# Ross Valley Sanitary District
## Overflow Emergency Response Plan

### Table of Contents

#### Response Plan Binder
- SSMP Element 6
  - 6.1 Purpose
  - 6.2 Policy
  - 6.3 Definitions as used in this OERP
  - 6.4 Regulatory Requirements for OERP Element of SSMP
  - 6.5 Goals
  - 6.6 SSO Detection
  - 6.7 SSO Response Procedures
  - 6.8 Water Quality
  - 6.9 Recovery and Cleanup
  - 6.10 Public Notification
  - 6.11 Failure Analysis Investigation
  - 6.12 Post SSO Event Debriefing
  - 6.13 Notification, Reporting, Monitoring and Recordkeeping Requirements
  - 6.14 Complaint Records
  - 6.15 Equipment
  - 6.16 SSO Response Training
  - 6.17 Authority

#### Contractor Orientation
- Vendor Contact Information

#### Regulatory Notifications Packet
- Instructions ................................................ Envelope
- Regulatory Reporting Guide ........................................ RN-1
- SSO Reporting Checklists ......................................... -2
- Unauthorized Discharge of Waste Report ................ -3
- RWQCB Fax ............................................................ -4

#### Sanitary Sewer Backup Packet Into House or Business (BP)
- Response Instructions .......................................... BP-1
- Response Flowchart ............................................. BP-1
- Bubbled Toilets Letter ............................................ -2
- First Responder Form ............................................ -3
- Declination of Cleaning Services ............................ -4
- Lodging Authorization Form ................................... -5
- Sewer Overflow Report ......................................... -6
- RVSD SSO Response – Field Documentation Form .... -7
- Claims Submittal Checklist ..................................... -8
- Collection System Failure Analysis Form .................. -9

#### Private Lateral Customer Information Packet
- Instructions ........................................................... envelope
- Specifications for Sewer Laterals Excerpts ............... PL-1
- BPD Standard Specifications and Drawings ............ -2
- RVSD Qualified Contractors ................................... -3
- Sewer Spill Reference Guide ................................. pamphlet

#### Customer Service Packet
- Instructions ........................................................... -envelope
- Customer Information ........................................... CS-1
- Claim Form .......................................................... -2
- Sewer Spill Reference Guide ................................. pamphlet

#### Regulatory Notifications Packet
- Door Hanger ....................................................... See contents list above
- Sewer Spill Reference Guide ................................. pamphlet

© 2014 DKF Solutions Group, LLC. All rights reserved.
# Table of Contents (continued)

## Sanitary Sewer Overflow Packet (OP)
- Instructions and Chain of Custody ......................................................... Envelope Label
- Responding to a Sanitary Sewer Overflow .................................................. OP-1
- Sewer Overflow Report ............................................................................... 2
- RVSD SSO Response – Field Documentation Form ................................. 3
- Collection System Failure Analysis Form .................................................... 4
- Regulatory Notifications Packet ................................................................. See contents list above
- Sewer Spill Reference Guide ..................................................................... pamphlet
- Public Posting ............................................................................................... n/a?
- Door Hanger ................................................................................................. n/a?

## Field Sampling Kit (FS)
- Procedures for Sampling Receiving Waters and Posting Warnings after a Sewage Spill ................................................................. FS-1
- Sample Collection Chain of Custody Record .............................................. 2

## Field Guide (FG)
- Sanitary Sewer Overflow Response
  - Response Flowchart ................................................................................ FG-1.1
  - Tactics Guide ............................................................................................ 1.2
- Customer Relations Practices Following a Sewer Backup ............................ FG-2
- Standard Operating Procedures
  - How To Use a Hydroflusher ................................................................ FG-3.1
  - How To Use a Continuous Rodder ............................................................. 3.2
  - Containment Procedures .......................................................................... 3.3
  - How to Remove a Manhole Cover ............................................................ 3.4
- Overflow Volume Estimation Procedures
  - Overview ..................................................................................................... FG-4.1
  - Eyeball Estimation .................................................................................... 4.2
  - Drop Bucket Estimation ......................................................................... 4.3
  - Duration and Flow Rate: Photo Comparison ........................................... 4.4
  - Upstream Connections ........................................................................... 4.5
  - Area/Volume: Ponded Sewage ................................................................. 4.6
  - Area/Volume: Sewage Contained in Storm Drain System ....................... 4.7
  - Area/Volume: Contained in a Roadway Gutter ........................................ 4.8
  - Flow Calculation Worksheet .................................................................... 4.9
  - Lower Lateral Estimation ........................................................................ 4.10
  - Lift Station Estimation ............................................................................ 4.11
  - Duration and Flow Rate: Manhole Overflow Rate Tables—
    Manhole Cover in Place ........................................................................ 4.12
  - Duration and Flow Rate: Manhole Overflow Rate Tables—
    Manhole Cover Removed ......................................................................... 4.13
  - Duration and Flow Rate: Manhole Overflow Rate Tables—
    Flow out of Manhole Vent or Pick Hole
  - Post-Event Flow Monitoring Method ....................................................... 4.14
- Related Safety Topics
  - Biological Hazards of Wastewater ........................................................ FG-5.1
  - Confined Space ....................................................................................... 5.2
  - Excavation and Trenching ..................................................................... 5.3
  - Fall Protection ......................................................................................... 5.4
  - Hearing Conservation ............................................................................ 5.5
  - Heat Illness ............................................................................................. 5.6

© 2014 DKF Solutions Group, LLC. All rights reserved.
Lockout/Tagout .................................................................................................................. -5.7
Personal Protective Equipment .......................................................................................... -5.8
Pneumatic, Power and Hand Tools ................................................................................... -5.9
Traffic Control ................................................................................................................... -5.10

Miscellaneous
Public Posting
Door Hanger
Sewer Spill Reference Guide
6.1 Purpose

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

6.2 Policy

The District’s employees are required to report all public 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 District’s goal is to respond to sewer system overflows as soon as possible following notification. The District will follow reporting procedures in regards to sewer spills as set forth by the San Francisco Bay Regional Water Quality Control Board (SFRWQCB) and the California State Water Resources Control Board (SWRCB).

6.3 Definitions As Used In This OERP

**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.

**Private Lateral Sewage Discharges** – Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

**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.

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

**Category 1:** Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:
- Reaches surface water and/or drainage channel tributary to a surface water; or
- Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

**Category 2:** Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either:
- Does not reach surface water, a drainage channel, or an MS4, or
- The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

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

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

**Untreated or partially treated wastewater** – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

## 6.4 Regulatory Requirements for OERP Element of SSMP

**GWDR Requirement**

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.

6.5 Goals

The District’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.
6.6 SSO Detection

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

The District operates 19 wastewater pump stations and lift stations. In the event of any pump failure, the high level sensor activates the SCADA alarm system and the District 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.

6.6.1 PUBLIC OBSERVATION

Public observation is the most common way that the District is notified of blockages and spills. Contact numbers and information for reporting sewer spills and backups are in the phone book and on the District’s website: http://www.rvrd.org. The District’s telephone number for reporting sewer problems during all hours is (415) 259-2949.

**Normal Work Hours**
When a report of a sewer spill or backup is made during normal work hours, Administration receives the call. The call is then forwarded to the or the staff member(s) that were chosen to attend to the call.

**After Hours**
After hours calls will be answered by the standby service who will call the on-call pager and on call phone. The standby service will follow the phone tree until an employee is reached.

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

- Time and date of call
- Specific location of potential problem
- Nature of call
- In case of SSO, estimated start time of overflow
- Caller’s name and telephone number
- Caller’s observation (e.g., odor, duration, location on property, known impacts, indication if surface water impacted, appearance at cleanout or manhole)
- Other relevant information

The following is an overview of receiving a sewage overflow or backup report:
Changes needed

Business Hours:
Administration
(415) 259-2949

Forward Request to:
Senior Supervisor or Line Maintenance Supervisor

Receive notification of Overflow/Backup

Non-Business Hours
(415) 259-2949
Calls are routed to the standby service which will call the on call employee pager or call phone. Service will follow the phone tree until an employee is reached.

On-Call Employee:
Contact customer reporting the problem.

Is the overflow/backup in the service area?

NO

YES

IN THE STREET

Is the spill inside a building in the street?

1. Dispatch Collections Crew
2. Instruct Collections Crew to complete the Sanitary Sewer Overflow Response Plan Envelope.

INSIDE

1. If the responsible agency is known, provide Customer with the contact information for the responsible Agency. Notify the responsible Agency
2. If the responsible party is not known, provide the customer with the number for Marin Emergency Services: (415) 473-6584

WHAT TO TELL THE CUSTOMER (See Field Guide for tips)
- Clearly communicate who will respond, estimated time they will arrive and what area(s) will need to be accessed.
- Clearly communicate that a blockage in the sewer main line will be promptly cleared, but that the District is not allowed to work on a blockage in the property owner's/resident's service lateral line. Use general terms that the caller can understand, and give the caller your name for future reference.
- Show concern and empathy for the property owner/resident, but do not admit or deny liability.
- Instruct the caller to turn off any appliances that use water and to shut off any faucets inside the home.
- Instruct the caller to keep all family members and pets away from the affected area.
- Instruct the caller to place towels, rags, blankets, etc. between areas that have been affected and areas that have not been affected.
- Instruct the caller to not remove any contaminated items – let the professionals do this.
- Instruct the caller to turn off their HVAC system.
- Instruct the caller to move any uncontaminated property away from impacted areas.

A Collections Crew will be dispatched to the scene and will complete the Sanitary Sewer Backup Response Packet.
6.6.2 DISTRICT STAFF OBSERVATION

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

6.6.3 CONTRACTOR OBSERVATION

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

1. Immediately notify the District
2. Protect storm drains
3. Protect the public.
4. Provide Information to the District Collections Crew such as start time, appearance point, suspected cause, weather conditions, etc.
5. Direct ALL media and public relations requests to the District General Manager
6.7 SSO Response Procedures

6.7.1 Sewer Overflow/Backup Into House Response Summary

**Receive notification of Overflow/Backup or Unauthorized Discharge**

- **Has the overflow impacted private property?**
  - NO
  - YES

- **Does the backup appear to be a result of a failure in the District-owned sewer lines?**
  - NO
  - YES

**District Collections Crew performs the following:**

- Follow the instructions on the Sanitary Sewer Overflow Packet:
  - Notify the Senior Supervisor, Line Maintenance Supervisor or Superintendent of the incident
  - Relieve blockage and clean impacted areas
  - Forward the completed Sanitary Sewer Overflow Packet to the Senior Supervisor, Line Maintenance Supervisor or Superintendent

- Senior Supervisor, Line Maintenance Supervisor or Superintendent: Perform required regulatory reporting in accordance with the Regulatory Notifications Packet **(inside the Sewer Overflow Packet)**

- **District Collections Crew performs the following:**

- Follow the instructions on the Sanitary Sewer Backup Packet:
  - Notify the Senior Supervisor, Line Maintenance Supervisor or Superintendent of the incident
  - Relieve blockage and clean impacted areas
  - Provide the customer the Customer Service Packet
  - Forward the completed Sanitary Sewer Backup Packet to the Senior Supervisor, Line Maintenance Supervisor or Superintendent

- Senior Supervisor, Line Maintenance Supervisor or Superintendent:
  - Perform required regulatory reporting in accordance with the Regulatory Notifications Packet **(inside the Sewer Backup Packet)**
  - Notify the Business Manager of the incident

**The District Collections Crew performs the following:**

- Follow the instructions on the Sanitary Sewer Backup Packet

**If customer is not home:**

- Complete Door Hanger and leave on customer’s door

**If customer is home:**

- Explain to customer that the blockage is in their lateral and that the District does not have legal authority to maintain or perform work on privately owned laterals.
- Recommend to customer they hire a contractor to clear their line.
- Give customer the Private Lateral Customer Information Packet.

**Business Manager performs the following:**

1. Review incident reports, claim form and other incident information and forward, as appropriate, to:
   
   Carl Warren and Co
   Attention: Maun McGuire
   2300 Clayton Road, Concord, CA 94520
   Telephone: (707) 732-6728 or (805) 650-7020 ext. 1003
   Cell: (805) 509-1426
   Email: mmcguire@carlwarren.com

2. Communicate with claimant as appropriate

3. Communicate with Carl Warren and Co. to adjust and administer the claim to closure

© 2014 DKF Solutions Group, LLC. All rights reserved.
6.7.2 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 Line Maintenance Supervisor or Operations and Maintenance Manager for all Category 1, or Category 2 SSO’s.
- To return the spilled sewage to the sewer system.
- To restore the area to its original condition (or as close as possible).

6.7.3 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 District 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.

6.7.4 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 should:
- Note arrival time at the site of the overflow/backup.
- Verify the existence of a sewer system spill or backup.
- Take pictures and video of affected area.
- Determine if the overflow or blockage is from a public or private sewer.
- Identify and assess the affected area and extent of spill.
- Contact caller if time permits.
- If the spill is large or in a sensitive area, document conditions upon arrival with photographs. Decide whether to proceed with clearing the blockage to restore the flow or to initiate containment measures. The guidance for this decision is:
  - Small spills (i.e., spills that are easily contained) – proceed with clearing the blockage.
  - Moderate or large spill where containment is anticipated to be simple – proceed with the containment measures.
  - Moderate or large spills where containment is anticipated to be difficult – proceed with clearing the blockage; however, whenever deemed necessary, call for additional assistance and implement containment measures.
6.7.5 Restore Flow

Using the appropriate cleaning equipment, attempt to remove the blockage from the system and observe the flows to ensure that the blockage does not recur downstream. If the blockage cannot be cleared within a reasonable time 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.

6.7.6 Initiate Spill Containment Measures

The first responder should attempt to contain as much of the spilled sewage as possible using the following steps:
- Determine the immediate destination of the overflowing sewage.
- Plug storm drains using air plugs, sandbags, and/or plastic mats to contain the spill, whenever appropriate. If spilled sewage has made contact with the storm drainage system, attempt to contain the spilled sewage by plugging downstream storm drainage facilities.
- Contain/direct the spilled sewage using dike/dam or sandbags.
- Pump around the blockage/pipe failure/pump station.

6.8 Water Quality

6.8.1 Waters of the United States

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

6.8.2 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 Health Department will let first responders know if they should sample. The water quality sampling procedures are:
- The first responders should collect samples as soon as possible after the discovery and mitigation of the SSO event.
- 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.
- The samples shall then be brought to the Caltest Analytical Laboratory.
6.8.3 Water Quality Monitoring Plan

A 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 District becoming aware of the SSO, require water quality sampling for ammonia and enterococcus.

6.8.4 SSO Technical Report

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

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.

District’s Response to SSO:
- Chronological narrative description of all actions taken by the District 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.
6.9 Recovery and Cleanup
The recovery and cleanup phase immediately begins when the flow has been restored and the spilled sewage has been contained to the extent possible. The SSO recovery and cleanup procedures are:

6.9.1 Estimate the Volume of Spilled Sewage
Use the methods outlined in the SSO Response Field Documentation Form and/or the Field Guide to estimate the volume of the spilled sewage. Wherever possible, document the estimate using photos of the SSO site before and during the recovery operation.

6.9.2 Recovery of Spilled Sewage
Vacuum up and/or pump the spilled sewage and discharge it back into the sanitary sewer system.

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

Private Property
District crews are responsible for the cleanup when the property damage is minor in nature and is outside of private building dwellings from a public SSO. 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 District system failure, the property owner can call out a water damage restoration contractor to complete the cleanup and restoration. In both cases, District 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 until the water runs clear. 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 should 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 as appropriate in the event of:

- Fish kill
- SSO greater than or equal to 1,000 gallons

Fish and Wildlife will provide the professional guidance needed to effectively clean up spills that occur in these sensitive environments. Clean up should proceed quickly in order to minimize negative impact. Sewage causes depletion of dissolved oxygen, which will kill aquatic life. Any water that is used in the cleanup should be de-chlorinated prior to use.

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.

6.10 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. Additionally, the Senior Supervisor, Line Maintenance Supervisor or Superintendent 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, Operations and Maintenance Manager, Line Maintenance 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 every day to ensure that they are still in place. Photographs of sign placement will be taken and a sketch shall be made for placement of the signs.

In the event that an overflow occurs at night, the location should be inspected first thing the following day. The field crew should 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 District General Manager will provide the media with all relevant information.
6.11 Failure Analysis Investigation

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.

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

- Reviewing and completing the Sewer Overflow Report,
- Reviewing the incident timeline and other documentation regarding the incident,
- Reviewing communications with the reporting party and witness.
- Review volume estimate, volume recovered estimate, volume estimation assumptions and associated drawings,
- Reviewing available photographs,
- Interviewing staff that responded to the spill.
- Reviewing past maintenance records,
- Reviewing past CCTV records,
- Conducting a CCTV inspection to determine the condition of the line segment immediately following the SSO and reviewing the video and logs,
- Reviewing any FOG related information or results.

The product of the failure analysis investigation should be the determination of the root cause and the identification of the corrective actions. The Collection System Failure Analysis Form should be used to document the investigation.

6.12 Post SSO Event Debriefing

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, 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, should meet to review the procedures used and to discuss what worked and where improvements could be made in responding to and mitigating future SSO events. The results of the debriefing should be recorded and tracked to ensure the action items are completed.

6.13 Notification, Reporting, Monitoring and Recordkeeping Requirements

In accordance with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (SSS WDRs), the Ross Valley Sanitary District 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 overflow were calculated.
<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>REQUIREMENT</th>
<th>METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOTIFICATION</td>
<td>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 District will notify the California Office of Emergency Services (CalOES) and obtain a notification control number.</td>
<td>Call Cal OES at: (800) 852-7550</td>
</tr>
<tr>
<td>REPORTING</td>
<td>• Category 1 SSO: The District will submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.</td>
<td>Enter data into the CIWQS Online SSO Database¹ (<a href="http://ciwqs.waterboards.ca.gov/">http://ciwqs.waterboards.ca.gov/</a>), 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.</td>
</tr>
<tr>
<td></td>
<td>• Category 2 SSO: The District 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Category 3 SSO: The District will submit certified report within 30 calendar days of the end of month in which SSO the occurred.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• SSO Technical Report: The District 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• “No Spill” Certification: The District 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Collection System Questionnaire: The District will update and certify every 12 months.</td>
<td></td>
</tr>
<tr>
<td>WATER QUALITY MONITORING</td>
<td>The District 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.</td>
<td>Water quality results will be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.</td>
</tr>
<tr>
<td>RECORD KEEPING</td>
<td>The District will maintain the following records:</td>
<td>Self-maintained records shall be available during inspections or upon request.</td>
</tr>
<tr>
<td></td>
<td>• SSO event records.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Collection system telemetry records if relied upon to document and/or estimate SSO Volume.</td>
<td></td>
</tr>
</tbody>
</table>

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.

¹ In the event that the CIWQS online SSO database is not available, the Wastewater Collection Supervisor will notify SWRCB by phone and will fax or e-mail all required information to the RWQCB office at (510) 622-2460 in accordance with the time schedules identified above. In such an event, the District will submit the appropriate reports using the CIWQS online SSO database when the database becomes available. A copy of all documents that certify the submittal in fulfillment of this section shall be retained in the SSO file.

² The District 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.

© 2014 DKF Solutions Group, LLC. All rights reserved.
6.14 Complaint Records

The District 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
- 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
- Work service request information used to document all feasible and remedial actions taken

The District Complaint Record procedure is as follows:

1. During business hours the District Administrator will complete an InfoNet Mobile Work Order Form. After hours the On-Call Employee will initiate the Work Order in the field and upload when complete.

2. First Responder will enter the completed form into the Computerized Maintenance Management System (CMMS).

3. Hardcopies of forms will be included in the SSO documentation. Forms are archived electronically on the District CMMS whether or not they result in an SSO.

Records will be maintained for a minimum of five years.
6.15 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 should 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.

6.16 SSO Response Training

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

6.16.1 Initial and Annual Refresher Training

All District personnel who may have a role in responding to, reporting, and/or mitigating a sewer system overflow should receive training on the contents of this OERP. All new employees should receive training before they are placed in a position where they may have to respond. Current employees should receive annual refresher training on this plan and the procedures to be followed. Refer to page PB-4 for detail about SSO response training content.

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

- The District’s Overflow Emergency Response Plan
- SSO Volume Estimation Techniques
- Impacted Surface Waters: Response Procedures

The District 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 District will address, through additional training/instruction, any identified gaps in required core competencies.
6.16.2 SSO Response Drills

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

6.16.3 SSO Training Record Keeping

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

6.16.4 Contractors Working On District Sewer Facilities

All contractors working on District sewer facilities will be given the District’s OERP and will be required to follow the OERP in the event that they cause or observe an SSO.

6.17 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
The following procedures are to be followed in the event that you cause or witness a Sanitary Sewer Overflow.

1. **Contractor causes or witnesses a Sanitary Sewer Overflow**
   - Immediately notify the District (415) 259-2949. After hours callers will be routed to the answering service.

2. **Protect the storm drains using mats, dykes, berms, etc.**

3. **Protect the Public**
   - If the spill is entering an area where public contact may occur, and if it is safe to do so, monitor the location until the District Collections Crew arrives.

4. **Provide Information**
   - Provide the District Collections Crew with information about the overflow such as start time, appearance point, suspected cause, weather conditions, etc.

5. **Direct ALL media and public relations requests to the District General Manager at (415) 259-2949.**
Sanitary Sewer Overflows

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 (415) 259-2949, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

...when constructing or repairing sewer laterals:
- Contact Building Permit Information at (415) 259-2949 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don’t hammer tap.

If you cause or witness an SSO, immediately contact:
Ross Valley Sanitary District
(415) 259-2949
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 (415) 259-2949, so we can work with you to remove the blockage and prevent blockages further downstream
- Use plenty of water to flush lines.

...when constructing or repairing sewer laterals:
- Contact Building Permit Information at (415) 259-2949 for a permit and lateral specifications.
- Check your work area. Make sure there is no debris left in the sewer line before you backfill.
- Avoid offset joints, which may make sewer lines vulnerable to root intrusion and grease or debris accumulation. Properly bed your joints and don’t hammer tap.

If you cause or witness an SSO, immediately contact:

Ross Valley Sanitary District
415 259 2949

© 2014 DKF Solutions Group, LLC. All rights reserved.
The following vendors provide services related to overflow emergency response.

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Contact</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restoration Management</td>
<td>(800) 400-5058</td>
<td>Private Residence Cleaning/Restoration</td>
</tr>
<tr>
<td>ServPRO</td>
<td></td>
<td>Private Residence Cleaning/Restoration</td>
</tr>
<tr>
<td>Linscott Construction</td>
<td>(415) 492-1755 - Main Line&lt;br&gt;(415) 457-5669 - Roy Linscott: after hours&lt;br&gt;(707) 664-6599 - Bruce Linscott: after hours</td>
<td>Force Main or Pipeline</td>
</tr>
<tr>
<td>Maggiora &amp; Ghilotti</td>
<td>(415) 459-8640 - Main Line switches to dispatch after hours</td>
<td>Force Main or Pipeline</td>
</tr>
<tr>
<td>Ghilotti Bros.</td>
<td>(415) 454-7011 - Main Line&lt;br&gt;(415) 720-4451 - Dave Mariani: after hours&lt;br&gt;(415) 760-0700 - Michael Ghilotti - after hours</td>
<td>Force Main or Pipeline</td>
</tr>
<tr>
<td>Ghilotti Construction</td>
<td>(707) 585-1221 - Main Line switches to dispatch after hours</td>
<td>Force Main or Pipeline</td>
</tr>
<tr>
<td>W. R. Forde</td>
<td>(415) 924-3072</td>
<td>Force Main or Pipeline</td>
</tr>
<tr>
<td>TelStar</td>
<td>(510) 693-8043 - Tyrone: cell</td>
<td>Electrical/Controls</td>
</tr>
<tr>
<td>Zappetini Welding</td>
<td>(415) 454-2511</td>
<td>Welder</td>
</tr>
<tr>
<td>Sun Ironworks</td>
<td>(415) 453-7562</td>
<td>Welder</td>
</tr>
<tr>
<td>Victor’s Ironworks</td>
<td>(415) 454-6284</td>
<td>Welder</td>
</tr>
<tr>
<td>Irish Welding</td>
<td>(415) 488-0230</td>
<td>Welder</td>
</tr>
<tr>
<td>Universal Environmental</td>
<td>(707) 747-6699</td>
<td>Large (4000 gal.) Tank Truck</td>
</tr>
<tr>
<td>Synagrow Technologies</td>
<td>(909) 277-2662 - Headquarters–Corona,CA&lt;br&gt;(707) 438-3730 - Suisun City Office&lt;br&gt;(510) 722-1837 - Daniel Miller – after hours</td>
<td>Large (4000 gal.) Tank Truck</td>
</tr>
<tr>
<td>United Services</td>
<td>(800) 499-5909</td>
<td>Large (4000 gal.) Tank Truck</td>
</tr>
<tr>
<td>Denbeste Services</td>
<td>(800) 838-1477</td>
<td>Large (5000 gal) Tank Truck</td>
</tr>
<tr>
<td>Roto-Rooter</td>
<td>(415) 898-2700</td>
<td>Small (2000 gal.) Tank Truck</td>
</tr>
<tr>
<td>Roy’s Sewer Service</td>
<td>(707) 763-0226</td>
<td>Small (2000 gal.) Tank Truck</td>
</tr>
<tr>
<td>Royal Petroleum</td>
<td>(415) 454-4066</td>
<td>Diesel Fuel</td>
</tr>
<tr>
<td>Hertz Pump Rents – DW Pumps</td>
<td>(510) 774-7642 - Dave Land: cell</td>
<td>Pump Rental</td>
</tr>
</tbody>
</table>
REGULATORY NOTIFICATIONS PACKET
Instructions:

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

Contents:

<table>
<thead>
<tr>
<th>Form</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regulatory Reporting Guide</td>
<td>RN-1</td>
</tr>
<tr>
<td>Reporting Checklists</td>
<td>-2</td>
</tr>
<tr>
<td>Unauthorized Discharge of Waste Report</td>
<td>-3</td>
</tr>
</tbody>
</table>

Print on 6”x9” envelope
<table>
<thead>
<tr>
<th>Deadline</th>
<th>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</th>
<th>Spill from Private Lateral</th>
</tr>
</thead>
</table>
| 2 hours after awareness of SSO            | • If the SSO is greater than or equal to 1,000 gallons, call CalOES at (800) 852-7550  
• Make RVSD Notifications (see Side B)  
• Notify Marin County Environmental Health* | If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters:  
  • Notify CalOES  
  • Notify Marin 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                   | -                          |
| Internal Notifications                    | In the event of an SSO that causes public concern, or at the discretion of the Operations and Maintenance Manager, notify affected City Management. | -                          |
| 3 Days after awareness of SSO            | 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                                     | -                          |
| 30 Days after end of calendar month in which SSO occurred | -                                                                      | -                          |
| 30 days after SSO end time              | If 50,000 gal or more were not recovered, submit SSO Technical Report using CIWQS*                                     | -                          |

* Unless volume/impact is minimal

* In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available: (See contact information on Side B)
  1. Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-4, and
  2. Notify the State Water Resources Control Board (SWRCB) by phone or email

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

Ross Valley Sanitary District
Overflow Emergency Response Plan

RVSD Notifications - Notify one of the following:
Stephen Miksis (415) 686-1540   Dennis Gavallos (415) 497-4854   Katherine Hayden (415) 717-3124

Contact Information:

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalOES</td>
<td>(800) 852-7550</td>
<td></td>
</tr>
<tr>
<td>Carl Warren and Co.</td>
<td>(707) 732-6728</td>
<td></td>
</tr>
<tr>
<td>Marin County Environmental Health Department</td>
<td>Telephone: (415) 499-6907</td>
<td>Fax: (415) 507-4120</td>
</tr>
<tr>
<td>San Francisco Regional Water Quality Control Board (SFRWQCB):</td>
<td>Phone: (510) 622-2300</td>
<td></td>
</tr>
<tr>
<td>State Water Resources Control Board (SWRCB):</td>
<td>(916) 323-5598</td>
<td><a href="mailto:Russell.Norman@waterboards.ca.gov">Russell.Norman@waterboards.ca.gov</a></td>
</tr>
<tr>
<td>Victor Lopez, Water Resources Control Engineer</td>
<td>(916) 323-5511</td>
<td><a href="mailto:Victor.Lopez@waterboards.ca.gov">Victor.Lopez@waterboards.ca.gov</a></td>
</tr>
</tbody>
</table>

Authorized Personnel
The following are authorized to perform regulatory reporting:
- First Responder is responsible to report to CalOES and review field data. First Responder obtains an OES Control number. The LRO will provide updates or direct updates to be performed.

The District’s Legally Responsible Officials (LRO’s) are authorized to electronically sign and certify SSO reports in CIWQS. The LRO’s are:
- Stephen Miksis
- Dennis Gavallos
- Katherine Hayden

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category 1:</td>
<td>Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either:</td>
</tr>
<tr>
<td></td>
<td>• Reaches surface water and/or drainage channel tributary to a surface water; or</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td>Category 2:</td>
<td>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:</td>
</tr>
<tr>
<td></td>
<td>• Does not reach surface water, a drainage channel, or an MS4, or</td>
</tr>
<tr>
<td></td>
<td>• The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.</td>
</tr>
<tr>
<td>Category 3:</td>
<td>All other discharges of untreated or partially treated wastewater resulting from a sanitary sewer system failure or flow condition</td>
</tr>
</tbody>
</table>

© 2014 DKF Solutions Group, LLC. All rights reserved.
Use this Checklist for Category 1 SSOs only

STEP 1: Receive call from crew.

STEP 2: 2-hour Notification

☐ If the spill is greater than or equal to 1,000 gallons, notify CalOES at (800) 852-7550 within 2 hours of the time the District was notified of the SSO.
  o Date Called: ___________________________
  o Time called: ___________ ☐ AM ☐ PM
  o CalOES Control number: _______________________

☐ Notify Marin County Environmental Health. See RN-1 Side B for contact information. Email Unauthorized Discharge of Waste Report when complete.

STEP 3: 4-hour Notification

☐ If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. at (707) 732-6728 within four hours of the time the District was notified of the SSO.

☐ In the event of an SSO that causes public concern, or at the discretion of the Superintendent or Chief of Operations, notify affected City Management.

STEP 4: Within 48-Hours after awareness of SSO

☐ Only if 50,000 gallons or more was not recovered, implement Water Quality Monitoring Plan.

STEP 5: Within 3 Days after awareness of SSO

☐ Submit a Draft Spill Report using the CIWQS online reporting database.
  In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:
  1. Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-4, and
  2. Notify the State Water Resources Control Board (SWRCB) by phone or email

STEP 6: Within 15 Days after response conclusion

☐ Certify the Spill Report using the CIWQS online reporting database. Updates to the Spill Report may be made for up to 120 days following the conclusion of the SSO Response.

STEP 7: Within 45 Days after SSO end time

☐ Within 45 days after the conclusion of the SSO Response, submit an SSO Technical Report using the CIWQS online reporting database only if 50,000 gallons or more was spilled to surface waters.
Use this Checklist for Category 2 and 3 SSOs only

STEP 1: Receive call from crew.

STEP 3: 4-hour Notification

☐ If this incident includes a sewer backup into a home or business, contact Carl Warren and Co. at (707) 732-6728 within four hours of the time the District was notified of the SSO.

☐ In the event of an SSO that causes public concern, or at the discretion of the Superintendent or Chief of Operations, notify affected City Management.

☐ Notify Marin County Environmental Health unless volume/impact is minimal. See RN-1 Side B for contact information. Fax Unauthorized Discharge of Waste Report when complete.

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.

In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:

1. Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-4, and
2. Notify the State Water Resources Control Board (SWRCB) by phone or email

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.
Use this Checklist for Private Sewer Lateral Discharges (PSLD) only

STEP 1: Receive call from crew.

STEP 2: Notifications

☐ If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters:
  ○ Notify CalOES
  ○ Notify Marin County Environmental Health See RN-1 Side B for contact information. Email Unauthorized Discharge of Waste Report when complete.

STEP 3: Submit Draft Spill Report

☐ If spill is greater than or equal to 1,000 gallons or impacts storm drains/surface waters submit a Draft Spill Report using the CIWQS online reporting database within 3 days after awareness of PSLD.

In the event that the CIWQS online SSO database is not available, do the following until the CIWQS online SSO database becomes available:

1. Make required notifications to the San Francisco Regional Water Quality Control Board (SFRWQCB office) using RN-4, and
2. Notify the State Water Resources Control Board (SWRCB) by phone or email

STEP 4: Certify Spill Report

☐ Certify the Spill Report using the CIWQS online reporting database if applicable.

☐ Updates to the Spill Report may be made for up to 120 days following the conclusion of the response.
FROM: Ross Valley Sanitary District
Telephone: (415) 259-2949
Fax: (415) 460-2149

Attached: Unauthorized Discharge of Waste Report

Nature of Request:
☐ On-site assistance
☐ Initial Notification
☐ Update Information
☐ Advise
☐ Other: __________________________

COMMENTS:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
I need to delete John Clark and Jeff Yee from the agency contact. The phone number is 415 259 2949.
NOTE TO RVSD Staff: Only use this form in the event that the CIWQS online SSO database is not available

FAX TO: San Francisco Regional Water Quality Control Board  Date: ____________
Fax Number: (510) 622-2460  # Pages: ____________

FROM: Ross Valley Sanitary District
Telephone: (415) 259-2949
Fax: (415) 460-2149

Address of SSO: ____________________________  City: ____________________________
County: ____________________________  Date/Time: ____________________________
SSO Start Time: ____________________________  SSO Stop Time: ____________________________
Volume of SSO: ____________________________  Volume Recovered: ____________________________
Final Disposition: ____________________________

Affected Water Body: ____________________________

Samples Collected? ☐ YES ☐ NO
Taken to: ____________________________
Crew Members: ____________________________

<table>
<thead>
<tr>
<th>Agencies Notified</th>
<th>Number(s)</th>
<th>Contact</th>
<th>Time</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalOES</td>
<td>(800) 852-7550</td>
<td>☐ YES ☐ NO</td>
<td>________</td>
<td>________</td>
</tr>
<tr>
<td>RWQCB/WEBERS</td>
<td>ph. (510) 622-2369</td>
<td>☐ YES ☐ NO</td>
<td>________</td>
<td>________</td>
</tr>
<tr>
<td>M.C.E.H.S</td>
<td>ph. (415) 473-6907</td>
<td>☐ YES ☐ NO</td>
<td>________</td>
<td>________</td>
</tr>
<tr>
<td>MARIN OES</td>
<td>ph. (415) 473-6589</td>
<td>☐ YES ☐ NO</td>
<td>________</td>
<td>________</td>
</tr>
<tr>
<td>CIQWS</td>
<td>☐ YES ☐ NO</td>
<td></td>
<td>________</td>
<td>________</td>
</tr>
<tr>
<td>OTHER:</td>
<td>____________________________</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Was this a toilet burp or similar due to District activities?

YES

Provide Customer with the Bubbled Toilets Letter.

NO

Does the backup appear to be due to a problem in the DISTRICT-owned/maintained sewer line?

YES

Notify the District Superintendent if not already on site.
Contact (in this order until someone is reached) Senior Supervisor, Line Maintenance Supervisor or Superintendent:
- Provide all known information about this incident.
- Advise to make 2-hour notifications if appropriate.
- Advise to contact Carl Warren and Co. within 4 hours of the time the District was notified of the SSO.

If customer is not home:
Complete Door Hanger and leave on customer’s door

If customer is home:
- Recommend the customer shut off any appliances using water.
- Explain to customer that the blockage is in their lateral and that the District does not have legal authority to maintain or perform work on privately owned laterals. Consider showing the customer the unobstructed flow in the public sewer to help explain that the blockage is in their lateral.
- Consider cleaning the District-owned/maintained line manhole to manhole and other lines that may tie in to the main line.
- Recommend to customer they hire a contractor to clear their line.
- Give customer the Private Lateral Customer Information Packet.

NO

Take photographs/video of affected and unaffected areas.

Has any sewage spilled outside?

YES

Go to SSO Packet procedures. Complete and then return here.

NO

1. Give customer the Customer Service Packet. (Inside Sewer Backup envelope)
2. Ask the customer to initial the front of the Sewer Backup Packet Envelope, as appropriate.

Go to Side B

Has any sewage impacted public areas?

YES

1. Go to SSO Packet and complete procedures.
2. Document the service call according to District procedures
3. Follow routing instructions on the front of the Sewer Backup Packet envelope.

NO

Has there a property line cleanout?

YES

Recommend to the property owner that they install a property line cleanout.

NO

1. Document the service call according to District procedures
2. Follow routing instructions on the front of the Sewer Backup envelope.

© 2014 DKF Solutions Group, LLC. All rights reserved.
In the event of a Sewer Backup into a home/business

1. Complete the SSO Response – Field Documentation Form.
2. Complete the Sanitary Sewer Overflow Report if not already completed as part of the SSO Packet.
3. Document the service call according to District procedures.
4. Complete the remaining instructions in the Collections Crew box on the front of the Sewer Backup Packet envelope.
5. Follow routing instructions as indicated on the front of the Sewer Backup Packet envelope.

MEDIA AND PUBLIC RELATIONS GUIDELINES:
Exercise caution in contacts with the public or media when you respond to a spill. Any information you provide or statements you make may become pertinent in the event of possible court action, it is important to AVOID THE FOLLOWING:
- Giving out the wrong information
- 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.
**READ THIS FIRST**

<table>
<thead>
<tr>
<th>Trigger</th>
<th>Contact Immediately</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ For all backups into/onto private property &amp; possibly due to problems in the public sewer</td>
<td>Operations and Maintenance Manager, Line Maintenance Supervisor</td>
<td>See directory</td>
</tr>
<tr>
<td></td>
<td>Carl Warren &amp; Co.</td>
<td>(800) 759-8798</td>
</tr>
<tr>
<td>☐ For restoration/remediation</td>
<td>Bus. Hours: Line Maintenance Supervisor or Operations and Maintenance Manager</td>
<td>See directory</td>
</tr>
<tr>
<td></td>
<td>After hours: Restoration Management</td>
<td>(707) 750-6320</td>
</tr>
<tr>
<td>☐ For any media requests</td>
<td>General Manager</td>
<td>See directory</td>
</tr>
</tbody>
</table>

**Instructions**

**Collections Crew**

1. Follow instructions on BP-1 Backup Response Flowchart.
2. If Category 1 SSO greater than or equal to 1,000 gallons, contact CalOES at (800) 852-7550.
3. If the backup appears to be due to a failure in the District-owned sewer line & the customer is home, give them the Customer Service Packet and have them initial this envelope below:
   - Customer acknowledgement of receipt of Customer Service Packet: ______
   - If customer is not home, complete the Door Hanger and hang it on the customer’s door.
4. Complete the Chain of Custody record (right) and forward this packet to the Operations and Maintenance Manager, Line Maintenance Supervisor.

**Sr. Supervisor, Line Maintenance Supervisor or Superintendent**

1. Open this envelope. Review forms for accuracy and completeness.
2. Complete the Regulatory Notifications Packet
3. Complete the Claims Submittal Checklist (enclosed)
4. Copy all items on the Claims Submittal Checklist for internal archiving purposes and forward the originals to the Business Manager.
5. Debrief using the Collection System Failure Analysis Form.

**Business Manager**

Refer to Claims Handling Procedure Summary

---

**Ross Valley Sanitary District CA**

Overflow Emergency Response Plan

© 2014 DKF Solutions Group, LLC. All rights reserved.
# Sanitary Sewer Backup Response Packet

## Table of Contents

<table>
<thead>
<tr>
<th>Form</th>
<th>Form Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructions and Chain of Custody</td>
<td>envelope label</td>
</tr>
<tr>
<td>Backup Response Flowchart</td>
<td>BP-1</td>
</tr>
<tr>
<td>Bubbled Toilets Letter</td>
<td>-2</td>
</tr>
<tr>
<td>First Responder Form</td>
<td>-3</td>
</tr>
<tr>
<td>Declination of Cleaning Services</td>
<td>-4</td>
</tr>
<tr>
<td>Lodging Authorization Form</td>
<td>-5</td>
</tr>
<tr>
<td>Sewer Overflow Report</td>
<td>-6</td>
</tr>
<tr>
<td>RVSD SSO Response – Field Documentation Form</td>
<td>-7</td>
</tr>
<tr>
<td>Claims Submittal Checklist</td>
<td>-8</td>
</tr>
<tr>
<td>Collection System Failure Analysis Form</td>
<td>-9</td>
</tr>
<tr>
<td>Private Lateral Customer Information Packet</td>
<td></td>
</tr>
<tr>
<td>Instructions</td>
<td>envelope</td>
</tr>
<tr>
<td>Specifications for Sewer Laterals Excerpts</td>
<td>PL-1</td>
</tr>
<tr>
<td>BPD Standard Specifications and Drawings</td>
<td>-2</td>
</tr>
<tr>
<td>RVSD Qualified Contractors</td>
<td>-3</td>
</tr>
<tr>
<td>Sewer Spill Reference Guide</td>
<td>pamphlet</td>
</tr>
<tr>
<td>Customer Service Packet</td>
<td></td>
</tr>
<tr>
<td>Instructions</td>
<td>envelope</td>
</tr>
<tr>
<td>Customer Information</td>
<td>CS-1</td>
</tr>
<tr>
<td>Claim Form</td>
<td>-2</td>
</tr>
<tr>
<td>Sewer Spill Reference Guide</td>
<td>pamphlet</td>
</tr>
<tr>
<td>Regulatory Notifications Packet</td>
<td></td>
</tr>
<tr>
<td>Instructions</td>
<td>envelope</td>
</tr>
<tr>
<td>Regulatory Reporting Guide</td>
<td>RN-1</td>
</tr>
<tr>
<td>SSO Reporting Checklists</td>
<td>-2</td>
</tr>
<tr>
<td>Unauthorized Discharge of Waste Report</td>
<td>-3</td>
</tr>
<tr>
<td>RWQCB Fax</td>
<td>-4</td>
</tr>
<tr>
<td>Door Hanger</td>
<td>n/a</td>
</tr>
<tr>
<td>Sewer Spill Reference Guide</td>
<td>pamphlet</td>
</tr>
</tbody>
</table>

For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or losscontrol@sbcglobal.net
Dear Ross Valley Sanitary District 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 District doing in the street?**
   In order to insure reliable sewer service, the District 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, District 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 District 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. Make notes and completes paperwork that puts the address on the District’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. Unless there is a cleanout on the property line, it is the homeowner’s responsibility to keep the sewer lateral pipe in good working condition. **The District also recommends the homeowner install a back-flow prevention device to prevent bubbling or sewer back-ups into the home.**

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 visit our website at www.rvsd.org or call the District office at (415) 259-2949.

Sincerely,

Ross Valley Sanitary District

© 2014 DKF Solutions Group, LLC. All rights reserved.
Fill out this form as completely as possible.
Ask customer if you may enter the home. If so, take photos of damaged and undamaged areas.

<table>
<thead>
<tr>
<th>PERSON COMPLETING THIS FORM:</th>
<th>PHONE:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>DATE:</td>
</tr>
<tr>
<td></td>
<td>TIME:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TIME STAFF ARRIVED ON-SITE:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DID CUSTOMER CALL CLEANING CONTRACTOR?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If YES, name of contractor:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESIDENT:</th>
<th>PROPERTY MANAGERS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>STREET ADDRESS:</td>
<td>STREET ADDRESS:</td>
</tr>
<tr>
<td>CITY, STATE AND ZIP:</td>
<td>CITY, STATE AND ZIP:</td>
</tr>
<tr>
<td>PHONE:</td>
<td>PHONE:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th># OF PEOPLE LIVING AT RESIDENCE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximate Age of Home:</td>
</tr>
<tr>
<td>Approximate Amount of Spill (gallons):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Numbers of Pictures Taken</th>
<th>Digital or Film?</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does property have a Property Line Cleanout?</th>
<th>YES</th>
<th>NO</th>
<th>Unknown</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Does the Customer have a Backwater Prevention Device (BPD)?</th>
<th>YES</th>
<th>NO</th>
<th>Unknown</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>If yes, was the BPD operational at the time of the overflow?</th>
<th>YES</th>
<th>NO</th>
<th>Unknown</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Have there ever been any previous spills at this location?</th>
<th>YES</th>
<th>NO</th>
<th>Unknown</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Has the resident had any plumbing work done recently?</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

*If YES, please describe:*
LIVABILITY ASSESSMENT

1. Based on the Livability Assessment, recommend to resident they stay at a local hotel while the affected area of their home is cleaned & disinfected.
2. Provide the Lodging Authorization Form and review the instructions with the resident.
3. Follow the instructions on the Lodging Authorization Form.

SANITARY SEWER LINE BLOCKAGE LOCATION

<table>
<thead>
<tr>
<th>Please check the box that describes your observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Cleanout Was:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Non-Existent  Full  Empty</td>
</tr>
<tr>
<td>Non-Existent</td>
</tr>
<tr>
<td>Full</td>
</tr>
<tr>
<td>Empty</td>
</tr>
</tbody>
</table>

Recommended Follow-Up Action(s):

Place an X where the blockage occurred
Circle the areas where sewage overflowed/backed

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

© 2014 DKF Solutions Group, LLC. All rights reserved.
Place completed form in Sewer Backup Envelope and follow routing instructions
# Customer Information

<table>
<thead>
<tr>
<th>NAME:</th>
<th>ADDRESS:</th>
<th>TELEPHONE:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>ON (date)</th>
<th>AT (time)</th>
<th>Approximately (quantity)</th>
<th>GALLONS OF:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sewage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Grey Water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Toilet Bowl Water</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Odor</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other (describe):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Overflowed from (or odor emanating from)</th>
<th>The overflow affected the following areas (check one):</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Toilet</td>
<td>☐ Bathroom</td>
</tr>
<tr>
<td>☐ Shower/Tub</td>
<td>☐ Bedroom</td>
</tr>
<tr>
<td>☐ Washer</td>
<td>☐ Hallway</td>
</tr>
<tr>
<td>☐ Other (describe):</td>
<td>☐ Kitchen</td>
</tr>
<tr>
<td></td>
<td>☐ Crawlspace</td>
</tr>
<tr>
<td></td>
<td>☐ Other (specify):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The overflow affected the following flooring:</th>
<th>and/or additional materials:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Tile</td>
<td>☐ Area Rugs</td>
</tr>
<tr>
<td>☐ Linoleum</td>
<td>☐ Towels</td>
</tr>
<tr>
<td>☐ Other (specify):</td>
<td>☐ Clothing</td>
</tr>
<tr>
<td></td>
<td>☐ Other (specify):</td>
</tr>
</tbody>
</table>

| Photos: ☐ Were Not Taken ☐ Were Taken, number of photos: | |
|-----------------------------------------------------------| |

This Form Completed By: | Date: | Time: |

**CUSTOMER, please read the following and sign below:**

I/We acknowledge that Ross Valley Sanitary District, CA (District) has offered to provide professional cleaning and decontamination services to remediate the sewage backup and/or overflow described above and that we declined the offer. We further understand and acknowledge that because we have declined, any necessary remediation activities will be conducted without District assistance, and that the District will not accept responsibility for work performed by persons other than those engaged by the District. The District will also not accept responsibility for any charges related to this incident that are not usual and customary. Please refer to the Customer Service Packet for whom to contact if you have any questions.

**Customer Signature**: | Date: |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Title:</td>
</tr>
<tr>
<td>Signature:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

*Note to responders: if customer declines to sign this form, then have a co-worker sign here as a witness: |

| Name: | Signature: | Date: |

**Recommendations to customer to clean up the spill:**

- Keep pets and children out of the affected area
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Remove and discard items that cannot be washed and disinfected (such as: mattresses, rugs, cosmetics, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow water to cool before washing your hands.) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use ¼ teaspoon of household bleach per 1 gallon of water.
- Wash all clothes worn during the cleanup in hot water and detergent (wash separately from uncontaminated clothes).
- Wash clothes contaminated with flood or sewage water in hot water and detergent. Use a laundromat for washing large quantities of clothes and linens until your onsite wastewater system has been professionally inspected and services.
- See immediate attention if you become injured or ill.

© 2014 DKF Solutions Group, LLC. All rights reserved.
INSTRUCTIONS TO EMPLOYEE:
1. Review this form with the customer and instruct them to read and select, in order of preference, which of the hotels below they wish to stay at.
2. Contact the Insurance Company and request they contact the selected hotel and provide payment for one night’s lodging for the customer named below.
3. Instruct the customer that this emergency authorization is for LODGING ONLY – NO FOOD, MINIBAR, MOVIE, PHONE or Other Charges.
4. Explain to customer that if circumstances require additional nights’ lodging and other incidentals, the Business Manager or designee or the District’s Claims Adjustor will address them.
5. Have the customer sign the Acknowledgement section of this form.
6. Complete this Authorization Form and sign.
7. Give the bottom copy of this form to the customer.

INSTRUCTIONS TO RESIDENT: Ross Valley Sanitary District recommends that you temporarily relocate to a local hotel for your safety and convenience while your residence is being cleaned. Please note that this emergency authorization is granted under the following conditions:
1. This authorizes payment of 1 (one) nights stay at one of the hotels listed below.
2. The authorization is good for room and tax ONLY. Phone, food, mini-bar and other incidental charges will not be reimbursed.
3. Additional nights, other allowances, incidentals and special circumstances may be discussed by contacting Ross Valley Sanitary District’s District Manager or designee at (415) 259-2949 or the District’s Claim Adjustor, Carl Warren and Co. at (800) 759-8798.

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

Customer Name (please print): 
Customer Address:  
Phone # where customer may be reached:  
Customer Signature: __________________________ Date: __________________________

☐ Check here to decline this offer of temporary relocation. Customer Signature: __________________________

Good for one (1) night’s stay on (date): ________________ Number of affected residents: ________________

Ross Valley SD Representative’s Name: __________________________ Phone Number: __________________________

This voucher is valid at the following hotels:

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Address</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best Western Corte Madera Inn</td>
<td>56 Madera Boulevard, Corte Madera, CA 94925</td>
<td>(415) 924-1502</td>
</tr>
<tr>
<td>Courtyard Marriott</td>
<td>2500 Larkspur Landing Circle, Larkspur, CA 94939</td>
<td>(415) 925-1800</td>
</tr>
</tbody>
</table>

© 2014 DKF Solutions Group, LLC. All rights reserved.
INSTRUCTIONS: Complete all items EXCEPT those that are shaded gray

SSO Category (check one):

☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

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

☐ Spill from Private Lateral

Describe in detail the basis for choosing the SSO category:

☐ IMMEDIATE NOTIFICATION: If this is a Category 1 SSO greater than or equal to 1,000 gallons, contact CalOES within 2 hours at (800) 852-7550.

A. SSO LOCATION

SSO Location Name:

Latitude Coordinates*: Longitude Coordinates:

Street Name and Number:

Nearest Cross Street:                          City:                                     Zip Code:

County: SSO Location Description:

B. SSO DESCRIPTION

SSO Appearance Point (check one or more): ☐ Building/Structure  ☐ Force Main  ☐ Gravity Sewer  ☐ Pump Station  ☐ Other Sewer System Structure (i.e. cleanout)  ☐ Manhole- Structure ID#:  ☐ Other (specify):

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

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

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

Discharged into: ☐ Ocean/ocean beach  ☐ Waters of the state other than ocean  ☐ Drainage channel  ☐ Combined storm drain  ☐ Separate storm drain  ☐ Paved surface  ☐ Unpaved surface  ☐ Building/structure  ☐ Street/curb/gutter  ☐ Other:

Provide name(s) of affected drainage channels, beach, etc.:

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

Est. volume that reached a separate storm drain that flows to a surface water body:  gal Recovered:  gal

Est. volume that reached a drainage channel that flows to a surface water body:  gal Recovered:  gal

Est. volume discharged directly to a surface water body:  gal Recovered:  gal

Est. volume discharged to land:  gal Recovered:  gal

Calculation Methods: ☐ Eyeball  ☐ Photo Comparison  ☐ Upstream Connections  ☐ Area/Volume  ☐ Lower Lateral  ☐ Other (describe):

NOTE: Attach all SSO Volume Estimation documentation including calculations and summary.

C. SSO OCCURRING TIME

Estimated SSO start date:  Estimated SSO start time:

Date SSO reported to sewer crew:  Time SSO reported to sewer crew:

Date sewer crew arrived:  Time sewer crew arrived:

Who was interviewed to help determine start time?

* If multiple appearance points, use the GPS coordinates for the location of the SSO appearance point closest to the failure point/blockage.
© 2014 DKF Solutions Group, LLC. All rights reserved.
**Ross Valley Sanitary District**  
**Overflow Emergency Response Plan**  
**Sanitary Sewer Backup Response Packet**  
**Sanitary Sewer Overflow Report**

### D. CAUSE OF SSO

<table>
<thead>
<tr>
<th>Location of Blockage:</th>
<th>Main</th>
<th>Lateral</th>
<th>Other:</th>
</tr>
</thead>
</table>

**SSO cause (check all that apply):**
- Debris/Blockage
- Flow exceeded capacity
- Grease
- Operator error
- Pipe problem/failure
- Pump station failure
- Rainfall exceeded design
- Vandalism
- Inflow/infiltration
- Animal carcass
- Electrical power failure
- Bypass
- Debris from laterals
- Construction Debris

**Other (specify):**

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

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

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

**Description of terrain surrounding point of blockage/SSO cause:**
- Flat
- Mixed
- Steep

### E. SSO RESPONSE

**SSO response activities (check all that apply):**
- Cleaned up
- Contained all/portion of SSO
- TV inspection
- Restored flow
- Returned all/portion of SSO to sanitary sewer
- Other (specify):

**SSO response completed (date & time):**

**Visual inspection result of impacted waters (if applicable):**

**Any fish killed?**
- Yes
- No

**Any ongoing investigation?**
- Yes
- No

**Were health warnings posted?**
- Yes
- No

**If yes, provide health warning/beach closure posting/details:**

**Was there a beach closure?**
- Yes
- No

**If yes, name of closed beach(es):**

**Were samples of impacted waters collected?**
- Yes
- No

**If YES, select the analyses:**
- DO
- Ammonia
- Bacteria
- pH
- Temperature
- Other:

**Recommended corrective actions: (check all that apply and provide detail)**
- Clean line again ASAP:
- CCTV:
- Re-CCTV:
- Additional work:
- Cleaning schedule change:
- Cleaning method change:
- Fog investigation:
- Repair line segment:
- Replace line segment:
- Additional comments:

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Role</th>
</tr>
</thead>
</table>

### F. NOTIFICATION DETAILS

**CalOES contacted date and time (if applicable):**

**CalOES Control Number (if applicable):**

**Spoke to:**

### G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES

**CURRENT PM FREQUENCY:**

**DATE OF LAST PM:**

**RECOMMENDED ACTIONS:**
- TV
- RE-RUN
- CHANGE CLEANING SCHEDULE
- REPAIR LINE SEGMENT
- REPLACE LINE SEGMENT
- OTHER (describe):
REPORTED BY

Call Address: __________________________________________________________________

On Service Request

Caller Name: ___________________________________________ Phone: _____________________

Receipt of Call: Date: _____/_____/______ Time: ______:_____ AM □ PM Call Received By: __________________

Call Dispatch: _____/_____/______ Time: ______:_____ AM □ PM Assigned To: _______________________

RVSD Arrival Time: Date: _____/_____/______ Time: ______:_____ AM □ PM

SPILL START TIME NOTES

Caller Interview: Where did you see sewage spill from? From: Manhole □ Inside Building □ C/O □

☐ Wet well/Lift station ☐ Other ____________________________

Time Caller noticed spill: _______:_________ AM □ PM Date: __________/________/________

Comments:

__________________________________________________________________________________

Last time Caller observed NO Spill occurring: _______:_________ AM □ PM Date: __________/________/________

Comments:

__________________________________________________________________________________

SSO End Time _______:_________ AM □ PM Date: __________/________/________

Other Comments regarding spill start time:

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

________________________ ____________________________
Date: __________/________/________
First Responders: This check list is intended as guide and needs to be evaluated and tailored for site specific needs and conditions.

Response to SSO:

1. After notification of a sewer related issue, contact resident or party who made the service request

2. Obtain the facts from contact person.

3. Contact the other responding personnel and give information to let them know what to bring out to the site or give necessary instructions for them.

4. Contact the Operations and Maintenance Manager or designee, and provide information.

5. Responding personnel, follow the instructions from the First Responder.

6. First Responder drives to site with District vehicle and starts to document the incident with videos and photos. If possible starts the process of mitigation. Give only the information you know to be true. Make no assumptions. The investigation process will obtain the data required and call back will be made.
SPILL LOCATION

Observed: Spill from: ☐ Manhole ID _______________________ ☐ Lift Station ID _______________________

☐ Clean Out Address ______________________________________________________________________________________

Comments: _________________________________________________________________________________________

☐ Building Address ______________________________________________________________________________________

Comments: __________________________________________________________________________________________

Spill Destination: ☐ Building ☐ Paved Surface ☐ Storm Sys ☐ Curb/Gutter ☐ Unpaved ☐ Surface Water

Answer these three questions:

#1 - Was it ≥ 1,000 gallons? ______ Yes ______ No
#2 - Was there a discharge to a drainage channel and/or surface water? ______ Yes ______ No
#3 - Was there a discharge to storm drain pipe that was “NOT” fully captured & returned to the sanitary sewer system? ______ Yes ______ No
#4 – Investigation ongoing ______ Yes ______ No

If answer is “yes” to any of the 3 questions above, the SSO is a Category 1.

SPILL VOLUME WORKSHEET

The purpose of this worksheet is to capture the data and method(s) used in estimating the volume of an SSO. Since there are many variables and often unknown values involved, this calculation is just an estimate. Additionally, it is useful to use more than one method, if possible, to validate your estimate.

The following methods and tools are the approved methods in the SOP CS-103 SSO Response. Check all methods and tools that you used:

☐ Eyeball Estimate Method
☐ Measured Volume Method
☐ Duration and Flow Rate Method (Account for diurnal flow pattern for long duration)
☐ RVSD SSO Flow Rate Estimating Tool
☐ Other (explain) i.e.; estimated daily use per capita upstream or meter @ Pump Station.
Eyeball Estimate Method- Imagine a bucket(s) or barrel(s) of water tipped over.

<table>
<thead>
<tr>
<th>Size of bucket(s) or barrel(s)</th>
<th>How many of this Size?</th>
<th>Multiplier</th>
<th>Total Volume Estimated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 gal. water jug</td>
<td></td>
<td>X 1</td>
<td></td>
</tr>
<tr>
<td>5 gal. bucket</td>
<td></td>
<td>X 5</td>
<td></td>
</tr>
<tr>
<td>32 gal. trash can</td>
<td></td>
<td>X 32</td>
<td></td>
</tr>
<tr>
<td>55 gal drum</td>
<td></td>
<td>X 55</td>
<td></td>
</tr>
<tr>
<td>Total Volume Estimated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using Eyeball Method</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Measured Volume Method (this may take several calculation as may have to break down the odd shaped spill to rectangles, circles, and polygons) It is important when guessing depth to measure, if possible in several locations and use an average depth. Use the SSO Volume Estimate by Area Work Sheet, if necessary, to sketch the shapes and show your work.

1. Draw a sketch of the spill SSO Volume Estimate by Area Work Sheet, or use a photo copy of USD block book to draw on and attach it.
2. Draw shapes and dimensions used on your sketch
3. Use correct formula for various shapes

<table>
<thead>
<tr>
<th>Rectangle</th>
<th>L x W x D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circle</td>
<td>3.14 x R² x D</td>
</tr>
<tr>
<td>Polygons see reference chart</td>
<td>Show formula used</td>
</tr>
</tbody>
</table>

Duration and Flow Rate Method worksheet:

<table>
<thead>
<tr>
<th>Start Date and Time</th>
<th>1.</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Date and time</td>
<td>2.</td>
</tr>
<tr>
<td>Total time elapsed of SSO event (subtract line 1 from line 2. Show time in minutes)</td>
<td>3.</td>
</tr>
<tr>
<td>Average flow rate GPM (account for diurnal pattern)</td>
<td>4.</td>
</tr>
<tr>
<td>Total volume estimate using duration and flow rate method (Line 3 x Line 4)</td>
<td>5.</td>
</tr>
</tbody>
</table>
CAUSE OF SPILL

Spill Cause: [ ] Roots  [ ] Grease  [ ] Debris  [ ] Vandalism  [ ] Lift Sta. Fail  [ ] Other _________________________________

☐ Spill cause to be determined by CCTV inspection (Attach TV Report to this form)

Final Cause Determination:
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________

Follow-up or Corrective Action Taken:
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________
_____________________________________________________________________________________________________

SPILL CONTAINMENT

Containment Implemented: __________:__________  [ ] AM  [ ] PM  Date: _________/_______/________

Containment Measures:  [ ] Plugged Storm Drain  [ ] Washed Down  [ ] Vacuum Up Water/Sewage

☐ Other Measures: ________________________________________________________________
_________________________________________________________________________________________________________
______________________________________________________________________________________________
___________________________________________________________________
_________________________________________________________________________________________________________
_________________________________________________________________________________________________________
_________________________________________________________________________________________________________
CLEAN UP

Clean Up Begin: ________:_______ □ AM □ PM Date: _________/________/________
Clean Up Complete: ________:_______ □ AM □ PM Date: _________/________/________
Describe Clean Up Operations: ________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________ Gallons – Estimate Volume of Spill Recovered (do not count wash down water)

OTHER IMPORTANT MILESTONES

Contacted Superintendent: ________:_______ □ AM □ PM Date: _________/________/________
Requested Additional EE’s/Equip: ________:_______ □ AM □ PM Date: _________/________/________
Requested Additional EE’s/Equip: ________:_______ □ AM □ PM Date: _________/________/________
Requested Additional EE’s/Equip: ________:_______ □ AM □ PM Date: _________/________/________
Departure Time: ________:_______ □ AM □ PM Date: _________/________/________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

REPORTING

Report to Cal-EMA: Date:___________ ________:_______ □ AM □ PM (Cat.1 Only) (800) 852-7550 By: _______________________
Control Number provided by Cal-EMA: _____________________________________________
Name of Person Contacted: _____________________________________________________ or Left Message: □
Report to MCEH Date:___________ ________:_______ □ AM □ PM Phone: 499-6907 By: _______________________
Name of Person Contacted: _____________________________________________________ or Left Message: □
Operations and Maintenance Manager, Line Maintenance Supervisor or Designee

1. Complete the following information:
   - Title: ____________________________________________
   - Name: __________________________________________
   - Phone: __________________________________________
   - Today's Date: ____________________________________

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

3. Place the originals back in the Backup Response Envelope and forward envelope with original forms to the Administrative Officer:
   - Form BP-2: Bubbled Toilets Letter
   - Form BP-3: First Responder Form
   - Form BP-4: Declination of Cleaning Services
   - Form BP-5: Lodging Authorization Form
   - Form BP-6: Rejection of Relocation Recommendation
   - Form BP-7: Sanitary Sewer Overflow Report
   - Form BP-8: RVSD SSO Response – Field Documentation
   - Form BP-9: Claims Submittal Checklist *(this form)*
   - All photos taken *(hardcopy or electronic)*
   - 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 Failure Analysis

Business Manager

1. Verify claims packet is complete and forward to
   Carl Warren and Co.
   Attention: Mauri McGuire
   2300 Clayton Road, Concord, CA 94520
   Telephone: (707) 732-6728 or (805) 650-7020 ext. 1003
   Cell: (805) 509-1426
   Email: mmcguire@carlwarren.com
2. Coordinate with Carl Warren and Co. as they administer the claim to closure
To be completed by the Operations and Maintenance Manager, Line Maintenance Supervisor or Designee

<table>
<thead>
<tr>
<th>Incident Report #</th>
<th>Prepared By</th>
</tr>
</thead>
</table>

**SSO/Backup Information**

<table>
<thead>
<tr>
<th>Event Date/Time</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Spilled</td>
<td>Volume Recovered</td>
</tr>
</tbody>
</table>

**Cause**

**Summary of Historical SSOs/Backups/Service Calls/Other Problems**

<table>
<thead>
<tr>
<th>Date</th>
<th>Cause</th>
<th>Date Last Cleaned</th>
<th>Crew</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Records Reviewed By  
Record Review Date

**Summary of CCTV Information**

<table>
<thead>
<tr>
<th>CCTV Inspection Date</th>
<th>Tape Name/Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CCTV Tape Reviewed By</th>
<th>CCTV Review Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Observations

**Recommendations**

- No Changes or Repairs Required
- Maintenance Equipment
- Maintenance Frequency
- Repair (Location and Type)

Add to Capital Improvement Rehabilitation/Replacement List: [ ] Yes  [ ] No
<table>
<thead>
<tr>
<th>Line Maintenance Supervisor:</th>
<th>Operations and Maintenance Managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Date</td>
<td>Review Date:</td>
</tr>
</tbody>
</table>
The backup appears to be as a result of a failure in your private sewer lateral.

- District field crews have determined that the cause of the backup is due to a problem in your private lateral.
- Please cease all activities contributing to the backup.
- As a homeowner you are responsible for the maintenance and repair of your private lateral from the home to the point of connection with the District’s sewer line.
- At this time you will need to hire a contractor to clear the blockage for you. You will find a list of RVSD Qualified Contractors enclosed in this envelope. You are not required to choose a contractor on this list, nor is this list intended to be all inclusive of the contractors able to perform this work.
- Please allow the District field crews to take pictures of the spill area.
- Please find enclosed in this envelope the following items for your information:
  - Sewer Spill Reference Guide (pamphlet)
  - Relevant Excerpts from the District’s Specifications for Lateral Sewers
  - District’s Standard Specifications and Drawings for Backflow Prevention Devices. You may review these documents with the District Field Point of Contact or contact our offices at a later date.
  - District's List of Qualified Contractors. You are not required to use one of the contractors on this list nor is this list intended to be all inclusive of contractors able to perform the work.

- You may qualify for funds dedicated to helping homeowners replace their private laterals. Please find enclosed information regarding our Lateral Replacement Grant Program. Additional information can be found on our website or by calling our office.

Ross Valley Sanitary District
2960 Kerner Boulevard
San Rafael, CA 94901
(415) 259-2949
Sanitary Code of District No. 1
(also known as the Ross Valley Sanitary District)

ARTICLE IV
SPECIFICATIONS FOR SIDE SEWERS,
BUILDING SEWERS, LATERAL SEWERS
AND CONNECTIONS

Section 403: SEPARATE SEWERS. Except as provided for in this code, every house and building requiring sewer service shall be separately and independently connected with the Public Sewer. No two separate owners of adjacent lots shall be permitted to join in the use of the same side sewer.

Section 407: OWNERSHIP AND MAINTENANCE OF SIDE SEWER. Side sewers shall be owned and maintained by the owner of the property served thereby.

Section 411: CLEANOUT. Each side sewer shall be provided with a wye clean-out fitting of the same material and placed at the direction of the District Manager or Superintendent.

Section 414: BACKWATER PREVENTION DEVICES: All Side Sewers for new construction shall be equipped with a District-approved backwater prevention device, a check valve or both as deemed appropriate by the District. Any Existing Side Sewer that experiences a backup or flood out which occurs by reason of a blockage in the Public Sewer shall be similarly equipped with an approved backwater prevention device, check valve, or both as deemed appropriate by the District. Furthermore, should the District make a determination, based upon without limitation, observable property conditions, that the installation of a backwater prevention device is warranted, such device shall be installed, pursuant to the provisions set forth below. In the event that the property owner, after written notice from the District, fails to install the appropriate device(s) within ninety (90) days of such notice, the District shall have the right to install the appropriate backwater prevention device(s) and bill the property owner for the cost thereof. If full payment is not made within sixty (60) days of the date of billing, the property owner shall be in violation of this ordinance, and the District shall have the right to place a lien upon the property or to disconnect the sewer facilities pursuant to Section 805. If the Property owner fails to install such device after notice from the District and the District does not exercise its right to install the appropriate backwater prevention device(s), the District shall not be responsible for any injury or damage which results from a future backup or flood out.
OVERVIEW OF SIDE SEWER REQUIREMENTS
Section 1: GENERAL INFORMATION

2-06 Cleanouts: Cleanouts must be installed at the following locations: a) at the junction of the building plumbing and the side sewer (two feet or less, outside the building); b) at each bend or change in direction of the side sewer greater than 45° (1/8 bend); c) where a run of pipe without bends exceeds ninety feet; and d) where the side sewer exits the property (property line). All cleanouts, except the blowoff cleanout, must be brought to grade, properly capped, and completely watertight.

2-07 Backwater Prevention Device (Blowoff Cleanout): All side sewers must be equipped with a backwater prevention device (blowoff cleanout) as shown in the Standard Drawing SD-6. The elevation of the overflow rim of the backwater prevention device must be at least three inches above finish grade and at least six inches below the lowest plumbing fixture. In driveways or other paved areas, a line must be installed to the side from a wye to the backwater prevention device. If the installation is not feasible, a check valve must be installed in the side sewer ahead of the backwater prevention device in accordance with Standard Drawing SD-7.
CLeanouts located under paved driveways, walkways, etc. shall be raised to grade and installed in precast conc meter boxes flush fitted to paving w/galvanized steel checkered plate traffic lids marked "sewer", Christy B9 w/ 51015 lid, or equal, as directed by the district.

**STANDARD CLEANOUT**

**TYPE A BACKWATER PREVENTION DEVICE**

**NOTES:**

1. A standard 4” cleanout is the minimum district requirement.
2. A backwater prevention device is required and shall be installed on all side sewers.
3. A type "A" backwater prevention device shall be installed in a location where sewage can overflow on the surrounding area without damage to property.
4. If the difference in elevation of the lowest fixture and the type "A" backwater prevention device is less than six (6) inches, a backwater check valve shall be installed as shown in standard detail SD 7.
The following list of Qualified Contractors is provided by Ross Valley Sanitary District (RVSD) of Marin County as a service to its residents and may be used for information purposes only. This list is comprised of contractors by the use of historical data, whereby we have observed and inspected their work in the field. The District makes no preference to the contractors listed herein. All contractors listed below are properly licensed, do not have any outstanding matters with RVSD, and have not presented any misleading or confusing print media about the District’s Lateral Replacement Grant Program (LRGP). We do not warrant that the information is current, although every effort is made to ensure that it is kept as current as possible. RVSD assumes no responsibility for any direct, indirect, incidental or consequential damages arising out of or relating to the Contractors. No advice or information given by RVSD shall create any warranty or liability.

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
<th>Fax or email</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB Plumbing</td>
<td>507 Oxford St</td>
<td>San Francisco</td>
<td>94134</td>
<td>(415) 333-5566</td>
<td>(415) 333-5568</td>
</tr>
<tr>
<td>All Terrain Engineering</td>
<td>PO Box 71098</td>
<td>Richmond</td>
<td>94807</td>
<td>(415) 459-1488</td>
<td><a href="mailto:don@allterraininc.com">don@allterraininc.com</a></td>
</tr>
<tr>
<td>Allen Mechanical</td>
<td>1268 Dogwood Drive</td>
<td>Santa Rosa</td>
<td>95403</td>
<td>(707) 703-2600</td>
<td><a href="mailto:allenmechanical@rocketmail.com">allenmechanical@rocketmail.com</a></td>
</tr>
<tr>
<td>American Leak Detection</td>
<td>1201 Andersen Drive</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 883-1690</td>
<td>(415) 485-1250</td>
</tr>
<tr>
<td>Amesos Plumbing Inc.</td>
<td>1525 Francisco Blvd.</td>
<td>E. San Rafael</td>
<td>94901</td>
<td>(415) 457-6363</td>
<td>(415) 457-6330</td>
</tr>
<tr>
<td>Barcowski Inc dba Sunshine Construction</td>
<td>4136 Redwood Hwy Ste 13</td>
<td>San Rafael</td>
<td>94903</td>
<td>(415) 479-5566</td>
<td>(415) 479-8002</td>
</tr>
<tr>
<td>Ben Franklin Plumbing</td>
<td>517 Jacoby St</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 459-5909</td>
<td><a href="mailto:kimba_barios@yahoo.com">kimba_barios@yahoo.com</a></td>
</tr>
<tr>
<td>Brown Construction</td>
<td>13767 N. Bloomfield Rd.</td>
<td>Nevada City</td>
<td>95959</td>
<td>(415) 450-8473</td>
<td><a href="mailto:alastairbrown@att.net">alastairbrown@att.net</a></td>
</tr>
<tr>
<td>California Dirt Inc.</td>
<td>1201 Andersen Dr. Unit 1</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 256-1661</td>
<td><a href="mailto:gerryconcrete@aol.com">gerryconcrete@aol.com</a></td>
</tr>
<tr>
<td>City Front Plumbing</td>
<td>50 Tiburon Street Ste 25</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 454-6737</td>
<td>(415) 454-6797</td>
</tr>
<tr>
<td>Cimino Construction Co</td>
<td>3241 Skillman Lane</td>
<td>Petaluma</td>
<td>94952</td>
<td>(707) 781-0871</td>
<td><a href="mailto:ciminoconst@comcast.net">ciminoconst@comcast.net</a></td>
</tr>
<tr>
<td>Condor Construction Inc.</td>
<td>18 Broadmoor Ave.</td>
<td>San Anselmo</td>
<td>94960</td>
<td>(415) 456-8497</td>
<td>(415) 456-8497</td>
</tr>
<tr>
<td>Doke’s Plumbing Inc</td>
<td>1201 Anderson Dr Ste J</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 453-7508</td>
<td>(415) 453-7509</td>
</tr>
<tr>
<td>Frank Thomas Plumbing Co</td>
<td>68 Medway Road</td>
<td>San Anselmo</td>
<td>94960</td>
<td>(415) 686-4236</td>
<td><a href="mailto:frankthomasplumbing@gmail.com">frankthomasplumbing@gmail.com</a></td>
</tr>
<tr>
<td>Gene Burch Plumbing</td>
<td>14 Commercial Blvd. 133</td>
<td>Novato</td>
<td>94949</td>
<td>(415) 883-8135</td>
<td>(415) 883-1814</td>
</tr>
<tr>
<td>Goltermann Construction</td>
<td>316 Petaluma Blvd.</td>
<td>So. Petaluma</td>
<td>94952</td>
<td>(707) 753-1111</td>
<td><a href="mailto:prohomeseller@comcast.net">prohomeseller@comcast.net</a></td>
</tr>
<tr>
<td>Gopher-it Trenchless</td>
<td>939 Oak Street</td>
<td>Sonoma</td>
<td>95476</td>
<td>(707) 756-0113</td>
<td><a href="mailto:gopheritrenchless@gmail.com">gopheritrenchless@gmail.com</a></td>
</tr>
<tr>
<td>Gotelli Plumbing Co.</td>
<td>21 Lovell Ave.</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 457-1145</td>
<td>(415) 456-1744</td>
</tr>
<tr>
<td>Grier Argall Plumbing Inc.</td>
<td>336 Laurel Ave.</td>
<td>San Anselmo</td>
<td>94960</td>
<td>(415) 457-0748</td>
<td>(415) 456-3929</td>
</tr>
<tr>
<td>Hardiman Construction</td>
<td>3 Heather Way</td>
<td>Larkspur</td>
<td>94939</td>
<td>(415) 847-0010</td>
<td><a href="mailto:hardimanconst@pacbell.net">hardimanconst@pacbell.net</a></td>
</tr>
<tr>
<td>Harkin Services</td>
<td>644 Santana Rd</td>
<td>Novato</td>
<td>94945</td>
<td>(415) 806-4586</td>
<td>(415) 897-5775</td>
</tr>
<tr>
<td>H &amp; R Plumbing &amp; Drain Cleaning</td>
<td>3990 La Cima Rd</td>
<td>El Sobrante</td>
<td>94803</td>
<td>(510) 222-5556</td>
<td>(510) 222-4627</td>
</tr>
<tr>
<td>John’s Plumbing &amp; Sewer Service</td>
<td>620 Eldridge Court</td>
<td>Novato</td>
<td>94947</td>
<td>(415) 898-2867</td>
<td>(415) 898-1001</td>
</tr>
<tr>
<td>Kilpatrick’s</td>
<td>6078 Delta Court</td>
<td>Rohnert Park</td>
<td>94928</td>
<td>(415) 265-1661</td>
<td>(707) 206-0860</td>
</tr>
<tr>
<td>Linscott Engineering Contractors Inc.</td>
<td>397 Smith Ranch Rd.</td>
<td>San Rafael</td>
<td>94903</td>
<td>(415) 492-1755</td>
<td>(415) 492-0301</td>
</tr>
<tr>
<td>Marin H2O Inc.</td>
<td>40 Paul Drive</td>
<td>San Rafael</td>
<td>94903</td>
<td>(415) 479-8411</td>
<td>(415) 472-2766</td>
</tr>
<tr>
<td>Marin Mechanical II Inc.</td>
<td>3100 Kerner Blvd. Ste B1</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 485-4472</td>
<td>(415) 485-4371</td>
</tr>
<tr>
<td>Marin Plumbing</td>
<td>40 Montego Key</td>
<td>Novato</td>
<td>94949</td>
<td>(415) 883-1243</td>
<td><a href="mailto:briancooke@juno.com">briancooke@juno.com</a></td>
</tr>
<tr>
<td>Mason Plumbing Inc.</td>
<td>80 Chester Ave</td>
<td>Fairfax</td>
<td>94930</td>
<td>(415) 456-4554</td>
<td>(415) 456-4551</td>
</tr>
<tr>
<td>Medina Plumbing</td>
<td>1625 Sir Francis Drake</td>
<td>Fairfax</td>
<td>94930</td>
<td>(415) 455-8285</td>
<td>(415) 726-7569 cell</td>
</tr>
<tr>
<td>Mike Schultz Construction</td>
<td>411 Tamalpais Dr.</td>
<td>Corte Madera</td>
<td>94925</td>
<td>(415) 302-7370</td>
<td><a href="mailto:mikebschultz@sbcglobal.net">mikebschultz@sbcglobal.net</a></td>
</tr>
</tbody>
</table>

Check with the Better Business Bureau – Phone 510-844-2000/ website: www.bbb.com

© 2014 DKF Solutions Group, LLC. All rights reserved.
Note: Any contractor wishing to have their Company’s name added to this list should contact Ross Valley Sanitary District’s Engineering Department at 415-259-2949
Contractor List Updated on: 9/11/2013
The following list of Qualified Contractors is provided by Ross Valley Sanitary District (RVSD) of Marin County as a service to its residents and may be used for information purposes only. This list is comprised of contractors by the use of historical data, whereby we have observed and inspected their work in the field. The District makes no preference to the contractors listed herein. All contractors listed below are properly licensed, do not have any outstanding matters with RVSD, and have not presented any misleading or confusing print media about the District’s Lateral Replacement Grant Program (LRGP). We do not warrant that the information is current, although every effort is made to ensure that it is kept as current as possible. RVSD assumes no responsibility for any direct, indirect, incidental or consequential damages arising out of or relating to the Contractors. No advice or information given by RVSD shall create any warranty or liability.

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Address</th>
<th>City</th>
<th>Zip</th>
<th>Phone</th>
<th>Fax or email</th>
<th>License #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mike Testa Plumbing Inc.</td>
<td>4244 Redwood Hwy.</td>
<td>San Rafael</td>
<td>94903</td>
<td>(415) 479-0110</td>
<td>(415) 479-5434</td>
<td>519618</td>
</tr>
<tr>
<td>Miksis Services Inc.</td>
<td>55 Healdsburg Ave</td>
<td>Healdsburg</td>
<td>95448</td>
<td>(707) 433-8053</td>
<td>(707) 433-8085</td>
<td>544530</td>
</tr>
<tr>
<td>Millsap Degnan &amp; Associates</td>
<td>4280 Redwood Hwy Ste 10</td>
<td>San Rafael</td>
<td>94903</td>
<td>(415) 472-4244</td>
<td><a href="mailto:ddegnan@millsapdegnan.com">ddegnan@millsapdegnan.com</a></td>
<td>777635</td>
</tr>
<tr>
<td>Mr Rooter Plumbing</td>
<td>131 Camino Dorado</td>
<td>Napa</td>
<td>94558</td>
<td>(707) 252-6578</td>
<td>(707) 258-8662</td>
<td>511333</td>
</tr>
<tr>
<td>Newtown Construction</td>
<td>3100 Kerner Blvd. Ste U</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 342-7559</td>
<td>800-684-6991</td>
<td>577810</td>
</tr>
<tr>
<td>Northstar Plumbing</td>
<td>1671 Northstar Drive</td>
<td>Petaluma</td>
<td>94954</td>
<td>(707) 338-0094</td>
<td><a href="mailto:sgplumber@comcast.net">sgplumber@comcast.net</a></td>
<td>953010</td>
</tr>
<tr>
<td>O’Connell Plumbing</td>
<td>18 Hill Avenue</td>
<td>Fairfax</td>
<td>94930</td>
<td>(415) 457-8932</td>
<td>(415) 485-1991</td>
<td>841039</td>
</tr>
<tr>
<td>O’Fiaro Building &amp; Engineering</td>
<td>217 South 1st Street</td>
<td>Richmond</td>
<td>94804</td>
<td>(510) 233-4292</td>
<td><a href="mailto:ofiaro@sbcglobal.net">ofiaro@sbcglobal.net</a></td>
<td>450916</td>
</tr>
<tr>
<td>Paul’s Plumbing Service</td>
<td>375 W. Cintura Ave</td>
<td>Lagunitas</td>
<td>94938</td>
<td>(415) 488-9375</td>
<td><a href="mailto:pdubdub@gmail.com">pdubdub@gmail.com</a></td>
<td>716272</td>
</tr>
<tr>
<td>Pedro Femenia &amp; Sons</td>
<td>PO Box 2196</td>
<td>Mill Valley</td>
<td>94942</td>
<td>(415) 721-7473</td>
<td>(415) 721-7411</td>
<td>392227</td>
</tr>
<tr>
<td>Pipe Spy</td>
<td>PO Box 503</td>
<td>Larkspur</td>
<td>94977</td>
<td>(415) 927-0287</td>
<td><a href="mailto:myles.pipespy@gmail.com">myles.pipespy@gmail.com</a></td>
<td>909818</td>
</tr>
<tr>
<td>Plumbing Pros</td>
<td>PO Box 1182</td>
<td>Novato</td>
<td>94948</td>
<td>(415) 987-7767</td>
<td><a href="mailto:plumbingpros@ymail.com">plumbingpros@ymail.com</a></td>
<td>921603</td>
</tr>
<tr>
<td>Plumbing Repair Specialists</td>
<td>140 Gary Place</td>
<td>San Rafael</td>
<td>94901</td>
<td>(415) 453-6682</td>
<td>(415) 454-6160</td>
<td>460208</td>
</tr>
<tr>
<td>Preferred Plumbing &amp; Drain</td>
<td>1989 Olivera Rd Ste F</td>
<td>Concord</td>
<td>94520</td>
<td>(925) 677-0900</td>
<td>(925) 677-0917</td>
<td>848878</td>
</tr>
<tr>
<td>R.T. Wilson Plumbing</td>
<td>PO Box 286</td>
<td>Forest Knolls</td>
<td>94933</td>
<td>(415) 488-1806</td>
<td>(415) 609-5903 cell</td>
<td>723535</td>
</tr>
<tr>
<td>Rapidflo dba Bragg Plumbing</td>
<td>354 Bel Marin Keys Ste C</td>
<td>Novato</td>
<td>94949</td>
<td>(415) 382-1215</td>
<td>(415) 382-1095</td>
<td>821844</td>
</tr>
<tr>
<td>Reggie’s Reliable Plumbing Service</td>
<td>1627 Center Rd.</td>
<td>Novato</td>
<td>94948</td>
<td>(415) 686-2440</td>
<td>(415) 532-1819</td>
<td>948155</td>
</tr>
<tr>
<td>Roto Rooter</td>
<td>885 Olive Ave Suite D</td>
<td>Novato</td>
<td>94945</td>
<td>(415) 898-2700</td>
<td>(415) 898-6074</td>
<td>288461</td>
</tr>
<tr>
<td>Roy’s Sewer Service Inc.</td>
<td>577 Portal Street</td>
<td>Cotati</td>
<td>94931</td>
<td>(415) 892-5480</td>
<td><a href="mailto:wwall@sonic.net">wwall@sonic.net</a></td>
<td>491815</td>
</tr>
<tr>
<td>R.V. Stitch Construction Inc.</td>
<td>PO Box 1707</td>
<td>Richmond</td>
<td>94802</td>
<td>(415) 310-1355</td>
<td>(510) 412-8831</td>
<td>530135</td>
</tr>
<tr>
<td>Sewer Connection Inc.</td>
<td>5017 Appian Way</td>
<td>El Sobrante</td>
<td>94564</td>
<td>(800) 655-7473</td>
<td>(510) 758-4100</td>
<td>796452</td>
</tr>
<tr>
<td>Starving Plumbers</td>
<td>12 E. Sir Francis Drake</td>
<td>Larkspur</td>
<td>94939</td>
<td>(415) 925-1234</td>
<td>(415) 925-1802</td>
<td>759372</td>
</tr>
<tr>
<td>Team Ghilotti Inc</td>
<td>2531 Petaluma Blvd.</td>
<td>So. Petaluma</td>
<td>94952</td>
<td>(707) 763-8700</td>
<td>(707) 762-1430</td>
<td>895384</td>
</tr>
<tr>
<td>The Trenchless Co.</td>
<td>600 Broadway Ste #C</td>
<td>Sacramento</td>
<td>95818</td>
<td>(916) 455-4433</td>
<td>(916) 454-4859</td>
<td>775703</td>
</tr>
<tr>
<td>Tight Access Excavation Inc</td>
<td>6804 Orchard Station</td>
<td>Sebastopol</td>
<td>95472</td>
<td>(707) 792-0369</td>
<td>(707) 795-8975</td>
<td>687105</td>
</tr>
<tr>
<td>United Vi Plumbing</td>
<td>PO Box 5336</td>
<td>Novato</td>
<td>94948</td>
<td>(415) 883-3900</td>
<td><a href="mailto:unitedviplumbing@yahoo.com">unitedviplumbing@yahoo.com</a></td>
<td>900215</td>
</tr>
<tr>
<td>W.R. Forde Associates</td>
<td>984 Hensley Street</td>
<td>Richmond</td>
<td>94801</td>
<td>(510) 215-9338</td>
<td>(510) 215-9867</td>
<td>814744</td>
</tr>
<tr>
<td>White Water Plumbing</td>
<td>138 F. Hamilton Drive</td>
<td>Novato</td>
<td>94949</td>
<td>(415) 902-5443</td>
<td><a href="mailto:wwplumb@yahoo.com">wwplumb@yahoo.com</a></td>
<td>875153</td>
</tr>
<tr>
<td>Wilson’s Plumbing</td>
<td>85 Alder Ave.</td>
<td>San Anselmo</td>
<td>94960</td>
<td>(415) 457-6941</td>
<td>(415) 457-7509</td>
<td>623217</td>
</tr>
<tr>
<td>Zaragoza Plumbing</td>
<td>PO Box 889</td>
<td>Novato</td>
<td>94948</td>
<td>(415) 798-0402</td>
<td><a href="mailto:zaragozajavi@gmail.com">zaragozajavi@gmail.com</a></td>
<td>929648</td>
</tr>
</tbody>
</table>
Note: Any contractor wishing to have their Company’s name added to this list should contact
Ross Valley Sanitary District's Engineering Department at 415-259-2949
Contractor List Updated on: 9/11/2013
Customer Service Packet

Contents:

Form Form Number
Customer Information Letter ................................................................. CS-1
Claim Form ............................................................................................. -2
Sewer Spill Reference Guide ...............................................................pamphlet

Instructions:

1. Review the Customer Information letter to determine actions that need to be taken immediately.
2. See the Customer Information letter for information about filing a claim.

This packet provided by:

Name: ________________________________
Title: ________________________________
Telephone: __________________________

If you have any questions contact:

Business Manager at (415) 259-2949
Dear Resident:

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

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

The cleaning contractor provided by the District has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost-effective and expeditious cleaning services. You also have the right to select your own cleaning contractor, but the District does not guarantee payment of fees/expenses incurred and reserves the right to dispute fees/expenses deemed not usual and customary.

If you wish to discuss this matter, please contact the Business and Administrative Services Manager at (415) 259-2949. If you wish to submit a claim for damages, please complete the claim form in this packet. Completed Claim Forms are to be submitted to the Business Manager at 2960 Kerner Boulevard, San Rafael, CA 94901.

Claims against the District must comply with the California Government Code Sec. 910-913.2. The Business and Administrative Services Manager has the responsibility for processing any claims for damages that are submitted and can be reached at (415) 259-2949.

What you need to do now:

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

- Do not attempt to clean the area yourself; let the cleaning and restoration company handle this.
- Keep people and pets away from the affected area(s).
- Turn off all appliances that use water.
- Turn off heating/air conditioning systems.
- Do not remove items from the area – the cleaning and restoration company will handle this.
- If you had recent plumbing work, contact your plumber or contractor and inform them of this incident.
- If you intend to file a claim, do so as soon as practical in order to have your claim considered.

Please Note: The general provisions for the filing of claims against public entities are contained in Part 3 (commencing at Section 900) of Division 3.6 of the Government code. Certain claims are not governed by these provisions, including tax and assessment matters, liens, employee compensations, workers’ compensation, unemployment compensation, welfare, securities, and others.

The form and contents of a claim are specified by Section 910, et seq. A claim relating to a cause of action for death or for injury to person or to personal property or growing crops shall be presented not later than six months after accrual of the cause of action; other claims shall be presented within one year (Section 911.2).

Claims are to be presented by delivery or mailing to the Ross Valley Sanitary District Business and Administrative Services Manager at 2960 Kerner Boulevard, San Rafael, CA 94901 (Section 915).

It is suggested that the claimant refer to claims law and be fully advised with respect to the exceptions and further provisions contained therein.

Important Legal Notice: For your protection, read carefully, obtain a reliable translation, and/or consult your attorney.

Noticia Legal Importante: Para su proteccion lea usted con cuidado debe de obtener una translacion que sea puntual y de confianza o consulte con su abogado.
Estimado vecino:

Reconocemos que los incidentes provocados por el reflujo de aguas cloacales pueden ser estresantes y exigen una respuesta inmediata cuando se desconocen los hechos relacionados con la causa del incidente. Tenga la seguridad de que hacemos todo lo posible para evitar que sucedan este tipo de incidentes. Sin embargo, las raíces de los árboles u otros desechos que se encuentran en las cañerías principales del sistema cloacal provocan, de vez en cuando, un desborde en el interior de las viviendas justo arriba de la obstrucción. En este momento, la Ross Valley Sanitary District está investigando la causa de este incidente.

Si se determina que la Ross Valley Sanitary District es responsable del incidente, nos comprometemos a limpiar y restaurar su propiedad, así como a proteger la salud de aquellas personas que hayan sido afectadas durante el proceso de reparación.

La empresa de servicios de limpieza que provee la Ross Valley Sanitary District fue seleccionada debido a su cumplimiento con los protocolos establecidos, los que se diseñaron para garantizar servicios de limpieza cuidadosos, expeditivos y de bajo costo a todas las partes. También tiene derecho a elegir su propia empresa de servicios de limpieza; sin embargo, la Ross Valley Sanitary District no garantiza el pago de cargos y/o gastos que incurra y se reserva el derecho a objetar los cargos y/o gastos que considere que no son habituales.

Si desea conversar sobre este tema, comuníquese con el Gerente de Negocios, llamando al (415) 259-2949. Si desea presentar un reclamo por daños, complete el formulario de reclamación en este paquete. Los Formularios de reclamo que estén completos deben presentarse ante el Gerente de Negocios de 2960 Kerner Boulevard, San Rafael, CA 94901.

Los reclamos presentados contra la Ross Valley Sanitary District deben cumplir con las disposiciones de los artículos 910-913.2 del Código del Gobierno de California (California Government Code Sec. 910-913.2). El Gerente de Negocios asume la responsabilidad de procesar todos los reclamos iniciados por daños que se presenten, éstos pueden consultarse llamando al (415) 259-2949.

**Lo que necesita saber en este momento:**

La Ciudad redactó esta breve serie de instrucciones para ayudarlo a minimizar el impacto de la pérdida respondiendo de manera inmediata ante la situación.

- No intente limpiar la zona usted mismo; permítala que la empresa de limpieza y restauración se encargue de esto.
- Mantenga a las personas y a las mascotas alejadas de la(s) zona(s) afectada(s).
- Apague todos los aparatos que utilicen agua.
- Apague los sistemas de calefacción y/o aire acondicionado.
- No quite los elementos que se encuentran en la zona; la empresa de limpieza y restauración se encargará de esto.
- Si recientemente se realizaron obras de plomería, comuníquese con su plomero o servicio de plomería e infórmele sobre este incidente.
- Si tiene pensado presentar un reclamo, hágalo lo antes posible para que éste sea tenido en cuenta.
  - **Observación:** Las disposiciones generales que rigen la presentación de reclamos contra organismos públicos están incluidas en la Parte 3 (que comienza en el Artículo 900) del Capítulo 3.6 del Código del Gobierno (Division 3.6 of the Government code). Existen determinados reclamos que no se rigen por estas disposiciones, incluyendo los asuntos relacionados con los impuestos y las tasaciones, los gravámenes, la remuneración para los empleados, las indemnizaciones de los trabajadores, el subsidio de desempleo, la asistencia social, los títulos y demás.
  - La forma y el contenido del reclamo se especifican en el Artículo 910 y siguientes. Un reclamo que esté relacionado con la causa de acción por muerte o lesión de una persona o de los bienes personales o de la cosecha en crecimiento deberá presentarse antes de que se cumplan los seis meses posteriores a dicha causa de acción; los demás reclamos deberán presentarse dentro del período de un año (Artículo 911.2).
  - Los reclamos deberán presentarse ante el Gerente de Negocios (Artículo 915), en persona o por correo.
  - Se sugiere que el reclamante haga referencia a la legislación sobre reclamos y que usted esté completamente asesorado sobre las excepciones y demás disposiciones incluidas en dicha legislación.

**Aviso legal importante:** Para su protección, lea atentamente el material, obtenga una traducción confiable y/o hable con su abogado.
Name: ___________________________ Date of Incident: ___________________________ 
Address: ____________________________________________________________________
Telephone: ___________________________ Date Reported: ___________________________ 

Property Owner: ☐ Yes ☐ No

Briefly describe what occurred:
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Describe Damage: (if any)
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Insurance Contacted? ☐ Yes ☐ No

Clean up Agency contacted? ☐ Yes ☐ No

I certify the above information is true and correct to the best of my knowledge. I may be contacted at the telephone number listed above.

______________________________  ___________________________
Signature                     Date

Return completed form to:  Ross Valley Sanitary District
ATTN: Business and Administrative Services Manager
2960 Kerner Boulevard
San Rafael, CA 94901
(415) 259-2949

© 2014 DKF Solutions Group, LLC. All rights reserved.
OVERFLOW PACKET
Ross Valley Sanitary District
Overflow Emergency Response Plan

Overflow Response Flowchart

Start Here

Is the spill entering an area where public contact may occur?

Yes

Is this an area where the public recreates in the impacted waters? If Yes consider posting "WARNING RAW SEWAGE" signs in immediate areas. Be sure to photograph any areas where warnings/barricades are posted, as appropriate.

No

If it is a Category 1 spill greater than or equal to 1,000 gallons, call CalOES at (800) 652-7550 to make 2-hour notification.

BEGIN DIVERSION AND CONTAINMENT

1. DIVERT AWAY FROM SENSITIVE AREAS:
   a. Cover unplugged storm drains w/mats, or use dirt/other material to divert sewage away from sensitive areas (e.g., schools, playgrounds, intersections, etc.)
   b. ENSURE PUBLIC CONTACT DOES NOT OCCUR. Use cones/barricades to isolate area.

2. CONTAIN SPILL & RETURN TO SYSTEM, IF POSSIBLE:
   a. Plug storm drain catch basins or use rubber mats to cover basin inlet and divert flow to catch basin
   b. Build/excavate a berm to channel flow to downstream sanitary sewer manhole (barricade manhole if left open)
   c. Use bypass pumps to pump around blockage until it can be removed
   d. Divert to low area of ground where it can be collected later

3. PHOTOGRAPH HOW THE SSO WAS DIVERTED/CONTAINED, AS APPROPRIATE

Private Property

Where is the SSO coming from?

If it is a POWER FAILURE, does the station have onsite backup power?
   If YES, ensure the switchover has occurred
   If NO, bring in appropriate size generator to power the station

Manhole or Cleanout

If it is a PUMPING FAILURE, does the station have integrated bypass capabilities?
   If YES, implement integrated bypass system
   If NO, implement manual bypass system

Pump Station

Go to Side B

PRIVATE PROPERTY SSO

1. Photograph & document all evidence that this SSO is from private property.
2. If customer is not home, complete Customer Service door hanger and hang it on the door knob. Take photo. If they are home, provide them with the Private Lateral Customer Information Packet.
3. If tenant or property owner is unable to unwilling to address the cause of the overflow, immediately contact the following to discuss whether Code Enforcement, the County Department of Environmental Health or Regional Water Quality Control Board should be notified:
   - During business hours: Senior Supervisor, Line Maintenance Supervisor or Superintendent
   - After hours: Superintendent
   End. Do not continue to Side B.

CLEAR BLOCKAGE/STOPPAGE

Photograph staff activities while clearing the blockage, as appropriate.

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.

© 2014 DKF Solutions Group, LLC. All rights reserved.
Ross Valley Sanitary District
Overflow Emergency Response Plan

Overflow Response Flowchart Its 5000 (Gallons!)

OP-1
Side B

Have 50 gallons or more reached receiving waters?

YES
1. Refer to Field Sampling Kit and collect water samples.
2. Take samples to:
   Caltest Analytical Laboratory
   1885 North Kelly Road, Napa
   (800) 258-8378

Assign staff to post "WARNING: RAW SEWAGE" signs or other means of warning along the shoreline of impacted receiving 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 receiving waters?

YES
Contact the following to request outside assistance, as appropriate:
- During business hours: Senior Supervisor, Line Maintenance Supervisor or Superintendent
- After hours: Superintendent

STORM DRAIN CLEANING SOP
1. Seal or berm the storm drain immediately downstream of point the SSO reached
2. Photograph impacted storm drain catch basins before cleaning
3. Vacuum any visible sewage – Record the volume of sewage recovered
4. Flush impacted sections of storm drain with 3X amount of SSO, if possible – Record volume of flush water
5. Ensure all visible signs of sewage have been removed
6. Return flush water to sanitary sewer – Record volume of flush water recovered
7. 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 gross pollution
   (toilet paper, solids, grease, etc.)
3. Flush area with unchlorinated water – 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
Complete the RVSD SSO Response – Field Documentation form to document the start time, estimate spill volume and document the field response.

DOCUMENTATION AND REPORTING

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. ALL notes/documentation made
READ THIS FIRST

In the event of a Sanitary Sewer Overflow

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

Instructions

Collections Crew

1st: Open this envelope.
2nd: Follow the instructions on the Overflow Response Flowchart
3rd: Reference the SMART Field Guide as necessary
4th: Complete the Chain of Custody record (right) and forward this packet to the Operations and Maintenance Manager.

Operations and Maintenance Manager, Line Maintenance Supervisor or Designee

1st: Open this envelope. Review forms.
2nd: Complete the Regulatory Notifications Packet.
3rd: Archive this packet and all other information regarding this overflow incident according to District policy.
4th: Debrief using the Collection System Failure Analysis Form.

Chain of Custody

Print Name: ____________________
Initial: ____________________
Date: ____________________
Time: ____________________

Print Name: ____________________
Initial: ____________________
Date: ____________________
Time: ____________________

For any media requests, contact the General Manager

Ross Valley Sanitary District
Overflow Emergency Response Plan

© 2014 DKF Solutions Group, LLC. All rights reserved.
<table>
<thead>
<tr>
<th>Form</th>
<th>Form Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructions and Chain of Custody</td>
<td>envelope label</td>
</tr>
<tr>
<td>Responding to a Sanitary Sewer Overflow</td>
<td>OP-1</td>
</tr>
<tr>
<td>Sewer Overflow Report</td>
<td>-2</td>
</tr>
<tr>
<td>RVSD SSO Response – Field Documentation</td>
<td>-3</td>
</tr>
<tr>
<td>Collection System Failure Analysis Report</td>
<td>-4</td>
</tr>
<tr>
<td>Regulatory Notifications Packet</td>
<td></td>
</tr>
<tr>
<td>Instructions</td>
<td>envelope</td>
</tr>
<tr>
<td>Regulatory Reporting Guide</td>
<td>RN-1</td>
</tr>
<tr>
<td>Category 1 SSO Reporting Checklist</td>
<td>-2a</td>
</tr>
<tr>
<td>Category 2 &amp; 3 SSO Reporting Checklist</td>
<td>-2b</td>
</tr>
<tr>
<td>Public Posting</td>
<td>n/a</td>
</tr>
</tbody>
</table>

For pre-assembled packets contact DKF Solutions Group at 707.373.9709 or kpatzer@dkfsolutions.com
INSTRUCTIONS: Complete all items EXCEPT those that are shaded gray

Spill Category (check one):

☐ Category 1: Discharge of untreated or partially treated wastewater of any volume resulting from a sanitary sewer system failure or flow condition that either (1) Reaches surface water and/or drainage channel tributary to a surface water; OR (2) Reached a Municipal Separate Storm Sewer System (MS4) and was not fully captured and returned to the sanitary sewer system or otherwise captured and disposed of properly.

☐ Category 2: Discharge of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from a sanitary sewer system failure or flow condition that either (1) Does not reach surface water, a drainage channel, or an MS4, OR (2) The entire SSO discharged to the storm drain system was fully recovered and disposed of properly.

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

☐ Spill from Private Lateral

Describe in detail the basis for choosing the spill category:

☐ IMMEDIATE NOTIFICATION: If this is a Category 1 spill greater than or equal to 1,000 gallons, contact CalOES within 2 hours at (800) 852-7550.

A. SPILL LOCATION

Spill Location Name:

Latitude Coordinates*: Longitude Coordinates:

Street Name and Number:

Nearest Cross Street: City: Zip Code:

County: Spill Location Description:

B. SPILL DESCRIPTION

Spill Appearance Point (check one or more): ☐ Building/Structure ☐ Force Main ☐ Gravity Sewer ☐ Pump Station ☐ Other Sewer System Structure (i.e. cleanout) ☐ Manhole- Structure ID#: ☐ Other (specify):

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

If the spill 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:

Discharged into: ☐ Ocean/ocean beach ☐ Waters of the state other than ocean ☐ Drainage channel ☐ Combined storm drain ☐ Separate storm drain ☐ Paved surface ☐ Unpaved surface ☐ Building/structure ☐ Street/curb/gutter ☐ Other: Provide name(s) of affected drainage channels, beach, etc.:

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

Est. volume that reached a separate storm drain that flows to a surface water body: gal Recovered: gal

Est. volume that reached a drainage channel that flows to a surface water body: gal Recovered: gal

Est. volume discharged directly to a surface water body: gal Recovered: gal

Est. volume discharged to land: gal Recovered: gal

Calculation Methods: ☐ Eyeball ☐ Photo Comparison ☐ Upstream Connections ☐ Area/Volume ☐ Lower Lateral ☐ Other (describe):

NOTE: Attach all Spill Volume Estimation documentation including calculations and summary.

C. SPILL OCCURRING TIME

Estimated spill start date: Estimated spill start time:

Date spill reported to sewer crew: Time spill reported to sewer crew:

Date sewer crew arrived: Time sewer crew arrived:

Who was interviewed to help determine start time?

Estimated spill end date: Estimated spill end time:

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

© 2014 DKF Solutions Group, LLC. All rights reserved.
D. CAUSE OF SPILL

<table>
<thead>
<tr>
<th>Location of Blockage:</th>
<th>Main</th>
<th>Lateral</th>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSO cause (check all that apply):</td>
<td>Debris/Blockage</td>
<td>Flow exceeded capacity</td>
<td>Grease</td>
</tr>
<tr>
<td>Roots</td>
<td>Pipe problem/failure</td>
<td>Pump station failure</td>
<td>Rainfall exceeded design</td>
</tr>
<tr>
<td></td>
<td>Animal carcass</td>
<td>Electrical power failure</td>
<td>Bypass</td>
</tr>
<tr>
<td></td>
<td>Other (specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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. SPILL RESPONSE

Spill response activities (check all that apply): Cleaned up, Contained all/portion of spill, TV inspection, Restored flow, Returned all/portion of spill to sanitary sewer, Other (specify):

Spill response completed (date & time):

Visual inspection result of impacted waters (if applicable):

Any fish killed? Yes, No

Any ongoing investigation? Yes, No

Were health warnings posted? Yes, No

If yes, provide health warning/beach closure posting/details:

Was there a beach closure? Yes, No

If yes, name of closed beach(es):

Were samples of impacted waters collected? Yes, No

If YES, select the analyses: DO, Ammonia, Bacteria, pH, Temperature, Other:

Recommended corrective actions: (check all that apply and provide detail)

- Clean line again ASAP:
- CCTV:
- Re-CCTV:
- Additional work:
- Cleaning schedule change:
- Cleaning method change:
- Fog investigation:
- Repair line segment:
- Replace line segment:
- Additional comments:

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Role</th>
</tr>
</thead>
</table>

F. NOTIFICATION DETAILS

CalOES contacted date and time (if applicable):

CalOES Control Number (if applicable): Spoke to:

G. RECOMMENDED FOLLOW-UP ACTIONS TO PREVENT FUTURE OCCURRENCES

CURRENT PM FREQUENCY: DATE OF LAST PM:

RECOMMENDED ACTIONS: TV, RE-RUN, CHANGE CLEANING SCHEDULE

REPAIR LINE SEGMENT, REPLACE LINE SEGMENT, OTHER (describe):

NOTES:

Place completed form in Sewer Overflow Envelope and follow routing instructions.
REPORTED BY

Call Address: ____________________________

On Service Request ____________________________________________  

Caller Name: ___________________________________________ Phone: ____________________________

Receipt of Call: Date: _____/_____/_____ Time: ______:_______ AM  PM Call Received By: ____________________________

Call Dispatch: _______/_______/_______ Time:________:________ AM  PM Assigned To: ____________________________

RVSD Arrival Time: Date: ________/________/________ Time:_________:_______ AM  PM

SPILL START TIME NOTES

**Caller Interview:** Where did you see sewage spill from?  From: Manhole  Inside Building  C/O  

☐ Wet well/Lift station  ☐ Other___________________________________________________________

Time Caller noticed spill: _________:_________ AM  PM Date:_____________/____________/____________

Comments: ______________________________________________________________________________________

______________________________________________________________________________________________

Last time Caller observed NO Spill occurring: _________ : _________ AM  PM Date: _________/________/________

Comments: ______________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

SSO End Time  _________ : _________ AM  PM Date: _________/________/________

Other Comments regarding spill start time:

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________

______________________________________________________________________________________________
Response to SSO:

1. After receiving page, call answering service and attempt to contact resident or agency that called in event.

2. Complete form after obtaining facts from contact person.

3. Call Second On Call and give information to employee and have them drive to the yard and wait for instruction if needed.

4. Call Operations and Maintenance Manager or designee, and provide information.

5. First On Call drives the District provided vehicle straight to site.

6. Second on Call for most instances will drive Rodder to site.

7. Give only the information you know to be true. Make no Assumptions. The investigation process will obtain the data required and call back will be made.

8. Take Video and Pictures. Make sure to explain what is going on in the video. Make sure camera is charged and there is memory free.

9. Take Video from Start point of SSO to End point of SSO unless there is a safety hazard.

10. Use the estimating charts to come up with your estimate. This can always be modified upon looking at the video.

11. When Rodder arrives, document time of arrival and proceed to break blockage.

12. Document time when blockage is removed.

13. Contain spill if possible.

14. If spill gets into a waterway, follow sampling procedures as necessary. If cleanup is possible, get Vac Con.

15. Call Health Department if needed.

16. Take Video and Pictures of Cleanup efforts.

17. Keep in contact with Operations and Maintenance Manager till they are informed when work is complete. Text or phone call is acceptable.
SPILL LOCATION

Observed: Spill from: □ Manhole ID ______________________ □ Lift Station ID ______________________

□ Clean Out Address ________________________________________________________________________________

Comments: ________________________________________________________________________________________

□ Building Address ____________________________________________________________________________________

Comments: ________________________________________________________________________________________

Spill Destination: □ Building □ Paved Surface □ Storm Sys □ Curb/Gutter □ Unpaved □ Surface Water

Answer these three questions:

#1 - Was it ≥ 1,000 gallons? _____ Yes _____ No
#2 - Was there a discharge to a drainage channel and/or surface water? _____ Yes _____ No
#3 - Was there a discharge to storm drain pipe that was “NOT” fully captured & returned to the sanitary sewer system? _____ Yes _____ No
#4 – Investigation ongoing _____ Yes _____ No

If answer is “yes” to any of the 3 questions above, the SSO is a Category 1.

SPILL VOLUME WORKSHEET

The purpose of this worksheet is to capture the data and method(s) used in estimating the volume of an SSO. Since there are many variables and often unknown values involved, this calculation is just an estimate. Additionally, it is useful to use more than one method, if possible, to validate your estimate.

The following methods and tools are the approved methods in the SOP CS-103 SSO Response. Check all methods and tools that you used:

□ Eyeball Estimate Method

□ Measured Volume Method

□ Duration and Flow Rate Method (Account for diurnal flow pattern for long duration)

□ RVSD SSO Flow Rate Estimating Tool

□ Other (explain) i.e.; estimated daily use per capita upstream or meter @ Pump Station.
Eyeball Estimate Method- Imagine a bucket(s) or barrel(s) of water tipped over.

<table>
<thead>
<tr>
<th>Size of bucket(s) or barrel(s)</th>
<th>How many of this Size?</th>
<th>Multiplier</th>
<th>Total Volume Estimated</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 gal. water jug</td>
<td></td>
<td>X 1</td>
<td></td>
</tr>
<tr>
<td>5 gal. bucket</td>
<td></td>
<td>X 5</td>
<td></td>
</tr>
<tr>
<td>32 gal. trash can</td>
<td></td>
<td>X 32</td>
<td></td>
</tr>
<tr>
<td>55 gal drum</td>
<td></td>
<td>X 55</td>
<td></td>
</tr>
<tr>
<td>Total Volume Estimated</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Measured Volume Method (this may take several calculation as may have to break down the odd shaped spill to rectangles, circles, and polygons) It is important when guessing depth to measure, if possible in several locations and use an average depth. Use the SSO Volume Estimate by Area Work Sheet, if necessary, to sketch the shapes and show your work.

4. Draw a sketch of the spill SSO Volume Estimate by Area Work Sheet, or use a photo copy of USD block book to draw on and attach it.
5. Draw shapes and dimensions used on your sketch
6. Use correct formula for various shapes

<table>
<thead>
<tr>
<th>Rectangle</th>
<th>L x W x D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circle</td>
<td>3.14 x R² x D</td>
</tr>
<tr>
<td>Polygons see reference chart</td>
<td>Show formula used</td>
</tr>
</tbody>
</table>

Duration and Flow Rate Method worksheet:

<table>
<thead>
<tr>
<th>Start Date and Time</th>
<th>1.</th>
</tr>
</thead>
<tbody>
<tr>
<td>End Date and time</td>
<td>2.</td>
</tr>
<tr>
<td>Total time elapsed of SSO event (subtract line 1 from line 2. Show time in minutes)</td>
<td>3.</td>
</tr>
<tr>
<td>Average flow rate GPM (account for diurnal pattern)</td>
<td>4.</td>
</tr>
<tr>
<td>Total volume estimate using duration and flow rate method (Line 3 x Line 4)</td>
<td>5.</td>
</tr>
</tbody>
</table>
CAUSE OF SPILL

Spill Cause: ☐ Roots ☐ Grease ☐ Debris ☐ Vandalism ☐ Lift Sta. Fail ☐ Other _________________________________

☐ Spill cause to be determined by CCTV inspection  (Attach TV Report to this form)

Final Cause Determination:
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

Follow-up or Corrective Action Taken:
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

SPILL CONTAINMENT

Containment Implemented: _______ : _______ ☐ AM ☐ PM Date: _______/_____/_____

Containment Measures: ☐ Plugged Storm Drain ☐ Washed Down ☐ Vacuum Up Water/Sewage

☐ Other Measures: _________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________
CLEAN UP

Clean Up Begin: ______:_______ □ AM □ PM  Date: _______/_______/________

Clean Up Complete: ______:_______ □ AM □ PM  Date: _______/_______/________

Describe Clean Up Operations:
______________________________
______________________________
______________________________

_________________ Gallons – Estimate Volume of Spill Recovered (do not count wash down water)

OTHER IMPORTANT MILESTONES

Contacted Superintendent: ______:_______ □ AM □ PM  Date: _______/_______/________

Requested Additional EE’s/Equip: ______:_______ □ AM □ PM  Date: _______/_______/________

Requested Additional EE’s/Equip: ______:_______ □ AM □ PM  Date: _______/_______/________

Requested Additional EE’s/Equip: ______:_______ □ AM □ PM  Date: _______/_______/________

Requested Additional EE’s/Equip: ______:_______ □ AM □ PM  Date: _______/_______/________

Departure Time: ______:_______ □ AM □ PM  Date: _______/_______/________

REPORTING

Report to Cal-OES: Date: __________:_______ □ AM □ PM (Cat.1 Only) (800) 852-7550 By: __________

Control Number provided by Cal-EMA: _______________________________________________________

Name of Person Contacted: ____________________________________________ or Left Message: □

Report to MCEH Date: __________:_______ □ AM □ PM Phone: 499-6907 By: __________

Name of Person Contacted: ____________________________________________ or Left Message: □
### Ross Valley Sanitary District

**Overflow Emergency Response Plan**

---

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

---

To be completed by Operations and Maintenance Manager, Line Maintenance Supervisor or Designee

<table>
<thead>
<tr>
<th>Incident Report #</th>
<th>Prepared By</th>
</tr>
</thead>
</table>

### SSO/Backup Information

<table>
<thead>
<tr>
<th>Event Date/Time</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volume Spilled</td>
<td>Volume Recovered</td>
</tr>
</tbody>
</table>

### Cause

**Summary of Historical SSOs/Backups/Service Calls/Other Problems**

<table>
<thead>
<tr>
<th>Date</th>
<th>Cause</th>
<th>Date Last Cleaned</th>
<th>Crew</th>
</tr>
</thead>
</table>

Records Reviewed By:  

Record Review Date:  

### Summary of CCTV Information

<table>
<thead>
<tr>
<th>CCTV Inspection Date</th>
<th>Tape Name/Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCTV Tape Reviewed By</td>
<td>CCTV Review Date</td>
</tr>
</tbody>
</table>

### Observations

---

### Recommendations

- No Changes or Repairs Required
- Maintenance Equipment
- Maintenance Frequency
- Repair (Location and Type)

Add to Capital Improvement Rehabilitation/Replacement List:  

- Yes  
- No
<table>
<thead>
<tr>
<th>Line Maintenance Supervisor</th>
<th>Operations and Maintenance Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Date:</td>
<td>Review Date:</td>
</tr>
</tbody>
</table>

FIELD SAMPLING KIT
The Field Sample Kit contains:

- Cooler w/ice pack
- Latex gloves
- Safety glasses
- 2 ammonia-nitrogen sample bottles (1pt bottle w/H2SO4)
- 20 Sample bottle labels
- Waterproof Pen (i.e. Sharpie®)
- 10 Enterococcus sample bottles (100ml sterilized bottle)
- Combination temperature/pH meter
- Extra batteries for temperature/pH meter
- Chain of Custody form
Get Field Sampling Kit
Get ice pack from a convenience store and place in
Determine point spill entered waterway – photograph this location (include a reference point in the photo)
Don the PPE from the Sampling Kit

- Collect all samples against the direction of the water flow! (face upstream)
- Collect upstream sample first!
- Collect samples well away from the bank (preferably where water is visibly flowing) and 6" below the surface
- Avoid sampling debris or scum layer from the surface.
- Photograph evidence of dead fish!

Move 100’ upstream of point where spill entered waterway (reference sample)

Take out the temp/pH meter. Calibrate it. Take temperature and pH of the water at that sample location. Record those results on the chain of custody form.
Remove the seal from the enterococcus sample container (100ml) just prior to collecting your sample. A chemical has been added to the sample container. Leave the chemical in the bottle and do not rinse.
1. Remove the cap immediately before collecting each sample.
2. Do not allow the inside of the cap to touch anything
3. Holding the bottle in one hand, face upstream and lower the bottle 6" below the water surface. Then sweep the bottle upstream and out of the water. Be careful not to disturb the bottom sediment. Pour a little water out so that bottle is filled to the line. Immediately replace the cap.
Open the ammonia-nitrogen sample container and follow collection process above (steps 1-3) to fill to the line.

Label all of the samples with their location and note the date and time collected.
Place samples in cooler on the ice pack.
Take a photo of this sample location (include a reference point in the photo)

Complete the Chain of Custody form from the Sampling Kit.
Move at least 10’ downstream of point where spill entered waterway and repeat sampling steps (red boxes)

Immediately contact CMSA and inform them that the following samples require processing: Ammonia-Nitrogen and Enterococcus.

Take cooler containing the samples and completed chain of custody to CMSA Samples should be taken to lab within 6 hours of collection time.

Post warning signs as directed by the Operations and Maintenance Manager, Line Maintenance Supervisor, or County Environmental Health Department. (Remove Warning Signs and lift restrictions when authorized by County Environmental Health.)

Repeat sampling daily from time the spill is known until the results of two consecutive sets of samples indicate the return to the normal level or cessation of monitoring is authorized by the County Environmental Health.
NOTE: This example is provided for illustrative purposes only! Base each sampling event on the geography, drainage and interference factors (i.e. birds, animals, runoff, etc.) of the area impacted.
### Sample Collection Chain of Custody Record

#### Customer Information
- **Customer Name**: [Redacted]
- **Customer Address**: [Redacted]
- **Customer Telephone**: [Redacted]
- **Program Name**: [Redacted]
- **Lab Program Coordinator**: [Redacted]
- **Sampled By**: [Redacted]

#### Contract Lab Information
- **PO#**: [Redacted]
- **WO#**: [Redacted]
- **Ship to**: [Redacted]
- **Ship Date**: [Redacted]

#### Analysis Requested

#### QA/QC Requirements

#### Remarks/Notes

### Sample Collection Information

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Type</th>
<th>Sample Location</th>
<th>Field pH</th>
<th>Field Temp</th>
<th># Containers</th>
<th>Matrix*</th>
<th>Remarks/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Upstream</td>
<td></td>
<td>2</td>
<td>A</td>
<td>[Redacted]</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Entry Point</td>
<td></td>
<td>2</td>
<td>A</td>
<td>[Redacted]</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Downstream</td>
<td></td>
<td>2</td>
<td></td>
<td>[Redacted]</td>
<td></td>
</tr>
</tbody>
</table>

*Matrix: P = Potable Water, W = Wastewater, A = Ambient Water, G = Groundwater, S = Soil, B = Biosolids, I = Industrial, O = Other (specify in remarks)

### Relinquished Information

<table>
<thead>
<tr>
<th>Relinquished Date</th>
<th>Time</th>
<th>Relinquished to Date</th>
<th>Time</th>
</tr>
</thead>
</table>

### Transport/Shipping Information
- **USPS**: [Redacted]
- **UPS**: [Redacted]
- **FedEx**: [Redacted]
- **Other**: [Redacted]

### Sample Receiving Documentation
- **Container intact**: [Redacted]
- **Correct container**: [Redacted]
- **Field preserved**: [Redacted]
- **Custody tape intact**: [Redacted]
- **Cooled**: [Redacted]
- **Temp. Blank**: [Redacted]
- **Sample distribution**: [Redacted]
- **Disposal Date**: [Redacted]

### Comments:

© 2014 DKF Solutions Group, LLC. All rights reserved.
DANGER

RAW SEWAGE  ●  AVOID CONTACT

PELIGRO

AGUA CONTAMINADA  ●  EVITE TODO CONTACTO

Ross Valley Sanitary District

(415) 259-2949
Ross Valley Sanitary District

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

We discovered a blockage in:

☐ The sanitary sewer main and cleared the line
☐ The District-maintained portion of your sanitary sewer lateral and cleared the line.
☐ Your portion of the sanitary sewer lateral, which is your responsibility to maintain. We also found the District’s portion of the lateral and the main to be flowing normally.

If you require assistance to clear your portion of the lateral you can look in the Yellow Pages of your telephone book under “Sewer Contractors” or “Plumbing Drains & Sewer Cleaning”. If you plan to hire a contractor we recommend getting estimates from more than one company.

Ross Valley Sanitary District representative notes:

______________________________

______________________________

Ross Valley Sanitary District Representative:

______________________________

For questions or comments, please call

Ross Valley Sanitary District
(415) 259-2949
How a Sewer System Works

A property owner’s sewer pipes are called service laterals and are connected to larger local main and regional trunk lines. Service laterals run from the connection at the home to the connection with the public sewer. These laterals are the responsibility of the property owner and must be maintained by the property owner.

Is my home required to have a backflow prevention device?

Section 710.1 of the Uniform Plumbing Code (U.P.C.) states: “Drainage piping serving fixtures which have flood level rims located below the elevation of the next upstream manhole cover or private sewer serving such drainage piping shall be protected from backflow of sewage by installing an approved type of backwater valve.” The intent of Section 710.1 is to protect the building interior from mainline sewer overflows or surcharges.

Additionally, U.P.C. 710.6 states: “Backwater valves shall be located where they will be accessible for inspection and repair at all times and, unless continuously exposed, shall be enclosed in a masonry pit fitted with an adequately sized removable cover.”

If you have a sewage spill from your private sewer line that impacts storm drains, waterways or public property, contact:

Ross Valley Sanitary District
(415) 259-2949

Marin County Environmental Health Department
(415) 499-6907

California Health and Safety Code, Sections 5410-5416 requires:

- No person shall discharge raw or treated sewage or other waste in a manner that results in contamination, pollution, or a nuisance.
- Any person who causes or permits a sewage discharge to any state waters:
  - Must immediately notify the local health agency of the discharge.
  - Shall reimburse the local health agency for services that protect the public’s health and safety.
  - Who fails to provide the required notice to the local health agency is guilty of a misdemeanor and shall be punished by a fine (between $500-$1,000) and/or imprisonment for less than one year.

San Francisco Regional Water Quality Control Board
(510) 622-2300

Requires the prevention, mitigation, response to, and reporting of sewage spills.

California Governor’s Office of Emergency Services (CalOES)
800.852.7550

California Water Code, Article 4, Chapter 4, Sections 13268-13271 & California Code of Regulations, Title 23, Division 3, Chapter 9.2, Article 2, Sections 2250-2260 require:

- Any person who causes or permits sewage in excess of 1,000 gallons to be discharged to state waters shall immediately notify the Office of Emergency Services.
- Any person who fails to provide the notice required by this section is guilty of a misdemeanor and shall be punished by a fine (less than $20,000) and/or imprisonment for not more than one year.

Your Responsibilities as a Private Property Owner

Provided to you by:

Ross Valley Sanitary District
2966 Kerner Boulevard
San Rafael, CA 94901
(415) 259-2949

Copyright © 2020 RVS
BEE Solutions Group
All rights reserved.
How do sewage spills happen?

Sewage spills occur when the wastewater in underground pipes overflows through a manhole, cleanout, or broken pipe. Most spills are relatively small and can be stopped and cleaned up quickly, but left unattended they can cause health hazards, damage to homes and businesses, and threaten the environment, local waterways, and beaches.

CAUTION!
When trying to locate a sewer problem, never open manholes or other public sewer structures. Only our crews are allowed to open & inspect these structures.

Common causes of sewage spills
- Grease build-up
- Tree roots
- Broken/cracked pipes
- Missing or broken cleanout caps
- Undersized sewers
- Groundwater/rainwater entering the sewer system through pipe defects and illegal connections

Prevent most sewage backups with a Backflow Prevention Device
This type of device can help prevent sewage backups into homes and businesses. If you don’t already have a Backflow Prevention Device, contact a professional plumber or contractor to install one as soon as possible.

Protect the environment!
If you let sewage from your property discharge to a gutter or storm drain, you may be subject to penalties and/or out-of-pocket costs for clean-up and enforcement efforts. A property owner may be charged for costs incurred by agencies responding to spills from private properties.

What to look for:
Sewage spills can be a very noticeable pushing of water from a manhole or a slow water leak that may take time to be noticed. Don’t dismiss unaccounted for wet areas. Look for:
- Drain backups inside the building
- Wet ground and/or water leaking around manhole lids onto your street.
- Leaking water from cleanouts or outside drains
- Unusual odorous wet areas; sidewalks, external walls, ground/landscape around a building.

The following are indicators of a possible obstruction in your sewer line:
- Water comes up in floor drains, showers or toilets.
- Toilets, showers or floor drains below ground level drain very slowly.

What to do if there is a spill:
Immediately notify the Ross Valley Sanitary District. Our crews locate the blockage and determine if it is in the public sewer; if it is the crew removes the blockage and arranges for cleanup.
If the backup is in your private internal plumbing or in the private service laterals, you are required to immediately:
- Control and minimize the spill by shutting off or not using the water
- Keep sewage out of the storm drain system using sandbags, dirt and/or plastic sheeting
- Call a plumbing professional to clear blockages and make repairs as needed. Look in the yellow pages under "Plumbing Drain & Sewer Cleaning" or "Sewer Contractors."
- Always notify your sewer/public works department or public sewer district of sewage spills.

Spill cleanup inside the home:
For large spills, a professional cleaning firm should be contacted to clean up impacted areas. You can locate local firms by looking in the Yellow Pages under “Water Damage” or “Fire Damage.” If you hire a contractor, it is recommended to get estimates from more than one company. Sometimes, homeowner’s insurance will pay for the necessary cleaning due to sewer backups. Not all policies have this coverage, so check with your agent.
If you decide to clean up a small spill inside your home, protect yourself from contamination by observing the following safety measures. Those persons whose resistance to infection is compromised should not attempt this type of clean up.

Other Tips:
- Keep children and pets out of the affected area until cleanup has been completed.
- Turn off heating/air conditioning systems
- Wear rubber boots, rubber gloves, and goggles during cleanup of the affected area.
- Discard items that cannot be washed and disinfected (such as: mattresses, rugs, compost, baby toys, etc.)
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process with fans, air conditioning units, and dehumidifiers.
- After completing cleanup, wash your hands with soap and water. Use water that has been boiled for 1 minute (allow the water to cool before washing your hands) OR use water that has been disinfected (solution of 1/8 teaspoon of household bleach per 1 gallon of water). Let it stand for 30 min. If water is cloudy, use 1/4 teaspoon of household bleach per 1 gallon of water.
- Wash clothes worn during cleanup in hot water and detergent (wash apart from uncontaminated clothes).
- Wash clothes contaminated with sewage in hot water and detergent. Consider using a Laundromat until your onsite wastewater system has been professionally inspected and serviced.
- Seek immediate attention if you become injured or ill.