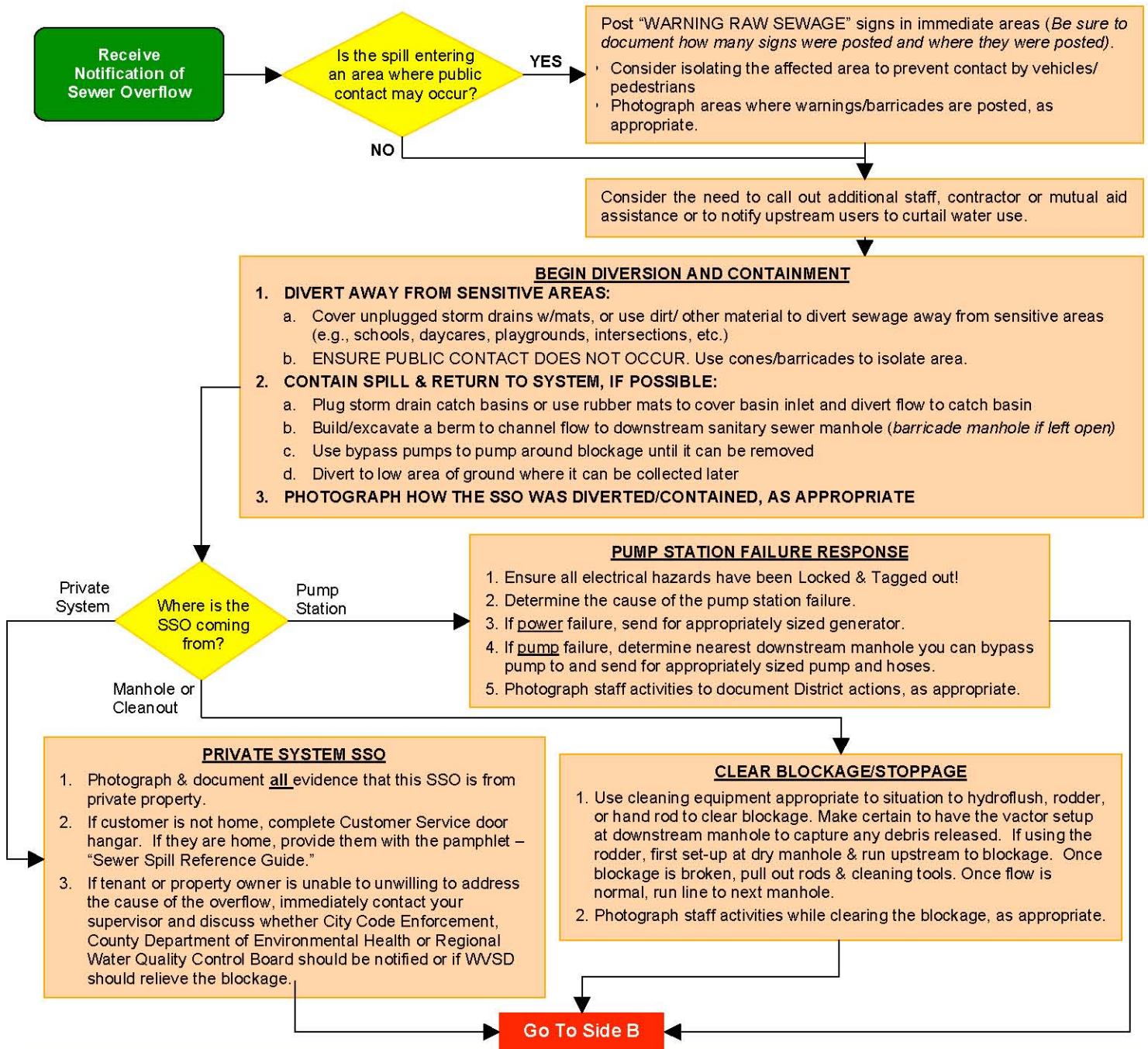


Sewer Overflow Response Guide



MEDIA AND PUBLIC RELATIONS GUIDELINES: In most cases, refer media requests to the District Manager or designee. 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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