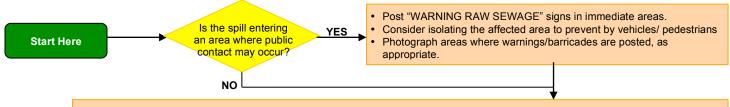
City of Pacifica SSO/Backup Response Plan

SSO/Backup Response Plan Overflow Response Flowchart



- Immediately notify Assistant Wastewater Superintendent or their designee and explain the situation.
- Consider the need to call out additional staff, contractor or mutual aid assistance or to notify upstream users to curtail water use

FOR LARGE SPILLS/SPILLS TO SENSITIVE AREAS: BEGIN DIVERSION AND CONTAINMENT – OTHERWISE GO TO CLEARING BLOCKAGE

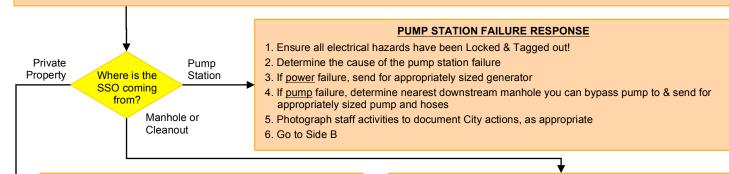
1. DIVERT AWAY FROM SENSITIVE AREAS:

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

2. CONTAIN SPILL & RETURN TO SYSTEM, IF POSSIBLE:

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

PHOTOGRAPH HOW THE SSO WAS DIVERTED/CONTAINED, AS APPROPRIATE



PRIVATE PROPERTY SSO

- 1. Photograph & document <u>all</u> evidence that this SSO is from private property.
- If customer is not home, complete Customer Service door hangar. If they are home, provide them with the pamphlet – "Sewer Spill Reference Guide."
- If tenant or property owner is unable to unwilling to address the cause of the overflow, immediately contact your supervisor and discuss whether City Code Enforcement, County Department of Environmental Health or Regional Water Quality Control Board should be notified.
- 4. Go to Side B.

CLEAR BLOCKAGE/STOPPAGE

- 1. Use cleaning equipment appropriate to situation to hydroflush, rodder, or hand rod to clear blockage. Make certain to either have the vactor setup at downstream manhole or use a fork/trap at the manhole outlet to catch any debris released. If using the rodder, first set-up dry manhole & run upstream to blockage. Once blockage is broken, pull out rods & cleaning tools. Leaving rods in the line could restrict flow. Once flow is normal, run line to next manhole.
- Photograph staff activities while clearing the blockage, as appropriate.
- 3. Go to Side B.

MEDIA AND PUBLIC RELATIONS GUIDELINES:

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

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

- Avoid giving out the wrong information,
- Avoid making accusations against customers, businesses or other public agencies, and
- Avoid speculating about the situation you are responding to
- Avoid providing incorrect facts about a company or other agency.

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

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