STEGE SANITARY DISTRICT
SPILL EMERGENCY RESPONSE PLAN
(SERP)

Revised February 2023

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Chapter 1 Introduction

The purpose of the Spill Emergency Response Plan (SERP) is to ensure that the District complies with all regulatory requirements for the containment, clean-up, decontamination and reporting of Sanitary Sewer Overflows (SSOs). The SERP provides guidelines for responding to, cleaning up, and reporting SSOs that occur within the Stege Sanitary District collection system service area. The SERP was previously known as the Overflow Emergency Response Plan (OERP) and may be called such in historical or supplementary documents.

1.1 Regulatory Requirements

The section summarizes the regulatory requirements for the SERP.

1.1.1 General Waste Discharge Requirements (WDR)

The Statewide WDR for Sanitary Sewer Systems was adopted by the State Water Resources Control Board (SWRCB) on May 2, 2006. The goal of the WDR is to provide a consistent statewide approach for reducing SSOs. The WDR outlines requirements for all publicly owned sanitary sewer collection systems in California with more than one mile of sewer pipe. For the WDR, the collection system agency shall develop and implement an SERP that identifies measures to protect public health and the environment. These procedures have been updated to include the changes outlined in the Amended Monitoring and Reporting Program (WQ 2013-0058-EXEC) and supporting documents for the Sanitary Sewer Systems Waste Discharge Requirements (WQ 2006-003-DWQ), effective September 9, 2013. These procedures have been updated to include the changes outlined in Order 2022-0103-DWQ and supersedes the previous State Water Resources Control Board Order 2006-0003-DWQ and amendments thereafter, effective 180 days after June 5, 2023.

At a minimum, this plan must include the following:

A. Proper notification procedures so that 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 of all SSOs that potentially affect public health or reach surface waters 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 permit requirements.
D. Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the SERP 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 surface waters and minimize or correct any adverse impact on the environment resulting from SSOs. This includes accelerated or additional monitoring as necessary to determine the nature and impact of the discharge.

1.2 Goals

The purpose of this SERP is to provide Stege personnel with guidelines for responding to SSOs which occur in Stege's service area. The goals of the SERP are:

- Respond quickly to minimize the volume of SSOs;
- Eliminate the causes of SSOs;
- Contain wastewater from SSOs to the extent feasible;
- Minimize public contact with wastewater from SSOs;
- Mitigate the impact of SSOs;
- Meet regulatory reporting requirements.

1.3 Definitions

Sanitary Sewer System – Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and 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.
For purposes of this Order, sanitary sewer systems include only those systems owned by public agencies that are comprised of more than one mile of pipes or sewer lines.

The Stege Sanitary District is limited to collections only. It does not maintain a wastewater treatment plant.

Private Sewer Lateral (PSL) – In the Stege Sanitary District, the sewer lateral is the privately owned and maintained sewer line which links the sanitary or waste plumbing (building drain) of a house or other building with the main sewer. The side sewer includes that portion of pipe extending from a point of connection with the building drain to and including the connection to the main sewer. (*SSD Standard Specifications and Details Section 2, page 2-4*). The PSL is therefore, not considered part of the District maintained Sanitary Sewer System.

Spill Introduced in Order 2022-0103-DWQ, the term "Spill" shall be synonymous and interchangeable with the previously termed Sanitary Sewer Overflow, abbreviated as SSO, defined below.

Sanitary Sewer Overflow (SSO) - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. (Definition taken from Order No. 2006-003-DWQ). In addition, a spill is a discharge of sewage from any portion of a sanitary sewer system due to a sanitary sewer system overflow, operational failure, and/or infrastructure failure. Sewage and its associated wastewater spilled from a sanitary sewer system may threaten public health, beneficial uses of waters of the State, and the environment. (Additional definition taken from Order No. 2022-0103-DWQ). 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.

Pursuant to the order, SSOs are categorized as follows:

- **Category 1 SSO** – Discharges of untreated or partially treated wastewater of <u>any volume</u> resulting from an enrollee's sanitary sewer system failure that reach:
  - A surface water, including a surface water body that contains no flow or volume of water; or
  - A drainage conveyance system that discharges to surface waters when the sewage is not fully captured and returned to the sanitary sewer system or disposed of properly.

    Any spill volume not recovered from a drainage conveyance system is considered a discharge to surface water, unless the drainage conveyance system discharges to a dedicated stormwater infiltration basin or facility.

- **Category 2 SSO** – Discharges of untreated or partially treated wastewater of <u>1,000 gallons or greater</u> from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

  A spill of 1,000 gallons or greater that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system, is a Category 2 spill.

- **Category 3 SSO** –Discharges of untreated or partially treated wastewater <u>equal to or greater than 50 gallons and less than 1,000 gallons</u> from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

  A spill of equal to or greater than 50 gallons and less than 1,000 gallons, that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 3 spill.

- **Category 4 SSO** – All other discharges of untreated or partially treated wastewater <u>less than 50 gallons</u> from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.

  A spill of less than 50 gallons that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 4 spill.

<u>District</u> – The Stege Sanitary District or the District Service area. (The Cities of El Cerrito, Unincorporated Kensington, and the Richmond Annex.)

<u>Supervisor</u> – Collection System Supervisor.

<u>Manager</u> – District Manager.

<u>First Responder</u> - The District field staff that respond to SSOs and service calls. A responder may be any field crew member during normal working hours, or the staff assigned to standby duty outside of normal working hours.

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Chapter 2 Response to Notification of SSO

The SSO Standard Operational Procedure (SOP), included as Appendix 1, outlines the proper District procedure to assess, respond to, and resolve SSOs with the greatest efficacy.

When an SSO service call is received, staff shall take a brief description of the nature of the incident. They shall also note the SSO's location and caller's contact information (phone number). Field crews that respond to the call can then contact the caller, if needed, to gather more information or to convey information to them as response progresses.

When notification of an SSO is received, it should be clearly communicated to the caller as to: who will respond, the estimated time of arrival, and what areas of the property will need to be accessed. The information provided by the caller should be verified before dispatching field crews. This includes verifying the address and nearest cross street and making sure the address is part of the District's system. If not, provide the caller with the phone number of the responsible agency; follow up by calling the said agency and providing the details of the call. Contact information for neighboring agencies is included in Appendix 2.

2.1 Public Observation of SSO

Public observation is the most common way that Stege is notified of blockages, SSOs and backups. Contact information for reporting SSOs and backups are clearly posted on the District's internet website at www.stegesan.org. The main telephone number for District offices is (510) 524-4667.

2.2.1 Normal Working Hours

Normal working hours are from 8:00 A.M. to 5:00 P.M. Monday through Thursday, and 4:00 P.M. on Fridays, except holidays. When a report of an SSO is received, Stege staff notes pertinent information and forwards the information to the Collection System Supervisor or Collection System Worker, who may contact the caller, and fills out the first section of the Service Call Report found in Appendix 4.

The Supervisor verbally communicates the information to the appropriate field crew by direct conversation or contact.

2.1.2 After Normal Working Hours

After normal working hours, calls are automatically routed from the District's phones to a contracted after-hours answering service. The service gathers essential information and then notifies Stege standby personnel, who responds to the incident.

2.2 Pump Station (Burlingame and Canon) Alarms

Pump Station incidents activate an automated dialer that calls District's phones. Pump Station calls are similarly routed to the after-hours answering service.

2.3 Staff Observation

District field crews are in the field and perform work on the system daily and may be the first to witness certain SSOs.

2.4 Responsibility for SSO Response

District collection system maintenance crews and supervisors, are responsible for responding to SSOs, and are the first responders, or "responder". The Collection System Supervisor is responsible for field crew scheduling, assignment of tasks and also coordinating standby response duties outside normal working hours. There shall always be at least one Stege employee and one additional worker (either another Stege employee or a contracted El Cerrito City worker), assigned to standby duty. The phone numbers of assigned staff are regularly provided to the after-hours answering service.

All staff members assigned to standby duty performs this duty in a revolving schedule. It is the Supervisor's responsibility to review and approve the after-hours schedule. He is also responsible for relaying this information to the after-hours answering service. All phone calls that are received after-hours are routed first through the Supervisor (or after-hours lead crew member). The crew member who receives the call must assess the situation and determine the best course of action before mobilization.

Chapter 3 SSO Response Procedures

This section describes the procedures for responding to an SSO.

3.1 Customer Relations Practices

As a representative of Stege, SSO responders will occasionally have to deal with an irate customer or homeowner. A sewer backup is a stressful event and even a reasonable person can become irate if it is perceived that staff members are acting in an indifferent, uncaring, unresponsive, and/or incompetent manner.

If customer relations are not managed well, SSO situations can end up in a costly, prolonged process with the homeowner. A customer or homeowner should feel assured that Stege is responsive and the customer's best interest is their top priority.

It is important for employees to communicate effectively with customers, especially in sewage backup situations. How we communicate – on the phone, in writing, or in person – is how we are perceived. Good communication results in the homeowner's confidence in Stege's ability to address the problem satisfactorily, less chance of having the homeowner prolong the claims process, and less chance of the customer exaggerating the damage done on their property.

Communication tips:

- Give the homeowner ample time to explain the situation or to vent. Show interest in what the homeowner has to say, no matter how many times you have heard it before, or how well you understand the problem.
- As soon as possible, let the customer 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.
- Acknowledge the homeowner's concerns. For example, if the homeowner seems angry or worried about property damage, say something like, "I understand that you're concerned about the damage to your property, professional restoration crews can restore the area."
- Express understanding and empathy for any inconveniences caused by the incident, but do not admit fault. If it is determined that Stege is at fault, the property owner has the right to file a claim for any reasonable repairs or losses resulting from the incident.
- As much as possible, 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.
- Don't find fault or lay blame on anyone.

3.2 First Responder Responsibilities

The first responder's responsibilities are:

- To follow safe work practices.
- To respond promptly with the appropriate equipment.
- To evaluate the cause of the SSO and determine responsibility.
- To restore flow to the District system as soon as possible.

- To contain the SSO whenever feasible.
- To minimize public access to and/or contact with the SSO.
- To promptly notify the District Manager or Engineer, in event of a major SSO.
- To return as much of the SSO back in to the collection system as possible.
- To restore the area to its original condition (or as close as possible).

3.3 Safety

The first responder is responsible for following appropriate safety procedures at all times and special consideration should be given to following all local traffic, confined space, and OSHA procedures. If a first responder encounters a situation where it is unsafe for him or her to properly perform their duties, they must stop and not proceed without first taking sufficient measures to ensure safety. When in doubt, staff must consult with the Supervisor or Manager.

3.4 Initial Response

Most service calls require crews to respond and physically appear on-site to assess and possibly resolve a potential SSO at the reported location. The first responder must respond to the service call and initiate SSO resolution activities, if appropriate, within 60 minutes after initial notification.

The first responder should determine appropriate response measures based on the circumstances and information (e.g. weather and traffic conditions, magnitude of SSO, etc.). If additional help is needed, contact other employees, contractors, and/or equipment suppliers as appropriate. Contact information for Stege personnel is available in Appendix 3. A comprehensive external Emergency Contact List can be found in Appendix 2. Based on available information, the responder should determine what equipment is likely to be needed to resolve the SSO.

Upon arrival at the site, the first responder should:

- Note arrival time at the site (include in Service Call Report Form in Appendix 4).
- Determine whether the incident is a District caused SSO or backup.
- Field verify the address and nearest cross street. (Determine if the location is within the District service area).
- Identify and assess the extent of the spill's affected area.
- Contact caller, as time permits.
- Take pictures of the area impacted by SSO, attempt to capture the extent of the affected area with some indication of scale or size comparison.
- Notify the Manager/Supervisor if:
  - The spill appears to be large, affects a sensitive area; or
  - There is doubt regarding the extent, impact, or confusion on how to proceed; or
  - Additional help is needed for line cleaning or repair, SSO containment or recovery, lab analysis, and/or site cleanup.

3.5 Restore Flow

Upon arrival at the location of an SSO that has backed up into a house or a building, the first responder should evaluate and determine if the SSO may have been caused by a defect or flow condition in the District owned sewer main or if it was caused by a blockage in the privately owned sewer lateral.

- If it is determined that the SSO is caused by a blockage in a property owner's private sewer lateral, it should be clearly communicated that it is not Stege's responsibility to work on a private lateral.
- If a blockage and/or backup in the main line may have caused the SSO in a house or building, relieve the blockage in the main line and see Section 4.6 for Claims and Restoration Firm information.

The responder shall attempt to remove the blockage and restore flow through the District sewer system. Using the appropriate cleaning tools, the field crew should set up downstream of the blockage and rod upstream from a clear manhole. The flows should be observed and any spoils intercepted and removed, to ensure that the blockage does not recur downstream.

3.5.1 Pump Station or Force Main Facilities

The responder to a potential pump station or force main failure should:

- Determine whether flow can be restored within a reasonable amount of time.
- If it appears that flow cannot be restored within a reasonable amount of time or if the conveyance system facility requires reconstruction and/or repairs, then employ contingency plans covering containment, bypass pumping, contractual assistance, etc.

If assistance is required, immediately contact the supervisor, other employees, contractors, and equipment suppliers as required. The contact information can be found in Appendix 2 and Appendix 3.

3.6 Contain the Overflow

The responder should attempt to contain as much of the SSO as possible using the following steps:

- Determine the immediate destination of the SSO.
- Block or plug storm drains using available equipment and materials to contain the spill, whenever appropriate. If the SSO has made contact with the storm drainage system, attempt to contain the overflowed sewage by plugging downstream storm drainage facilities.
- Contain/redirect the SSO using a dike/dam, sandbags, or hay bales with plastic sheeting.
- 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 more flow from contributing to the SSO. (Bypass or intercept the incoming flow.)
- When an SSO occurs inside of a house or building, the property owner should be instructed to follow these guidelines:
  - Keep all family members and pets away from the affected area.
  - Place towels, rags, blankets, and other similar items between areas that have been affected and areas that have not been affected.
  - Do no remove any contaminated items.
  - Turn off the HVAC system.
  - Move any uncontaminated property away from the overflow area.

- NOTE: Water quality sampling is required if an SSO reaches surface waters, and is equal to or greater than 50,000 gallons. See Chapter 7 for Water Quality Sampling.

3.7 SSO Notification Signage and Restrict Public Access

Barriers, safety cones and signage shall be posted to warn and prevent the public from coming into contact with the SSO. Safety and early warning equipment is crucial in safeguarding the public. It is also necessary to prevent any interruption or distraction to SSO response activities. Do not remove the signs until directed by the Supervisor or Manager. A sample warning sign is included as Appendix 5.

Chapter 4 Recovery and Clean Up

The recovery and clean up phase begins when the flow has been restored through the Stege system and the SSO has been contained to the extent possible.

4.1 Recovery of Overflowed Sewage

Vacuum or pump the SSO and return it back into the Stege collection system, when possible.

4.2 Clean Up

Clean up procedures should be implemented to reduce the potential for health issues and adverse environmental impacts that are associated with an SSO event.

4.2.1 Private Properties

SSOs that occur inside houses or buildings shall be cleaned up by a restoration company. Contact information for recommended professional restoration companies can be found in Appendix 2. Claims should be submitted based on information found in Section 4.6 and in accordance with SSD Procedure No. M113-0607 Overflows into Homes/Businesses and Claims Handling Procedures (Appendix 7).

4.2.2 Hard Surface Areas

- Collect all SSO related remnants and debris still left in the affected area.
- Flush area. The hydroflusher or combo van should be used for this, and water must first be de-chlorinated.
- Take reasonable steps to contain and vacuum up the SSO.

4.2.3 Landscape and Unimproved Natural Vegetation

- Collect all signs of SSO solids and related materials either by hand or with the use of rakes and brooms.
- Allow the area to dry. Repeat the process if additional cleaning is required.

4.2.4 Not Used ~~Natural Waterways~~

~~The California Department of Fish and Game (CDFG) should be notified in the event an SSO impacts any creeks, gullies, or natural waterways. CDFG will provide the professional guidance needed to effectively clean up SSOs that occur in these sensitive environments. Clean up should proceed quickly in order to minimize the impact. Any water that is used in the cleanup process shall be de-chlorinated prior to use.~~

4.3 Not Used

4.4 Estimate the Overflow Volume

Use the methods outlined in Appendix 6 to estimate the volume of the SSO.

4.5 Follow Up Activities

If the SSO was able to reach the storm drain system, the responders should assess whether it is feasible to vacuum/pump out the catch basin and any other portion of the storm drain that may contain sewage, and do so if it is possible. In the event that an SSO occurs at night, the location

should be re-inspected the following morning. Field crews should look for any signs of SSO solids and related material that may necessitate additional cleanup activities.

4.6 Claims for Backups into a Building

The first responder to a sewer backup into a house or building should, after dealing with the SSO first:

- Gather information and fill out all applicable reports, per SSD procedures.
- Notify the Manager of the incident.
- Wait for the restoration company to arrive.
- Forward incident reports and related documents to the Manager.

For potential claims, follow Stege policies and procedures. Refer to Appendix 7.

Chapter 5 Public Notification

5.1 County Environmental Health Services Requirements

The Contra Costa Health Environmental Health Services Department shall 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 they remain 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 standard. In the event where background levels of the water bodies may exceed these standards, EHS will analyze available test results, the situation at hand, and/or require more testing to determine if the Public Beach Sanitation and Ocean Water-Contact Sports standards can be met. The removal of signs must be approved by EHS and the County Public Health Officer.

EHS has the authority to close and re-open the beaches and water bodies for public water contact. The water bodes 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.

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Chapter 6 SSO Documentation and Reporting

All SSOs should be thoroughly investigated and documented for use in managing the sewer system and meeting established reporting requirements.

6.1 Internal SSO Documentation

6.1.1 Category 1, 2, 3 & 4 SSOs

The first responder will complete a Service Call Report form (Appendix 4). The first responder will follow the procedures and complete the appropriate forms in accordance with Stege's Claim Procedure (Appendix 7) if an SSO occurs within a residence or building.

Staff will prepare a file for each individual SSO. The file should include the following information:

- Collection System Service Call Report form (Appendix 4).
- Volume estimate (included on Service Call Report form).
- Estimated start time of overflow (on Service Call Report form).
- Closed-Circuit Television (CCTV) inspection report.
- Non-flushable items public advisory notification, aka. "Rag Notice", if applicable.
- Notice of defective lateral public notification, if applicable.
- Water quality sample and test results, if applicable.

6.1.2 SSO Analysis

The objective of the analysis is to determine the "root cause" of the SSO and to identify corrective action(s) needed that will reduce or eliminate the potential for future SSOs at the same location.

The investigation should include the review of all relevant data to determine appropriate corrective action(s). The investigation should include:

- Properly completing the Service call / Overflow Form (Appendix 4)
- Reviewing past maintenance records;
- Conducting a CCTV inspection to determine the condition of the line segment immediately following the SSO and reviewing the video and logs; and
- Interviewing staff who responded to the spill.

The ultimate goal of the failure analysis investigation should be the identification of the root cause of the SSO and the assignment of appropriate corrective actions.

6.2 External SSO Documentation

The WDR requires that individual SSO records be maintained for a minimum of **five years** from the date of the SSO. This period may be extended when requested by a RWQCB Executive Officer. All records shall be made available for review at the SWRCB, RWQCB, or EPA staff's request, either through an onsite inspection or through a public records information request. Records shall be retained for all SSOs, including but not limited to the following when

applicable (list is copied from the Amended Monitoring and reporting Program (WQ 2013-0058-EXEC)):

- General Records: The enrollee shall maintain records to document compliance with all provisions of the SSS WDRs and this MRP for each sanitary sewer system owned including any required records generated by an enrollee's sanitary sewer system contractor(s).
- SSO Records: The enrollee shall maintain records for each SSO event, including but not limited to:
  - Complaint records documenting how the enrollee responded to all notifications of possible or actual SSOs, both during and after business hours, including complaints that do not result in SSOs. Each complaint record shall, at a minimum, include the following information:
    - Date, time, and method of notification.
    - Date and time the complainant or informant first noticed the SSO.
    - Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
    - Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
    - Final resolution of the complaint.
  - Records documenting steps and/or remedial actions undertaken by enrollee, using all available information, to comply with section D.7 of the SSS WDRs.
  - Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
- Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
- Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
  - Supervisory Control and Data Acquisition (SCADA) systems
  - Alarm system(s)
  - Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.

6.3 Internal SSO Reporting Procedure

6.3.1 Category 1 & 2 SSOs

During normal working hours, the first responder will immediately notify the Supervisor, Manager or Engineer, but this may be after SSO response is completed. The first responder will fill out the Service Call Report (Appendix 4) and turn it in to the Supervisor after response and cleanup activities are completed. The Manager or their designee will meet with field crew at the site of the SSO event to assess the situation. In the event of a very large SSO or an SSO in a sensitive area, the Manager may notify the Board of Directors. Depending upon the severity of the SSO, the Supervisor may elect to inform the Manager the next business day, if the SSO

occurs after normal working hours. However, the Manager or Engineer must be notified no later than 2 days after becoming aware of the SSO.

If an SSO is greater to or equal to 1,000 gallons and reaches surface waters, 2 hour reporting is required. See Figure 6-1.

6.3.2 Category 3 & 4 SSOs

The first responder will fill out the Service Call Report (Appendix 4) and turn it in to the Supervisor, who will review it before forwarding it to the Manager.

6.4 External SSO Reporting Procedure

6.4.1 SWRCB On-Line Reporting Requirements

The California Integrated Water Quality System Project (http://ciwqs.waterboards.ca.gov/) (CIWQS) electronic reporting system is an on-line reporting tool available on the SWRCB website. It shall be used for reporting SSO information to the SWRCB whenever possible. A check list with contact information is included as Figure 6-1.

Note regarding the discontinuance of RWQCB notification.
Excerpt from Fact Sheet for Order 2013-0058-EXEC (Page 3 of 3)
Monitoring and Reporting Program for Order 2006-0003-DWQ
The following is a summary of major changes made to the existing MRP (Order 2008-0002-EXEC) and incorporated in the final revised MRP (Order 2013-0058-EXEC):
Change in Notification Requirement for spills that reach surface water:

- Three notification calls were required (California Office of Emergency Services, Regional Water Quality Control Boards, and local Health Departments). Required notification has been changed to call California Office of Emergency Services (Cal OES) only since Cal OES notifies the Regional Water Quality Control Boards and local Health Departments when a spill notification is received.
- Elimination of requirement to submit a certification to Regional Water Quality Control Boards within 24 hours of making notification calls.
- Alignment of notification requirement with California Code of Regulations section 2250, Reportable Quantity of Sewage, by requiring notification calls for only spills of 1,000 gallons or more. Notification of Cal OES was required for all spills to surface water.
- Addition of requirement to update Cal OES when there are substantial changes to previously reported spill volume estimates or impacts.

Figure 6-1: External Reporting Requirement Check List

Reporting & Certification Checklist
SSOs Greater than or equal to 1,000 Gallons in Volume that Reach Surface Waters (Category 1 SSOs > 1,000 Gallons) **2-Hour Notification:** Regulatory Agencies (CalEMA/OES) must be notified within two hours of discharge (≥1,000 gallons) of sewage to a surface water or drainage channel (that is not fully captured and returned to sewer). **California Emergency Management Agency (CalEMA/OES)** Phone: (800) 852-7550 Make sure you ask for an "CalEMA/OES Control Number" **Within 3-Business Days of Becoming Aware of the SSO:** A DRAFT report must be entered into CIWQS (http://ciwqs.waterboards.ca.gov). **Within 15-Calendar Days of the SSO End Date.** Must be certified by the Legally Responsible Official (LRO/District Manager) using CIWQS.
Category 1 SSOs of ANY Volume that Reach Surface Waters **Within 3-Business Days of Notification (SWRDB/CIWQS).** A DRAFT report must be reported to SWRCB using CIWQS. **Within 15-Calendar Days of the SSO End Date.** Must be certified by LRO using CIWQS. **Category 2 SSOs (>1,000 Gallons) that do NOT Reach Surface Waters** **Within 3-Business Days of Notification (SWRDB/CIWQS).** A DRAFT report must be reported to SWRCB using CIWQS. **Within 15-Calendar Days of the SSO End Date.** Must be certified by LRO using CIWQS. **Category 3 (>50 Gallons & <1,000 Gallons) that do NOT Reach Surface Waters** **Within 30-Days After End of Month in which the SSO Occurred.** Must be certified by LRO using CIWQS. **Category 4 All Other SSOs (<50 Gallons)) that do NOT Reach Surface Waters** **Within 30-Days After End of Month in which the SSO Occurred.** Must be certified by LRO using CIWQS.
Other CIWQS Reporting Requirements
"No Spill" Certification The LRO must certify using CIWQS every 30 days (or every quarter, if reporting quarterly). **Collection System Questionnaire** The LRO must update and certify using CIWQS every 12 months. **Private Lateral SSOs (Reporting is Optional)** If reporting is desired, report to SWRCB as "Private Lateral" SSO and identify responsible party, if known, using CIWQS. Must be certified by the LRO using CIWQS.
California Integrated Water Quality Systems (CIWQS)
SWRCB Reporting Time Frames Depend on the Size and Final Destination of the SSO. ♦ CIWQS must be used for reporting if the website is available (http://ciwqs.waterboards.ca.gov) o The SSO database will automatically generate an email notification with customized information about the SSO upon initial reporting and final certification for all Category 1 SSOs. o Fax SWRCD (only if CIWQS website is down).
Sanitary Sewer Overflow (SSO)
Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. (Definition taken from Order No. 2006-003-DWQ) 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 Greater than or Equal to 1000 Gallons That Reach Surface Waters

Within 2 hours of becoming aware of any SSO greater than or equal to 1,000 gallons and discharged to surface water or spilled in a location where it probably will be discharged to surface water, the reporting requirements as described in this section apply.

Within 2 hours of being notified of the SSO, the responder will:
The Superintendent, or his designated representative, shall call Cal OES/Cal EMA (Emergency Agency) (800) 852-7550 within 2 hours of becoming aware of the SSO.

Within 3-business days of being notified of the spill event, the Manager, or their designee will submit a DRAFT report using CIWQS.

Within 15-calendar days of the SSO end date, the LRO (District Manger) shall certify the final report using CIWQS.

Category 1 and Category 2 SSOs

Upon becoming aware of any SSO greater than or equal to 1,000 gallons or discharged to surface water or spilled in a location where it probably will be discharged to surface water, the reporting requirements as described in this section apply.

Within 3-business days of being notified of the spill event, the Manager, or their designee will submit a DRAFT report using CIWQS.

Within 15-calendar days of the SSO end date, the LRO (District Manger) shall certify the final report using CIWQS.

Category 3 & 4 SSOs

Within 30-calendar days after the end of the calendar month in which the SSO occurred, (eg. All SSOs occurring in the month of January must be entered into CIWQS by March 1st), the LRO (District Manger), or their designee will submit a DRAFT electronic report using CIWQS. The LRO (District Manger) shall certify the report with the proper deadline.

Private Lateral Sewage Discharges (OPTIONAL)

The LRO (District Manger), or their designee may report private lateral SSOs using CIWQS, specifying that the sewage discharge occurred and was caused by a private lateral and identifying the responsible party (other than Stege), if known.

Monthly "No Spill" Certification

If there are no SSOs during the calendar month, the LRO (District Manger) shall certify on CIWQS, an electronic report that Stege did not have any SSOs, **within 30-calendar days after the end of each calendar month.**
Effective September 9, 2013, the LRO may perform the "No Spill" Certification on a quarterly basis.

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Chapter 7 Water Quality Sampling

Water quality sampling must be performed **no later than 18 hours** after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. Water quality results are required to be uploaded into CIWQS.

7.1 SSO Technical Report

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

7.1.1 Causes and Circumstances of the SSO

- Complete and detailed explanation of how and when the spill was discovered;
- Photographs illustrating the spill origin, the extent and reach of the spill, drainage conveyance system entrance and exit, receiving water, and post-cleanup site conditions;
- Diagram showing the spill failure point, appearance point(s), the spill flow path, and ultimate destinations;
- Detailed description of the methodology employed, and available data used to calculate the discharge volume and, if applicable, the recovered spill volume;
- Detailed description of the spill cause(s);
- Description of the pipe material, and estimated age of the pipe material, at the failure location;
- Description of the impact of the spill;
- Copy of original field crew records used to document the spill; and
- Historical maintenance records for the failure location.

7.1.2 Enrollee's Response to SSO

- Chronological narrative description of all actions taken by enrollee to terminate the spill.
- Explanation of how the SSMP Spill 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.
    - Local regulatory enforcement action taken against an illicit discharge in response to this spill, as applicable,
    - Identifiable system modifications, and operation and maintenance program modifications needed to prevent repeated spill occurrences, and
    - Necessary modifications to the Spill Emergency Response Plan to incorporate lessons learned in responding to and mitigating the spill.

7.1.3 Water Quality Monitoring

- Description of all water quality sampling activities conducted;
- List of pollutant and parameters monitored, sampled and analyzed;
- Laboratory results, including laboratory reports;
- Detailed location map illustrating all water quality sampling points; and
- Other regulatory agencies receiving sample results (if applicable).

7.1.4 Evaluation of spill impact(s), including a description of short-term and long-term impact(s) to beneficial uses of the surface water.

7.2 Spill Travel Time

As per the revised MRP: *"The SSO Water Quality Monitoring Program, shall, at a minimum: Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.)."*

It is therefore assumed by these succeeding procedures that this requirement alludes that the purpose of accounting for spill travel time is to determine and/or justify when it is impractical to pursue or chase the SSO downstream in order to set up at a further downstream testing location.

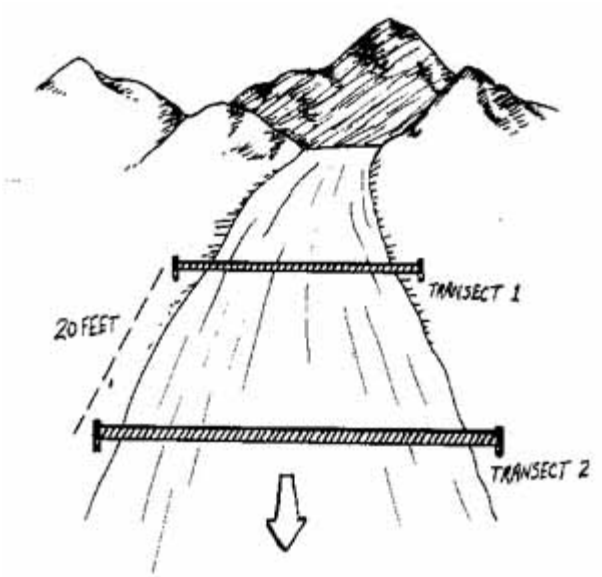
In other words, if it is assumed that the SSO has travelled a distance that is impractical, inaccessible, unsafe to chase or otherwise "may not be possible (to monitor)", then the standard downstream testing location shall be used.

This only applies if an SSO has already stopped by the time maintenance crews arrive on site, or in the unlikely event that water sampling occurs a significant amount of time after the SSO is stopped by maintenance crews.

Method to Determine Water Body Velocity and Spill Travel Time

For further detailed background information, the methods outlined in this section are taken in part from the United States Environmental Protection Agency's website, 'Water: Monitoring & Assessment" page. (http://water.epa.gov/type/rsl/monitoring/vms51.cfm)

- Place two marks or stakes on the side/banks of the affected water body, 20 feet apart, along the flow of the water. (See image below).
- Use a floatable and easily identifiable object such as an orange, pine cone or ping pong ball. You may color the object a bright fluorescent color for identification.
- Using a stopwatch, time the amount of time it takes the object to travel from point 1 to point 2. This is **X** (in seconds).
- Use the following formula to calculate the water flow speed (Y) of the water body:
    - **Y** (speed in feet per second) = 20 / **X** (time in seconds).



(image above taken from the USEPA website)

- Note the time elapsed since the SSO estimated spill start time (see SPILL FORM, appendix 4). This shall be **S** (in minutes).
- Perform this calculation:
  - (**S** x 60 x 20 x 0.85) / (**X**) = approximate SSO distance travelled in feet.
  - Note: 0.85 (.085 is suggested EPA coefficient)

7.3 Water Quality Sampling and Protocols

When water quality sampling and testing is required to determine the extent and impact of the SSO, the following guidelines must be followed:

- Samples should be collected as soon as possible after, but only after the SSO is controlled and resolved. Sampling shall not interfere with SSO response activities.
- At a minimum, 3 water quality samples should be collected - one sample at the discharge point, one sample 100 feet upstream, and one sample 100 feet downstream

Safety and Access Concerns:

- Before performing any water quality sampling procedures, all crew members shall be aware of their surroundings and shall be responsible for their own safety and the safety of any other crew member.
- Maintenance crew members shall always wear safety equipment and personal protection equipment.
- Maintenance crew members shall be aware of potential safety hazards such as:
    - Low lighting conditions.
    - Potential slip and fall hazards from wet surfaces.
    - Deep water bodies and potential for drowning.
    - Obstructions such as walls, gates, and protective structures.
    - Poisonous plants.
    - Wild animals in remote areas.
    - Inaccessible or difficult to access areas.
- Under no circumstance shall a maintenance crew member perform water quality sampling activities if it is determined that reasonable, practical and present safety hazards may exist that may danger the individual taking the sample or the individual supporting these activities.
    - If a safety concern exists, maintenance crew members shall note in their report why they could not perform or complete the water sampling activity. Take photographs to document.
    - Alternative options that deviate from these procedures may be used, at the maintenance crew member's discretion for safety reasons. (ie. If an obstruction or deep water exists at the suggested 100 foot sampling location, then a sample may be used at 80 or 120 feet, etc.).
    - When at all possible, use tools perform activities safely.

Water Quality Sampling Procedures:
(Shall be completed within <u>18 hours</u> of becoming aware of the SSO):

- Retrieve SSO sample Collection Kit (cooler) and obtain ice pack or fill cooler with ice. Make sure to bring a measuring wheel or similar long distance measuring device.
- Determine the approximate location of where the SSO entered the water body. On the District sanitary sewer map, note the location of each sample (entry point of SSO, upstream and downstream location) including date and time sample was taken.
- Draw a map depicting a rough sketch of the water body and the location the sample was taken, including any landmarks that may assist in investigations at a later date.

- Photograph these locations and include a reference point in the photo such as a tree, sign, lamppost or other permanent and easily identifiable structure.
- Maintenance crew support (secondary support members) shall take photographs of the area as well as the sample being taken to document water sampling activities.
- If sampling is performed after the SSO has stopped before the maintenance crew arrives on site, estimate SSO travel time. (See section 7.2 for spill travel time procedures). 100 feet may be used as a minimum downstream distance for sampling.
- Due to possible tidal action in the surface water and other factors, another method may be used to determine the "source" location at the discretion of the District manager.
- Put on safety gloves and safety glasses from the SSO Sample Collection Kit.
- Keep the sterile collection bottle closed until it is to be filled. Do not contaminate inner surface of the lid or bottom rim.
    - UpStream (US) Sample Collection: Collect the upstream samples first. Move approximately one hundred feet (100') upstream of Source location. Label each of the sample bottles.
    - SSO Entry Point Sample Collection (ENTRY): Collect the "entry" samples next. Move approximately ten feet (10') downstream of the entry point location. Label each of the sample bottles.
    - DownStream (DS) Sample Collection: Lastly, collect the downstream sample. Move one hundred feet (100') downstream of the source location. Label each of the sample bottles.
- 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.
    - AT EACH SAMPLING LOCATION, a 125 mL bottle must be filled in addition to a 1 Liter bottle. (Total of 6 bottles for 3 locations).
- 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 100mL. (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 containers with distinctive sample site name, date, and time collected.
- Label containers with appropriate sample location: ENTRY (for SSO entry point), US (for UpStream sampling location) & DS (for DownStream sampling location).
- Place each sample in the cooler after collection and labeling.
- Complete the laboratory requisition slip with requested information (site, bottle number, collect date and time of collection, type of sample, test requested, name and phone number of responsible person for reporting purposes, and name of person responsible for delivery.) Note any field observations that may have occurred during the sampling.

- Follow procedures to deliver sample to testing lab. Test all samples from SSO events for ammonia and fecal coliform (note: bacterial indicator suggested from consultation with West County treatment plant, the nearest geographical treatment facility).

Samples should be stored and shipped according to the following procedures:

- Place 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.
- Deliver to a California State accredited or certified laboratory <u>within **8 hours**</u> of collection. For compliance tests, the holding time must not exceed 8 hours from the time of collection to time of processing or the tests will be invalidated.

Delivering the sample to the lab for testing:

- The District has agreements with Alpha Analytical Labs (Dublin) and Cal-Test Labs (Napa) to perform any water quality testing.
- **See figure 7-1 (following page) for laboratory contact and delivery protocol.**
- When Alpha Analytical Laboratories is not available, **See figure 7-2.**
- District maintenance crews shall immediately contact Alpha Analytical, and as a backup measure, contact Cal-Test for instructions on how to deliver test samples.
- In weekend or after-hours incidents, it may be required for District maintenance staff to deliver the samples personally to the testing lab.
- (See appendix 9 for laboratory agreement and detail instructions for further information)

<u>Warnings for Sample Collection</u>:

- Avoid Contamination. Be careful. Make every effort not to touch the sample contents, because the sample containers may contain hazardous chemicals and the sample results may be easily affected by human contamination.
- Deliver Sample to Lab. All samples need to be delivered to the laboratory expeditiously due to the limited hold time required for maintaining sample integrity.

Figure 7-1: Alpha Analytical Laboratories Contact and Delivery Protocol (PRIMARY)

Alpha Analytical Laboratories		
262 Rickenbacker Circle, Livermore, CA 94551		
Name	**Telephone**	**Type**
David Pingatore	(925) 828-6226	OFC
	(925) 872-9637	CELL
	(510) 285-6856	HOME
Ukiah Laboratory	(707) 468-0401	OFC
Robbie Philips	(650) 464-3237	CELL
	(925) 365-1095	HOME
Jeremy Evangelista	(510) 759-6068	CELL
Kenneth Sim	(408) 209-454	CELL
Rodney Santillan	(925) 705-6079	CELL

Figure 7-2: Caltest Laboratory Contact and Delivery Protocol (ALTERNATE)

Caltest Analytical Laboratory		
1885 North Kelly Road, Napa, CA 94558		
Name	**Telephone**	**Type**
Business Hours (Mon-Fri, 8am - 5pm)		
	(707) 333-1615	OFC
Non-Business Hours		
Todd Albertson	(707) 333-1615	
John Larin	(707) 333-1612	

Notes for Alpha Analytical Laboratories:

- For Alpha Analytical, contact David Pingatore as the primary representative for delivery instructions or to request a courier to pick up sample.
- Instruct the lab to: "Test for Ammonia, Total Coliform Bacterial, Fecal Coliform Bacteria, E-coli & Enterococcus," as per the Stege Sanitary District agreement with Alpha.
- For Monday through Thursday events, as long as Alpha is contacted by 12:00 PM (noon), the lab will be able to dispatch a courier to the District for sample receipt at no charge. For Friday events, as long as Alpha is contacted by 10:00 AM, the lab will be able to dispatch a courier to the District for sample receipt at no charge. For after hour needs, and for weekend/holiday needs, Alpha will be on call for service, but there may be requirements for Stege personnel to drop the sample(s) off at our Dublin microbiology lab (Alpha Analytical Laboratories - 6398 Dougherty Road, Suite 35 - Dublin CA 9456

Suggested Analysis of Test Results:

- After the analyses have been performed and the results have been reviewed and finalized, check if either of the following conditions are satisfied:
  - Both the ammonia and bacteria levels downstream are approximately equal to or less than the upstream levels.
  - The concentration of un-ionized ammonia is below *"0.16 mg/L as N" for Central SF Bay and upstream reaches* ~~and *fecal coliform* levels are below *"90th percentile < 400 MPN/100mL*~~ *and other indicators as listed in figure 7-3 below excerpted from the Basin Plan*.
- As soon as one of the above conditions are satisfied, monitoring for this SSO may stop. If neither are satisfied, repeat the Sample Collection Procedure steps until either or both of the conditions are satisfied or other information is available to suggest the SSO is no longer causing a potentially adverse effect on the water body.

Figure 7-3: Excerpt of Table 3-1 of the June 2013 Basin plan

Beneficial Use	~~Fecal Coliform (MPN/100mL)~~	Total Coliform (MPN/100mL)	Entercoccus Bacteria (MPN/100mL)		E. coli (MPN/100mL)
			Estuarine and Marine	Fresh Water	Fresh Water
Water Contact Recreation	**~~90th percentile < 400~~**	**no sample > 10,000**	**no sample > 104**	**~~Max at 89~~**	**Max at 298**
Shellfish Harvesting	**~~90th percentile < 43~~**	**90th percentile < 230**	**--**	**--**	**--**
Non-contact Water Recreation	**~~90th percentile < 4,000~~**	**--**	**--**	**--**	**--**

7.4 Field Sampling Kit

A District field sampling kit shall be maintained as part of the emergency trailer supply inventory, the kit at a minimum should include:

- Laminated instructions for water sampling procedures.
- Six (6) 1 liter poly bottle pre preserved with H2SO4 (for ammonia testing).
- Six (6) 125 mL sterile bacti bottle (for bacteria testing).
- Eye protection, gloves, and hand sanitizer.
- Warning tape.
- District sanitary sewer map.
- Measuring wheel or long distance measuring tape.
- Notepad.
- Field sampling kit replacement log.

The District field sampling kit shall be restocked and sample bottles replaced on an annual basis, or at the laboratory's discretion. Contact David Pingatore at Alpha for a free replacement bottle kit. Fill in the Field Sampling Kit Replacement Log.

Figure 7-4: Water Quality Sampling Quick-Reference Check List

*For TRAINING, make a pick-up appointment with David Pingatore beforehand.

IF an SSO of 50,000 gallons or greater are spilled to surface waters:

1. Inform District Manager for the need for 2-Hour reporting.

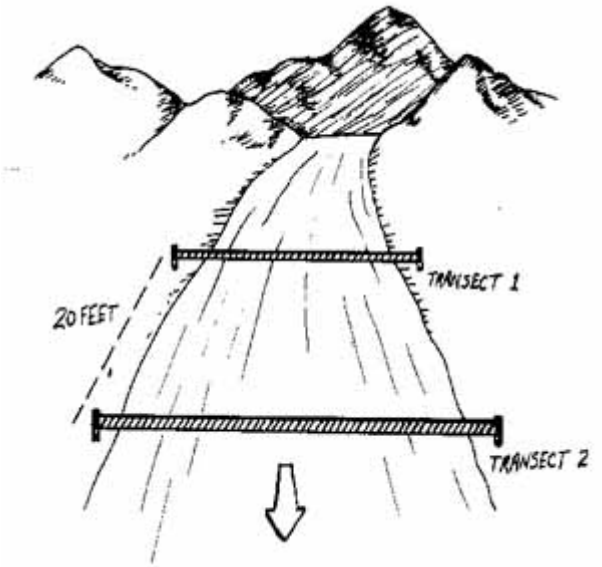
2. Respond to, relieve and control SSO as per District procedures.

3. Perform water quality sampling only if area is readily accessible and it is safe to do so. SAMPLING MUST BE COMPLETED WITHIN 18 HOURS.

4. Determine where the SSO first entered the water: _____ (← write address & manhole number on line)

5. Take a picture of the entry point of the SSO into the water.

6. Determine spill travel time (see section 7.3).



   a. Set up two marks (shown as TRANSECT on diagram above) on the side of the water bank 20 feet apart (see picture above).

   b. Release a floatable object and measure its travel time to cross from the first mark to the second. (Time must be in seconds.)

   c. Note time object travelled between the two marks in **seconds**:

A _____ (ENTER seconds) (← object travel time)

   d. How many **minutes** since SSO first started?:

B _____ (ENTER minutes) (← object travel time)

7. Perform this calculation to determine how far the SSO has travelled in the water:

A x 60 x 20 x 0.85 ÷ **B** = **SSO travel Distance (in feet)**

Note: (5280 feet is equal to 1 mile). The values for **A** and **B** can be found in step 6.

8. IF the distance in feet in STEP 7 is greater than 100 feet, then maintenance crew team leader must make a determination if it is feasible and safe to "chase" the SSO downstream, (and take samples greater than 100 feet).

9. Refer to section 7.3 for the proper procedure to take samples.

10. Take two (2) water samples (one small and one large bottle) from EACH location: At the ENTRY point of the SSO, 100 feet UPSTREAM of the entry point, and:
    a. If SSO is to be "chased" downstream, then take sample at this location, document and note distance, or else,
    b. Take sample 100 feet DOWNSTREAM of the entry point.

11. Total samples should be six (6) bottles.

12. Mark all locations on a map. Take many pictures to "document the story".

13. Label all bottles with:
    a. UpStream, Entry Point or DownStream sample.
    b. Date and Time sample was taken.
    c. Location if applicable. (ie. Nearest address, landmark, etc.)

14. Dry the sample bottles and immediately place in the cooler.

15. Contact David Pingatore of Alpha Analytical **(925) 872-9637** for instructions on pickup.
    a. Tell David "I am with Stege Sanitary District."
    b. Say "We have had a major SSO and require water quality testing services."
    c. Say "We need to test for Ammonia, Total Coliform Bacteria, Total Fecal Coliform Bacteria and Enterococcus, as per our agreement."
    d. Check the tables in figure 7-1 and 7-2 (section 7.3) if David cannot be reached and an alternate contact person needs to be contacted.
    e. The samples MUST be delivered within 8 hours.

16. Perform inventory of Field Sampling Kit. Request replacement bottles from David. Replenish all depleted supplies and fill in replacement log properly.

17. Contact the District Manager or the Engineer if further assistance or clarification is required.

18. David Pingatore's backup contact information in case he cannot be reached by celphone: **(925) 828-6226 (Office) & (510) 285-6856 (Home).**

Chapter 8 SSO Response Training

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

8.1 Initial and Annual Refresher Training

All Stege personnel who may have a role in responding to, reporting, and/or mitigating SSO should receive training on the contents of this Plan. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive semiannual refresher training on this Plan and its procedures.

8.2 Record Keeping

Records should be kept of all training that is provided to and completed by staff. The records for all scheduled training courses and for each overflow emergency response training event should include date, time, place, content, name of trainer(s), and names of attendees.

8.3 Water Quality Sampling Training

District maintenance crews shall, at a minimum, perform water quality training at least once per year. This includes a “mock live drill” in which actual samples are collected from the field and delivered to the lab for testing.

The lab results shall be diligently filed in District offices and shall contain the following information

- Date of training/sampling exercise.
- Crew members in attendance.
- Temperature, weather conditions & other environmental observations.
- Lab results for ammonia, fecal coliform, E-coli & enterococcus.
- Location of creek sampled.

Each year, a different creek location shall be used for the training exercise; this will familiarize the maintenance crews with the different creek locations in the District service area, the unique terrain, and any potential safety hazards that may be encountered. In addition, the lab results may serve as “background” control data for streams in normal conditions.

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Chapter 9 Equipment Inventory

Stege has emergency response equipment which is available if needed for SSO response. The equipment inventory is included as Appendix 8.

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Appendix 1
SSO Standard Operating Procedures

April 2010
Revised December 2014

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Appendix 1 – SSO Standard Operating Procedure (SOP)

The purpose of this Standard Operational Procedure (SOP) is to aid staff in prompt and responsible SSO response and is intended only as a condensed version of the SSO Response Plan (Plan).

Address Service Calls

- When a report of a SSO or backup is made, District staff route the call directly to the Maintenance staff in charge of field crews at the time the call is received. They will take the information from the caller, and fill out the first section of the Service Call report (Service Call Report Appendix 4).
- After working hours, calls are automatically routed to an answering service. Services take essential information and then notify Stege standby staff, who responds to the incident
- The Maintenance staff shall verify the address and nearest cross street, making sure it's part of the District's conveyance system. If not, provide the caller with the phone number of the responsible agency and follow up by calling the agency yourself, providing the details of the call. Neighboring agency contact information is included in the Emergency Contact List (Appendix 2). Provide assistance if requested.
- The response measures will be based on the information provided by the caller (weather and traffic conditions, small back up vs. sewage flowing on the ground, etc). If additional help is needed, the Supervisor will contact other employees, contractors, and/or equipment suppliers as listed in the Emergency Contact List (Appendix 2) and the First Responders Contact List (Appendix 3).

Responding to SSOs

- The First Responder shall visit the site immediately in an attempt to minimize or eliminate an overflow. Respond with the rodder/hydroflusher cleaning trucks and/or spill response trailer depending on the situation.
- Upon arrival at the site, clearly assess the situation and comply with all safety precautions (traffic, confined spaces, etc) and verify the existence of a sewer system spill or backup.
- Identify and assess the affected area and extent/impact of the spill and request additional help as needed for line cleaning or repair, containment, recovery, lab analysis and site cleanup.
- Using the appropriate cleaning equipment, set up downstream of the blockage and rod/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 recur downstream
- If the blockage cannot be cleared within a reasonable time or conveyance system requires construction repairs, contingency plans must be employed as needed, including containment, bypass pumping, contractual assistance etc. If assistance is required, immediately contact other employees, contractors and equipment supplies as required. See Emergency Contact List and Responders Contact List (included as Appendices 2 and 3, respectively).
- Signs warning the public of a sewage release should be posted in the affected area. Use barricades, caution tape, cones, etc. as needed. (Appendix 5). Warning signs should

remain posted until County of Contra Costa Environmental Health Services Department or Regional water Quality Control Board staff authorizes their removal.

- The response crew shall complete the Field Report (Appendix 4) and provide copies as stated at the bottom of the report.
- SSO Notification and Reporting: Accurate and responsive reporting is vital. Refer to the SSO External Reporting Requirement Flow Chart (Figure 6-1).

Home or Business Back Ups

In the event of a backup into a home or business, Chapter 4 shall be used to guide staff through the processes.

REFERENCES

Addressing Service Calls

- *SSO Service Call Report Form (Appendix 4)*
- *Emergency Contact List (Appendix 2)*
- *First Responders Contact List (Appendix 3)*

Responding to SSOs

- *Methods for Estimating Overflow Volume (Appendix 6)*
- *Sample Warning Sign (Appendix 5)*
- *SSO External Reporting Requirement Flow Chart (Figure 6-1)*
- *SSO Response Equipment List (Appendix 8)*

Appendix 2
Emergency Contact List

April 2010
Revised October 2013

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Appendix 2 – Emergency Contact List

Neighboring Agencies	Phone Number
West County Wastewater District	(510) 222-6700
Contra Costa County Health Service	(925) 692-2500
City of Richmond (Veolia Water)	(510) 412-2001
City of Berkeley	(510) 981-6300
City of Albany	(510) 528-5754
EBMUD (Water Main Breaks)	(510) 287-0831

Restoration Contractors	Phone Number
Restoration Management	(800) 400-5058 (24hr)
Service Master	(800) 737-7663
911 Restoration	(888) 243-6653

Pipe Contractors	Phone Number
Bayhawk (Tony)	(510) 776-5886
Bill's Underground	(510) 223-8205
Fermin Sierra Construction	(510) 471-1474
D'Arcy & Harty Construction, Inc.	(415) 822-5200

Emergency Bypass Contractors	Phone Number
NRC	(800) 337-7455
	(510) 776-5886
Rain For Rent	(866) 435-6562
	(925) 679-2803

Appendix 2 “Emergency Contact List
April 2010
Revised October 2013

Appendix 3
First Responders Contact List

April 2010
Revised October 2013

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Appendix 3 – First Responder Contact List

Stege Sanitary District

	Phone Numbers (cell #)
Collection System Supervisor	
Walt Lunn	[redacted]
Standby Staff – Responders	
Fred Bondoc	[redacted]
Adam Clark	
Enrique Reyes	
Dennis Wright	
On-Call Staff – Responders	
Bill Driscoll	[redacted]
Jose Jarmillo	
Mario Gonzalez	
Alex Martinez	
Engineering/Inspection	
Paul Soo, Jr.	[redacted]
Arvin Gonzales	
District Manager	
Rex Delizo	[redacted]

Appendix 4
SSO Service Call Report Form

April 2010
Revised August 2014

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SERVICE CALL/OVERFLOW FORM

INITIAL ALERT

NOTIFIED BY

☐ COMPLAINT
☐ EMERGENCY

NOTIFIED OR DISCOVERED ON *DATE / TIME*

NEAREST ADDRESS

☐ El Cerrito 94530
☐ Kensington 94707
☐ Richmond 94804

ARRIVED AT SITE *DATE / TIME*

INVESTIGATION

MAINTENANCE ACTIVITY:
☐ *ROD* ☐ *INSPECTION*
☐ *HYDRO* ☐ *OTHER:*
☐ *DYE TEST*

PROBLEM IN:
☐ *MAIN LINE* ☐ *PRIVATE LATERAL*
☐ *OTHER:*

PROBLEM TYPE:
☐ *Water(A)* ☐ *Debris in Main(D)* ☐ *Lateral Cause(LC)* ☐ *Overflow(OF):* ☐ *Storm Drain(SD)*
☐ *Broken Main(B)* ☐ *EBMUD(E)* ☐ *Misc.(M)* ☐ *PG&E(P)* ☐ *Unknown(U)*
☐ *S/S Congestion(C)* ☐ *Soft Stoppage(F)* ☐ *MH Cover(MC)* ☐ *Roots(R)* ☐ *Wipes/Rags(W)*
☐ *Grease(G)* ☐ *Odor(O)* ☐ *Surcharge(S)* ☐ *Other(T):*

SIZE / TYPE OF PIPE

CREW INITIALS	HOURS
TOTAL HOURS	

UPSTREAM MANHOLE NUMBER

DOWNSTREAM MANHOLE NUMBER

COMMENTS

MAP PAGE NO.

OVERFLOW SPILL RESPONSE

ESTIMATED SPILL START *DATE / TIME*

SPILL END *DATE / TIME*

LEAVE SITE *DATE / TIME*

SPILL LOCATION:
☐ *Lamp/Manhole (MH)* ☐ *Lateral (L)*
☐ *Mainline (ML)* ☐ *Cleanout (CO)*
☐ *Other (O):* ☐ *Building (BLDG)*

SPILL CAUSE:
☐ *Line Break (ML)* ☐ *Blockage (B)*
☐ *Other (O):* ☐ *Surcharge (S)*

SPILL END LOC.:
☐ *Building (BLDG)* ☐ *Storm Drain (SD)*
☐ *Street/pvmnt (ST)* ☐ *Creek (C)*
☐ *Other (O):* ☐ *Yard (Y)*

ESTIMATED SPILL VOLUME

*** >1000 Gals & SD/waters call OES** **GALS**

SPILL EST. BY
☐ *Area x Depth (A)* ☐ *# Residences (R)*
☐ *Eyeball (E)* ☐ *Other (O):*
☐ *MH Flowrate (M)*

AGENCIES NOTIFIED:
☐ *CalOES (enter control no. below)*
☐ *CSRMA/Restoration Co.*

CalOES Control #:

SPILL VOLUME RECOVERED

GALS

WEATHER CONDITIONS:

MEASURES TAKEN
☐ *Restore flow*
☐ *Contain spill*
☐ *Recover spill* *CCTV date:*
☐ *Clean Up*
☐ *CCTV Inspect*

CLEAN UP DESCRIPTION / NOTES:

 # PHOTOS TAKEN

CORRECTIVE ACTIONS

ACTIONS:
☐ *Change Cleaning Freq. / Equip.*
☐ *Repair/Replace Line*
☐ *Other:*

NOTES:

COMPLETED BY:	APPROVED BY:	ONLINE REPORT DATE:

SSO Two (2) Hour Notification Worksheet

for any discharges of sewage into a drainage channel or surface water AND equal to or greater than 1000 gallons

(Does not replace the requirement to report to CIWQS-SSO eReporting Program within 3 days of the spill)

CALL Office of Emergency Services (CalOES)

State Warning Center: 1-800-852-7550

1. CalOES Control Number : _____
2. Date Notification Made: _____ (mm/dd/yyyy)
3. Time Notification Made: _____ (hh:mm)
4. Name of Staff: _____ Phone Number: (_____)_____

EMERGENCY Contacts:

Alan Dialon (Claims)
(725) 502-6701 (cell)
(855) 763-5898 (backup)
(909) 763-4320 (Carl Warren Co)

Restoration Management (800) 400-5058
Service Master (800) 737-7663
911 Restoration (888) 243-6653

FIELD NOTES (incl. Spill Volume Determination and Start Time Explanation)

Appendix 5
Sample Warning Sign

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Appendix 5 – Sample Warning Sign

SEWAGE SPILL WARNING

WATER CONTACT MAY CAUSE ILLNESS

BY ORDER OF THE HEALTH OFFICER
CONTRA COSTA COUNTY
FOR FURTHER INFORMATION
CALL: 925/692-2500

Appendix 5 “Sample Warning Sign”
April 2010
Revised July 2014

Appendix 6
Methods for Estimating SSO Volume

April 2010
Reviewed October 2013

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Appendix 6 – Methods for Estimating SSO Volume

A variety of approaches exist for estimating the volume of an SSO. This appendix documents the three methods that are most often employed. The person preparing the estimate should use the method most appropriate to the sewer overflow in question and use the best information available.

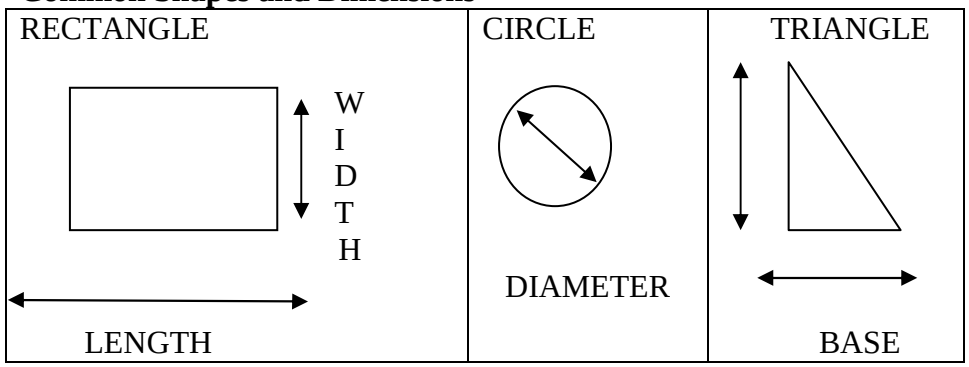
Method 1: Visual Estimate

The volume of small spills can be estimated using an "visual estimate". To use this method imagine the amount of water that would spill from a bucket or a barrel. A bucket contains 5 gallons and a barrel contains 50 gallons. If the overflow is large than 50 gallons, try to break the standing water into barrels and then multiply by 50 gallons. This method is useful for contained spills up to approximately 200 gallons. Stege crews have "created" 50 gallon overflows by filling barrels with water and spilling it onto pavement, so responders see the area affected by a 50 gallon overflow when it's on paved or hard surfaces.

Method 2: Measured Volume

The volume of most small spills that have been contained can be estimated using this method. The shape, dimensions, and the depth of the contained wastewater are needed. The shape and dimensions are used to calculate the area of the spills and the depth is used to calculate the volume.

Common Shapes and Dimensions



Step 1	Sketch the shape of the contained sewage (see figure above).
Step 2	Measure or pace off the dimensions.
Step 3	Measure the dept at several locations and select an average.
Step 4	Convert the dimensions, including depth, to feet.
Step 5	Calculate the area in square feet using the following formulas:
	Rectangle: Area = length (feet) x width (feet)
	Circle: Area = diameter (feet) x diameter (feet x 0.785
	Triangle: Area = base (feet) x height (feet) x 0.5
Step 6	Multiply the area (square feet) times the depth (in feet) to obtain the volume in cubic feet.
Step 7	Multiply the volume in cubic feet by 7.5 convert it to gallons.

Method 3: Duration and Flowrate
Calculating the volume of larger spills, where it is difficult or impossible to measure the area and depth, requires a different approach. In this method, separate estimates are made of the duration of the spill and the flowrate. The methods of estimating duration and flowrate are:

Duration
Duration is the elapsed time from the time the spill started to the time that the flow was restored.

Start Time: The start time is sometimes difficult to establish. Here are some approaches:

1. Local residents can be used to establish start time. Responders, as part of their response, need to ask residents if they have information about or know the start time of an SSO. SSOs that occur in public rights-of-way are usually observed and reported promptly. SSOs that occur out of the public view can go on longer. Sometimes observations like odors or sounds (e.g. water running in a normally dry creek bed) can be used to estimate the start time.
2. Conditions at the SSO site change over time and can be used to establish the start time. Initially there will be limited deposits of toilet paper and other sewage solids. After a few days to a week, the sewage solids form a light-colored residue. After a few weeks to a month, the sewage solids turn dark. The quantity of toilet paper and other materials of sewage origin increase over time. These observations can be used to estimate the start time in the absence of other information. Taking photographs to document the observations can be helpful if questions arise later in the process. This method is valid for SSOs that have been occurring for a long time and may be used in conjunction with either of the above methods.
3. It is important to remember that SSOs may not be continuous. Blockages are not usually complete (some flow continues). In this case the SSO would occur during the peak flow periods (typically 10:00 to 12:00 and 13:00 to 16:00 each day). SSOs that occur due to peak flows in excess of capacity will occur during, and for a short period after, heavy rainfall.

End Time: The end time is usually much easier to establish. Field crews on-site observe the restoration to normal flow that occurs when blockage has been removed.

Flow Rate
The flowrate is the average flow that left the sewer system during the time of the SSO.

The common ways to estimate the flowrate:

1. **The San Diego Manhole Flowrate Chart:** This chart, included at the end of this appendix, shows sewage flowing from manhole covers at a variety of flow rates. The observations of the field crew can be used to select the appropriate flowrate from the chart. If possible, photographs are useful in documenting basis for the flowrate estimate.
2. **Counting Connections:** Once the location of the spill is known, the number of upstream connections can be determined from the sewer maps. Multiply the number of connections by 135 gallons per day per residence. This 135 gallons per day figure may be modified depending on duration of SSO, time of day, and whether the blockage is partial, or allowing some flow to pass by it.

Appendix 7
Stege Sanitary District (SSD) Maintenance Procedure No. M113-0607

April 2010
Revised August 2014

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Appendix 7 – Stege Sanitary District (SSD) Maintenance Procedure No. M113-0607

STEGE SANITARY DISTRICT
MAINTENANCE PROCEDURE NO. M113-0607

EFFECTIVE: June 2007
REVIEWED: 09/2008
Revised 04/2023

TITLE: OVERFLOWS INTO HOMES/BUSINESSES AND CLAIMS HANDLING PROCEDURES

PURPOSE: To provide guidance to Maintenance crew and Administrative staff on proper protocol during possible District sewer main line backups into homes and businesses, including claims handling of these events.

SCOPE: This procedure is applicable to backups or sanitary sewer overflows (SSOs) into homes and businesses that may have been caused by a defect or flow condition in the District owned sewer main.

DEFINITIONS: Risk Management Coordinator – Carl Warren & Company is the District's designated third party claims adjuster and consultant. This Coordinator will be responsible for all communication between any third party vendors and the affected individuals of any residence or business that may have experienced an SSO or backup. The Coordinator has the authority to act on behalf of the District to deliver necessary emergency services to mitigate the damage, or resultant cost of any incident.

RESPONSIBILITY: The Collection System Superintendent is responsible for the conduct of the Maintenance crew, and shall act as the first responder during SSOs or backups into homes/businesses, but shall not make decisions or take actions that are the responsibility of the District's "Risk Management Coordinator" as described above. When the Superintendent is not available, a pre-assigned Maintenance crew member (designated representative) shall assume the responsibility to carry out this procedure and to direct the efforts of the responding Maintenance crew. The Manager is responsible for seeing that this procedure is carried out by District Maintenance and Administrative staff.

PROCEDURE: This procedure shall be followed by Maintenance staff when responding to service calls where a defect or flow condition in the District's main sewer line may have caused an SSO or backup that results in sewage entering back into a home or business. The following steps are to be taken by the responding Maintenance crew.

1. Immediately instruct the property owner or resident to discontinue the use of water and to not flush the toilet.
2. If possible, divert, control or contain the SSO or backup using sandbags, etc.
3. Using the District map, determine which District sewer main line likely serves the affected property.
    a. Inspect the sewer main line that likely serves the affected property.

   b. Open both upstream and downstream manholes and inspect for surcharge and compare the flow of sewage between both manholes.
   c. Determine if there is an abnormal flow condition in the sewer main line that may have caused or contributed to the SSO or backup.
4. Determine if a proper cleanout (CO) is installed on the property.
   a. Locate the CO.
   b. Take pictures of the CO, and its current condition.
   c. Does the CO have an approved backflow prevention device (BPD) – such as a mushroom, loose cap, or popper?
   d. Is the BPD functioning properly? If present, is there a condition that is preventing the CO and BPD from functioning properly?
5. If it is determined that the SSO or backup is NOT caused by a defect or flow condition in the District's sewer main line:
   a. Contact the Maintenance Superintendent. Only the Maintenance Superintendent (or his designated representative) is authorized to discuss matters regarding the SSO or backup with the property owner or resident after first responder activities.
   b. Maintenance Superintendent (or his designated representative) shall inform the property owner or resident that the District sewer main did not cause or contribute to the SSO or backup (state findings and reasons), and explain it is the result of a problem in the private portion of the sewer system.
   c. If required, explain to the property owner or resident that within the District's service area, the sanitary sewer lateral from the property connection up to and including the connection at the main (upper AND lower lateral) are the responsibility of the property owner.
6. If it is determined that the SSO or backup MAY have been caused by a defect or flow condition in the District's main sewer line:
   a. **Perform the maintenance procedure outlined in District Maintenance Procedure No. M103-0995 "Overflow Response and State Agency Reporting Procedure"** in regards to clearing the stoppage and relieving the issue in the sewer main line.
   b. Immediately contact and inform the Maintenance Superintendent.
   c. The Maintenance Superintendent (or his designated representative) is the only person authorized to discuss matters regarding the SSO or backup with the property owner or resident after first responder activities.
   d. Maintenance crew members shall not discuss matters pertaining to cleanup and responsibility with the homeowner in matters where a flow condition or defect in the sewer main line may have caused an SSO or backup.

CLEANUP, CLAIMS HANDLING AND CONFLICT RESOLUTION: The following section describes the proper protocol to handle situations where a defect or flow condition within the District sewer main may have caused or contributed to an SSO or backup into the property, causing damage.

1. The Superintendent, or his designated representative shall Contact **Alan Dialon** (representative of Carl Warren & Co.) immediately at (909) 763-4320, no later than two hours from the incident response time.
   a. The Maintenance Superintendent shall, jointly with **Alan Dialon**, determine if the incident will likely result in a claim against the District.

b. If so, **Alan Dialon** will manage all succeeding conflict resolution procedures, **including calling and dispatching an appropriate cleanup and restoration service company**.
c. If **Alan Dialon** is not reachable, contact and dispatch an appropriate cleanup and restoration company after a brief consultation with the property owner or resident. Inform a Carl Warren & Co. representative.

2. Provide the property owner or resident with the following:
   a. Claim form (see attachment #1). Claims handling is covered in Administrative Procedure No. A116-0402.
   b. Sewer Spill Reference Guide – Your Responsibility as a Private Property Owner (aee attachment #2).
   c. Customer Information Letter Regarding Sewer Backup Claims (see attachment #3).
   d. Hotel Authorization, if needed (see attachment #4).

RISK MANAGEMENT COORDINATOR RESPONSIBILITIES: The Risk Management Coordinator is responsible for the following follow-up actions:

1. Complete the California Sanitation Risk Management Authority (CSRMA) Sewer Backup Incident/Claims Report (see attachment #5), and forward to Carl Warren within one business day of the SSO response.
2. Submit all other incident or documentation materials in a timely manner to Carl Warren & Co.
3. Direct all claimant concerns and questions regarding the adjustment of their claim to the Carl Warren & Co. Claims Adjustor, or CSRMA Program Administrator.
4. Work with Administrative Supervisor to properly complete the Claims Submittal Check list (see attachment #6).

TIME LIMITS: This procedure shall be reviewed annually by the Manager for potential revision.

ATTACHMENTS:

1. Claim Form.
2. Sewer Spill Reference Guide (Your Responsibility as a Private Property Owner).
3. Customer Information Regarding Sewer Backup Claims.
4. Hotel Selection.
5. Sewer Backup Incident/Claim Report.
6. CSRMA Sewer Backup Claims Submittal Checklist.

FORMS TO BE KEPT IN DISTRICT VEHICLES: The following documents shall be aseembled in a neat and organized fashion within indidual packets that can be distributed appropriately to affected property owners or residents:

- TO BE PROVIDED TO PROPERTY OWNER
  - Claim Form. (Attachment #1)
  - Sewer Spill Reference Guide (Your Responsibility as a Private Property Owner). (Attachment #2)
  - Customer Information Regarding Sewer Backup Claims. (Attachment #3)
  - Hotel Selection. (Attachment #4)
- TO BE PROVIDED TO **Alan Dialon**
  - Sewer Backup Incident/Claim Report. (Attachment #5)
  - CSRMA Sewer Backup Claims Submittal Checklist. (Attachment #6)

Table 1: Emergency Contact and Support Information.

Issue	Contact	Telephone Number
Backups Into Buildings Claims Support	**Alan Dialon**	(909) 763-4320
If **Alan Dialon** is not available, call main trunk line	Carl Warren & Co.	(805) 650-7020
Cleanup & Restoration Services	Restoration Management Company	(800) 400-5058
→	Service Master	(800) 737-7663
→	911 Restoration	(888) 243-6653

ATTACHMENT 1

STEGE SANITARY DISTRICT; 7500 Schmidt Lane, El Cerrito, CA 94530; (510) 524-4668

CLAIM FORM (Government Code § 910 and 810)

GOVERNMENT CLAIMS: This form is provided pursuant to Government Code Sections 910 et seq. and shall be used by any person presenting a claim to Stege Sanitary District under Government Code 810 et seq. If additional space is needed, attach additional sheets.
*****Please return this claim form and all attachments to the District at the address stated above.*****

A. THE NAME OF CLAIMANT(S): _____

B. TELEPHONE NUMBER(S): Daytime: _____ Evening: _____

C. MAILING ADDRESS: _____

D. THE PERSON PRESENTING THIS CLAIM DESIRES THAT NOTICES BE SENT TO THE FOLLOWING ADDRESS:

_____

E. THE DATE, PLACE, AND OTHER CIRCUMSTANCES OF THE OCCURRENCE OR TRANSACTION WHICH GAVE RISE TO THE CLAIM ASSERTED:

DATE OF OCCURRENCE: _____ TIME OF OCCURRENCE: _____

PLACE OF OCCURRENCE: _____

EXPLAIN IN *DETAIL* THE CIRCUMSTANCES OF THE OCCURRENCE THAT GAVE RISE TO THE CLAIM:

F. A DETAILED DESCRIPTION OF THE INDEBTEDNESS, OBLIGATION, INJURY, DAMAGE OR LOSS INCURRED SO FAR AS IT MAY BE KNOWN AT THE TIME OF PRESENTATION OF THE CLAIM:

G. THE NAME OR NAMES OF THE PUBLIC EMPLOYEE OR EMPLOYEES CAUSING THE INJURY, DAMAGE, OR LOSS IF KNOWN:

F. DOLLAR AMOUNT OF CLAIM (including, as of the date of presentation of the claim, the anticipated amount of any prospective injury, damage or loss: (complete ONLY if claim is less that $10,000.00): $_____

IF CLAIM EXCEEDS $10,000 CHECK ONE OF THE CHOICES BELOW:
JURISDICTION OF CLAIM: _____ SUPERIOR COURT LIMITED JURISDICTION (CLAIMS TO $25,000)
_____ SUPERIOR COURT UNLIMITED JURISDICTION (CLAIMS OVER $25,000)

BASIS OF COMPUTATION OF CLAIM AMOUNT:

SIGNATURE OF CLAIMANT /REPRESENTATIVE: _____ DATE: _____

Advisory: Section 72 of the Penal Code provides that "every person who, with intent to defraud, presents for allowance for for payment to any State Board or Officer, or to any county, town, city, district, ward, or village, board or officer authorized to allow or pay the same if genuine, any false or fraudulent claim, bill account, voucher, or writing, is guilty of a felony:

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ATTACHMENT 2

Sewer Spill Reference Guide
Your Responsibility as a Private Property Owner

What is a Sewage Spill?

Sewage spills occur when wastewater transported via underground pipes overflow out a manhole, cleanout and even back into homes. Sewage spills can cause health hazards, damage to homes and businesses, & threaten the environment, local waterways, & beaches.

Common Causes of Sewage Spills:

Grease solidifies, builds up inside & can eventually block sewer pipes. Grease gets into the sewer from food establishments, household drains, as well as from poorly maintained commercial grease traps & interceptors. Grease is one of the most common causes of pipe blockages.

Structural problems caused by tree roots in the sewer lines, broken/cracked pipes, missing or broken cleanout caps, or undersized sewers can cause blockages.

Infiltration & inflow (I/I) impacts pipe capacity and is caused when groundwater or rainwater enters, and overloads the capacity of the sewer system through pipe defects & illegal connections. Rain water is not meant to go into sanitary sewers.

"Flushable Wipes" Many manufacturers erroneously advertise their products as "flushable" yet, unlike toilet tissue, they do not disintegrate in water. They retain their form and accumulate in household plumbing or sanitary sewer mains, backing up the wastewater that flows behind them.

CAUTION! When trying to locate a sewer problem, never open manholes or other District sewer structures. Due to potential life-threatening hazards, only District personnel are allowed open & inspect these structures.

Who's Responsible for Sewer Repairs and Maintenance?

Each home or commercial building has a separate sewer pipe that connects to the public sanitary sewer main called a sewer lateral. It is the property owner's responsibility to maintain & repair their own sewer lateral from the house up to and including the point of connection with the public sanitary sewer main line.

What You Can Do To Help Control a Sewer Spill on Your Property.

Time is of the essence in dealing with sewage spills. Here are some tips on how you can help control the damage caused by a spill:

Control & minimize the spill. Keep spills contained on private property by using sandbags, dirt and/or plastic sheeting to prevent sewage from spreading. Minimize the amount of the spill by shutting off or not using any water.

It is recommended that a plumbing professional be called for clearing blockages & making necessary repairs. Plumbing contractors are listed in the yellow pages under "Plumbing Drain & Sewer Cleaning"or "Sewer Contractors". If you hire a contractor, it's recommended that you get estimates from more than one company.

If you are having a sewer problem, REMEMBER, To call STEGE SANITARY DISTRICT before you call a plumber and after your plumber clears your line, so we may clean the public sewer main also. The call is free!

What to Look For!

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

Drain backup inside the building. Wet ground & water leaking around manhole likes onto your street. Leaking water from cleanouts or outside drains. Unusual odorous wet areas: sidewalks, external walls, ground/landscape around a building.

Caution!

Keep people & pets away from the affected area. Untreated sewage has high levels of disease-causing viruses & bacteria. Always be sure to wear gloves whenever working around raw sewage & to wash your hands when done.

Sewage spills can cause damage to the environment – help prevent them!

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ATTACHMENT 3

STEGE SANITARY DISTRICT
Customer Information Regarding Sewer Backup Claims

Address:_____

Dear Mr./Mrs. _____ Date:_____

We recognize that sewer backup 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 form occurring. Nevertheless, occasionally tree roots or other debris in the sewer lines can cause a backup into homes immediately upstream of the blockage. At this time the Stege Sanitary District is investigating the cause of this incident.

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

The cleaning contractor provided by the Stege Sanitary District has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost effective and expeditious cleaning services. Stege Sanitary District will pay this cleanup contractor's fee. You also have the right to select your own cleaning contractor (see table at the bottom of this page), but Stege Sanitary District does not guarantee payment of expenses if you choose to do so. The District reserves the right to refuse and dispute any fees that are not usual and customary.

The company assigned to manage the necessary cleaning and restoration process is **Restoration Management**, and you can reach them directly at **1-800-400-5058**. It is possible however that other contractors may be involved in any needed restoration service. Carl Warren and Company, noted below, is the District's designated Claims adjuster, and has the final responsibility for processing any claims for damages that are submitted.

If you wish to discuss this matter further, or submit a claim for damages, please contact:

Carl Warren and Company, (Claims Administrator): (805) 650-7020 / Alan Dialon (909) 763-4320

****

What you need to do now:

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

Do not attempt to clean the area yourself, let the cleaning & restoration company perform this work.
Keep people and pets away from the affected area(s).
Do not remove items from the area – the cleaning and restoration company will perform this work.
If you had plumbing work done recently, contact your plumber/contractor to verify their work.
If you intend to file a claim, do so as soon as practical – The California Government Code, Sections 900 – 960, requires the filing of a written claim and outlines specific time lines and notice procedures that must be used in order to have a claim considered.

****

I/We acknowledge receipt of this letter.

Employee Signature:_____ Date:_____

Customer Signature:_____ Date:_____

Cleanup & Restoration Services	Telephone Number
Restoration Management Company	(800) 400-5058
Service Master	(800) 480-8439
911 Restoration	(888) 243-6653

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ATTACHMENT 4

HOTEL SELECTION

INSTRUCTION TO EMPLOYEE:

1. Review this form with the customer and instruct them to read and select, in order of preference, which of the hotels below they wish to stay at.
2. Call the hotels, in the order selected, to determine vacancy. Follow your District's hotel payment procedures for the selected hotel with vacancy.
3. Explain to customer that additional nights and other incidentals will be addressed the Collection System Superintendent or by Carl Warren and Co.
4. Instruct the customer that this emergency authorization is for LODGING ONLY – NO FOOD, MINIBAR, MOVIE, PHONE OR other Charges).
5. Have the customer sign the Acknowledgement section of this form.
6. Complete the voucher information and sign. Please note that an unsigned voucher will not be honored at the hotels.
7. Give the bottom copy of this form to the customer.

INSTRUCTIONS TO RESIDENT: The Stege Sanitary District recommends that you temporarily relocate to one of the hotels listed below for your safety and convenience while your residence is being cleaned. Please note that this emergency authorization is granted under the following conditions:

1. The voucher authorizes payment of one (1) night's stay at one of the hotels listed below.
2. The voucher is good for **room and tax only**. Phone, food, and other incidental charges will be your responsibility.
3. Additional nights/other allowances/incidentals may be discussed by contacting Carl Warren and Company, (Claims Administrator): (805) 650-7020 / **Alan Dialon** (909) 763-4320.
4. Please bring a photo ID with you so that hotel staff can verify the voucher's authenticity.

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: _____

EMERGENCY HOTEL AUTHORIZATION VOUCHER

Good for one (1) night's stay on (date) Other Quest Name(s)

Field Supervisor Name _____ Phone # _____

HOTELS NEAR EL CERRITO

Woodfin Suite Hotel 5800 Shellmound Street Emeryville, CA 94608 510/601-5880	Court Yard by Marriott 5555 Shellmound Street Emeryville, CA 94608 510/652-8799	Holiday Inn Express 2525 San Pablo Dam Road San Pablo, CA 94806 510/965-1900

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ATTACHMENT 5

SEWER BACKUP INCIDENT/CLAIM REPORT
STEGE SANITARY DISTRICT

TIME STAFF ARRIVED ON-SITE: _____ **Did Stege Sanitary District Call Cleaning Contractor?** **Yes** **No**

If Yes, Who & When? _____

SECTION A	
DATE OF INCIDENT: TIME	EMPLOYEE NAME:
RESIDENT:	PROPERTY MANAGERS:
STREET ADDRESS:	STREET ADDRESS:
CITY, STATE & ZIP:	CITY, STATE & ZIP:
PHONE:	PHONE:

Suspected Cause of Flooding: Blockage Infrastructure Failure Inflow Infiltration Power Failure Capacity Deficiency Natural Disaster Bypass Cause Unknown

- If spill caused by Blockage, please specify: Roots Grease Debris Debris from Laterals Vandalism Animal Carcass Construction Debris Multiple Causes
- If Blockage caused by Roots, please specify the following location: Location: _____
  Source of Roots appear to be from: Lateral → Explain:_____
  Main → Explain:_____
  Uncertain
  Severity of Roots: Light Medium Heavy
- If Blockage caused by Debris from Lateral or Construction Debris, please specify the following:
  Location: _____
  Describe the material: _____
  Suspected source of material: _____
- If spill caused by Infrastructure Failure, please specify: Breakage of collection system Damage to collection system Leaks to collection system Pump station failure Multiple causes
- Specify other cause: _____

DAMAGE: Toilet Bowl Water Sewage Grey Water Other (describe)

IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? Yes No		
NUMBER 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: hours/day	
How was Spill Volume Calculated?		
Number of Pictures Taken:	Digital or Film?	
Does the Customer have a Backwater Prevention Device?	Yes	No
Is Yes, was the device operational at the time of the overflow?	Yes	No
Have there ever been any previous spills at this location?	Yes	No Unknown
Has the Resident had any Plumbing Work Done Recently?	Yes No	If Yes, please describe:

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ATTACHMENT 6

CSRMA Sewer Backup Claims Submittal Checklist

I. Documents Delivered to Carl Warren and Company

Item				Date
		Sewer Backup Customer Information Letter (signed original)		
		Sewer Backup Summary Report		
		Hotel Selection/Authorization Form (if applicable)		
		Lateral TV Report (if applicable)		
		Customer Service Response Form (Agency Work Order Form)		
		All Photos Taken (electronic or hardcopy)		
		Any Other Information Pertaining to the Incident/Claim		

II. Documents Delivered to the Homeowner

Item				
		Claim Form, or information about how to obtain a claim form		
		Hotel Selection/Authorization Form (if applicable)		
		Customer Information Regarding Sewer Back-up Claims		
		Sewer Spill Reference Guide: Your Responsibility as a Private Property Owner		

III. Documents Delivered to the Stege Sanitary District

Item				
		Sewer Overflow Form		
		Faxed Copy – County Health Department		
		Notified Office of Emergency Services		
		Notified Walt Lunn, Stege Sanitary District Superintendent		

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Appendix 8
SSO Response Equipment Inventory

April 2010
Revised October 2013

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Appendix 8 – Equipment Inventory

Overflow

Hay Bale	2
Sump Pump	2
Small Sump Pump with Hoses	2
Wet Vacuum	2
Down Hole Gear Hoist System	1
1800 Watt Generator	1
Tow Behind Generators	2
6” to 10” Flow Thru Plug	3
12” to 18” Flow Thru Plug	1
8” to 12” Flow Thru Plug	2
15” to 21’ Flow Thru Plug	1
6” Mechanical Plug	6
8” Mechanical Plug	6
10” Mechanical Plug	2
12” Mechanical Plug	1
18” to 24” Balloon Plug	1
Air Exchange Blower	1
DC power Air Exchange Blower	1
Harness	3
Pressure Washer	1
Rodding Hose	2
1600 ft. Reel of Rod	3

Wash Down Equipment

Spray nozzles
Pressure washer
Hydro has 800’ of 1” hose

Traffic Control Equipment

Cones (retro-reflective)
Signs
Barricades with lights
Barricades

Miscellaneous Tools and Equipment

Shovels
Rakes
Brooms

Ladders
Sump pumps
100' extension cord
Generator
    1 25KW
    1 45KW
    1 portable

Sampling Equipment

For proper water quality sampling according to EHS standards, the following supplies are needed:

- Sterile plastic bottles, 125mL and 250ml
- Laboratory requisition forms
- Styrofoam container, ice chest, or equivalent
- Ice cubes
- Waterproof marker and ballpoint pen
- Labels for collection bottles
- Towel for drying bottles
- Sampling pole for collecting samples (optional)
- Rubber boots and/or rubberized waders

Appendix 8 – SSO Response Equipment Inventory

Major Response Equipment

Rodding units – 1,700 of 3/8" rod
CCTV Van
Tractor driven CCTV cameras – 2
Push cameras – 2
Portable hydroflushing equipment – 65 GPM, 2,000 PSI
Trailer – confined space/overflow response unit
Dump truck

Bypass Equipment

2" pump – hydromantic with cam-lock connection – 2 (110 volts)
2" cam-lock hoses (12 pieces of 25' hose, 1200')
2" cam-lock hoses (6 pieces of 50" hose, 1200')

Containment Equipment

3 mil and 5 mil Visqueen (thick plastic)
Plugs for all standard pipe sizes between 4" to 24"
Hay bales – sterile
Sand Bags

Repair Equipment

Locating equipment
MH & castings, lids, and rings

Rod hole castings, lids
Pipe – 4”–36” VCP
Repair clamps – 4”-15”

Appendix 9
Laboratory Procedures And Agreements.

April 2010
Revised October 2013

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Alpha Analytical Laboratories Inc.
www.alpha-labs.com
WATERS, SEDIMENTS, SOLIDS

Alpha Analytical Labs and Stege Sanitary District
Guidelines for Sewer Overflow Emergency Water Quality Testing

In the event that a large sewer overflow into surface waters triggers the need for emergency sampling and lab analysis for Fecal Coliform and Ammonia, Alpha Labs is prepared to offer assistance with the following guidelines.

Fecal Coliform has an 8-hour regulatory hold time (while Ammonia has a 28-day hold time) which dictates that the timing of communication between Alpha and Stege Sanitary District will be critical, particularly for after hours/weekend events.

Fecal coliform must be sampled in a 125mL sterile bacti bottle, and Ammonia must be sampled in a 1L poly pre-preserved with H2SO4. Alpha will provide sample kits to be stored on site, and would recommend using a telescopic sampling pole to collect surface water grabs.

As soon as the District is aware that a monitoring event has been triggered, please contact your Project Manager (David Pingatore) immediately, so that he can line up resources needed to assist.

David Pingatore contacts: 925.828.6226-office / 925.872.9637-cell / 510.285.6856-home

Alternate contacts:

Ukiah Laboratory (Alpha headquarters) 707.468.0401

Robbie Phillips 650.464.3237-cell, 925.365.1095-home/ Jeremy Evangelista 510.759.6068-cell / Kenneth Sim 408.209.454-cell / Rodney Santillan 925.705.6079-cell.

For Monday through Thursday events, as long as Alpha is contacted by 12:00, we will be able to dispatch a courier to the District for sample receipt at no charge. For Friday events, as long as Alpha is contacted by 10:00, we will be able to dispatch a courier to the District for sample receipt at no charge. For after hour needs, and for weekend/holiday needs, Alpha will be on call for service, but there may be requirements for Stege personnel to drop the sample(s) off at our Dublin microbiology lab:

Alpha Analytical Laboratories, Inc.
6398 Dougherty Road, Suite 35
Dublin CA 94568

In the event that samples need to be analyzed on a Monday through Friday, our Dublin lab is staffed with at least one microbiologist between the hours of 10:00 – 20:00, so we should have no challenges.

On Saturdays and Sundays, we have unpredictable staffing. At a minimum, an analyst will be on site at approx 17:30 to read and record 24-hour cycles of wet chemistry analyses already in process. Should there be SSD samples that will expire prior to 17:30 on a Saturday or Sunday, there is a high likelihood that David Pingatore will be able to arrange for an analyst to arrive early at the lab so that hold times can be achieved. Needless to say, the more lead time afforded by SSD, the higher the likelihood of this happening.

Similarly, we have a small number of couriers already on the road over the weekends and holidays. With maximum lead time afforded, there is a possibility that David will be able to arrange for an Alpha courier to retrieve the sample(s) at SSD. In this event, the $50.00 weekend courier fee will apply. Otherwise, please feel free to hand deliver the samples to our Dublin lab. Even if we don't have staff on site to meet your driver in person, an ice chest can be left sitting outside at our front door, and the analyst arriving later will receive the samples and COC without SSD staff having to wait.

There is an Analytical Services Quotation included for review, and Alpha can deliver as many sets of containers to SSD as you'd like to store. You can consider the shelf life for the bottles to be 12 months. We will provide blank Chains or Custody and waterproof sample identification bottles as well.

Thank you for your considerations of Alpha Labs.

Alpha Analytical Laboratories Inc.
e-mail: clientservices@alpha-labs.com

Analytical Services Quotation

Contact: Paul Soo, Jr.
Client: Stege Sanitary District
Address: 7500 Schmidt Lane
El Cerrito CA, 94530
Phone: (510) 524-4668
Project: 1_Master Projects Price List

Quoted: 10/11/2013
Effective: 10/11/13
Expires: 12/31/15

Pricing Summary

Parameter	Method	Quantity	TAT (days)	Unit Price	Extended Price
Water					
Ammonia	SM4500NH3C	1	10	$35.00	$35.00
Coliform, Fecal - 15 tube	SM9221E	1	10	$45.00	$45.00
Handling & Disposal	-	1	10	$4.00	$4.00
Weekend Courier Fee	-	1	10	$50.00	$50.00
				Bid Total:	**$134.00**

David S. Pingatore
Project Manager

Alpha Analytical Laboratories Inc.
e-mail: clientservices@alpha-labs.com

Analytical Services Quotation

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Turnaround Pricing

Ammonia by SM4500NH3C

10 days	9 days	8 days	7 days	6 days	5 days	4 days
$35.00	$36.75	$38.50	$40.25	$42.00	$43.75	$49.00
3 days	2 days	1 day	Same Day			
$52.50	$61.25	$70.00	$105.00			

Weekend Courier Fee by -

10 days	9 days	8 days	7 days	6 days	5 days	4 days
$50.00	$50.00	$50.00	$50.00	$50.00	$50.00	$50.00
3 days	2 days	1 day	Same Day			
$50.00	$50.00	$50.00	$50.00			

Coliform, Fecal - 15 tube by SM9221E

10 days	9 days	8 days	7 days	6 days	5 days	4 days
$45.00	$47.25	$49.50	$51.75	$54.00	$56.25	$63.00
3 days	2 days	1 day	Same Day			
$67.50	$78.75	$90.00	$135.00			

Handling & Disposal by -

10 days	9 days	8 days	7 days	6 days	5 days	4 days
$4.00	$4.00	$4.00	$4.00	$4.00	$4.00	$4.00
3 days	2 days	1 day	Same Day			
$4.00	$4.00	$4.00	$4.00			

Alpha Analytical Laboratories Inc.
e-mail: clientservices@alpha-labs.com

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Contact: Paul Soo, Jr.
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Quoted: 10/11/2013
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Analysis Details

Analyte	MDL	Reporting Limit	Surrogate %R	Dup RPD	Matrix Spike %R	Matrix Spike RPD	Blank Spike %R	Blank Spike RPD
Conventional Chemistry Parameters by APHA/EPA Methods								
Ammonia in Water (SM4500NH3C)								
Ammonia as NH3	0.063	0.50 mg/l		20	70 - 130	20	90 - 110	10
Microbiological Parameters by APHA Standard Methods								
Coliform, Fecal - 15 tube in Water (SM9221E)								
Fecal Coliforms	2.0	2.0 MPN/100mL					100 - 100	

Container Information

Analysis	Container	Preservation	Volume Required	Hold (Days)
Matrix: Water				
Ammonia	Half gallon - poly H2SO4	Add H2SO4 to pH<2; <6°C	1l poly	28
Coliform, Fecal - 15 tube	250 ml Bacti	Dechlorinate, <6°C	250ml	0.34

Quotation

Profile 249443 - Sewer Over-flow Sampling
Date 10/18/2013

Caltest ANALYTICAL LABORATORY
ENVIRONMENTAL ANALYSES

Customer
Paul Soo, Jr.
Stege Sanitary District
7500 Schmidt Lane
El Cerrito, CA 94530

Phone (510) 524-4668

Laboratory
Todd Albertson
Caltest Analytical Laboratory
1885 North Kelly Road
Napa, CA 94558

Phone (707)258-4000

Item	Analysis Code	Description	Matrix	TAT	Unit Price	Qty	Extended Price
1		Wastewater sample (Business hours)	Water		$152.00	1	$152.00
	MPN.F25.W	Fecal Coliform - 25 Tube MPN		10	$68.00		
	NH3.W	Ammonia as Nitrogen (NH3-N)		10	$39.00		
	PU45	Sample Pickup		10	$45.00		
2		Wastewater sample (Non-Business hours)	Water		$451.50	1	$451.50
	MPN.F25.W	Fecal Coliform - 25 Tube MPN		10	$204.00		
	NH3.W	Ammonia as Nitrogen (NH3-N)		10	$97.50		
	PU-SP	Sample Pickup		10	$150.00		

TERMS: NET30

Notes

Caltest business hours: Monday through Friday, 8am - 5pm. Above is based on when samples are picked up and/or received at Caltest. Fecal Coliform samples have a 8 hour holding time, therfore must be setup in the laboratory within 8 hours of sample collection.

Accepted by:

Signed _____ **Title:** _____

Name: Paul Soo, Jr. **Date:** _____

Caltest
ANALYTICAL LABORATORY

1885 N. KELLY ROAD • NAPA, CA 94558 • (707) 258-4000 • Fax (707) 226-1001 • www.caltestlabs.com

SAMPLE CHAIN OF CUSTODY

PAGE _____ OF _____

LAB ORDER #:

PROJECT # / PROJECT NAME

P.O. #

CLIENT:

REPORT ATTN:

ADDRESS: CITY: STATE: ZIP:

BILLING ADDRESS:

PHONE #: FAX PHONE: SAMPLER (PRINT & SIGN NAME):

ANALYSES REQUESTED

TURN-AROUND TIME
☐ STANDARD
☐ RUSH

DUE DATE:_____

CALTEST #	DATE SAMPLED	TIME SAMPLED	MATRIX	CONTAINER AMOUNT/TYPE	PRESERVATIVE	SAMPLE IDENTIFICATION SITE	CLIENT LAB #	COMP. or GRAB								REMARKS

By submittal of sample(s), client agrees to abide by the Terms and Conditions set forth on the reverse of this document.

RELINQUISHED BY	DATE/TIME	RECEIVED BY	RELINQUISHED BY	DATE/TIME	RECEIVED BY

FOR LAB USE ONLY

Samples: WC_____ MICRO_____ BIO_____MET_____ SV_____VOA_____ | TEMP:_____°C | SEALED: Y___ / N___ | INTACT: Y___ / N___

BD: BIO_____ WC_____ MET_____

CC: AA_____ SV_____ VOA _____

SIL: HP_____ PT_____ QT_____VOA _____

W/HNO_3_____ H_2SO_4_____ NaOH _____

PIL: HNO_3_____ H_2SO_4_____ NaOH _____ HCL _____

COMMENTS

MATRIX: W = Aqueous Nondrinking Water, Digested Metals; ML = Low R.L.s, Aqueous Nondrinking Water, Digested Metals; DW = Drinking Water; SL = Soil, Sludge, Solid; FP = Free Product

CONTAINER TYPES: AL = Amber Liter; AHL = 500 ml Amber; PT = Pint (Plastic); QT=Quart (Plastic); HG = Half Gallon (Plastic); SJ = Soil Jar; B4 = 4 oz. BACT; BT = Brass Tube; VOA = 40 mL.VOA; OTC = Other Type Container

WHITE - LABORATORY YELLOW - CLIENT COPY TO ACCOMPANY FINAL REPORT PINK - CLIENT COPY AS RECEIPT REV. 4/12

TERMS AND CONDITIONS

I. SCOPE OF SERVICES The following terms and conditions shall apply to all laboratory services performed by Caltest including, but not limited to, those described in Caltest's fee schedule, proposal or other written agreement incorporating these terms and conditions.

II. COMPENSATION Client agrees to pay Caltest for all services performed in accordance with the compensation provisions and analytical fees described in Caltest's fee schedule, proposal or other written agreement with the client. Client agrees to pay Caltest within 30 days after the invoice date. All invoices not paid within such time period will accrue interest at the rate of 1.5% per month or the highest rate allowable by law, whichever is less. Other services provided on a time-and-expense basis will be negotiated and agreed to in writing prior to performance. Client agrees to reimburse Caltest on a time-and-expense basis for all services relating to litigation to which Caltest is not a party and arising from the performance of services.

III. WARRANTY AND LIABILITY Caltest warrants that it shall perform all services in accordance with applicable laws and regulations. All testing and reports shall conform to generally acceptable analytical laboratory principles and practices. Caltest will not be liable for any damages, claims, or expenses, including attorneys' fees, related to the performance of work; save for reimbursing the cost of analyses.

IV. INSURANCE Caltest shall maintain the following minimum insurance: 1. Commercial general liability insurance, including personal injury liability, blanket contractual liability, and broad form property damage liability. The combined single limit for bodily injury and property damage shall be not less than $1,000,000. 2. Automobile bodily injury and property damage liability insurance covering owned, non-owned, rented, and hired cars. The combined single limit for bodily injury and property damage, shall be not less than $1,000,000. 3. Statutory workers compensations and employers' liability insurance.

V. USE OF CALTEST EQUIPMENT Client agrees to pay Caltest for all equipment or other property furnished to client in accordance with the compensation provisions of the fee schedule, proposal or other written agreement. Client agrees to hold Caltest harmless from all damages, claims or expenses arising out of client's use of Caltest's equipment.

VI. TERMINATION OR SUSPENSION OF SERVICES Client may suspend or terminate all or a portion of the services performed by providing Caltest adequate notice. Client shall pay for all costs incurred to the date of such suspension or termination in accordance with the compensation provisions in the fee schedule, proposal or other written agreement. Caltest reserves the right to suspend all services in the event that Client does not pay invoices when due.

VII. ASSIGNMENT These terms and conditions are binding upon Caltest and its Client, their successors, heirs and assigns and may not be assigned by either Caltest or Client without the prior written consent of the other.

VIII. ENTIRE AGREEMENT These terms and conditions and fee schedule, proposal, or other written agreement to which they are incorporated by reference, constitute the entire understanding between Client and Caltest regarding the performance of services. No other agreement, express or implied, shall be of any force or effect except when in writing and signed by both parties.

IX. JURISDICTION These terms and conditions shall be administered and interpreted under the laws of the State of California. If any of these terms and conditions are found to be in conflict with applicable laws, such part will be declared null and void insofar as it is in conflict with said laws and the remainder shall be in full force and effect.

X. TURNAROUND TIME Caltest will process samples in as timely a manner possible. It is recognized that due to workload, equipment failures, Quality Control issues, and other unforeseen reasonable causes turnaround time can vary. Unless specific turnaround times are arranged and documented on the chain of custody, there will be no compensation for extended turnaround time.

Method References In general, the analytical methods Caltest uses adhere closely to those of the EPA or to Standard Methods. Any deviation from prescribed agency procedures is documented in our Quality Assurance Manual or our Standard Operating Procedures (SOPs). Deviations may be made for a variety of reasons: 1. We may use Quality Control (QC) measures that are more consistent with our overall quality assurance (QA) program or we may add QC measures to satisfy project requirements. 2. We may use a technology more advanced than that specified in the EPA methods. 3. We may add or delete analyses from a particular method to conform to the availability and stability of standards or special needs. Methods for some groups of compounds may change as new MCLs are proposed or new methods specified, or as interferences mandate the use of special cleanup techniques or alternative methods. In addition, Caltest uses a number of special methods developed in house.