

APPENDIX D

DOCUMENTS RELATED TO SECTION VI

SSO RESPONSE AND REPORTING

1. Emergency Operations Response Plan (OERP) and Pump Station Emergency Response Plans (PSERPS), by DKF Solutions

Note: The above are kept under separate tabs in the SSMP binder

2. SSO Response & Reporting Form (City document)
3. Hazardous and Biohazardous Material Spill Policy and Procedure (City document)
4. Sample Warning Sign (City document)
5. Emergency Contractor Call-Out List (City document)
6. Sewer Backup Claims Procedures (City document)
7. Customer Relations Guidelines (City document)
8. Monitoring Plan

This page intentionally blank

Name:

SSO REPORT

Date:

Spill Type Category 1 2 3

Street # St. Name: M/H#: D/I#:

GPS Location: Longitude: Latitude:

Time SSO Reported: Time SSO Stopped:

Time Arrived at SSO: Time Cleanup Completed:

Responding Crew: Supervisor/Lead:

Estimated SSO Volume: Estimated SSO Volume Recovered:

Explain How Volume was determined:

Estimated Volume of SSO Discharged to Surface Waters: **PICTURES ARE REQUIRED**
 Pictures Taken: Yes No

Water Quality Test Performed: Yes No

Notified Office of Emergency Services (Required for Category 1 SSO) Yes No If yes, date: Time:

OES: 800-852-7550 OES No.:

Crew <input type="text"/> Hrs <input type="text"/>	Crew <input type="text"/> Hrs <input type="text"/>	Crew <input type="text"/> Hrs <input type="text"/>
Crew <input type="text"/> Hrs <input type="text"/>	Crew <input type="text"/> Hrs <input type="text"/>	Crew <input type="text"/> Hrs <input type="text"/>

Equip <input type="text"/> Hrs <input type="text"/>	Equip <input type="text"/> Hrs <input type="text"/>	Equip <input type="text"/> Hrs <input type="text"/>
Equip <input type="text"/> Hrs <input type="text"/>	Equip <input type="text"/> Hrs <input type="text"/>	Equip <input type="text"/> Hrs <input type="text"/>

Notified Utilities Services Manager: Yes No Notified Public Works Director: Yes No
 Email Voicemail Email Voicemail
 If yes, date: Time: If yes, date: Time:

SEE OTHER SIDE

Detail Description
of SSO (Cause,
Damage, Etc.):

Detail Description
of Cleanup
Procedures:

Comments:

Email Form

Print Form

Reset Form

Hazardous and Biohazardous Material Spill Policy and Procedures

1. Hazardous Materials Spills

- On occasion, a spill response may involve hazardous materials. Hazardous materials include chemicals that are explosive, flammable, combustible, oxidizers, organic peroxides, water or air reactive, toxic, corrosive, radioactive, or are otherwise harmful to people or the environment.
- In the event of exposure to hazardous materials, contact 9-1-1 immediately.
- The Wastewater Duty Person will immediately notify the Fire Department through MV 3 Communications if any hazardous material, unknown substance, unlabeled container, large quantity of chemicals, and/or any other suspect items or circumstances are found. Be prepared to give all known information.
- Immediately thereafter, contact the Wastewater Supervisor.
- Once notified, the Fire Department will become the Incident Command and may give instructions to the Wastewater Section. The instructions may include traffic/perimeter control, blocking off drains, or removal of identified safe materials.
- The Wastewater Section will not be involved in hazardous material spill cleanup.
- Wastewater Section Personnel may transport identified household-type waste in closed containers back to the MOC as directed by the Fire Department. The waste must be labeled with name of waste, time, date, etc., and in a hazardous materials container/storage area for proper discharge.

Note: Sites of abandoned large quantities of hazardous materials should be treated as a crime scene. DO NOT TOUCH ANYTHING; PRESERVE EVIDENCE.

2. Biohazardous Materials SSOs/Spills

- On occasion, a spill response may involve biohazardous materials. Biohazardous materials may include blood, body tissues and organs, vomit, urine, feces, other body fluids, syringes, needles, etc.
- Immediately notify the Fire Department through MV 3 Communications if you find biohazardous material spills; unknown biological substances; unlabeled containers; large quantities of syringes, needles, or red biohazard bags; and/or any other suspect items or circumstance. Call if there is ANY reasonable doubt. Be prepared to give all known information. The Fire Department may become the lead agency and may coordinate with the Santa Clara County Health Services Department as the situation warrants.
- Do not perform any cleanup activities you have not been trained to do.

3. Nonhazardous Materials Spills

- A nonhazardous material is one that is clearly identified and poses no threat.
- If you have any doubt when called to clean up a spill/material, call the Fire Department through MV 3 Communications to confirm it is safe. Do not take any chances.

1. Hazardous Materials Spills

- On occasion, a spill response may involve hazardous materials. Hazardous materials include chemicals that are explosive, flammable, combustible, oxidizers, organic peroxides, water or air reactive, toxic, corrosive, radioactive, or are otherwise harmful to people or the environment.
- In the event of exposure to hazardous materials, contact 9-1-1 immediately.
- The Wastewater Duty Person will immediately notify the Fire Department through MV 3 Communications if any hazardous material, unknown substance, unlabeled container, large quantity of chemicals, and/or any other suspect items or circumstances are found. Be prepared to give all known information.
- Immediately thereafter, contact the Wastewater Supervisor.
- Once notified, the Fire Department will become the Incident Command and may give instructions to the Wastewater Section. The instructions may include traffic/perimeter control, blocking off drains, or removal of identified safe materials.
- The Wastewater Section will not be involved in hazardous material spill cleanup.
- Wastewater Section Personnel may transport identified household-type waste in closed containers back to the MOC as directed by the Fire Department. The waste must be labeled with name of waste, time, date, etc., and in a hazardous materials container/storage area for proper discharge.

Note: Sites of abandoned large quantities of hazardous materials should be treated as a crime scene. DO NOT TOUCH ANYTHING; PRESERVE EVIDENCE.

2. Biohazardous Materials SSOs/Spills

- On occasion, a spill response may involve biohazardous materials. Biohazardous materials may include blood, body tissues and organs, vomit, urine, feces, other body fluids, syringes, needles, etc.
- Immediately notify the Fire Department through MV 3 Communications if you find biohazardous material spills; unknown biological substances; unlabeled containers; large quantities of syringes, needles, or red biohazard bags; and/or any other suspect items or circumstance. Call if there is ANY reasonable doubt. Be prepared to give all known information. The Fire Department may become

the lead agency and may coordinate with the Santa Clara County Health Services Department as the situation warrants.

- Do not perform any cleanup activities you have not been trained to do.

3. Nonhazardous Materials Spills

- A nonhazardous material is one that is clearly identified and poses no threat.
- If you have any doubt when called to clean up a spill/material, call the Fire Department through MV 3 Communications to confirm it is safe. Do not take any chances.

This page intentionally blank

Sample Warning Sign

WARNING

Raw Sewage Spill

Do Not Enter Area

**CITY OF MOUNTAIN VIEW
PUBLIC SERVICES DIVISION
650-903-6329**

Emergency Contractor Call-Out List

(To be used only when directed by the Wastewater Supervisor/Utility Systems Manager)

WEST VALLEY CONSTRUCTION COMPANY, INC., 7:00 a.m. to 4:00 p.m. (650) 364-9464

PRESTON PIPELINES, INC., 6:00 a.m. to 6:00 p.m.

Emergency Contact Listing

Preston – Main Office 133 Bothelo Avenue, Milpitas, California, 95035 (408) 262-1418

ABLE UNDERGROUND CONSTRUCTION, INC.

Regular Work Hours: 7:30 a.m. to 4:30 p.m.

Call Office at (408) 377-9990

After Hours: All calls transfer to President's cell phone.

DYSERT ENVIRONMENTAL (CONTRACT ANALYTICAL LAB)

Dysert Environmental, Inc. (Contract Lab and Field Services Company)

ELAP No. 2764

Hours: 7:30 a.m. to 4:30 p.m. Monday through Friday

Office Number: 650-799-9204

Office Fax: 650-827-4968

1202 South Amphlett Boulevard, Suite 2, San Mateo, CA 94402

ALPHA-ANALYTICAL Bay Area Satellite Laboratory

ELAP No. 2728

Regular Work Hours: 7:30 a.m. to 4:30 p.m.

Office Number: 925-828-6226

Office Fax: 925-828-6309

6398 Dougherty Road, Suite 35, Dublin, CA 94568

Sewer Backup Claims Procedures

The following procedures will be observed for all sewer backup claims:

- It is the responsibility of the City of Mountain View staff to gather information regarding the incident. Upon notification of a filed claim, all information will be forwarded to the City Attorney's Office.
- In the event of personal injury or property damage in which the owner/occupant feels the City is responsible, an informational card on how to file a claim against the City will be provided. A sample form is attached.
- The claim form must be completed in its entirety and submitted in a timely manner.
- The claim form must be returned to the City Clerk's Office located on the third floor of City Hall at 500 Castro Street in Mountain View.
- Once the City receives a completed claim form, the City has 45 days to investigate the claim. Following this 45-day period, the City will accept or deny the claim. If the City fails to respond to the claim, State law states the claim has been deemed denied.
- Any and all questions concerning a claim or the claims process should be directed to the City Attorney's Office at (650) 903-6303.

Some suggested guidelines for customer relations can be found in this Appendix.

Sewer Backup Claim Information Form (How to file a claim)

**For claims against the
City of Mountain View (CMV)**

Access a claim form at www.mountainview.gov.

Go to: DEPARTMENTS
=> City Clerk's Office
=> Claim Form

Follow the filing directions on the form.
(Please see the reverse side of this card.)

RM-F002 (11-24-15)

You may have a claim form mailed to you
by calling Risk Management
at 650-903-6060.

Providing this information does not admit
any liability on behalf of CMV.

For claims against the City of Mountain View
(CMV), contact:

CMV/Risk Management
(650) 903-6053 Fax (650) 968-5472

**Providing this information does not admit
any liability on behalf of CMV.**

To request an insurance claim form,
please see reverse side of card.

FI-153^ (3-08)

To request an insurance claim form, please provide
the following information and fax to (650) 968-5472
or call (650) 903-6053.

PLEASE PRINT:

- Full Name
- Complete address with zip code
- Telephone number with area code

CMV Employee's Name and Phone Number

Date and Location

This page intentionally blank

Customer Relations Guidelines

It is important for employees to communicate effectively with Mountain View customers, especially in an SSO situation. How we communicate—on the phone, in writing, or in person—is how we are perceived. Good communication with the homeowner results in greater confidence in staff's ability to address the problem satisfactorily and potentially reduces the time needed to resolve the claim.

As a representative of the City, staff will occasionally have to deal with an irate homeowner. A sewer backup is a stressful event and even a reasonable homeowner can become irate should he/she perceive staff as being indifferent, uncaring, unresponsive, or incompetent.

Although sometimes difficult, effective management of a sewage back-up situation is critical. If it is not managed well, the situation can end up in a costly, prolonged process with the homeowner. The City wants the homeowner to feel assured that we are responsive, and the homeowner's best interest is a top priority.

A Few Communication Tips

- Give the homeowner ample time to explain the situation or to vent. Show interest in what the homeowner has to say, no matter how many times you have heard it before or how well you understand the situation.
- As soon as possible, let the homeowner know you will determine the cause of the sewer backup and correct it if possible.
- Acknowledge the homeowner's concerns. For example, if the homeowner seems angry or worried about property damage, explain that a PROFESSIONAL CLEANUP CREW can restore the area and, if it is determined that the City of Mountain View is at fault, the owner/occupant has a right to file a claim for any reasonable repairs or losses resulting from the incident.
- Express regret for any inconveniences caused by the incident, but do not admit fault.
- As much as possible, keep the homeowner informed on what is being done and will be done to correct the problem.
- Keep focused on the incident. Do not get involved with too much unnecessary small talk with the homeowner.
- Do not find fault or lay blame on anyone.
- Before you leave, make sure the homeowner has the name and telephone number of the Wastewater Supervisor at the City of Mountain View to call if he/she requires more detailed information.
- The Wastewater Supervisor will follow up with a telephone call to ensure everything is being handled as it should be.

This page intentionally blank

SSO Monitoring Plan

Purpose

This monitoring plan is to be used to guide the collection of surface water samples collected in the event of a sanitary sewer overflow (SSO), in accordance with the Monitoring and Reporting Program (MRP) for the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems. The MRP, which was revised by the SWRCB in 2013 (Order WQO 2013-0058-EXEC) requires water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or more are spilled to surface waters. For smaller spills, sampling may be conducted at the City's option or at the direction of the Santa Clara County Department of Environmental. Guidance for when samples should be collected for smaller spills is provided in Section 3.3 of the SSMP.

Protocols for Sampling and Analysis

General

The purpose of sampling is to aid in assessing the impact of an SSO on surface waters. The general approach is to collect samples at locations represent of conditions upstream, at the discharge point, and downstream. For large spills or in quickly moving water, samples should be collected at additional downstream locations. As a general rule, the upstream and downstream locations should be 100-feet from the point where the spill enters surface water, however, conditions at the site may dictate other distances. In tidally influenced channels, reverse flows may occur during an incoming tide, making identification of upstream and downstream directions more difficult. In such cases, a field conductivity meter may be useful to distinguish tidal (high salinity/conductivity) and freshwater (low salinity/conductivity) flows.

For large spills, multiple sampling events will typically be needed to demonstrate that impact of the spill has attenuated over time. The County may require ongoing sampling until the results indicate a return to "background" concentrations of bacterial indicators.

Sampling will normally be conducted by one of the contract sampling services listed below. City Environmental Safety Section staff may be available to assist, but do not routinely maintain the necessary sample containers, preservatives, etc.

Sample Parameters

Bacterial Indicator: Sampling for a bacterial indicator is required for SSOs where >50,000 gallons reach surface water. The preferred bacterial indicators are E. coli (for fresh water) and enterococcus (for salt water or estuarine samples). The County Department of Environmental Health may require that samples be tested for other indicators (e.g. fecal coliform).

Ammonia: Sampling for ammonia is required for SSOs where >50,000 gallons reach surface water. Ammonia samples must be preserved with an acid.

Other: Field measurement of dissolved oxygen may be useful to delineate the extent and/or impact of an SSO. Field conductivity can be used to determine whether the locations is freshwater or estuarine.

Sampling Equipment

Sampling equipment typically includes the following sample containers and other items:

Pollutant	Sample Containers	Comment
Bacterial Indicator(s)	100 ml sterilized snap top plastic bottles with thiosulfate pellet preservative	Required for SSOs where >50,000 gallons reach surface water..
Ammonia	500 or 1000 ml plastic with sulfuric acid preservative	Required for SSOs where >50,000 gallons reach surface water
Dissolved Oxygen	300 ml glass BOD bottle with stopper	Not required, but potentially useful to delineate SSO extent and impact

Other sampling equipment includes:

- Ice box and ice packs
- Sampling pole, extendable (dipper or sample bottle can be attached to end),
- Gloves, safety glasses, sample bottle labels
- Laboratory chain-of-custody forms

Sample Collection

Refer to the attached “Water Quality Samples for SSOs” for specifics related to sample collection.

Accounting for Spill Travel Time

In cases where surface water monitoring is required, estimate the rate of flow of the water body (if applicable) and document how the estimate was made. This should be done even if conditions do not permit actual sampling.

The simplest method to estimate flow rate is to observe the distance an object present in the water (or placed in the water) moves in a given period of time. For example, if an object moves 25 feet in 10 seconds, the flow rate is $25/10 = 2.5$ ft/second. For best accuracy, measurement over a larger distance and longer time are preferred (e.g. 100 ft is preferable to 10 feet). For time, use a stopwatch rather than counting (most cell phones are equipped with a stopwatch). An object that is mostly submerged works best, as it will be less affected by wind and surface currents. An orange or brightly colored rubber ball (with dense sponge interior) works well for this purpose. Make sure to note if the surface water is tidally influenced, and if so, indicate whether the tide is incoming or outgoing at the time of sampling.

Information regarding spill travel time should be used to inform decisions about sampling locations, both initial and follow-up. If water is moving quickly, the distance to downstream sample locations should be increased. A stream moving at 1 ft/second will travel 3600 feet (approximately ¾ of a mile) in one hour. A spill into rapidly moving water would be expected to dissipate quickly, whereas impacts of a spill into a marshland may persist for a long period. For water bodies that are tidally influenced, the impact of the spill may extend in both the upstream and downstream directions.

Sample Transport and Chain-of-Custody

Samples should be placed in the cooler with frozen blue ice (or other means to keep samples at <10 °C) and keep in a location out of the sun. Transport samples as soon as possible to the laboratory. Prepare a chain-of-custody form using the contract lab's standard form. Analysis for bacterial indicator samples should begin within 8 hours of sample collection wherever possible. Hold time for preserved ammonia samples is less critical (28 days maximum).

Analytical Methods

The following analytical methods can be used:

- Enterococcus: (SM 9230B, C) or IDEXX Enterolert® (SM9230D)
- Total Coliforms /E. coli: IDEXX Colilert® - alternative bacterial indicator for SSOs (SM 9223B Enzyme Substrate)
- Total Coliforms: Multiple Tube Fermentation - alternative bacterial indicator for SSOs (SM 9221)
- Ammonia: Ammonia selective electrode with distillation (SM 4500-NH3-D)
- Ammonia (field test): Hach test strips
- Dissolved Oxygen: Luminescent dissolved oxygen probe (EPA 10360), membrane electrode (SM 4500-O G)
- Salinity: Electrical conductivity (SM2520 B)

Use of Accredited Laboratory

Samples for ammonia and bacterial indicators must be performed by accredited or certified laboratory.

Palo Alto Regional Water
Quality Control Plant
2501 Embarcadero Way,
Palo Alto, CA 94303
(650) 329-2598

Dysert Environmental, Inc.
(Contract Lab and Field
Services Company)
1202 South Amphlett
Boulevard, Suite 2,
San Mateo, CA 94402
650-799-9204

Alpha-Analytical
6398 Dougherty Road,
Suite 35, Dublin, CA 94568
925-828-6226

Attachment: Water Quality Samples for SSOs
(650) 329-2598

WATER QUALITY SAMPLES FOR SSOs

Initials

- _____ Obtain, at a minimum, a sample at the discharge point, 100' upstream and 100' downstream. If the discharge is more than 1,000 gallons, select additional sites. Document sample locations using sewer (or storm drain) system maps and/or GPS coordinates
- _____ Keep the sterile collection bottle (bacterial samples) closed until it's to be filled. Do not contaminate inner surface of the lid or bottle rim.
- _____ Collect samples just below the surface in knee depth water - do not rinse the bottle out with sample
- _____ Hold sampling bottle at its base, plunge it, neck downward, toward the current (being careful not to lose preservative). Turn bottle until neck turns slightly upward and mouth is directed toward the current. Fill bottle leaving about 1" of air. Collect a minimum of 100 mls (1 cup).
- _____ immediately place cap on bottle to avoid leaks and contamination. Dry the bottle
- _____ Repeat sample collection process for ammonia sample (500 ml plastic bottles). Be careful not to spill the acid preservative.
- _____ Label containers with distinctive sample site, name, date and time collected. Make sure locations are clearly indicated.
- _____ Place sample bottle in a cooler with frozen blue ice. If blue ice is unavailable use double bagged regular ice, or return samples immediately to contract laboratory.
- _____ Bring bacterial samples to a State certified lab within 6 hours of collection. Complete the laboratory's chain-of-custody form with the required information.