Appendix C.
Standard Operating Procedure for Sanitary Sewer Overflow Notification
SUBJECT: SANITARY SEWER OVERFLOW (SSO) NOTIFICATION

1. Purpose
   1.1 To provide clear and complete instructions for accurate and timely reporting to regulatory agencies in the event of a sanitary sewer overflow (SSO).
   1.2 To supplement existing SSO procedural documents and to provide the regulatory guidelines for spill reporting.

2. Authority
   2.1 General Manager
   2.2 Assistant General Manager of Operations and Maintenance
   2.3 Director of Environmental and Regulatory Compliance (ERC)

3. Policy
   3.1 It is the policy of the District to comply with all environmental and regulatory agency requirements, including the timely and accurate documentation and reporting of spills in accordance with specific reporting criteria established by said regulatory agencies.
   3.2 It is the policy of the District to ensure that reasonable and effective corrective actions are implemented to prevent or minimize the potential for future occurrences of spills which result from sanitary sewer overflows.

4. Governing Directive(s)
   4.1 State of California Division of Drinking Water - California Health and Safety Code-Section 5411.5.
   4.3 Unified Sanitary Sewer Spill Response Procedure by the Riverside County Flood Control and Water Conservation District, July 15, 2013.

Effective and/or revised date: October 9, 2016
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5. Definitions

5.1 **Sanitary Sewer Overflow (SSO)**¹: Any overflow, spill, release discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:
   5.1.1 Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
   5.1.2 Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and
   5.1.3 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.

5.2 **SSO Category 1**¹: All discharges of sewage resulting from a failure of the sanitary sewer system that:
   5.3.1. Equal or exceed 1000 gallons, or
   5.3.2. Result in a discharge to a drainage channel and/or surface water; or
   5.3.3. Discharge to a storm drainpipe that was not fully captured and returned to the sanitary sewer system.

5.3 **SSO Category 2**¹: All other discharges of sewage, not defined in SSO Category 1, from a failure in the sanitary sewer system.

5.4 **Sanitary Sewer System**¹: Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impounds, 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.

5.5 **Municipal Separate Storm Sewer System (MS4)**²: A conveyance or system of conveyances (including roads with drainage systems, municipal streets, catch basins, curbs, gutters, ditches, natural drainage features or channels, modified natural channels, man-made channels, or storm drains):
   5.6.1 Owned or operated by a State, city, town, borough, county, parish, district, association or other public body (created by or pursuant to State law) having jurisdiction over disposal of sewage, industrial wastes, storm water, or other wastes, including special districts under State law, or designated and approved management agency under section 208 of the CWA that discharges to Waters of the U.S.;
   5.6.2 Designated or used collecting of conveying storm water;
   5.6.3 Which is not a combined sewer;
   5.6.4 Which is not of the POTW as defined at 40 CFR 122.2.

5.6 **Water of the United States**²: Waters of the United States can be broadly defined as the navigable surface waters and all tributary waters to navigate surface water.

5.7 **Sewage**²: The waste and wastewater produced by residential and commercial establishments and discharged into sewers.
6. Procedures

6.1 All sanitary sewer overflows (SSOs) shall be first reported immediately to the Integrated Operation Center (IOC) at extension 6265.

6.2 The following reporting procedures must be followed for ALL SSOs including:
   6.2.1 Brine spills and;
   6.2.2 Private lateral sewage discharges, which are sewage discharges that are caused by blockages or other problems within a privately owned lateral1, that EMWD staff responds to the scene of AND:
     6.2.2.1 That equals or exceeds 1,000 gallons, or
     6.2.2.2 Results in a discharge to a drainage channel and/or surface water, or
     6.2.2.3 Results in a discharge to a storm drainpipe that was not fully captured and returned to the sanitary sewer system.

6.3 During normal work hours (08:00 to 17:00, Monday through Friday, except Holidays), the IOC shall notify the Environmental and Regulatory Compliance (ERC) Department as soon as possible but no later than 2 hours after learning of the SSO. Based on the spill category, ERC will notify appropriate agencies in Table 2, Sanitary Sewer Overflow (SSO) Contact List, within the required time window in Table 1, Sanitary Sewer Overflow (SSO) Notification Timeframe.

6.4 After work hours, the IOC (x-6265) will notify the on-call Administrator. Based on the spill category the on-call Administrator will notify the appropriate agencies (Table 2) within the required time window (Table 1).

6.5 If IOC is unable to contact a person from ERC or the on-call Administrator within 2 hours, the IOC will notify the appropriate agencies (Table 2) within the required time window (Table 1).

6.6 For SSO Category 1 greater than 1,000 gallons:
   6.6.1 Notify within 2 hours:
     • California Office of Emergency Services (Cal OES)
   6.6.2 Notify within 24 hours:
     • County of Riverside Department of Environmental Health (RivCoDEH)
     • Appropriate Regional Water Quality Control Board (RWQCB)
     • Riverside County Flood Control and Water Conservation District (RCFC)
     • City where the SSO impacts (see Attachment C)
   6.6.3 In addition, ERC Staff will enter into the online spill report of the California Integrated Water Quality System (CIWQS) SSO within 3 days. If online reporting is unavailable, ERC Staff will submit the Sanitary Sewer Overflow (SSO) Follow-Up Notification Certification (See Attachment B) via e-mail or fax to the appropriate Regional Board.
   6.6.4 Within 15 calendar days, the final certified report must be approved through the Online SSO System by the Director of ERC or their designee.
Table 1. Sanitary Sewer Overflow (SSO) Notification Timeframe

<table>
<thead>
<tr>
<th>Category</th>
<th>Condition</th>
<th>Cal OES</th>
<th>RWQCB</th>
<th>RivCoDEH</th>
<th>RCFC</th>
<th>City</th>
<th>Follow Up*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Greater than (&gt; 1,000 Gallons)</td>
<td>2 hours</td>
<td>24 hours</td>
<td>24 hours</td>
<td>24 hours</td>
<td>24 hours</td>
<td>3 days</td>
</tr>
<tr>
<td>1 or 2</td>
<td>Reach Storm Drain or Drainage Channel</td>
<td>2 hours</td>
<td>2 hours</td>
<td>2 hours</td>
<td>2 hours</td>
<td>24 hours</td>
<td>24 hours</td>
</tr>
<tr>
<td>2</td>
<td>Less than (&lt;) 1,000 Gallons</td>
<td>24 hours*</td>
<td>24 hours*</td>
<td>24 hours*</td>
<td>24 hours*</td>
<td>3 days</td>
<td></td>
</tr>
</tbody>
</table>

*Follow Up to the Regional Board is required to confirm notification.
^Only notify if significant impact.

Table 2. Sanitary Sewer Overflow (SSO) Contact List

<table>
<thead>
<tr>
<th>Code</th>
<th>Reporting Agency</th>
<th>Contact</th>
<th>Phone#</th>
<th>After Hr (Cell)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cal OES</td>
<td>California Office of Emergency Services</td>
<td></td>
<td>(800) 852-7550</td>
<td>(800) 852-7550</td>
</tr>
<tr>
<td>RWQCB</td>
<td>Santa Ana RWQCB</td>
<td></td>
<td>(951) 782-4130</td>
<td>(951) 782-4130</td>
</tr>
<tr>
<td></td>
<td>San Diego RWQCB</td>
<td></td>
<td>(619) 516-1990</td>
<td>(619) 521-5899</td>
</tr>
<tr>
<td>RivCoDEH</td>
<td>Riverside County Dept. Environmental Health</td>
<td>Matt Riha, <a href="mailto:mriha@rivco.org">mriha@rivco.org</a></td>
<td>955-8980</td>
<td>951-538-5025</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ryan Olney, <a href="mailto:ronney@rivco.org">ronney@rivco.org</a></td>
<td>955-8980</td>
<td></td>
</tr>
<tr>
<td>RCFC</td>
<td>Riverside County Flood Control and Water Conservation District</td>
<td>David Ortega</td>
<td>961-9574 (Direct) or 955-1200 (NPDES)</td>
<td>Mark L 955-1310, Jason Uhley 522-1213</td>
</tr>
</tbody>
</table>

City Where SSO impacts See Attachment C

Follow Up
Santa Ana RWQCB E-mail: spillreportR8@waterboards.ca.gov Fax: (951) 781-6288
San Diego RWQCB E-mail: RB9SSO@waterboards.ca.gov Fax: (619) 516-1994

Brine Notification
Orange County Sanitation District (714) 593-7025 Source Ctrl: (714) 593-7410
Western Municipal Water District (951) 789-5109 789-5109
Santa Ana Watershed Project Authority (951) 354-4220 (951) 324-8680

Optional
Environmental & Regulatory Compliance (ERC)
- Jim Schain Ext. 6202 (951) 287-8633
- Admin Ext. 6252

6.7 For SSO of any volume that reaches a storm drain, drainage channel, or a surface water:
6.7.1 Notify within 2 hours:
- California Office of Emergency Services (Cal OES)
- County of Riverside Department of Environmental Health (RivCoDEH)
6.7.2 Notify within 24 hours:
• City where the SSO impacts (see Attachment C)
6.7.3 In addition, ERC Staff will enter into the online spill report of the California Integrated Water Quality System (CIWQS) SSO within 3 days. If online reporting is unavailable, ERC Staff will submit the Sanitary Sewer Overflow (SSO) Follow-Up Notification Certification (See Attachment B) via e-mail or fax to the appropriate Regional Board.
6.7.4 Within 15 calendar days, the final certified report must be approved through the Online SSO System by the Director of ERC or their designee.

6.8 For SSO Category 2 (less than 1,000 gallons):
6.8.1 Notify within 24 hours via email:
• County of Riverside Department of Environmental Health (RivCoDEH)
6.8.2 Only notify where the SSO impacts are significant:
• Appropriate Regional Water Quality Control Board (RWQCB)
• Riverside County Flood Control and Water Conservation District (RCFC)
• City where the SSO impacts (see Attachment C)
6.8.3 ERC Staff will enter, and the Director of ERC or their designee shall approve, the online spill report of the CIWQS SSO within 30 calendar days after the end of the calendar month in which the SSO occurred (e.g. all SSOs occurring in the month of November must be entered and approved into the database by December 30th).

6.9 For Brine Spills, follow reporting procedures for Category 1 SSO’s referenced in Section 6.6 or 6.7 as applicable.
6.9.1 In addition, notify within 24 hours:
• Orange County Sanitation District (OCSD)
• Western Municipal Water District (WMWD)
• Santa Ana Water Protection Agency (SAWPA)
6.9.2 ERC Staff will submit a report to SAWPA within 5 days after the spill.

6.10 Community Involvement department and upper management may be notified based upon the severity of the spill and professional judgment.

6.11 See Attachment A for Sanitary Sewer Overflow Reporting Procedure Flow Diagram

7. References
7.1 (1) State Water Resources Control Boards (SWRCB) Order No. 2006-0003
7.2 (2) Unified Sanitary Sewer Spill Response Procedure by the Riverside County Flood Control and Water Conservation District, July 15, 2013
Sanitary Sewer Overflows
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Attachment A

Procedure Flow Diagram
Sanitary Sewer Overflow Notification Procedures

- **Call IOC Immediately**
- **NOTIFY within 24 hours**
  - 1. Riverside Environmental Health 955-8980, 955-8932, or 782-2974
  - 2. RWQCB Santa Ana 782-4130
  - San Diego (858) 822-8344 or (619) 516-1990
  - 3. RCFC 961-9574, 522-1213 or 288-5254
  - 4. City (See Attachment C)

- **During Work Hours?**
  - **Yes**
    - IOC is unable to contact appropriate personnel within 2 hours, IOC to make the notification to the appropriate agencies.
  - **No**
    - IOC notifies On-Call Administrator

- **If IOC is unable to contact appropriate personnel within 2 hours, IOC to make the notification to the appropriate agencies.**
  - **Yes**
    - IOC calls Environmental Services
  - **No**
    - IOC Notifies On-Call Administrator

- **Is Spill Greater Than 1,000 Gallons?**
  - **Yes**
    - NOTIFY within 2 hours:
      - 1. Cal OES (800) 852-7550
  - **No**
    - NOTIFY within 24 hours:
      - 1. Riverside Environmental Health 955-8980, 955-8932, or 782-2974
      - 2. RWQCB Santa Ana 782-4130
      - San Diego (858) 822-8344 or (619) 516-1990
      - 3. RCFC 961-9574, 522-1213 or 288-5254
      - 4. City (See Attachment C)

- **ADDITIONAL REPORTING**
  - NOTIFY within 2 hours
    - 1. WMWD 789-5109 or cell: 956-0411
    - 2. SAWPA 354-4220 or cell: 909-841-6998

- **Environmental Services Department responsible for Follow-up Reports and Approvals**
  - Report & Approve CIWQS Report by the 30th of the Following Month
  - Report CIWQS within 3 Days
  - Approve CIWQS Report within 15 Days
  - Report SAWPA within 5 Days

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*Includes Private Spills if answer = "YES"

**If "NO" answered for all questions for **private spill ONLY**, no notification required, only CIWQS report & approval by 30th of the following month.
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Attachment B

Notification Report Form
The following is a notification report form as required by State Water Resources Control Board
Sanitary Sewer Overflow Policy Order# 2008-0002-EXEC as well as San Diego Regional Water
Quality Control Board Order R9-2007-005. If CIWQS is not working, the 3-day draft report may be
faxed to the appropriate RWQCB using this form:

Santa Ana RWQCB Fax Number: (951) 781-6288
San Diego RWQCB Fax Number: (619) 516-1994

1. REGIONAL BOARD NOTIFIED
   CONTACT:
   DATE (MM/DD/YY): TIME (HH:MM):

2. REPORTED BY:
   CONTACT PHONE:

3. RESPONSIBLE SEWER AGENCY OR PRIVATE:

4. RELEASE START:  DATE (MM/DD/YY): TIME
                    (HH:MM):
   RELEASE END:    DATE (MM/DD/YY):
                   TIME (HH:MM):

5. RELEASE VOLUME (Gallons): VOLUME
   RECOVERED (Gallons):
   VOLUME RELEASE TO ENVIRONMENT (Gallons):

6. LOCATION NAME:
   STREET:
   CITY:

7. OVERFLOW CAUSE -- SHORT DESCRIPTION OF CAUSE:

8. SANITARY SEWER OVERFLOW CORRECTIVE ACTION:

9. NAME OR DESCRIPTION WHERE THE OVERFLOW REACHED A STORM DRAIN OR
   RECEIVING WATER (IF NONE, TYPE NONE).

10. RIVERSIDE COUNTY ENVIRONMENTAL HEALTH NOTIFIED:
    CONTACT:
        DATE (MM/DD/YY): TIME (HH:MM):

11. CAL EMA NOTIFIED: (IF APPLICABLE):
    CONTACT:
    CAL EMA#:
        DATE (MM/DD/YY): TIME (HH:MM):
Sanitary Sewer Overflows
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Attachment C

City Notification
City of Beaumont
Mr. Aftab Hussain
550 E. 6th Street
Beaumont, CA 92223
951.769.8520, Fax: 951.676.2054
ahussain@ci.beaumont.ca.us

City of Canyon Lake
Mr. Mike Borja
31516 Railroad Canyon Road Canyon Lake, CA 92587
951-244-2955, Fax: 951-246-2022
mborja@cityofcanyonlake.com

City of Eastvale
Mr. Kris Hanson
6080 Hamner Avenue Ste., 103
Eastvale, CA 91752
951-361-0900
khanson@eastvaleca.gov

City of Jurupa Valley
Mr. Mike Waltz
8304 Limonite Avenue, Suite M
Jurupa Valley, CA 92509
951-332-6464, Fax: 951-332-6995
mwaltz@jurupavalley.org

City of Menifee
Rudy Luna
29683 New Hub Drive, Suite C
Menifee, CA 92586
Office: 951-746-0450, Cell: 951-723-3728
rlnuna@cityofmenifee.us

City of Murrieta
Mr. Bill Woolsey
1 Town Center
Murrieta, CA 92562
Direct 951-461.6073,
Main (951)304-2489, Fax: 951-698-3416
wwoolsey@murtiera.org

City of Perris
Mr. Daryl Hartwill
101 N. "D" Street
Perris, CA 92570
951-657-3280, After Hours: 951-351-6267
dhartwill@cityofperris.org

Riverside County Environmental Health
Mr. Keith Jones
4065 County Circle Drive
Riverside, CA 92503
951-358-5055, Fax: 951-358-5017
kjones@rivco.org

Riverside County Flood Control District
Mr. David Ortega, Senior Engineering Technician
1995 Market Street
Riverside, CA 92501
951-955-4390, Cell: 951-961-9574, Fax: 951-788-9965
DavidJOrtega@rcflood.org
After Hours: Mark L, Maintenance Superintendent, 951-955-1310, Cell: 951-288-5254

City of Temecula
951-694-6411 office
Rodney Tidwell, Public Works Maint. Supervisor
951-302-4102, Field: 951-303-5497
Rodney.tidwell@cityoftemecula.org

City of Calimesa
Ms. Lori Askew 908 Park
Avenue Calimesa, CA 92320
909-795-9801, Fax: 909-795-4399
Laskew@cityofcalimesa.net

City of Corona
Mr. Raul Arevalo
4005, Vicentia Avenue
Corona, CA 92882
951-736-2248, After Hours: (951)736-2330,
Fax: 951-736-2496
raul.arevalo@coronaca.gov

City of Hemet
Mr. Ron Proze or Mike Hefley
3777 Industrial Avenue
Hemet, CA 92545
951-765-3712, Afterhours: 951-634-3112
Fax: 951-765-2493,
proze@cityofhemet.org

City of Lake Elsinore
Mr. Rick DeSanctis
130 South Main Street
Lake Elsinore, CA 92530
951-674-5170 ext. 291, Fax: 951-674-8761
rdesantisieo@lake-elsinore.org

City of Moreno Valley
Mr. Mike Lloyd
14177 Frederick Street
Moreno Valley, CA 92552-0805
951-413-3120, Fax: 951-413-3158
After Hours: Emergency Stand-by group Cell: 619-917-4984
michael@movaj.org

City of Norco
Mr. Sam Nelson
1281 Fifth Street
Norco, CA 92860
951-270-5607, Fax: 951-270-5619
Emergency: 951-371-1143
snelson@ci.norco.ca.us

City of Riverside
Mr. Kevin Street
5950 Acorn Street
Riverside, CA 92504
951-351-6140, Fax: 951-351-6267
Alternate/after Hours- WQCP Dispatch: 951-351-6280
City Call Center: 951-826-5311
kstreet@riversideca.gov

Riverside County Executive Office
Mr. Scott Bruckner
4080 Lemon Street, 4th Floor
Riverside, CA 92501
951-955-1110, Fax: 951-955-1105
sbruckner@rivco.org

City of San Jacinto
Mr. Arthur Mullen
201 E. Main Street
San Jacinto, CA 92583
951-487-7300 Main; 951-487-7381 desk, Cell: 951-634-1033
amullen@sanjacintoca.us
951-487-7330, After Hours: 951-453-5318, Pager:
951-765-8197 Fax: 951-487-7382 , Cell: 951-634-1033
Memberton@sanjacintoca.us OR Dmudrovich@sanjacintoca.us

City of Wildomar
Leave message
23873 Clinton Keith Road, Suite 201
Wildomar, CA 92595
951-677-7751, Fax: 951-698-1463
wildomarpw@cityofwildomar.org