

**WEST VALLEY SANITATION DISTRICT
SEWER SYSTEM MANAGEMENT PLAN**

**SECTION VI
OVERFLOW EMERGENCY RESPONSE PLAN**

Overflow Emergency Response Plan

The District's overflow emergency response plan is a stand-alone document that contains all of the key elements necessary for an appropriate SSO response: notification, response, reporting, and impact mitigation. The latest plan is titled Sanitary Sewer Overflow and Backup Response Plan (SSO Plan), dated March 31, 2010, and was prepared by DKF Solutions Group LLC. The Plan's purpose is to provide a standardized course of action for District staff to follow and to ensure that the District is adequately prepared to respond to an SSO event. In all SSO situations, the District's goal is to quickly respond to the SSO event, secure the wastewater overflow area, relieve the cause of the overflow, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. The SSO and Backup Plan address each of the key elements below. The SSO and Backup Response Plan Summary flowchart is shown in Appendix C.1.

Notification – District maintenance staff are continuously available during the year to respond to an SSO event or a backup. During normal work hours, a telephone call or notification of a sewer problem that is received by the District office will initiate the following chain of events: notification is received by administrative staff, Service Call Request Form is initiated, operations supervisor initiates a Work Order, maintenance staff is dispatched to site, problem resolved, and work documented. During non-business hours all of the above steps still occur except that the notification is made to the Santa Clara County Emergency Radio Communications Center who in turn notifies the District's On-Call maintenance staff.

Response – The response time (from the point District staff was notified) for an SSO event or backup, as stated in the District's standing goals, is 30 minutes for notifications during business hours and 60 minutes for non-business hour notifications. The actual response time is dependent upon many factors including: location of responder with respect to SSO site, accessibility to site, weather conditions, traffic condition, correct address information, etc.

Reporting – All overflows and backups are investigated as to their cause to determine what corrective action can be taken to prevent future incidents. All overflows require thorough written reports, CCTV investigation and reporting via the California Integrated Water Quality System (CIWQS) an electronic reporting system to the State of California Water Resources Control Board. SSO notifications, within 2 hours of becoming aware of the spill event, are also provided to the State of California Emergency Management Agency (previously OES) and the San Francisco Regional Water Quality Control Board

when; 1) the event exceeds 1,000 gallons, 2) results in a discharge into a drainage channel or waterway, or 3) discharges into a storm drain that is was not fully recovered. The Regulatory Notification and Reporting Guide flowchart is provided in Appendix C.2.

Impact Mitigation – The SSO Plan includes provisions to mitigate the impact of sanitary sewer backups inside structures as well as overflows to storm drain systems or surface waters as detailed in the Sewer Overflow Response Guide. In situations where a spill event impacts the interior of a building, a restoration contractor is dispatched through our claims consultant. The restoration contractor evaluates the damaged areas and performs clean-up, drying, and restoration (removal and replacement) of damaged components of the structure. The Sewer Backup Response Guide and Sewer Overflow Response Guide flowcharts are provided in Appendix C.3 and C.4, respectively.