City of Laguna Beach

Overflow Emergency Response Plan

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Approved by: David Shissler

Signature:

Date: 11/20/15

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Sanitary Sewer Overflow Emergency Response Plan

(ref. SWRCB Order No. 2006-0003-DWQ Element VI)

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1. Purpose

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

2. Policy

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

3. Definitions As Used In This OERP

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

FOG – Fats, Oils, and Grease: FOG refers to fats, oils, and grease typically associated with food preparation and cooking activities that can cause blockages in the sanitary sewer system.

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

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

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

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

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

a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.

b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.

c. Occurs during, or as a result of, the treatment or disposal of wastes.

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

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

SANITARY SEWER BACKUP (BACKUP) – A wastewater backup into a building and/or on private property caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

SANITARY SEWER OVERFLOW (SSO) - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:

(i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;

(ii) Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and

(iii) Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

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

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

SSO Categories:

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

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

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

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

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

SANITARY SEWER SYSTEM: Any publicly-owned system of pipes, lift stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.

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

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

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

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

4. State Regulatory Requirements for Element 6, Overflow Emergency Response Plan

General Waste Discharge Requirement (GWDR)

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

(a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
(b) A program to ensure appropriate response to all overflows;
(c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, regional water boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board Waste Discharge Requirements or National Pollutant Discharge Elimination System (NPDES) permit requirements. The Sewer System Management Plan should identify the officials who will receive immediate notification;
(d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
(e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
(f) A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to Waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

The Sewer System Management Plan and critical supporting documents are available to the public at http://lagunabeachcity.net.

5. Goals

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

- Work safely;
- Respond quickly to minimize the volume of the SSO;
- Eliminate the cause of the SSO;

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

6. SSO Detection and Notification

ref. SWRCB Order No. 2006-0003-DWQ VI(a)

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

The City operates 25 wastewater lift stations. In the event of any pump failure, the high level sensor activates the SCADA alarm system and the City is contacted. To prevent overflow, wastewater from the wet well can either be pumped into a vacuum truck for disposal to a nearby sanitary sewer manhole, or bypassed around the station into the sanitary sewer system.

6.1 PUBLIC OBSERVATION

Public observation is the most common way that the City is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book and on the City's website: http://www.clbwq.net. **To report sewer problems in the City, customers contact the Water Quality Hotline at (949) 497-0378 during business hours and after hours they dial 911.**

During Business Hours:

Water Quality Administrative Staff receive the call. They then contact the Senior Operations Supervisor and Director of Water Quality or designee to relay the service call request.

The Field Crew responds and addresses the nature of the call and completes a Field Report. Following completion of the service request, the Field Crew will enter the results of the service call into the City's Computerized Maintenance Management System (CMMS), Lucity.

For service calls resulting in an SSO/Backup, a memo is issued and, along with completed SSO Report, sent to Senior Operations Supervisor for review.

After Hours:

The 911 dispatch answers the call and notifies the On Call staff person. The On Call staff person will respond and notify the Senior Operations Supervisor with incident details. The Senior Operations Supervisor will notify the Director of Water Quality.

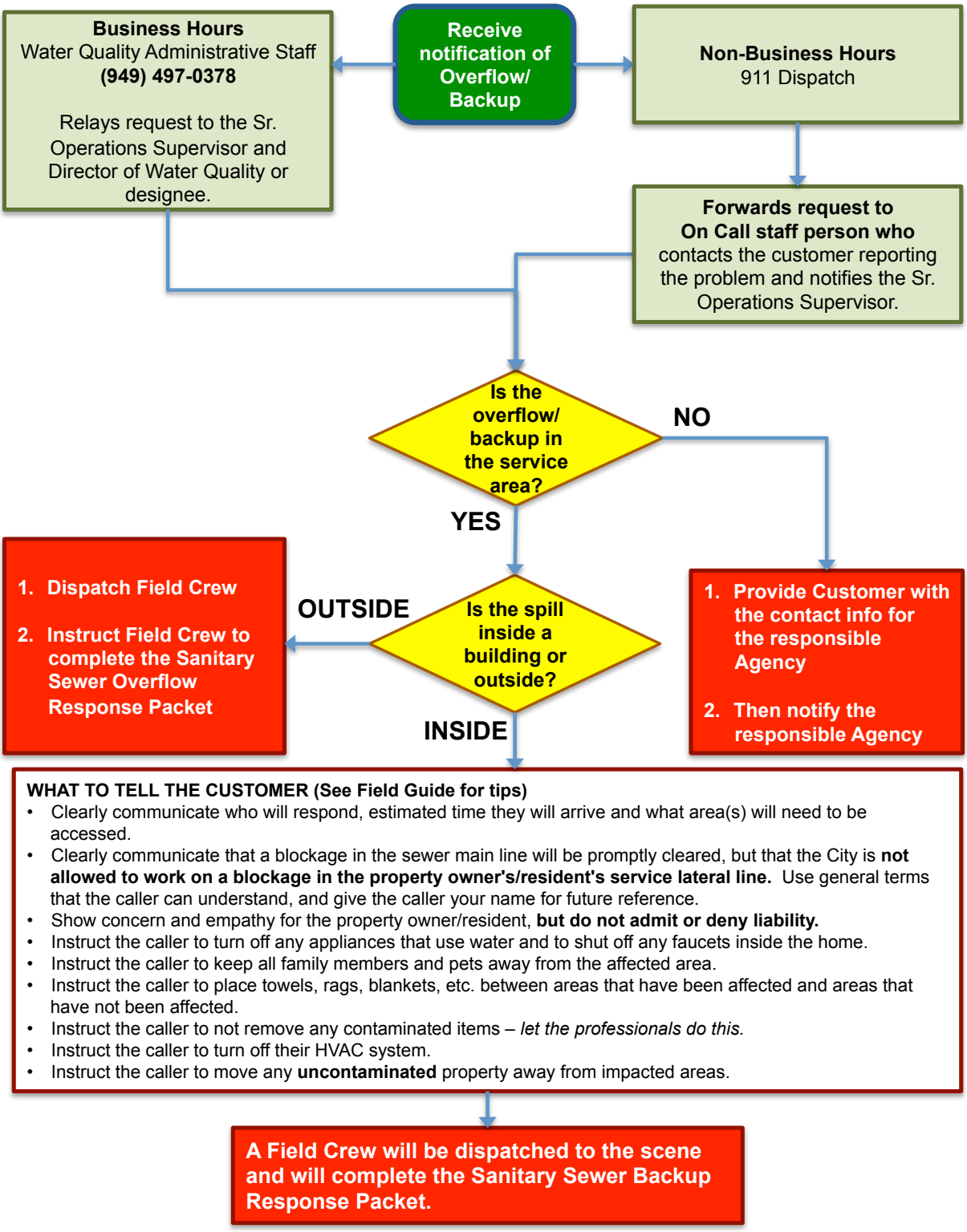
Whether calls are received during or after business hours, the following information will be collected and entered into Lucity.

- Time and date of call
- Specific location of potential overflow or incident
- Nature of call
- In case of SSO, estimated start time of overflow and how long it has been occurring

- Caller's name, telephone number and address
- Caller's observation(s) (e.g., odor, duration, location on property, known impacts, indication if surface water impacted, appearance at cleanout or manhole)
- Other relevant information

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

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



6.2 CITY STAFF OBSERVATION

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

6.3 CONTRACTOR OBSERVATION

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

1. Immediately notify the City by calling (949) 497-0378 during business hours or 911 after hours
2. Protect storm drains
3. Protect the public
4. Provide Information to the City Field Crew such as start time, appearance point(s), suspected cause, weather conditions, etc.
5. Direct all media and public relations requests to the Director of Water Quality.

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

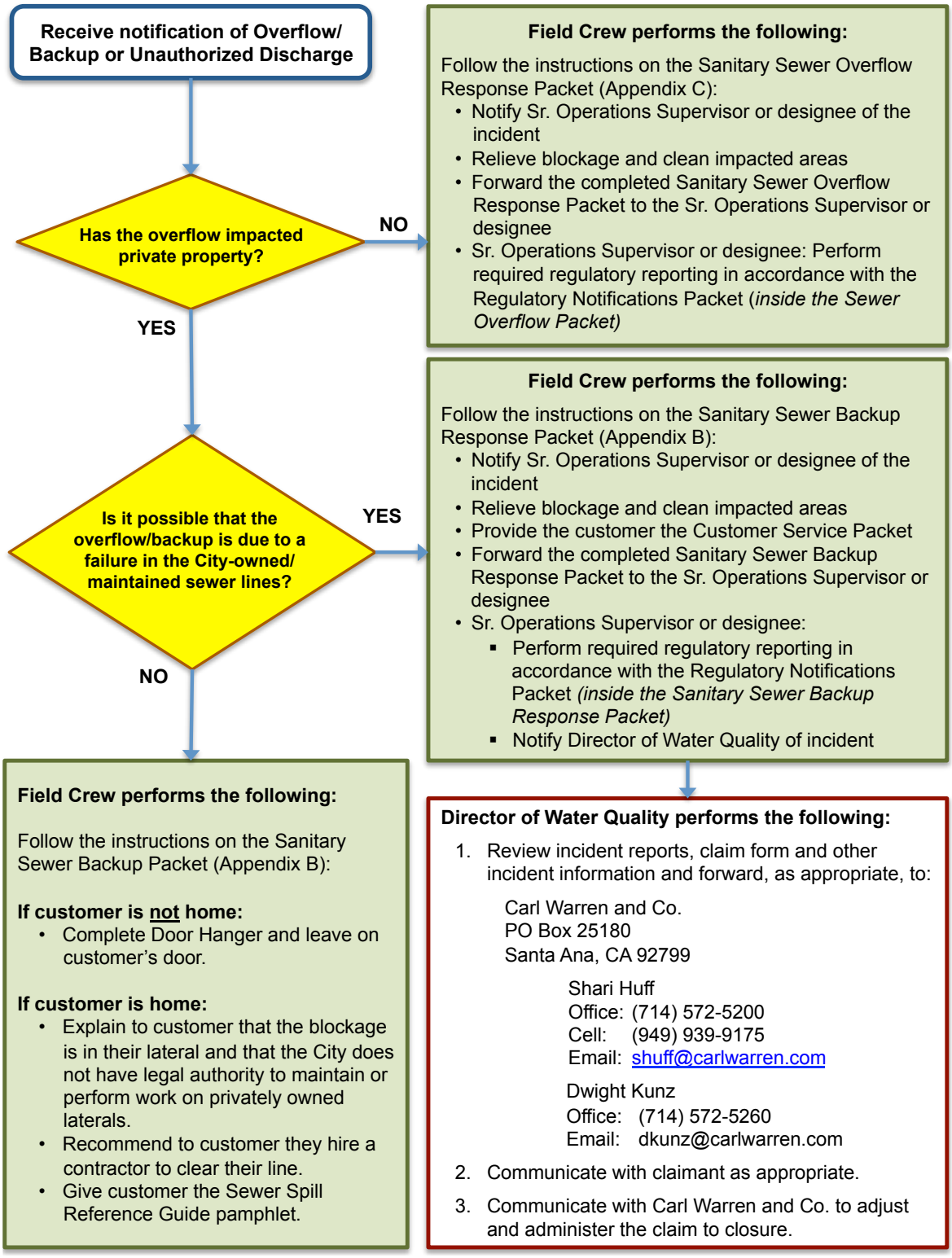
7. SSO Response Procedures

ref. SWRCB Order No. 2006-0003-DWQ Element 6(b)

7.1 Sewer Overflow/Backup Response Summary

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

Figure 7.1 Overview of SSO/Backup Response



7.2 First Responder Priorities

The first responder's priorities are:

- To follow safe work practices.
- To respond promptly with the appropriate and necessary equipment.
- To contain the spill wherever feasible.
- To restore the flow as soon as practicable.
- To minimize public access to and/or contact with the spilled sewage.
- To promptly notify the Senior Operations Supervisor of the SSO.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).
- To photographs and document affected and unaffected areas from a spill.

7.3 Safety

The first responder is responsible for following safety procedures at all times. Special safety precautions must be observed when performing sewer work. There may be times when City personnel responding to a sewer system event are not familiar with potential safety hazards peculiar to sewer work. In such cases it is appropriate to take the time to discuss safety issues, consider the order of work, and check safety equipment before starting the job. This includes use of gas monitoring detectors for air quality in manholes and traffic controls at the site.

7.4 Initial Response

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

The first responder will:

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

7.6 Initiate Spill Containment Measures

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

- Determine the immediate destination of the overflowing sewage.

- Plug storm drains using air plugs, sandbags, and/or plastic mats to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Turn on (confirm on) downstream diversion unit(s) if applicable.
- Refer to Lift Station Access and Containment Map Book as necessary.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage/pipe failure.

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

7.5 Restore Flow

Using the appropriate cleaning equipment, set up downstream of the blockage and hydro-clean/rod upstream from a clear manhole. Attempt to remove the blockage from the system and observe the flows to ensure that the blockage does not reoccur downstream. If the blockage cannot be cleared within a reasonable time from arrival, or sewer requires construction repairs to restore flow, then initiate containment and/or bypass pumping. If assistance is required, immediately contact other employees, contractors, and equipment suppliers. For detailed procedures refer to Appendix C: Sanitary Sewer Overflow Response Packet.

7.6 Equipment

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

- *Closed Circuit Television (CCTV) Inspection Unit* – A CCTV Inspection Unit is required to determine the root cause for all SSOs from gravity sewers.
- *Camera* -- A digital or disposable camera is required to record the conditions upon arrival, during clean up, and upon departure.
- *Emergency Response Trucks* -- A utility body pickup truck, or open bed is required to store and transport the equipment needed to effectively respond to sewer emergencies. The equipment and tools will include containment and clean up materials.
- *Portable Generators, Portable Pumps, Piping, and Hoses* – Equipment used to bypass pump, divert, or power equipment to mitigate an SSO.
- *Combination Sewer Cleaning Trucks* -- Combination high velocity sewer cleaning trucks with vacuum tanks are required to clear blockages in gravity sewers, vacuum spilled sewage, and wash down the impacted area following the SSO event.
- *Power Rodder* – Equipment used to clear blockages that are in hilly areas and that are hard to reach with a combo unit. Also used when laterals are draining flat-sloped to the main.
- *Hand Rods* – Equipment used in easements and locations inaccessible by vehicles.
- *Plugs, Sandbags, Plastic Mats*
- *Portable Lights*
- *SSO Sampling Kit (Chlorine Test Kit)*

The standard operating procedures for all equipment are located on the City server, in binders in the main office, and on vehicles.

7.7 Response Roles

The following describes response roles and/or incident command responsibilities departments/divisions may have in response to sanitary sewer overflows. The response capabilities for Police, Fire, and Marine Safety will depend upon staffing levels and other events that may take priority over sewer overflows.

Police Department Dispatch
For citizen report of sewer spill to Police Department or request from Water Quality, Public Works or responding Police Officer for support.

- Dispatch police officer.
- Dispatch the engine company (as necessary).
- Notify Police Watch Commander and Fire Duty Chief.
- **Contact the Wastewater Division at (949) 497-0378** *daytime* **or (949) 285-1855** *after hours***, or South Coast Water District in South Laguna via phone (949) 499-4555 (press 0 for operator).**

Responding Police Officer

- Assess and request additional support from, Fire Dept., Wastewater Division or Marine Safety as necessary.
    - Fire Dept. and Wastewater Division support is requested if waste water or unknown water has contaminated a public area where public exposure is possible.
    - Marine Safety support is requested if wastewater, or unknown water has made contact with ocean water, or if contact is imminent.
- Request backup for traffic control if necessary.
- Return to service when no additional Police Dept. support is needed.

Responding Fire Department Engine Company

- Implement hazmat procedures if appropriate.
- Return to service when no additional Fire Dept. support is needed, or for other emergency response.

Responding Marine Safety Officer

- Post beach closure signs in the immediate area of sewage discharge if there is beach or ocean water contamination, or as directed. (Note: the ultimate responsibility for posting of beaches lies with the Wastewater Division)

Water Quality/Public Works Dispatch

- Contact Wastewater Division at (949) 497-0378 or (949) 544-5811 *daytime,* or (949) 285-1855 *after hours,* SOS cell phone can also be called at (949) 922-8746.
- If Wastewater Division response delay is anticipated, contact Police Dept. Dispatch to dispatch a Police Officer and Fire Dept.
- Contact the Director of Water Quality, City Manager, or Director of Public Works (in this order) for direction.

Responding Wastewater Division Staff

- Respond as appropriate. If response time will be more than 10 minutes, request Police Dept. and Fire Dept. response to assess the situation.
- Request support as necessary from other Water Quality staff, Public Works staff, Police Dept., Fire Dept., or Marine Safety via radio or phone.
- Request Lifeguard support if ocean contamination is suspected.
- Request other Public Works support as needed for assistance or passive traffic control (signing and delineation).
- Request Police Dept. for active traffic control (traffic direction).

- Request OCFA via dispatch for hazmat response if needed.
- Request beach posting by Marine Safety if directed by the County Health Care Agency (Note: the Wastewater Division is responsible for beach posting if Marine Safety is unable to respond). Signs are located in the Main Beach Lift Station or outside of the Wastewater Division office in the City Yard.

INCIDENT COMMAND RESPONSIBILITY
Incident command lies with, or reverts to the following, in the order listed:

- Director of Water Quality; City Manager; Public Works Director; Senior Operations Supervisor; Maintenance Supervisor, Maintenance Leadworker
- Fire Dept.; Senior Firefighter on scene
- Police Dept.; Senior Police Officer on scene
- Marine Safety: Senior Lifeguard

7.8 Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors

Located in front pocket of hard copy Overflow Emergency Response Plan.

8. Recovery and Cleanup

ref. SWRCB Order No. 2006-0003-DWQ Element 6(e)

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

8.1 Estimate the Volume of Spilled Sewage

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

8.2 Recovery of Spilled Sewage

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

8.3 Clean-up and Disinfection

Clean up and disinfection procedures will be implemented to reduce the potential for human health issues and adverse environmental impacts that are associated with an SSO event. The procedures described are for dry weather conditions and will be modified as required for wet weather conditions. Where cleanup is beyond the capabilities of City staff, a cleanup contractor will be used.

Private Property
City crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings, such as in front, side and backyards, easements, etc. In all other cases, affected property owners can call a water damage restoration contractor to complete the cleanup and restoration. If the overflow into property is the definite cause of City system failure, the property owner can call out a water damage restoration contractor to

complete the cleanup and restoration. In both cases, City claim forms may be issued if requested by the property owners.

Hard Surface Areas
Collect all signs of sewage solids and sewage-related material either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water and/or deozyme or similar non-toxic biodegradable surface disinfectant until the water runs clear. The flushing volume will be approximately three times the estimated volume of the spill. Take reasonable steps to contain and vacuum up the wastewater. Allow area to dry. Repeat the process if additional cleaning is required.

Landscaped and Unimproved Natural Vegetation
Collect all signs of sewage solids and sewage-related material either by protected hand or with the use of rakes and brooms. Wash down the affected area with clean water until the water runs clear. The flushing volume will be approximately three times the estimated volume of the spill. Either contain or vacuum up the wash water so that none is released. Allow the area to dry. Repeat the process if additional cleaning is required.

Natural Waterways
The Department of Fish and Wildlife will be notified by CalOES for SSOs greater than or equal to 1,000 gallons.

Wet Weather Modifications
Omit flushing and sampling during heavy storm events (i.e., sheet of rainwater across paved surfaces) with heavy runoff where flushing is not required and sampling would not provide meaningful results.

8.4 Public Notification

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

Creeks, streams and beaches that have been contaminated as a result of an SSO will be posted at visible access locations until the risk of contamination has subsided to acceptable background bacteria levels. The warning signs, once posted, will be checked at least every day to ensure that they are still in place. Photographs of sign placement will be taken.

In the event that an overflow occurs at night, the location will be inspected first thing the following day. The field crew will look for any signs of sewage solids and sewage-related material that may warrant additional cleanup activities.

When contact with the local media is deemed necessary, the Director of Water Quality or their designee will provide the media with all revelvant information.

9. Water Quality

ref. SWRCB Order No. 2006-0003-DWQ Element 6(f)

9.1 Waters of the State

The following Waters of the State are in the City of Laguna Beach's service area:

- Pacific Ocean (entire coast line is a Marine Protected Area, Heisler Park Area of Special Biological Significance)
- Laguna Canyon Channel
- Aliso Creek

In the event that these waters are impacted by a sanitary sewer overflow, the City has a list of **Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors**, which is located in front pocket of hard copy Overflow Emergency Response Plan.

9.2 Water Quality Sampling and Testing

Water quality sampling and testing is required whenever spilled sewage enters a water body and is performed to determine the extent and impact of the SSO. The water quality sampling procedures must be implemented within 48 hours and include the following:

- Water samples should be collected as soon as possible after the discovery and mitigation of the SSO event.
- The samples will be collected and analyzed by the Orange County Environmental Health Agency.
- The water quality samples should be collected from upstream of the spill, from the spill area, and downstream of the spill in flowing water (e.g. creeks). The water quality samples should be collected near the point of entry of the spilled sewage.

9.3 Water Quality Monitoring Plan

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

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

9.4 SSO Technical Report

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

Causes and Circumstances of the SSO:

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

City's Response to SSO:

- Chronological narrative description of all actions taken by the City to terminate the spill.
- Explanation of how the SSMP Overflow Emergency Response Plan was implemented to respond to and mitigate the SSO.
- Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

Water Quality Monitoring:

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

10 Sewer Backup Into/Onto Private Property Claims Handling Policy

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

- City staff will offer a City claim form irrespective of fault whenever it is possible that the sanitary sewer backup may have resulted from an apparent blockage in the City-owned sewer lines or whenever a City customer requests a claim form. The claim may later be rejected if subsequent investigations into the cause of the loss indicate the City was not at fault.

- It is the responsibility of the Field Crew to gather information regarding the incident and notify the Senior Operations Supervisor or designee.

- It is the responsibility of the Director or Water Quality to coordinate with the City's liability claims adjuster and ensure the expeditious review of all claims and to oversee the adjustment and administration of the claim to closure.

11. Notification, Reporting, Monitoring and Recordkeeping Requirements

ref. SWRCB Order No. 2006-0003-DWQ Element 6(c)

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS GWDRs), the City of Laguna Beach maintains records for each sanitary sewer overflow. Records include:

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

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

11.1 Requirements Table

ELEMENT	REQUIREMENT	METHOD
NOTIFICATION	• Within two hours of becoming aware of any Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water, the City will notify the California Office of Emergency Services (CalOES) and obtain a notification control number. • The City will report any Private Lateral Sewage Discharge meeting the definition of a Category 1 SSO to the San Diego Regional Water Quality Control Board (SDRWQCB) and the Orange County Environmental Health Agency.	• Call Cal OES at: **(800) 852-7550** • Call SDRWQCB: Bus. Hrs.: (619) 516-1990 OES Spill Report (after hours): (858) 822-8344 • Call Orange County Environmental Health Agency Bus. Hrs.: (714) 433-6419 After Hrs. (OC Sheriff's Dep't): (714) 628-7008
REPORTING	• Category 1 SSO: The City will submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date. • Category 2 SSO: The City will submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date. • Category 3 SSO: The City will submit certified report within 30 calendar days of the end of month in which SSO the occurred. • SSO Technical Report: The City will submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters. • "No Spill" Certification: The City will certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred. • Collection System Questionnaire: The City will update and certify every 12 months	Enter data into the CIWQS Online SSO Database[1] (http://ciwqs.waterboards.ca.gov/) certified by the Legally Responsible Official(s)[2]. All information required by CIWQS will be captured in the Sanitary Sewer Overflow Report. Certified SSO reports may be updated by amending the report or adding an attachment to the SSO report within 120 calendar days after the SSO end date. After 120 days, the State SSO Program Manager must be contacted to request to amend an SSO report along with a justification for why the additional information was not available prior to the end of the 120 days.
WATER QUALITY MONITORING	The City will conduct water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.	Water quality results will be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.
RECORD KEEPING	The City will maintain the following records: • SSO event records. • Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP. • Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters. • Collection system telemetry records if relied upon to document and/or estimate SSO Volume.	Self-maintained records shall be available during inspections or upon request.

[1] In the event that the CIWQS online SSO database is not available, the Senior Operations Supervisor will notify SWRCB by phone. In such an event, the City will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO file.

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

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

11.2 Complaint Records

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

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

Records will be maintained for a minimum of five years in the CMMS and on the City Server.

12. Post SSO Event Debriefing

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

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

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

13. Failure Analysis Investigation

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

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

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

- Reviewing and completing the Sanitary Sewer Overflow Report (in Appendices B and C) and any other documents related to the incident
- Reviewing the incident timeline and other documentation regarding the incident
- Reviewing communications with the reporting party and witness(es)
- Review volume estimate, volume recovered estimate, volume estimation assumptions and associated drawings
- Reviewing available photographs
- Interviewing staff that responded to the spill
- Reviewing past maintenance records
- Reviewing past CCTV records
- Conducting a CCTV inspection to determine the condition of all line segment(s) immediately following the SSO and reviewing the video and logs
- Reviewing any FOG related information or results
- Post SSO debrief records
- Interviews with the public at the SSO location

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

14. SSO Response Training

ref. SWRCB Order No. 2006-0003-DWQ Element 6(d)

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

14.1 Initial and Annual Refresher Training

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

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

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

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

electronic testing, interviews and observations. The City will address, through additional training/instruction, any identified gaps in required core competencies.

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

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

14.2 SSO Response Drills

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

14.3 SSO Training Record Keeping

Records will be kept of all training that is provided in support of this plan. The records for all scheduled training courses and for each overflow emergency response training event and will include date, time, place, content, name of trainer(s), and names and titles of attendees.

14.4 Contractors Working On City Sewer Facilities

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

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

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

15. Authority

- Health & Safety Code Sections 5410-5416
- CA Water Code Section 13271
- Fish & Wildlife Code Sections 5650-5656
- State Water Resources Control Board Order No. 2006-0003-DWQ
- State Water Resources Control Board Order 2013-009-DWQ effective September 9, 2013

16. References

- Sanitary Sewer Overflow and Backup Response Field Guide, 2013, DKF Solutions Group, LLC
- Appendix A: Regulatory Notifications Packet
- Appendix B: Sanitary Sewer Backup Response Packet
- Appendix C: Sanitary Sewer Overflow Response Packet
- Appendix D: Emergency Procedures for Loss of Primary Power to the City Lift Stations
- Appendix E: Emergency Procedures for Loss of Primary and Backup Power at SOCWA Stations
- Appendix F: Emergency By-pass Procedures for SOCWA Stations
- Appendix G: Emergency Procedures for a Failure of the North Coast Interceptor (NCI)
- Appendix H: Contractor Orientation

Appendix A

REGULATORY NOTIFICATIONS PACKET

Regulatory Notifications Packet

Instructions:

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

Contents:

Print on 6”x9” envelope

Regulatory Notifications Packet
Regulatory Reporting Guide

A-1
Side A

Reporting Instructions

Deadline	See reverse side for contact information and definitions of the categories of spills of untreated or partially treated wastewater from publically owned sanitary sewer system			Private Lateral Sewage Discharge
	Category 1	**Category 2**	**Category 3**	
2 hours after awareness of SSO	• If the spill is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550 • Notify Orange County Environmental Health • Notify San Diego Regional Water Quality Control Board	• Notify Orange County Environmental Health • Notify San Diego Regional Water Quality Control Board	• Notify Orange County Environmental Health • Notify San Diego Regional Water Quality Control Board	If PLSD meets definition of a Category 1 SSO, report to SDRWQCB and Orange County Environmental Health
4 hours after awareness	If this incident includes a sewer backup into a home or business, contact Carl Warren and Co.			
48 Hours after awareness of SSO	If 50,000 gal or more were not recovered, begin water quality sampling and initiate impact assessment	-	-	-
3 Days after awareness of SSO	Submit Draft Spill Report in the CIWQS* database	Submit Draft Spill Report in the CIWQS* database	-	-
15 Days after response conclusion	Certify Spill Report in CIWQS*. Update as needed until 120 days after SSO end time	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-	-
30 Days after end of calendar month in which SSO occurred	-	-	Certify Spill Report in the CIWQS* database. Update as needed until 120 days after SSO end time	-
45 days after SSO end time	If 50,000 gal or more were not recovered, submit SSO Technical Report using CIWQS*	-	-	-

* In the event that the CIWQS database is not available, notify the State Water Resources Control Board (SWRCB) by phone. See contact information on Side B.

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

Contact Information

Contact	Telephone/Fax/Email
CalOES	(800) 852-7550
Orange County Environmental Health	(714) 433-6419
South Orange County Wastewater Authority	(949) 234-5400
San Diego Regional Water Quality Control Board (SDRWQCB)	Daytime Telephone: (619) 516-1990 After Hours: (858) 822-8344 Fax: (619) 516-1994
State Water Resources Control Board (SWRCB):	
Russell Norman, P.E.	(916) 323-5598 Russell.Norman@waterboards.ca.gov
Gil Vazquez	(916) 322-1400 Gil.Vazquez@waterboards.ca.gov
David Shissler	Cell: (949) 315-1207 Home: (949) 360-6736
Senior Operations Supervisor	Cell: (949) 922-8746 Office: (949) 464-0634
Police Department	(949) 497-0717
Carl Warren and Co.: Shari Huff, Claims Manager Dwight Kunz	Office: (714) 572-5200 Cell: (949) 939-9175 Office: (714) 572-5260

Authorized Personnel

The following are authorized to perform regulatory reporting:

1. Director of Water Quality
2. Senior Operations Supervisor
3. First Responder

The City's Legally Responsible Official (LRO) is authorized to electronically sign and certify SSO reports in CIWQS. The LRO is David Shissler, Director of Water Quality.

Definitions of SSO Categories

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

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

Regulatory Notifications Packet

Category 1 SSO Reporting Checklist

A-2a

Use this Checklist for Category 1 SSOs only

STEP 1: Receive call from crew.

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

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

- Date and Time Called: _____ at _____ : _____ ☐AM ☐PM
- CalOES Control number: _____
- City personnel who called CalOES: *Name* _____
  Title _____
- Individual they spoke to at CalOES: _____

☐ Notify Orange County Environmental Health. See A-1 Side B for contact information.

☐ Notify San Diego Regional Water Quality Control Board. See A-1 Side B for contact information.

☐ Notify South Orange County Wastewater Authority. See A-1 Side B for contact information.

STEP 3: 4-hour Notification: If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. within four hours of the time the City was notified of the SSO.

☐ Notify Carl Warren and Co. See A-1 Side B for contact information.

STEP 4: Within 48-Hours after awareness of SSO

☐ Only if 50,000 gallons or more was not recovered, confirm water quality monitoring with Orange County Environmental Health.

STEP 5: Within 3 Days after awareness of SSO

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

STEP 5: Within 15 Days after response conclusion

☐ LRO must certify the Spill Report using the CIWQS online reporting database. Amendments to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

STEP 6: Within 45 Days after SSO end time

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

This form completed by: _____ _____ _____

Name *Title* *Date*

Regulatory Notifications Packet

Category 2 & 3 SSO Reporting Checklist

A-2b

Use this Checklist for Category 2 and 3 SSOs only

STEP 1: Receive call from crew.

STEP 2: 2-hour Notification

- ☐ Notify Orange County Environmental Health. See A-1 Side B for contact information.
- ☐ Notify San Diego Regional Water Quality Control Board. See A-1 Side B for contact information.

STEP 2: 4-hour Notification

If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. within four hours of the time the City was notified of the SSO.

- ☐ Notify Carl Warren and Co. See A-1 Side B for contact information.

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

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

STEP 4: Certify Spill Report

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

This form completed by: _____ *Name* _____ *Title* _____ *Date*

Regulatory Notifications Packet

Category 2 & 3 SSO Reporting Checklist

A-2c

Use this Checklist for Private Lateral Sewage Discharge only

STEP 1: Receive call from crew.

STEP 2: 2-hour Notification

☐ If PLSD meets definition of a Category 1 SSO, report to SDRWQCB and Orange County Environmental Health

This form completed by: _____ _____ _____

Name *Title* *Date*

Appendix B

SANITARY SEWER BACKUP RESPONSE PACKET

Sanitary Sewer Backup Response Packet
Table of Contents

For pre-assembled packets contact DKF Solutions Group at (707) 373-9709 or losscontrol@sbcglobal.net

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

If this is a Category 1 SSO greater than or equal to 1,000 gallons contact one of the individuals listed below to make the 2-hour notification to CalOES

Notifications Trigger:	Contact Immediately:	Telephone:
To contact CalOES within 2 hours of notification of a Category 1 SSO ≥ 1,000 gallons, and/or for all backups into/onto private property possibly due to problems in the public sewer	Director of Water Quality	Cell: (949) 315-1207 or Office: (949) 497-0328
	Sr. Operations Supervisor	Cell: (949) 922-8746 Office: (949) 464-0634
	Carl Warren & Co. Shari Huff, Claims Manager	Office: (714) 572-5200 Cell: (949) 939-9175
	Dwight Kunz	Office: (714) 572-5260
	Jeff Pecot, Property Damage Adjuster	(714) 737-7299
For any media requests	Director of Water Quality	(949) 497-0328

Field Crew:

- ❑ Follow the instructions on the Sewer Backup Response Flowchart (B-1). Note: If multiple dwelling units are affected, use one packet per unit and check here: ☐
- ❑ If indicated on the flowchart, give the customer the Bubbled Toilets Letter and/or the Customer Service Packet and have them initial here:
  Customer acknowledges receipt of Bubbled Toilets Letter: _____
  Customer acknowledges receipt of Customer Service Packet: _____
- ❑ Place completed forms in this envelope, complete the Chain of Custody record (right) and forward this packet to the Sr. Operations Supervisor.

Don't forget photos!

Print Name: _____

Initial: _____

Date: _____

Time: _____

Senior Operation Supervisor:

- ❑ Review the enclosed forms.
- ❑ Complete the Regulatory Notifications Packet.
- ❑ Complete the Claims Submittal Checklist.
- ❑ Complete the Chain of Custody record (right) and forward this packet to the Director of Water Quality

Print Name: _____

Initial: _____

Date: _____

Time: _____

Director of Water Quality:

- ❑ Review the enclosed forms
- ❑ Refer to the Claims Submittal Checklist.

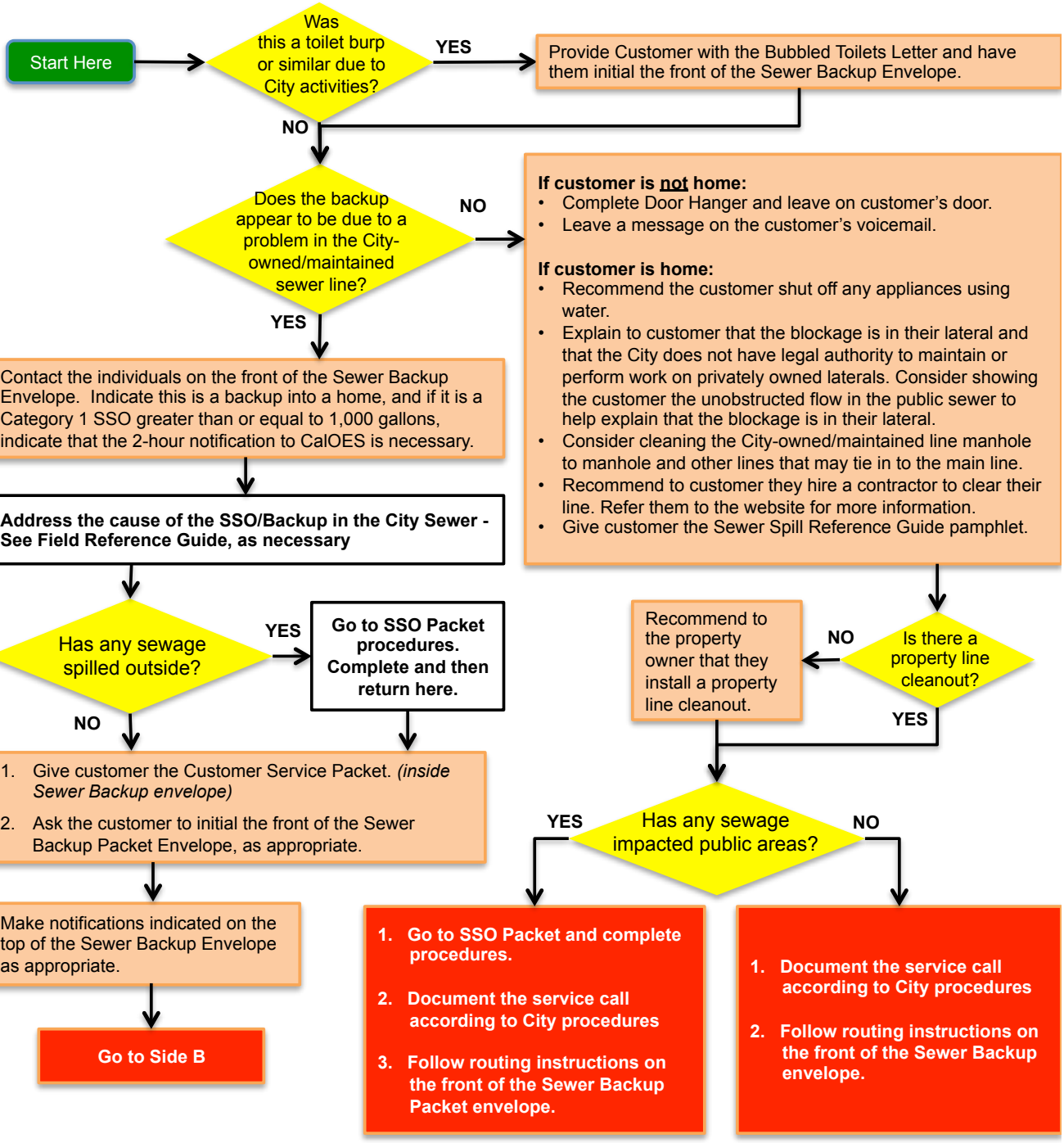
Name: _____ Initial: _____

Date: _____ Time: _____

City of Laguna Beach Overflow Emergency Response Plan
Sanitary Sewer Backup Packet

Sanitary Sewer Backup Response Packet
Backup Response Flowchart

B-1
Side A



MEDIA AND PUBLIC RELATIONS GUIDELINES:

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

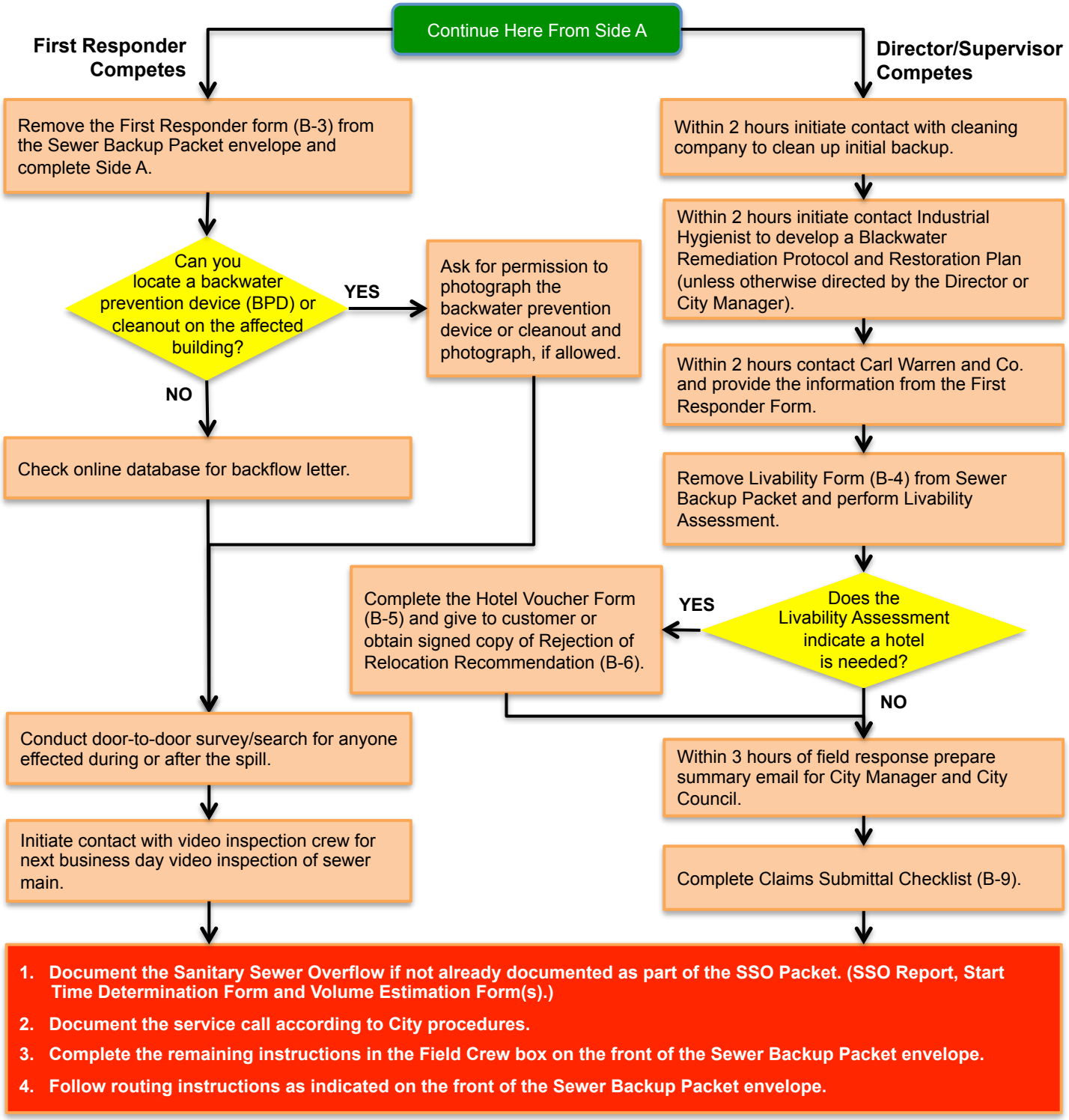
- Giving out the wrong information,
- Speculating about the situation you are responding to
- Making accusations against customers, businesses or other agencies
- Providing incorrect facts about a company or other agency

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

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

Sanitary Sewer Backup Response Packet
Backup Response Flowchart

B-1
Side B



Sanitary Sewer Backup Response Packet

Bubbled Toilets Letter

B-2

Dear City of Laguna Beach Customer,

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

1. **Is this a health risk?**
   The water that came out of your toilet is potable water from the toilet bowl. Unless your toilet was in use when this occurred, this water is no different than that encountered while cleaning your toilet.

2. **What is the City doing in the street?**
   In order to insure reliable sewer service, the City inspects, cleans, and repairs its sewer system on a continuous basis.

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

4. **What causes the air to come from my toilet?**
   Over the years, City crews have found that the bubbling of toilets have many causes, some of which are:
   - Obstructed vent pipes;
   - Vent pipes that are positioned too far from the toilet;
   - Lateral pipes that may be in use as the crew is cleaning (e.g. draining washing machine, draining bathtub, etc.);
   - Lateral pipes that may have obstructions that are causing them to hold water (e.g. roots, grease, etc.).

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

6. **What can I do to prevent my toilet from bubbling?**
   When a sewer begins to drain slowly, it may be a sign that it needs to be cleaned or repaired. Trees and shrubs may have root structures that are entering the lateral pipe. The homeowner needs to make sure to have a clean-out for accessing the line. It is the homeowner's responsibility to keep the sewer lateral pipe in good working condition.

It is always a good idea to keep the toilet lid down when not in use, and not install carpets in the bathroom unless they can be easily removed and cleaned. For more information please call the City Water Quality Hotline at (949) 497-0378.

Sincerely,

City of Laguna Beach

Sanitary Sewer Backup Response Packet
Carta de Inodoros Burbujeados

B-2
Spanish

Estimado Cliente de la City of Laguna Beach:

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

1. **¿Es riesgo de salud esto?**
   El agua que salió de su inodoro es agua potable de la taza del inodoro. Menos que su inodoro estaba en uso cuando esto ocurrió, esa agua no es diferente de aquella encontrada mientras que limpia su inodoro.
2. **¿Qué está haciendo la Cuidad en la calle?**
   Para asegurar servicio de alcantarilla confiable, la Cuidad inspecciona, limpia, and repara su Sistema de alcantarillado en una forma continua.
3. **¿Cómo causa la limpieza de la alcantarilla que burbujee mi inodoro?**
   El equipamiento industrial de limpieza típico usa agua de alta presión para limpiar alcantarillas. La primer medida es de usar chorros de agua de alta presión para propulsar a la manguera y a la boquilla de limpieza contracorriente tan lejos como ochocientos (800) pies. Durante este proceso, el aire dentro la tubería principal es desplazada y a veces camina para arriba de la tubería lateral privada y se libera por el inodoro. Esto también puede ocurrir durante la fase de limpieza, cuando agua de alta presión es jalada corriente abajo al camión de limpieza.
4. **¿Qué causa al aire que venga de mi inodoro?**
   A lo largo de los años, los empleados de la Cuidad han encontrado que el burbujeo de inodoros tiene muchas causas, algunas de cuales son:
   - Tubería de ventilación obstruida;
   - Tubería de ventilación que está posicionada muy lejos del inodoro;
   - Tubería lateral que pueda estar en uso mientras que los empleados estén limpiando (por ej., vaciando la máquina de lavar, vaciando el baño, etcétera);
   - Tubería lateral que podrá tener obstrucciones que están causándola a contener agua (por ej., raíces, grasa, etcétera).
5. **¿Qué hace el personal de la City, una vez informados de un inodoro burbujeante?**
   Una vez notificado de un inodoro burbujeante, el líder de nuestros empleados le explica al cliente lo que ha ocurrido, y hace un chequeo para ver si hay una limpieza general en el patio del cliente que se pudiera abrir en el futuro durante la limpieza. El líder de personal luego toma apuntes y completa papeleo que pone a la dirección en la lista de notificación computarizada de la Cuidad. En el futuro, los empleados tomarán nota que hubo un tiempo en que esta dirección fue «burbujeada», y, antes de empezar la limpieza, ellos le avisarán al ocupante de la posibilidad de inodoros burbujeantes. En el evento que el ocupante no esté presente cuando la limpieza empiece, los empleados tratarán de abrir las limpiezas generales y/o rebajar la presión del agua para impedir la ocurrencia de burbujeo.
6. **¿Qué puede hacer para impedir a mi inodoro de burbujeando?**
   Cuando una alcantarilla empieza a desaguar lentamente, puede que sea un indicio que se necesita limpiar o reparar. Puede que los árboles y arbustos tengan estructuras de raíces que estén entrando a la tubería lateral. El dueño/la dueña de casa necesita asegurar de tener una limpieza general para acceder la línea. Es la responsabilidad del dueño/la dueña de mantener la tubería de alcantarilla lateral en buena condición operativa.

Siempre es buena idea de mantener la tapa del inodoro bajada cuando no esté el inodoro en uso, y no instalar alfombra en el cuarto de baño menos que esa se pueda quitar y limpiar. Para más información, por favor llame a la línea directa de calidad de agua ciudad al (949) 497-0378.

Atentamente,
City of Laguna Beach

Sanitary Sewer Backup Response Packet

First Responder Form

B-3

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

PERSON COMPLETING THIS FORM: Name: _____ Title: _____	PHONE: DATE: TIME:
TIME STAFF ARRIVED ON-SITE:	
WAS A CLEANING CONTRACTOR CONTACTED? ☐ Yes, by City ☐ Yes, by Resident ☐ No If YES, name of contractor:	
WAS AN INDUSTRIAL HYGIENIST CONTRACTOR CONTACTED? ☐ Yes ☐ No If YES, name of contractor:	
RESIDENT NAME: ☐ Owner ☐ Renter	IF RENT, PROPERTY MANAGER(S): OWNER:
STREET ADDRESS: CITY, STATE AND ZIP: PHONE:	STREET ADDRESS: CITY, STATE AND ZIP: PHONE:
Is nearest upstream manhole visibly higher than the drain/fixture that overflowed? ☐ Yes ☐ No	
# OF PEOPLE LIVING AT RESIDENCE:	

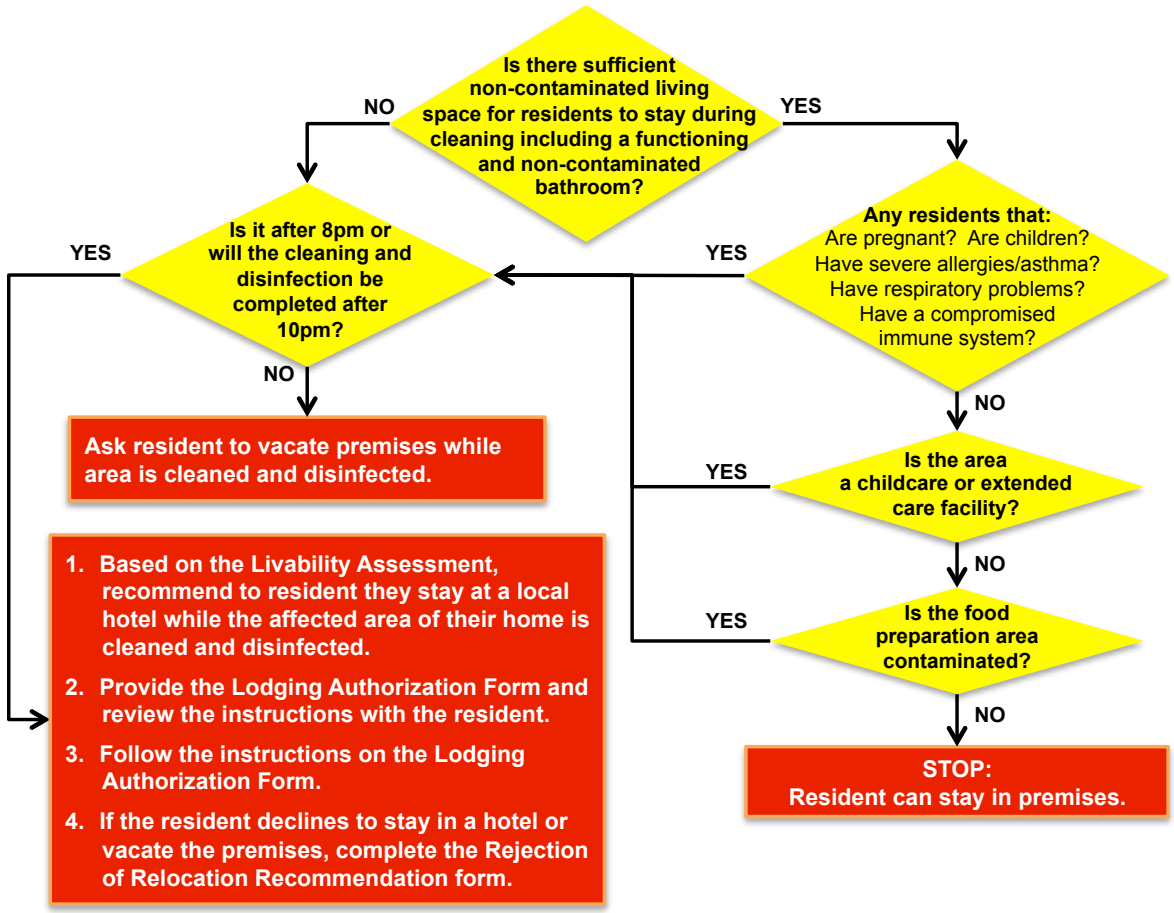
Approximate Age of Home:	# of Bathrooms:	# of Rooms Affected:
Approximate Amount of Spill (gallons):	Approximate Time Sewage Has Been Sitting (hrs/days):	

Numbers of Photographs or Videos Taken: ☐ Photographs ☐ Video	Where are photos/video stored?
Does property have a Property Line Cleanout or Backwater Prevention Device?	☐ YES ☐ NO ☐ Unknown
If yes, was the Property Line Cleanout/BPD operational at the time of the overflow?	☐ YES ☐ NO ☐ Unknown
Have there ever been any previous spills at this location?	☐ YES ☐ NO ☐ Unknown
Has the resident had any plumbing work done recently? *If YES, please describe:*	☐ YES ☐ NO

Sanitary Sewer Backup Response Packet

Livability Form

B-4



SANITARY SEWER LINE BLOCKAGE LOCATION

PLEASE CHECK THE BOXES THAT DESCRIBE YOUR OBSERVATIONS:

Customer Cleanout Was:	Public Cleanout was:
☐ Non-Existent	☐ Non-Existent
☐ Full	☐ Full
☐ Empty	☐ Empty

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

Affected House

Upstream House

Recommended Follow-Up Action(s):

Did sewage go under buildings? ☐ Yes ☐ No ☐ Unsure

Place completed form in Sanitary Sewer Backup Response Packet Envelope and follow routing instructions

Sanitary Sewer Backup Response Packet

Hotel Voucher

B-5

Following the City's determination that your residence currently is not habitable due to or as a result of City activities, you are provided with this authorized Hotel Voucher. This Hotel Voucher will be accepted at any of the participating hotels (listed below) for lodging accommodations for the duration of necessary displacement from your home to the extent there are vacant rooms. Please note that the Hotel Voucher will not cover any additional expenses outside the cost of room and tax. In order to quickly and efficiently obtain emergency lodging, please follow the instructions listed below:

1. Complete the Customer Acknowledgement section.

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

Customer Name (please print): _____

Customer Address: _____

Phone # where customer may be reached: _____

Customer Signature: _____ Date: _____

☐ Check here to decline this offer of temporary relocation.

Customer Signature: _____ Date: _____

2. Contact one of the participating hotels identified below to confirm vacancy.

Travelodge	Holiday Inn	The Tides Inn
(949) 499-2227	(949) 494-1001	(949) 494-2494
30806 South Coast Hwy	696 South Coast Hwy	460 North Coast Hwy

3. Present this Hotel Voucher at chosen hotel's front counter.

a. **Customer's credit card will be required for room liability purposes only.**

Authorized by:

Department: _____ Department Head Signature: _____

Sanitary Sewer Backup Response Packet

Rejection of Relocation Recommendation

B-6

On _____, a sewer backup into a residence occurred at _____
(date) *(Address)*

Resident's Name:_____
(Please Print)

Due to a backup into the structure, the above listed property has sewage to be cleaned up/mitigated, which may also include remediation of part of the structure. It is recommended by City of Laguna Beach that the residents of the above listed property relocate until the cleanup/mitigation and any required remediation is completed.

Resident(s) determined that they did not want to relocate and will remain in the structure.

PROPERTY OWNER/RESIDENT RELEASE OF LIABILITY AND ASSUMPTION OF RISK

I have decided that I do not want to relocate from the address listed above during any cleanup/mitigation and/or remediation. I have received all the materials listed above from City of Laguna Beach. I understand that there are inherent risks with exposure to sewage and the associated cleanup/mitigation and/or remediation process due to the potential for coming into contact with sewage through breathing, swallowing, or cuts and abrasions in the skin that may cause pathogens. Risks may range from (1) minor temporary discomfort and illness, (2) more serious illness that may require medical treatment, (3) very serious illness that could result in life threatening conditions and including death. I know, understand, and appreciate these and other risks inherent in being exposed to sewage. I knowingly assume all such risks that may result from my own actions, inactions, or negligence of others, and the condition of the structure during the cleanup/mitigation and/or remediation process.

I, for myself, my heirs, personal representative or assigns, hereby release, discharge and hold harmless City of Laguna Beach, its respective Boards, officers, employees, agents and contractors from any and all claims, actions, causes of action, demands, rights, damages, costs, loss of service, expenses, legal expenses, including subrogation or liens or damage caused by or related to my remaining in the structure while cleanup/mitigation and/or remediation is performed as a result of the sewer backup.

_____ _____
Resident Signature Date

_____
City of Laguna Beach Witness

Comments:

Distribution Instructions – Top Copy to City records; Middle Copy to Carl Warren and Co.; Bottom Copy to Customer

City of Laguna Beach: Overflow Emergency Response Plan

Sanitary Sewer Backup Response Packet

Sanitary Sewer Overflow Field Report

B-7
Side A

This form prepared by: NAME:	TITLE:	DATE:
This form reviewed by: NAME:	TITLE:	DATE:

A. SSO LOCATION

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

B. START TIME DETERMINATION

SSO Start Date:	SSO Start Time: ☐ AM ☐PM	SSO Duration:
SSO End Date:	SSO End Time: ☐ AM ☐PM	
What date/time was the City notified of the SSO:	Who at the City received the notification?	What date/time was the call returned?:

Who notified the City?	Did they indicate what time they noticed the SSO? ☐ Yes ☐No If yes, what time? ☐ AM ☐PM
What time did the crew arrive? ☐ AM ☐PM	Who was on scene at time of arrival? ☐ Police ☐ Fire ☐ Marine Safety

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

Name	Contact Information	Statement

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

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

SSO Appearance Point (check one or more): ☐ Force Main ☐ Gravity Mainline ☐ Lateral Cleanout (Private)
☐ Lateral Cleanout (Public) ☐ Inside Building or Structure ☐ Manhole ☐ Lift Station
☐ Lower Lateral (Private) ☐ Lower Lateral (Public) ☐ Upper Lateral (Private) ☐ Upper Lateral (Public)
☐ Other Sewer System Structure (specify):

Were there multiple appearance points? ☐ No ☐ Yes, number of appearance points:

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

If the SSO reached a storm sewer, was it fully captured and returned to the Sanitary Sewer? ☐ Diversion ☐No (*Category 1)*

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

Final Spill Destination: ☐ Ocean/ocean beach* ☐ Surface waters other than ocean ☐ Drainage channel ☐ Building/structure
☐ Separate Storm drain ☐ Combined storm drain ☐ Paved surface ☐ Unpaved surface ☐ Street/curb/gutter
☐ Diversion Unit ☐ Other:
*Provide name(s) of affected drainage channels, beach, etc.:

Total Estimated SSO volume *(in gallons – 1,000gal or more = Category 1)*: gallons

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

Calc. Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Lat. Connections ☐Area/Volume (include sketch/photo with dimensions)
☐Other (describe):

Sanitary Sewer Backup Response Packet

Sanitary Sewer Overflow Field Report

B-7
Side B

D. CAUSE OF SSO

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

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

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

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

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

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

E. SSO RESPONSE

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

SSO response completed (date & time):

Visual inspection result of impacted waters (if applicable):

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

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

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

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

What major equipment was used in the response?

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

F. NOTES

G. NOTIFICATIONS

All Spills

☐	(714) 433-6419	Orange County Environmental Health (during business hours)
☐	(714) 628-7008	Orange County Sheriff's Department (after hours)
☐	(949) 922-8746	Senior Operations Supervisor

Category 1 & 2

☐	(619) 516-1990	San Diego Regional Water Quality Control Board (daytime)
☐	(858) 822-8344	San Diego Regional Water Quality Control Board (after hours)

Category 1

☐	(800) 852-7550	Office of Emergency Services (CalOES)
☐	(949) 315 1207 (cell)	Director of Water Quality

Other

☐	(949) 497-0717	Police Dispatch (24 hours)

Place completed form in Sanitary Sewer Backup Response Packet envelope and follow routing instructions.

Sanitary Sewer Backup Response Packet

Volume Estimation: Eyeball Estimation Method

B-8a

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

SSO Date: _____ Location: _____

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

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

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

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

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

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

If yes, what volume of the observed spill volume do you estimate is rainfall? _____ gallons

If yes, describe how you determined the amount of rainfall in the observed spill?

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

_____ gallons (Estimated SSO Volume) − _____ gallons (Rainfall) = _____ gallons (**Total Estimated SSO Volume**)

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

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

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Backup Response Packet

Volume Estimation: Duration and Flow Rate Comparison Method

B-8b Side 1

SSO Date: _____ Location: _____

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

Flow Rate Based on Photo Comparison: _____gallons per minute (gpm)

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

SSO Duration: _____minutes

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

_____gpm X _____minutes = _____gallons
Flow Rate SSO Duration Estimated SSO Volume

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

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

By what percentage are you adjusting the estimation? □ increase □ decrease _____%

Translate the percentage into gallons: _____gallons

STEP 5: Calculate the adjusted SSO volume estimate:

_____gallons + or - _____gallons = _____gallons
Estimated SSO Volume Adjustment **Estimated SSO volume**

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

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

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Backup Response Packet

Volume Estimation: Duration and Flow Rate Comparison Method

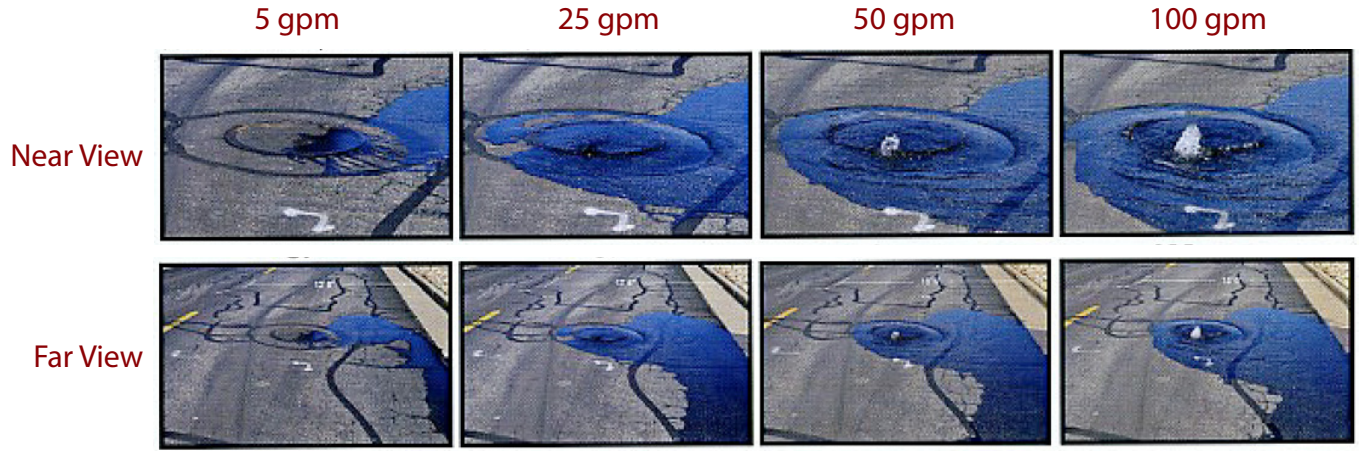
B-8b
Side 2

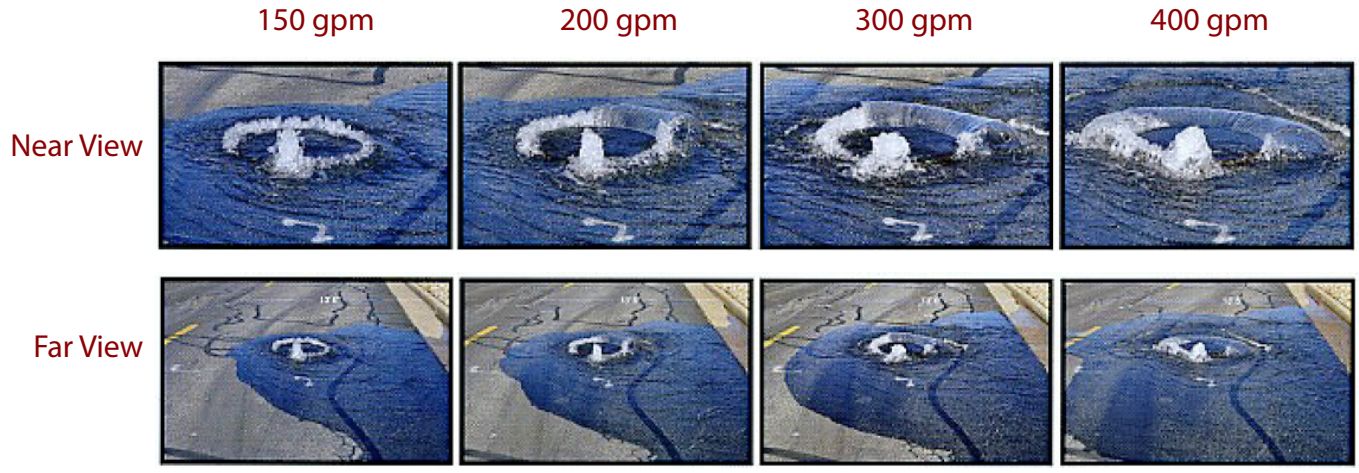
IMPORTANT NOTE:

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

SSCSC Manhole Overflow Gauge

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





Sanitary Sewer Backup Response Packet

Volume Estimation: Upstream Lateral Connections Method

B-8c

SSO Date: _____ Location: _____

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

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

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

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

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

_____ gallons X _____ = _____ gallons
Volume per EDU # of EDUs Estimated SSO Volume

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

Estimated SSO Volume: _____ gallons

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

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

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Backup Response Packet
Claims Submittal Checklist

B-9

Senior Operations Supervisor/Director of Water Quality

1. **Complete the following information:**

   Title: _____

   Name: _____

   Phone: _____

   Today's Date: _____

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

3. **Place the copies in the Backup Response Envelope and forward to the Director of Water Quality:**

   - ☐ **Form B-3: First Responder Form**
   - ☐ **Form B-4: Livability Form**
   - ☐ **Form B-5: Hotel Voucher**
   - ☐ **Form B-6: Rejection of Relocation Recommendation**
   - ☐ **Form B-7: Sanitary Sewer Overflow Field Report**
   - ☐ **Form B-8: Volume Estimation Forms (a, b and/or c)**
   - ☐ **Form B-9: Claims Submittal Checklist** *(this form)*
   - ☐ **All photos taken. Check here if digital photographs will be forwarded separately** ☐
   - ☐ **Any other information you feel is important in this claim**

4. **Go to Regulatory Notifications Packet and make all appropriate notifications.**
5. **Complete Form BP-10: Collection System Event Analysis**

Director of Water Quality

1. **Verify claims packet is complete and forward to**

   Carl Warren and Co.
   Attention: Shari Huff, Claims Manager
   PO Box 25180
   Santa Ana, CA 92799
   Office: (714) 572-5200
   Cell: (949) 939-9175
   Email: shuff@carlwarren.com

2. **Coordinate with Carl Warren and Co. as they administer the claim to closure**

Sanitary Sewer Backup Response Packet

Collection System Event Analysis

B-10
Side A

To be completed by the Senior Operations Supervisor

Incident Report #	Prepared By
SSO/Backup Information	
Event Date/Time	Address
Volume Spilled	Volume Recovered
Cause	

Summary of Historical SSOs/Backups/Service Calls/Other Problems			
Date	Cause	Date Last Cleaned	Crew
Records Reviewed By:		Record Review Date:	

Summary of CCTV Information	
CCTV Inspection Date	Tape Name/Number
CCTV Tape Reviewed By	CCTV Review Date
Observations	

Go to Side B

Sanitary Sewer Backup Response Packet
Collection System Event Analysis

B-10
Side B

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

Customer Service Packet

Contents:

Form	Form Number
Customer Information Letter	CS-1
Claim Form	-2
Private Property Sewer Lateral Reference Guide	pamphlet

Instructions:

1. Review the Customer Information letter to determine actions that need to be taken immediately.
2. See the Customer Information letter for information about hiring a cleaning contractor.
3. See the Customer Information letter for information about filing a claim.
4. Review the Private Property Sewer Lateral Reference Guide pamphlet.

This packet provided by: (name) _____
(title) _____
(phone) _____

Paquete de Servicio de Atención al Cliente

Contenido:

Formulario	Número de formulario
Carta de Información al Cliente	CS-1
Formulario de Demanda	2
Guía de Referencia Lateral del Alcantarillado de Propiedad Privada	Folleto

Instrucciones:

1. Repasé la Carta de Información al Cliente para determinar las acciones que se necesitan que llevar a cabo inmediatamente.
2. Ver la carta de información del cliente para obtener información sobre la contratación de un contratista de limpieza.
3. Lea la Carta de Información para el Cliente que explica como presentar una demanda.
4. Repasé el Folleto - Guía de Referencia Lateral del Alcantarillado de Propiedad Privada.

Print on 6” x 9” envelope

Water Quality Department
Customer Information Regarding
Sewer Backup Recovery & Claim

CS-1
Side A

Address: _____

Dear Mr./Mrs. _____ Date: _____

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

We will work with you to engage the services of a professional cleaning contractor. You have the right to select your own cleaning contractor, although the City of Laguna Beach can refer you to companies who adhere to established protocols that are designed to assure all parties of a thorough and expeditious remediation service. By completing a claim form with the City, we will establish an active claim file and, at a minimum, we will pay the usual and customary fees for the initial clean-up work that is performed.
If it is determined the City is responsible for the incident, the City is prepared to cover the usual, customary and reasonable costs associated with subsequent remediation (cleaning) expenses and will work with your contractor of choice to restore your property.
It is important to initiate the remediation as soon as possible. If you choose to, the City will immediately engage a cleaning company to isolate the affected area and begin the cleaning process.

To ensure that the process for remediation is completed to the highest standard, the City also will be sending an industrial hygienist company to conduct bacterial sampling of identified affected areas and to ensure a sanitized condition when the remediation is completed.

Please understand it is important that you and the City work in a cooperative and coordinated manner. Additional (and unnecessary) cleanup expenses may result from inappropriate handling of the cleanup and will not be reimbursed by the City. For example, a failure to appropriately handle contaminated material could spread bacteria through the home and increase remediation costs

The City will provide names of restoration companies that have good reports of their work and ability to coordinate with the remediation companies retained by the City.

Please note that Carl Warren and Company is the City's claims administrator and has the responsibility for processing any claims for damages that are submitted. The below-named representative of the company may be contacting you with regard to the incident.

If you wish to discuss this matter, or submit a claim for damages, please contact one of the following:

- Carl Warren and Company, Shari Huff, 714-572-5200 (office), 949-9399175 (cell)
- Carl Warren and Company, Dwight Kunz, 714-572-5260 (office)
- David Shissler, Director of Water Quality, 949-497-0328

(continued)

Water Quality Department
Customer Information Regarding
Sewer Backup Recovery & Claim

CS-1
Side B

What You Need To Do Now:

The City of Laguna Beach has prepared the following information to help you minimize the impact of any loss by responding promptly to the situation.

- Do not attempt to clean the affected area(s) yourself. Allow a professional cleaning company to handle this.
- Keep people and pets away from the affected area(s).
- Do not remove items from the area – the cleaning company will handle this. Some exceptions (for example, high value items) may be permitted upon advance photo documentation.
- If you had recent plumbing work performed, contact your plumber or contractor, and inform them of this incident.

You may need to file a claim and a claim form is attached.

I/We acknowledge receipt of this letter.

Employee Signature: _____ Date: _____

Customer Signature: _____ Date: _____

The company the City has engaged to perform the remediation process is:

_____.

The company's point of contact is _____,

and can be reached directly at _____.

It is possible that the circumstances of the incident may necessitate the involvement of other contractors for abatement services.

CITY OF LAGUNA BEACH
CLAIM AGAINST THE CITY

Claims for death, injury to person, or to personal property must be filed no later than **six months** after the occurrence (Government Code Section 911.1).

Claims for damages to real property must be filed no later than **one year** after the occurrence (Government Code Section 911.2).

RETURN COMPLETED CLAIM FORM TO:
CITY OF LAGUNA BEACH – CITY CLERK'S OFFICE
505 FOREST AVENUE, LAGUNA BEACH, CA. 92651

* Failure to provide sufficient information may result in delays in claim processing.

_____ _____
Name of Claimant **Phone Number**

_____
Address

_____
Mailing Address for Claimant if different than above OR if Claimant is represented by an attorney provide name and address

Date and time of the damage or injury: _____

Where did damage or injury occur? _____

How and under what circumstances did damage or injury occur? _____

_____

What particular action by the City, or its employees, caused the alleged damage or injury? (Include names of employees, if known). _____

_____

_____

What sum do you claim? Include the estimated amount of any prospective loss, insofar as it may be known at the time of the presentation of this claim, together with the basis of computation of the amount claimed. Attach estimates or bills, if possible.

_____ $_____

_____ $_____

Total Amount of Claim $_____

List names and addresses of witnesses, doctors and hospitals:

_____

_____

I HEREBY CERTIFY UNDER PENALTY OF PERJURY THAT THE FACTS HEREINABOVE SET FORTH ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE

Date: _____ _____
Signature of Claimant

NOTICE: Section 72 of the Penal Code provides that: "Every person who, with intent to defraud, presents for allowance or for payment to any . . . city . . . board or officer . . . any false or fraudulent claim, bill, account, voucher, or writing, is punishable either by imprisonment in the county jail for a period of not more than one year, by a fine not exceeding one thousand dollars ($1000), or by both such imprisonment and fine, or by imprisonment in the state prison, by a fine not exceeding ten thousand dollars ($10,000), or by both such imprisonment and fine."

COMMON PRIVATE LATERAL PROBLEMS

Damaged or cracked pipes

A private lateral that is structurally damaged and may also have separation of the pipe joints upstream or downstream of the problem.

Roots from a private sewer lateral line growing into the public sewer main line.

Roots

BE ON THE LOOKOUT FOR WARNING SIGNS!

- Drain back ups inside your property.
- Wet or soggy ground in your yard.
- Dirty water leaking from cleanouts or outside drains.
- Unusual odors or sewage smells in or around your property.

HOW TO MAINTAIN A FUNCTIONAL SEWER LATERAL

1. Have your sewer lateral video inspected and cleaned routinely.
2. Repair or replace deteriorated or damaged lateral pipes as soon as possible.
3. Do not plant trees or large shrubs near sewer lateral pipes.
4. Never pour grease down a drain. Pour into a container, let it cool down and put in the trash.

HOW TO GET GOOD REPAIR WORK COMPLETED

1. Obtain more than one written cost estimate.
2. Use a licensed plumber and/or contractor and ask for references.
3. Review the inspection video with the plumber and request a copy.
4. Make sure the written repair cost estimate includes a detailed description of the proposed work and time frame to get the work completed.
5. Make sure the proposed work in the estimate meets all applicable City codes and is done with a city building permit and also meets the City's inspection requirements.

WHAT THE CITY IS DOING TO HELP

The City is responsible for maintaining 95 miles of sewer lines, 25 lift stations and 4.5 miles of large pipes (24" or more) that transmit sewage to the treatment facility.

Key services include maintenance of the sewer system, moving forward with a ten-year capital improvement program to reduce sewer spills, securing grants and low-interest funding for improvements and complying with regulatory mandates from the Environmental Protection Agency and the Regional Water Quality Control Board.

Private Property Sewer Lateral

Reference Guide

This brochure was developed to provide information on the City's private sewer lateral program to reduce sewer spills. For more information call (949) 497-0378 or visit www.lagunabeachcity.net/waterquality

Maintenance Measures Property Owners Need to Know

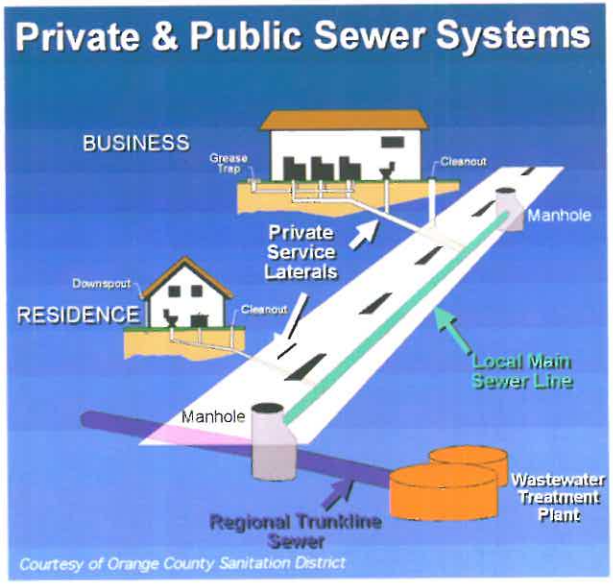
This brochure was sponsored in-part by the Laguna Beach Board of Realtors.

PRIVATE SEWER LATERAL PROGRAM

The City of Laguna Beach has adopted an ordinance to address the maintenance of private sewer laterals. This is an important issue. Neglected private sewer laterals have been linked to sewer spills that may create health hazards and pollute waterways and the ocean. A sewage spill can cause damage to your property that is expensive to fix.

A notice will be sent to property owners to make them aware of deficiencies in their sewer lateral if observed during maintenance of the public sewer main lines or certain remodeling projects. Property owners may then contact a plumber to have their sewer lateral video inspected and the condition of the line evaluated. Based on the video inspection results, owners have the option of maintaining their lateral in a functional condition through routine cleaning or by repairing or replacing their pipes.

If a property owner does not make good faith efforts to maintain a functional sewer lateral (i.e. routine cleaning or repairs), and a sewer spill occurs; fines can be imposed.



WHAT IS A PRIVATE SEWER LATERAL?

Every home and business has a pipe that drains wastewater to the public sewer main line. That pipe is called a private lateral. The main line transports sewage to the wastewater plant for treatment.

PROPERTY OWNER RESPONSIBILITY

Private property owners are responsible for properly operating and maintaining their private lateral including the point of connection to the public sewer main line.

CITY RESPONSIBILITY

The City operates and maintains the "public sewer main lines", manholes, and lift stations required to transport the sewage to the treatment plant.

WHY MAINTAINING YOUR SEWER LATERAL IS IMPORTANT!

The proper maintenance of a private lateral is important because the line can clog with roots and grease and may cause a backup inside your home or business. A spill could also result in public and/or environmental health concerns.

DOES A PRIVATE LATERAL HAVE TO BE REPAIRED OR REPLACED?

No, if a program of routine cleaning will keep the lateral line functioning properly.

PROGRAM KEY POINTS

1. Triggers for a private property owner notice include: 1) When problems are found during public sewer maintenance work; and 2) For a large remodeling project or one that includes a bathroom, kitchen or laundry facility.

2. Condominiums, multi-unit and apartment complexes should have a sewer lateral system video inspection completed every five years.

3. The City's Real Property Report will reflect the notices sent to property owners.

4. New or replaced laterals that are less than 10 years old are exempt from the City's program. The Property owner will need to submit proof of installation or replacement.

5. Trees should not be planted near a sewer lateral line.

6. The City will maintain a list of plumbing companies participating in the City's program. The list is available on the City's program website at **www.lagunabeachcity.net/waterquality** However, property owners may use any licensed plumber of their choice.

_____, 201

Dear Resident:

A sewer spill has occurred. The source of the spill is from your home's private sewer lateral. Please check your bathtub drains and toilets for signs of drainage problems. Subsequent to responding to a sewer spill, it is the conclusion of City staff that the sewer line draining from your home is partially blocked and was the cause of the spill. Because this is your privately owned pipe, we cannot take further action to remedy the blockage.

The City of Laguna Beach has delivered this notice after unsuccessful attempts to contact you by telephone. Since we have been unable to leave a message certain to reach you, we are providing this door hanger and requesting that you take three immediate steps to prevent further problems:

1. **Please call our Wastewater Division staff at your earliest convenience to gain a better understanding of the situation. The phone numbers for assistance are:**

   (949) 497-0378 during business hours

   – OR –

   (949) 285-1855 after business hours.

2. **Stop the use of all water; do not flush the toilet or do any washing that goes down the drain.**
3. **Call a plumber to make repairs on your lateral before running any more water into your lateral.**

These steps will prevent additional sewage from spilling and causing additional contamination.

City of Laguna Beach
Water Quality Department

Sewer Spill

Laguna Beach, CA 92651

Urgent Notice

City of Laguna Beach
Water Quality Department

CITY OF LAGUNA BEACH
CALIFORNIA

_____, 201

Dear Resident:

The City of Laguna Beach has delivered this notice after unsuccessful attempts to contact you by telephone.

The City of Laguna Beach Wastewater Staff will soon be performing maintenance work to the sewer mainlines located adjacent to your property.

1. **Please call our Wastewater Division staff at your earliest convenience to gain a better understanding of this work. The phone numbers for assistance are:**

   (949) 497-0765 during business hours

These steps will prevent additional sewage from spilling and causing additional contamination.

Thank you very much,

City of Laguna Beach
Water Quality Department

Sewer Maintenance

Laguna Beach, CA 92651

Attention Notice

City of Laguna Beach
Water Quality Department

Appendix C

SANITARY SEWER OVERFLOW RESPONSE PACKET

Sanitary Sewer Overflow Response Packet
Table of Contents

For pre-assembled packets contact DKF Solutions Group at (707) 373-9709 or kpatzer@dkfsolutions.com

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

☐ **If this is a Category 1 SSO greater than or equal to 1,000 gallons contact the individuals listed below:**

1. Director of Water Quality (949) 497-0328 or (949) 315-1207 (cell)
2. Sr. Operations Supervisor (949) 464-0634 or (949) 922-8746 (cell)
3. Office of Emergency Services (800) 852-7550
4. Orange County Environmental Health (714) 433-6419
5. San Diego Regional Water Quality Control Board
   During Business Hours: (619) 516-1990
   After Hours: (858) 822-8344

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

☐ **Contact the Director of Water Quality at (949) 497-0328 for any media requests.**

Instructions

Collections Crew:

- ❑ Follow the instructions on the Sewer Overflow Response Flowchart (C-1).
- ❑ Refer to the Field Guide as necessary.
- ❑ Place completed forms in this envelope, complete the Chain of Custody record (right) and forward this packet to the Senior Operations Supervisor or designee.

Print Name: _____

Initial: _____

Date: _____

Time: _____

Senior Operations Supervisor:

- ❑ Review the enclosed forms.
- ❑ Complete the Regulatory Notifications Packet.
- ❑ Debrief using the Collection System Event Analysis Form.
- ❑ Archive this packet and all other information regarding this overflow incident according to City policy.

Print Name: _____

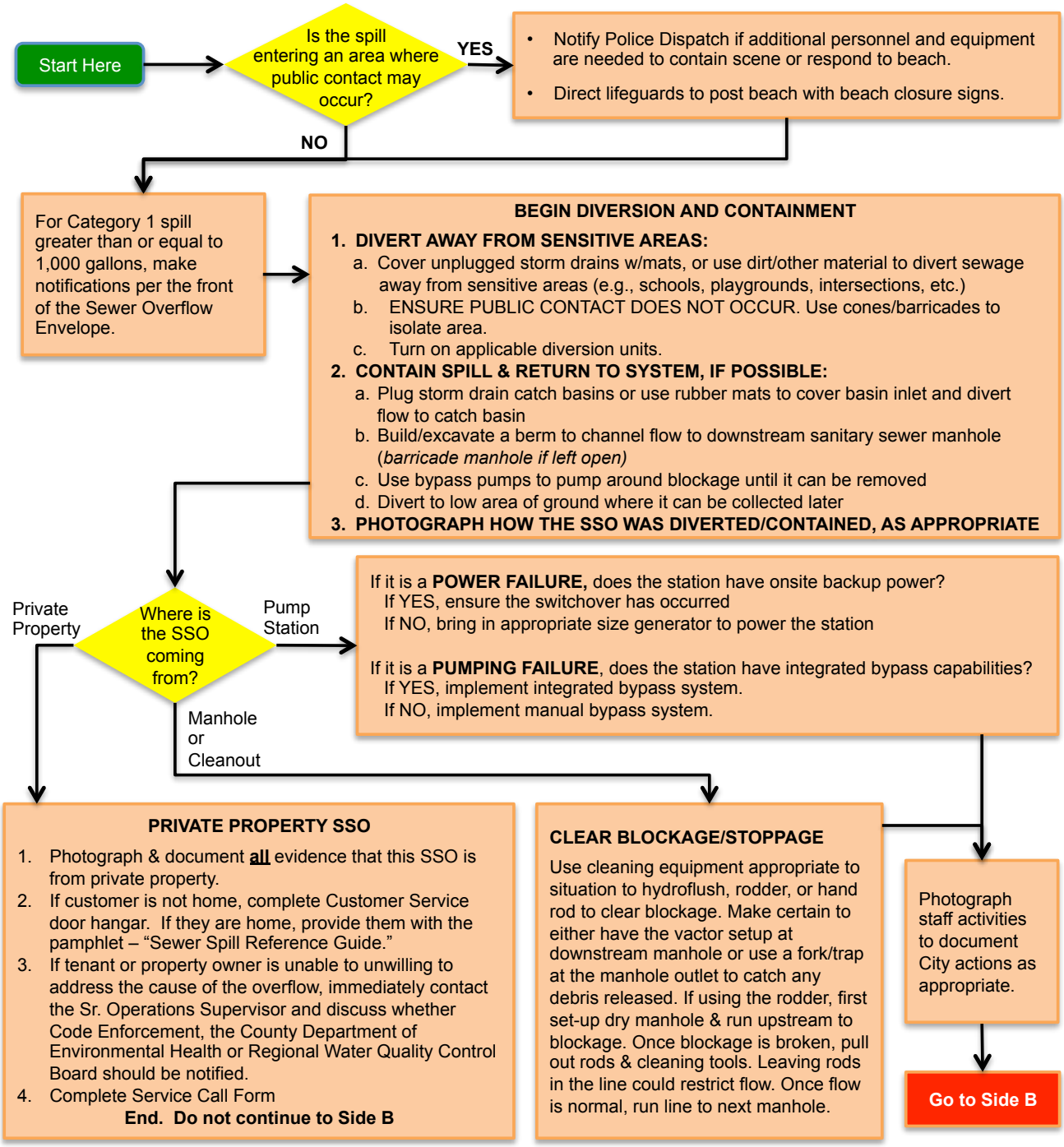
Initial: _____

Date: _____

Time: _____

Sanitary Sewer Overflow Response Packet
Overflow Response Flowchart

C-1
Side A



MEDIA AND PUBLIC RELATIONS GUIDELINES:

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

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

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

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

Sanitary Sewer Overflow Response Packet
Overflow Response Flowchart

C-1 Side B

Continue Here From Side A

Has SSO reached surface waters?

NO

YES

Contact the Orange County Environmental Health Agency to collect surface water samples: (714) 433-6419

Assign staff to post "WARNING: RAW SEWAGE" signs or other means of warning along the shoreline of impacted surface waters as appropriate, or as directed by the County Environmental Health Department. Be sure to document how many signs were posted and where they were posted.

Is it feasible/practical to contain/recover any of the SSO from the surface waters?

NO

YES

Contact the Senior Operations Supervisor to request outside assistance, as appropriate.

Were storm drains impacted?

NO

YES

STORM DRAIN CLEANING SOP

1. Turn on applicable diversion unit.
2. Seal or berm the storm drain immediately downstream of point the SSO reached
3. Photograph impacted storm drain catch basins before cleaning
4. Vacuum any visible sewage – *Record the volume of sewage recovered*
5. Flush impacted sections of storm drain with 3X amount of SSO, if possible – *Record volume of flush water*
6. Ensure all visible signs of sewage have been removed
7. Return flush water to sanitary sewer – *Record volume of flush water recovered*
8. Photograph all storm drain catch basins after cleaning is completed

AREA CLEANUP

1. **Assign staff to begin cleanup**
   NOTE: If SSO was caused by a failure in a private service line, clean up impacted public areas & document staff time, equipment used & expenses incurred
2. **Remove all signs of pollution**
   (toilet paper, solids, grease, etc.)
3. **Flush area– Unless raining**
   (*3X amount of SSO, if possible)*
   a. Setup berm/other means to contain all chlorinated flush water so it can be returned to sewer
   b. Don't use disinfectants if they may enter storm drain system and not be fully recovered or if they may enter a water body
4. **Photograph the area when cleanup operations are complete**

ESTIMATE SPILL VOLUME

1. Complete the Start Time Determination form Remember – the spill was <u>probably</u> occurring for a period of time before it was reported.
2. Estimate and document SSO volume using two or more of the worksheets provided.
3. Complete the Volume Estimation section on the Sanitary Sewer Overflow Report.

DOCUMENTATION

1. Complete the **Sanitary Sewer Overflow Report.**
2. Document the service call according to City procedures.

Place in Sewer Overflow Packet envelope and follow paperwork routing instructions indicated on the front of the envelope:

1. **All completed forms**
2. **Digital or disposable camera**
3. ***<u>ALL</u>* notes/documentation made**

City of Laguna Beach: Overflow Emergency Response Plan

Sanitary Sewer Overflow Response Packet

Sanitary Sewer Overflow Field Report

C-2
Side A

This form prepared by: NAME:	TITLE:	DATE:
This form reviewed by: NAME:	TITLE:	DATE:

A. SSO LOCATION

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

B. START TIME DETERMINATION

SSO Start Date:	SSO Start Time: ☐ AM ☐PM	SSO Duration:
SSO End Date:	SSO End Time: ☐ AM ☐PM	
What date/time was the City notified of the SSO:	Who at the City received the notification?	What date/time was the call returned?:

Who notified the City?	Did they indicate what time they noticed the SSO? ☐ Yes ☐No If yes, what time? ☐ AM ☐PM
What time did the crew arrive? ☐ AM ☐PM	Who was on scene at time of arrival? ☐ Police ☐ Fire ☐ Marine Safety

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

Name	Contact Information	Statement

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

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

SSO Appearance Point (check one or more): ☐ Force Main ☐ Gravity Mainline ☐ Lateral Cleanout (Private)
☐ Lateral Cleanout (Public) ☐ Inside Building or Structure ☐ Manhole ☐ Lift Station
☐ Lower Lateral (Private) ☐ Lower Lateral (Public) ☐ Upper Lateral (Private) ☐ Upper Lateral (Public)
☐ Other Sewer System Structure (specify):

Were there multiple appearance points? ☐ No ☐ Yes, number of appearance points:

Did the SSO reach a drainage channel and/or surface water with no functional diversion? ☐ Yes (*Category 1)* ☐ No ☐ Diversion Unit

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

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

Final Spill Destination: ☐ Ocean/ocean beach* ☐ Surface waters other than ocean ☐ Drainage channel ☐ Building/structure
☐ Separate Storm drain ☐ Combined storm drain ☐ Paved surface ☐ Unpaved surface ☐ Street/curb/gutter
☐ Urban Diversion Unit ☐ Other:
*Provide name(s) of affected drainage channels, beach, etc.:

Total Estimated SSO volume *(in gallons – 1,000gal or more = Category 1)*: gallons

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

Calc. Methods: ☐Eyeball ☐Photo Comparison ☐Upstream Lat. Connections ☐Area/Volume (include sketch/photo with dimensions)
☐Other (describe):

Sanitary Sewer Overflow Response Packet

Sanitary Sewer Overflow Field Report

C-2
Side B

D. CAUSE OF SSO

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

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

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

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

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

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

E. SSO RESPONSE

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

SSO response completed (date & time):

Visual inspection result of impacted waters (if applicable):

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

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

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

Were samples of impacted waters collected? ☐ Yes ☐ No
If YES, select the analyses: ☐ DO ☐ Ammonia ☐ Bacteria ☐ pH ☐ Temperature ☐ Other:

What major equipment was used in the response?

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

F. NOTES

G. NOTIFICATIONS

All Spills

☐	(714) 433-6419	Orange County Environmental Health (during business hours)
☐	(714) 628-7008	Orange County Sheriff's Department (after hours)
☐	(949) 922-8746	Senior Operations Supervisor

Category 1 & 2

☐	(619) 516-1990	San Diego Regional Water Quality Control Board (daytime)
☐	(858) 822-8344	San Diego Regional Water Quality Control Board (after hours)

Category 1

☐	(800) 852-7550	Office of Emergency Services (CalOES)
☐	(949) 315 1207 (cell)	Director of Water Quality

Other

☐	949) 497-0717	Police Dispatch (24 hours)

Place completed form in Sanitary Sewer Overflow Response Packet Envelope and follow routing instructions.

Sanitary Sewer Overflow Response Packet

Volume Estimation: Eyeball Estimation Method

C-3a

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

SSO Date: _____ Location: _____

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

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

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

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

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

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

If yes, what volume of the observed spill volume do you estimate is rainfall? _____ gallons

If yes, describe how you determined the amount of rainfall in the observed spill?

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

_____ gallons (Estimated SSO Volume) − _____ gallons (Rainfall) = _____ gallons (**Total Estimated SSO Volume**)

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

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

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Overflow Response Packet

Volume Estimation: Duration and Flow Rate Comparison Method

C-3b Side 1

SSO Date: _____ Location: _____

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

Flow Rate Based on Photo Comparison: _____gallons per minute (gpm)

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

SSO Duration: _____minutes

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

_____ gpm	X	_____ minutes	=	_____ gallons
Flow Rate		SSO Duration		Estimated SSO Volume

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

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

By what percentage are you adjusting the estimation? □ increase □ decrease _____%

Translate the percentage into gallons: _____gallons

STEP 5: Calculate the adjusted SSO volume estimate:

_____ gallons	+ or -	_____ gallons	=	_____ gallons
Estimated SSO Volume		Adjustment		**Estimated SSO volume**

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

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

This worksheet completed by:

Name: _____ Signature: _____

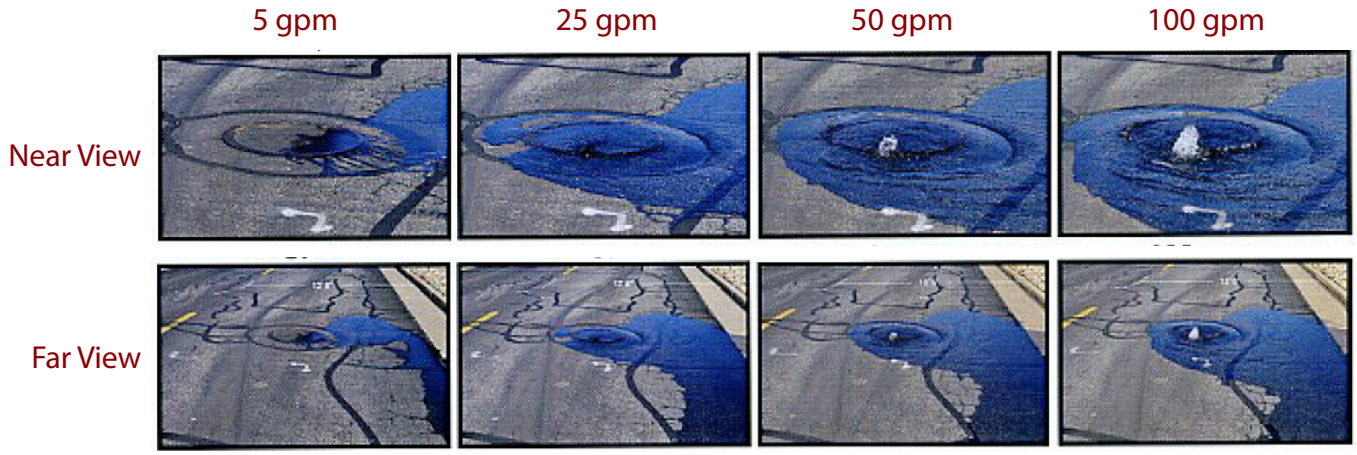
Job Title: _____ Date: _____

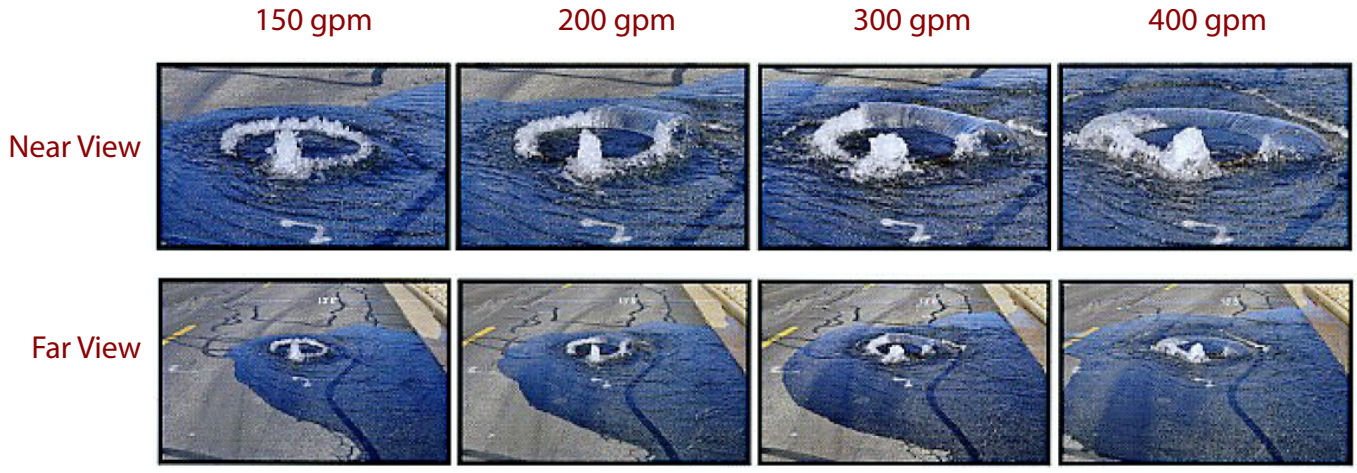
IMPORTANT NOTE:

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

SSCSC Manhole Overflow Gauge

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





Sanitary Sewer Overflow Response Packet

Volume Estimation: Upstream Lateral Connections Method

C-3c

SSO Date: _____ Location: _____

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

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

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

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

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

_____ gallons X _____ = _____ gallons

Volume per EDU # of EDUs Estimated SSO Volume

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

Estimated SSO Volume: _____ gallons

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

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

This worksheet completed by:

Name: _____ Signature: _____

Job Title: _____ Date: _____

Sanitary Sewer Overflow Response Packet

Collection System Event Analysis

C-4
Side A

To be completed by the Senior Operations Supervisor

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

Go to Side B

Sanitary Sewer Backup Response Packet
Collection System Event Analysis

C-4
Side B

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

DANGER

RAW SEWAGE • AVOID CONTACT

PELIGRO

AGUA CONTAMINADA • EVITE TODO CONTACTO

City of Laguna Beach
Water Quality Hotline
(949) 497-0378

For Emergencies and After Hours Assistance Dial 911

_____, 201

Dear Resident:

A sewer spill has occurred. The source of the spill is from your home's private sewer lateral. Please check your bathtub drains and toilets for signs of drainage problems. Subsequent to responding to a sewer spill, it is the conclusion of City staff that the sewer line draining from your home is partially blocked and was the cause of the spill. Because this is your privately owned pipe, we cannot take further action to remedy the blockage.

The City of Laguna Beach has delivered this notice after unsuccessful attempts to contact you by telephone. Since we have been unable to leave a message certain to reach you, we are providing this door hanger and requesting that you take three immediate steps to prevent further problems:

1. **Please call our Wastewater Division staff at your earliest convenience to gain a better understanding of the situation. The phone numbers for assistance are:**

   (949) 497-0378 during business hours

   – OR –

   (949) 285-1855 after business hours.

2. **Stop the use of all water; do not flush the toilet or do any washing that goes down the drain.**
3. **Call a plumber to make repairs on your lateral before running any more water into your lateral.**

These steps will prevent additional sewage from spilling and causing additional contamination.

City of Laguna Beach
Water Quality Department

Sewer Spill

Laguna Beach, CA 92651

Urgent Notice

City of Laguna Beach
Water Quality Department

CITY OF LAGUNA BEACH
CALIFORNIA

_____, 201

Dear Resident:

The City of Laguna Beach has delivered this notice after unsuccessful attempts to contact you by telephone.

The City of Laguna Beach Wastewater Staff will soon be performing maintenance work to the sewer mainlines located adjacent to your property.

1. **Please call our Wastewater Division staff at your earliest convenience to gain a better understanding of this work. The phone numbers for assistance are:**

   (949) 497-0765 during business hours

These steps will prevent additional sewage from spilling and causing additional contamination.

Thank you very much,

City of Laguna Beach
Water Quality Department

Sewer Maintenance

Laguna Beach, CA 92651

Attention Notice

City of Laguna Beach
Water Quality Department

COMMON PRIVATE LATERAL PROBLEMS

Damaged or cracked pipes

A private lateral that is structurally damaged and may also have separation of the pipe joints upstream or downstream of the problem.

Roots from a private sewer lateral line growing into the public sewer main line.

Roots

BE ON THE LOOKOUT FOR WARNING SIGNS!

- Drain back ups inside your property.
- Wet or soggy ground in your yard.
- Dirty water leaking from cleanouts or outside drains.
- Unusual odors or sewage smells in or around your property.

HOW TO MAINTAIN A FUNCTIONAL SEWER LATERAL

1. Have your sewer lateral video inspected and cleaned routinely.
2. Repair or replace deteriorated or damaged lateral pipes as soon as possible.
3. Do not plant trees or large shrubs near sewer lateral pipes.
4. Never pour grease down a drain. Pour into a container, let it cool down and put in the trash.

HOW TO GET GOOD REPAIR WORK COMPLETED

1. Obtain more than one written cost estimate.
2. Use a licensed plumber and/or contractor and ask for references.
3. Review the inspection video with the plumber and request a copy.
4. Make sure the written repair cost estimate includes a detailed description of the proposed work and time frame to get the work completed.
5. Make sure the proposed work in the estimate meets all applicable City codes and is done with a city building permit and also meets the City's inspection requirements.

WHAT THE CITY IS DOING TO HELP

The City is responsible for maintaining 95 miles of sewer lines, 25 lift stations and 4.5 miles of large pipes (24" or more) that transmit sewage to the treatment facility.

Key services include maintenance of the sewer system, moving forward with a ten-year capital improvement program to reduce sewer spills, securing grants and low-interest funding for improvements and complying with regulatory mandates from the Environmental Protection Agency and the Regional Water Quality Control Board.

Private Property Sewer Lateral

Reference Guide

This brochure was developed to provide information on the City's private sewer lateral program to reduce sewer spills. For more information call (949) 497-0378 or visit www.lagunabeachcity.net/waterquality

Maintenance Measures Property Owners Need to Know

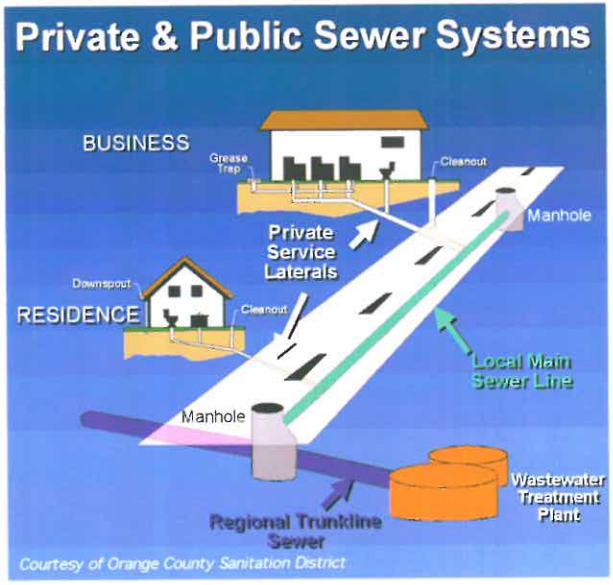
This brochure was sponsored in-part by the Laguna Beach Board of Realtors.

PRIVATE SEWER LATERAL PROGRAM

The City of Laguna Beach has adopted an ordinance to address the maintenance of private sewer laterals. This is an important issue. Neglected private sewer laterals have been linked to sewer spills that may create health hazards and pollute waterways and the ocean. A sewage spill can cause damage to your property that is expensive to fix.

A notice will be sent to property owners to make them aware of deficiencies in their sewer lateral if observed during maintenance of the public sewer main lines or certain remodeling projects. Property owners may then contact a plumber to have their sewer lateral video inspected and the condition of the line evaluated. Based on the video inspection results, owners have the option of maintaining their lateral in a functional condition through routine cleaning or by repairing or replacing their pipes.

If a property owner does not make good faith efforts to maintain a functional sewer lateral (i.e. routine cleaning or repairs), and a sewer spill occurs; fines can be imposed.



WHAT IS A PRIVATE SEWER LATERAL?

Every home and business has a pipe that drains wastewater to the public sewer main line. That pipe is called a private lateral. The main line transports sewage to the wastewater plant for treatment.

PROPERTY OWNER RESPONSIBILITY

Private property owners are responsible for properly operating and maintaining their private lateral including the point of connection to the public sewer main line.

CITY RESPONSIBILITY

The City operates and maintains the "public sewer main lines", manholes, and lift stations required to transport the sewage to the treatment plant.

WHY MAINTAINING YOUR SEWER LATERAL IS IMPORTANT!

The proper maintenance of a private lateral is important because the line can clog with roots and grease and may cause a backup inside your home or business. A spill could also result in public and/or environmental health concerns.

DOES A PRIVATE LATERAL HAVE TO BE REPAIRED OR REPLACED?

No, if a program of routine cleaning will keep the lateral line functioning properly.

PROGRAM KEY POINTS

1. Triggers for a private property owner notice include: 1) When problems are found during public sewer maintenance work; and 2) For a large remodeling project or one that includes a bathroom, kitchen or laundry facility.

2. Condominiums, multi-unit and apartment complexes should have a sewer lateral system video inspection completed every five years.

3. The City's Real Property Report will reflect the notices sent to property owners.

4. New or replaced laterals that are less than 10 years old are exempt from the City's program. The Property owner will need to submit proof of installation or replacement.

5. Trees should not be planted near a sewer lateral line.

6. The City will maintain a list of plumbing companies participating in the City's program. The list is available on the City's program website at **www.lagunabeachcity.net/waterquality** However, property owners may use any licensed plumber of their choice.

Appendix D

EMERGENCY PROCEDURES FOR LOSS OF PRIMARY POWER TO THE CITY LIFT STATIONS

In the event of a power outage, the Wastewater Division is notified by the SCADA alarm system as to which station(s) have lost power. Follow Emergency Power Response Assignments spreadsheet (attached)

The following lift stations are able to operate continuously with a fixed backup generator:

- Crescent Bay
- Shaw's (Fairview) Cove
- Fisherman's Cove (Boat Canyon)
- Main Beach
- Cleo Street
- Anita Street
- Bluebird Canyon
- Nyes Place
- Victoria II
- Victoria I
- Arch Beach Heights
- Old Top of the World
- Laguna SOCWA
- Bluebird SOCWA

A portable trailer mounted generator will be used to assist all other stations as needed. Each station has a plug-in cable device with a manual switch. Instructions are located with the generator.

Our most critical stations without a fixed generator, in order of priority are listed below:

- Irvine Cove
- Pearl Street
- Rockledge
- Millers

Smaller stations with a longer downtime can be vacuumed out with our Jetter trucks. These stations are as follows:

- Brooks Street
- Bonn Drive
- Santa Cruz
- Bernard Ct.
- McKnight Drive
- Animal Shelter

In the event that the power outage occurs for more than four hours, a second portable generator may need to be brought in. Several public agencies have portable generators that we can use, but they need to be modified. A portable generator must have the following before it can be used:

- Trailer hitches and lights
- KVA rating – a minimum of 80 for Laguna Beach
- 3 phase
- Cable size and length – end connections
- Rotation – Clockwise or Counter Clockwise

The following equipment is needed before the generator can be used:

- Conduit 4" x 75ft.
- Wire size and type x 300ft.
- Disconnect switch 1200 amp, 480 volt.
- Modify ATF to connect to disconnect switch.

If there are mechanical problems associated with any of the generators, the City's Mechanical Maintenance team can be called upon on an emergency basis. Phone numbers for the Laguna Beach Mechanical Maintenance team can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

The public agencies below have generators that we can use:

- **Laguna Beach County Water District, Tel (949) 494-1041.** Three (3) 480/277 generators which are switchable to 208/120

- **Moulton Niguel Water District, Tel (949) 831-2500.** One (1) 300 KW generator

- **El Toro Water District, Tel (949) 837-0660.** Two (2) 480 generators, one (1) 480/240 generator, one (1) zero phase generator

- **City of Newport Beach, Tel (949) 644-3717.** Eight (8) 3 phase and One (1) phase generators

- **South Coast Water District, Tel (949) 499-4555.** One (1) 125 KW, one (1) 160 KW and one (1) 60 KW

Immediately initiate spill containment and diversion procedures.

Summary of Emergency Power Response Assignments

Priority of Response	Equipment (x Personnel)	Station Name	Actions at Station	Emergency Generator Equipped	No. of Pumps	Estimated Retention Time	Station Number
1	**Port Gen Staged x1**	**Irvine Cove**	**Transfer Power to Generator**		2	15 - 30	12
2	**Port Gen + UT + PU x3**	**Pearl Street**	(Check after McKnight Drive)		2	30 - 60	20
3	**Power up and Pump Down Station in Rotation**	**Brooks Street**			2	60 - 90	22
4		**Santa Cruz**			2	60 - 90	5
5		**Rockledge**			2	30 - 45	6
6		**Millers**	**Check Wet Well Depth - Pump if Needed**		1	30 - 60	8
7	**Vactor x2**	McKnight Drive (Check Brooks St.)	Plug Floor Drain		1	30 - 45	2
8		Animal Shelter	Adv Coord Plugging Drains at Marine Mammal Center		2	2 - 3 Hours	23
9	**Port Gen + UT x2**	**Bonn Drive**			2	15 - 30	13
10		**Bernard Court**			1	60 - 120	17
11	**Staff Drive-By**	Heisler Park	Close Restroom		1	60 - 90	21
12	**ON SITE CHECK**	Bluebird SOCWA	Monitor SCADA Status	X	4	3 - 5	7
13	**ON SITE CHECK**	Laguna SOCWA	Monitor SCADA Status	X	4	10 - 15	16
14	GENERATOR	Crescent Bay	Monitor SCADA Status	X	2	30 - 60	15
15		**Shaw's Cove**	Monitor SCADA Status	X1	2	60 - 90	24
16		Fisherman's Cove	Monitor SCADA Status	Y1	2	45 - 60	18
17		Main Beach	Monitor SCADA Status	X	3	30 - 45	1
18		Cleo Street	Monitor SCADA Status	X	2	60 - 90	3
19		Anita Street	Monitor SCADA Status	X	2	30 - 45	4
20		Bluebird Canyon	Monitor SCADA Status	X	2	30 - 45	11
21		**Nyes Place**	Monitor SCADA Status	X2	2	30 - 45	25
22		Victoria II	Monitor SCADA Status	Y2	2	30 - 45	10
23		Victoria I	Monitor SCADA Status	Y2	2	30 - 45	9
24		Top-of-the-World	Monitor SCADA Status	X	2	45 - 60	19
25		Arch Beach Heights	Monitor SCADA Status	X	2	60 - 90	

UT = Utility Truck
PU = Small Pickup Truck
Port Gen = Portable Generator

X# = Primary Backup Power
Y# = Powered by X#

Appendix E

EMERGENCY PROCEDURES FOR LOSS OF PRIMARY AND BACKUP POWER AT SOCWA STATIONS

In the event of a loss of primary and backup power at the SOCWA stations, the following procedures should be followed:

1. Attempt to restart the generator;
2. Check all gauges, fuel supply, batteries, etc., or if the generator cannot be restarted;
3. Call the City mechanics informing them of the emergency. City Mechanic phone numbers can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.
4. Immediately call a Generator Rental Contractor and rent a generator. These contractors are available 24 hours per day. Generator Rental Contractor contact information can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

   The following information needs to be given to the contractor when requesting a portable generator

Laguna SOCWA	Bluebird SOCWA
60 horsepower	150 horsepower
3 phase	3 phase
480 Voltage	480 Voltage
68 amps/1200V Ser	172 amps/1200V Ser

5. Immediately initiate spill containment and diversion procedures.

Appendix F

EMERGENCY BY-PASS PROCEDURES FOR SOCWA STATIONS

In the event that the force main has failed at one or both of the SOCWA lift stations, an emergency by-pass needs to be done. Immediately contact a pipeline repair company and a contractor for emergency pumps and discharge pipes for bypass. These numbers can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

When requesting the bypass, the following information needs to be given to them:

- The location of the bypass
- Peak flow of the station*
- A sewer bypass pump of 2000 gpm will handle the flow
- Two diesel powered sewage pumps
- Two 8-inch suction hoses (extensive)
- 200 ft. of 10-inch discharge piping
- Two–240 gallon fuel tanks
- Ten-inch discharge manifold including gate valves, flex hoses and adapters.
- Two 24-inch air plugs for upstream manholes for each SOCWA station

* Laguna SOCWA peak flows: 2000 gpm from 11 a.m. to 1 p.m.
Bluebird SOCWA peak flows: 3400 gpm from 11 a.m. to 1 p.m.

Wastewater Division Personnel responsibilities:

- Set up signs
- Provide traffic control
- Provide discharge location to force main gate valve
- Lead person will close all necessary valves and lockout the pump controls.

The attached diagrams note the location of air plugs and bypass equipment.

Appendix G

EMERGENCY PROCEDURES FOR A FAILURE OF THE NORTH COAST INTERCEPTOR (NCI)

In the event of a failure to the North Coast Interceptor (NCI), notify ALL agencies including Laguna Beach Fire and Police Departments informing them of the location and type of failure. Follow the procedures for a sewer spill. **Immediately call in all Wastewater Division personnel and related management.**

NORTH COAST INTERCEPTOR SPARE PARTS

Pipe Sections – Laguna Beach County Water District

The City has spare parts that are kept at the El Morro Reservoir owned by Laguna Beach County Water District, which is located at 8601 Pacific Coast Highway behind El Morro School. To obtain these parts, contact the duty person at (949) 494-1041 for assistance.

Item	Qty	Description
1	40'	Smith big thread 24'' IU "Burial" 100 psi pipe, plain end x plain end, 20' nominal length "fiberglass"
2	6	24'', 75 psi butt and wrap kit
3	1	Big thread accessory kit
4	4	21'' VCP Transition Coupling
5	4	27'' VCP Transition Coupling
6	2	24'' ACP-T35, ME
7	2	24'' ACP-T40, ME
8	2	24'' ACP-T35, RB
9	2	24'' ACP-T40, RB
10	2	27'' ACP-T35, ME
11	2	27'' ACP-T40, ME
12	2	27'' ACP-T35, RB
13	2	27'' ACP-T40, RB

NCI Repair Kit, 24'' Fiberglass Pipe Section, Items 1-3

NCI Repair Kit, 21", 24'' and 27'' VCP and ACP pipe sections, Items 4-13

Obtain parts from a pipes and valves contractor located in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

Clamps – South Coast Water District Treatment Plant

We have some 30'' long clamps that can be used to repair pinholes or a small crack in the pipe on an emergency basis. These materials are stored inside a vehicle storage building at the sewer treatment plant.

Item	Qty	Range
1	3	26.28 to 27.58
2	2	29.62 to 30.72
3	1	28.73 to 29.83
4	1	25.70 to 26.80
5	1	24.38 to 25.48
6	1	23.28 to 24.38

The District staff can deliver these materials to the failure site. The above table summarizes the inventory of these repair clamps. Call the SCWD duty person at (949) 499-4555 for delivery of the clamps.

Contact a pipeline repair contractor to make repairs to the NCI 24 hours per day. Pipeline repair contractors can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

If a tanker truck is needed an Emergency Response Clean up Contractor can be found in the Emergency Sewer Response Phone Numbers for City Personnel, Mutual Aid from Public Agencies and Contractors, located in the front pocket of the hard copy Overflow Emergency Response Plan.

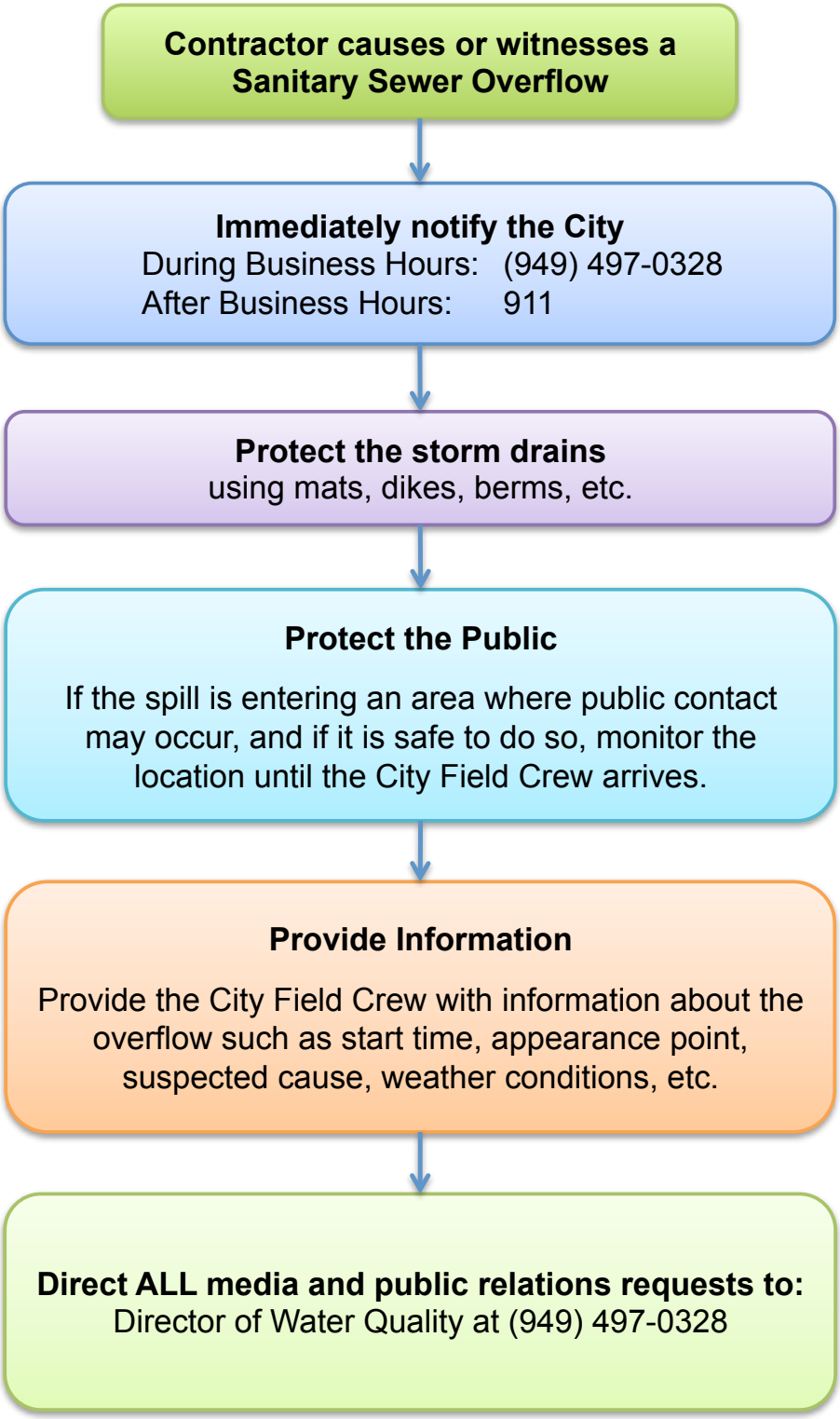
Appendix H

CONTRACTOR ORIENTATION

City of Laguna Beach: Overflow Emergency Response Plan

CONTRACTOR ORIENTATION

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



Sanitary Sewer Overflows

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

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

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

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

How to prevent SSOs:

…when clearing plugged sewer laterals:

- Remove root balls, grease blockages and any other debris from the sewer
- If you can't prevent root balls, grease or debris from entering the sewer main, call us at (949) 497-0328, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

…when constructing or repairing sewer laterals:

- For a permit and lateral specifications, contact:
  City Building Division: (949) 497-0715
  Project Manager: (949) 497.0345
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don't hammer tap.

If you cause or witness an SSO, immediately contact:

City of Laguna Beach

(949) 497-0328

After business hours: 911

City of Laguna Beach

505 Forest Avenue
Laguna Beach, CA 92651

http://lagunabeachcity.net