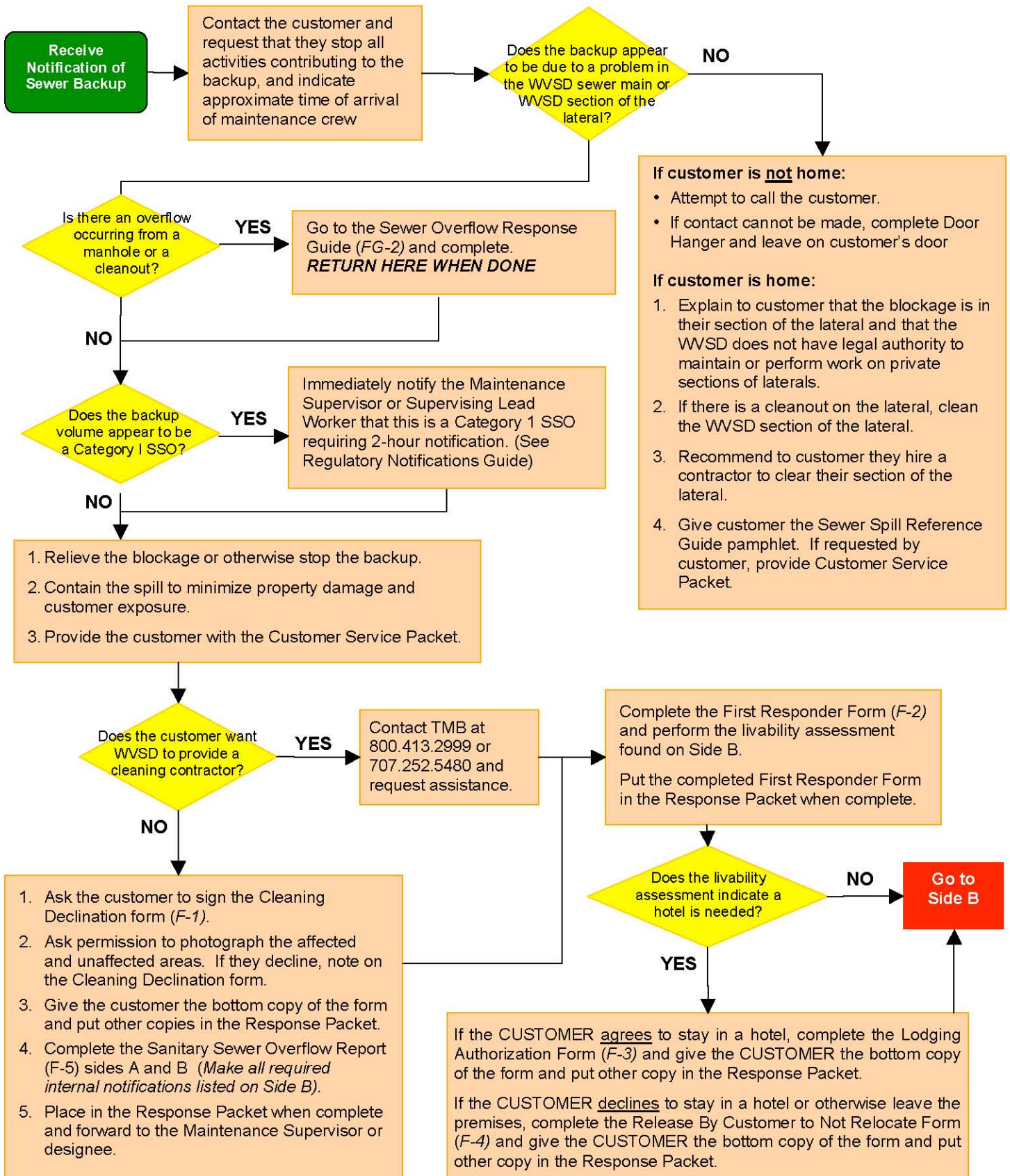


Sewer Backup Response Guide



Sewer Backup Response Guide

Continue Here from Side A

(Note to Employee – normally the Maintenance Supervisor or Supervising Lead Worker will arrive to perform the following, but if directed, then perform the following.)

Immediately contact Carl Warren and Co. at 925.825.2660 or 707.732.6728 or 877.393.1895 and provide the information obtained on the First Responder Form (F-2).

Ask permission to photograph the affected area, as appropriate. If allowed, take pictures of affected and non-affected areas, preferably showing where damaged areas end and non-damaged areas begin.
Immediately contact Carl Warren and Co. at 925.825.2660 or 707.732.6728 or 877.393.1895

Complete the Sanitary Sewer Overflow Report (F-5) sides A and B *(Make all required internal notifications listed on Side B)*.
Place in the Response Packet when complete.

Schedule a CCTV inspection.

NO

- Place the following in the Response Packet and forward to the Maintenance Supervisor or designee:

<input type="checkbox"/> First Responder Form	<input type="checkbox"/> Sanitary Sewer Overflow Report
<input type="checkbox"/> Lodging Authorization Form <i>(if used)</i>	<input type="checkbox"/> Cleaning Declination Form <i>(if used)</i>
<input type="checkbox"/> Release By Customer to Not Relocate Form <i>(if used)</i>	<input type="checkbox"/> Service Request Form
- Place memory card from the digital camera into the Response Packet and forward to Maintenance Supervisor or designee.
- Place a fresh memory card into the digital camera.

MAINTENANCE SUPERVISOR

- Review the contents of the Response Packet and make any necessary 2-hour notifications for Category 1 SSOs in accordance with the Regulatory Notifications Guide.
- Forward the Response Packet to the Director of Engineering and Operations.

DIRECTOR OF ENGINEERING AND OPERATIONS OR DESIGNEE

- Review incident reports, claim form and other incident information and forward, as appropriate, to:
Carl Warren and Co
Attention: Janice Yardley
2300 Clayton Road, Concord, CA 94520
Telephone: 925.825.2660 or 707.732.6728
Email: JYardley@carlwarren.com
- Reports the SSO, as necessary, to CIWQS