



SANITARY SEWER SPILL EMERGENCY RESPONSE PLAN

Appendix M of the City of Ontario Sewer System
Management Plan



Updated on January 15, 2023

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Chapter 1.0-Introduction

1.1 Background Information

The California “Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems”, Order Number 2022-0103-DWQ was adopted by the State Water Resources Control Board on December 6, 2022. The new Order becomes effective on June 5, 2023. Enrollees covered under the existing Order Number 2006-0003-DWQ are required to file for coverage under the new Order between the period of April 6, 2023, and June 2, 2023. One requirement of the new order is for existing enrollees to update their “Sewer System Management Plan” (SSMP), incorporating any new requirements or changes into this document and to implement the new requirements. The SSMP includes a Sanitary Sewer Spill Emergency Response Plan (SSSERP). The SSSERP must be updated to incorporate any new requirements and changes to the existing plan and the revised plan must be upload to the online California Integrated Water Quality System (CIWQS), SSO database prior to the effective date of the new Order.

1.2 Objectives of the Sanitary Sewer Spill Emergency Response Plan

The SSSERP has measures incorporated within it to protect public health and the environment, and to respond to spills from its system(s) in a timely manner that minimizes water quality impacts and nuisance by immediately stopping the spill and preventing or minimizing a discharge to waters of the State; intercepting sewage flows to prevent or minimize spill volume discharged into waters of the State; thoroughly recovering, cleaning up and disposing of sewage and wash down water; and cleaning publicly accessible areas while preventing toxic discharges to waters of the State. The SSSERP is designed to ensure that the City of Ontario complies with all local and state notification, monitoring, reporting, and recordkeeping regulations. The SSSERP must be up to date to ensure prompt detection and response to spills to reduce spill volumes and collect information for prevention of future spills.

1.3 Applicability

Any state agency, municipality, special district, or other public entity that owns and/or operates one or more sanitary sewer systems that is greater than one (1) mile in length, or one (1) mile or less in length where the State Water Board or a Regional Water Board requires regulatory coverage under the Order; or a federal agency, private company, or other non-governmental entity that owns and/or operates a sanitary sewer system of any size where the State Water Board or a Regional Water Board requires regulatory coverage under the Order in response to a history of spills, proximity to surface water, or other factors supporting regulatory coverage is required to enroll under the General Order, and develop and implement an SSSERP as part of the Order requirements.

1.4 Sanitary Sewer Overflow and Its Impact on Water Quality

Sanitary sewer overflows (SSOs) are overflows from sanitary sewer systems of domestic wastewater, as well as industrial and commercial wastewater, depending on the pattern of

land uses in the area served by the sanitary sewer system. SSOs often contain high levels of suspended solids, pathogenic organics, toxic pollutants, nutrients, oxygen-demanding organic compounds, oil and grease and other pollutants.

SSOs may cause a public nuisance, particularly when raw untreated wastewater is discharged to areas with high public exposure, such as streets or surface waters used for drinking, fishing, or body contact recreation. SSOs may pollute surface or ground waters, threaten public health, adversely affect aquatic life, inadvertently release trash including plastics, impair the recreational use and aesthetic enjoyment of surface water, or groundwater, and negatively impact ecological receptors and biota within surface waters, and threaten beneficial uses of surface water and groundwater.

1.5 SSO Causes and Proactive Approach

Major causes of SSOs include grease blockages, root blockages, rags, wipes and other paper, cloth and plastic products, sediment and debris, sewer line flood damage, manhole structure failures, vandalism, pump station mechanical failures, power outages, excessive storm or ground water inflow or infiltration, sanitary sewer system age and construction material failures, lack of proper operation and maintenance, insufficient capacity, and contractor-caused damages.

The Order [Section 3.2.3, page 12] takes “a proactive approach that requires Enrollees to ensure a system-wide operation, maintenance, and management plan is in place that will reduce the number and frequency of SSOs within the state. This approach will in turn decrease the risk to human health and the environment caused by SSOs.”

Chapter 2.0-General Definitions

Annual Report-An Annual Report (previously termed as Collection System Questionnaire in Order 2006-0003-DWQ) is a mandatory report in which the Enrollee provides a calendar-year update of its efforts to prevent spills.

California Integrated Water Quality System (CIWQS)-CIWQS is the statewide database that provides for mandatory electronic reporting as required in State and Regional Water Board-issued waste discharge requirements.

Data Submitter-A Data Submitter is an individual designated and authorized by the Enrollee’s Legally Responsible Official to enter spill data into the online CIWQS Sanitary Sewer System Database. A Data Submitter does not have the authority of a Legally Responsible Official to certify reporting entered into the online CIWQS Sanitary Sewer System Database.

Drainage Conveyance System-A drainage conveyance system is a publicly-or privately-owned separate storm sewer system, including but not limited to drainage canals, channels, pipelines, pump stations, detention basins, infiltration basins/facilities, or other facilities constructed to transport stormwater and non-stormwater flows.

Flood Control Channel-A flood control channel is a channel used to convey stormwater and non-stormwater flows through and from areas for flood management purposes.

Lateral (including Lower and Upper Lateral)-A lateral is an underground segment of smaller diameter pipe that transports sewage from a customer's building or property (residential, commercial, or industrial) to the Enrollee's main sewer line in a street or easement. Upper and lower lateral boundary definitions are subject to local jurisdictional codes and ordinances, or private system ownership.

A lower lateral is the portion of the lateral located between the sanitary sewer system main, and either the property line, sewer clean out, curb line, established utility easement boundary, or other jurisdictional locations.

An upper lateral is the portion of the lateral from the property line, sewer clean out, curb line, established utility easement boundary, or other jurisdictional locations, to the building or property.

Legally Responsible Official-A Legally Responsible Official is an official representative, designated by the Enrollee, with authority to sign and certify submitted information and documents required by this General Order.

Nuisance For the purpose of this General Order-a nuisance, as defined in Water Code section 13050(m), is anything that meets all of the following requirements:

1. 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;
2. 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; and
3. Occurs during, or as a result of, the treatment or disposal of wastes.

Private Sewer Lateral-A private sewer lateral is the privately-owned lateral that transports sewage from private property(ies) into a sanitary sewer system.

Private Sanitary Sewer System-A private sanitary sewer system is a sanitary sewer system of any size that is owned and/or operated by a private individual, company, corporation, or organization. A private sanitary sewer system may or may not connect into a publicly owned sanitary sewer system.

Receiving Water-A receiving water is a water of the State that receives a discharge of waste.

Sanitary Sewer System-A sanitary sewer system is a system that is designed to convey sewage, including but not limited to, pipes, manholes, pump stations, siphons, wet wells, diversion structures and/or other pertinent infrastructure, upstream of a wastewater treatment plant headworks, including:

1. Laterals owned and/or operated by the Enrollee;
2. Satellite sewer systems; and/or

3. Temporary conveyance and storage facilities, including but not limited to temporary piping, vaults, construction trenches, wet wells, impoundments, tanks and diversion structures.

For purpose of this Order, sanitary sewer systems include only systems owned and/or operated by the Enrollee.

Sewer System Management Plan-A sewer system management plan is a living document an Enrollee develops and implements to effectively manage its sanitary sewer system(s) in accordance with this General Order.

Sewage-Sewage, and its associated wastewater, is untreated or partially treated domestic, municipal, commercial and/or industrial waste (including sewage sludge), and any mixture of these wastes with inflow or infiltration of stormwater or groundwater, conveyed in a sanitary sewer system.

Spill-A spill is a discharge of sewage from any portion of a sanitary sewer system due to a sanitary sewer system overflow, operational failure, and/or infrastructure failure. Exfiltration of sewage is not considered to be a spill under this General Order if the exfiltrated sewage remains in the subsurface and does not reach a surface water of the State.

Training-Training is in-house or external education and guidance needed that provides the knowledge, skills, and abilities to comply with this General Order.

Wash Down Water-Wash down water is water used to clean a spill area.

Waste-Waste, as defined in Water Code section 13050(d), includes sewage and any and all other waste substances, liquid, solid, gaseous, or radioactive, associated with human habitation, or of human or animal origin, or from any producing, manufacturing, or processing operation, including waste placed within containers of whatever nature prior to, and for purposes of, disposal.

Waste Discharge Identification Number (WDID)-A waste discharge identification number (WDID) identifies each individual sanitary sewer system enrolled under this General Order. A WDID number is assigned to each enrolled system upon an Enrollee's approved regulatory coverage.

Waters of the State-Waters of the State are surface waters or groundwater within boundaries of the state as defined in Water Code section 13050(e), in which the State and Regional Water Boards have authority to protect beneficial uses. Waters of the State include, but are not limited to, groundwater aquifers, surface waters, saline waters, natural washes and pools, wetlands, sloughs, and estuaries, regardless of flow or whether water exists during dry conditions. Waters of the State include waters of the United States.

Waters of the United States-Waters of the United States are surface waters or waterbodies that are subject to federal jurisdiction in accordance with the Clean Water Act.

Water Quality Objective-A water quality objective is the limit or maximum amount of pollutant, waste constituent or characteristic, or parameter level established in statewide water quality control

plans and Regional Water Boards’ Basin Plans, for the reasonable protection of beneficial uses of surface waters and groundwater and the prevention of nuisance.

Chapter 3.0-Spill Categories and Requirements

3.1 Category 1 Definition and Spill Requirements

Category 1 Spill	<p>A Category 1 spill is a spill of any volume of sewage from or caused by a sanitary sewer system regulated under the General Order that results in a discharge to:</p> <ol style="list-style-type: none"> 1. A surface water, including a surface water body that contains no flow or volume of water; or 2. A drainage conveyance system that discharges to surface waters when the sewage is not fully captured and returned to the sanitary sewer system or disposed of properly. <p>Any spill volume not recovered from a drainage conveyance system is considered a discharge to surface water unless the drainage conveyance system discharges to a dedicated stormwater infiltration basin or facility.</p> <p>A spill from a City-owned and/or operated lateral that discharges to a surface water is a Category 1 spill; the City shall report all Category 1 spills per section 3.1 of Attachment E1 (Notification, Monitoring, Reporting and Recordkeeping Requirements) of the General Order.</p>	
Summary Of Notification, Monitoring and Reporting Requirements		
Spill Requirement	Due	Method
Notification	<p>Within two (2) hours of the City’s knowledge of a Category 1 spill of 1,000 gallons or greater, discharging or threatening to discharge to surface waters:</p> <p>Notify the California Office of Emergency Services and obtain a notification control number. See section 4.0 for further notification requirements.</p>	<p>California Office of Emergency Services at: (800) 852-7550</p> <p>(Section 1 of Attachment E1 of the Order)</p>
Monitoring	<ol style="list-style-type: none"> 1. Conduct spill-specific monitoring; 2. Conduct water quality sampling of the receiving water within 18 hours of initial knowledge of spill of 50,000 gallons or greater to surface waters. 	<p>(Section 2 of Attachment E1 of the Order)</p>
Reporting	<ol style="list-style-type: none"> 1. Submit Draft Spill Report within three (3) business days of the City’s knowledge of the spill; 2. Submit Certified Spill Report within 15 calendar days of the spill end date; 3. Submit Technical Report within 45 calendar days after the spill end date for a Category 1 spill in which 50,000 gallons or greater discharged to surface waters; and 4. Submit Amended Spill Report within 90 calendar days after the spill end date. 	<p>(Section 3.1 of Attachment E1 of the Order)</p>
Record Keeping Requirements	<p>The City shall maintain records for a minimum of five (5) years for each of the following spill-related events and activities:</p> <ol style="list-style-type: none"> 1. Spill event complaint, including but not limited to records documenting how the City responded to notifications of spills. Each complaint record must, at a minimum, include the following information: 	<p>(Section 4.2 and 4.3 of Attachment E1 of the Order)</p>

	<ol style="list-style-type: none"> a. Date, time, and method of notification, b. Date and time the complainant first noticed the spill, if available, c. Narrative description of the complaint, including any information the caller provided regarding whether the spill has reached surface waters or a drainage conveyance system, if available, d. Complainant’s contact information, if available, and e. Final resolution of the complaint. <ol style="list-style-type: none"> 2. Records documenting the steps and/or remedial action(s) undertaken by the City, using all available information, to comply with this General Order, and previous General Order 2006-0003-DWQ as applicable; 3. Records documenting how estimate(s) of volume(s) and, if applicable, volume(s) of spill recovered were calculated; 4. All California Office of Emergency Services notification records, as applicable; and 5. Records, in accordance with the Monitoring Requirements in this Attachment. <p>The City shall make the records required in this General Order readily available, either electronic or hard copies, for review by Water Board staff during onsite inspections or through an information request.</p>	
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3.2 Category 2 Definition and Spill Requirements

Category 2 Spill	<p>A Category 2 spill is a spill of 1,000 gallons or greater, from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.</p> <p>A spill of 1,000 gallons or greater that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system, is a Category 2 spill.</p>	
Summary Of Notification, Monitoring and Reporting Requirements		
Spill Requirement	Due	Method
Notification	<p>Within two (2) hours of the City’s knowledge of a Category 2 spill of 1,000 gallons or greater, discharging or threatening to discharge to waters of the State:</p> <p>Notify California Office of Emergency Services and obtain a notification control number.</p>	<p>California Office of Emergency Services at: (800) 852-7550 (Section 1 of Attachment E1)</p>
Monitoring	<p>Conduct spill-specific monitoring.</p>	<p>(Section 2 of Attachment E1 of the Order)</p>
Reporting	<ol style="list-style-type: none"> 1. Submit Draft Spill Report within three (3) business days of the City’s knowledge of the spill; 2. Submit Certified Spill Report within 15 calendar days of the spill end date; and 3. Submit Amended Spill Report within 90 calendar days after the spill end date. 	<p>(Section 3.2 of Attachment E1 of the Order)</p>
Record Keeping Requirements	<p>The City shall maintain records for a minimum of five (5) years for each of the following spill-related events and activities:</p> <ol style="list-style-type: none"> 1. Spill event complaint, including but not limited to records documenting how the City responded to notifications of spills. Each 	<p>(Section 4.2 and 4.3 of Attachment E1 of the Order)</p>

	<p>complaint record must, at a minimum, include the following information:</p> <ol style="list-style-type: none"> a. Date, time, and method of notification, b. Date and time the complainant first noticed the spill, if available, c. Narrative description of the complaint, including any information the caller provided regarding whether the spill has reached surface waters or a drainage conveyance system, if available, d. Complainant’s contact information, if available, and e. Final resolution of the complaint. <ol style="list-style-type: none"> 2. Records documenting the steps and/or remedial action(s) undertaken by the City, using all available information, to comply with this General Order, and previous General Order 2006-0003-DWQ as applicable; 3. Records documenting how estimate(s) of volume(s) and, if applicable, volume(s) of spill recovered were calculated; 4. All California Office of Emergency Services notification records, as applicable; and 5. Records, in accordance with the Monitoring Requirements in this Attachment. <p>The City shall make the records required in this General Order readily available, either electronic or hard copies, for review by Water Board staff during onsite inspections or through an information request.</p>	
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3.3 Category 3 Definition and Spill Requirements

Category 3 Spill	<p>A Category 3 spill is a spill of equal to or greater than 50 gallons and less than 1,000 gallons, from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.</p> <p>A spill of equal to or greater than 50 gallons and less than 1,000 gallons, that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 3 spill.</p>	
Summary Of Notification, Monitoring and Reporting Requirements		
Spill Requirement	Due	Method
Notification	Not Applicable	Not Applicable
Monitoring	Conduct spill-specific monitoring.	(Section 2 of Attachment E1 of the Order)
Reporting	<ol style="list-style-type: none"> 1. Submit monthly Certified Spill Report to the online CIWQS Sanitary Sewer System Database within 30 calendar days after the end of the month in which the spills occur; and 2. Submit Amended Spill Reports within 90 calendar days after the Certified Spill Report due date. 	(Section 3.3 and 3.5 of Attachment E1 of the Order)
Record Keeping Requirements	<p>The City shall maintain records for a minimum of five (5) years for each of the following spill-related events and activities:</p> <ol style="list-style-type: none"> 1. Spill event complaint, including but not limited to records documenting how the City responded to notifications of spills. Each complaint record must, at a minimum, include the following information: <ol style="list-style-type: none"> a. Date, time, and method of notification, b. Date and time the complainant first noticed the spill, if available, 	(Section 4.2 and 4.3 of Attachment E1 of the Order)

	<p>c. Narrative description of the complaint, including any information the caller provided regarding whether the spill has reached surface waters or a drainage conveyance system, if available,</p> <p>d. Complainant’s contact information, if available, and</p> <p>e. Final resolution of the complaint.</p> <p>2. Records documenting the steps and/or remedial action(s) undertaken by the City, using all available information, to comply with this General Order, and previous General Order 2006-0003-DWQ as applicable;</p> <p>3. Records documenting how estimate(s) of volume(s) and, if applicable, volume(s) of spill recovered were calculated;</p> <p>4. All California Office of Emergency Services notification records, as applicable; and</p> <p>5. Records, in accordance with the Monitoring Requirements in Attachment E1 of the Order.</p> <p>The City shall make the records required in this General Order readily available, either electronic or hard copies, for review by Water Board staff during onsite inspections or through an information request. (Section 4.2 and 4.3 of Attachment E1)</p>	
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3.4 Category 4 Definition and Spill Requirements

Category 4 Spill	<p>A Category 4 spill is a spill of less than 50 gallons, from or caused by a sanitary sewer system regulated under this General Order that does not discharge to a surface water.</p> <p>A spill of less than 50 gallons that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a Category 4 spill.</p>	
Summary Of Notification, Monitoring and Reporting Requirements		
Spill Requirement	Due	Method
Notification	Not Applicable	Not Applicable
Monitoring	Conduct spill-specific monitoring.	(Section 2 of Attachment E1 of the Order)
Reporting	<ol style="list-style-type: none"> If, during any calendar month, Category 4 spills occur, certify monthly, the estimated total spill volume exiting the sanitary sewer system, and the total number of all Category 4 spills into the online CIWQS Sanitary Sewer System Database, within 30 days after the end of the calendar month in which the spills occurred. Upload and certify a report, in an acceptable digital format, of all Category 4 spills to the online CIWQS Sanitary Sewer System Database, by February 1st after the end of the calendar year in which the spills occur. 	(Section 3.4, 3.6, 3.7 and 4.4 of Attachment E1 of the Order)
Record Keeping Requirements	<p>The City must maintain the following records for a minimum of five (5) years for each individual Category 4 spill:</p> <ol style="list-style-type: none"> Contact information: Name and telephone number of City contact person to respond to spill-specific questions; Spill location name; 	(Section 4.4 of Attachment E1 of the Order)

	<ol style="list-style-type: none"> 3. Description and GPS coordinates for the system location where the spill originated; 4. Did the spill reach a drainage conveyance system? If Yes: <ol style="list-style-type: none"> a. Description of drainage conveyance system location, b. Estimated spill volume fully recovered within the drainage conveyance system, and c. Estimated spill volume remaining within the drainage conveyance system; 5. Estimated total spill volume exiting the sanitary sewer system; 6. Spill date and start time; 7. Spill cause(s) (for example, root intrusion, grease deposition, etc.); 8. System failure location (for example, main, pump station, etc.); 9. Description of spill response activities including description of immediate spill containment and cleanup efforts; 10. Description of how the volume estimation was calculated, including, at minimum: <ol style="list-style-type: none"> a. The methodology and type of data relied upon, including supervisory control and data acquisition (SCADA) records, flow monitoring or other telemetry information used to estimate the volume of the spill discharged, and the volume of the spill recovered (if any volume of the spill was recovered), and b. The methodology and type of data relied upon to estimate the spill start time, ongoing spill rate at time of arrival (if applicable), and the spill end time; 11. Description of implemented system modifications and operating/maintenance modifications. <p>The City shall make the records required in this General Order readily available, either electronic or hard copies, for review by Water Board staff during onsite inspections or through an information request. (Section 4.2 and 4.3 of Attachment E1 of the Order)</p>	
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3.5 Spill Requirements for Enrollee Owned and/or Operated Lateral Spills That Do Not Discharge to Surface Waters

City Owned and/or Operated Lateral Spills That Do Not Discharge to Surface Waters		
Summary Of Notification, Monitoring and Reporting Requirements		
Spill Requirement	Due	Method
Notification	<p>Within two (2) hours of the City’s knowledge of a spill of 1,000 gallons or greater, from a City owned and/or operated lateral, discharging or threatening to discharge to waters of the State:</p> <p>Notify California Office of Emergency Services and obtain a notification control number. See section 4.0 for further notification requirements.</p> <p>Not applicable to a spill of less than 1,000 gallons.</p>	California Office of Emergency Services at: (800) 852-7550 (Section 1 of Attachment E1 of the Order)
Monitoring	Conduct visual monitoring.	(Section 2 of Attachment E1 of the Order)
Reporting	1. Upload and certify a report, in an acceptable digital format, of all lateral spills (that do not discharge to a surface water) to the online CIWQS Sanitary Sewer System Database, by	(Sections 3.6, 3.7 and 4.4 of

	<p>February 1st after the end of the calendar year in which the spills occur.</p> <p>2. Report a lateral spill of any volume that discharges to a surface water as a Category 1 spill.</p>	Attachment E1 of the Order)
Record Keeping Requirements	<p>The City must maintain the following records for a minimum of five (5) years for each individual non-Category 1 City-owned and/or operated lateral spill, and report in accordance to section 3.6 (Annual Certified Spill Reporting of Category 4 and/or Lateral Spills) of Attachment E1 of the Order.</p> <p>Recordkeeping of Individual Lateral Spill Information:</p> <ol style="list-style-type: none"> 1. Date and time the City was notified of, or self-discovered, the spill; 2. Location of individual spill; 3. Estimated individual spill volume; 4. Spill cause(s) (for example, root intrusion, grease deposition, etc.); and 5. Description of how the volume estimations were calculated. <p>Total Annual Spill Information:</p> <ol style="list-style-type: none"> 1. Estimated total annual spill volume; 2. Description of spill corrective actions, including at minimum: <ol style="list-style-type: none"> a. Local regulatory enforcement action taken against the sewer lateral owner in response to a spill, as applicable, and b. System operation, maintenance and program modifications implemented to prevent repeated spill occurrences at the same spill location. <p>The City shall make the records required in this General Order readily available, either electronic or hard copies, for review by Water Board staff during onsite inspections or through an information request.</p> <p>(Section 4.2 and 4.3 of Attachment E1 of the Order)</p>	(Section 4.4 of Attachment E1 of the Order)

3.6 Other Interested Regulatory Agencies

Event	Response
Sewage spill impacts or threatens state water.	Contact California Department of Fish and Game, (916) 445-0411
Sewage spill affects a state highway.	Contact the Dept. of Transportation (CALTRANS), (866) 383- 4631 or (909) 383-4631
Sewage spill impacts the storm drain system in San Bernardino County.	Contact San Bernardino County Flood Control District, (909) 899-4366, After hours: (909) 356-3805.
Sewage spill discharges into Prado Basin (via tributary creeks) or the Santa Ana River.	Contact Orange County Water District, (714) 378-3200, Fax: (714) 378-3373.
Sewage spill occurs within their jurisdictional boundaries.	Contact California Highway Patrol, normally contacted by CalEMA at (800) 852-7550

3.7 No Spill Certification

<p>Monthly Certification of “No-Spills” or “Category 4 Spills” and/or “Non-Category 1 Lateral Spills”</p>	<p>If either (1) no spills occur during a calendar month or (2) only Category 4, and/or City-owned and/or operated lateral spills (that do not discharge to a surface water) occur during a calendar month.</p>	
<p>Summary Of Notification, Monitoring and Reporting Requirements</p>		
<p>Spill Requirement</p>	<p>Due</p>	<p>Method</p>
<p>Notification</p>	<p>N/A</p>	<p>N/A</p>
<p>Monitoring</p>	<p>N/A</p>	
<p>Reporting</p>	<p>The City shall certify, within 30 calendar days after the end of each calendar month, either a “No-Spill” certification statement, or a “Category 4 Spills” and/or “Non-Category 1 Lateral Spills” certification statement, in the online CIWQS Sanitary Sewer System Database, certifying that there were either no spills, or Category 4 and/or Non-Category 1 Lateral Spills that will be reported annually (per section 3.6 of this Attachment) for the designated month.</p>	<p>(Section 3.7 of Attachment E1 of the Order)</p>
<p>Record Keeping Requirements</p>	<p>The City must maintain the following records for each individual Category 4 spill and for each individual non-Category 1 City-owned and/or operated lateral spill, and report in accordance with section 3.6 (Annual Certified Spill Reporting of Category 4 and/or Lateral Spills) of Attachment EI of the Order.</p> <p>Recordkeeping of Individual Category 4 Spill Information:</p> <ol style="list-style-type: none"> 1. Contact information: Name and telephone number of City contact person to respond to spill-specific questions; 2. Spill location name; 3. Description and GPS coordinates for the system location where the spill originated; 4. Did the spill reach a drainage conveyance system? If Yes: <ol style="list-style-type: none"> a. Description of drainage conveyance system location, b. Estimated spill volume fully recovered within the drainage conveyance system, and c. Estimated spill volume remaining within the drainage conveyance system; 5. Estimated total spill volume exiting the sanitary sewer system; 6. Spill date and start time; 7. Spill cause(s) (for example, root intrusion, grease deposition, etc.); 8. System failure location (for example, main, pump station, etc.); 9. Description of spill response activities including description of immediate spill containment and cleanup efforts; 10. Description of how the volume estimation was calculated, including, at minimum: <ol style="list-style-type: none"> a. The methodology and type of data relied upon, including supervisory control and data acquisition 	

	<p>(SCADA) records, flow monitoring or other telemetry information used to estimate the volume of the spill discharged, and the volume of the spill recovered (if any volume of the spill was recovered), and</p> <p>b. The methodology and type of data relied upon to estimate the spill start time, on-going spill rate at time of arrival (if applicable), and the spill end time;</p> <p>11. Description of implemented system modifications and operating/maintenance modifications.</p> <p>Recordkeeping of Individual Lateral Spill Information:</p> <ol style="list-style-type: none"> 1. Date and time the City was notified of, or self-discovered, the spill; 2. Location of individual spill; 3. Estimated individual spill volume; 4. Spill cause(s) (for example, root intrusion, grease deposition, etc.); and 5. Description of how the volume estimations were calculated. <p>Total Annual Spill Information:</p> <ol style="list-style-type: none"> 1. Estimated total annual spill volume; 2. Description of spill corrective actions, including at minimum: <ol style="list-style-type: none"> a. Local regulatory enforcement action taken against the sewer lateral owner in response to a spill, as applicable, and b. System operation, maintenance and program modifications implemented to prevent repeated spill occurrences at the same spill location. 	
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Chapter 4.0-Sanitary Sewer System Spill Notification and Reporting Requirements

4.1 Spill Identification and Reporting

- a) City employees, residents, businesses or members of the general public may detect an overflow, or report suspicious circumstances such as unusual odors, flooding, etc., which could indicate the possibility of an overflow.
- b) The city’s website listed below, requests residential sewer customers to immediately report a sewer spill by contacting the Ontario Municipal Utilities at (909) 395-2678 Monday - Thursday 7:30 am - 5:30 pm and Friday 7:30 am - 4:30 pm, or if after hours calling the Police Department at 911.

City Website:

<https://www.ontarioca.gov/municipal-utilities-company/utilities/faq/residential-sewer-customers#:~:text=What%20to%20do%20in%20the,the%20Police%20Department%20at%20911.>

- c) During normal business hours, calls received by the City are routed to the Utilities Department. After business hours, weekends and holidays, calls received by the City's police dispatch are forwarded to the appropriate on call person. Once the initial report is received by the City, collection staff are dispatched to the site of the reported incident via telephone or two-way radio.
- d) Upon arriving to respond to a spill, if it is found that the spill originated from outside of the City's jurisdiction, the responsible agency will be contacted. As part of the Mutual Aid Agreement with the surrounding agencies, the City will continue its efforts to contain and clean up the spill until the responsible agency arrives. The Mutual Aid Telephone Roster is used for notification of appropriate personnel, and it is updated as needed. **A copy of the Mutual Aid Telephone Roster is maintained in each responsible employee's Spill Response Binder, see Attachment 1.**
- e) Appropriate staff is dispatched to the location to confirm that an overflow has occurred. Once a spill is verified, additional staff and equipment will be dispatched as necessary. Additionally, the City has installed Smart Covers® in areas that historically have been high-frequency maintenance areas. These manhole covers feature sensors that detect high level and/or intrusion of the manhole. If a high level or intrusion is detected, the sensors will send an alarm to City staff. The responsible staff will be dispatched to the location of the manhole.
- f) The City uses Supervisory Control and Data Acquisition (SCADA), and contracts with Mission Communications, LLC for a monitoring system at the lift stations. If a problem is detected by SCADA, staff is notified via a pager.
- g) When a call is received by dispatch personnel to report a lift station overflow, dispatch will notify the responsible maintenance staff to respond to the incident. Once the lift station overflow is confirmed, corrective actions are initiated which may include requesting additional city staff, utilizing mutual aid and/or contractors, depending on the magnitude of the incident.
- h) Utilities or Police Department personnel obtain and record all relevant information available regarding the overflow on the **SSO Field Report Form found in Attachment 2 of each responsible party's Spill Response Binder.**
- i) Every effort is made to ensure that all reported spills are responded to within the first hour of notification of the spill.
- j) The City is required to report Category I spills to the California Office of Emergency Services State Warning Center (Cal OES), at (800) 852-7550 within two hours, and Cal OES notifies the Regional Water Quality Control Boards and local Health Departments when a spill notification is received. In order to ensure timely notification to the County, the City will also notify the San Bernardino County Health Department and the Santa Ana Regional Water Quality Control Board of the Category I spill. The City is required to update Cal OES whenever there are substantial changes to previously reported spill volume estimates or impacts.

4.2 Notification of Spills of 1,000 Gallons or Greater to the California Office of Emergency Services

- a) Per Water Code section 13271, for a spill that discharges in or on any waters of the State, or discharges or is deposited where it is, or probably will be, discharged in or on any waters of the State, the City shall notify the California Office of Emergency Services and obtain a California Office of Emergency Services Control Number as soon as possible but no later than two (2) hours after:
 - 1. The city (personnel) has knowledge of the spill; and
 - 2. Notification can be provided without substantially impeding cleanup or other emergency measures.

- b) The following notification requirements in this section apply to individual spills of 1,000 gallons or greater, from a City-owned and/or operated laterals, to a water of the State.
 - 1. Notify Cal OES within 2 hours of becoming aware of SSO: (800) 852-7550
 - a. Obtain a notification control number

 - b. The City shall provide the following spill information to the California Office of Emergency Services before receiving a Control Number, as applicable:
 - 1. Name and phone number of the person notifying the California Office of Emergency Services;
 - 2. Estimated spill volume (gallons);
 - 3. Estimated spill rate from the system (gallons per minute);
 - 4. Estimated discharge rate (gallons per minute) directly into waters of the State or indirectly into a drainage conveyance system;
 - 5. Spill incident description:
 - a. Brief narrative of the spill event, and
 - b. Spill incident location (address, city, and zip code) and closest cross streets and/or landmarks;
 - 6. Name and phone number of contact person on-scene;
 - 7. Date and time the City was informed of the spill event;
 - 8. Name of sanitary sewer system causing the spill;
 - 9. Spill cause or suspected cause (if known);
 - 10. Amount of spill contained;
 - 11. Name of receiving water body receiving or potentially receiving discharge; and
 - 12. Description of water body impact and/ or potential impact to beneficial uses.

- c) Notify Santa Ana Regional Water Quality Control Board (RWQCB) within 2 hours of becoming aware of the SSO and provide the Cal OES notification control number:

Main number: 951-782-4130

Fax: 951-781-6288

Email: spillreportR8@waterboards.ca.gov

- d) Notify San Bernardino County Public Health, Environmental Health Services by telephone within 2 hours of becoming aware of the SSO. For all inquiries during normal business hours call (800) 442-2283 or after-hours emergency, please contact the Fire Communications Center at (800) 472-2376. An examples of emergency situations includes an overflow of sewage. To notify by email, contact at ehs.customerservices@dph.sbcounty.gov.
- e) If the SSO enters a flood control District, call the following, the San Bernardino Flood Control Yard Contact, Public Works Supervisor, and provide the CalOES notification control number:
 - 1. Juan Gallardo, Office Hours: (909) 899-4366
 - 2. After Hours: (909) 356-3805
- f) Draft of the SSO report in CIWQS (<http://ciwqs.waterboards.ca.gov>) must be done within 3 business days of becoming aware of SSO.

The Draft Spill Report must, at minimum, include the following items:

- 1. Contact information: Name and telephone number of Enrollee contact person to respond to spill-specific questions;
 - 2. Spill location name;
 - 3. Date and time the Enrollee was notified of, or self-discovered, the spill;
 - 4. Operator arrival time;
 - 5. Estimated spill start date and time;
 - 6. Date and time the Enrollee notified the California Office of Emergency Services, and the assigned control number;
 - 7. Description, photographs, and GPS coordinates of the system location where the spill originated;
 - a. If a single spill event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the spill appearance point explanation field;
 - 8. Estimated total spill volume exiting the system;
 - 9. Description and photographs of the extent of the spill and spill boundaries;
 - 10. Did the spill reach a drainage conveyance system? If Yes:
 - a. Description of the drainage conveyance system transporting the spill;
 - b. Photographs of the drainage conveyance system entry location(s);
 - c. Estimated spill volume fully recovered from the drainage conveyance system;
 - d. Estimated spill volume remaining within the drainage conveyance system;
 - 11. Description and photographs of all discharge point(s) into the surface water;
 - 12. Estimated spill volume that discharged to surface waters; and
 - 13. Estimated total spill volume recovered.
- g) Overflow Report due to RWQCB within 5 business days.

- h) Final SSO report shall be certified in CIWQS within 15 calendar days of the end date of the SSO.
- i) Submit Technical Report within 45 calendar days after the spill end date - for a Category 1 spill of 50,000 gallons or greater.
- j) Submit Amended Spill Report within 90 calendar days after the spill end date.
 - 1. Following the initial notification to the California Office of Emergency Services and until such time that the City certifies the spill report in the online CIWQS Sanitary Sewer System Database, the City shall provide updates to the California Office of Emergency Services regarding substantial changes to:
 - a. Estimated spill volume (increase or decrease in gallons initially estimated);
 - b. Estimated discharge volume discharged directly into waters of the State or indirectly into a drainage conveyance system (increase or decrease in gallons initially estimated); and
 - c. Additional impact(s) to the receiving water(s) and beneficial uses.

4.3 Reporting Requirements for Individual Category 1 and 2 Spill Reporting

- a) Within two hours of the Enrollee's knowledge of a Category 1 or Category 2 spill of **1,000 gallons or greater**, discharging or threatening to discharge to surface waters:
 - 1. Notify the California Office of Emergency Services.
- b) Notify Santa Ana Regional Water Quality Control Board (RWQCB) within 2 hours of becoming aware of SSO and provide the Cal OES notification control number:

Main number: 951-782-4130
Fax: 951-781-6288
Email: spillreportR8@waterboards.ca.gov
- c) Notify San Bernardino County Public Health, Environmental Health Services by telephone within 2 hours of becoming aware of the SSO. For all inquiries during normal business hours call (800) 442-2283 or after-hours emergency, please contact the Fire Communications Center at (800) 472-2376. An examples of emergency situations includes an overflow of sewage. To notify by email, contact at ehs.customerservices@dph.sbcounty.gov.
- d) Within three (3) business days of the City's knowledge of a Category 1 spill, the City shall submit a Draft Spill Report to the online CIWQS Sanitary Sewer System Database. The Draft Spill Report must, at minimum, include the following items:
 - 1. Contact information: Name and telephone number of Enrollee contact person to respond to spill-specific questions;
 - 2. Spill location name;
 - 3. Date and time the City was notified of, or self-discovered, the spill;

4. Operator arrival time;
 5. Estimated spill start date and time;
 6. Date and time the Enrollee notified the California Office of Emergency Services, and the assigned control number;
 7. Description, photographs, and GPS coordinates of the system location where the spill originated;
 - a. If a single spill event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the spill appearance point explanation field;
 8. Estimated total spill volume exiting the system;
 9. Description and photographs of the extent of the spill and spill boundaries;
 10. Did the spill reach a drainage conveyance system? If Yes:
 - a. Description of the drainage conveyance system transporting the spill;
 - b. Photographs of the drainage conveyance system entry location(s);
 - c. Estimated spill volume fully recovered from the drainage conveyance system;
 - d. Estimated spill volume remaining within the drainage conveyance system;
 11. Description and photographs of all discharge point(s) into the surface water;
 12. Estimated spill volume that discharged to surface waters; and
 13. Estimated total spill volume recovered.
- e) Overflow Report due to RWQCB within 5 business days.
- f) Submit Certified Spill Report within 15 calendar days of the spill end date.
- g) Submit Technical Report within 45 calendar days after the spill end date - for a Category 1 spill of 50,000 gallons or greater.
- h) Submit Amended Spill Report within 90 calendar days after the spill end date.
- 4.4 Reporting Requirements for Individual Category 3 Spill Reporting for Spills of Equal to or Greater than 50 Gallons and Less Than 1,000 Gallons That Do Not Discharge to Surface Waters
- a) Submit monthly Certified Spill Report to the online CIWQS Sanitary Sewer System Database within 30 Calendar days after the end of the month in which the spills occurred. For example, all Category 3 spills occurring in the month of February shall be reported and certified by March 30th; and
 - b) Submit Amended Spill Report within 90 calendar days after the Certified Spill Report due date.
- 4.5 Reporting Requirements for Individual Category 4 Spills Less than 50 Gallons That Do Not Discharge to Surface Waters

- a) If, during any calendar month, Category 4 spills occur, certify monthly, the estimated total spill volume exiting the sanitary sewer system, and the total number of all Category 4 spills into the online CIWQS Sanitary Sewer System Database, within 30 days after the end of the calendar month in which the spills occurred.
- b) Upload and certify a report, in an acceptable digital format, of all Category 4 spills to the online CIWQS Sanitary Sewer System Database, by February 1st after the end of the calendar year in which the spills occur.
- c) Report a lateral spill of any volume that discharges to a surface water as a Category 1 spill.

4.6 Monthly Certification of “No-Spills” or “Category 4 Spills” and/or “Non-Category 1 Lateral Spills”

- a) If either (1) no spills occur during a calendar month or (2) only Category 4, and/or City-owned and/or operated lateral spills (that do not discharge to a surface water) occur during a calendar month, the City shall certify, within 30 calendar days after the end of each calendar month, either a “No-Spill” certification statement, or a “Category 4 Spills” and/or “Non-Category 1 Lateral Spills” certification statement, in the online CIWQS Sanitary Sewer System Database, certifying that there were either no spills, or Category 4 and/or Non-Category 1 Lateral Spills that will be reported annually for the designated month.
- b) If a spill starts in one calendar month and ends in a subsequent calendar month, and the City has no further spills of any category, in the subsequent calendar month, the City shall certify “no-spills” for the subsequent calendar month. If the Enrollee has no spills from its systems during a calendar month, but the City voluntarily reported a spill from a private lateral or a private system, the City shall certify “no-spills” for that calendar month.
- c) If the City has spills from its owned and/or operated laterals during a calendar month, the City shall not certify “no spills” for that calendar month.

4.7 Voluntary Notification of Spills from Privately-Owned Laterals and/or Systems to the California Office of Emergency Services

Upon observing or acquiring knowledge of any of the following from a private sewer lateral or private sanitary sewer system that is not owned/operated by the City, the City is encouraged to notify the California Office of Emergency Services (as provided by Health and Safety Code section 5410 et. seq. and Water Code section 13271), or inform the responsible party that State law requires such notification to the Office of Emergency Services by any person that causes or allows a sewage discharge to waters of the State:

- a) A spill equal to 1,000 gallons or more that discharges (or has a potential to discharge) to waters of the State, or a drainage conveyance system that discharges to waters of the State; or

- b) A spill of any volume to surface waters.

4.8 Reporting to CIWQS

- a) CIWQS Online SSO Database Account: The City shall maintain a CIWQS Online SSO Database account and maintain a " Username" and" Password" by registering through CIWQS. These accounts allow controlled and secure entry into the CIWQS Online SSO Database.
- b) SSO Mandatory Reporting Information: For reporting purposes, if one SSO event results in multiple appearance points in a sewer system asset, the City shall complete one SSO report in the CIWQS Online SSO Database which 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 caused the SSO, and provide descriptions of the locations of all other discharge points associated with the SSO event.
- c) If the CIWQS Online SSO Database is not available, the City must fax or email all required information to the appropriate Regional Water Board office in accordance with the time schedules identified herein. In such event, the City must also enter all required information into the CIWQS Online SSO Database when the database becomes available.

4.9 Spill Technical Report for Individual Category 1 Spill in which 50,000 Gallons or Greater Discharged into a Surface Water

- a) For any spill in which 50,000 gallons or greater discharged into a surface water, within 45 calendar days of the spill end date, the Enrollee shall submit a Spill Technical Report to the online CIWQS Sanitary Sewer System Database. The Spill Technical Report, at minimum, must include the following information:
 - 1. Spill causes and circumstances, including at minimum:
 - a. Complete and detailed explanation of how and when the spill was discovered;
 - b. Photographs illustrating the spill origin, the extent and reach of the spill, drainage conveyance system entrance and exit, receiving water, and post-cleanup site conditions;
 - c. Diagram showing the spill failure point, appearance point(s), the spill flow path, and ultimate destinations;
 - d. Detailed description of the methodology employed, and available data used to calculate the discharge volume and, if applicable, the recovered spill volume;
 - e. Detailed description of the spill cause(s);
 - f. Description of the pipe material, and estimated age of the pipe material, at the failure location;
 - g. Description of the impact of the spill;
 - h. Copy of original field crew records used to document the spill; and
 - i. Historical maintenance records for the failure location.

2. City's response to the spill:
 - a. Chronological narrative description of all actions taken by the City to terminate the spill;
 - b. Explanation of how the Sewer System Management Plan Spill Emergency Response Plan was implemented to respond to and mitigate the spill; and
 - c. Final corrective action(s) completed and a schedule for planned corrective actions, including:
 1. Local regulatory enforcement action taken against an illicit discharge in response to this spill, as applicable,
 2. Identifiable system modifications, and operation and maintenance program modifications needed to prevent repeated spill occurrences, and
 3. Necessary modifications to the Emergency Spill Response Plan to incorporate lessons learned in responding to and mitigating the spill.
- b) Water Quality Monitoring, including at minimum:
 1. Description of all water quality sampling activities conducted;
 2. List of pollutant and parameters monitored, sampled and analyzed; as required in section 2.3 (Receiving Water Monitoring) of Attachment E of the Order;
 3. Laboratory results, including laboratory reports;
 4. Detailed location map illustrating all water quality sampling points; and
 5. Other regulatory agencies receiving sample results (if applicable).
- c) Evaluation of spill impact(s), including a description of short-term and long-term impact(s) to beneficial uses of the surface water.

4.10 Reporting SSO's to Other Regulatory Agencies

- a) In the event that the CIWQS Online SSO Database is not available, the City must fax or email all required information to the appropriate Regional Water Board office in accordance with the time schedules identified herein. In such event, the City must also enter all required information into the CIWQS Online SSO Database when the database becomes available.

4.11 Collection System Questionnaire

- a) The required Questionnaire (see subsection G of the SSS WDRs) provides the Water Boards with site-specific information related to the City's sanitary sewer system. The City shall complete and certify the Questionnaire at least every 12 months to facilitate program implementation, compliance assessment, and enforcement response.

4.12 SSMP Availability

- a) The City shall provide the publicly available internet web site address to the CIWQS Online SSO Database where a downloadable copy of the City’s approved SSMP, critical supporting documents referenced in the SSMP, and proof of local governing board approval of the SSMP is posted. If all of the SSMP documentation listed in this subsection is not publicly available on the Internet, the City shall comply with the following procedure:
 - 1. Submit an electronic copy of the City's approved SSMP, critical supporting documents referenced in the SSMP, and proof of local governing board approval of the SSMP to the State Water Board, within 30 days of that approval and within 30 days of any subsequent SSMP re-certifications, to the following mailing address:

State Water Resources Control Board
 Division of Water Quality
 Attn: SSO Program Manager
 1001 I Street, 15th Floor, Sacramento, CA 95814

Chapter 5.0-Key Personnel, Employee Safety, Emergency Sewer Response Procedures

5.1 Sewer System Management Plan (SSMP) Key Personnel

Names and telephone numbers for management, administrative, and maintenance personnel responsible for implementing elements of the SSMP are provided in Table 1 below. The chain of communication for reporting SSOs to the proper regulatory agencies is provided in Chapter 3.0-Spill Categories and Requirements, and the attached Mutual Aid Telephone Roster (Attachment 1) is used for notification of appropriate City personnel, and it is updated as needed.

Table 1-SSMP Key Personnel

Name	Position	SSMP Responsibilities	Telephone Number
Scott Burton	Utilities General Manager	Duly Authorized Representative	Desk - (909) 395-2682 Mobile- (909) 721-7172
Albert Gastelum	Assistant General Manager-Utilities Engineering & Operations	Legally Responsible Official	Desk - (909) 395-2770 Mobile -(951) 232-7624

Mike Birmelin	Environmental Programs Manager	Implement elements of SSMP as needed	Desk - (909) 395-2661 Mobile- (909) 721-9137
Dennis Mejia, P.E.	Utilities Engineering Division Manager	Administrates Sewer Master Plan Updates and SSMP Updates, and Utilities Capital Improvement Program	Desk - (909) 395- 2609
Andy Martinez	Utilities Operations Division Manager	Updates elements of the SSMP specific to the operation of the sewer system	Desk - (909) 395-2683

5.2 Safety

The following safety information is obtained from the Centers for Disease Control and Prevention at the following website.

(https://www.cdc.gov/healthywater/global/sanitation/workers_handlingwaste.html)

- a) It is important to avoid any direct contact between yourself and sewage, to reduce your risk from waterborne diseases, since sewage contains harmful pathogens, Therefore, all safety precautions must be taken during any sewer system overflow containment and cleanup process. Workers involved in the cleanup of sewer system overflows should utilize the following personal protective equipment (PPE) and be trained on their proper use:
 - 1. Goggles to protect eyes from splashes of human waste or sewage;
 - 2. Protective face mask or splash-proof face shield to protect nose and mouth from splashes of human waste or sewage;
 - 3. Liquid-repellent coveralls to keep human waste or sewage off clothing;
 - 4. Waterproof gloves to prevent exposure to human waste or sewage; and
 - 5. Rubber boots to prevent exposure to human waste or sewage.
- b) After the cleanup process has concluded, be sure to throw away all protective items and clothing or if you choose to keep them, be sure to clean contaminated work clothing daily in a hot wash with 0.05% chlorine solution (1 part household bleach to 100 parts water).
- c) Avoid any eating or drinking when you are present in the contaminated zone and ensure that you properly wash your hands with soap and water following any encounter with sewage. Ensure you have properly washed your hands before eating or drinking and before and after using the toilet.
- d) Be sure to cover any cuts or grazes in your skin to prevent any infections.

- e) Avoid touching your face, mouth, eyes, nose, or any open sores and cuts while in the contaminated zone and until you have properly washed your hands.
- f) Do not smoke or chew tobacco or gum while in the contaminated zone.
- g) Gently flush eyes with safe water if human waste or sewage contacts eyes.
- h) After you have finished up with all of the work associated with the sewer system overflow be sure to remove rubber boots and work clothes before leaving the worksite.
- i) All city employees who encounter human waste or sewage must receive training on disease prevention. The training must include information on basic hygiene practices, use and disposal of PPE, and proper handling of sewage or waste. Workers should seek medical attention promptly if displaying any signs or symptoms of illness, such as vomiting, stomach cramps and watery diarrhea.
- j) Workers who are exposed to sewage or human waste should be vaccinated in consultation with the local health authorities. Tetanus vaccinations should be up to date, with consideration also given to the need for polio, typhoid fever, Hepatitis A and Hepatitis B vaccinations.
- k) A safety vest is required.
- l) Hearing protection should be readily available.
- m) A hard hat is required.

5.3 Investigation and Assessment

- a) Following notification of a possible sanitary sewer overflow, a crew is dispatched to investigate. The initial response team is responsible for assessing the cause of the problem and determining the level of effort needed to correct the problem. If the overflow is confirmed, the supervisor or highest-level staff person on-site shall record the relevant spill information on a sewer overflow incident report form.
- b) City personnel shall perform the following SSO response procedures, as applicable. and shown below in Sections 5.4 through 5.12 below.

5.4 Notify Response Personnel

- a) Response personnel are dispatched to the site as appropriate based on the following criteria:
 - 1. Source of the SSO
 - 2. Volume of the SSO
 - 3. Severity of the SSO

- b) The supervisor or highest-level staff person on-site shall immediately notify appropriate SSO response personnel. SSO response personnel are City staff trained to respond to SSO situations. Personnel involved in clean-up activities shall be trained and properly equipped with appropriate personal protective equipment (PPE). Appropriate PPE shall be determined by the site supervisor based on the hazard, weather conditions and clean-up procedures.

5.5 Stop and Contain Overflow

- a) The supervisor or highest-level staff person on-site shall be responsible for determining the most effective method(s) to:
 - 1. Control or limit the SSO volume discharged;
 - 2. Terminate the SSO as rapidly as possible; and
 - 3. Contain the spill as rapidly as possible.

5.6 Traffic and Crowd Control

- a) SSO response personnel shall be adequately trained in traffic control procedures and public safety requirements.
 - 1. The supervisor or highest-level staff person on-site shall be responsible for determining the most effective method(s) to:
 - a. Safely control traffic flow around the spill area; and
 - b. Provide crowd control measures to ensure public safety at all times.
 - 2. The following City Departments may be contacted to assist with traffic and crowd control measures:
 - a. Police Department
 - b. Highway Patrol

5.7 Clean-up and Remediation

- a) The supervisor or highest-level staff person on-site is responsible for determining the most effective clean-up method and remediation procedures and shall determine when adequate remediation procedures have been completed.
- b) For SSOs contained downstream in the stormwater collection system due to hydraulic surcharging of the system (typically involving gravity discharges), the City will remediate the SSO by removing from the system at the point of containment a minimum of one hydro-vactor load of wastewater (approximately 2,000-2,500 gallons) or three times the volume of the SSO, whichever is greater.

5.8 Emergency Sewer Response Procedures

- a) A sewer system overflow requires immediate action on the part of the city, including dispatching the proper personnel to the spill location, capturing, and containing the spill, cleaning up the affected properties, and proper disposal of all captured waste. Some other actions may include performing CCTV scanning of all the affected sewer

lines, repairing any sewer lines that have been identified as a source of the spill, and repairing any equipment that may be responsible for a pump station failure resulting in an overflow, diversion of flow to a city tanker truck, and disinfection of all areas that have been in contact with the spill. The sewer system overflow must be documented and reported to the state and other interested local regulatory agencies.

- b) The following standard operating procedures have been developed to ensure a safe working environment for all employees and to establish minimum requirements for responding to sewer emergencies. Following is a list of the required personnel and equipment that are necessary:
1. Authorized personnel: Maintenance personnel trained in sewer response procedures;
 2. Required personnel: 1 (minimum);
 3. Required equipment:
 - a. Vactor;
 - b. Service truck;
 - c. Locator;
 - d. Manhole cover lifting tool;
 - e. CCTV equipment; and
 4. Ensure proper safety equipment noted above is utilized.

5.9 Emergency Sewer Response Mainline Blockage

- a) Emergency Sewer Response
1. Upon receiving notification of a possible sewer main backup (manhole spilling), call for immediate assistance and determine if you or the person providing assistance is securing the vactor truck. Once this is determined, respond immediately to the location of the overflowing manhole or to the Service Yard to secure the vactor truck.
 - a. The first person to arrive should:
 1. Evaluate the situation and assess the immediate danger to public health or the environment;
 2. Determine the location of the blockage by inspecting the downstream manholes until a dry manhole is found;
 3. Notify a supervisor informing him of the situation (Primary contact Sewer Supervisor);
 4. Inspect the work area and evaluate any hazards that might be encountered during the clearing of the blockage and prepare the area for the arrival of the vactor truck;
 5. Contain spill if possible or prevent spill from entering storm drain; and
 6. A SSO Field Report Form must be filled out for any release of sewage. Start documenting as soon as you arrive (time, amount of spill, etc.); and
 7. Upon arrival of the vactor truck, clear the blockage and start cleanup procedures.

5.10 Emergency Sewer Response Customer's Lateral

a) Emergency Sewer Response

1. Upon receiving notification of a possible sewer blockage, the following should be conducted:

a. The first person to arrive should:

1. Respond immediately and make contact with the property owner;
2. Inspect the manholes upstream and downstream of the customer's lateral. Make sure that the sewer main is not plugged;
3. If sewage is spilling into the public right of way, contain the spill keeping it from going into the storm drain. A SSO Field Report Form, see Attachment 2, must be filled out documenting the activities. All spilled sewage must be cleaned up and the area sanitized;
4. When the vector arrives, jet the mainline. The upstream manhole must be opened while the line is cleaned, and the jet hose must be observed to confirm that the entire line was jetted;
5. Assess the situation and try to determine where the blockage is located;
6. Inform customer that City verified sewer mainline is cleared. Work with homeowner to determine where the blockage is in the lateral. The City is responsible for the lower portion of the lateral within the public right-of-way. The homeowner is responsible for the upper portion of the lateral within the private property. This can be determined by using the lateral camera;
7. If the blockage is clearly on the customer's side and not from City owned trees, inform the customer that the City will re-video their portion of the lateral once the blockage is cleared or repairs are made;
8. If it is determined that the blockage is within the public right-of-way it is the City's responsibility to clear the blockage; and
9. City personnel shall not do any work on private property unless authorized to do so with an executed hold harmless agreement signed by the property owner.

5.11 Customer Communications

- a) It is important for employees to communicate effectively with City homeowners or residents, especially in sewage backup situations. 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 our ability to address the problem satisfactorily, less chance of having the homeowner prolong the claims process, and less chance of him/her exaggerating the damage done to the property.

- b) As a representative of the City, you will occasionally have to deal with an irate homeowner. A calm reasonable homeowner can become an unreasonable and irate should he/she perceive us as being indifferent, uncaring, unresponsive, or incompetent. Although sometimes difficult, effective management of a sewage backup situation is critical. If it is not managed well, the situation can get out of hand and the City can end up with a costly prolonged battle. We want the homeowner to be assured that the City is responsive and the homeowner's best interest is a top priority.

- c) A Few Communication Tips (City responsible for backup):
 - 1. Give the homeowner ample time to explain the situation or to vent;
 - 2. As soon as possible, let the homeowner know that you will find the source of the problem and will have it corrected as quickly as you can;
 - 3. Acknowledge the homeowner's concerns;
 - 4. Express regret, on behalf of the City, for any inconveniences caused by the incident;
 - 5. As much as possible, keep the homeowner informed on what is being done and will be done to correct the problem;
 - 6. Keep focused on getting the job done in a very professional manner. Don't wander from the problem with too much unnecessary small talk.
 - 7. Don't find fault or lay blame on anyone;
 - 8. Before you leave, make sure the homeowner has the name and telephone number of persons to contact at the City; and
 - 9. Make sure someone follows up with a telephone call to ensure everything is being handled as it should be.

- d) A Few Communication Tips (Resident responsible for backup):
 - 1. Give the homeowner ample time to explain the situation or to vent;
 - 2. As soon as possible, let the homeowner know that you are there to assist in assessing the problem;
 - 3. Acknowledge the homeowner's concerns;
 - 4. Don't find fault or lay blame on anyone;
 - 5. Before you leave, make sure the homeowner has the name and telephone number of persons to contact at the City; and
 - 6. Make sure someone follows up with a telephone call to ensure everything is being handled as it should be.

- e) Whenever there is a possibility of property damage, inform the homeowner that the City's Supervisor/Management will follow up and will contact him/her. Do not discuss financial liabilities with the homeowner.

- f) The first responder to the sewer backup should document what has occurred, any damage and anything stated by the homeowner. Take as many photos as needed to accurately represent the extent of the damage.

5.12 Emergency Sewer Response Smart Cover Alarm

- a) When a notification of a Smart Cover alarm is received, respond immediately to investigate. This would also apply to intrusion alarms that are activated when someone makes access to manholes. Upon arriving at the Smart Cover location, open the manhole according to all required safety procedures and access the conditions that caused the alarms. Take appropriate action and notify the sewer supervisor.

5.13 Estimating the Volume of the Sewage Spill

- a) Use the methods that are outlined in Attachment 3, to estimate the volume of the spilled sewage. The City shall estimate the total spill volume using updated volume estimation techniques, calculations, and documentation for electronic reporting. The City shall update its notification and reporting of estimated spill volume as further information is gathered during and after a spill event.

Chapter 6.0-Data Submission and Reporting Certification Requirements

6.1 Designation of Data Submitters

- a) A Data Submitter is an individual designated and authorized by the Enrollee's Legally Responsible Official (LRO) to enter spill data into the online CIWQS Sanitary Sewer System Database. A Data Submitter does not have the authority of a Legally Responsible Official to certify reporting entered into the online CIWQS Sanitary Sewer System Database.
- b) LROs and Data Submitters have different levels of access in CIWQS. Data Submitters are authorized to enter data into CIWQS for the facility or collection system to which they have been given access by an LRO
- c) In addition to Data Submitter rights, LROs are authorized to certify and submit reports for the regulated facility or collection system. LROs have the additional ability to manage active Data Submitters under their facility or collection system.
- d) The LRO may designate one or more individuals as a Data Submitter for reporting of spill data. The Legally Responsible Official shall authorize the designation of Data Submitter(s) through the online CIWQS database (<https://ciwqs.waterboards.ca.gov>) prior to the individuals establishing a CIWQS user account (<https://ciwqs.waterboards.ca.gov/ciwqs/newUser.jsp>) and entering spill data into the online CIWQS Sanitary Sewer System Database.
- e) The LRO shall submit any change to its Data Submitter(s), and/or change in Data Submitter contact information, to the State Water Board within 30 calendar days of the change, by emailing ciwqs@waterboards.ca.gov and copying the appropriate Regional Water Board as provided in Attachment F (Regional Water Quality Control Board Contact Information) of the General Order.
- f) The City shall designate a LRO that has authority to ensure the enrolled sanitary sewer system(s) complies with this Order and is authorized to serve as a duly

authorized representative. The LRO must have responsibility over management of the City's entire sanitary sewer system and must be authorized to make managerial decisions that govern the operation of the sanitary sewer system, including having the explicit or implicit duty of making major capital improvement recommendations to ensure long-term environmental compliance. The LRO must have or have direct authority over individuals that:

1. Possess a recognized degree or certificate related to operations and maintenance of sanitary sewer systems, and/or
 2. Have professional training and experience related to the management of sanitary sewer systems, demonstrated through extensive knowledge, training and experience. For example, a sewer system superintendent or manager, an operations manager, a public utilities manager or director, or a district engineer may be designated as a LRO.
- g) The LRO shall complete the electronic CIWQS "User Registration" form (<https://ciwqs.waterboards.ca.gov/ciwqs/newUser.jsp>). A LRO that represents multiple enrolled systems shall complete the electronic CIWQS "User Registration" form for each system.
- h) The City shall submit any change to its LRO, and/or change in contact information, to the State Water Board within 30 calendar days of the change by emailing ciwqs@waterboards.ca.gov and copying the appropriate Regional Water Board as provided in Attachment F (Regional Water Quality Control Board Contact Information) of the General Order.
- i) The Legally Responsible Official shall electronically certify, on the Enrollee's behalf, all applications, reports, the Sewer System Management Plan(s) and corresponding updates, and other information submitted electronically into the online CIWQS Sanitary Sewer System Database, as follows:
- "I certify under penalty of perjury under the laws of the State of California that the electronically submitted information was prepared under my direction or supervision. Based on my inquiry of the person(s) directly responsible for gathering the information, to the best of my knowledge and belief, the information submitted is true, accurate, and complete, and complies with the Statewide Sanitary Sewer Systems General Order. I am aware that there are significant penalties for submitting false information." Hardcopy submittals to the State Water Board must be accompanied by the above certification statement."
- j) All information required to be reported into the CIWQS Online SSO Database shall be certified by a person designated as described in Section 6.1(f) above. This designated person is the LRO. A City may have more than one LRO.
- k) Any designated person (i.e. an LRO) shall be registered with the State Water Board to certify reports in accordance with the CIWQS protocols for reporting.

- l) Data Submitter (DS): Any City employee or contractor may enter draft data into the CIWQS Online SSO Database on behalf of the City if authorized by the LRO and registered with the State Water Board. However, only LROs may certify reports in CIWQS.
- m) The City shall maintain continuous coverage by an LRO. Any change of a registered LRO or DS (e.g., retired staff), including deactivation or a change to the LRO's or DS's contact information, shall be submitted by the City to the State Water Board within 30 days of the change by calling (866) 792-4977 or e-mailing help@ciwqs.waterboards.ca.gov.
- n) A registered designated person (i.e., an LRO) shall certify all required reports under penalty of perjury laws of the state as stated in the CIWQS Online SSO Database at the time of certification.

Chapter 7.0-Chain of Communication for Reporting Spills

7.1 Responsible Party for Spill Reporting

- a) This section describes the chain of communication that must be followed for reporting spills to OES, the State Regional Water Board, and other interested local regulatory agencies, as applicable.
- b) The designated person who is responsible for the operation and control of the sewer collection system is the LRO, see Section 6.1(f) above. The city has more than one LRO. Either an LRO or the highest-ranking operations staff member or supervisor showing up on-site in response to a reported spill and having been given direct authority over sewer collection operation personnel who are responsible for the capture, containment, cleanup, and mitigation operations shall be responsible for the reporting of a spill to all legal authorities when he/she has determined that such notification is required, see the exception that is noted in Section 7.1(c) below. The responsible party described immediately above shall initiate the notification of all necessary regulatory officials as outlined in Chapter 3 above.
- c) The Environmental Programs Division is called upon during sewer spill events to assist the Operations Division staff in the collection of data, determination of spill volume, report write-up, and to identify whether any commercial or industrial user is responsible for the spill, and to conduct an inspection of any responsible commercial or industrial user, and to initiate any necessary enforcement actions to ensure that the responsible commercial or industrial user is fully compliant with the City's Ordinance. When called upon by the on-site highest-ranking operations staff member or supervisor who has been given direct authority over sewer collection operation personnel who are responsible for the capture, containment, cleanup, and mitigation operations, as further described above, Environmental Programs Division staff when requested to do so by such person as just described, may assist the Operations

Division by initiating laboratory contact to commence with any required sampling activities or may perform notification of the required regulatory agencies of an Ontario spill.

- d) When Environmental Programs staff are not on-site or cannot be reached by phone, the highest-ranking operations staff member or supervisor in charge of all spill cleanup and mitigation procedures shall be responsible for initiating regulatory agency notification or assigning that task to an operations staff member.

Chapter 8.0-Applicable State and Federal Regulations

8.1 California Code, Health and Safety Codes

- a) California Code, Health and Safety Code - HSC § 25510(a) states, “Except as provided in subdivision (b), the handler or an employee, *authorized representative, agent, or designee of a handler, shall, upon discovery, immediately report any release or threatened release of a hazardous material, or an actual release of a hazardous substance, as defined in Section 374.8 of the Penal Code, to the Local Unified Program Agency (UPA), and to the office, in accordance with the regulations* adopted pursuant to this section. The handler or an employee, authorized representative, agent, or designee of the handler shall provide all state, city, or county fire or public health or safety personnel and emergency response personnel with access to the handler's facilities.
- b) Sewage is not identified as a RCRA waste in the federal regulations, but may be defined as non-RCRA waste depending on its properties by the State of California.
- c) California Code, Health and Safety Code - HSC § 25260(d) states a “Hazardous material” means a substance or waste that, because of its physical, chemical, or other characteristics, may pose a risk of endangering human health or safety or of degrading the environment. “Hazardous material” includes, but is not limited to, all of the following:
 - 1. A hazardous substance, as defined in Section 25281 or 25316.
 - 2. A hazardous waste, as defined in Section 25117.
 - 3. A waste, as defined in Section 470 or as defined in Section 13050 of the Water Code.
- d) Hazardous substances are defined in the federal Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), Section 101(14) and in California Code of Regulations (CCR) Title 22, Chapter 11, Article 2, Section 66261 as follows:

“A hazardous material is a substance or combination of substances that, because of its quantity, concentration, or physical, chemical, or infectious characteristics, may either 1) cause, or significantly contribute to, an increase in mortality or an increase in serious irreversible, or incapacitating reversible, illness or 2) pose a substantial

present or potential hazard to human health or the environment when improperly treated, stored, transported, disposed of, or otherwise managed.”

- e) Under the Porter-Cologne Act, the State Water Board may regulate discharges of “waste” that may affect the quality of waters of the State. Water Code section 13050(d) defines waste to “include sewage and any and all other waste substances, liquid, solid, gaseous, or radioactive, associated with human habitation, or of human or animal origin, or from any producing, manufacturing, or processing operation, including waste placed within containers of whatever nature prior to, and for purposes of, disposal.”

- f) Health and Safety Code-HSC Division 5. Sanitation Part 3. Community Facilities Chapter 6. General Provisions with Respect to Sewers Article 2. Sewage and Other Waste Section 5411.5
 - 1. Any person who, without regard to intent or negligence, causes or permits any sewage or other waste, or the effluent of treated sewage or other waste, to be discharged in or on any waters of the state, or discharged in or deposited where it is, or probably will be, discharged in or on any waters of the state, shall, as soon as that person has knowledge of the discharge, immediately notify the local health officer or the director of environmental health of the discharge.
 - 2. A person who fails to provide the notice required by this section is guilty of a misdemeanor and shall be punished by a fine of not less than five hundred dollars (\$500) nor more than one thousand dollars (\$1,000), or imprisonment for less than one year, or both the fine and imprisonment.
 - 3. The notification required by this section shall not apply to a discharge authorized by law and in compliance with waste discharge requirements or other requirements established by the appropriate regional water quality control board or the State Water Resources Control Board.
 - 4. The notification required by this section shall not apply to an unauthorized discharge of effluent of treated sewage defined as recycled water pursuant to Section 13050 or 13529.2 of the Water Code.

Chapter 9.0-Water Quality Monitoring Program

9.1 Monitoring Requirements

- a) The new Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems, Order WQ 2022-0103-DWQ requires OMUC to conduct water quality sampling of the receiving water within 18 hours of initial knowledge of a spill of 50,000 gallons or greater to surface waters, to assess the impacts from the SSO to surface waters.

- b) If the overflow is discharged to a surface water, the impact of the spill on water quality is assessed by visual inspection for abnormal conditions such as effects on aquatic life, abnormal color, odors, etc.

- c) A Receiving Water Inspection/Sampling Log (Attachment 4) is used to record the findings of the inspection.
- d) Photographs may be used to document the extent of the spill, including the discharge location, and any adverse effects to receiving water or surrounding areas.
- e) For discharges to surface water, public health warning signs shall be posted to protect the public from exposure to water contaminated with sewage:
 - 1. Signs will be posted in the affected area at appropriate intervals on both sides of the banks, if possible, of the receiving water body.
 - 2. Due to the occurrence of posted signs periodically being vandalized, stolen, wind-blown, etc., City staff will maintain a log and map of sign placement and removal. The signs will be checked on a regular basis by City staff and replaced or repositioned as necessary to make certain they are visible to the public throughout the entire spill event.
- f) To comply with the Order, the City has developed and implemented an SSO Water Quality Monitoring plan that has been incorporated into the Emergency Spill Response Plan (see below) to assess impacts from SSOs to surface waters in which 50,000 gallons or greater are spilled to surface waters. The SSO Water Quality Monitoring Plan, at a minimum:
 - 1. Contains protocols for water quality monitoring; and
 - 2. Personnel shall strictly adhere to City Department Standard Operating Procedures and Job Hazard Analyses for all water quality monitoring procedures.
- g) Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.).
 - 1. Surface water samples shall be collected at the discharge location as well as at appropriate sites upstream and downstream of the spill, if possible.
 - 2. If inclement weather, site access or other physical conditions present an unsafe or inaccessible sampling environment, sampling may be omitted or delayed. If omitted, the impact of the spill on receiving water shall be based on visual observations only.
- h) Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
- i) 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.
 - 1. Within 18 hours of the City becoming aware of the SSO, require water quality sampling for, at a minimum, the following constituents (samples will be analyzed for ammonia and e-coli using methods prescribed in 40 CFR Part 136):
 - a. Ammonia

- b. Appropriate Bacterial indicator(s) per the applicable Basin Plan water quality objective or Regional Board direction which may include total and fecal coliform, enterococcus, and e-coli.
2. Follow up samples are collected as soon as possible, typically 3-10 days after the overflow event, to determine whether the receiving water body at the discharge location remains contaminated with sewage. The decision for when to sample is site specific and is dependent on such items as tidal action and receiving water flow.
3. The City shall collect and analyze additional samples as required by the Santa Ana Regional Water Quality Control Board Executive Officer or designee.

9.2 Sampling Procedures

- a) In the event of an SSO where 50,000 gallons or more are spilled or discharged into a receiving body of water (e.g., Day Creek Channel, Cucamonga Creek Channel, or the Santa Ana River) the Ontario Municipal Utilities Company (OMUC) Utilities staff or the City's contracted laboratory, Babcock Laboratories, or the City's contracted environmental consultant, EEC Environmental must collect one water sample, each day of the duration of the spill, at each of the four locations noted below, no later than 18 hours after the City's knowledge of a potential discharge to a surface water. Please refer to the Mutual Aid Telephone Roster that is maintained in each responsible employee's Spill Response Binder for the contact names and numbers associated with the City's contracted laboratory and environmental consultant, see Attachment 1.
- b) The City must collect receiving water samples at the following four locations:
 1. A point in a drainage conveyance system before the drainage conveyance system flow discharges into a receiving water. A sampling of flow in drainage conveyance system (DCS-001) prior to discharge;
 2. A point in the receiving water where sewage initially enters the receiving water. Receiving Surface Water Sampling (RSW-001 point of discharge);
 3. A point in the receiving water, upstream of the point of sewage discharge, to capture ambient conditions absent of sewage discharge impacts (RSW-001U: upstream of point of discharge).
 4. A point in the receiving water, downstream of the point of sewage discharge, where the spill material is fully mixed with the receiving water (RSW-001D: downstream of point of discharge).
 5. The OMUC shall collect and analyze additional samples as required by the Santa Ana Regional Water Quality Control Board.
- c) The City must use its best professional judgment to determine the upstream and downstream distances based on receiving water flow, accessibility to upstream/downstream waterbody banks, and size of visible sewage plume.
- d) Analytes, containers/preservatives, and holding times are outlined below.

Container/Preservative	Constituents	Method	Holding Time
(1) plastic pint with H2SO4, on ice	Ammonia	SM 4500-NH3H	28 days
(1) 120 mL IDEXX sterile plastic bottle with Na2S2O3, on ice	Total coliform, fecal coliform, & E. coli	SM 9221-B,C,F	8 hours
(1) 120 mL IDEXX sterile plastic bottle with Na2S2O3, on ice	Enterococcus and Fecal Streptococcus	SM 9230B	8 hours

- e) A cooler marked “Wastewater Samples” containing containers, chain-of-custody (COC) forms and labels is kept in the OMUC Environmental Division. The chain of custody form must be completed by OMUC Utilities staff or the City contracted laboratory or by its environmental consultant when samples are collected, and it must accompany samples from time of collection to time of receipt by the contract laboratory. Each time samples are transferred to another individual’s possession; the COC must be signed by the person relinquishing samples and the person taking possession.

- f) Pickup or delivery of samples to the contract laboratory must be coordinated immediately to ensure the samples are processed within the 8-hour holding time limit. Laboratory information is provided below.
 1. E.S. Babcock & Sons Laboratories, 6100 Quail Valley Court, Riverside, CA, (951) 653-3351. Contacts include Tiffany Gomez, CEO, Cell Phone: (949)-653-3351; Urvashi Patel VP of Operations, Cell Phone (951)-675-9910; Samiyah Falcone, Microbiology Manager, cell phone (951)- 217-7826; and Omar Sosa, Field Operations Manager, Cell Phone: (909) 224-0498.

 2. If the contract laboratory listed above is unable to perform field sampling, then contact the City consultant: EEC Environmental, One City Boulevard West, Suite 1800, Orange, CA 92868
 ATTN: Joseph Jenkins, QISP, Project Manager/FOG Program Manager
 Office (714) 667-2300 | Direct (7114) 954-2507
jjenkins@eecenvironmental.com
www.eecenvironmental.com

 3. If E.S. Babcock & Sons Laboratories is unable to analyze samples then contact: BSK Associates, San Bernardino Analytical, 350 East Commercial Road, Suite #110, San Bernardino, CA 92408, (909) 796-2059.
 Tina Green
 Business Development Associate
 BSK Associates
 C: 559-262-7036

9.3 Safety and Access Exceptions

- a) If the City encounters access restrictions or unsafe conditions that prevents its compliance with spill response requirements or monitoring requirements in the General Order, the City shall provide documentation of access restrictions and/or safety hazards in the corresponding required report. Some examples of unsafe sampling conditions include, but are not limited to, heavy rain downpour, flooding conditions, lightning storms, high winds, steep or slippery stream banks, and visibility concerns.
- b) When sampling is not possible, the City will document the details of why sampling was not conducted, and the details will be added to the certified Category 1 SSO Report and the SSO Technical Report that is to be submitted to the CIWQS Online SSO Database.

9.4 Water Quality Analysis Specifications

- a) Spill monitoring must be representative of the monitored activity (40 Code of Federal Regulations section 122.41(j)(1)).
- b) Sensitive Methods

Sample analysis must be conducted according to sufficiently sensitive test methods approved under 40 Code of Federal Regulations Part 136 for the sample analysis of pollutants. For the purposes of this General Order, a method is sufficiently sensitive when the minimum level of the analytical method approved under 40 Code of Federal Regulations Part 136 is at or below the receiving water pollutant criteria.

- c) Environmental Laboratory Accreditation Program-Accredited Laboratories

The analysis of water quality samples required per the General Order must be performed by a laboratory that has accreditation pursuant to Article 3 (commencing with section 100825) of Chapter 4 of Part 1 of Division 101 of the Health and Safety Code. (Water Code section 13176(a).) The State Water Board accredits laboratories through its Environmental Laboratory Accreditation Program (ELAP).

9.5 Spill Technical Report for Individual Category 1 Spill in which 50,000 Gallons or Greater Discharged into a Surface Water

- a) For any spill in which 50,000 gallons or greater discharged into a surface water, within 45 calendar days of the spill end date, the City shall submit a Spill Technical Report to the online CIWQS Sanitary Sewer System Database. The Spill Technical Report, at minimum, must include the following information:
 - 1. Spill causes and circumstances, including at minimum:
 - a. Complete and detailed explanation of how and when the spill was discovered;

- b. Photographs illustrating the spill origin, the extent and reach of the spill, drainage conveyance system entrance and exit, receiving water, and post-cleanup site conditions;
 - c. Diagram showing the spill failure point, appearance point(s), the spill flow path, and ultimate destinations;
 - d. Detailed description of the methodology employed, and available data used to calculate the discharge volume and, if applicable, the recovered spill volume;
 - e. Detailed description of the spill cause(s);
 - f. Description of the pipe material, and estimated age of the pipe material, at the failure location;
 - g. Description of the impact of the spill;
 - h. Copy of original field crew records used to document the spill; and
 - i. Historical maintenance records for the failure location.
 2. Enrollee's response to the spill:
 - a. Chronological narrative description of all actions taken by the Enrollee to terminate the spill;
 - b. Explanation of how the Sewer System Management Plan Spill Emergency Response Plan was implemented to respond to and mitigate the spill; and
 - c. Final corrective action(s) completed and a schedule for planned corrective actions, including:
 1. Local regulatory enforcement action taken against an illicit discharge in response to this spill, as applicable,
 2. Identifiable system modifications, and operation and maintenance program modifications needed to prevent repeated spill occurrences, and
 3. Necessary modifications to the Emergency Spill Response Plan to incorporate lessons learned in responding to and mitigating the spill.
 3. Water Quality Monitoring, including at minimum:
 - a. Description of all water quality sampling activities conducted;
 - b. List of pollutant and parameters monitored, sampled and analyzed; as required in section 2.3 (Receiving Water Monitoring) of Attachment E of the Order;
 - c. Laboratory results, including laboratory reports;
 - d. Detailed location map illustrating all water quality sampling points; and
 - e. Other regulatory agencies receiving sample results (if applicable).
 4. Evaluation of spill impact(s), including a description of short-term and long-term impact(s) to beneficial uses of the surface water.
 5. Follow all reporting requirements for individual Category 1 spill reporting in Section 4.3 above.

Chapter 10.0-Prevention and Training

10.1 Investigation and Corrective Actions

Following containment and cleanup of an overflow, the causes of the discharge are evaluated to determine improvements to prevent future problems. Lines are cleaned and CCTV cameras are used to inspect the pipe. Necessary repairs are completed, and maintenance schedules are adjusted as appropriate.

10.2 Maintenance Programs

Programs include regular cleaning of sewer lines, connections, and pumps, foaming to remove tree roots, and re-lining of pipes. Root removal is also performed annually as preventative maintenance. Approximately 8 miles of sewer lines are covered each year.

All seven (7) siphons are under contract to be flushed and balled as preventative maintenance. These structures are more likely to develop blockages and are therefore under automatic monitoring with Smart Covers. Additional warning systems are in place on lift stations and pumps to alert staff of mechanical failures.

Spills involving grease are placed on a high priority status and the source line cleaned on either 30 day or 90-day frequencies. This information is communicated to Environmental Programs and mapped. Additional FSE inspections, more FSE frequent interceptor pumping, and outreach may then be deployed. The goal of post spill response is to improve the collections system by fixing the problem the SSO identified.

10.3 Enforcement Program

City code requires installation of grease interceptors at businesses and establishments where any grease or objectionable materials may be discharged into a public or private sewage main or disposal system. Enforcement orders are issued to businesses that do not adequately maintain and/or clean the interceptors.

10.4 SSO Response Personnel Training

All SSO response personnel shall receive annual training to ensure awareness with the procedures contained in the SSSERP. Periodic refresher sessions will be conducted whenever the SSSERP is updated or as necessary.

Chapter 11.0-Record Keeping Procedures

11.1 Record Types

- a) The following records shall be maintained by the City for a minimum of five (5) years and shall be made available for review by the Water Boards during an onsite inspection or through an information request:

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

Chapter 12.0-Spill Notification to City Environmental Services Section (Stormwater) and OMUC Environmental Programs Section

12.1 Environmental Services Section Responsibilities

The Environmental Services Section is primarily responsible for the implementation of the City's National Pollutant Discharge Elimination System (NPDES) program. The goals of the program are to educate residents, business owners and developers in Ontario on local

stormwater pollution issues and Stormwater Best Management Practices (BMPs); control discharges to storm drains; reduce pollutants in stormwater runoff; reduce impacts of increased runoff from new development and promote on-site rainwater retention and infiltration. For further information, including contact information see Attachment 8 below.

12.2 Divisions Collaboration

Operations staff will collaborate with both the OMUC Environmental Programs Division and the Engineering Environmental Services Section (stormwater), to coordinate emergency spill response assistance, ensure access to storm sewer systems during spill events, and to prevent unintentional cross connections of sanitary sewer infrastructure to storm sewer infrastructure. Refer to Attachment 6 for a list of OMUC and City contact numbers.

Chapter 13.0-SSSERP Annual Review

13.1 SSSERP Assessment

The OMUC shall annually review and assess the effectiveness of the SSSERP and update the plan as necessary to assure its effectiveness.

Attachment 1 Mutual Aid Contact and Resources List

Last Updated: 2/17/23

IEUA						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Manager of Facilities & Water System Programs	Lucia Diaz	(909)993-1631	(909)342-2365	ldiaz@ieua.org	2 GapVax Trucks, Camera Van, 2 Traffic Trucks, Water Truck, 4" & 6" & 8" Trash Pumps, Confined Space Trailer and Equipment, 10 Yd Dump truck, Backhoe, 36"-60" Inflatable Sewer Plug, Portable Lighting, Cues Pole Camera	(951)675-1131
Collection System Supervisor	Daniel Dyer	(909)993-1720	(909)292-6314	ddyer@ieua.org		
Cucamonga Valley Water District						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Construction & Maintenance Superintendent	Robert Koczko	(909)987-2591	(909)912-9718	robertk@cvwdwater.com	SSO Bypass Reel/Hose/Pump, SRECO Sewer Easement Machine, 6" Pump, SRECO Continuous Sewer Rodder	(909)987-2591
Wastewater Collection's Supervisor	Shawn Spromberg	(909)483-7413	(909)912-4099	shawns@cvwdwater.com		
Water Utility	James Bryan	(909)207-1450	(909)990-5558	jamesb@cvwdwater.com		
City of Chino						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Asst. Public Works Services Manager	Ben Orosco	(909)334-3445	(909)772-0517	borosco@cityofchino.org	Sewer Vactor Jet Truck, Water Truck, 10 Yd3 Dump Truck, Backhoe, 4" Water Pump, 4" trailered bypass pump	(909)628-1234 Police
Maintenance Lead Worker	Andy Llamas	(909)334-3430	(909)497-4818	allamas@cityofchino.org		
City of Chino Hills						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Operations Supervisor	Olson Childress	(909)364-2829	(909)573-4359	ochildress@chonohills.org	Vactor Truck, Camera Van, 6" Trash Pump, Backhoe, Jetter truck , 10 Ton Dump Truck, Skip Loader.	(909)364-2860
Water and Sewer Manager	Mark Wiley	(909)364-2854	(909)573-4375	mwiley@chinohills.org		

Attachment 1 Mutual Aid Contact and Resources List

Last Updated: 2/17/23

City of Fontana						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Utilities Supervisor	Todd Heagstedt	(909)350-6764	(909)821-8244	theagstedt@fontana.org	Vactor Truck, Camera Van, Sewer Rodder, Multi Trash Pump, Large Dump Truck, Backhoe & Bobcat & Loader Tractor	(909)350-7700 Police
Public Works Manager	Vacant					
City of Montclair						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Public Works Operations Assistant Manager	Alex Cardona	(909)625-9467	(909)762-1372	acardona@cityofmontclair.org	Sewer Jetter Truck, Camera Van, Water Truck, Backhoe, 1- 7 Yd3 and 2-2 Yd3 Dump Trucks, 8" Trash Pump, Confined Space Trailer	(909)621-4711 Police
Lead Sewer Worker	Patrick Perez		(909)721-0319	pperez@cityofmontclair.org		
City of Ontario						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Utilities Supervisor	Danny Fernandez	(909)395-2778	(909)915-5683	dfernandez@ontarioca.gov	Vactor/Water Truck, Camera Van, Water Truck, 5 Yd3 Dump Truck, Backhoe, (2,4,6,8) inch Trash Pump	(909)721-7246
Utilities Operations Manager	Andy Marquez	(909)395-2683	(909)721-8931	amarquez@ontarioca.gov		
City of Upland						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Environmental Quality Manager	Nicole deMoet	(909)291-2970	(951)743-7592 (909)367-0449	ndemoet@ci.upland.ca.us	810 Vactor Truck, SRECO Flush Truck, Trash Pump	(909)946-7624 Police
Utilities Field Supervisor	Jeremy Gendreau	(909)291-2984	(909)376-1197	jgendreau@ci.upland.ca.us		

**Attachment 1
Mutual Aid Contact and Resources List**

Last Updated: 2/17/23

Jurupa Community Services District						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Utilities Superintendent	Steve Hernandez	(951)685-7434 x174	(831)750-9113	sjhernandez@jcsd.us	(2) Vactor Combo Trucks, (1) Straight Jetter, (2) CCTV Van, SSO Bypass Trailer Hose Reel W/ 4" & 6"Hose lengths with 6" HH trash Pump	(951)685-7434
Utility Services Field Supervisor	Juan Hernandez	(951)685-7434 x433	(951)237-7106	jhernandez@jcsd.us		
City of Pomona						
Position	Name	Work #	Cell #	Email	Equipment Available	On Call #
Water Resources Manager	Gary Matthews	(909)620-2255	(909)455-8497	Gary.Matthews@pomonaca.gov	(2) Vactor Combo Unit Trucks,(1) Vactor Jetter (1) CCTV Truck, (4,6) Trash Pump, (2)Envirosight Pole Camera, Confined Space Equipment.	
Wastewater Collection Crew Chief	Romell Eutsey	(909)841-5866	(760)514-3218	Romell.Eutsey@pomonaca.gov		

Attachment 2
SSSERP Field Report Form
Last Updated: 2/27/23

Name/Phone Number of Person on Scene of Spill:

Date: _____ Work Order #: _____ Reviewer's Initials:

I. Spill Categories

A. Category 1 Spill:

- A spill of any volume of sewage from or caused by a sanitary sewer system regulated under WQ 2022-0103-DWQ Statewide Sanitary Sewer Systems General Order, that results in a discharge to:
 - a surface water, including surface water body that contains no flow or volume of water; or
 - a drainage conveyance system that discharges to surface waters when the sewage is not fully captured and returned to the sanitary sewer system or disposed of properly.
 - Exception: Any spill volume not recovered from a drainage conveyance system is a discharge to surface water unless the drainage conveyance system discharges to dedicated stormwater infiltration basin or facility.
- A spill from an Enrollee-owned and/or operated lateral that discharges to a surface water.

B. Category 2 Spill:

- A spill of 1,000 gallons or greater, from or caused by a sanitary sewer system regulated under WQ 2022-0103-DWQ Statewide Sanitary Sewer Systems General Order, that does not discharge to a surface water.
- A spill of 1,000 gallons or greater that spills out of an Enrollee-owned and/or operated lateral and is caused by a failure or blockage in the sanitary sewer system.

C. Category 3 Spill:

- A spill of equal to or greater than 50 gallons and less than 1,000 gallons, from or caused by a sanitary sewer system regulated under WQ 2022-0103-DWQ Statewide Sanitary Sewer Systems General Order, that does not discharge to a surface water.
- A spill of equal to or greater than 50 gallons and less than 1,000 gallons, that spills out of an Enrollee-owned and/or operated lateral and is caused by a failure or blockage in the sanitary sewer system.

D. Category 4 Spill:

- A spill of less than 50 gallons from or caused by a sanitary sewer system regulated under WQ 2022-0103-DWQ Statewide Sanitary Sewer Systems General Order, that does not discharge to a surface water.
- A spill of less than 50 gallons that spills out of an Enrollee-owned and/or operated lateral and is caused by a failure or blockage in the sanitary sewer system.

Attachment 2
SSSERP Field Report Form

Last Updated: 2/27/23

Physical Location Details:

Spill Location Name: _____

Latitude of Spill Location: _____ Longitude of Spill Location: _____

Street Number: _____ Street Direction: (N,E,S,W) _____

Street Name: _____ City: Ontario State: CA Zip Code: _____

Cross Street: _____

County: San Bernardino Regional Water Quality Control Board: Region 8 - Santa Ana

Spill Location Description: _____

Spill Details:

Spill Appearance Point: (Mark all that apply)

[] Building or Structure [] Force Main or Pressure Sewer [] Other Sewer

System Structure

[] Gravity Sewer [] Manhole [] Pump Station [] Other (Specify

Below)

Spill Appearance Point Explanation: _____

Did the spill discharge to a drainage channel and/or surface water? [] Yes [] No

Name of the receiving water body or potentially receiving discharge: _____

Did the spill reach a storm drainpipe? [] Yes [] No

If spill reached a storm drainpipe, was all the wastewater fully captured and returned to the sanitary sewer system? [] Yes [] No [] N/A

Private Lateral Spill? [] Yes [] No

Name of Responsible Party (for private lateral spills only, if known): _____

Final Spill Destination (check one): [] Basin [] Building or Structure

Attachment 2
SSSERP Field Report Form

Last Updated: 2/27/23

- Other Paved Surface, Storm Drain, Street/Curb and Gutter, Surface Water, Unpaved Surface, Other (specify)

Explanation of Final Spill Destination (if spill destination is "other"):

Estimated Spill Volume: Estimated Volume of Spill Recovered:

Estimated Current Spill Rate (if applicable):

Estimate Discharge Rate (gallons per minute) Directly into Waters of the States or Indirectly into a Drainage Conveyance System:

Estimated Spill Start Date/Time:

Date and Time Sanitary Sewer System Agency was Notified of or Discovered Spill:

Estimated Operator Arrival Date/Time:

Estimated Spill End Date/Time:

Spill Cause:

- Debris-General, Debris-Rags, Flow exceeded Capacity, Grease Deposition (FOG), Operator Error, Pipe Structural Problem/Failure, Pump Station Failure, Rainfall Exceeded Design, Root Intrusion, Vandalism, Other (specify below)

Spill Cause Explanation (if "Spill Cause" is "Other"):

Where did failure occur? (Choose One): Upper Lateral, Main, Lower Lateral, Other

Explanation of Where Failure Occurred (if "Where did Failure occur" is "Other"):

If Spill Caused by Wet Weather, size of storm:

Diameter of Sewer Pipe at Point of Blockage or Spill Cause (if applicable):

Material of Sewer Pipe at Point of Blockage or Spill Cause (if applicable):

Estimated Age of Sewer Pipe at Point of Blockage or Spill Cause (if applicable):

Attachment 2
SSSERP Field Report Form

Last Updated: 2/27/23

Description of Terrain Surrounding Point of Blockage or Spill Cause (if applicable): [] Flat
[] Mixed [] Steep

Spill Response Activities (choose all that apply):

- [] Cleaned-up (Mitigated effects of spill) [] Inspected sewer using CCTV to determine cause
[] Contained all or portion of spill [] Restored flow
[] Returned all or portion of spill to sanitary sewer system [] Other (specify below)

Explanation of Spill Response Activities:

Four horizontal lines for text entry.

Spill response completion Date and Time: _____

Visual Inspection Results from Impacted Receiving Water: _____

Health Warnings Posted? [] Yes [] No

Is there an ongoing investigation? [] Yes [] No

Water Quality Samples Analyzed for: (Choose all that apply):

- [] Dissolved oxygen [] Other chemical indicators (specify below)
[] Biological indicators (specify below) [] No water quality samples taken
[] Not applicable to this spill [] Other (specify below)

Explanation of water quality samples analyzed for (if "Water Quality Samples Analyzed for" is "Other chemical indicators", "Biological indicators", or "Other"): _____

Attachment 2
SSSERP Field Report Form

Last Updated: 2/27/23

Water Quality Samples Reported to (choose all that apply):

County Health Agency Regional Water Quality Control Board None of the
above

No Water quality samples taken Not applicable to this spill Others

Explanation of water quality samples results reported to (if “Water quality samples results reported to” is “others”): _____

Spill Corrective Action Taken (choose all that apply):

Added to preventive maintenance program Adjusted schedule/method of preventive
maintenance

Enforcement action against FOG source Plan rehabilitation or replacement of sewer

Repaired sewer Other (specify below)

Explanation of Spill corrective action Taken:

Overall Spill Description:

Notification Details

Cal OES Control Number: _____

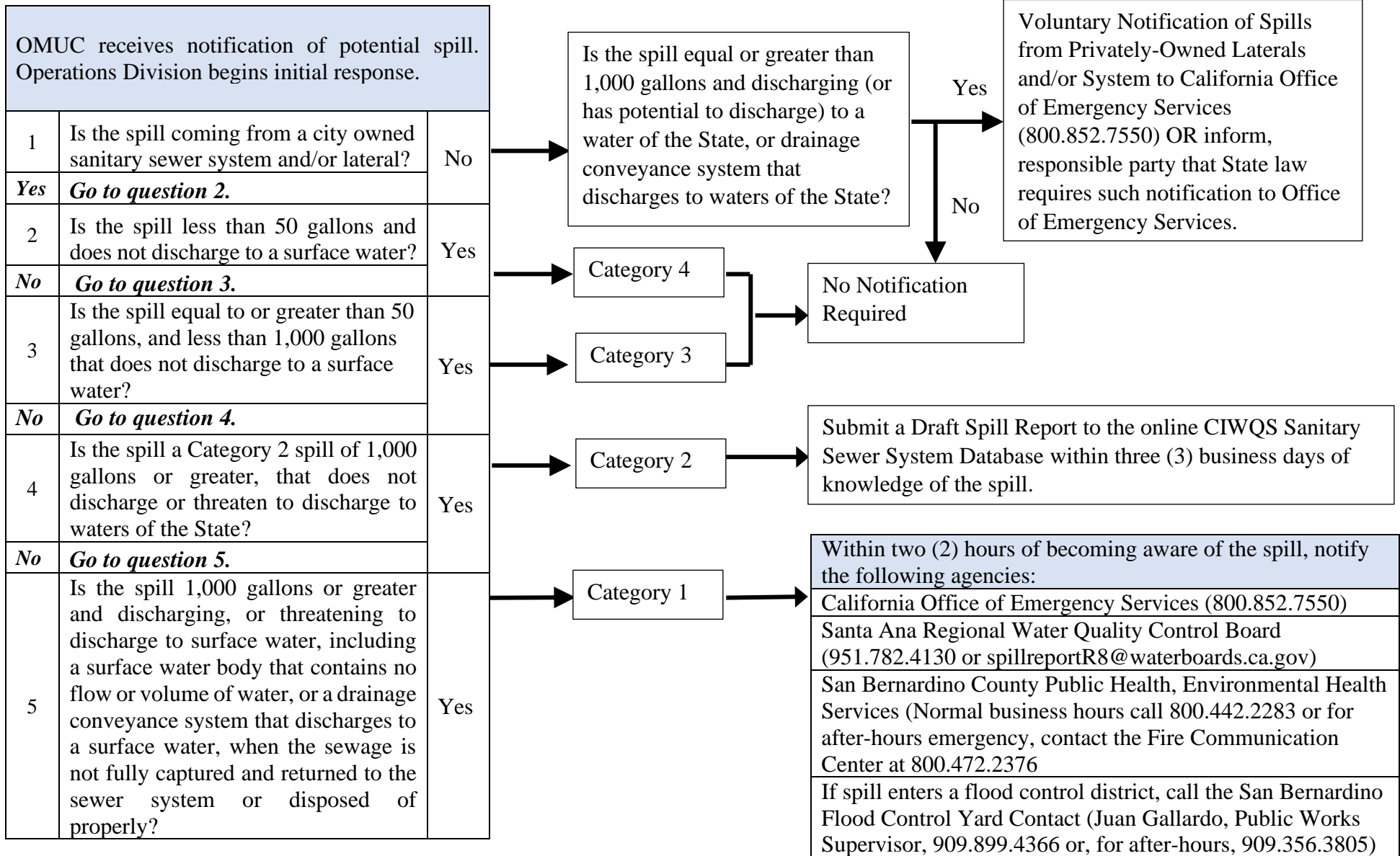
Cal OES Call Time/Date (Spill 1,000 gallons or greater that is discharging or threatening to
discharge to waters of the State): _____

Name/Phone # of person notifying Cal OES: _____

Comments:

Attachment 2 SSSERP Field Report Form OMUC Notification Flowchart

Last Updated: 2/27/23



Voluntary Notification of Spills from Privately-Owned Laterals and/or System to California Office of Emergency Services (800.852.7550) OR inform, responsible party that State law requires such notification to Office of Emergency Services.

Attachment 3

Estimating the Volume of the Sewage Spill

Last Updated: 2/17/23

The determination of accurate volume estimations with defensible methodology is a critical component of sewer spill response. SSO volume dictates the additional steps required of response staff to comply with reporting requirements and deadlines. Collecting the necessary data required is the responsibility of spill response, typically addressed once the area is secured and containment achieved. The most appropriate method to estimate spill volume varies based on conditions unique to each incident. Therefore, the staff member assigned to this task is expected to use their best professional judgement to calculate an estimation that is reasonable, defensible, and supported by the best information available. Justification of all SSO volume estimations is required and must include some or all of the documentation from the incident such as: photos, GIS maps and imagery, SCADA/electronic monitoring, and flow meter data if available.

Method 1: Flow Rate and Duration

The estimated flow rate is multiplied by the duration of the event.

(Stop Time – Start Time in minutes) x (Flow Rate in gallons per minute) = Volume in gallons

Duration: The minimum duration possible is the time OMUC became aware of the spill to the time flow was restored. If evidence indicates the spill may have begun prior to being reported, additional time is added. This information is typically found during the investigation portion of the spill response by interviewing the first person to report or observe the spill, if applicable by interviewing the property owner/occupant, and reviewing electronic monitoring data.

Flow Rate: The estimated average flow during the spill is determined in the field with manhole flow rate charts. The charts were developed in house using a standard manhole fit with a flow meter and a variable water connection. This training area was designed and built specifically to train staff on spill response and volumetric estimation techniques.

The flowrate in a downstream manhole can be measured prior to flow restoration then remeasured after “blow down” when the blockage is removed. The difference in the two calculations is then used to estimate flow rate during blockage. Other methods may include flow meters and calculating upstream connections. However, methods other than flow rate charts are time consuming and can be impractical to implement in the field.

Method 2: Measured Area Volume

Shape and dimensions are used to calculate area, then depth is either calculated with a measured value or a standard value of 0.0026 for asphalt or 0.0013 for concrete.

Method 3. Best Professional Judgement

Staff is trained in spill response and practices volume estimation as part of their new hire onboarding and continuing education. As each situation is unique and dynamic no one solution will apply to all scenarios. In such cases the best professional judgement of staff will be used to evaluate the existing

data in totality and determine the most reasonable estimation possible. This must include photographs, GIS mapping, flow meter readings, SCADA, Smart Meter, visual comparisons, modified Manning Equations if sufficient information is available.

Method 4: Recovered Volume

The capacity of the combination vacuum truck freshwater and wastewater tanks are known benchmarks. In the case of larger spills, the number of filled tanks can be tallied. Wash down water must be accounted for with hydrant flow meters or by tallying the number of times the freshwater tank is refilled. Subtracting washdown water total from the recovered wastewater total establishes a minimum volume which can be used as a starting point or as a way to check calculations. Similar concepts would apply to pumps with a known GPM if multiplied by the operating time in minutes.

Attachment 3 Estimating the Volume of the Sewage Spill

Last Updated: 2/17/23

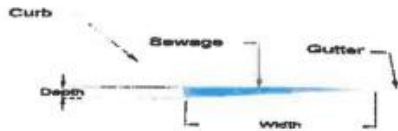
U	USE YOUR RESOURCES	<ul style="list-style-type: none"> • Call for backup to meet you on site with the Vactor • Call Supervisor • Call Mutual Aid (if needed) • Call EPD (if needed)
R	RESPOND WITHIN 15 MINUTES	<ul style="list-style-type: none"> • Be prepared if you are on call • Familiarize yourself with the layout of the City • Spill Response Kit to include: • PPE, SSO Binder, Traffic Control, Sandbags, Meter Key, Pick/Bar, shovel, Broom, Bleach, Flashlight
G	GATHER INFORMATION	<ul style="list-style-type: none"> • Is there really a spill? • Is it our responsibility? • When did it start? • Where is it now? • Where might it be when it stops?
E	EVALUATE CONDITIONS	<ul style="list-style-type: none"> • Where are the catch basins and how do we protect them? • Can we break through quickly to restore flow? • Do we need to setup bypass? • Do we need to shut off water service?
N	NEVER JEOPARDIZE YOUR SAFETY	<ul style="list-style-type: none"> • Setup traffic control as needed to maintain a safe workspace for staff and public distance from spill • Use all appropriate PPE • If you feel unsafe Do Not proceed • Call staff, supervisor, PD, Fire
C	CONTAIN COLLECT CLEAN CORRECT	<ul style="list-style-type: none"> • Contain- sequester and divert spill away from stormwater conveyance system to an area it can be recovered. • Collect- recover spilled sewage with vactor and return to downstream manhole • Clean-wash down and sanitize area, recover debris and solids • Correct-How to we restore flow?
Y	YOUR ACTIONS MAKE THE DIFFERENCE	<p>Rapid response from dedicated professionals committed to protecting the City funds, reputation and public health. Over 10.3 MGD of sewage transported through over 425 miles of lines much of which was installed in 1950s with 1 reportable spill in FY 21-22.</p>

Attachment 3 Estimating the Volume of the Sewage Spill Last Updated: 2/17/23



Attachment 3 Estimating the Volume of the Sewage Spill

Last Updated: 2/17/23



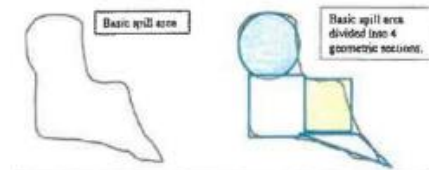
$Q = V \times A$

Flow (gall/min) = Velocity (ft/sec) x Area (ft²) x 7.48 gal/cu ft x 60 sec/min

Example: If the cross section triangular area of the spill is calculated as .5 sq. ft. with the velocity measured as .25 ft. per second, the flow would be .125 cubic feet per second. Multiply times 449 (one cubic foot per second equals 449 gallons per minute) to determine the gallons per minute (56 gpm). If the SSO lasted for 33 minutes the total estimated spill volume would be 1,964 gallons.

Determine a volume estimation which is as accurate as possible and defensible. Support with photos and any other relevant data.

Time flow was restored _____
 Time flow began _____
 Spill Duration = _____
 Flow (Chart on reverse) X _____
 Total Volume in GPM = _____
 (See SERP for additional guidance)



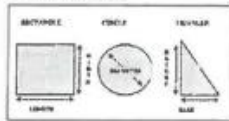
Determine the area of each of the geometric sections adding them all together to determine the total area of the spill.

Measure the depth of the SSO at various locations

Inches	Feet
1/8"	0.013
1/4"	0.021
3/8"	0.031
1/2"	0.042
5/8"	0.063
3/4"	0.077
7/8"	0.094
1"	0.083
1 1/8"	0.104
1 1/4"	0.125
1 1/2"	0.125
1 3/4"	0.146
1 7/8"	0.167
2"	0.167
2 1/8"	0.188
2 1/4"	0.208
2 1/2"	0.208
2 3/4"	0.229
2 7/8"	0.250
3"	0.250
3 1/8"	0.271
3 1/4"	0.292
3 1/2"	0.292
3 3/4"	0.313
3 7/8"	0.333
4"	0.333

Where it is difficult to measure wet spots on asphalt, use a depth of 0.0026" or 1/32". For wet spots on concrete use depths of 0.0013" or 1/64" for reasonable estimates.

Common Shapes and Dimensions



- Sketch the shape of the contained wastewater.
- Measure or pace off the dimensions.
- Measure the depth at several locations and select an average.
- Convert the dimensions, including depth, to feet.
- Calculate the area.
 - Rectangle: Area = length (feet) x width (feet)
 - Circle: Area = 4 diameter (feet) x diameter (feet) x 3.14 divided by 4
 - Triangle: Area = base (feet) x height (feet) x 0.5
- Multiply the area (square feet) times the depth (in feet) to obtain the volume in cubic feet.
- Multiply the volume in cubic feet by 7.48 to convert to gallons.

Example Sewer Slopes

Sewer Size	2 ft/s Velocity Slope
8"	0.0057
10"	0.0042
12"	0.0033
15"	0.0019
18"	0.0014
21"	0.0011
24"	0.0008
27"	0.0008
30"	0.0007
33"	0.0006
36" & larger	0.0005

Sample Calculation:
 A 20 ft x 20 ft square wet spot on concrete equals 3 gal and for asphalt is 7.8 gal.

Attachment 4
Receiving Water Inspection/Sampling Log
Last Updated: 2/17/23

Date _____ Time _____ Name _____

Spill Date _____

Spill Location _____

Receiving Water Location _____

Sewage Color None Light Moderate Heavy

Sewage Foam None Light Moderate Heavy

Sewage Solids None Light Moderate Heavy

Sewage Odor None Mild Moderate Severe

Aquatic Life No adverse impact observed

 Impacted Describe _____

Photographs None Conveyance System Upstream Discharge Downstream

Warning Signs None Upstream Discharge Downstream

Samples None

Upstream Location Description: _____

 Site and flow conditions: _____

Discharge Location Description: _____

 Site and flow conditions: _____

Downstream Location Description: _____

 Site and flow conditions: _____

Attachment 5 Sanitary Sewer Overflow (SSO) Water Quality Monitoring Plan

Last Updated: 2/17/23

This guidance document is written to aid in implementation of monitoring required under State Water Resources Control Board (SWRCB) Order No. 2022-0103-DWQ. In the event of a spill where **50,000 gallons or more** are spilled or **discharged into surface waters** (e.g., Day Creek Channel, Cucamonga Creek Channel, or the Santa Ana River), the Ontario Municipal Utilities Company (OMUC) Utilities staff must ensure samples are collected each day of the duration of the spill, at the four locations noted in Table 1 below **within 18 hours of becoming aware of the spill**. Analytes, containers/preservatives, and holding times are outlined in Table 2 below.

Table 1: Sample Locations

Location ID	Location Description
DCS-001	A point in a drainage conveyance system before the drainage conveyance system flow discharges into a receiving water.
RSW-001	A point in the receiving water where sewage initially enters the receiving water.
RSW-001U	A point in the receiving water, upstream of the point of sewage discharge, to capture ambient conditions absent of sewage discharge impacts.
RSW-001D	A point in the receiving water, downstream of the point of sewage discharge, where the spill material is fully mixed with the receiving water.

Table 2: Sample Information Per Sample Location

Container/Preservative	Constituents	Method	Holding Time
(1) plastic pint with H ₂ SO ₄ , on ice	Ammonia	SM 4500-NH ₃ H	28 days
(1) 120 mL IDEXX sterile plastic bottle with Na ₂ S ₂ O ₃ , on ice	Total coliform, fecal coliform, & E. coli	SM 9221-B,C,F	8 hours
(1) 120 mL IDEXX sterile plastic bottle with Na ₂ S ₂ O ₃ , on ice	Enterococcus and Fecal Streptococcus	SM 9230B	8 hours

A cooler marked “Wastewater Samples” containing containers, chain-of-custody (COC) forms and labels is kept in the OMUC Environmental Division. The chain of custody form must be completed by OMUC Utilities staff or the City contracted laboratory or by its environmental consultant when samples are collected, and it must accompany samples from time of collection to time of receipt by the contract laboratory. Each time samples are transferred to another individual’s possession; the COC must be signed by the person relinquishing samples and the person taking possession.

Pickup or delivery of samples to the contract laboratory must be coordinated immediately to ensure the samples are processed within the 8-hour holding time limit. Laboratory information is provided below.

1. E.S. Babcock & Sons Laboratories, 6100 Quail Valley Court, Riverside, CA, (951) 653-3351. Contacts include Tiffany Gomez, CEO, Cell Phone: (949)-653-3351; Urvashi Patel VP of Operations, Cell Phone (951)-675-9910; Samiyah Falcone, Microbiology Manager, cell phone (951)- 217-7826; and Omar Sosa, Field Operations Manager, Cell Phone: (909) 224-0498.

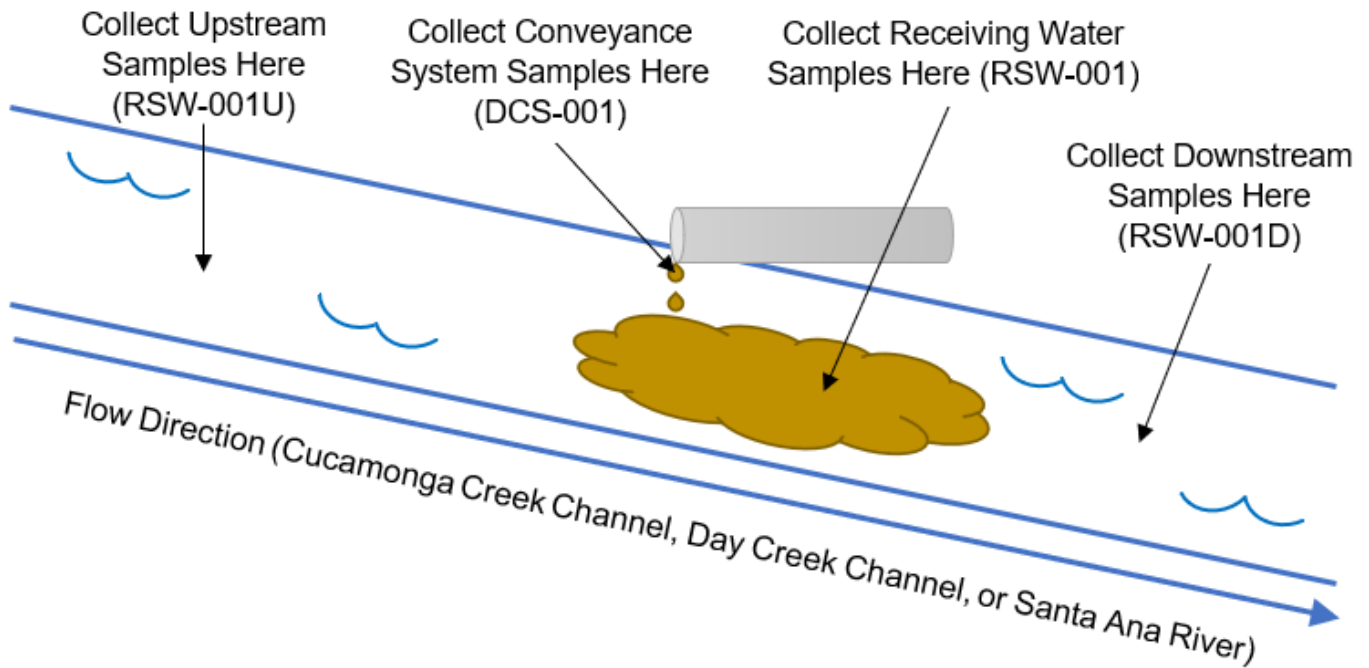
2. If the contract laboratory listed above is unable to perform field sampling, then contact the City consultant: EEC Environmental, One City Boulevard West, Suite 1800, Orange, CA 92868
ATTN: Joseph Jenkins, QISP, Project Manager/FOG Program Manager
O (714) 667-2300 | D (714) 954-2507 | C (562) 447-4109
jjenkins@eecenvironmental.com

Attachment 5 Sanitary Sewer Overflow (SSO) Water Quality Monitoring Plan

Last Updated: 2/17/23


www.ecenvironmental.com

3. If E.S. Babcock & Sons Laboratories is unable to analyze samples then contact: BSK Associates, San Bernardino Analytical, 350 East Commercial Road, Suite #110, San Bernardino, CA 92408, (909) 796-2059.
Tina Green
Business Development Associate
BSK Associates
C: 559-262-7036



Attachment 6
OMUC and City Contact Numbers

Last Updated: 2/17/23

 ONTARIO MUNICIPAL UTILITIES COMPANY	Utilities		
	Executive Administration		
	Last Revision: February 2023		
NAME	CITY PHONE #	PHONE #1	PHONE #2
Utilities General Manager			
Scott Burton	(909) 395-2682	(909) 721-7172	
Assistant Utilities General Manager - Utilities Administration & Customer Service			
Michael Sigsbee	(909) 395-2653	(951) 351-8786	(951) 675-5168
Assistant Utilities General Manager - Utilities Engineering & Operations			
Albert Gastelum	(909) 395-2770	(951) 232-7624	(951) 789-8481
Senior Administrative Assistant			
Gina Gomez	(909) 395-2412		


City of Ontario Municipal Utilities Company

Sanitary Sewer Spill Emergency Response Plan Updated on January 15, 2023

 ONTARIO MUNICIPAL UTILITIES COMPANY		Utilities		
		Operations		
		Last Revision: February 2023		
NAME		CITY PHONE #	PHONE #1	PHONE #2
Assistant Utilities General Manager - Utilities Engineering & Operations				
Albert Gastelum		(909) 395-2770	(951) 232-7624	(951) 789-8481
Utilities Operations Division Manager				
Andy Marquez		(909) 395-2683	(909) 982-2539	(909) 721-8931
Utilities Supervisors				
Jesus "Robert" Castellanos		(909) 395-2621	(909) 721-6636	
Ernesto "Alonzo" Davalos		(909) 395-2656	(909) 270-1432	
Daniel Fernandez		(909) 395-2624	(909) 915-5683	
Sergio Macias		(909) 395-2693	(626) 672-8402	
Robert Torres		(909) 395-2693	(909) 708-3693	
Senior Utilities Technicians				
Antonio Rodriguez			(909) 781-0555	
David Meza			(626) 602-5642	
Gregory Stube			(626) 271-5851	
Martin Gomez			(714) 200-5060	
Mike Schaffran			(909) 917-4757	
Reuben Reyes			(909) 730-1627	
Utilities Technicians				
Abraham Ocampo			(657) 282-9341	
Anthuan Chambers			(909) 239-6363	
Daniel Santizo			(909) 461-5662	
Ed Watson			(909) 239-4412	
Erick Caldera			(714) 476-9092	
Ernie Diaz			(909) 260-7598	
Joseph Soria			(909) 831-7181	
Luis Macias			(909) 487-7748	
Mike Gonzalez			(951) 907-2996	
Marcos Ortiz			(909) 419-0707	
Santiago Costantino			(909) 565-7945	
Tony Laguna			(909) 921-1034	
Victor Romero			(626) 673-0852	
William Vess			(626) 862-6446	
Utilities Service Representatives				
David Suarez			(909) 225-9903	
Utilities Service Representatives (Continued)				
Gabrial Lara			(626) 374-2307	
Manny Gonzalez			(909) 210-2235	
Moises Castro			(951) 225-2826	
Utilities Maintenance Workers				
Albert Dias			(909) 268-7423	
Andrew Moreno				
Christian Garcia			(909) 341-3464	
Dennis Lopez				
Eduardo Pichardo				
Gabriel Martinez				
Javier Martinez			(909) 938-2694	
Ricky Ayala			(909) 247-5042	
Vincent Parra			(909) 544-0836	

**Attachment 6
OMUC and City Contact Numbers**

Last Updated: 2/17/23

 ONTARIO MUNICIPAL UTILITIES COMPANY	Utilities		
	Environmental Programs		
	Last Revision: February 2023		
NAME	CITY PHONE #	PHONE #1	PHONE #2
Assistant Utilities General Manager - Utilities Engineering & Operations			
Albert Gastelum	(909) 395-2770	(951) 232-7624	(951) 789-8481
Environmental Programs Manager			
Michael Birmelin	(909) 395-2661	(909) 638-8073	
Engineering Aide			
Akemi Hidalgo	(909) 395-2676	(909) 261-0445	
Water/Wastewater Technicians			
Kimberly Alvarez	(909) 395-2650	(909) 731-1460	
Maison Paps	(909) 395-2664	(909) 261-1273	
Vacant			
Environmental Technician			
Michael Milhiser	(909) 395-2156	(909) 215-9125	
Administrative Intern			
Sonia Pena	(909) 395-2613		

Operations Division personnel shall include the Environmental Services Stormwater section in their sewer spill response activities. Please refer to Attachment 8 for more information and see their contact information noted below.

Environmental Services Stormwater Contact Information:

Mainline: (909) 395-2025

Email: ENGStormwater@ontarioca.gov

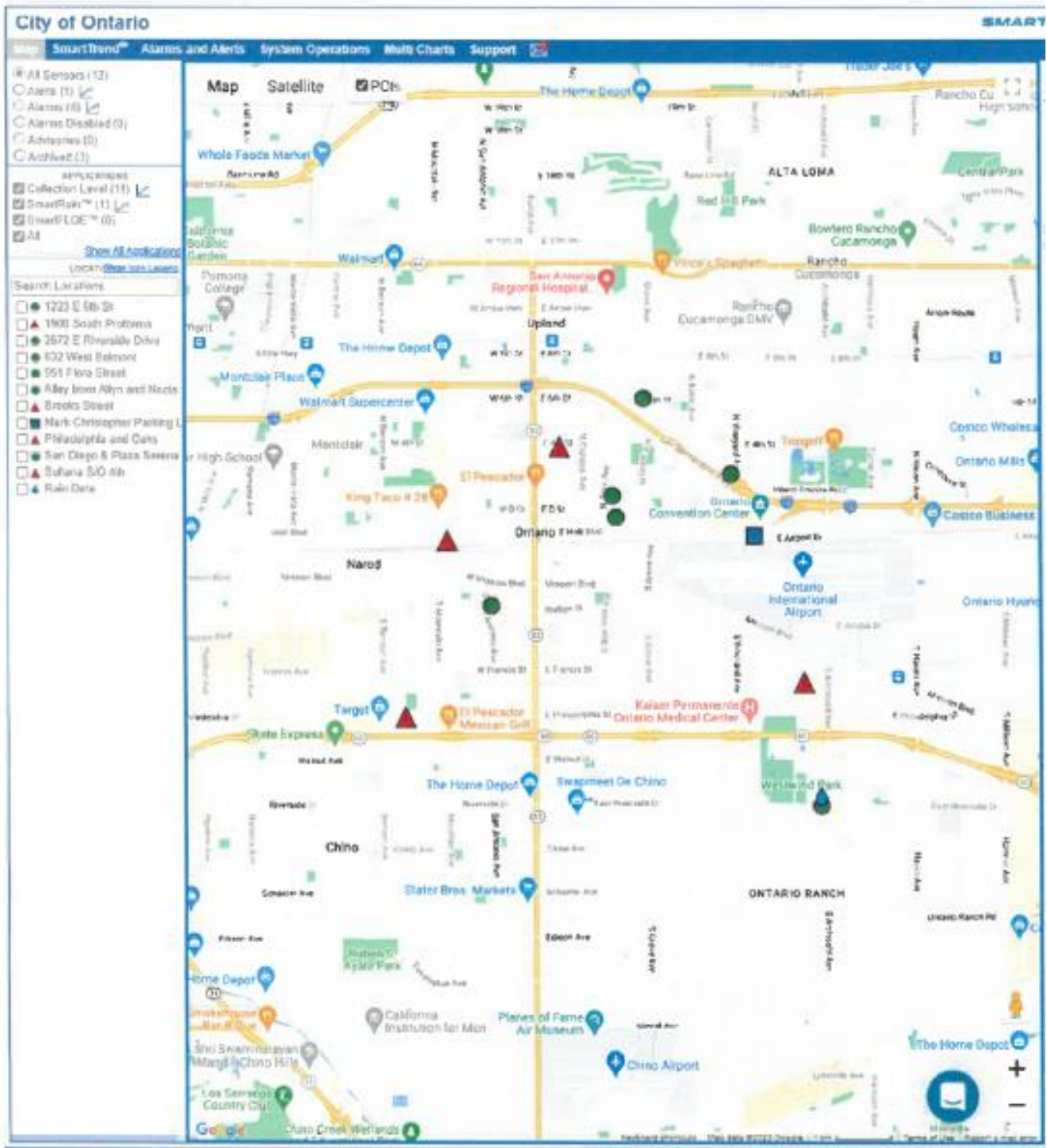
Emergency contact: Jeffrey Tang

jtang@ontarioca.gov

(909) 395-2128

Attachment 7 Smart Covers Locations

Last Updated: 2/17/23



Attachment 8

Stormwater Response and Contact Information

Last Updated: 3/14/23

Purpose:

The SOP objectives are to establish a response to Sanitary Sewer Overflow (SSO) when entering the City's storm drain system.

Scope:

The Stormwater Division implements the scope of this SOP and outlines the procedures to be followed by staff involved in the process. It provides guidelines for managing stormwater and addresses the occurrence of Sanitary Sewer Overflow (SSO) that may impact the stormwater system. The Stormwater Division will coordinate with other departments to respond effectively to SSO incidents.

Definitions:

Sanitary Sewer Overflow (SSO): Any overflow, spill, release, discharge, or diversion of untreated or partially treated wastewater from a sanitary sewer system.

Storm Water: Storm water is defined by US EPA as the runoff generated when precipitation from rain and snowmelt events flows over land or impervious surfaces without percolating into the ground.

Stormwater Contact:

Mainline: (909) 395-2025

Email: ENGStormwater@ontarioca.gov

Emergency contact: Jeffrey Tang
jtang@ontarioca.gov
(909) 395-2128

Response by the Stormwater Division:

In the event a report of a sewer spill has occurred, and the City's storm drain system may be impacted, the Stormwater Division shall proceed with the following course of action;

- The Stormwater Division will inform the caller that the spill needs to be addressed immediately and any runoff to the storm drain system must be prevented.
- If the caller is unable to address the spill immediately, the Stormwater Division will require them to contact the following to tend to the spill,

Attachment 8 Stormwater Response and Contact Information

Last Updated: 3/14/23

- Call Public Works (909) 395-2778 for spill containment
- Follow the proper chain of command for reporting, see Chapter 7 of the SSSERP.

Reporting:

- Verify if the spill has been addressed. If addressed, close out with a follow-up report. If the issue is still outstanding, start with a Notice of Correction (NOC). If the issue is not addressed, proceed to a Notice of Violation (NOV).
- Create a report
- The report Issued to the business that created the incident
- Enter into MS4 database
 - General information
 - Time and date
 - Reported
 - Location of Material/Discharge
 - Property Owner information
 - Coordinates
 - Location description
 - Extent of material discharge
 - Did material enter the storm drain system
 - Description of Material/Discharge
 - Type
 - Started
 - Ended
 - Amount and state
 - Probable cause
 - Source
 - Contact
 - Phone number
 - Notification

- List all departments notified
 - Contact
 - Phone number
- Enforcement
 - Contact
 - Enforcement level
 - Date issued
 - Action taken
- Follow-up
 - Description of required follow-up
 - Date issued
 - Date due
 - Date resolved