**

The Field Crew will ensure that all samples are collected and submitted to their respective labs by the maximum hold times listed in Table 4. If timing or logistics prevent a hold time being met, the Field Crew will contact the Monitoring Coordinator.

**Table 4. Constituent Hold Times and Analytical Methods**

| Constituent                | Analytical Method <sup>1</sup> | Maximum Hold Times | Analytical Lab |
|----------------------------|--------------------------------|--------------------|----------------|
| Ammonia (NH <sub>3</sub> ) | SM 4500-NH3-G                  | 28 days            | NCL            |
| <i>E. Coli</i>             | SM 9223 B                      | 8 hours            | NCL            |

**B.4.1 Sample Bottle Labels**

The Field Crew will label all sample bottles with a waterproof label, which will contain the agency name, sample collection date, analyte, analysis method, station number and name, and Field Crew names. The analytes and analysis methods are shown in Table 4 and the station identification protocols are shown in Table 5.

**Table 5. Site Names for Sample Handling**

| Station Number      | Station Name                              |
|---------------------|---|
| US-001              | Surface Water Upstream                    |
| ENTRY               | Surface Water Point of Entry              |
| DS-001              | Surface Water Downstream 1                |
| DS-XXX <sup>1</sup> | Surface Water Downstream XXX <sup>1</sup> |

<sup>1</sup> Additional downstream monitoring sites will be labeled in sequential order starting from the SSO surface water point of entry.

Example sample bottle label:

**Direct Fill Sample Bottle Label**

|  |
|--|
| City of Rio Dell                       |
| Station Number - _____                 |
| Analyte – Analysis Method _____        |
| Date & Time: _____ Collected by: _____ |

**B.4.2 Transport**

All samples will be kept on ice from the time of collection to the time of receipt by laboratory personnel. It is imperative that all samples be analyzed within maximum holding times (see Table 4). Samples will be shipped/delivered as specified in Table 6.

**Table 6. Analytical Laboratories**

| Analytical Laboratory  | Analysis              | Shipping Method |
|--|-----------------------|-----------------|
| <b>North Coast Laboratories</b><br>Attn. Roxanne Golic-Moore<br>5680 West End Road<br>Arcata, CA 95521<br>707.822.4649 | Ammonia and bacterial | Delivered       |

**B.4.3 Chain of Custody Form**

Chain-of-Custody (CoC) forms will be filled out by the Field Crew for all samples submitted to the laboratories. CoCs will contain the following information:

- Sampler name
- Address (where the results will be sent)
- To whom the laboratory results are being sent
- Sample collection date and time
- Sample location
- Analysis method requested
- Sample container type and number
- Comments/special instructions
- Samples relinquished by (signature, print name, date)
- Samples received by (signature, print name, date)

An electronic data deliverable will be requested for all sample reports. Example lab specific CoCs are included in **APPENDIX C**.

**C REPORTING**

A Category 1 SSO in which 50,000 gallons or greater are spilled to a surface water requires multiple stages of notification and reporting. The City will adhere to the required timeline outlined in **Table 7**, which begins when the City becomes aware of an SSO. The specific requirements for notification and reporting are specified by Order No. WQ-2013-0058-EXEC and detailed in the City’s Sanitary Sewer Management Plan.

**Table 7. Notification and Reporting Timeline**

| Time Period                | Requirement  |
|----------------------------|--|
| <2 Hours                   | Notification to CalOES                                   |
| Within Three Business Days | Draft Category 1 SSO Report to CIWQS                     |
| Within 15 Calendar Days    | Certified Category 1 SSO Report to CIWQS                 |
| Within 45 Calendar Days    | SSO Technical Report with water quality results to CIWQS |

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**APPENDIX B**

**City of Rio Dell Ordinance 190**

ORDINANCE NO. 190

AN ORDINANCE BY THE CITY COUNCIL OF THE CITY OF RIO DELL REPEALING ORDINANCES NO'S 29, 31, 37, 40, 51, 52, 74, 76, 114, 133, 148, 149, 154 AND 156 AND ANY OTHER ORDINANCE IN CONFLICT HEREWITH AS RELATES TO THE RIO DELL SANITARY SEWER SYSTEM.

The City Council of the City of Rio Dell does herewith ordain as follows;

This Ordinance shall be the governing rules and regulations in all matters pertaining to the Rio Dell Sanitary Sewer System and operations and shall be known as the "SEWER" Ordinance.

ARTICLE 1. IN GENERAL

SECTION 1. DEFINITIONS.

For the purposes of this chapter, the following words and phrases shall have the meanings respectively ascribed to them by this section;

APPLICANT: shall mean an owner of property who applies for Sanitary Sewer Service to such property (hereinafter referred to as sewer).

CONSUMER: shall mean any person to whom the City supplies Sewer Service under a contract, either expressed or implied, to make payment therefor.

COST: shall include labor, material, transportation, expense, supervision engineering and other necessary overhead expense.

DEPARTMENT: shall mean the Sewer Department of the City.

EXTENSION: shall mean Sewer main extension, or system of collection lateral.

LEGAL OR EQUITABLE OWNER: shall mean any owner of record, mortgage, trustee or contract purchaser of real property.

MAIN: shall mean a Sewer main in the sewer collection system of the City without regard to sizing.

COUNCIL: shall mean the City Council or the City Manager acting under authority of the City Council.

DEPARTMENT HEAD: shall mean the Director of Public Works of the City.

SERVICE CONNECTION OR LATERALS: shall be understood to designate the laying of pipes from the main to the property line inclusively.

SECTION 2. DEPARTMENT RULES AND REGULATIONS: MODIFYING RATES ETC.

The Council reserves the right and power to, from time to time to adopt rules and regulations for the operation and maintenance of the Sewer Department of the City, and for furnishing Sewer service, and may likewise establish and modify the rates, charges and penalties established and imposed by this ordinance, and may from time to time prescribe rules for the extension of Sewer collection within and beyond the boundaries of the City.

SECTION 3. SETTLEMENT OF DISPUTES BETWEEN CONSUMER AND CITY.

If a dispute shall arise between any Sewer customer and the City concerning Sewer service or the amount of sewer billed to such consumer, the dispute may be settled subject to the approval of the council by the City Manager. The final decision and settlement of any such dispute shall be recorded in the minutes of the council. The provisions and procedures provided for in this section are permissive only and shall in no way affect the other provisions of this Ordinance.

ARTICLE II. CONNECTIONS, INSTALLATION OF SERVICE ETC.

SECTION 4. Domestic sewage consisting essentially of human waste, may be passed into the sewers without screening. Industrial waste must be examined prior to discharge into the City sewer system by the Director of Public Works and if he deems it necessary, such wastes must be given preliminary treatments and be screened prior to their discharge into the City Sewer System. The type of treatment and screening shall be subject to the Director of Public Works sole discretion.

No person shall suffer or permit any premises belonging to or occupied by or under his control, any cellar, vault, cesspool, privy, sewer or private drain thereon, to become foul or offensive and detrimental to the health or public comfort.

SECTION 5. No person owning, occupying or having under his control any premises, shall connect their vault, cesspool, privy, sewer or private drain, with any waterway, watercourse or ditch in the City.

SECTION 6. DISTANCE OF SEWER OR GAS SERVICE FROM WATER SERVICE.

No ditch, water pipe, gas pipe or any other service shall be installed or maintained nearer than two feet in any direction to any sewer service pipe or main.

SECTION 7. REPAIRS TO SEWER LINES BY THE CITY.

The City, shall at its own expense, make all repairs necessary to sewer pipe lines connecting with mains. The City shall make no repair or do any work whatsoever on the sewer pipe line beyond the connection to private property.

SECTION 8. SHUTTING OFF WATER.

The City reserves the right to shut off the water supply to any premises at any time, for the purpose of making sewer line repairs, extensions or other necessary purposes or for any infraction of this ordinance or any overdue payment or delinquency of payment of any City utility service billing.

SECTION 9. RIGHT OF ENTRY OF CITY EMPLOYEES FOR PURPOSE OF MAKING INSPECTIONS.

Any authorized employee of the City shall have reasonable access to any premises with sewer service for the purpose of making inspections of the sewer system upon such premises. Any person who, as owner or occupant of any premises, refuses admittance to, or hinders or prevents inspection by an authorized employee of the City, after service of notice of intention shall have all water shut off to the said premises.

SECTION 10. TURNING WATER OFF OR ON IN EMERGENCY (Rendering Sewer Service In-Operateable)

The City shall have the right in an emergency, to turn the water off or on without notice, but it shall be the duty of the water department to make reasonable effort to notify all consumers that the water is to be turned off or on.

SECTION 11. UNLAWFUL USE, INJURY, ETC., OF EQUIPMENT, ETC.

It shall be unlawful for any person to open any manhole or to interfere in any manner with any street sewer service, connection or any service pipe connected with main's or to tap any sewer service pipe, without paying the established costs therefore after having made written application therefore as provided by this chapter or in any way to trespass upon the public property of the sewer department, without written permission first being obtained from the Director of Public Works.

SECTION 12. APPLICATION FOR SERVICE - FORM.

Before any Sewer Service will be supplied by the City to any person which requires a connection or reconnection to the City owned mains any real property, the owner of the property shall make a written application from such service and service connection, upon a form provided by the City. Such form shall be substantially as shown in Exhibit "A" attached hereto and by reference incorporated herein.

SECTION 13. FEEES FOR NEW SEWER SERVICE CONNECTIONSS.

There shall be a new service connection fee of \$950.00 required for each individual dwelling, residence, building, or separate service to any multiple use consumer on any parcel or parcels under the same ownership. This fee is levied in addition to any actual costs by the City to provide the new service and shall be received into the sewer fund for purposes of operational expenditures.

SECTION 14. CHARGES FOR INSTALLING SEWER SERVICES.

There shall be a charge set apart from any other charge or fee for actual costs to the City for the installation of any sewer mains or system laterals to any private property or other consumer, provided further that such a charge shall be a minimum of \$200.00 or actual costs, whichever is higher. Sizes, locations and connection methods shall be at the sole discretion of the Public Works Director.

B 1,150.00 total

SECTION 15. INSTALLATIONS AND CONNECTIONS OUTSIDE CITY LIMITS.

Notwithstanding any other sections, the connection fees and installation charges for outside the City limits shall be 150 percent of those same fees and charges for inside the City limits.

SECTION 16. RECONNECTION FEES.

There shall be herewith established a reconnection fee for use when abandoned services are requested to be reactivated, or when a service has been disconnected because of failure to pay City utility bills, and are delinquent or for other reasons such as vandalism of City owned property, system piping, etc. (refer to Section 25 of this ordinance). The reconnection fee shall be two hundred dollars (\$200.00) plus the actual costs involved in the reconnection as will be billed by the Director of Public Works (refer definitions of "COST" in Section 1 of this ordinance and provisions of Section 25 of this ordinance).

SECTION 17. PREREQUISITIES TO MULTIPLE SERVICE CONNECTIONS.

No sewer shall be served to two or more parcels of property separately owned through a common service pipe. When more than one occupancy is placed on the same parcel of property and each is conducting a separately established residence of business, a separate sewer line shall be required and installed for each occupancy.

Where there is a pre-existing multiple use sewer service, the City shall establish additional accounts and charges for each additional commercial, professional, dwelling, or living units situated upon the premises not served by an individual sewer.

SECTION 18. USE OF SEWER BY CONTRACTORS AND OTHER PERSONS IN CONSTRUCTION WORK

Contractors or any person desiring to use the sewer system in construction work where disposal must be made other than through a permanent sewer; in each and every case must make written application for and obtain a written permit for the same from the sewer department before connecting with any main, and shall make the deposit required by the sewer department. Such permit shall be exhibited upon the work for which it has been issued during the full time the sewer is being used pursuant to such permit.

SECTION 19. SUPPLYING TO OTHER THAN OCCUPANT OF PREMISES.

It shall be unlawful for any person to provide sewer service to any other person other than the occupants of the premises of such consumer as provided through an approved collection system.

SECTION 20. CONSUMERS TO ACCEPT SERVICE CONDITIONS.

All applicants for service connections or sewer service shall be required to accept such conditions of service as are provided by the system at the location of the proposed service connection and to hold the department harmless from all damages arising from conditions or interruptions of service not expressly caused by the Sewer System.

SECTION 21.

It shall be unlawful to maintain or use any residence, place of business or other building or place where persons reside, congregate, or are employed which is not provided with means for the disposal of sewage, either by flush toilet connected with a sewage system approved by the City of Rio Dell City Engineer, or when it is judged permissible by the County Health Officer, a septic tank which meets the requirements of construction and maintenance as required by the said County Health Department.

It shall be unlawful for any person to construct or maintain any privy, cesspool, septic tank, sewage treatment works, sewer pipes or conduits, or other pipes or conduits for the treatment or discharge of sewage or impure waters or any matter of substance offensive, injurious or dangerous to health whereby they shall do any of the following;

(a) Overflow any lands whatever;

(b) Empty, flow, seep, drain into or affect any springs, streams, river, lakes or other waters within the City of Rio Dell, provided however, in with respect to existing septic tanks, sewage treatment works, sewer pipes or conduits or other pipes or conduits for the treatment or discharge of sewage or impure waters, it would be impossible to comply with the provisions of this section of this ordinance, the County Health Officer shall have the power by special permit to allow such variations from the provisions contained in this section as will prevent unnecessary hardship or injustice and at the same time most nearly accomplish the general purpose and intent hereof.

It shall be unlawful for any person, firm or corporation to construct, build, or rebuild any place of residence or other building or place where persons congregate, reside or are employed which is not to be connected to an approved public sanitary sewer without first submitting plans of the means of sewage disposal to the City Engineer and obtaining a permit therefore as herein provided. Such plans shall include the plot plan of the premises with sufficient elevations, the size and type of septic tank, and a plan of the absorption field, giving all dimensions and other pertinent information. No sewage disposal installation shall be made without inspection. A copy of each inspection report shall be filed with the Health Officer.

## SECTION 22. BUILDING SEWERS, LATERALS, AND CONNECTIONS.

Permit Required. No person shall construct a building sewer, lateral sewer or make a connection with any public sewer without first obtaining a written permit from the City and paying all fees and connection charges as required.

Design and Construction Requirements; Design and construction of building sewers and lateral sewers shall be in accordance with the requirements of the City and to the approval of the City Engineer.

Separate Sewers; No two adjacent buildings fronting on the same street shall be permitted to join the use of the same side sewer. Every building or industrial facility must be separately connected with a public sewer if such public sewer exists in the street upon which the property abuts or in an easement which will serve said property. However, two or more buildings located on property belonging to the same owner may be served with the same side sewer provided the property cannot be subdivided into smaller legal-sized lots.

Old Building Sewers; Old building sewers may be used in connection with new buildings only when they are found, upon examination and test by the Director of Public Works, to meet all requirements of the City.

Cleanouts; Cleanouts in building sewers shall be provided in accordance with the rules, regulations and ordinances of the City. All cleanouts shall be maintained watertight.

Down Spouts/Roof Drains; Down spouts or roof drains shall not discharge rainwater or storm runoff into the building lateral or any sewer connection.

Sewer Too Low; In all buildings hereafter constructed in which any building sewer is too low to permit gravity flow to the public sewer, sanitary sewage carried by such building sewer shall be lifted by artificial means, approved by the Director of Public Works, and discharged to the public sewer at the expense of the owner.

Connection to Public Sewer; The connection of the building sewer into the sewer system shall be made at the applicant's expense. The applicant shall extend the building sewer to the property line, at which point it shall be the responsibility of the City to connect the building sewer to the City system lateral. Any damage to the lateral sewer shall be repaired at the cost of the applicant to the satisfaction of the Director of Public Works.

Maintenance of Building Sewer; Building sewers shall be free of infiltration and be maintained by the owner of the property served thereby.

## PUBLIC SEWER CONSTRUCTION

Permit Required; No person shall construct, extend or connect to any public sewer without first obtaining a written permit from the City and paying all fees and connection charges and furnishing bonds as required. The provision of this section requiring permits shall not be construed to apply to contractors construction sewers and appurtenances under contracts awarded and entered into by the City.

Plans, Profiles and Specifications Required; The application for a permit for public sewer construction shall be accompanied by three (3) complete sets of plans, profiles and specifications, complying with all applicable ordinances, rules and regulations of the City prepared by a registered civil engineer showing all details of the proposed work based on an accurate survey of the ground. The application, together with the plans, profiles and specifications shall be examined by the City Engineer who shall within twenty (20) days approve them as filed or require them to be modified as he deems necessary for proper installation. When the City Engineer is satisfied that the proposed work is proper and the plans, profiles, and specifications are sufficient and correct, he shall order the issuance of a permit predicted upon the payment of all connection charges, fees and furnishing bonds as required by the City. The permit shall prescribe such terms and conditions as the City Engineer finds necessary in the public interest.

Subdivisions; The requirements of this section of this ordinance shall be fully complied with before any final subdivision map shall be approved by the City Council. The final subdivision map shall provide for the dedication for public use of streets, easements or rights-of-way in which public sewer lines are to be constructed. If a final subdivision map of a tract is recorded and the work of constructing sewers to serve the tract is not completed within the time limit allowed in the permit, the City Council may extend the time limit or may complete the work and take appropriate steps to enforce the provisions of the bond furnished by the subdivider.

Easements or Right-Of-Way; In the event that an easement is required for the extension of the public sewer or the making of connections, the applicant shall procure and have accepted by the City a proper easement or grant of right-of-way having a minimum width of ten (10) feet sufficient in law to allow the laying and maintenance of such extension or connection.

Persons Authorized to Perform Work; Only properly licensed contractors and City forces shall be authorized to perform the work of public sewer construction within the City. All terms and conditions of the permit issued by the City to the applicant shall be binding on the contractor.

Compliance with Local Regulations; Any person constructing a sewer within a street shall comply with all State, County or City laws, ordinances, rules and regulations pertaining to the cutting or pavement opening, barricading, lighting, and protecting of trenches, backfilling and repaving thereof shall obtain all permits and pay all fees required by the department having jurisdiction prior to the issuance of a permit of the City.

Design and Construction Standards; Design and construction of sewers within the City must be approved by the City Engineer. Three (3) complete sets of "as-bult" drawings showing the actual location of all mains, structures, wyes, and laterals shall be filed with the City before final acceptance of the work.

Completion of Sewer Required; Before any acceptance of any sewer line by the City and prior to the admission of any sewage into the system, the sewer line shall be tested and shall be complete to the satisfaction of the City Engineer.

EXHIBIT "A"

APPLICATION FOR SEWER SERVICE FROM  
THE CITY OF RIO DELL.

APPLICATION FROM:

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

NAME (PROPERTY OWNER) \_\_\_\_\_

ADDRESS (PROPERTY OWNER) \_\_\_\_\_

PHONE \_\_\_\_\_

LOCATION OF PREMISES TO BE SERVED: \_\_\_\_\_

(MAILING ADDRESS) \_\_\_\_\_

DESCRIPTION OF PREMISES TO BE SERVED:

(TYPE OF BUILDING) \_\_\_\_\_

DATE SERVICE REQUESTED: \_\_\_\_\_

CONDITIONS:

A. NEW SERVICE, \$ \_\_\_\_\_ REQUIRED TO ACCOMPANY THIS APPLICATION,  
ACKNOWLEDGING ACTUAL COSTS THEREFORE TO THE CITY ARE ALSO THE RESPONSIBILITY OF  
THE APPLICANT AND WILL BE BILLED ACCORDINGLY.

B. RECONNECTION, \$ \_\_\_\_\_ REQUIRED TO ACCOMPANY THIS APPLICATION,  
ACKNOWLEDGING ACTUAL COSTS THEREFORE TO THE CITY ARE ALSO THE RESPONSIBILITY OF  
THE APPLICANT AND WILL BE BILLED ACCORDINGLY.

INDICATE TYPE OF APPLICATION:    A \_\_\_\_\_ B. \_\_\_\_\_

BY SIGNING THIS APPLICATION, THE APPLICANT AGREES TO OBSERVE ANY CITY REGULATIONS  
NOW OR HEREAFTER ADOPTED RELATED TO THE SEWER SERVICE AND TO PAY SEWER BILLS  
PROMPTLY. ALL UNPAID RATES AND CHARGES AND PENALTIES MAY BE COLLECTED BY SUIT  
AND DEFENDANT SHALL PAY ALL COSTS OF SUIT IN ANY JUDGEMENT IN FAVOR OF CITY.

Receipt No. \_\_\_\_\_ By: \_\_\_\_\_

Date; \_\_\_\_\_

\_\_\_\_\_  
Signature of Applicant, Owner

ARTICLE III. TES, CHARGES AND BILLING:

SECTION 23. Rates, Charges and Billings;

(a) Rates, effective as determined with passage of this ordinance are composed of two separate elements for use in monthly billing;

(1) A uniform "System" fee applied to each service regardless of size and whether or not any service is used (a disconnected service shall not be required to pay this fee, but will be subject to a connection or reconnection fee as provided in Sections 13 thru 17 of this ordinance).

(2) A usage cost at the following rates;

| <u>USER CLASSIFICATION</u>                              | <u>MONTHLY CHARGE</u>  |
|---|--|
| Residential   | \$ 7.50  |
| Apartments  | \$ 7.50  |
| Barber & Beauty Shops                                   | \$ 7.50  |
| Retail Establishments                                   | \$ 7.50  |
| Office Buildings  | \$ 7.50  |
| Halls & Churches  | \$ 7.50  |
| Mobil Homes   | \$ 7.50  |
| Motels  | \$12.60/mo. plus \$.67 per 100 cu. ft. of water over 1,510 cu. ft.                     |
| Primary School  | \$19.20/mo. plus \$.39 per 100 cu. ft. of water over 4,290 cu. ft.                     |
| Elementary School                                       | \$19.20/mo. plus \$.53 per 100 cu. ft. of water over 3,150 cu. ft.                     |
| Restaurants & Lounges                                   | \$11.40/mo. plus \$1.92 per 100 cu.ft. of water over 600 cu.ft.                        |
| Bowling Alley   | \$22.50/mo. plus \$.64 per 100 cu.ft. of water over 3,125 cu.ft.                       |
| Grocery Stores  | \$10.60/mo. plus 1.93 per 100 cu. ft. of water over 1,225 cu.ft.                       |
| Service Stations & Garages                              | \$11.20/mo. plus \$.71 per 100 cu.ft. of water over 1,225 cu.ft.                       |
| Laundries   | \$39.50/mo. plus \$.49 per 100 cu.ft. of water over 1,225 cu.ft.                       |
| Bars  | \$11.40/mo. plus \$.64 per 100 cu.ft. of water over 1,390 cu.ft.                       |
| Car Washes  | \$20.00/mo. plus \$.32 per 100 cu.ft. of water over 4,000 cu.ft.                       |
| Doctor's and Dental Offices<br>Clinics and Laboratories | \$9.20/mo. plus \$.44 per 100 cu.ft. of water over 1,140 cu. ft.                       |
| Convalescent Homes                                      | \$9.20/mo. plus \$.59 per 100 cu.ft. of water over 1,140 cu. ft.                       |
| Recreational Vehicle Parks                              | \$10.00/mo. plus \$2.50 per space. plus \$0.15 per each 10 cu. ft. over 10,750 cu. ft. |

*Amended  
by Ord. 231*

(\$10.00 Minimum)

(b) All Sewer billing shall be monthly to coincide with water billing, scheduled for posting and delivery on the first day of each month following water meter readings. utility bills are due and payable from the first day of each month at the Rio Dell City Hall.

Utility bills not having been paid before the next following billing shall be considered to be delinquent and no further notice will be provided other than on the said next following billing reflecting two months of service are outstanding.

Should water payment in full not be received within ten calendar days from the said second billing, then shut-off notices shall be issued and the water service discontinued until payment of all outstanding billings is made in full. (Refer to Section 25 of this Ordinance), provided further that no such shut-off will occur on a Friday unless specifically directed by the Director of Public works.

(c) Sewer service billing shall be assessed against the person or persons who reside in or otherwise occupy the premises being served and identified as the person or persons having completed an application for sanitary sewer service as a non-owner resident of the premises, and after having deposited \$30.00 as surety against any sewer service charges sustained during the said non-owner occupancy or control of the said premises, whereupon the depositor shall receive a numbered receipt which shall be required to be presented at demand of all or any part of a refund of any balance of deposit remaining after any and all current sanitary sewer service charges are satisfied.

However, and notwithstanding the above, owners of real property rented, leased occupied or in any manner controlled by non-owners, shall be liable for any unpaid sewer service not paid by the said non-owners, with such unpaid amounts due and payable prior to any continued use of any said premises, and the water to such premises shall therefore also be discontinued in order to cause the sewer service to become inoperatable pending settlement of outstanding utility bills.

(d) In any case served by the Rio Dell Sewer System, either in or out-side of the City limits shall pay the following monthly rates as a minimum:

- (1) Inside City limits the same as Section 23 (a) above.
- (2) Outside City limits, 150 percent of the total minimum rate in effect in Section 23 (a) above.

(e) All sewer billing is due and payable at the Rio Dell City Hall and payments not made before the next following billing shall be deemed to be delinquent and Ten Calendar days thereafter, without benefit of further notice, delinquent services will be discontinued. (Refer to Section 23 (b) of this Ordinance).

#### SECTION 24. Discontinuance of Service for Non-Payment.

In the event that any customer shall be delinquent in the payment of his sewer bill, the department shall have the right forthwith and without further notice to discontinue water service to the premises of such delinquent customer and water shall not again be supplied to him or to the premises until all delinquent city utility bills and charges for reconnection have been paid.

#### SECTION 25. Procedure for Restoring Service After Delinquency.

If water service is cut off or discontinued for failure to pay delinquent city utility bills, such service may again be established only in the event the customer, or the owner of the premises served pays all delinquent bills and charges as may be required by this ordinance.

When an owner or customer has been delinquent in his sewer bills twice in succession or three times in any one 12 month period, he shall be required to pay a late payment fee of Ten Dollars (\$10.00). Said late payment fee shall be increased by ten Dollars (\$10.00) for each succeeding late payment.

up to a maximum fee of two hundred dollars (\$200.00). Thereupon and not otherwise, will water service again be made or established to the premises where the bill has been delinquent. (thus allowing sewer service).

#### ARTICLE IV. SERVICES:

##### SECTION 26. To Remain City Property; Repairs by City.

All sewer pipes in public property are the property of the City and the City will maintain and repair them when in its judgement such repairs are needed.

##### SECTION 27. One Service to Lot or Parcel of Land; Exception.

There shall be at least one sewer service on each lot or parcel of real property which is improved with a dwelling or building thereon, except where one building occupies more than one lot, then only one service for such building shall be required.

##### SECTION 28. Connection Service Pipe to System - Premises to be left as Originally Found Upon Completion of Tests; Notice to City; Liability of Plumber and Customer.

Any plumber or any other person connecting private sewer service pipe to the property side of a City sewer must leave the City system in as good condition as found, and shall notify the City at the time the connection is made. Any damage caused by the negligence or carelessness of any plumber or other person to any part of the connection, must be paid by such plumber or person to the City on demand.

##### SECTION 29. Same - Bill to be Rendered After Connection.

The sewer department of the City may connect to any City sewer service pipe at any time it shall deem it expedient to do so, and render a corrected bill from the date of installation of such connection.

##### SECTION 30. Same - Liability of Customer for Damages to System.

After the sewer service is so connected any damage resulting from malace, carelessness or negligence of the customer or any member of his family, or anyone employed by him, and any damage which may result from hot water or steam from a boiler, or otherwise, shall be paid for by such customer to the City on presentation of a bill therefore; and in case such bill is not paid, the water shall be shut off to the premises without further notice, and the same shall not be turned on until all charges are paid.

##### SECTION 31. Cutting off or Interfering With Sewer Service

It shall be unlawful for any person to interfere with or cut off or remove a sewer service from where it has been installed without first receiving written permission from the Director of Public Works. Such permission shall be granted only for the purpose of tests, replacements, repairs or service pipes, read-justment of service or similar emergency.

SECTION 32. Application for Stopping Sewer Service Bill to Be Rendered.

Upon the written notice of the owner of a building or premises to have the sewer service stopped, the city shall have the water shut off, and at the time record the reading of the meter and render a bill in a sum which shall be the amount according to the rates and charges provided for herein.

SECTION 33. Nuisance Abatement.

Any nuisance, contamination, pollution, or infiltration, as defined herein existing on any parcel of land in the City of Rio Dell may be abated as provided herein. The procedure for said abatement provided herein shall not be exclusive, but shall be cumulative and in addition to any other abatement procedure provided by the laws of the State of California or the ordinances of the City or Rio Dell.

SECTION 34. Sewage, Etc., Not to be Discharged So As to Result in Contamination, Pollution or Nuisance.

No person shall discharge sewage or other waste, or the effluent of treated sewage or other waste, in any manner which will result in contamination, pollution or a nuisance.

SECTION 35. Abatement Of Contamination.

Whenever any local health officer or enforcement official finds that a contamination exists, the officer or official shall order the contamination abated, as provided in this ordinance.

SECTION 36. Issuance of Preemptory Abatement Order; Report To Regional Board; Prosecution of Injunction proceedings.

The local health officer or enforcement official may issue a preemptory order requiring the abatement of a contamination and shall immediately furnish to the proper regional board a report of information and data relating thereto. Coincident with issuing such order, or if any order or regulation is not complied with, the local health officer or enforcement official may bring and prosecute an action for an injunction in the Superior Court of the County of Humboldt.

The local health officer of Humboldt County shall render to persons subject to such order all possible assistance in complying with the order including all possible assistance in securing any necessary funds for such purpose.

SECTION 37. Discharge Of Sewage Or Other Waste Resulting in Contamination A Misdemeanor.

Any person who discharges sewage or other waste in any manner which results in contamination is guilty of a misdemeanor. Any person, firm or corporation who violates or refuses or fails to comply with any of the provisions of this ordinance shall be guilty of a misdemeanor and shall be punished upon conviction of a fine of not less than twenty-five dollars (\$25.00) nor more than five hundred dollars (\$500.00) or by imprisonment in the County jail for not more than six (6) months or by both such fine and imprisonment.

SECTION 40. Abatement Procedures.

The procedure for abatement of a contamination, pollution, nuisance, or infiltration including but not limited to notice of such abatement, recordation of lis pendens, time and place of hearing order of the Council, accounting of costs and receipts, hearing on account and proposed assessment, recordation of lien, and collection with ordinary taxes, shall follow essentially the same procedure as provided for in the City of Rio Dell Ordinance Number 71, as amended providing for the establishment of a procedure for the abatement of nuisances and making the cost of such abatement a special assessment upon a parcel of land so involved.

SECTION 41. Repeals Previous Ordinances.

Any Ordinance or parts of ordinances in conflict with or superceded by this ordinance are hereby repealed, including but not limited to Ordinance Numbers, 29, 31, 37, 40, 51, 52, 74, 76, 114, 133, 148, 149, 154, and 156.

SECTION 42. Liability.

This Ordinance shall not be construed as imposing upon the City of Rio Dell any liability or responsibility for damage resulting from the defective construction of any sanitary disposal system as herein provided nor shall the City of Rio Dell or any official or employee thereof or the Humboldt County Health Officer be held as assuming any such liability or responsibility by reason of the inspection authorized thereunder.

SECTION 43. Constitutionality.

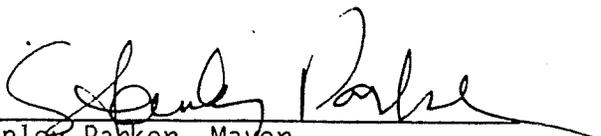
If any section, sub-section, sentence, clause or phrase of this ordinance is for any reason held to be invalid or unconstitutional by the decision of any court of competent jurisdiction, such decision shall not affect the validity of the remaining portions of the ordinance. The City Council of the City of Rio Dell, State of California, hereby declares that it would have passed this ordinance and each section, sub-section, sentence, clause and phrase thereof, irrespective of the fact that any one or more other sections, sub-sections, clauses or phrases be declared invalid or unconstitutional.

SECTION 44. Urgency Measure.

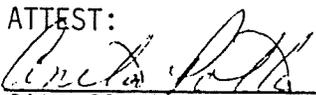
This ordinance shall be and is hereby declared to be an emergency measure and shall take effect immediately, being for the immediate preservation of the public peace, health, safety and welfare, in that the City has an urgent need to cure deficit spending by the municipal utility.

ADOPTED THIS 27<sup>th</sup> day of January 1987 by the following vote;

AYES: Parker, Moranda, Feack, McKnight  
NOES: None  
ABSENT: Blakely

  
Stanley Parker, Mayor

ATTEST:

  
City Clerk.