



OVERFLOW EMERGENCY RESPONSE PLAN (OERP)

City of Half Moon Bay
2019 Update

WDID No. : 2SSO10139

Prepared by



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& ASSOCIATES

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LIST OF ACRONYMS

CCTV	Closed-Circuit Television
CITY	City of Half Moon Bay
CIWQS	California Integrated Water Quality System
CDFW	California Department of Fish and Wildlife
EHS	San Mateo County Health Services Agency, Environmental Health Division
LRO	Legally Responsible Official
MRP	Monitoring and Reporting Program
MTCO	Mark Thomas & Company
NPDES	National Pollution Discharge Elimination System
OERP	Overflow Emergency Response Plan
OES	California Office of Emergency Services (Previously Cal-EMA)
SAM	Sewer Authority Mid-Coastside
SCADA	Supervisor Control and Data Acquisition
SSMP	Sewer System Management Plan
SSO	Sanitary Sewer Overflow
SWRCB	State Water Resources Control Board
WDR	Statewide General Waste Discharge Requirements

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LIST OF TERMS

Blockage – An object that partially or fully hinders flow through a sewer pipeline. The blockage can be caused by debris in the sewer, grease buildup, root intrusion, or a partial or full collapse of the pipeline. Also known as a stoppage.

California Integrated Water Quality System (CIWQS) – A computer system used by the State and Regional Water Quality Control Boards to track information about SSOs, among other information. CIWQS is the tool used for online submittal of SSO details, which are then made available to the public. Website: <http://www.swrcb.ca.gov/ciwqs/>

Enrollee – The legal public entity that owns a sanitary sewer system, as defined by the Statewide WDR. Also known as a sewer system agency or wastewater collection system agency.

Infiltration – The seepage of groundwater into a sewer system, including service connections. Seepage frequently occurs through defective or cracked pipes, pipe joints, connections or manhole walls and joints.

Lateral or Private Lateral – The privately-owned sewer pipeline that conveys wastewater from the premises of a user to SAM’s sewer system. The upper lateral extends from the building to property line (or easement line). The lower lateral extends from the property or easement line to the connection to the pipe.

Mark Thomas & Company (MTCO) – Private consulting firm that represents the City of Half Moon Bay in providing oversight of SAM contract maintenance and SSO response activities.

Monitoring and Reporting Program (MRP) - The program used by SAM to monitor, maintain records, report issues and complete needed public notifications.

Overflow Emergency Response Plan (OERP) – This document identifies measures that are needed to respond to sanitary sewer overflows in a way that maximizes the protection of public health and the environment.

Sanitary Sewer Overflow (SSO) – Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system, including overflows or releases that could reach waters of the United States, overflows or releases that *do not* reach water of the United States, and backups into buildings and/or private property caused by conditions within the publicly owned portion of the sewer system.

Sanitary Sewer System – Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the wastewater treatment plant.

Sewer Authority Mid-Coastside (SAM) – Public agency that provides contract maintenance and SSO response activities by contract. The City is also a member of the SAM joint powers agency.

Sewer System Management Plan (SSMP) – A series of written programs that address how a collection system owner/operator conducts daily business. Each SSMP is unique for an individual discharger. The plan includes provisions to provide proper and efficient management, operation, and maintenance of sanitary sewer systems, while taking into consideration risk management and cost benefit.

State Water Resources Control Board (SWRCB) – Also called the State Board. This agency developed and passed the Statewide Waste Discharge Requirements for collection systems and maintains the SSO reporting web site.

Statewide General Waste Discharge Requirements (WDR) – The Statewide General Waste Discharge Requirements for Sanitary Sewer Systems was adopted by the SWCRB in 2006 to provide a structure and guidance for SSMP development. Also known as Order No. 2006-0003-DWQ.

Wastewater Collection System – See Sanitary Sewer System.

Chapter 1 Introduction

The City of Half Moon Bay (City) Overflow Emergency Response Plan (OERP) provides guidelines for responding to, cleaning, containing, and reporting sanitary sewer overflows (SSOs) that occur within the City's collection system service area.

1.1 OERP Goals

The City's goals with respect to responding to SSOs are as follows:

- Respond quickly to minimize the volume of the SSO
- Eliminate the cause of the SSO
- Contain the spilled wastewater to the extent feasible
- Minimize public contact with the spilled wastewater
- Mitigate the impact of the SSO
- Meet regulatory reporting requirements

The contents of this OERP are consistent with the information that is provided in the City's Sewer System Management Plan (SSMP, updated February 2020), and the Sewer Authority Mid-Coastside (SAM) SSMP and OERP that was updated in May 2019.

SAM currently provides sewer cleaning services and SSO emergency response to the City by contract. The current contract continues through July 2020, and may be renewed at that time.

1.2 Regulatory Requirements

On May 2, 2006, the State Water Resources Control Board (SWRCB) issued a directive through Order No. 2006-0003-DWQ to require all public wastewater collection system agencies in California with greater than one mile of sewers to be regulated under Statewide General Waste Discharge Requirements (WDR). Portions of this Order related to monitoring and reporting were amended by Order No. 2013-0058-EXEC, dated July 30, 2013, also referenced as the amended Monitoring and Reporting Program (MRP).

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

The City 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:

- 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 MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable WDR or National Pollution Discharge and 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.

Chapter 2 SSO Categories

The responsibilities of the SSO response team depend on the volume and location of an incident. Three categories of SSOs are defined by the SWRCB.

2.1 Category 1 SSO

Discharges of untreated or partially treated wastewater of any volume resulting from an enrollee's sanitary sewer system failure or flow condition that:

- Reach surface water and/or reach a drainage channel tributary to a surface water; or
- Reach a municipal separate storm sewer system and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the municipal separate storm sewer system is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or ground water infiltration basin (e.g., infiltration pit, percolation pond).

2.2 Category 2 SSO

Discharges of untreated or partially treated wastewater of 1,000 gallons or greater resulting from an enrollee's sanitary sewer system failure or flow condition that do not reach surface water, a drainage channel, or a municipal separate storm sewer system unless the entire SSO discharged to the storm drain system is fully recovered and disposed of properly.

2.3 Category 3 SSO

All other discharges of untreated or partially treated wastewater resulting from an enrollee's sanitary sewer system failure or flow condition.

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Chapter 3 Notification Procedures

The City has adopted the service call/SSO response procedures followed by its sewer maintenance contractor and First Responder, SAM. The procedures allow for rapid response to minimize or eliminate impacts resulting from the SSO and are described below.

3.1 Notification by Field Staff or the Public

The City is most often notified by the public or field staff of an SSO. The public contacts the City, and is redirected to contact the SAM telephone number, which is **(650) 726-0124 day or night**. SSOs may also be reported in person at the City or SAM offices, or via 9-1-1. If the call is made to 9-1-1, the receiving agency notifies SAM of the SSO to provide First Response. The SAM telephone number is included in the phone book and on SAM's website, which can be accessed through the url: https://samcleanswater.org/index.asp?SEC=31F1D955-91A8-4B8D-B362-0668C35BF9C8&Type=B_BASIC.

Figures 3-1 and 3-2 at the end of this Chapter present flowcharts showing SAM's chain of communication, beginning with SSO notification from the public, during normal working hours and non-working hours.

During normal working hours, SAM Lead Collection Worker and collection workers are the First Responder. During non-business hours, notification is routed to the SAM Operations Supervisor, who deploys SAM collection system maintenance staff as needed for first response.

The SAM Operations Supervisor notifies Mark Thomas & Company (MTCo) upon receiving the SSO notification and relays preliminary observations as soon as practical after arriving at the site. Based on the information provided to MTCo by SAM, MTCo determines whether or not to mobilize a response crew to provide additional support to SAM staff. MTCo then relays information to the City Public Works Director and/or City Engineer.

For public SSOs within the City's service area that are less than 500 gallons in volume, MTCo will provide information to the City by the morning of the first subsequent business day. For SSOs greater than 500 gallons in volume, the information must be relayed to the City's Public Works Superintendent **within 4 hours of learning of the SSO**.

3.1.1 Response During Normal Working Hours

During normal open office hours, which include Monday through Friday from 8:00 a.m. to 4:30 p.m., except holidays, the SAM staff member that receives the call, or other recipient, notifies the SAM Operations Supervisor who then dispatches the Lead Collection System Worker. The SAM Operations Supervisor immediately notifies MTCo and relays information from the caller. SAM Operations Supervisor then deploys collection system maintenance staff for SSO investigation and response. Information collected at the site is also relayed to MTCo; MTCo relays this information to the City Public Works Director and/or City Engineer.

If the spill is a Category 1 SSO, the SAM Operations Supervisor makes the initial (2-hour) notification to Cal EOS and also notifies MTCo of the Category 1 determination. MTCo in turn notifies the City Public Works Director/City Engineer.

3.1.2 Response Outside of Normal Working Hours

After normal working hours, the caller calls SAM's main number and is directed to press "1". The caller is directed to leave a message and told that the Authority will call them back. The caller is directed to leave their name, address, telephone number, and a description of the problem.

The voice mail notification system attempts to contact the First Responder. The voice mail notification system rolls over to a back-up cell phone number after 15 minutes of trying to contact the First Responder, and then to SAM's Operations Supervisor after 15 minutes of trying to contact the back-up number, and then cycles back through this list until a person is reached.

If the call is made to the City after normal working hours, the caller is redirected to contact 9-1-1 in which the receiving agency (Fire Department / Sheriff's Office) contacts SAM's main number and follows the notification procedure outlined above.

After hours, SAM's First Responder is usually the on-duty treatment plant/lift station operator. The plant is staffed every day, including weekends and holidays. SAM also designates and pays on-call staff to work after hours, weekends, and holidays. The SAM First Responder retrieves the message remotely, and may call the caller for additional information.

After the call is received by the First Responder, back-up on call staff, and/or Operations Supervisor, SSO response and reporting proceed in the same manner as during normal working hours.

SAM's general voice mail box is checked at the beginning of each working day to ensure that all calls received during the prior off-hours period have received a response.

3.2 Notification from Pump Station SCADA Alarms

The City's three pump station alarms are conveyed to SAM via auto-dialer. Alarm conditions and other pump station issues are monitored and response is provided by SAM collection system maintenance staff and mechanics.

If the alarm is related to a condition that could lead to an SSO, or if an SSO is occurring, SAM will proceed with the SSO notification and mitigation procedures. If the alarm is due to a condition that can be addressed immediately, SAM will address the condition. If pump or electrical repairs are required, or SAM cannot immediately address the issue, SAM will immediately notify MTCo so MTCo can mobilize specialty assistance.

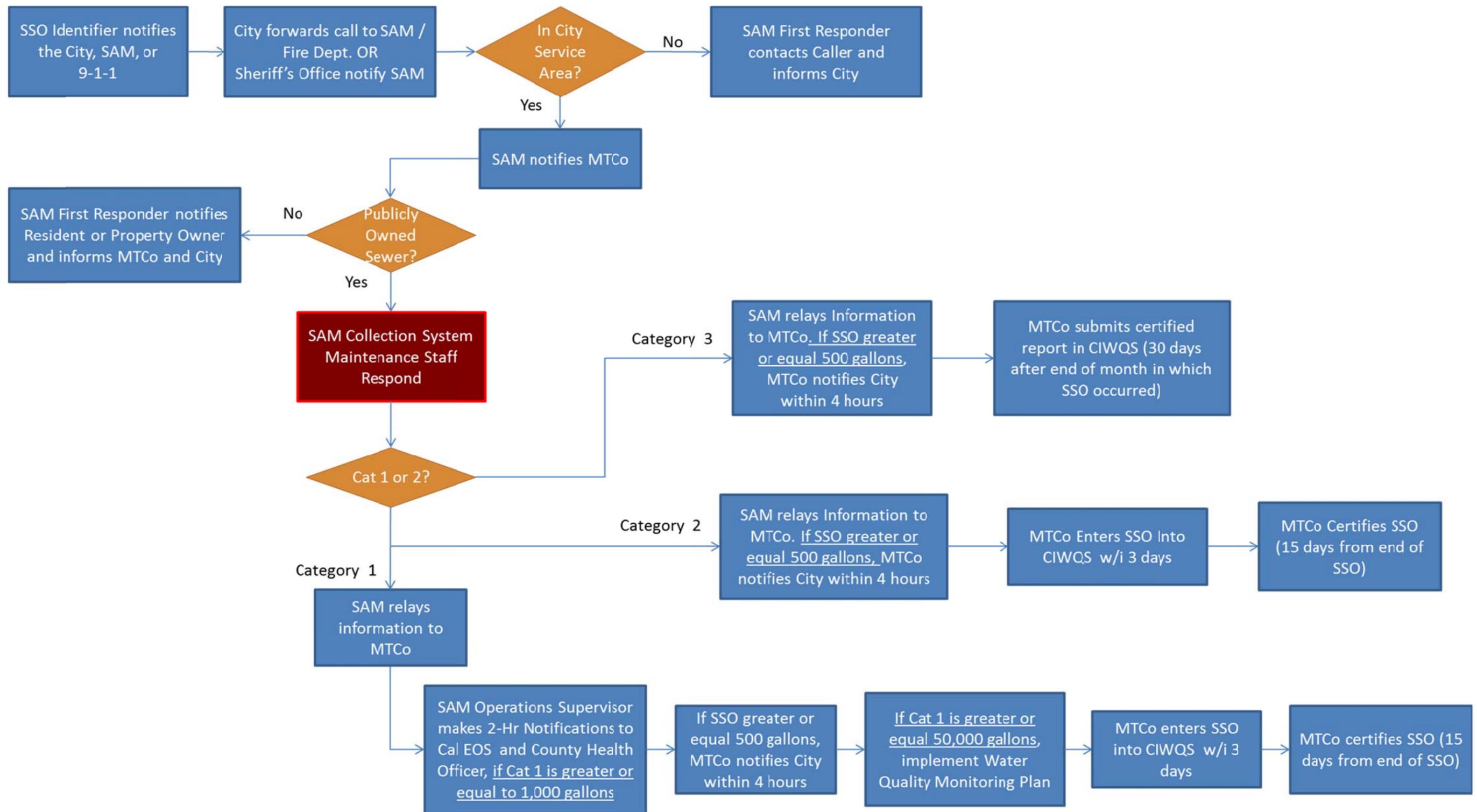
The City has a separate Pump Station Emergency Response Plan, attached as Appendix B, that outlines emergency notification and response procedures to be implemented by SAM First Responders in the event of an SSO at one of the City's three pump stations.

Appendix OERP-A

- SSO Report Form (Adopted from SAM SSMP)
- SSMP and First Responder Contact List

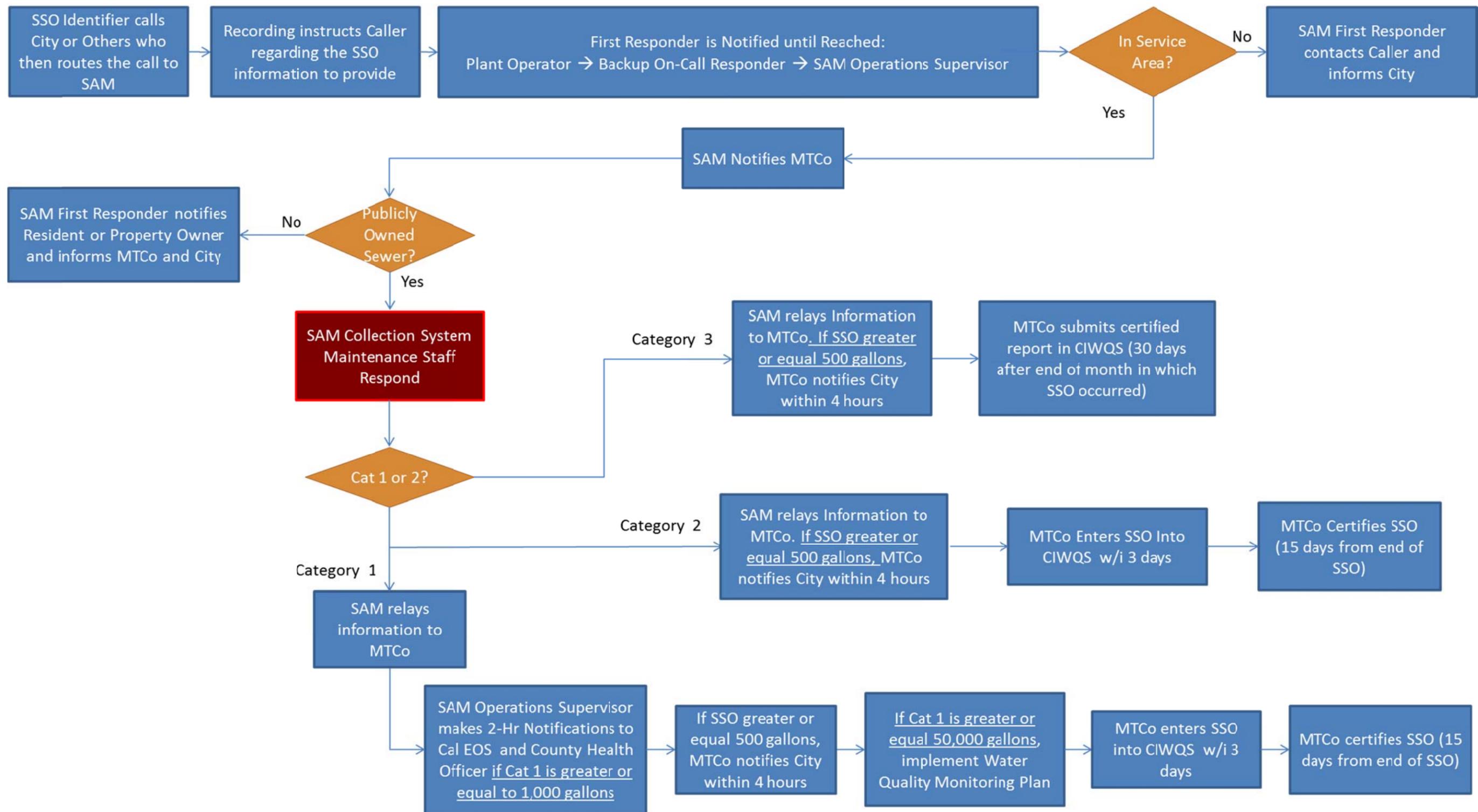
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Figure 3.1. SSO Notification Process (Business Hours)



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Figure 3.2. SSO Notification Process (Non-Business Hours)



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Chapter 4 SSO Response Program

The following SAM and MTCO staff are responsible for responding to SSOs:

- First Responder to SSOs: SAM Lead Collection System Maintenance Worker during normal work hours; designated SAM First Responder outside of work hours with possible MTCO assistance. First Responder is usually the on-duty Treatment Plant/Lift Station Supervisor but may also be SAM on-call sanitary sewer staff.
- SAM First Responder to Pump Station Failures: Operations Staff during normal working hours, designated First Responder outside of working hours with possible MTCO assistance
- For processing of claims resulting from SSO: Deputy City Manager, City of Half Moon Bay

4.1 First Responder Priorities

The first responder's priorities are as follows:

- To follow safe work practices, including those related to traffic control, confined space, and employee and public safety
- To respond promptly with the appropriate equipment
- To evaluate the cause of spill and determine responsibility
- To notify appropriate agencies
- To restore the flow as soon as possible
- To contain the spill whenever feasible
- To minimize public access to and/or contact with the spilled sewage

4.2 Available Equipment

SAM has a variety of equipment available for clearing blockages and impact mitigation and cleanup activities, including the following:

- Combination Vacuum and Hydrojet truck
- Push cameras
- Hand-held GPS unit
- Trash pump and hoses
- Vacuum trailer
- Disposable cameras
- Spill berm & Spill mat
- Spill Shark (water based spill absorbent)

- 6 inch and 2 inch pumps

In addition, the City owns a portable generator that is dedicated to the Bell Moon lift station. Equipment is stored at the SAM Wastewater Treatment Plant, located at 1000 North Cabrillo Highway, Half Moon Bay, CA.

4.3 Initial Response

Figure 4-1 provides a flowchart that shows the steps involved in initial SSO response. The First Responder reports to the location within 60 minutes of the initial SSO report with the objective of minimizing and/or eliminating an overflow. The appropriate response measure varies based on the circumstances and nature of the SSO and the information provided by the caller. Actions related to external and internal SSOs are summarized below. Internal SSOs are overflows that affect private properties.

4.3.1 External SSO

External SSO is an overflow occurring in the public right of way. Upon arrival at the site, the First Responder should complete the following:

- Note arrival time at spill site, and include the time in the SAM SSO Reporting Form. Record basic incident information on site, and complete the form after finishing the response.
- Verify the existence of the SSO
- Field verify the address and nearest cross street, and confirm that the SSO is part of the City's sewer/conveyance system
- Conduct visual monitoring to determine immediate actions, including determination if SSO reached surface waters or drainage culverts, and documentation of SSO volume using the methods included in the OERP
- Notify MTCO (by SAM's Operations Supervisor) and relay preliminary observations
- If SSO is Cat 1 and is greater than or equal to 1000 gallons, SAM Operations Supervisor will notify Cal EOS within 2 hours including the County Health Officer
- Begin activities to contain, mitigate, and minimize impacts from the SSO, and restore flow.
- If the blockage cannot be cleared within a reasonable time, or sewer requires construction repairs to restore flow, then initiate containment and/or bypass pumping.
- Identify and clearly assess the affected area and extent of spill, including possible impacts on surface water. Where it is safe and practical, visually inspect surface water in the vicinity of the SSO & record observations on the SSO Report Form. Signs of receiving water impacts include clear signs of sewage (solids, grease, paper), abnormal color, fish kills, etc.

- The California Department of Fish and Wildlife (CDFW) should be notified in the event an SSO impacts any creeks, cullies, or natural waterways. CDFW will provide guidance associated with cleanup. Cleanup should proceed quickly, and any water used in the process should be dechlorinated prior to use.
- Notify the Public Works Director if the spill appears to be large (over 1,000 gallons), in a sensitive area, may imminently and substantially endanger human health, results in fish kills, if there is doubt regarding the extent, impact, or how to proceed, or if additional help is needed for line cleaning or repair, containment, recovery, lab analysis, and/or site cleanup.
- Where safe and feasible, take necessary water quality samples at the point of discharge and at upstream and downstream locations. Use best judgment and consult with MTCO and/or the Public Works Director if uncertain. Water quality monitoring is not given precedence over stopping the SSO or protecting public health. However, if sufficient personnel are available, monitoring is conducted in parallel with these activities or with the cleanup effort.
- Comply with all safety precautions (traffic, confined space, etc.).
- Contact caller, if time permits. Identify SSO cause, including conducting closed-circuit television (CCTV) inspection as appropriate.
- Document all activities through photos and written documentation.

The First Responder should provide the completed SSO Reporting Form to MTCO. MTCO will enter the information in the CWIQS database as required to meet SWRCB deadlines. Contact information is included in the OERP.

4.3.2 Internal SSO

An internal SSO is an overflow occurring in a private property. Upon arrival at the location of a spill into a house or a building, the First Responder should evaluate and determine if the spill was caused by a blockage in the lateral or in the City-owned sewer main. If a blockage is found in a property owner's lateral, it should be clearly communicated that response and repair of private laterals is not the City's responsibility. The homeowner is responsible for clearing any blockage in the home's plumbing system or private lateral and for any resulting flood damage to the structure. The homeowner is also responsible for damage that happens because a lateral was not properly installed.

If a backup in the City's main line is found to have caused the SSO in a house or building, the First Responder should take steps to address the issue as described above. The First Responder should provide a copy of the residential sewage contamination flyer that is included in Appendix OERP-B to the property owner, and instruct the property owner to follow the following guidelines:

- Keep all family members and pets away from the affected area

- Place towels, rags, blankets, etc. between areas that have been affected and areas that have not been affected, and move any uncontaminated property away from the overflow area
- Move any uncontaminated property away from the overflow area. Do not remove any contaminated items.
- Turn off the HVAC system

The First Responder should follow the following steps to assist the homeowner:

- Gather information from the homeowner
- Call Carl Warren & Co. (claims representative from California Sanitation Risk Management Authority) who then reaches out to the property owner to setup a restoration company
- Forward SSO Report Form and related documents to the Public Works Director

4.3.3 Pump Station SSO

The First Responder will immediately notify MTCO upon receiving a pump station alarm and/or notification. The First Responder will then go to the site of the potential pump station or forcemain failure and shall determine whether the alarm is associated with a pending or current SSO and if flow can be restored within a reasonable time. If it appears that flow cannot be restored within a reasonable time or if the conveyance system facility requires construction and/or repairs, then the First Responder shall immediately notify MTCO so MTCO can mobilize specialty assistance. The First Responder will employ a pump station emergency response plan covering containment, bypass pumping, and contractual assistance. The pump station emergency response plan is included in Appendix OERP-B.

In addition, response activities discussed above should be implemented where applicable.

4.4 Containment and Bypass

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

- Determine the immediate destination of the overflowing sewage
- Plug storm drains using available equipment and materials to contain the spill, where feasible. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags
- Pump around the blockage/pipe failure/pump station or vacuum flow from upstream of the blockage and dispose of downstream of the blockage to prevent further overflow
- If an SSO reaches a water body, follow the requirements below for posting and SSO notification signage. Also conduct water quality sampling as discussed above.

4.5 Sewage Estimation

Use the methods outlined in Appendix OERP-B to estimate the volume of the spilled sewage.

Some spills may occur in locations where the wastewater can seep into the ground or flow away from the spill location. In such conditions, consider when the spill was first detected and observations from bystanders in order to determine the total spill volume.

4.6 Water Quality Sampling for SSOs

Water quality sampling and testing are required for SSOs that are 50,000 gallons or greater and reach surface water and for spills less than 50,000 gallons as required by the County of San Mateo Health Officer. The purpose of testing is to determine the extent and impact of the SSO. The following guidelines must be followed:

- The First Responder should arrange for collection of samples. Samples should be collected as soon as possible after the discovery of the SSO event
- For spills less than 1,000 gallons, at a minimum, water quality samples should be collected at the discharge point, 100 feet upstream, and 100 feet downstream
- If a spill is more than 1,000 gallons, additional sites may require sampling, following the requirements of the County Environmental Health Services (EHS) department
- The water quality sampling procedures should follow EHS procedures as follows:
 - Keep the sterile collection bottle closed until it is to be filled. Do not contaminate inner surface of the lid or bottle rim.
 - Collect water sample just below the surface in knee deep water, approximately 3 feet deep (full arm's length), without rinsing. If needed, extend the sampling pole to the fullest length to reach deeper water depth. Minimize contact with bank or beach bed as water fouling may occur.
 - Remove cap and hold the bottle near its base and plunge it, neck downward, below the surface
 - Turn bottle until neck points slightly upward and mouth is directed toward the current. Fill bottle leaving about 1 inch of air to allow lab to mix by shaking. Collect a minimum of 100 mL. (If applicable, insert sterile collection bottle into the holder on the sample pole. Extend the sample pole and plunge bottle end into the water, bottle opening downward.)
 - Immediately place cap securely on bottle to avoid leaks and contamination
 - Dry the bottle
 - Label container with distinctive sample site name, date, and time collected

- Complete the laboratory requisition slip with requested information (site, bottle number, collector, date and time of collection, type of sample, test requested, name and phone number of responsible person for reporting purposes, and deliverer name). Note any field observations that may have occurred during the sampling.
- Samples should be tested for fecal coliform, total coliform and enterococcus.
 - Samples should be stored and shipped by placing the water sample bottle in a cooler with frozen blue ice. Water sample must be kept cool. Ice may be used but care must be taken so water samples are not contaminated or diluted by the ice.

Water samples may be taken to the **County of San Mateo Public Health Laboratory at 225 W. 37th Avenue, Room No. 113, San Mateo, CA 94403, (650) 573-2500**. The water samples must be brought to the laboratory within 8 hours of collection, before 3:00 pm, for processing.

If an SSO occurs during the weekend, the First Responder shall coordinate with the County laboratory on call personnel to provide the water samples.

Records of monitoring information shall include the date, exact place, and time of sampling or measurements, the individual(s) who performed the sampling or measurements, the date(s) analyses were performed, the individual(s) who performed the analyses, the analytical technique or method used, and the results of such analyses.

4.7 SSO Notification Signage

Barriers shall be installed to prevent the public from having contact with the sewage. Signs should be posted to keep vehicles and pedestrians away from contact with spilled sewage. A sample warning sign is included in Appendix OERP-B.

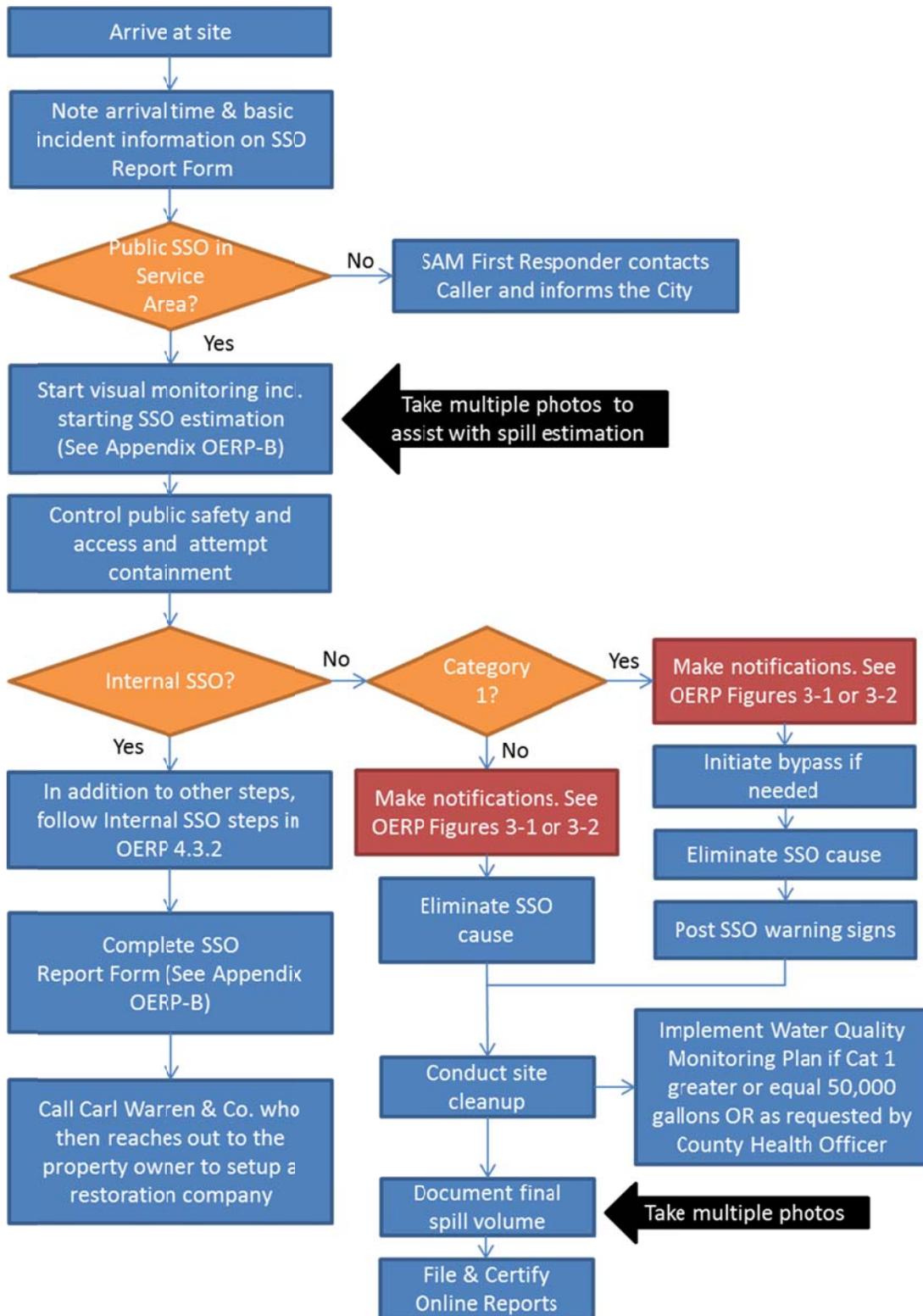
If a creek, stream and/or beach have been contaminated as a result of an SSO, notifications should be posted at visible access locations until the risk of contamination has subsided to acceptable background levels. The warning signs, once posted, should be checked every day to ensure that they are still in place. “Closed” signs should be posted at the outfall and a minimum of 100 feet upstream and 100 feet downstream of the discharge. If there is a large volume of sewage, more signs must be posted downstream.

Signs must remain posted until the removal of signs is approved by EHS and the County Public Health Officer.

Appendix OERP-B

- Residential Sewage Contamination Flyer
- HMB Pump Station OERP
- SSO Volume Estimation Methods
- Example SSO Notification Sign(s)

Figure 4.1. SSO Response Activities



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Chapter 5 Regulatory Reporting

This chapter describes the requirements that have been established for reporting of SSOs to the regulatory agencies.

5.1 Multiple Appearance Points – Single SSO

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 the California Integrated Water Quality System (CIWQS) which 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 caused the SSO, and descriptions of the locations of all other discharge points associated with the single SSO event.

5.2 2-Hour Notification to Regulatory Agencies of SSOs

California Office of Emergency Services (OES) is to be notified of a 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. In addition, the County Health Officer is to be contacted. During regular business hours, the Health Officer can be reached at (650) 372-6200. During evenings/weekends, call the County Sheriff's Office at (650) 216-SMSO (7676).

The SAM's Operations Supervisor is responsible for reviewing field data for reporting to regulatory agencies by SAM's Operations Supervisor. If it is determined that the criteria for OES notification was met, then the First Responder must notify OES of the event no later than two (2) hours after:

1. The City has knowledge of the SSO;
2. Notification is possible; and
3. Notification can be provided without substantially impeding cleanup or other emergency measures.

The OES phone number is (800) 852-7550.

The First Responder is responsible for obtaining an OES Control number. Following the initial notification to OES and until the SSO report is certified in the SWRCB online SSO Database, the Legal Responsible Official (LRO) will provide updates (or provide direction for updates to be provided) to OES regarding substantial changes to estimated volume of untreated or partially treated sewage discharged and any substantial changes to known impact(s).

5.3 Detailed Reporting Requirements

Table 5-1 provides detail on the City's regulatory reporting requirements, which are also described in the paragraphs following Table 5-1.

Table 5-1. SSO Reporting Requirements

If SSO	Then
<ul style="list-style-type: none"> Category 1 – SSO of any volume that reaches surface water and/or a drainage channel tributary to surface water, or reaches a municipal separate storm sewer system and not fully captured. 	<ul style="list-style-type: none"> If SSO is greater than or equal to 1,000 gallons, 2-Hour Notification to CalOES: (800) 852-7550. Ask for an OES Control Number. County Health Officer (650) 372-6200 should also be contacted. During evenings/weekends, call the County Sheriff's Office at (650) 216-SMSO (7676). Within 3 Business Days of Notification report to SWRCB using CIWQS Within 15 Calendar Days of SSO end date certify by LRO using CIWQS Within 45 Calendar Days of SSO end date submit SSO Technical Report via CIWQS online database Additional Notification as Needed – California DFW: (707)-944-5523
<ul style="list-style-type: none"> Category 2 SSO: SSO of 1,000 gallons or greater that does not reach surface water, a drainage channel, or a municipal separate storm sewer system, or is otherwise fully recovered and disposed of properly. 	<ul style="list-style-type: none"> Within 3 Business Days of Notification report to SWRCB using CIWQS Within 15 Calendar Days of SSO end date certify by LRO using CIWQS
<ul style="list-style-type: none"> Category 3 – All other SSOs 	<ul style="list-style-type: none"> Within 30 Calendar Days past End of Month with SSO Event report to SWRCB and certify by LRO using CIWQS
<ul style="list-style-type: none"> Negative Reporting (no SSOs in month) 	<ul style="list-style-type: none"> Within 30 Calendar Days past End of Month report by LRO to SWRCB using CIWQS
<ul style="list-style-type: none"> Agency Contacts 	<ul style="list-style-type: none"> Tim Costello, Operations Supervisor for SAM: (650) 726-0124 Matthew Chidester, Deputy City Manager for City of Half Moon Bay: (650) 726-8272
<ul style="list-style-type: none"> Collection System Questionnaire 	<ul style="list-style-type: none"> Update and certify every 12 months
<ul style="list-style-type: none"> In the event that CIWQS is not available, the LRO or their designee will fax all required information to the SWRCB office in accordance with the time schedules identified above. In such event, MTCO will submit the appropriate reports using CIWQS as soon as practical. 	

SSO Reporting for Category 1 SSOs

- Cal OES and County Health Officer shall receive notification of Category 1 SSOs greater than or equal to 1,000 gallons, as stated earlier in this Section.
- MTCO, the City's Data Submitter must then submit the initial draft report to the SWRCB's CIWQS Online SSO database @ <http://ciwqs.waterboards.ca.gov/ciwqs> within 3 business days of becoming aware of the SSO.

- Within 15 calendar days of the SSO end date, the LRO must review and certify the report in the CWIQS Online SSO database @ <http://ciwqs.waterboards.ca.gov/ciwqs>

SSO Reporting for Category 2 SSOs

- Within 3 business days of becoming aware of the SSO, the Data Submitter must submit the initial report to the SWRCB's CWIQS Online SSO database @ <http://ciwqs.waterboards.ca.gov/ciwqs>.
- Within 15 calendar days of the SSO end date, the LRO must review and certify the report in the CWIQS Online SSO database @ <http://ciwqs.waterboards.ca.gov/ciwqs>.

SSO Reporting for Category 3 SSOs

- Within 30 calendar days of the end of the calendar month in which the SSO occurred, the LRO must submit and certify a report to the SWRCB's CWIQS Online SSO database @ <http://ciwqs.waterboards.ca.gov/ciwqs>.

No Spill Certification (Monthly)

- Within 30 calendar days of the end of a calendar month that there are no SSO's, the LRO must submit and certify a "No Spill" certification to the CIWQS online SSO database.

CIWQS Not Available

In the event that the CIWQS online SSO database is not available, the LRO will fax or e-mail all required information to the Regional Board Permit and Reporting Information in accordance with the time schedules identified above. In such an event, the District will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO document file.

Amending SSO Reports

The LRO is responsible for amending SSO reports. 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 City must contact the State SSO Program Manager 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. The SWRCB SSO Program Manager contact information is as follows:

Armando Martinez
State Water Resources Control Board
Division of Water Quality
1001 I Street 15th Floor
Sacramento, CA 95814
E-mail: Armando.Martinez@waterboards.ca.gov
Phone: (916) 341-5586

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Chapter 6 Follow-up Activities

The recovery and clean up phase begins when the flow has been restored and the spilled sewage has been contained to the extent possible. Spilled sewage shall be vacuumed or pumped and discharged to the extent possible back into the sanitary sewer system.

6.1 Clean Up and Disinfection

Clean up and disinfection procedures should be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and should be modified as required for wet weather conditions. Clean up should proceed quickly in order to minimize negative impact. Any water that is used in the cleanup process should be de-chlorinated prior to use.

Where cleanup is beyond the capabilities of SAM response staff, SAM's Operations Supervisor should work with the Public Works Director to contact a cleanup contractor to complete the work.

Spills inside houses or buildings should be cleaned by a professional cleaning company. Contact information for professional cleaning companies can be found in the "Water Damage Restoration" section of the Yellow Pages. Claims by homeowners should be forwarded to the Deputy City Manager.

Guidelines for Cleanup

On **hard surface areas**, collect all signs of sewage solids and sewage-related material either by hand or with the use of rakes, brooms, and shovels. Take reasonable steps to contain and vacuum up the wastewater. Wash down the affected area with clean water and/or non-toxic biodegradable surface disinfectant until the water runs clear. Allow area to dry. Repeat the process if additional cleaning is required.

On **landscaped or unpaved areas**, collect all signs of sewage solids and sewage-related material either by hand or with the use of rakes, brooms, and shovels. Wash down the affected area with clean water until the water runs clear. 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.

Small volumes of contaminated soil are disposed into SAM's wastewater treatment plant. Outside contractors are hired to dispose larger volumes of contaminated soils.

Operators will use PPE such as gloves and glasses during cleanup operations.

If the SSO has reached the **storm drain system**, a vacuum excavation truck should be used to vacuum/pump out the catch basin and any other portion of the storm drain that may contain sewage. In the event that an overflow occurs at night, the location should be re-inspected as soon as possible the following day. The operator should look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities.

6.2 Claims for Backups into a Building

The responder to a sewer backup into a house or building should complete the following:

- Gather information from the building owner
- Notify SAM's Operations Supervisor and Public Works Director of the incident
- Call Carl Warren & Co. (claims representative from California Sanitation Risk Management Authority) who then reaches out to the property owner to setup a restoration company
- Forward SSO Report Form and related documents to Public Works Director. For potential claims, follow the SAM claims management process.

6.3 Impact to Waters of the United States

If an SSO is confirmed to have entered waters of the United States¹, SAM's Operations Supervisor and Public Works Director must be immediately notified. The response team should then proceed with the following additional activities:

- Determine the extent of the SSO by investigating downstream until there is no evidence of sewage or debris along the creek or water body
- Conduct Water Quality Sampling, following the process described below. If the SSO is 50,000 gallons or greater, collect water quality samples within 48 hours of becoming aware of the SSO
- Perform daily water quality sampling (or sampling per EHS) until compliance is achieved
- Immediately post contaminated water sign(s) and protect the water body from public access on all sides
- Photograph sign placement and evidence of the overflow in and around the water body to the farthest point reached by the sewage
- Determines if the water body is safe to enter. During the winter storm season, cleaning the water body may not be feasible due to high water flows.
- If feasible, block the water body downstream of the affected area in a location that is safe to enter and is accessible to set up a pump or utilize other sewer cleaning equipment
- To the extent feasible, recover and return contaminated water to the collection system
- Perform follow-up sampling until the area shows no water quality impairment and the posted signs can be removed. The Inspection Superintendent ultimately determines when this happens and makes any follow up calls to affected agencies.

¹ **40 CFR 230.3(s)** defines the term "waters of the United States." This term includes all lakes, rivers, streams (including intermittent streams), mudflats, sandflats, wetlands, sloughs, or natural ponds, or waters that could be used for recreational or other purposes.

6.4 Water Quality Monitoring Plan

A Water Quality Monitoring Plan must 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. Water quality testing must be completed within 48 hours of the City becoming aware of the SSO.

The City's SSO Water Quality Monitoring Program is included in Appendix OERP-C, and includes the following:

- Protocols for water quality monitoring
- Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)
- Requirement for water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory
- Requirement for monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy

6.5 SSO Technical Report

If 50,000 gallons or greater from an SSO reaches surface waters, an SSO Technical Report must be prepared and submitted to the CIWQS online SSO database within 45 calendar days of the SSO end date. The SSO Technical Report must include, at a minimum, the following:

1. Causes and Circumstances of the SSOs
2. Complete and detailed explanation of how and when the SSO was discovered
3. Diagram showing the SSO failure point, appearance point(s), and final destination(s)
4. Detailed description of the causes(s) of the SSO
5. Copies of the original field crew records used to document the SSO
6. Historical maintenance records for the failure location
7. Response to SSO
 - a) Chronological narrative description of all actions taken to terminate the SSO
 - b) Explanation of how the OERP was implemented to respond to and mitigate the SSO
 - c) Final corrective action(s) completed and/or planned to be completed, including a schedule or actions not yet completed
8. Water Quality Monitoring:
 - a) Description of all water quality sampling activities conducted including analytical results and evaluation of the results
 - b) Detailed location map illustrating all water quality sampling points

The City is responsible for the development of the report using the documentation provided by MTCO and the First Responders. The City will upload the SSO technical report in the CWIQS database and certify the SSO as the designated LRO. An outline for the SSO Technical Report is included in Appendix OERP-C.

Appendix OERP-C

- Water Quality Monitoring Program
- Template for SSO Technical Report

Chapter 7 Communications with the Public

A sewer backup is a stressful event and may include interactions with an irate resident property owner. Professional presentation is important, as a homeowner will likely become unhappy if it is perceived that response staff are indifferent, uncaring, unresponsive, and/or incompetent.

7.1 General Communications

Effective management of a sewage backup situation is critical to avoid the potential for a costly, prolonged process with the property owner. The property owner should feel assured that the City and SAM are responsive and that their best interest is the City's top priority.

How you communicate, whether on the phone, in writing, or in person, is how you will be perceived. Good communication with the homeowner results in greater confidence in the City and SAM's ability to address the problem satisfactorily, and a greater chance that the property owner will be cooperative as SAM completes response and follow-up activities.

- When interacting with an affected homeowner, consider the following:
- The homeowner needs ample time to explain the situation. Show interest in what the homeowner has to say. It does not matter if you have heard the story before or already understand the problem.
- As soon as possible, let the homeowner know that you will determine if the source of the sewer backup is in the sewer main and, if it is, will have it corrected as quickly as you can
- State that you understand their concern and then explain what can be done to address the issue, either by SAM if applicable, or an outside contractor
- Do not admit fault. The determination of fault is handled by management staff. If it is determined that the City is at fault, the property owner has the right to file a claim for any reasonable repairs or losses resulting from the incident.
- Keep the homeowner informed on what is being done and will be done to correct the problem
- Keep focused on getting the job done in a very professional manner. Small talk and blame are not appropriate during the response activities.

7.2 Public Notification of Spills that do not Reach Public Waters

For spills that are contained and do not release unrecovered sewage into a storm drain, stream or a surface water body, notification to the public shall be accomplished through the use of signs at the location of the spill.

7.3 Public Notification of Spills that Reach Waters of the United States

If sewage reaches a Waters of the United States, EHS will determine if a field investigation of

the discharge site and potentially affected areas is required. If possible, verify the extent of the contamination in the field before the water body closure decision is made.

Creeks, streams and beaches that have been contaminated as a result of an SSO should be posted at visible access locations until the risk of contamination has subsided to acceptable background levels. The warning signs, once posted, should be checked every day to ensure that they are still in place. “Closed” signs shall be posted at the outfall and a minimum of 100 feet upstream and 100 feet downstream of the discharge. If there is a large volume of sewage, more signs must be posted downstream.

Signs must remain posted until at least two consecutive days of samplings meet the Public Beach Sanitation and Ocean Water-Contact Sports standards, or as otherwise determined by EHS. EHS has the authority to close and re-open the beaches and water bodies for public water contact. The water bodies affected are determined by the following parameters and best professional judgment:

- The volume of sewage discharged
- Parameters affecting flow of sewage to the water bodies
- Direction of current
- Tides
- Past experience in the area; and/or
- Any other pertinent information.

Chapter 8 SSO Documentation

This chapter summarizes the documentation that is prepared and retained in response to an SSO.

8.1 Internal Documentation of SSOs

The First Responder prepares the SSO Report Form and any needed work orders that are included in Appendix B. The SAM Operations Supervisor oversees preparation of a file for each individual SSO. The file includes the following information when available:

- Initial service call information
- SSO Report Form
- Copies of the certified CIWQS report forms including volume estimate
- CCTV inspection if completed
- Water quality sampling and test results, if applicable
- Technical Report if prepared

The Statewide WDR requires that individual SSO records be maintained by the City for a minimum of five years from the date of the SSO. SAM maintains these records on the City's behalf. All records shall be made available for review upon SWRCB staff's request. In addition to the abovementioned records, the following additional records shall be retained for all SSOs where applicable:

- All original recordings for continuous monitoring instrumentation
- Service call records and complaint logs of calls received by the City for the previous five years
- Work orders, work completed, and any other maintenance records from the previous five years that are associated with SSOs
- Documentation of performance and implementation measures for the previous five years

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Chapter 9 Training

All City, SAM, MTCO personnel and contractors who may have a role in responding to, reporting, and/or mitigating a sewer system overflow receive training on the contents of this OERP. All new employees also receive training before they are placed in a position where they may have to respond. Current employees receive regular refresher training on the SSMP and OERP.

The City and SAM received training on the SSMP and OERP upon its last update in 2014. In June 2019, MTCO provided training to SAM field staff on SSO response and reporting. City staff will be retrained upon adoption of updated SSMP documents in 2020. The City's sewer maintenance contractors are responsible for training their staff in all maintenance, emergency response, and safety operations necessary to perform work.

Records are 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 include date, time, place, content, name of trainer(s), and names of attendees.