City of Thousand Oaks
Sewer System Management Plan

2022 Sewer System Management Plan Update

Thousand Oaks, CA
March 14, 2022
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### Abbreviations and Acronyms

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<thead>
<tr>
<th>Acronym/Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>$M</td>
<td>Million dollars</td>
</tr>
<tr>
<td>BMP</td>
<td>Best management practice</td>
</tr>
<tr>
<td>C.L.U.</td>
<td>California Lutheran University</td>
</tr>
<tr>
<td>CALWARN</td>
<td>California Water/Wastewater Agency Response Network</td>
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<tr>
<td>CCTV</td>
<td>Closed-circuit television</td>
</tr>
<tr>
<td>CIP</td>
<td>Capital improvement program</td>
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<tr>
<td>CIPP</td>
<td>Cured-in-place pipe lining</td>
</tr>
<tr>
<td>CIWQS</td>
<td>California Integrated Water Quality System</td>
</tr>
<tr>
<td>FOG</td>
<td>Fats, oils and grease</td>
</tr>
<tr>
<td>FSE</td>
<td>Food service establishment</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal year</td>
</tr>
<tr>
<td>GIS</td>
<td>Geographical information system</td>
</tr>
<tr>
<td>gpd</td>
<td>Gallons per day</td>
</tr>
<tr>
<td>HCTP</td>
<td>Hill Canyon Treatment Plant</td>
</tr>
<tr>
<td>IRIS</td>
<td>Infrastructure Reinvestment Intelligence System</td>
</tr>
<tr>
<td>Master Plan</td>
<td>City of Thousand Oaks Wastewater Interceptor Master Plan Final Report</td>
</tr>
<tr>
<td>MGD</td>
<td>Million gallons per day</td>
</tr>
<tr>
<td>MMS</td>
<td>MaintStar Maintenance Management System</td>
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<tr>
<td>NASSCO</td>
<td>National Association of Sewer Service Companies</td>
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<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>O&amp;M</td>
<td>Operations and maintenance</td>
</tr>
<tr>
<td>OERP</td>
<td>Overflow Emergency Response Plan</td>
</tr>
<tr>
<td>PACP</td>
<td>Pipeline Assessment and Certification Program</td>
</tr>
<tr>
<td>PM</td>
<td>Preventive maintenance</td>
</tr>
<tr>
<td>PVC</td>
<td>Polyvinyl chloride</td>
</tr>
<tr>
<td>R&amp;R</td>
<td>Rehabilitation and replacement</td>
</tr>
<tr>
<td>RWQCB</td>
<td>Regional Water Quality Control Board</td>
</tr>
<tr>
<td>SCADA</td>
<td>Supervisory Control and Data Acquisition</td>
</tr>
<tr>
<td>SEMS</td>
<td>Standardized Emergency Management System</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard operating procedure</td>
</tr>
<tr>
<td>SSMP</td>
<td>Sewer System Management Plan</td>
</tr>
<tr>
<td>SSO</td>
<td>Sanitary sewer overflow</td>
</tr>
<tr>
<td>SWRCB</td>
<td>State Water Resources Control Board</td>
</tr>
<tr>
<td>WDID</td>
<td>Wastewater Discharger Identification</td>
</tr>
<tr>
<td>WDR</td>
<td>Statewide General Waste Discharge Requirements for Sanitary Sewer Systems</td>
</tr>
</tbody>
</table>
1 Introduction and Goal

1.1 Purpose

This Sewer System Management Plan (SSMP) documents plans for properly managing, operating, and maintaining all parts of the City of Thousand Oaks (City)’s sanitary sewer collection system, preventing sanitary sewer overflows (SSOs) from occurring, preventing SSOs that do occur from reaching waterways, and minimizing and mitigating any adverse impacts from SSOs.

1.2 SSMP Goals

The goal of this SSMP and SSMP program implementation is to:

- Operate the collection system in a safe manner to avoid personal injury and property damage
- Provide a plan and schedule to properly manage, operate, and maintain all parts of the City’s sanitary sewer collection system.
- Reduce and prevent both dry weather and wet weather SSOs
- Minimize and mitigate the adverse impacts of SSOs that may occur, especially to waterways
- Prevent public health hazards associated with sewer system management
- Protect the collection system by performing preventive maintenance and extending its useful life
- Provide adequate capacity to convey peak wet weather wastewater flows
- Comply with all regulatory requirements related to the sewer system

Achieving these goals will help to reduce and prevent SSOs, as well as mitigate any SSOs that occur. These goals are in alignment with the City’s strategic goals and objectives.

1.3 Regulatory Background

On May 2, 2006, the State Water Resources Control Board (SWRCB) adopted Order 2006-0003-DWQ¹, the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR), included as Attachment A1. The WDR prohibits any sanitary sewer overflow that results in a discharge to waters of the United States or that creates a nuisance as defined by California Water Code Section 13050(m). The WDR contains provisions requiring the City to:

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¹ State Water Resources Control Board has proposed a new Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems. If adopted, the reissued General Order will require future changes to the City’s SSMP and SSMP implementation. The City will monitor the adoption of the new General Order and, if adopted, will address the new requirements according to the timelines for compliance stipulated in the Order.
• Report all SSOs.

• Take all feasible steps to eliminate SSOs.

• Take all feasible steps to prevent wastewater from discharging from storm drains into flood control channels or waters of the United States by blocking the storm drainage system and removing the wastewater from the storm drains.

• Take all feasible steps and necessary remedial actions to control or limit the volume of the SSO, terminate the discharge, and recover as much of the wastewater discharged as possible for proper disposal, including any wash down water.

• Properly manage, operate, and maintain all parts of the sewer system and ensure system operators are adequately trained and possess adequate knowledge, skills and abilities.

• Allocate resources for the operation, maintenance and repair of the sewer system by establishing a proper rate structure, accounting mechanisms, and auditing procedures to ensure an adequate measure of revenue and expenditures.

• Provide adequate capacity to convey base flows and peak flows, including flows related to wet weather events. Capacity shall meet or exceed the design criteria as defined in the System Evaluation and Capacity Assurance Plan for all parts of the sanitary sewer system.

• Develop and implement a Sewer System Management Plan and make it available to the State and/or Regional Water Board as well as publicly available. The SSMP must be approved by the governing board at a public meeting.

• Conduct periodic audits at least once every two years to evaluate the effectiveness of the SSMP and compliance with SSMP requirements including identification of deficiencies and steps to correct them.

• Update the SSMP every 5 years and have the governing board recertify the SSMP when significant updates are made.

On August 6, 2013, the SWRCB amended Order 2006-003-DWQ by adopting Order WQ 2013-0058-EXEC, which modifies the monitoring and reporting requirements from the original order. Order WQ 2013-0058-EXEC is included as Attachment A2.

1.4 Application for Coverage

The City applied for coverage under the WDR on October 30, 2006 and was assigned a Wastewater Discharger Identification (WDID) for the City’s sanitary sewer system in the State Water Board’s SSO Database.

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2 The timeline for SSMP updates may change if the proposed Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems is adopted. The City will monitor the adoption of the new General Order and, if adopted, will perform the next SSMP update according to the timeline for compliance stipulated in the new General Order.
1.5 System Overview

The City’s sewer service area encompasses approximately 55 square miles and has approximately 35,000 connections collecting wastewater from approximately 130,000 people. The sewer service area boundary largely coincides with the boundaries of the City and is not tributary to neighboring systems; however, a small southeastern portion of the City is serviced by Triunfo Water and Sanitation District.

The City’s sanitary sewer system, illustrated on Figure 1-1, consists of approximately:

- 415 miles of gravity sewer pipelines
- 35,000 connections
- 8,300 maintenance holes
- 2.5 miles of force mains
- 2 lift stations

The City does not own, operate nor maintain any portion of the service laterals connecting to the City’s sewer system mainlines. All wastewater collected by the City’s sanitary sewer system is conveyed to the Hill Canyon Treatment Plant for treatment to advanced tertiary levels suitable for unrestricted reuse. The treated effluent is recycled for agricultural irrigation and local landscaping projects (by other agencies). Any treated effluent not reused is disposed through a permitted surface water outfall to the North Fork of Arroyo Conejo Creek.

1.5.1 Gravity Sewer System

The City’s gravity sewer system consists of approximately 415 miles of pipelines ranging in diameter from 6 inches to 48 inches. Most of the sewer pipelines are comprised of vitrified clay or polyvinyl chloride (PVC) plastic. Other materials include asbestos cement, ductile iron, and cast iron.

1.5.2 Force Mains

The City has approximately 2.5 miles of force main pipelines ranging in diameter from 3 inches to 42 inches. Most of the force main pipelines are comprised of PVC plastic material. Other materials include reinforced concrete, asbestos cement, and ductile iron.

1.5.3 Lift Stations

The City owns and operates 2 active sewer lift stations, which are Lawrence Drive and Olsen Road Lift Stations.
Figure 1-1: Sanitary Sewer Collection System Network
2 Organization

This chapter describes the City’s SSMP Program organization and identifies the City’s authorized representative and key staff responsible for the implementation and development of the SSMP. This chapter also identifies the chain of communication for responding to and reporting an SSO.

2.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.ii – Organization requires the SSMP to have an organization section with the following information:

a. The name of the responsible or authorized representative as described in Section J of the order.

b. The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP Program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation.

c. The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the SWQCB and RWQCB and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, RWQCB, and/or California State Emergency Management Agency [now California Office of Emergency Services]).

2.2 Authorized Representatives

The City has identified an authorized representative in the California Integrated Water Quality System Project (CIWQS).

Primary Authorized Representative
John Minkel, Deputy Public Works Director/Operations

Secondary Authorized Representative
Ryan Zgrabik, Interim Utilities Maintenance Supervisor

Contacts
Nader Heydari, Deputy Public Works Director/City Engineer
Clifford G. Finley, Public Works Director
2.3 Sewer System Management Plan Program Organization

The Public Works Department is responsible for providing water and wastewater service in the City. Within the Public Works Department, several groups are involved with implementation of the SSMP Program, including Engineering Division, Capital Improvement Projects, Operations, and Laboratory. Attachment B1 provides the complete SSMP Program organization chart, illustrating the lines of authority for staff responsible for implementing specific elements or measures of the SSMP Program.

Attachment B2 lists the contact information of City staff responsible for implementing SSMP elements or measures.

2.4 Sanitary Sewer Overflow Chain of Communications

Figure 2-1 illustrates the primary chain of communication from receipt of a complaint to notification and reporting of the SSO event by the City’s authorized representative during normal working hours, Monday through Thursday from 6:30 AM to 5 PM. Figure 2-2 illustrates the chain of communication during after-hours, which are considered all times outside of normal working hours. Refer to Chapter 6, Overflow Emergency Response Plan (OERP), for detailed SSO response and reporting procedures.

Other forms of communication that can indicate a potential SSO include Supervisory Control and Data Acquisition (SCADA) alarms from lift stations or alarms from one of the ten stationary flow meters throughout the sanitary sewer collection system. SCADA alarms directly alert field staff during working hours or personnel assigned to standby during after-hours, while flow meter alarms alert the City’s flow metering contractor, currently Hach, who will then notify the City.

Figure 2-1. Sanitary Sewer Overflow Chain of Communication (Working Hours)

Residents call Municipal Service Center at (805) 449-2499

Admin from Municipal Service Center notifies authorized representative (Utilities Maintenance Supervisor)

Utilities Maintenance Supervisor contacts field staff and begins notification and reporting process

Figure 2-2. Sanitary Sewer Overflow Chain of Communication (After Hours)

Residents call Municipal Service Center at (805) 449-2499

Automated response provides selections from a menu and transfers to standby phone, which is answered by either a water or wastewater staff that is on duty.
3 Legal Authority

This chapter describes the legal authority the City possesses to meet regulatory requirements listed below and describes the existing agreements with other public agencies.

3.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.iii – Legal Authority requires the City to demonstrate; through sanitary sewer collection system use ordinances, service agreements, or other legally binding procedures; that it possesses the necessary legal authority to:

a. Prevent illicit discharges into its sanitary sewer system (examples may include infiltration and inflow (I/I), stormwater, chemical dumping, unauthorized debris and cut roots, etc.);

b. Require that sewers and connections be properly designed and constructed;

c. Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;

d. Limit the discharge of fats, oils, and grease (FOG) and other debris that may cause blockages, and

e. Enforce any violation of its sewer ordinances.

3.2 Summary of Legal Authorities

The legal authorities governing the wastewater collection system are provided in the City of Thousand Oaks Municipal Code. The City’s Municipal Code includes ordinances pertaining to sewage connections, fees, rates, and restrictions and is available online at:

https://codelibrary.amlegal.com/codes/thousandoaks/latest/thousandoaks_ca/0-0-0-1

Relevant Municipal Code references are included in Table 3-1.
<table>
<thead>
<tr>
<th>WDR Legal Authority Requirement</th>
<th>Reference</th>
<th>Compliance Summary</th>
</tr>
</thead>
</table>
| Ability to prevent illicit discharges into the wastewater collection system | Section 10-1.501. General prohibitions on wastewater discharges  
Section 10-1.603. Specific wastewater discharge limitations. | Prohibits discharge or deposit of a list of wastes into the sewer system. |
| Ability to require that sewers and connections be properly designed and constructed | Section 10-1.105. Application and use of Design and Construction Standards | Requires all wastewater collection facilities to be designed and constructed in conformity with the City’s Wastewater Design and Construction Standards. |
| Ensure access for maintenance, inspection, or repairs for portions of the service lateral owned or maintained by the public agency | Section 10-1.507. Right of entry.  
Section 10-1.508. Easements | The City does not own, operate nor maintain any portion of the service laterals connecting to the City’s sewer system mainlines.  
The City has the right of entry and access to the sewer system at all reasonable times. Property owners are responsible for maintaining property such that the City always has access to the sewer system. |
| Ability to limit the discharge of FOG and other debris that may cause blockages | Section 10-1.501. General prohibitions on wastewater discharges  
Section 10-1.604. Control of regulated wastes.  
Section 10-1.605. Industrial wastewater monitoring and reporting.  
Section 10-1.606. Industrial discharge permit system. | Prohibits discharge of oils, grease, rags and solids or viscous wastes.  
The City has ability to control prohibited wastes.  
The City has ability to require installation of grease removal devices.  
Requires maintenance of grease removal devices, record-keeping of maintenance, and that the device be readily accessible for inspection. |
| Authority to inspect grease producing facilities | Section 10-1.605 (b) Industrial wastewater monitoring and reporting; Inspection | Upon presentation of credentials, the City may enter any premises or property connected to the sewer system for purposes of inspecting grease producing facilities. |
| Ability to enforce any violation of the Enrollee’s sewer ordinances | Section 1-2.01. Violations.  
Section 10-1.607. Enforcement. | The City can enforce any violation of the sewer ordinance. |
4 Operation and Maintenance Program

This chapter describes the City’s collection system O&M Program, including sewer system mapping, preventative O&M, rehabilitation and replacement, staff training, and inventory of vehicles, equipment, and replacement parts.

4.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.iv – Operation and Maintenance Program requires the SSMP include the following elements:

a. Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and maintenance holes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities;

b. Describe routine preventive O&M activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventive Maintenance Program should have a system to document scheduled and conducted activities, such as work orders;

c. Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and television inspections of maintenance holes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;

d. Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and

e. Provide equipment and replacement part inventories, including identification of critical replacement parts.

4.2 Mapping

The City maintains sewer system mapping in the form of a geographical information system (GIS) database and a Sewer Atlas Map Book.

4.2.1 GIS Database

The City implemented a GIS database that includes quarterly updates, based on as-builds, from the County Assessor’s office of parcel and right-of-way GIS data. The street centerline data originated with TIGER street data and has been refined over the last
decade with street name and shape data consistent with recorded documents. The GIS uses the NAD 83 State Plane California V projection.

The comprehensive GIS database contains detailed and up-to-date information on the sanitary sewer collection system network. Sewer facilities include gravity sewer lines, force mains, laterals, and lift stations, with information such as installation date, pipeline diameter, material, length, and interior lining.

All sewer maintenance holes, cleanouts and mainlines were digitized into the GIS database from as-built drawings. Each of the sewer assets on GIS include a hyperlink that connects directly to each corresponding as-built drawing. The vast majority of sewer drawings are at a horizontal scale of 1” = 40’ and georeferenced to property line intersections on the parcel GIS. In addition, these as-built drawings have been scanned and indexed in the City’s Laserfiche system, a content management platform. All as-built numbers are listed as an attribute of all sewer features in the GIS and can be used to access the as-built drawings using the City’s Laserfiche system. Figure 4-1 illustrates the City’s sanitary sewer collection system using GIS.
Figure 4-1. Sanitary Sewer Collection System Geographical Information System Map

[Map of Sanitary Sewer Collection System with various markers and labels, including Water Treatment Plant, Lift Station, Force Main, and Gravity Main.]
City office personnel, engineers, permit processing staff, and planners utilize the GIS database for a variety of purposes, including planning, engineering, permitting, inspecting, and O&M, as summarized below:

**Planning:** The GIS databases have information on existing sewer mains and piping network, which is used to evaluate the capacity of existing sewer mains and determine the size of proposed improvements.

**Engineering:** GIS contains attribute data of key sewer main elements (i.e., gravity sewer mains, laterals, maintenance holes, pump stations, force mains) that are essential to sewer improvement design.

**Permitting:** GIS contains attribute data of key sewer main elements that are essential to permitting for replacement of sewer lines.

**Inspection:** GIS sewer line attributes can be accessed outside the firewall by Public Works Construction inspectors in the field.

**O&M:** City field crews have electronic devices with GIS mapping in cleaning trucks to locate and identify sewer system assets. The Wastewater Utilities field crews utilize Windows 10 Toughpads that are synchronized with the latest GIS data once a week, while the Wastewater Utilities CCTV crew utilize Windows 10 desktop computers and are taken out, rather than synchronized live, once every two years to update with the latest GIS data.

All City office personnel have access to the GIS database through the web browser and, in the event of an emergency, City office personnel can access GIS data through mobile phone. The public currently does not have access to the GIS sewer system database. The City is developing an online map for public homeowners to access as-built drawings.

### 4.2.2 Reasons and Data Sources for Sewer System Mapping Changes

Mapping changes are not frequent; however, when staff identify errors, inconsistencies, or discrepancies with existing data, changes are conducted in a timely manner. As-built drawings are also simultaneously updated. Furthermore, capital improvements to the sewer system trigger the need for mapping updates. The Engineering Division and Capital Improvement Project (CIP) Division provides the Engineering Division GIS team with a list of capital improvement projects to update system mapping. Rehabilitation of sewer system assets are tracked as an attribute of a pipe segment and will not result in any changes to the unique identifier for a pipe segment or to how a pipe is spatially represented in the GIS database.

### 4.2.3 Sewer Atlas Map Book

The Sewer Atlas Map Book is developed from the GIS databases and includes a map sheet (1.5”=200’ scale, 11”x17” paper) for each index area showing the location of force mains, abandoned lines, maintenance holes, cleanouts, valves, network structures (i.e. diversion, inlet, junction, sampling station, treatment plant, and wet well), and lift stations in relation to the City streets and property lines. The Atlas Map Book is secondary source of mapping information, with the GIS mapping being the primary data source for field crews. As a secondary source of mapping data, the Atlas Map Book is infrequently reprinted with the most recent published version printed in 2009. Wastewater Utilities
Maintenance values the Atlas Map Book as a backup source for locating sewer infrastructure when electronic databases are not available. The 2009 Atlas Map Book has outdated maintenance hole numbers; therefore, care should be taken to document work activities against updated maintenance hole numbers when documenting work activities. There are printed copies available within the City Hall and Emergency Operations Center, and if needed, the City has the capability to print individual pages from the Atlas Map Book.

4.3 Operation and Maintenance Standard Operating Procedures

Wastewater Utilities Maintenance has developed a set of standard operating procedures (SOP) to support consistency in delivery of maintenance activities by the different Wastewater Utilities field crews as well as to support training of new crew members. Table 4-1, on the following page, summarizes the SOPs utilizes by the Wastewater Utilities Maintenance.

Attachment D1 provides SOP (4001), SOP (4002), and SOP (4003) as examples of these SOPs. The SOPs are documented in the MaintStar maintenance management system and are available to crews at all times as a reference.

4.4 Preventive Maintenance

The City conducts an array of preventive maintenance activities to prevent service interruptions and system failures that could result in sewer overflows and to manage sewer system performance. Preventive maintenance activities include:

- Gravity sewer main cleaning
- Chemical root control
- Siphon maintenance
- Maintenance hole inspection and cleaning
- Canyon sewer visual inspections
- Flow meter maintenance
- Easement access maintenance
- Lift station maintenance
- Supervisory Control and Data Acquisition monitoring
- Odor control
- Underground Service Alert utility locating
- Sewer pipeline CCTV inspection

The Wastewater Utilities Maintenance Supervisor maintains a Scheduled Work Calendar showing the key maintenance activities Wastewater Utilities Maintenance is performing throughout the year. Attachment D2 provides an example of the Scheduled Work Calendar.
Table 4-1. Wastewater Utilities Maintenance Standard Operating Procedures

<table>
<thead>
<tr>
<th>Procedure Name</th>
<th>Procedure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOP (4001) - Hydro Cleaning</td>
<td>Utilize a combination high velocity jet-rodder and vacuum truck to clean and remove debris from City wastewater lines.</td>
</tr>
<tr>
<td>SOP (4002) - CCTV Inspection</td>
<td>Utilize a closed-circuit television (CCTV) camera to inspect wastewater lines.</td>
</tr>
<tr>
<td>SOP (4003) – Biological Enzyme Application</td>
<td>Application of biological enzyme to wastewater lines and wet wells to reduce or eliminate grease buildup.</td>
</tr>
<tr>
<td>SOP (4004) – Root Control in Maintenance Holes</td>
<td>Inspect walls and base of maintenance hole for roots. Use aluminum poles with scraper attached to cut and remove roots from maintenance holes. Include maintenance holes with root intrusion issues on a list for chemical root control. Spray line maintenance holes with chronic root issues to prevent root regrowth.</td>
</tr>
<tr>
<td>SOP (4006) – Canyon Inspections</td>
<td>Visually inspect the condition of wastewater lines, valves, vaults, diversion structures, and related equipment in remote canyon locations. Obtain appropriate canyon inspection list to determine which areas to inspect. Perform periodic inspections and inspections after rain events.</td>
</tr>
<tr>
<td>SOP (4012) - Easement Access Maintenance</td>
<td>Maintain access to easement wastewater lines, maintenance holes, valves, and structures. Maintain access roads and perform de-brushing. Use weed whip, brush mower, chainsaw, and pole saw to de-brush around wastewater lines, maintenance holes, valves, and structures.</td>
</tr>
<tr>
<td>SOP (4013) – Sewer Mainline Repair</td>
<td>Maintain and repair wastewater lines, maintenance holes, cleanouts, and structures. Utilize backhoe to excavate, expose and repair sewer infrastructure.</td>
</tr>
<tr>
<td>SOP (4015) - Flow Meter Maintenance</td>
<td>Inspect and maintain temporary and permanently installed flowmeters in wastewater lines.</td>
</tr>
<tr>
<td>SOP (4016) – Responding to Customer Inquiries</td>
<td>Provide response to emergency situations and provide customer assistance as requested. Assist with inspector, contractor, and developer requests. Respond to all requests in an efficient, courteous, and timely manner.</td>
</tr>
<tr>
<td>SOP (4017) - Tract Inspection Support</td>
<td>Assist City Construction Inspectors to complete inspections of newly installed wastewater lines, maintenance holes, and cleanouts.</td>
</tr>
</tbody>
</table>

4.4.1 Gravity Sewer Main Cleaning

Wastewater Utilities Maintenance field crews perform hydroflushing to clean the gravity sewer mains using the following cleaning strategies:

- **Routine cleaning**: Routine cleaning is performed on accessible gravity sewer mains from 6 to 12 inches in diameter at a frequency of 18 to 24 months. To
improve response times to customer pipes, the City cleans the sewer system from outward to inward where pipes are older.

- **Hot spot “Trouble Areas” cleaning:** Hot spot “trouble areas” cleaning is a form of accelerated preventive maintenance and is used on pipe segments with a history of maintenance issues. These pipelines are assigned more frequent cleaning with a 1-, 3-, or 6-month cleaning cycle.

- **Reactive cleaning:** Reactive cleaning is performed when Wastewater Utilities Maintenance becomes aware of a sewer overflow or potential blockage affecting sewer system performance resulting. A sewer cleaning crew will respond to customer complaints to investigate the issue and will clean pipe segments suspected of having a blockage to restore service.

### Sewer Cleaning Frequency Adjustments

Wastewater Utilities Maintenance is continually evaluating the performance of the sewer system and the causes of maintenance issues. Hydroflushing crews document the type and severity of material encountered when cleaning a pipe segment in their field notes. This information is then used to determine whether a change to maintenance cycle is needed.

#### 4.4.2 Chemical Root Control

Pipe segments with pervasive root intrusion issues are chemically treated with a root growth inhibitor. The City uses a contractor to perform root foaming on approximately 19,700 feet of pipelines and some maintenance holes. The Wastewater Utilities Maintenance Supervisor maintains a “root” file containing information on pipe segments with known root issues. If a pipe has light roots at a joint, it will be placed in the folder for potential root foaming.

#### 4.4.3 Inverted Siphon Maintenance

The City has two inverted siphons that are inaccessible to cleaning equipment. The last mile of Unit W trunk line is an inverted siphon. The last 2000 feet of Unit Y trunk line is an inverted siphon. These inverted siphons are operating under pressure and at flow rates well above scouring velocity. Wastewater Utilities Maintenance treats the siphons with grease removal enzymes approximately every 3 months to prevent grease build-up.

#### 4.4.4 Maintenance Hole Inspection and Cleaning

In addition to sewer cleaning, the City initiated a system-wide maintenance hole inspection program in 2015 and conducted visual inspections of the City’s 8,000 maintenance holes over the past 7 years. Field crews performing visual inspection measured maintenance hole size and material leading to updates to GIS attribute data. Field crews also documented condition or maintenance issues requiring action resulting in maintenance hole repair and maintenance hole cleaning.
4.4.5 Canyon Sewer Visual Inspections

Canyon inspections are performed periodically on either a monthly or bi-monthly cycle depending on the canyon. Canyon inspection are also performed after significant rain events. Monthly inspection or bi-monthly inspection activities vary by pipeline and include above grade pipelines and supports, maintenance holes, laterals, and vents. Monthly canyon inspection locations include the following:

- Unit W W-U67 structure to Hill Canyon Treatment Plan (HCTP)
- Lynn Ranch to Unit W (W-U-31 structure)
- Calle Brusca
- Box Canyon

Inspection activities occurring every 2 months vary by infrastructure and include maintenance holes, junction box, access roads, creek crossings, pipe encasement, brush, security doors, structures, valves, and pipe condition. Locations inspected every 2 months include the following:

- Unit X Maintenance holes from California Lutheran University (CLU) to A-37.1
- Unit A A-20 to A37.1
- Unit Y Y-1 to HCTP
- Unit W
- Lower Tunnel Door
- W-2 Structure
- W-J Structure
- Rancho Conejo Lateral
- Calle Salto Lateral
- W-D and W-1 Structures
- Shapell Lateral
- W/F Structure and W-A Structure

Attachment D3 includes the data collection forms used to document the results of canyon visual inspections.

4.4.6 Flow Meter Maintenance

The City leases 10 permanent flow meters from a flow meter contractor. The flow meter contractor maintains the flow meters and coordinates maintenance access with O&M staff. City provides traffic control and access to flow meter locations. The flow meter contractor uses cloud-based tools to collect, manage and store flow meter data and to make the data available to City staff for review and analysis.
4.4.7 Easement Access Maintenance

Natural vegetation growth in easements can restrict access to sewer infrastructure. Wastewater Utilities Maintenance field crews maintain easements to keep sewer infrastructure accessible for maintenance activities, as well as for visual inspection. Work orders are created in the MaintStar MMS and are tracked according to the sewer infrastructure associated with the easement.

4.4.8 Lift Station Maintenance

Wastewater Utilities Maintenance performs lift station preventive maintenance and weekly inspection for two active lift stations. The two lift stations, Olsen Road and Lawrence Drive, are inspected once per week on Mondays. Staff records power, pressure, and flowrate. Maintenance crews also perform scheduled quarterly maintenance activities at each of the lift stations. The lift station maintenance activities are described below.

Lift Station Site Check List

In addition, staff uses a site check list to log conditions of the lift station, which includes the following:

- Outside of Building
  - Graffiti
  - Doors are secured
  - Valves are chained and locked
  - Chain link fences are secured
  - “No Trespassing” signs are posted
  - Weeds or debris

- Wet Well
  - Level is working
  - Well is free of large debris

- Inside Station
  - Visible leaks
  - All valves are open
  - Valves cycle twice
  - All switches are on auto
  - PLC panel is clear of alarms
  - Flush eye wash station
  - Check Fire Extinguisher (monthly)
Wet Well Grease Control

Approximately once a month, Wastewater Utilities Maintenance adds degreaser into the wet wells to reduce grease buildup.

Lift Station Quarterly Maintenance

Lift stations are maintenance on a quarterly schedule. In the first and third quarter, the Wastewater Utilities Maintenance crew will perform 6-month maintenance activities and will adjust the pump wear plates. Second and fourth quarter maintenance focuses on changing the pump oil.

Olsen Road Lift Station Generator Checks

A Wastewater Utilities Maintenance crew will run the generator at Olsen Road Lift Station at least every other week to confirm the generator is functioning adequately.

4.4.9 Supervisory Control and Data Acquisition Monitoring

The City owns two different SCADA systems, one serving both the water distribution and sewer system and the other serving the Hill Canyon Treatment Plant. The main control center for SCADA is located at the Municipal Service Center and is reviewed daily. The Municipal Services Center is open 24 hours a day, 7 days a week. Screens displaying SCADA information are visible in a common area with the administrative personnel. If a SCADA alarm is triggered, administrative staff will be alerted. During after-hours, the alarms will transmit to a standby phone and are answered by standby personnel.

4.4.10 Odor Control

Odor complaints are not frequent; however, if received, the City will investigate, troubleshoot, and clean the line to address the source of the issue. The City will also take the additional measure of corking and sealing the maintenance hole cover. Odor complaint response is documented in MaintStar. If issues are reported via email or phone, administrative staff will document the issue into Maintstar and will contact Wastewater Utilities Maintenance to address the issue.

4.4.11 Underground Service Alerts Utility Locates

Wastewater Utilities Maintenance field crews respond to Underground Service Alerts on an as-needed basis to locate sewer system infrastructure within the work zone of pending construction activities. This reduces the likelihood contractors will damage City sewer pipelines during construction activities.

4.5 Work Management System

The City utilizes various computerized system to management maintenance activities, including the following:

- **GIS:** The City uses GIS to collect maintenance hole inspection data and document pipe lining history.
- **MaintStar Maintenance Management System (MMS):** This program includes a work management module for documenting work activities, such as customer complaints, work orders, and emergency and preventive maintenance activities against specified wastewater assets. The module allows City staff to computerize its maintenance program and track the maintenance history on individual maintenance holes and pipe segments. The City plans to integrate GIS into MaintStar through automated nightly synchronization and to include work order information on the map. This program may integrate condition assessment data in the future.

- **InfraMap:** Wastewater Utilities Maintenance field crews use this GIS-based, third-party software program to collect field data such as cleaning and field observations. Pipes that require cleaning are color-coded from red to green, with red pipes requiring cleaning and green pipes indicating the pipes have been recently cleaned. Field data collected using InfraMap is migrated from InfraMap to MaintStar.

- **GraniteNet:** CCTV vans utilize this software to manage condition of assets. CCTV vans generate work orders for lift stations canyons, and maintenance holes, which documents number of hours, hydrocleaning, maintenance hole inventory, pipe material replacement, or any other issues (i.e., root intrusion). Repairs and CCTV are currently not documented by asset ID unless noted within the notes field of the work order. Inspection data from the vans are uploaded once a month to GraniteNet. Unlike MaintStar, this process is not currently automated.

- **Infrastructure Reinvestment Intelligence System (IRIS):** IRIS is an asset management dashboard that utilizes asset data and performs asset management calculations and analyses. The software is designed to supplement asset record systems (e.g., MMS, GIS) by performing asset management calculations that these systems cannot perform. IRIS projects the future asset Rehabilitation and Replacement (R&R) needs, highlights high-risk assets, calculates the appropriate budget required to mitigate the high-risk assets.

4.6 **Condition Assessment and Rehabilitation and Replacement Planning**

The City has processes to identify and prioritize sewer system needs and to identify near-term and long-term actions to address system needs. Processes include inspection, condition assessment and rehabilitation planning processes. The City also performs long-term rehabilitation forecasting to estimate the long-term financial requirements associated with sewer system rehabilitation and renewal.
4.6.1 Gravity Main Closed-Circuit Television Inspection and Rehabilitation Planning

Gravity Main CCTV Inspection

The City has a goal to inspect the sewer system on a 15-year cycle. Wastewater Utilities Maintenance has one CCTV crew performing CCTV inspection and is inspecting approximately 15,000 feet per month and 34 miles annually. The City recently invested in new CCTV inspection equipment. The City documents inspection observations using the National Association of Sewer Service Companies (NASSCO) Pipeline Assessment and certification Program (PACP) standard.

The plan and schedule for CCTV inspection is prioritized based on pipe age, pipe material and maintenance history. The City has inspected approximately 65 percent of the sewer system since the beginning of the latest 15-year inspection cycle, including the middle of town and older portions of the system. In addition to on-going CCTV inspection and condition assessment, the City televises newly constructed pipelines and newly rehabilitated pipelines as the basis for acceptance, providing a baseline CCTV inspection for new and rehabilitated pipelines.

The most recent inspection conducted since 2019 are stored electronically in GraniteNet software. Inspections conducted between 2013 and 2019 are stored electronically on an external drive. Prior to that, the CCTV documentation is only accessible via hardcopy files. Some of the CCTV inspections the City is performing are repeat inspections to investigate complaints and support other departments. The City is inspecting pipelines up to 30 inches in diameter, with pipes ranging from 15-inch to 30-inch inspected every 24 months during low flows.

Gravity Main Rehabilitation Planning

The City is continually evaluating the rehabilitation needs of the gravity sewer system to identify capital improvements. Wastewater Utilities Maintenance collaborates with the Capital Improvements Program Division to conduct CIPP lining projects on a cycle of approximately two years. Over the past decade, the City has been diligent with investing in pipeline rehabilitation and there is currently very little backlog in either the “lining” file or the “root” file. Most capital improvements projects on the sewer system over the last decade have been lining projects to rehabilitate older gravity sewer pipelines.

Lining projects are identified based on recommendations from Wastewater Utilities Maintenance based on review of CCTV inspection observations. The Wastewater Utilities Maintenance Supervisor maintains a “lining” file documenting the pipe segments that are candidates for lining. The pipe segments in the lining folder are evaluated periodically to create a lining project. The decision criteria for selecting pipe segments for repair, rehabilitation or replacement includes:

- Severe structural defects such as collapse, missing wall, and broken pipe. This is not very common.
- Significant sags
- Offset joints
• Fractures
• Pervasive root intrusion

The Wastewater Utilities Maintenance Supervisor also maintains a separate root intrusion file documenting pipe segments with known root intrusion issues. These pipe segments are evaluated at the same time and possibly included in a lining project.

If a pipe segment has a significant defect and it is localized, the City may decide to perform a localized point repair. Repair projects are categorized into three tiers:

• Small Projects – In House Repair
• Medium – On Call Contractors (if requires trenching) may do lining using this approach.
• Large Projects over $60,000 to $75,000 are bid out

4.6.2 Maintenance Hole Rehabilitation

Wastewater Utilities Maintenance field crews recently completed a multi-year inspection program of the City’s 8,000 maintenance holes. Field crews identified maintenance holes with repair and rehabilitation needs. These maintenance holes repair and rehabilitation needs are either addressed by in-house crews, added to lining projects, or are grouped into separate maintenance hole rehabilitation projects.

4.6.3 Force Main Inspection and Rehabilitation

The City’s two force mains were recently rehabilitated with cured-in-place pipe (CIPP) lining and are in good condition.

4.6.4 Lift Station Inspection and Improvements

In addition to weekly inspections and quarterly maintenance activities, Wastewater Utilities Maintenance will team with Capital Improvements Program Division staff to perform lift station condition assessment every two years to identify lift station capital investment needs. The Capital Improvements Program Division gets involved with larger projects related to the lift station. The CIP Division initiates CIP projects every 2 years with sewer, electrical, or instrumentation crew input to identify the needed improvements. The lift station condition needs are identified by a multi-disciplinary team consisting of Wastewater Utilities Maintenance crew providing expertise in mechanical systems, while an electrical and instrumentation crew identify the needs of the electrical and instrumentation systems. Capital Improvements Program Division staff provide expertise with lift station structural components. Currently from a structural perspective, both lift stations are reported to be in good condition.

4.6.5 Financial Planning for Sewer System Needs

In addition to system-wide inspection and condition assessment, the City utilizes IRIS software to model the long-term investment needs of the sewer system. IRIS is an asset management software program that models the lifecycle costs associated with sewer system assets based on the age and expected useful life of pipeline and lift station
assets. The model forecasts the long-term investment required to address rehabilitation and replacement needs. The final result is a Water and Wastewater Asset Management Plan with forecast outputs that inform financial rate setting and support the City with justifying investment in sewer system rehabilitation and replacement. The most recent Water and Wastewater Asset Management Plan can be found online at:

https://www.toaks.org/Home/ShowDocument?id=25688

The City also maintains an internal 10-year capital improvement plan and includes a line item for sewer system rehabilitation every 2 years.

4.7 Training

Safety Procedures

The City provides safety and training programs on a regular basis for staff in sewer collection system operations, maintenance, and monitoring. For instance, Job Safety Analysis reviews are completed once a month on various equipment, such as combination hydroflushing vacuum units (i.e., Vactor and VacCon) or shoring. Key safety aspects reviewed include required personal protective equipment, sequence of basic job steps, potential accidents or hazards, additional safety job procedure. The reviews also include descriptive operating procedures and precautions for proper usage. The Job Safety Analysis calendar is included as Attachment D4. Project specifications require contractor certifications or training to complete work.

Onboarding and Training Rotations

New Wastewater Utilities Maintenance staff are on boarded through training rotations every two weeks to become familiar with how to conduct canyon inspections and how to operate each key piece of equipment, such as combination hydroflushing vacuum units (i.e., Vactor truck and VacCon truck) and CCTV trucks. The trainings address the skills necessary to perform proper operations and maintenance, to provide timely and effective emergency response, and to incorporate recognized safety practices.

According to Figure 2-2, either a Water Utilities Maintenance or Wastewater Utilities Maintenance crew member will be assigned to the Duty response and respond to sanitary sewer overflow calls during after-hours. Therefore, new Wastewater Utilities Maintenance staff are cross trained in water distribution system operations and maintenance activities for about 2 to 3 months, while new Water Utilities Maintenance staff are cross trained in sewer system operations and maintenance activities.

Certification

Certification in Collection System Maintenance is preferred, but not required to work in Wastewater Utilities Maintenance. Even so, several crews members have attained Collection System Maintenance certification through the California Water Environment Association’s certification program (CWEA). Water Utilities Maintenance staff are required to have a Distribution Grade 1 certification from the State Water Resource Control Board’s Drinking Water Operator Certification Program (DWOCP). Several Water Utilities Maintenance staff also have CWEA Collection System Maintenance certification.
All crew members in either Water Utilities Maintenance or Wastewater Utilities Maintenance are required to have a Class B Driver’s License, although most field employees have a Class A Driver’s License.

On-Going Training

The City provides on-going training for staff through special classes or seminars, in-house training, conferences, training by equipment vendors, and annual performance reviews. Regarding conferences, the City sends staff to the Tri-State conference, local CWEA annual conference, and Water Environment Federation’s Technical Exhibition and Conference for training, when appropriate. In-house training includes training such as wastewater math, forklift operation, and confined space.

4.8 Vehicles, Equipment, and Parts Inventory

The City owns and maintains a variety of vehicles and equipment used for operations and maintenance of the sewer collection system and emergency response. The City utilizes the Fleet Maintenance shop at the Municipal Service Center for any issues and for regular equipment maintenance. Combination hydroflushing and vacuum units and CCTV vans are replaced approximately every 10 years. If cameras cannot be fixed in-house, cameras are sent to Plumber’s Depot for repair at CUES.

4.8.1 Major Vehicles and Equipment

The following list summarizes the City’s major vehicles and equipment at the Municipal Center:

- Combination hydroflusher/vacuum units (2)
- CCTV Van and Camera Equipment (1)
- Backhoe and Trailer (1)
- Pickup Trucks (4)
- Bypass pumps (2)
- Portable Generators (3)
- Pressure Washers (2)

4.8.2 Contingency Equipment and Spare Replacement Parts

Wastewater Utilities Maintenance maintains an inventory of contingency equipment and spare replacement parts intended to minimize vehicle, equipment, and facility downtime. Replacement parts for vehicles and appropriately maintained emergency response equipment and accessories, such as one check valve and two extra rotating assemblies, allow field crews to effectively respond to incidents and efficiently perform routine maintenance. In emergencies, a 6-inch portable bypass pump that connects to Olsen Road Lift Station and can be used to bypass sewer pipelines at the lift station. Any pipes over 8-inch will require support from Rain-for-Rent for temporary assistance in bypassing flows. In addition, the City has installed a permanent generator to provide backup power for Olsen Road Lift Station and owns three portable generators that Wastewater Utilities can utilize to perform bypass pumping activities.
5 Design and Performance Provisions

This chapter describes the design, construction, and inspection standards the City uses to ensure sewer system infrastructure is properly designed and constructed.

5.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.v – Design and Performance Provisions requires that the SSMP include the following design and performance provisions:

a. Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and;

b. Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

5.2 Design and Construction Standards and Specifications

The City engineers, developers, and consultants currently utilize a set of Wastewater Design and Construction Standards as the basis for design and construction of sanitary sewer collection systems. The Wastewater Design and Construction Standards, approved and adopted by City Council in 1979 (revised in 1980), are accessible on the City's webpage at:

https://www.toaks.org/departments/public-works/engineering-traffic/wastewater-design-construction-standards

The Wastewater Design and Construction Standards provide the design criteria, construction requirements, and construction standards for new sewer system infrastructure as well as standards for inspecting and testing the installation of new sewer system infrastructure.

5.2.1 New Sanitary Sewer Infrastructure

The Wastewater Design and Construction Standards provide a comprehensive set of standards for the major component of new sewer system infrastructure including sewer pipelines, maintenance holes, cleanouts, laterals, lift stations, and force mains. Design and construction specifications for air release valves are prepared as part of the corresponding sewer system capital improvement project and are subject to review and approval by City staff.

5.2.2 Rehabilitated and Repaired Sewer System Infrastructure

The City is largely built out and most of the capital improvement efforts are rehabilitation and repair, rather than installation of new pipelines. Standards for design and construction are prepared individually for specific sewer system capital improvement
projects. Sewer pipeline rehabilitation specifications are developed by consultants in collaboration with City engineering staff. Over time, City staff have assembled a library of sewer pipeline rehabilitation specifications from various projects. This is necessary due to the constant flux in pipeline rehabilitation technologies and tools available in the industry.

5.2.3 Design Review and Approval

Standards are enforced through a permitting process to ensure design and construction is adequately performed. City engineering staff perform plan checks to ensure the design drawings are calling out and referencing the standards. The City performs plan check at different stages of the design process. Typically, plan checks are performed at the 30%, 60%, and 90% design phase on projects.

5.3 Inspection and Testing of New and Rehabilitated Sewer Infrastructure

New and rehabilitated sewer infrastructure require inspection and testing under specific procedures and standards. The City requires contractors to maintain a performance bond for 10 years to address latent construction defects on capital improvement projects.

5.3.1 Inspection and Testing Procedures and Standards

The City performs various types of inspection and testing during and after construction to ensure sewer system infrastructure is built properly before accepting new or rehabilitated infrastructure into the sewer system. The City’s construction inspector and capital improvement Project Engineer are responsible for sewer infrastructure acceptance and approval of capital improvements or new development. Table 5-1 lists the various inspection and testing procedures the City employs to ensure sewer system infrastructure is properly constructed.

5.3.2 Inspection and Testing Resources

City staff evaluate upcoming capital improvement projects to determine the project management and construction inspection workload requirements and assign project management and construction inspection duties to either in-house staff or to a third party, depending on the size of the project and the workload demands.

Regardless of who performs project management and construction inspection duties, the resources assigned to perform these duties are performed in conformance with plans, contract documents, and City standards.
### Table 5-1. Inspection and Testing Procedures

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pipeline CCTV Inspection</td>
<td>The City performs CCTV inspection before and after construction of new, rehabilitated, or repaired pipelines to determine if new or rehabilitated infrastructure is free of construction defects.</td>
</tr>
<tr>
<td>Pipeline Lining Spot Test</td>
<td>The City conducts a lining spot test to ensure the lining is properly installed. This is done by physical sampling of the liner, which is sent to the lab for testing to ensure conformance with lining design specifications for lining thickness and material.</td>
</tr>
<tr>
<td>Pipeline Pressure Test</td>
<td>Low pressure air test to detect leakage. In some cases, the City will perform a water infiltration or exfiltration test.</td>
</tr>
<tr>
<td>Pipeline Mandrel Test</td>
<td>Mandrel test on flexible pipe to identify deflection.</td>
</tr>
<tr>
<td>Maintenance Hole Visual Inspection</td>
<td>Maintenance holes are visually inspected to ensure new, rehabilitated or repaired maintenance holes are free of construction defects.</td>
</tr>
<tr>
<td>Maintenance Hole Spark Testing</td>
<td>Maintenance holes are spark tested to ensure installation meets specifications.</td>
</tr>
<tr>
<td>Pump Capacity Test</td>
<td>Pump capacity testing is performed to ensure the pump station meets pumping capacity requirements.</td>
</tr>
<tr>
<td>Pump Station Piping Hydrostatic Test</td>
<td>Hydrostatic testing is performed on pump station piping to ensure leakage is not occurring.</td>
</tr>
<tr>
<td>Pump Station Power and Control System Testing</td>
<td>Testing is performed on pump station power and control systems to ensure these systems are operating properly prior to acceptance.</td>
</tr>
<tr>
<td>Force Main Pressure Test</td>
<td>The City will perform a pressure test on any new or rehabilitated force main.</td>
</tr>
</tbody>
</table>
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6 Overflow Emergency Response Plan

The WDR requires the development and implementation of an Overflow Emergency Response Plan, including requirements for monitoring and reporting of sewer overflows.

6.1 Regulatory Requirements

The Overflow Emergency Response Plan must identify measures to protect public health and the environment. At a minimum, this plan must include the following:

- **d. Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;**

- **e. A program to ensure an appropriate response to all overflows;**

- **f. Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g., health agencies, RWQCBs, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the state in accordance with the Monitoring and Reporting Program. All SSOs shall be reported in accordance with this Monitoring and Reporting Program, the California Water Code, other state law, and other applicable RWQCB WDRs or National Pollutant Discharge Elimination System permit requirements. The OERP for the SSMP should identify the officials who will receive immediate notification;**

- **g. Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;**

- **h. Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and**

- **i. A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to waters of the United States and to minimize or correct any adverse impact on the environment resulting for the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.**

In addition, Order WQ 2013-0058-EXEC, Amending Monitoring and Reporting Program for Statewide Requirements for Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, included as Attachment A2, became effective September 9, 2013 and updates the monitoring and reporting requirements based on stakeholder input and SWRCB staff experience and lessons learned implementing the SSO Reduction Program. Key changes include the following:

1. SSO categories updated to include Category 3 SSO type

2. California Integrated Water Quality System updated to allow event -based reporting versus location -based reporting

3. Removal of duplicative notification

4. Updated reporting and notification requirements and timeframes
5. Addition of water quality monitoring for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.

6.2 Emergency Response and Contingency Plans

The City has developed protocols for responding to sewer overflow events and contingency plans to improve preparedness for specific locations in the sewer system.

6.2.1 Procedure for Wastewater-Related Spills and Overflows

The City’s Procedure for Wastewater Related Spills and Overflows, included as Attachment F1, serves as the City’s sewer overflow emergency response plan. The Procedure for Wastewater Related Spills and Overflows establishes procedures for responding to SSOs to minimize the overflow volume that enters surface waters and the adverse effects of overflows on water quality. The procedure includes protocols for notifying appropriate state and county regulatory agencies, as well as protocols for responding to a sewer overflow from receipt of call through clean-up and reporting.

6.2.2 Wastewater Contingency Plan

The City developed a Wastewater Contingency Plan for specific infrastructure. Failure of this infrastructure could result in a significant SSO, public health and safety impacts, or environmental impacts. This infrastructure includes Unit W Interceptor Upper Reach, Calle Brusca Lateral, W-U63 8-inch Pipe Bridge and Rancho Conejo Lateral, The Wastewater Contingency Plan is included as Attachment F2 of this SSMP.

6.2.3 Emergency Response Plan

The City has an Emergency Response Plan with action check lists for wastewater personnel to perform in the event of a disaster such as an earthquake or fire. Information includes action checklists for inspecting and assessing system operational condition and damage to facilities. The Wastewater Division Disaster Response Priority Checklist identifies priority infrastructure for assessment. Failure of this infrastructure could result in a significant SSO, public health and safety impacts, or environmental impacts. The Emergency Response Plan is included as Attachment F3 of this SSMP.
7 Fats, Oils, and Grease Control Program

This chapter describes the City’s FOG control program. Oil and grease contributions to the City’s wastewater collection system have been regulated by the City Municipal Code since the late 1970s, mandating installation and maintenance provisions for grease control devices (i.e., grease trap or grease interceptor) to alleviate grease discharged into the sanitary sewer collection system in over 400 food service establishments (FSE) and auto service repairs.

The Public Works and Community Development (Building Division) Departments have worked closely to ensure that appropriate fixtures, drains, and mop sinks associated with commercial kitchen and restaurant clean-up facilities are plumbed through these oil and grease separation devices. A new ordinance is in development to establish clarity on which establishments require a grease trap and guidance for determining the appropriate type, flow, operations, and size for grease removal device.

The Environmental Compliance group, within the Public Works Department, has worked closely with the Collection System Maintenance group. This effort is conducted to identify hotspot areas, isolate problematic sources, conduct stepped-up inspections, and require increase pumping and cleaning of traps and interceptors as needed. Where specific sources cannot be isolated, more routine cleaning and jetting of the collection system has been initiated.

7.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.vii – FOG Control Program requires the City to prepare and implement a FOG source control program to reduce the amount of FOG substances discharged to the sanitary sewer collection system. This plan will include the following as appropriate:

a. An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;

b. A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;

c. The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;

d. Requirements to install grease control devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, best management practice (BMP) requirements, record keeping and reporting requirements;

e. Authority to inspect grease producing facilities, enforcement authorities, and whether the Public Agency has enough staff to inspect and enforce the FOG ordinance;
f. An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and,

7.3 Plan and Schedule for Disposal of Fats, Oils, and Grease

The City supports proper disposal of fats, oils and grease generated within the City limits either by providing residential customers with a means for proper disposal and by requiring and enforcing proper disposal by commercial establishments.

7.3.1 Residential FOG Disposal

Among the services the City provides to residents, a Household Hazardous Waste Day (one day per month) is conducted for disposal of accumulations of household grease and cooking oil. The City also has an agreement with the neighboring city of Camarillo for residents to use their facilities for disposal on two additional days per month. Residents may also allow small accumulations of grease to congeal in a container and dispose of grease waste through solid waste/curbside collection and disposal to a landfill.

7.3.2 Commercial and Industrial FOG Disposal

Regarding the commercial and industrial community, the Municipal Code identifies thresholds for maintenance required for the operators of interceptors and traps based on the accumulation of both settled solids and oil and grease. According to Section 10.1-6.04, Control of Regulated Wastes, these units are required to be pumped out if at least 25 percent accumulated with grease. The new Ordinance in development will state the need for certified contract pumper to pump the grease. Although there is no mandated cleaning frequency, the grease interceptors and traps are typically checked by the establishments on a regular basis, either quarterly or biannually. Removed material is either hauled to the City’s Hill Canyon Treatment Plant or legally disposed of outside of the city limits. Small grease traps under the sink are typically cleaned weekly.

There are three inspectors under the Public Works Environmental Compliance Group that delegate the facility inspections. The stormwater permit mandates inspectors to alternate inspecting FSEs and auto service repairs annually (1 year inspect FSE, next
year inspect auto service repairs), in which the inspectors use this session to check the manifest for record of cleaning.

7.4 Fats, Oils, and Grease Program Legal Authorities

Fats, oils and grease source control program legal authorities can be found in the Municipal Code in Title 10, Article 6. Industrial Waste Regulation. The Municipal Code can be accessed online at:

https://www.toaks.org/departments/city-clerk/municipal-code

7.4.1 Authority to Inspect and Enforce Fats, Oils, and Grease Program Requirements

The authority to inspect and enforce is contained in Municipal Code Section 10-1.604 - Control of Regulated Wastes, and Municipal Code Section 10-1.605 - Industrial Wastewater Monitoring and Reporting, of the Municipal Code. The Code provides two avenues to pursue compliance. The first is through capacity inhibition and maintenance with regards to grease removal devices. The second avenue is through monitoring by performing an oil and grease concentration analysis.

The City enforces FOG requirements by issuing a warning if the grease removal device is improperly maintained. If conditions persist through subsequent inspections, a fine is issued to the owner and/or user of the property.

The City employs three full time Environmental Compliance Inspectors to inspect facilities and enforce the regulations as well as document and correct compliance issues of the existing oil and grease discharge community.

7.5 Fats, Oils, and Grease Program Requirements

7.5.1 Requirements to Install Grease Control Devices

The requirement to install, maintain, and keep records of grease control devices is specified in Section 10-1.604, Control of Regulated Wastes, of the Municipal Code. The Code relies on the discretion of the establishment Director to identify that the property produces enough grease to warrant a grease control device. On a case-by-case basis, the City Engineering Department assists in the determination by evaluating the property and the menu. The establishments are responsible to report to the City if menus change.

7.5.2 Design Standards for Grease Control Devices

City code requires a restaurant, or other establishment, that discharges wastewater containing grease to install and regularly maintain an interceptor to prevent excessive discharges of grease into the waste-water system. The type and size shall be as regulated by the building provisions of the Municipal Code or as required by the Public Works Director.

In practice, the Building Division will review building permits to determine whether a permit application for a new or existing establishment triggers the requirement for a grease trap or interceptor. All commercial kitchens requiring a hydromechanical grease
interceptor or gravity grease interceptor are required to size the device according to the most recent adopted California Plumbing Code. Grease traps are installed inside the restaurant and can have capacity ranging from 50 to as high as 250 gallons, while grease interceptors are installed outdoors with a minimum capacity of 750 gallons to as high as 1,200 or 1,500 gallons. The maximum size for a grease interceptor is 3,000 gallons.

### 7.5.3 Maintenance Requirements for Grease Control Devices

Each commercial kitchen with a grease control device is required to employ an appropriate service or procedures for periodic collection of accumulated grease from any grease control device. Inspectors from Public Works Environmental Compliance will review maintenance records and compliance with the 25% rule. The 25% rule requires grease control devices to have no more than 25% of the volume of the device consumed by accumulated grease. Commercial kitchens are not allowed to introduce grease into any sewer lateral, public sewer, storm drain, or public right-of-way. FSEs are required to supply documentation, such as invoices, to prove compliance with grease control device maintenance requirements.

### 7.5.4 Record Keeping and Reporting Requirements

Each commercial kitchen with a grease control device is required to keep 2 years of records of cleaning, maintenance, and grease removal. A separate maintenance log must be maintained for each grease control device and posted in the immediate vicinity of each device. Maintenance logs will include the following information: grease control device location and volume; maintenance dates; volume removed (gallons); disposal methods; and name of person performing maintenance; and, if the person is not employed by the commercial kitchen, the name, address, and phone number of the person or company performing the maintenance activities.

### 7.6 Fats, Oils, and Grease Control Program Resources

The City has assigned FOG program inspection and enforcement duties to three Environmental Compliance Inspectors in the Public Works Department who perform compliance inspections to enforce auto, stormwater, industrial and grease control requirements in the Municipal Code. This level of staffing enables the City to accomplish an inspection of each food service establishment kitchen once approximately every two years.

### 7.7 Sewer System Maintenance Program for Fats, Oils, and Grease

Identification of pipe segments prone to blockage and the cause of the blockages is based on review of available information potentially including one or more of the following sources: blockage history, CCTV inspection data, FOG investigations, and FOG source control inspections of FSEs. Pipes prone to blockages can be addressed through more frequent cleaning and targeted outreach and/or inspection of upstream dischargers. Areas known to be a problem have been put into monthly, quarterly, or
semiannual cleaning frequencies. This program is described in detail in Chapter 4, Operations and Maintenance Program.

Wastewater Utilities Maintenance has identified sections of the sewer system subject to grease blockages and established a cleaning maintenance schedule for each section. When a grease-related SSO occurs, Wastewater Utilities Maintenance will monitor the site quarterly to determine whether grease accumulation in the pipe segment is a pervasive issue. If grease build-up continues to be an issue, Wastewater Utilities Maintenance will place the pipe segment on a 1, 3, or 6-month trouble spot cleaning cycle depending on the severity of the grease accumulation detected. If nearby food service establishments are suspected, Environmental Compliance Inspectors will perform an inspection of the nearby FSEs upstream of the blockage, including the review of maintenance records for grease control devices. If a private residence is suspected as the source of the grease discharge, Wastewater Utilities Maintenance will notify and educate the residence on practices they can employ to prevent the grease discharges.

7.8 Preventive and Source Control Measures

The City uses a combination of preventive and source control measures to address FOG discharges to the sewer system, including the following:

**FSE inspections:** This involves source control inspections of FSEs to determine compliance with FOG ordinance requirements.

**Trouble Spot Program:** This involves scheduled recurrent cleaning of known grease problem areas on frequencies of 1, 3, or 6 months.

**Sewer Main and Maintenance Hole Inspection Program:** This involves the visual and/or televised inspection of mains and maintenance holes.

**Sewer main replacement:** This involves the repair, replacement, or rehabilitation of impacted sewers to improve sewer flow velocities. An outside contractor is engaged if the line can be repaired from maintenance hole to maintenance hole.
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8 System Evaluation and Capacity Assurance Plan

This chapter describes the City’s System Evaluation and Capacity Assurance Plan. The System Evaluation and Capacity Assurance Plan utilizes information from the most current wastewater master plan, the City of Thousand Oaks Wastewater Interceptor Master Plan Final Report (Master Plan) from July 2002. The Master Plan can be found online at:
https://www.toaks.org/home/showpublisheddocument?id=14934

8.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.viii – System Evaluation and Capacity Assurance Plan requires that the City prepare and implement a CIP that will provide hydraulic capacity of key sanitary sewer collection system elements for peak dry weather flow conditions, as well as for peak flows under an appropriate design storm or wet weather event. At a minimum, the plan must include:

a. **Evaluation**: Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;

b. **Design criteria**: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and

c. **Capacity enhancement measures**: The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.

d. **Schedule**: The Enrollee shall develop a schedule of completion dates for all portions of the CIP developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14 of the order.

8.2 System Evaluation

The City’s 2002 Wastewater Interceptor Master Plan was prepared to provide a comprehensive assessment of the structural condition and hydraulic capacity of the City’s interceptor sewer system and a phased 10-year plan for capital improvements. The Wastewater Interceptor Master Plan analyzed the City’s wastewater service area,
which largely coincides with the boundaries of the City. The Wastewater Interceptor Master Plan is developed to reflect the ultimate buildout of the City collection system.

The projected near-term and long-term average dry weather flows and peak wet weather flow, as estimated from the 2002 Wastewater Interceptor Master Plan and 2020 Treatment Plant Master Plan, are presented in Table 8-1. The current average dry weather flow in the system (total of flows to Hill Canyon Treatment Plant) is approximately 9 million gallons per day (MGD).

### Table 8-1. Projected Wastewater Flows

<table>
<thead>
<tr>
<th>Flow Condition</th>
<th>Year</th>
<th>Average Dry Weather Flow (MGD)</th>
<th>Peak Wet Weather Flow (MGD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Near term</td>
<td>2020</td>
<td>9.0</td>
<td>22.5</td>
</tr>
<tr>
<td>Long term</td>
<td>2040</td>
<td>9.4</td>
<td>23.5</td>
</tr>
</tbody>
</table>

Source: 2020 City of Thousand Oaks Hill Canyon Treatment Plant Master Plan

1. Peak wet weather flows are estimated using average dry weather flows from the 2020 Treatment Plant Master Plan and wet weather peaking factor of 2.5 per the 2002 Wastewater Interceptor Master Plan.

The City currently monitors flows at 10 flow monitoring locations throughout the collection system, including influent flows to the Hill Canyon Treatment Plant. The City conducted a treatment plant analysis as part of the 2020 Hill Canyon Treatment Plan Master Plan, which provided an updated projection of City wastewater flows into the plant.

Recent project-specific sewer studies evaluated the sewer collection system capacity against projected flows in the 2002 Interceptor Master Plan as well as the existing flow meter data. While the 2002 Interceptor Master Plan did not identify capacity deficiencies within the system at the time, several projects were identified to address potential capacity deficiencies until buildout conditions. The City has since implemented nearly all the capacity projects recommended in the 2002 Interceptor Master Plan and continues to monitor the system for flows and SSOs using field inspections, flow monitoring data, and influent data for the Hill Canyon Treatment Plant.

### 8.3 Design Criteria

Design criteria for evaluating the capacity of the existing sewer system and new facilities were developed as part of the 2002 Wastewater Interceptor Master Plan, City Wastewater Design and Construction Standards, and subsequent project-specific sewer studies. For gravity sewers, the criteria are based on maximum flow depth under design peak wet weather flow, expressed as the ratio of flow depth to pipe diameter. These criteria are presented in Table 8-2.
Table 8-2. Maximum Flow Depth Criteria

<table>
<thead>
<tr>
<th>Sewer Type</th>
<th>Sewer Flow Depth (flow depth to pipe diameter ratio)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing sewers</td>
<td>0.67</td>
</tr>
<tr>
<td>New sewers</td>
<td>0.50</td>
</tr>
</tbody>
</table>

Source: 2002 City of Thousand Oaks Interceptor Wastewater Master Plan and Wastewater Design and Construction Standards

The City’s Wastewater Design and Construction Standards also includes criteria for design of sewer facilities. These criteria are primarily intended for design and construction of new sewer facilities to serve new development and include average sewage generation rates based on land use type, peaking factors based on population (for residential developments), or a specified peaking factor equation, and criteria for minimum sewer velocities and slopes. The sewage generation rates are shown in Table 8-3 and are consistent with those used in the 2002 Wastewater Interceptor Master Plan and project sewer studies. Minimum slope criteria from the Wastewater Design and Construction Standards are also presented in Table 8-4.

Table 8-3. Sewer Design Standards – Assumed Average Flows by Land Use

<table>
<thead>
<tr>
<th>Land Use Type</th>
<th>Unit</th>
<th>Average Flow (gpd/unit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>Per capita</td>
<td>100</td>
</tr>
<tr>
<td>Industrial</td>
<td>Acre</td>
<td>5,160</td>
</tr>
<tr>
<td>Hospital</td>
<td>Acre</td>
<td>250,000</td>
</tr>
<tr>
<td>Commercial</td>
<td>Acre</td>
<td>3,870</td>
</tr>
<tr>
<td>School</td>
<td>Acre</td>
<td>4,000</td>
</tr>
</tbody>
</table>

Table 8-4. Sewer Design Standards – Minimum Pipe Slope

<table>
<thead>
<tr>
<th>Pipe Size</th>
<th>Minimum Slope (foot per foot)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-inch</td>
<td>0.0044</td>
</tr>
<tr>
<td>10-inch</td>
<td>0.0036</td>
</tr>
<tr>
<td>12-inch</td>
<td>0.0024</td>
</tr>
<tr>
<td>15-inch</td>
<td>0.0016</td>
</tr>
<tr>
<td>18-inch</td>
<td>0.0014</td>
</tr>
<tr>
<td>21-inch</td>
<td>0.0010</td>
</tr>
</tbody>
</table>
8.4 Capacity Enhancement Measures

The 2002 Wastewater Interceptor Master Plan recommended eight capacity-related improvement projects to accommodate future development, as shown in Table 8-5. Projects identified to address short-term capacity deficiencies were proposed to be constructed within 2 years of the Wastewater Interceptor Master Plan, while projects identified to address medium or long-term capacity deficiencies would be constructed within 5 to 10 years, depending on timing of need. The capacity-enhancing projects identified in the 2002 Wastewater Interceptor Master Plan have almost all been implemented by the City since 2002, with the exception of Unit Y capacity and condition projects, which are currently included in the City’s FY2021-2022/2022-2023 CIP Budget.

The City is in the process of constructing four new maintenance hole structures within the siphon and relining 4,500 feet of interceptor within the siphon reach (Unit Y). While the projects are not specifically driven by capacity-related issues, the CIP projects will address the future capacity concerns identified in the 2002 Wastewater Interceptor Master Plan for CIP project Y3.

8.5 Capital Improvement Program Schedule

As noted above, the City is planning a major update of its Wastewater Interceptor Master Plan in 2022 and will use the results of that study to update its capacity CIP schedule and budget. The City’s FY2021-2022/2022-2023 CIP includes the following capacity-related projects:

- Interceptor Capital Improvement Program Phase V - Unit Y2 (anticipated end date Spring 2022)
- Collection System Master Plan Update (FY 2022/2023)

The City will also be conducting a flow monitoring program to obtain data for use in the Wastewater Collection System Master Plan update, although the work may be conducted in conjunction with the Master Plan Update. After completion of the updated Master Plan, the schedule for additional capacity improvements will be updated and incorporated into the City’s CIP.
### Table 8-5. Proposed Capacity Improvement Projects

<table>
<thead>
<tr>
<th>Identification</th>
<th>Description</th>
<th>Phase</th>
<th>Existing Diameter (inches)</th>
<th>New Diameter (inches)</th>
<th>New Capacity (MGD)</th>
<th>Estimated Capital Improvement Cost(^a) ($M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>E2</td>
<td>Replace 4,620 feet with 39” pipe</td>
<td>Long-term</td>
<td>33</td>
<td>39</td>
<td>22.0</td>
<td>3.85</td>
</tr>
<tr>
<td>E3</td>
<td>Replace 2,507 feet with 30” pipe</td>
<td>Short-term</td>
<td>21</td>
<td>30</td>
<td>12.9</td>
<td>2.24</td>
</tr>
<tr>
<td>E4</td>
<td>Replace 1,725 feet with 27” pipe</td>
<td>Medium-term</td>
<td>21</td>
<td>27</td>
<td>10.1</td>
<td>1.45</td>
</tr>
<tr>
<td>E5</td>
<td>Replace 3,317 feet with 24” pipe</td>
<td>Medium-term</td>
<td>18</td>
<td>24</td>
<td>9.3</td>
<td>2.02</td>
</tr>
<tr>
<td>G1</td>
<td>Replace 670 feet with 21” pipe</td>
<td>Short-term</td>
<td>15</td>
<td>21</td>
<td>7.1</td>
<td>0.37</td>
</tr>
<tr>
<td>V1</td>
<td>Replace 993 feet with 18” pipe</td>
<td>Long-term</td>
<td>15</td>
<td>21</td>
<td>5.9</td>
<td>0.47</td>
</tr>
<tr>
<td>W1</td>
<td>Install new MH and 415 feet of 21” pipe</td>
<td>Short-term</td>
<td>N/A</td>
<td>21</td>
<td>13.0</td>
<td>0.20</td>
</tr>
<tr>
<td>Y3</td>
<td>Seal siphon gate structure and line 280 feet of 24” pipe</td>
<td>Short-term</td>
<td>Not listed</td>
<td>Not listed</td>
<td>Not listed</td>
<td>0.10</td>
</tr>
</tbody>
</table>

Source: 2002 City of Thousand Oaks Wastewater Interceptor Master Plan
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9 Monitoring, Measurement, and Program Modifications

This chapter describes the City’s approach to maintaining, monitoring, and updating information relevant to evaluating the effectiveness of this SSMP.

9.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.ix – Monitoring, Measurement, and Program Modifications requires the City to:

   a. Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
   b. Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;
   c. Assess the success of the Preventive Maintenance Program;
   d. Update program elements, as appropriate, based on monitoring or performance evaluations; and,
   e. Identify and illustrate SSO trends, including frequency, location, and volume.

9.2 Maintenance of Information Used to Prioritize Activities

The City has multiple databases for tracking sewer system asset attributes, maintenance activities, and sewer pipeline inspection.

GIS: The City maintains information of pipelines, such as installation date, size, depth, length, material, and location, through as-built drawings and GIS. Maintenance hole inspections and pipeline linings are logged into GIS. Refer to Section 4.2.1 for details regarding GIS database.

MaintStar and InfraMap: Sewer pipeline maintenance activities are tracked using a combination of MaintStar and InfraMap. MaintStar is the data repository for sewer pipeline maintenance data while InfraMap provides the means to collect maintenance data in the field using mobile data collection devices.

GraniteNet: Sewer pipeline CCTV inspection data is collected and stored using GraniteNet software. The database documents the date, crew, and inspection data for all pipeline inspections.

IRIS: IRIS is an asset management dashboard that utilizes asset data and performs asset management calculations and analyses. The software is designed to supplement asset record systems (e.g., MMS, GIS) by performing asset management calculations that these systems cannot perform. IRIS projects the future asset R&R needs, highlights high-risk assets, calculates the appropriate budget required to mitigate the high-risk assets.
IRIS uses the asset database to calculate a life-cycle cost of ownership for each asset. IRIS models financial requirements and average investment requirements for any planning horizon, and it will identify the following for each year:

- Estimated replacement cost of each asset
- Estimated total R&R budget required for each year
- Average annual R&R budget for the planning horizon
- Number of assets and estimated replacement cost budget required to address the highest risk assets
- An estimated annual budget required to sustain the future R&R after all highest risk assets have been replaced

The long-range financial needs will be viewable at any level in the asset hierarchy (i.e., by system, by facility, by asset). Where limited budget is a concern, IRIS supports the City with prioritizing investment actions based on risk. This ensures all investments are prioritized and provides a transparent and consistent way to communicate how effectively asset investments are being made.

9.3 Measuring Program Effectiveness and Monitoring Program Implementation

The City measures and monitors SSMP Program effectiveness and implementation on an annual basis through internal performance reporting, an annual report to the Los Angeles RWQCB, and monthly updates submitted online to SWRCB. These performance measures are used to guide the City’s focus and ultimately improve the City’s effectiveness and efficiency in delivering services. Table 9-1 summarizes the key performance indicators the City uses to track SSMP Program effectiveness and implementation.

Table 9-1. Summary of Sewer System Management Plan Elements and Associated Performance Indicators Used to Track Program Effectiveness and Implementation

<table>
<thead>
<tr>
<th>SSMP Element</th>
<th>Summary of Element Purpose</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal</td>
<td>• Establish priorities of the City and provide focus for City staff</td>
<td>• Review of goals during SSMP Program audits, SSMP updates, and budgeting process</td>
</tr>
<tr>
<td>Organization</td>
<td>• Document organization of the City’s staff and chain of communication for SSO response</td>
<td>• Review and update of organization chart and all contact information (as needed)</td>
</tr>
<tr>
<td>Legal Authority</td>
<td>• Ensure the City has sufficient legal authority to properly maintain and protect the integrity of the system</td>
<td>• Periodic review of codes and/or ordinances for revisions (as needed, based on audit findings)</td>
</tr>
</tbody>
</table>
### Table 9-1. Summary of Sewer System Management Plan Elements and Associated Performance Indicators Used to Track Program Effectiveness and Implementation

<table>
<thead>
<tr>
<th>SSMP Element</th>
<th>Summary of Element Purpose</th>
<th>Performance Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations and Maintenance Program</td>
<td>• Minimize blockages and SSOs by properly operating and maintaining the system</td>
<td>• Total number and volume of SSOs by SSO category</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total amount estimated to reach surface waters</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Percent of SSO reaching surface water</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cause of SSO</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total length of pipe cleaned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total length of pipe that underwent CCTV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Total length of pipe repaired</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Miles lined</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Number of rehabilitated maintenance holes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Large CIP project accomplishments</td>
</tr>
<tr>
<td>Design &amp; Construction Standards</td>
<td>• Ensure new facilities are properly designed and constructed</td>
<td>• Ongoing review of new technologies and materials for collection systems assets</td>
</tr>
<tr>
<td>OERP</td>
<td>• Provide timely and effective response to SSO emergencies and comply with regulatory reporting requirements</td>
<td>• Average response time from call to arrival</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Percent of total SSO volume contained or returned to sewer</td>
</tr>
<tr>
<td>FOG Control</td>
<td>• Minimize blockages and overflows due to FOG</td>
<td>• Number of blockages or SSOs due to FOG</td>
</tr>
<tr>
<td>Monitoring, Measurement, &amp; Program Modifications</td>
<td>• Evaluate effectiveness of SSMP, keep SSMP up to date, and identify necessary changes to SSMP elements</td>
<td>• Annual reporting for City Performance Metrics and accomplishments (internal)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monthly CIWQS (external)</td>
</tr>
<tr>
<td>Program Audits</td>
<td>• Formally identify SSMP effectiveness, limitations, and necessary changes on an annual basis</td>
<td>• Date of completion of last audit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Corrective action tracking</td>
</tr>
<tr>
<td>Communication Plan</td>
<td>• Communicate with the public and satellite agencies</td>
<td>• SSMP available on City’s website</td>
</tr>
</tbody>
</table>
9.3.1 Internal Performance Reporting

Key internal performance accomplishments for the City’s sanitary sewer collection system program are summarized in the Annual Wastewater Reports. Several accomplishments align with the performance indicators for the SSMP’s Operation and Maintenance Program, as listed in Table 9-1. Accomplishments reported include:

- Total length of pipe cleaned
- Number of SSOs
- Total length of pipeline CCTV inspection
- Total length of pipeline chemical root control
- Pest control
- Canyon inspections
- Electronic inspections
- Easements
- Number of rehabilitated maintenance holes and pipes

9.3.2 Annual Report to Los Angeles Regional Water Quality Control Board

The City submits an Annual Water Quality Report to the Los Angeles RWQCB in compliance with NPDES (No.CA0056294, CI-4917) reporting for the Hill Canyon Treatment Plant (Order No. R4-2019-0137) that includes improvement projects and summary of SSOs. The summary of the SSOS include:

- Estimated volume
- Location
- Cause
- Remedy
- Agencies notified
- Category of spill
- Reach to waterways
- Online reporting (CIWQS)

9.4 Assessing Success of Preventive Maintenance Program

The City assesses the success of the preventive maintenance program through after-action review of sewer overflow causes and through review of the performance indicators listed in Table 9-1. Based on sewer overflow performance over the past 5 years and the on-going collection system performance summarized in the Annual Wastewater Reports
over the past 5 years, the City has proven to be highly effective at minimizing the number of sewer overflow events.

9.5 Sewer System Management Plan Program Updates

The City is continually reviewing SSO events and SSO performance to identify both site-specific corrective actions to address the cause of a specific sewer overflow event, as well as trends in sewer overflows leading to identification and implementation of targeted or programmatic sewer overflow reduction strategies. Based on this review, the City determines whether the SSO event is likely to be a one-time event, a potentially recurring event at that specific site, or an indicator of a trend that requires a programmatic solution. As a result of this determination, the City may choose to employ one or more of the actions identified in Table 9-2 to address or mitigate the impacts of a potential failure.
<table>
<thead>
<tr>
<th>Action Type</th>
<th>Potential Action</th>
<th>Potential Application</th>
<th>Lead Business Unit</th>
<th>SSMP Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparedness</td>
<td>SSO contingency planning and response preparedness</td>
<td>Site-specific preparedness of high impact sites with high likelihood of failure</td>
<td>O&amp;M</td>
<td>6</td>
</tr>
<tr>
<td>Preventive</td>
<td>Capacity assessment and remediation planning</td>
<td>Hydraulic issues, wet weather issues</td>
<td>Engineering</td>
<td>8</td>
</tr>
<tr>
<td>Preventive</td>
<td>Construction inspection and coordination</td>
<td>Minimize debris entering sewers from construction activities</td>
<td>Engineering</td>
<td>5</td>
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<tr>
<td>Preventive</td>
<td>Flow level monitoring</td>
<td>Monitoring of high-risk capacity constraints or known maintenance issues with high recurrence or high impact</td>
<td>O&amp;M</td>
<td>4</td>
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<tr>
<td>Preventive</td>
<td>FOG investigation and source control</td>
<td>Grease blockages</td>
<td>O&amp;M</td>
<td>7</td>
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<tr>
<td>Preventive</td>
<td>Gravity pipeline condition assessment and remediation planning</td>
<td>Aging, defective, or damaged gravity mains</td>
<td>Engineering</td>
<td>4</td>
</tr>
<tr>
<td>Preventive</td>
<td>Lift station condition assessment and remediation planning</td>
<td>Aging pump station components</td>
<td>Engineering</td>
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<tr>
<td>Preventive</td>
<td>Post-construction cleaning</td>
<td>Remove debris potentially deposited in sewer from construction activities</td>
<td>Engineering</td>
<td>5</td>
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<tr>
<td>Preventive</td>
<td>Property owner outreach</td>
<td>Roots in lateral coming into mainline</td>
<td>O&amp;M</td>
<td>4</td>
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<tr>
<td>Preventive</td>
<td>Sewer pipeline preventive maintenance</td>
<td>Recurring roots, grease, debris in pipe</td>
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<tr>
<td>Preventive</td>
<td>Targeted public outreach</td>
<td>Outreach to inform property owners of specific issues (e.g., recreational vehicle dump hose, illegal discharges)</td>
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<td>Preventive</td>
<td>Utility locating protocols (force mains, lateral connection)</td>
<td>Contractors digging into pipelines</td>
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<td>Procedure</td>
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<td>SSO caused by operator error</td>
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10 Sewer System Management Plan Program Audit and Updates

The WDR requires periodic internal audits to evaluate the effectiveness of the SSMP and SSMP program implementation. This chapter details the City’s plans to conduct such internal audits.

10.1 Regulatory Requirements

The SWRCB Order No. 2006-0003-DWQ, Section D.13.x – SSMP Program Audits requires the City to:

- Conduct periodic internal audits, appropriate to the size of the system and the number of SSOs.
- At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the City’s compliance with the SSMP requirements identified in subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.

10.2 Sewer System Management Plan Program Audit Process

The City plans to perform an SSMP program audit once every 2 years. The Utilities Superintendent is responsible for initiating the SSMP program audit process. The program audit reviews performance trends and the overall SSMP Program implementation and develops a set of audit findings and proposed corrective actions. The previous audit, input gathered throughout the term, and an assessment of current SSMP performance, are used to construct the initial draft of a new audit. This initial set of audit findings and proposed corrective actions are provided to City staff responsible for various SSMP elements for their review, comments and additions. The staff responsible for various elements of the SSMP are listed in Attachment B2.

Each SSMP element is evaluated for compliance with SSMP requirements, as well as effectiveness. Any deficiencies are identified, along with recommendations for correction. The Utilities Superintendent oversees collection and compilation of input from the program stakeholders and documentation of the findings in the audit report. The final audit report is reviewed by the Primary Authorized Representative (Wastewater Utilities Maintenance Supervisor) before final acceptance. Audit reports and related materials are maintained in a hard copy, and an electronic file is stored on the City’s server.

Table 10-1 shows the anticipated schedule for SSMP audits and SSMP updates for the next 5 years.

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3 The timeline for SSMP program audits may change if the proposed Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems is adopted. The City will monitor the adoption of the new General Order and will perform future SSMP program audits according to the timelines for compliance stipulated in the Order.
Table 10-1. Sewer System Management Plan Audit and Update Schedule

<table>
<thead>
<tr>
<th>Year</th>
<th>Activity</th>
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<tbody>
<tr>
<td>2022</td>
<td>Biennial internal audit completed on February 10, 2022</td>
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<tr>
<td>2022</td>
<td>5-year SSMP update completed on March 14, 2022</td>
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<tr>
<td>2024</td>
<td>Biennial internal audit planned in February 2024</td>
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<tr>
<td>2026</td>
<td>Biennial internal audit planned in February 2026</td>
</tr>
<tr>
<td>2027</td>
<td>5-year SSMP update planned in March 2027</td>
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Note: The schedule for SSMP program audits and SSMP updates may change if the proposed Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems is adopted. The City will monitor the adoption of the new General Order and will perform future SSMP program audits and SSMP updates as required.

10.3 Audit Implementation and Tracking of Results

Once SSMP Program audit findings and corrective actions are finalized, City staff responsible for the various elements of the SSMP Program implementation review the audit findings to determine an appropriate course of action. The Utilities Superintendent tracks implementation progress of audit corrective actions. Any deficiencies in meeting the schedule are identified, and mitigation measures are developed and implemented to ensure corrective actions are addressed.

10.4 Sewer System Management Plan Update Process

The Utilities Superintendent and Utilities Maintenance Supervisor are responsible for ensuring the SSMP is updated when major changes to the SSMP Program implementation occur. If no major changes occur, the SSMP is updated 5 years (at a minimum) from the previous SSMP update, approval, and recertification. The results of the prior SSMP Program audit reports are factored into the SSMP update process. Attachment J includes the Change Log documenting and authorizing the changes associated with this SSMP update.
11 Communication Program

This chapter describes the program in place to communicate with the public on the development, implementation, and performance of the SSMP and with tributary systems to the City’s sewer system.

11.1 Regulatory Requirement

SWRCB Order No. 2006-0003-DWQ, Section D.13.xi – Communication Program requires the City to:

- **Communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the City as the program is developed and implemented.**

- **Create a plan of communication with systems that are tributary and/or satellite to the City’s sanitary sewer system.**

11.2 Communications with Public

The City employs multiple modes of communication with the public regarding SSMP development, implementation, and performance. These modes include:

- City Council Meetings
- Operating Budget
- Social Media

The City’s engagement with the public provides an opportunity for the public to comment on the Sewer System Management Plan and program implementation.

11.2.1 City Council Approval

After review and approval by the Public Works Director, the SSMP is approved by City Council at a public meeting. The Sewer System Management Plan is provided as an attachment to the City Council agenda and available to the public on the City Council Agenda Public Portal:


This provides the public with an opportunity to review and comment on the SSMP prior to approval by City Council. The public can either attend the City Council via video or watch live on Frontier Channel 3, Spectrum Channel 10, or YouTube (CTOMeetings).

The public can register to speak to the City Council at a City Council meeting either by video or phone. The public can also submit a written comment and it will be provided to
Council members before the meeting and made part of the item’s record of the City Council meeting.

11.2.2 Operating Budget

The Operating Budget is a public document available for download on the City’s website at:

https://www.toaks.org/departments/finance/budget-information/operating-budget

It is updated for each fiscal year and includes a bulleted list documenting the City’s major implementation and performance accomplishments of the SSMP Program.

11.2.3 Social Media

The City uses Twitter, Facebook, YouTube, Instagram, and LinkedIn to communicate with the public and provides links to the City’s social media content on the City’s homepage. These social media platforms provide another pathway for the City to educate the public on actions the public can take to further reduce sewer overflows.

11.3 Communications with Neighboring and Tributary Systems

Although the City sewer system is not tributary to any neighboring sewer systems, the City communicates with neighboring Triunfo Water and Sanitation District and will request support from Triunfo Water and Sanitation District when needed.

11.3.1 CalWARN

The City participates in the California Water/Wastewater Agency Response Network (CalWARN). The mission of CalWARN is to support and promote statewide emergency preparedness, disaster response, and mutual assistance processes for public and private water and wastewater utilities.

The CalWARN Program provides the City with:

- A standard omnibus mutual assistance agreement and process for sharing emergency resources among other CalWARN member agencies statewide.
- The resources to respond and recover more quickly from a disaster.
- A mutual assistance program consistent with other statewide mutual aid programs and the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS).
- A forum for developing and maintaining emergency contacts and relationships.
- New ideas from lessons learned in disasters.

CalWARN provides the City with a portal to achieve agency, regional and State preparedness by providing new tools and proven practices that enhance the City’s readiness for emergencies.
City of Thousand Oaks
Sewer System
Management Plan
Attachments

2022 Sewer System Management Plan Update

Thousand Oaks, CA

March 14, 2022
## Attachments

### List of Attachments

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Attachment A1. SWRCB Order No. 2006-0003
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS
FOR
SANITARY SEWER SYSTEMS

The State Water Resources Control Board, hereinafter referred to as “State Water Board”, finds that:

1. All federal and state agencies, municipalities, counties, districts, and other public entities that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey untreated or partially treated wastewater to a publicly owned treatment facility in the State of California are required to comply with the terms of this Order. Such entities are hereinafter referred to as “Enrollees”.

2. 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 organisms, 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, and impair the recreational use and aesthetic enjoyment of surface waters.

3. Sanitary sewer systems experience periodic failures resulting in discharges that may affect waters of the state. There are many factors (including factors related to geology, design, construction methods and materials, age of the system, population growth, and system operation and maintenance), which affect the likelihood of an SSO. A proactive approach that requires Enrollees to ensure a system-wide operation, maintenance, and management plan is in place 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.

4. Major causes of SSOs include: grease blockages, root blockages, sewer line flood damage, manhole structure failures, vandalism, pump station mechanical failures, power outages, excessive storm or ground water inflow/infiltration, debris blockages, sanitary sewer system age and construction material failures, lack of proper operation and maintenance, insufficient capacity and contractor-caused damages. Many SSOs are preventable with adequate and appropriate facilities, source control measures and operation and maintenance of the sanitary sewer system.
SEWER SYSTEM MANAGEMENT PLANS

5. To facilitate proper funding and management of sanitary sewer systems, each Enrollee must develop and implement a system-specific Sewer System Management Plan (SSMP). To be effective, SSMPs must include provisions to provide proper and efficient management, operation, and maintenance of sanitary sewer systems, while taking into consideration risk management and cost benefit analysis. Additionally, an SSMP must contain a spill response plan that establishes standard procedures for immediate response to an SSO in a manner designed to minimize water quality impacts and potential nuisance conditions.

6. Many local public agencies in California have already developed SSMPs and implemented measures to reduce SSOs. These entities can build upon their existing efforts to establish a comprehensive SSMP consistent with this Order. Others, however, still require technical assistance and, in some cases, funding to improve sanitary sewer system operation and maintenance in order to reduce SSOs.

7. SSMP certification by technically qualified and experienced persons can provide a useful and cost-effective means for ensuring that SSMPs are developed and implemented appropriately.

8. It is the State Water Board’s intent to gather additional information on the causes and sources of SSOs to augment existing information and to determine the full extent of SSOs and consequent public health and/or environmental impacts occurring in the State.

9. Both uniform SSO reporting and a centralized statewide electronic database are needed to collect information to allow the State Water Board and Regional Water Quality Control Boards (Regional Water Boards) to effectively analyze the extent of SSOs statewide and their potential impacts on beneficial uses and public health. The monitoring and reporting program required by this Order and the attached Monitoring and Reporting Program No. 2006-0003, are necessary to assure compliance with these waste discharge requirements (WDRs).

10. Information regarding SSOs must be provided to Regional Water Boards and other regulatory agencies in a timely manner and be made available to the public in a complete, concise, and timely fashion.

11. Some Regional Water Boards have issued WDRs or WDRs that serve as National Pollution Discharge Elimination System (NPDES) permits to sanitary sewer system owners/operators within their jurisdictions. This Order establishes minimum requirements to prevent SSOs. Although it is the State Water Board’s intent that this Order be the primary regulatory mechanism for sanitary sewer systems statewide, Regional Water Boards may issue more stringent or more
prescriptive WDRs for sanitary sewer systems. Upon issuance or reissuance of a Regional Water Board’s WDRs for a system subject to this Order, the Regional Water Board shall coordinate its requirements with stated requirements within this Order, to identify requirements that are more stringent, to remove requirements that are less stringent than this Order, and to provide consistency in reporting.

REGULATORY CONSIDERATIONS

12. California Water Code section 13263 provides that the State Water Board may prescribe general WDRs for a category of discharges if the State Water Board finds or determines that:

- The discharges are produced by the same or similar operations;
- The discharges involve the same or similar types of waste;
- The discharges require the same or similar treatment standards; and
- The discharges are more appropriately regulated under general discharge requirements than individual discharge requirements.

This Order establishes requirements for a class of operations, facilities, and discharges that are similar throughout the state.

13. The issuance of general WDRs to the Enrollees will:
   a) Reduce the administrative burden of issuing individual WDRs to each Enrollee;
   b) Provide for a unified statewide approach for the reporting and database tracking of SSOs;
   c) Establish consistent and uniform requirements for SSMP development and implementation;
   d) Provide statewide consistency in reporting; and
   e) Facilitate consistent enforcement for violations.

14. The beneficial uses of surface waters that can be impaired by SSOs include, but are not limited to, aquatic life, drinking water supply, body contact and non-contact recreation, and aesthetics. The beneficial uses of ground water that can be impaired include, but are not limited to, drinking water and agricultural supply. Surface and ground waters throughout the state support these uses to varying degrees.

15. The implementation of requirements set forth in this Order will ensure the reasonable protection of past, present, and probable future beneficial uses of water and the prevention of nuisance. The requirements implement the water quality control plans (Basin Plans) for each region and take into account the environmental characteristics of hydrographic units within the state. Additionally, the State Water Board has considered water quality conditions that could reasonably be achieved through the coordinated control of all factors that affect
water quality in the area, costs associated with compliance with these requirements, the need for developing housing within California, and the need to develop and use recycled water.

16. The Federal Clean Water Act largely prohibits any discharge of pollutants from a point source to waters of the United States except as authorized under an NPDES permit. In general, any point source discharge of sewage effluent to waters of the United States must comply with technology-based, secondary treatment standards, at a minimum, and any more stringent requirements necessary to meet applicable water quality standards and other requirements. Hence, the unpermitted discharge of wastewater from a sanitary sewer system to waters of the United States is illegal under the Clean Water Act. In addition, many Basin Plans adopted by the Regional Water Boards contain discharge prohibitions that apply to the discharge of untreated or partially treated wastewater. Finally, the California Water Code generally prohibits the discharge of waste to land prior to the filing of any required report of waste discharge and the subsequent issuance of either WDRs or a waiver of WDRs.

17. California Water Code section 13263 requires a water board to, after any necessary hearing, prescribe requirements as to the nature of any proposed discharge, existing discharge, or material change in an existing discharge. The requirements shall, among other things, take into consideration the need to prevent nuisance.

18. California Water Code section 13050, subdivision (m), defines nuisance as anything which meets all of the following requirements:
   a. 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.
   b. 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.
   c. Occurs during, or as a result of, the treatment or disposal of wastes.

19. This Order is consistent with State Water Board Resolution No. 68-16 (Statement of Policy with Respect to Maintaining High Quality of Waters in California) in that the Order imposes conditions to prevent impacts to water quality, does not allow the degradation of water quality, will not unreasonably affect beneficial uses of water, and will not result in water quality less than prescribed in State Water Board or Regional Water Board plans and policies.

20. The action to adopt this General Order is exempt from the California Environmental Quality Act (Public Resources Code §21000 et seq.) because it is an action taken by a regulatory agency to assure the protection of the environment and the regulatory process involves procedures for protection of the environment. (Cal. Code Regs., tit. 14, §15308). In addition, the action to adopt
this Order is exempt from CEQA pursuant to Cal.Code Regs., title 14, §15301 to
the extent that it applies to existing sanitary sewer collection systems that
constitute “existing facilities” as that term is used in Section 15301, and §15302,
to the extent that it results in the repair or replacement of existing systems
involving negligible or no expansion of capacity.

21. The Fact Sheet, which is incorporated by reference in the Order, contains
supplemental information that was also considered in establishing these
requirements.

22. The State Water Board has notified all affected public agencies and all known
interested persons of the intent to prescribe general WDRs that require Enrollees
to develop SSMPs and to report all SSOs.

23. The State Water Board conducted a public hearing on February 8, 2006, to
receive oral and written comments on the draft order. The State Water Board
received and considered, at its May 2, 2006, meeting, additional public
comments on substantial changes made to the proposed general WDRs
following the February 8, 2006, public hearing. The State Water Board has
considered all comments pertaining to the proposed general WDRs.

IT IS HEREBY ORDERED, that pursuant to California Water Code section 13263, the
Enrollees, their agents, successors, and assigns, in order to meet the provisions
contained in Division 7 of the California Water Code and regulations adopted
hereunder, shall comply with the following:

A. DEFINITIONS

1. **Sanitary sewer overflow (SSO)** - Any overflow, spill, release, discharge or
diversion of untreated or partially treated wastewater from a sanitary sewer
system. SSOs include:
   (i) Overflows or releases of untreated or partially treated wastewater that
       reach waters of the United States;
   (ii) Overflows or releases of untreated or partially treated wastewater that do
        not reach waters of the United States; and
   (iii) Wastewater backups into buildings and on private property that are
        caused by blockages or flow conditions within the publicly owned portion
        of a sanitary sewer system.

2. **Sanitary sewer system** – Any system of pipes, pump stations, sewer lines, or
other conveyances, upstream of a wastewater treatment plant headworks used
to collect and convey wastewater to the publicly owned treatment facility.
Temporary storage and conveyance facilities (such as vaults, temporary piping,
construction trenches, wet wells, impoundments, tanks, etc.) are considered to
be part of the sanitary sewer system, and discharges into these temporary
storage facilities are not considered to be SSOs.
For purposes of this Order, sanitary sewer systems include only those systems owned by public agencies that are comprised of more than one mile of pipes or sewer lines.

3. **Enrollee** - A federal or state agency, municipality, county, district, and other public entity that owns or operates a sanitary sewer system, as defined in the general WDRs, and that has submitted a complete and approved application for coverage under this Order.

4. **SSO Reporting System** – Online spill reporting system that is hosted, controlled, and maintained by the State Water Board. The web address for this site is http://ciwqs.waterboards.ca.gov. This online database is maintained on a secure site and is controlled by unique usernames and passwords.

5. **Untreated or partially treated wastewater** – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

6. **Satellite collection system** – The portion, if any, of a sanitary sewer system owned or operated by a different public agency than the agency that owns and operates the wastewater treatment facility to which the sanitary sewer system is tributary.

7. **Nuisance** - California Water Code section 13050, subdivision (m), defines nuisance as anything which meets all of the following requirements:
   a. 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.
   b. 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.
   c. Occurs during, or as a result of, the treatment or disposal of wastes.

**B. APPLICATION REQUIREMENTS**

1. **Deadlines for Application** – All public agencies that currently own or operate sanitary sewer systems within the State of California must apply for coverage under the general WDRs within six (6) months of the date of adoption of the general WDRs. Additionally, public agencies that acquire or assume responsibility for operating sanitary sewer systems after the date of adoption of this Order must apply for coverage under the general WDRs at least three (3) months prior to operation of those facilities.

2. **Applications under the general WDRs** – In order to apply for coverage pursuant to the general WDRs, a legally authorized representative for each agency must submit a complete application package. Within sixty (60) days of adoption of the general WDRs, State Water Board staff will send specific instructions on how to
apply for coverage under the general WDRs to all known public agencies that own sanitary sewer systems. Agencies that do not receive notice may obtain applications and instructions online on the Water Board’s website.

3. Coverage under the general WDRs – Permit coverage will be in effect once a complete application package has been submitted and approved by the State Water Board’s Division of Water Quality.

C. PROHIBITIONS

1. Any SSO that results in a discharge of untreated or partially treated wastewater to waters of the United States is prohibited.

2. Any SSO that results in a discharge of untreated or partially treated wastewater that creates a nuisance as defined in California Water Code Section 13050(m) is prohibited.

D. PROVISIONS

1. The Enrollee must comply with all conditions of this Order. Any noncompliance with this Order constitutes a violation of the California Water Code and is grounds for enforcement action.

2. It is the intent of the State Water Board that sanitary sewer systems be regulated in a manner consistent with the general WDRs. Nothing in the general WDRs shall be:

   (i) Interpreted or applied in a manner inconsistent with the Federal Clean Water Act, or supersede a more specific or more stringent state or federal requirement in an existing permit, regulation, or administrative/judicial order or Consent Decree;

   (ii) Interpreted or applied to authorize an SSO that is illegal under either the Clean Water Act, an applicable Basin Plan prohibition or water quality standard, or the California Water Code;

   (iii) Interpreted or applied to prohibit a Regional Water Board from issuing an individual NPDES permit or WDR, superseding this general WDR, for a sanitary sewer system, authorized under the Clean Water Act or California Water Code; or

   (iv) Interpreted or applied to supersede any more specific or more stringent WDRs or enforcement order issued by a Regional Water Board.

3. The Enrollee shall take all feasible steps to eliminate SSOs. In the event that an SSO does occur, the Enrollee shall take all feasible steps to contain and mitigate the impacts of an SSO.

4. In the event of an SSO, the Enrollee shall take all feasible steps to prevent untreated or partially treated wastewater from discharging from storm drains into
flood control channels or waters of the United States by blocking the storm drainage system and by removing the wastewater from the storm drains.

5. All SSOs must be reported in accordance with Section G of the general WDRs.

6. In any enforcement action, the State and/or Regional Water Boards will consider the appropriate factors under the duly adopted State Water Board Enforcement Policy. And, consistent with the Enforcement Policy, the State and/or Regional Water Boards must consider the Enrollee’s efforts to contain, control, and mitigate SSOs when considering the California Water Code Section 13327 factors. In assessing these factors, the State and/or Regional Water Boards will also consider whether:

   (i) The Enrollee has complied with the requirements of this Order, including requirements for reporting and developing and implementing a SSMP;

   (ii) The Enrollee can identify the cause or likely cause of the discharge event;

   (iii) There were no feasible alternatives to the discharge, such as temporary storage or retention of untreated wastewater, reduction of inflow and infiltration, use of adequate backup equipment, collecting and hauling of untreated wastewater to a treatment facility, or an increase in the capacity of the system as necessary to contain the design storm event identified in the SSMP. It is inappropriate to consider the lack of feasible alternatives, if the Enrollee does not implement a periodic or continuing process to identify and correct problems.

   (iv) The discharge was exceptional, unintentional, temporary, and caused by factors beyond the reasonable control of the Enrollee;

   (v) The discharge could have been prevented by the exercise of reasonable control described in a certified SSMP for:

      • Proper management, operation and maintenance;
      • Adequate treatment facilities, sanitary sewer system facilities, and/or components with an appropriate design capacity, to reasonably prevent SSOs (e.g., adequately enlarging treatment or collection facilities to accommodate growth, infiltration and inflow (I/I), etc.);
      • Preventive maintenance (including cleaning and fats, oils, and grease (FOG) control);
      • Installation of adequate backup equipment; and
      • Inflow and infiltration prevention and control to the extent practicable.

   (vi) The sanitary sewer system design capacity is appropriate to reasonably prevent SSOs.
(vii) The Enrollee took all reasonable steps to stop and mitigate the impact of the discharge as soon as possible.

7. When a sanitary sewer overflow occurs, the Enrollee shall take all feasible steps and necessary remedial actions to 1) control or limit the volume of untreated or partially treated wastewater discharged, 2) terminate the discharge, and 3) recover as much of the wastewater discharged as possible for proper disposal, including any wash down water.

The Enrollee shall implement all remedial actions to the extent they may be applicable to the discharge and not inconsistent with an emergency response plan, including the following:

(i) Interception and rerouting of untreated or partially treated wastewater flows around the wastewater line failure;
(ii) Vacuum truck recovery of sanitary sewer overflows and wash down water;
(iii) Cleanup of debris at the overflow site;
(iv) System modifications to prevent another SSO at the same location;
(v) Adequate sampling to determine the nature and impact of the release; and
(vi) Adequate public notification to protect the public from exposure to the SSO.

8. The Enrollee shall properly, manage, operate, and maintain all parts of the sanitary sewer system owned or operated by the Enrollee, and shall ensure that the system operators (including employees, contractors, or other agents) are adequately trained and possess adequate knowledge, skills, and abilities.

9. The Enrollee shall allocate adequate resources for the operation, maintenance, and repair of its sanitary sewer system, by establishing a proper rate structure, accounting mechanisms, and auditing procedures to ensure an adequate measure of revenues and expenditures. These procedures must be in compliance with applicable laws and regulations and comply with generally acceptable accounting practices.

10. The Enrollee shall provide adequate capacity to convey base flows and peak flows, including flows related to wet weather events. Capacity shall meet or exceed the design criteria as defined in the Enrollee’s System Evaluation and Capacity Assurance Plan for all parts of the sanitary sewer system owned or operated by the Enrollee.

11. The Enrollee shall develop and implement a written Sewer System Management Plan (SSMP) and make it available to the State and/or Regional Water Board upon request. A copy of this document must be publicly available at the Enrollee’s office and/or available on the Internet. This SSMP must be approved by the Enrollee’s governing board at a public meeting.
12. In accordance with the California Business and Professions Code sections 6735, 7835, and 7835.1, all engineering and geologic evaluations and judgments shall be performed by or under the direction of registered professionals competent and proficient in the fields pertinent to the required activities. Specific elements of the SSMP that require professional evaluation and judgments shall be prepared by or under the direction of appropriately qualified professionals, and shall bear the professional(s)’ signature and stamp.

13. The mandatory elements of the SSMP are specified below. However, if the Enrollee believes that any element of this section is not appropriate or applicable to the Enrollee’s sanitary sewer system, the SSMP program does not need to address that element. The Enrollee must justify why that element is not applicable. The SSMP must be approved by the deadlines listed in the SSMP Time Schedule below.

Sewer System Management Plan (SSMP)

(i) **Goal:** The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that do occur.

(ii) **Organization:** The SSMP must identify:

   (a) The name of the responsible or authorized representative as described in Section J of this Order.

   (b) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and

   (c) The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).

(iii) **Legal Authority:** Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

   (a) Prevent illicit discharges into its sanitary sewer system (examples may include I/I, stormwater, chemical dumping, unauthorized debris and cut roots, etc.);
(b) Require that sewers and connections be properly designed and constructed;

(c) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;

(d) Limit the discharge of fats, oils, and grease and other debris that may cause blockages, and

(e) Enforce any violation of its sewer ordinances.

(iv) Operation and Maintenance Program. The SSMP must include those elements listed below that are appropriate and applicable to the Enrollee’s system:

(a) Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities;

(b) Describe routine preventive operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) program should have a system to document scheduled and conducted activities, such as work orders;

(c) Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;

(d) Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and
(e) Provide equipment and replacement part inventories, including identification of critical replacement parts.

(v) **Design and Performance Provisions:**

(a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and

(b) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

(vi) **Overflow Emergency Response Plan** - Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

(a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;

(b) A program to ensure an appropriate response to all overflows;

(c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, Regional Water Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDRs or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification;

(d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;

(e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and

(f) A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to waters of the United States and to minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.
(vii) **FOG Control Program:** Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification for why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. This plan shall include the following as appropriate:

(a) An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;

(b) A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;

(c) The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;

(d) Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;

(e) Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the FOG ordinance;

(f) An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and

(g) Development and implementation of source control measures for all sources of FOG discharged to the sanitary sewer system for each section identified in (f) above.

(viii) **System Evaluation and Capacity Assurance Plan:** The Enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

(a) **Evaluation:** Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs
that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;

(b) **Design Criteria:** Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and

(c) **Capacity Enhancement Measures:** The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.

(d) **Schedule:** The Enrollee shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14.

(ix) **Monitoring, Measurement, and Program Modifications:** The Enrollee shall:

(a) Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;

(b) Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;

(c) Assess the success of the preventative maintenance program;

(d) Update program elements, as appropriate, based on monitoring or performance evaluations; and

(e) Identify and illustrate SSO trends, including: frequency, location, and volume.

(x) **SSMP Program Audits** - As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the
Enrollee’s compliance with the SSMP requirements identified in this subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.

(xii) **Communication Program** – The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee’s sanitary sewer system.

14. Both the SSMP and the Enrollee’s program to implement the SSMP must be certified by the Enrollee to be in compliance with the requirements set forth above and must be presented to the Enrollee’s governing board for approval at a public meeting. The Enrollee shall certify that the SSMP, and subparts thereof, are in compliance with the General WDRs within the time frames identified in the time schedule provided in subsection D.15, below.

In order to complete this certification, the Enrollee’s authorized representative must complete the certification portion in the Online SSO Database Questionnaire by checking the appropriate milestone box, printing and signing the automated form, and sending the form to:

State Water Resources Control Board  
Division of Water Quality  
Attn: SSO Program Manager  
P.O. Box 100  
Sacramento, CA 95812

The SSMP must be updated every five (5) years, and must include any significant program changes. Re-certification by the governing board of the Enrollee is required in accordance with D.14 when significant updates to the SSMP are made. To complete the re-certification process, the Enrollee shall enter the data in the Online SSO Database and mail the form to the State Water Board, as described above.

15. The Enrollee shall comply with these requirements according to the following schedule. This time schedule does not supersede existing requirements or time schedules associated with other permits or regulatory requirements.
## Sewer System Management Plan Time Schedule

<table>
<thead>
<tr>
<th>Task and Associated Section</th>
<th>Completion Date</th>
</tr>
</thead>
</table>
| **Application for Permit Coverage**  
*Section C* | 6 months after WDRs Adoption |
| **Reporting Program**  
*Section G* | 6 months after WDRs Adoption<sup>1</sup> |
| **SSMP Development Plan and Schedule**  
*No specific Section* | 9 months after WDRs Adoption<sup>2</sup>  
12 months after WDRs Adoption<sup>2</sup>  
15 months after WDRs Adoption<sup>2</sup>  
18 months after WDRs Adoption<sup>2</sup> |
| **Goals and Organization Structure**  
*Section D 13 (i) & (ii)* | 12 months after WDRs Adoption<sup>2</sup>  
18 months after WDRs Adoption<sup>2</sup> |
| **Overflow Emergency Response Program**  
*Section D 13 (vi)* | 24 months after WDRs Adoption<sup>2</sup>  
30 months after WDRs Adoption<sup>2</sup>  
36 months after WDRs Adoption<sup>2</sup>  
39 months after WDRs Adoption<sup>2</sup> |
| **Legal Authority**  
*Section D 13 (iii)* | |
| **Operation and Maintenance Program**  
*Section D 13 (iv)* | |
| **Grease Control Program**  
*Section D 13 (vii)* | |
| **Design and Performance**  
*Section D 13 (v)* | |
| **System Evaluation and Capacity Assurance Plan**  
*Section D 13 (viii)* | 36 months after WDRs Adoption  
39 months after WDRs Adoption  
48 months after WDRs Adoption  
51 months after WDRs Adoption |
| **Final SSMP, incorporating all of the SSMP requirements**  
*Section D 13* | |

<sup>1</sup> If permit is not needed for existing collection system

<sup>2</sup> If permit is needed for existing collection system
1. In the event that by July 1, 2006 the Executive Director is able to execute a memorandum of agreement (MOA) with the California Water Environment Association (CWEA) or discharger representatives outlining a strategy and time schedule for CWEA or another entity to provide statewide training on the adopted monitoring program, SSO database electronic reporting, and SSMP development, consistent with this Order, then the schedule of Reporting Program Section G shall be replaced with the following schedule:

<table>
<thead>
<tr>
<th>Reporting Program Section G</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Boards 4, 8, and 9</td>
<td>8 months after WDRs Adoption</td>
</tr>
<tr>
<td>Regional Boards 1, 2, and 3</td>
<td>12 months after WDRs Adoption</td>
</tr>
<tr>
<td>Regional Boards 5, 6, and 7</td>
<td>16 months after WDRs Adoption</td>
</tr>
</tbody>
</table>

If this MOU is not executed by July 1, 2006, the reporting program time schedule will remain six (6) months for all regions and agency size categories.

2. In the event that the Executive Director executes the MOA identified in note 1 by July 1, 2006, then the deadline for this task shall be extended by six (6) months. The time schedule identified in the MOA must be consistent with the extended time schedule provided by this note. If the MOA is not executed by July 1, 2006, the six (6) month time extension will not be granted.

E. WDRs and SSMP AVAILABILITY

1. A copy of the general WDRs and the certified SSMP shall be maintained at appropriate locations (such as the Enrollee’s offices, facilities, and/or Internet homepage) and shall be available to sanitary sewer system operating and maintenance personnel at all times.

F. ENTRY AND INSPECTION

1. The Enrollee shall allow the State or Regional Water Boards or their authorized representative, upon presentation of credentials and other documents as may be required by law, to:

   a. Enter upon the Enrollee’s premises where a regulated facility or activity is located or conducted, or where records are kept under the conditions of this Order;

   b. Have access to and copy, at reasonable times, any records that must be kept under the conditions of this Order;
c. Inspect at reasonable times any facilities, equipment (including monitoring and control equipment), practices, or operations regulated or required under this Order; and

d. Sample or monitor at reasonable times, for the purposes of assuring compliance with this Order or as otherwise authorized by the California Water Code, any substances or parameters at any location.

G. GENERAL MONITORING AND REPORTING REQUIREMENTS

1. The Enrollee shall furnish to the State or Regional Water Board, within a reasonable time, any information that the State or Regional Water Board may request to determine whether cause exists for modifying, revoking and reissuing, or terminating this Order. The Enrollee shall also furnish to the Executive Director of the State Water Board or Executive Officer of the applicable Regional Water Board, upon request, copies of records required to be kept by this Order.

2. The Enrollee shall comply with the attached Monitoring and Reporting Program No. 2006-0003 and future revisions thereto, as specified by the Executive Director. Monitoring results shall be reported at the intervals specified in Monitoring and Reporting Program No. 2006-0003. Unless superseded by a specific enforcement Order for a specific Enrollee, these reporting requirements are intended to replace other mandatory routine written reports associated with SSOs.

3. All Enrollees must obtain SSO Database accounts and receive a “Username” and “Password” by registering through the California Integrated Water Quality System (CIWQS). These accounts will allow controlled and secure entry into the SSO Database. Additionally, within 30 days of receiving an account and prior to recording spills into the SSO Database, all Enrollees must complete the “Collection System Questionnaire”, which collects pertinent information regarding a Enrollee’s collection system. The “Collection System Questionnaire” must be updated at least every 12 months.

4. Pursuant to Health and Safety Code section 5411.5, any person who, without regard to intent or negligence, causes or permits any untreated wastewater 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 surface waters of the State, as soon as that person has knowledge of the discharge, shall immediately notify the local health officer of the discharge. Discharges of untreated or partially treated wastewater to storm drains and drainage channels, whether man-made or natural or concrete-lined, shall be reported as required above.

Any SSO greater than 1,000 gallons 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 surface waters of the State shall also be reported to the Office of Emergency Services pursuant to California Water Code section 13271.
H. CHANGE IN OWNERSHIP

1. This Order is not transferable to any person or party, except after notice to the Executive Director. The Enrollee shall submit this notice in writing at least 30 days in advance of any proposed transfer. The notice must include a written agreement between the existing and new Enrollee containing a specific date for the transfer of this Order's responsibility and coverage between the existing Enrollee and the new Enrollee. This agreement shall include an acknowledgement that the existing Enrollee is liable for violations up to the transfer date and that the new Enrollee is liable from the transfer date forward.

I. INCOMPLETE REPORTS

1. If an Enrollee becomes aware that it failed to submit any relevant facts in any report required under this Order, the Enrollee shall promptly submit such facts or information by formally amending the report in the Online SSO Database.

J. REPORT DECLARATION

1. All applications, reports, or information shall be signed and certified as follows:

   (i) All reports required by this Order and other information required by the State or Regional Water Board shall be signed and certified by a person designated, for a municipality, state, federal or other public agency, as either a principal executive officer or ranking elected official, or by a duly authorized representative of that person, as described in paragraph (ii) of this provision. (For purposes of electronic reporting, an electronic signature and accompanying certification, which is in compliance with the Online SSO database procedures, meet this certification requirement.)

   (ii) An individual is a duly authorized representative only if:

       (a) The authorization is made in writing by a person described in paragraph (i) of this provision; and

       (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

K. CIVIL MONETARY REMEDIES FOR DISCHARGE VIOLATIONS

1. The California Water Code provides various enforcement options, including civil monetary remedies, for violations of this Order.

2. The California Water Code also provides that any person failing or refusing to furnish technical or monitoring program reports, as required under this Order, or
falsifying any information provided in the technical or monitoring reports is subject to civil monetary penalties.

L. SEVERABILITY

1. The provisions of this Order are severable, and if any provision of this Order, or the application of any provision of this Order to any circumstance, is held invalid, the application of such provision to other circumstances, and the remainder of this Order, shall not be affected thereby.

2. This order does not convey any property rights of any sort or any exclusive privileges. The requirements prescribed herein do not authorize the commission of any act causing injury to persons or property, nor protect the Enrollee from liability under federal, state or local laws, nor create a vested right for the Enrollee to continue the waste discharge.

CERTIFICATION

The undersigned Clerk to the State Water Board does hereby certify that the foregoing is a full, true, and correct copy of general WDRs duly and regularly adopted at a meeting of the State Water Resources Control Board held on May 2, 2006.

AYE: Tam M. Doduc
Gerald D. Secundy

NO: Arthur G. Baggett

ABSENT: None

ABSTAIN: None

__________________________
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Clerk to the Board
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STATE OF CALIFORNIA
WATER RESOURCES CONTROL BOARD
ORDER NO. WQ 2013-0058-EXEC

AMENDING MONITORING AND REPORTING PROGRAM
FOR
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR
SANITARY SEWER SYSTEMS

The State of California, Water Resources Control Board (hereafter State Water Board) finds:

1. The State Water Board is authorized to prescribe statewide general Waste Discharge Requirements (WDRs) for categories of discharges that involve the same or similar operations and the same or similar types of waste pursuant to Water Code section 13263(i).

2. Water Code section 13193 et seq. requires the Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) to gather Sanitary Sewer Overflow (SSO) information and make this information available to the public, including but not limited to, SSO cause, estimated volume, location, date, time, duration, whether or not the SSO reached or may have reached waters of the state, response and corrective action taken, and an enrollee’s contact information for each SSO event. An enrollee is defined as the public entity having legal authority over the operation and maintenance of, or capital improvements to, a sanitary sewer system greater than one mile in length.

3. Water Code section 13271, et seq. requires notification to the California Office of Emergency Services (Cal OES), formerly the California Emergency Management Agency, for certain unauthorized discharges, including SSOs.

4. On May 2, 2006, the State Water Board adopted Order 2006-0003-DWQ, "Statewide Waste Discharge Requirements for Sanitary Sewer Systems"¹ (hereafter SSS WDRs) to comply with Water Code section 13193 and to establish the framework for the statewide SSO Reduction Program.

5. Subsection G.2 of the SSS WDRs and the Monitoring and Reporting Program (MRP) provide that the Executive Director may modify the terms of the MRP at any time.

6. On February 20, 2008, the State Water Board Executive Director adopted a revised MRP for the SSS WDRs to rectify early notification deficiencies and ensure that first responders are notified in a timely manner of SSOs discharged into waters of the state.

7. When notified of an SSO that reaches a drainage channel or surface water of the state, Cal OES, pursuant to Water Code section 13271(a)(3), forwards the SSO notification information² to local government agencies and first responders including local public health officials and the applicable Regional Water Board. Receipt of notifications for a single SSO event from both the SSO reporter

¹ Available for download at:

² Cal OES Hazardous Materials Spill Reports available Online at:
http://w3.calema.ca.gov/operational/malhaz.nsf/$defaultview and http://w3.calema.ca.gov/operational/malhaz.nsf
and Cal OES is duplicative. To address this, the SSO notification requirements added by the February 20, 2008 MRP revision are being removed in this MRP revision.

8. In the February 28, 2008 Memorandum of Agreement between the State Water Board and the California Water and Environment Association (CWEA), the State Water Board committed to redesigning the CIWQS³ Online SSO Database to allow “event” based SSO reporting versus the original “location” based reporting. Revisions to this MRP and accompanying changes to the CIWQS Online SSO Database will implement this change by allowing for multiple SSO appearance points to be associated with each SSO event caused by a single asset failure.

9. Based on stakeholder input and Water Board staff experience implementing the SSO Reduction Program, SSO categories have been revised in this MRP. In the prior version of the MRP, SSOs have been categorized as Category 1 or Category 2. This MRP implements changes to SSO categories by adding a Category 3 SSO type. This change will improve data management to further assist Water Board staff with evaluation of high threat and low threat SSOs by placing them in unique categories (i.e., Category 1 and Category 3, respectively). This change will also assist enrollees in identifying SSOs that require Cal OES notification.

10. Based on over six years of implementation of the SSS WDRs, the State Water Board concludes that the February 20, 2008 MRP must be updated to better advance the SSO Reduction Program⁴ objectives, assess compliance, and enforce the requirements of the SSS WDRs.

IT IS HEREBY ORDERED THAT:

Pursuant to the authority delegated by Water Code section 13267(f), Resolution 2002-0104, and Order 2006-0003-DWQ, the MRP for the SSS WDRs (Order 2006-0003-DWQ) is hereby amended as shown in Attachment A and shall be effective on September 9, 2013.

Date  
Thomas Howard  
Executive Director

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⁴ Statewide Sanitary Sewer Overflow Reduction Program information is available at: http://www.waterboards.ca.gov/water_issues/programs/sso/
ATTACHMENT A
STATE WATER RESOURCES CONTROL BOARD
ORDER NO. WQ 2013-0058-EXEC
AMENDING MONITORING AND REPORTING PROGRAM
FOR
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR
SANITARY SEWER SYSTEMS

This Monitoring and Reporting Program (MRP) establishes monitoring, record keeping, reporting and public notification requirements for Order 2006-0003-DWQ, “Statewide General Waste Discharge Requirements for Sanitary Sewer Systems” (SSS WDRs). This MRP shall be effective from September 9, 2013 until it is rescinded. The Executive Director may make revisions to this MRP at any time. These revisions may include a reduction or increase in the monitoring and reporting requirements. All site specific records and data developed pursuant to the SSS WDRs and this MRP shall be complete, accurate, and justified by evidence maintained by the enrollee. Failure to comply with this MRP may subject an enrollee to civil liabilities of up to $5,000 a day per violation pursuant to Water Code section 13350; up to $1,000 a day per violation pursuant to Water Code section 13268; or referral to the Attorney General for judicial civil enforcement. The State Water Resources Control Board (State Water Board) reserves the right to take any further enforcement action authorized by law.

A. SUMMARY OF MRP REQUIREMENTS

Table 1 – Spill Categories and Definitions

<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th>DEFINITIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>CATEGORY 1</td>
<td>Discharges of untreated or partially treated wastewater of <strong>any volume</strong> resulting from an enrollee’s sanitary sewer system failure or flow condition that:</td>
</tr>
<tr>
<td></td>
<td>• Reach surface water and/or reach a drainage channel tributary to a surface water; or</td>
</tr>
<tr>
<td></td>
<td>• Reach a Municipal Separate Storm Sewer System (MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).</td>
</tr>
<tr>
<td>CATEGORY 2</td>
<td>Discharges of untreated or partially treated wastewater of <strong>1,000 gallons or greater</strong> resulting from an enrollee’s sanitary sewer system failure or flow condition that <strong>do not</strong> reach surface water, a drainage channel, or a MS4 unless the entire SSO discharged to the storm drain system is fully recovered and disposed of properly.</td>
</tr>
<tr>
<td>CATEGORY 3</td>
<td>All other discharges of untreated or partially treated wastewater resulting from an enrollee’s sanitary sewer system failure or flow condition.</td>
</tr>
<tr>
<td>PRIVATE LATERAL SEWAGE DISCHARGE (PLSD)</td>
<td>Discharges of untreated or partially treated wastewater resulting from blockages or other problems <strong>within a privately owned sewer lateral</strong> connected to the enrollee’s sanitary sewer system or from other private sewer assets. PLSDs that the enrollee becomes aware of may be voluntarily reported to the California Integrated Water Quality System (CIWQS) Online SSO Database.</td>
</tr>
</tbody>
</table>
Table 2 – Notification, Reporting, Monitoring, and Record Keeping Requirements

<table>
<thead>
<tr>
<th>ELEMENT</th>
<th>REQUIREMENT</th>
<th>METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOTIFICATION</strong> (see section B of MRP)</td>
<td>• Within two hours of becoming aware of any Category 1 SSO <em>greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water</em>, notify the California Office of Emergency Services (Cal OES) and obtain a notification control number.</td>
<td>Call Cal OES at: (800) 852-7550</td>
</tr>
</tbody>
</table>
| **REPORTING** (see section C of MRP) | • Category 1 SSO: Submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.  
• Category 2 SSO: Submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.  
• Category 3 SSO: Submit certified report within 30 calendar days of the end of month in which SSO the occurred.  
• SSO Technical Report: Submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters.  
• “No Spill” Certification: Certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred.  
• Collection System Questionnaire: Update and certify every 12 months. | Enter data into the CIWQS Online SSO Database ([http://ciwqs.waterboards.ca.gov/](http://ciwqs.waterboards.ca.gov/)), certified by enrollee’s Legally Responsible Official(s). |
| **WATER QUALITY MONITORING** (see section D of MRP) | • Conduct water quality sampling *within 48 hours* after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. | Water quality results are required to be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. |
| **RECORD KEEPING** (see section E of MRP) | • SSO event records.  
• Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.  
• Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.  
• Collection system telemetry records if relied upon to document and/or estimate SSO Volume. | Self-maintained records shall be available during inspections or upon request. |
B. NOTIFICATION REQUIREMENTS

Although Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) staff do not have duties as first responders, this MRP is an appropriate mechanism to ensure that the agencies that have first responder duties are notified in a timely manner in order to protect public health and beneficial uses.

1. For any Category 1 SSO greater than or equal to 1,000 gallons that results in a discharge to a surface water or spilled in a location where it probably will be discharged to surface water, either directly or by way of a drainage channel or MS4, the enrollee shall, as soon as possible, but not later than two (2) hours after (A) the enrollee has knowledge of the discharge, (B) notification is possible, and (C) notification can be provided without substantially impeding cleanup or other emergency measures, notify the Cal OES and obtain a notification control number.

2. To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:
   i. Name of person notifying Cal OES and direct return phone number.
   ii. Estimated SSO volume discharged (gallons).
   iii. If ongoing, estimated SSO discharge rate (gallons per minute).
   iv. SSO Incident Description:
      a. Brief narrative.
      b. On-scene point of contact for additional information (name and cell phone number).
      c. Date and time enrollee became aware of the SSO.
      d. Name of sanitary sewer system agency causing the SSO.
      e. SSO cause (if known).
   v. Indication of whether the SSO has been contained.
   vi. Indication of whether surface water is impacted.
   vii. Name of surface water impacted by the SSO, if applicable.
   viii. Indication of whether a drinking water supply is or may be impacted by the SSO.
   ix. Any other known SSO impacts.
   x. SSO incident location (address, city, state, and zip code).

3. Following the initial notification to Cal OES and until such time that an enrollee certifies the SSO report in the CIWQS Online SSO Database, the enrollee shall provide updates to Cal OES regarding substantial changes to the estimated volume of untreated or partially treated sewage discharged and any substantial change(s) to known impact(s).

4. PLSDs: The enrollee is strongly encouraged to notify Cal OES of discharges greater than or equal to 1,000 gallons of untreated or partially treated wastewater that result or may result in a discharge to surface water resulting from failures or flow conditions within a privately owned sewer lateral or from other private sewer asset(s) if the enrollee becomes aware of the PLSD.
C. REPORTING REQUIREMENTS

1. CIWQS Online SSO Database Account: All enrollees shall obtain a CIWQS Online SSO Database account and receive a “Username” and “Password” by registering through CIWQS. These accounts allow controlled and secure entry into the CIWQS Online SSO Database.

2. SSO Mandatory Reporting Information: For reporting purposes, if one SSO event results in multiple appearance points in a sewer system asset, the enrollee 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.

3. SSO Categories
   i. Category 1 – Discharges of untreated or partially treated wastewater of any volume resulting from an enrollee’s sanitary sewer system failure or flow condition that:
      a. Reach surface water and/or reach a drainage channel tributary to a surface water; or
      b. Reach a MS4 and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).
   ii. Category 2 – Discharges of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from an enrollee’s sanitary sewer system failure or flow condition that does not reach a surface water, a drainage channel, or the MS4 unless the entire SSO volume discharged to the storm drain system is fully recovered and disposed of properly.
   iii. Category 3 – All other discharges of untreated or partially treated wastewater resulting from an enrollee’s sanitary sewer system failure or flow condition.

4. Sanitary Sewer Overflow Reporting to CIWQS - Timeframes
   i. Category 1 and Category 2 SSOs – All SSOs that meet the above criteria for Category 1 or Category 2 SSOs shall be reported to the CIWQS Online SSO Database:
      a. Draft reports for Category 1 and Category 2 SSOs shall be submitted to the CIWQS Online SSO Database within three (3) business days of the enrollee becoming aware of the SSO. Minimum information that shall be reported in a draft Category 1 SSO report shall include all information identified in section 8.i.a. below. Minimum information that shall be reported in a Category 2 SSO draft report shall include all information identified in section 8.i.c below.
      b. A final Category 1 or Category 2 SSO report shall be certified through the CIWQS Online SSO Database within 15 calendar days of the end date of the SSO. Minimum information that shall be certified in the final Category 1 SSO report shall include all information identified in section 8.i.b below. Minimum information that shall be certified in a final Category 2 SSO report shall include all information identified in section 8.i.d below.
ii. **Category 3 SSOs** – All SSOs that meet the above criteria for Category 3 SSOs shall be reported to the CIWQS Online SSO Database and certified within 30 calendar days after the end of the calendar month in which the SSO occurs (e.g., all Category 3 SSOs occurring in the month of February shall be entered into the database and certified by March 30). Minimum information that shall be certified in a final Category 3 SSO report shall include all information identified in section 8.i.e below.

iii. **“No Spill” Certification** – If there are no SSOs during the calendar month, the enrollee shall either 1) certify, within 30 calendar days after the end of each calendar month, a “No Spill” certification statement in the CIWQS Online SSO Database certifying that there were no SSOs for the designated month, or 2) certify, quarterly within 30 calendar days after the end of each quarter, “No Spill” certification statements in the CIWQS Online SSO Database certifying that there were no SSOs for each month in the quarter being reported on. For quarterly reporting, the quarters are Q1 - January/February/March, Q2 - April/May/June, Q3 - July/August/September, and Q4 - October/November/December. If there are no SSOs during a calendar month but the enrollee reported a PLSD, the enrollee shall still certify a “No Spill” certification statement for that month.

iv. **Amended SSO Reports** – The enrollee may update or add additional information to a certified SSO report within 120 calendar days after the SSO end date by amending the report or by adding an attachment to the SSO report in the CIWQS Online SSO Database. SSO reports certified in the CIWQS Online SSO Database prior to the adoption date of this MRP may only be amended up to 120 days after the effective date of this MRP. After 120 days, the enrollee may contact the SSO Program Manager to request to amend an SSO report if the enrollee also submits justification for why the additional information was not available prior to the end of the 120 days.

5. **SSO Technical Report**

The enrollee shall submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

i. **Causes and Circumstances of the SSO:**
   a. Complete and detailed explanation of how and when the SSO was discovered.
   b. Diagram showing the SSO failure point, appearance point(s), and final destination(s).
   c. Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
   d. Detailed description of the cause(s) of the SSO.
   e. Copies of original field crew records used to document the SSO.
   f. Historical maintenance records for the failure location.

ii. **Enrollee’s Response to SSO:**
   a. Chronological narrative description of all actions taken by enrollee to terminate the spill.
   b. Explanation of how the SSMP Overflow Emergency Response plan was implemented to respond to and mitigate the SSO.
c. Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

iii. **Water Quality Monitoring:**
   a. Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
   b. Detailed location map illustrating all water quality sampling points.

6. **PLSDs**

Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee’s sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to the CIWQS Online SSO Database.

i. The enrollee is also encouraged to provide notification to Cal OES per section B above when a PLSD greater than or equal to 1,000 gallons has or may result in a discharge to surface water. For any PLSD greater than or equal to 1,000 gallons regardless of the spill destination, the enrollee is also encouraged to file a spill report as required by Health and Safety Code section 5410 et. seq. and Water Code section 13271, or notify the responsible party that notification and reporting should be completed as specified above and required by State law.

ii. If a PLSD is recorded in the CIWQS Online SSO Database, the enrollee must identify the sewage discharge as occurring and caused by a private sanitary sewer system asset and should identify a responsible party (other than the enrollee), if known. Certification of PLSD reports by enrollees is not required.

7. **CIWQS Online SSO Database Unavailability**

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

8. **Mandatory Information to be Included in CIWQS Online SSO Reporting**

All enrollees shall obtain a CIWQS Online SSO Database account and receive a “Username” and “Password” by registering through CIWQS which can be reached at CIWQS@waterboards.ca.gov or by calling (866) 792-4977, M-F, 8 A.M. to 5 P.M. These accounts will allow controlled and secure entry into the CIWQS Online SSO Database. Additionally, within thirty (30) days of initial enrollment and prior to recording SSOs into the CIWQS Online SSO Database, all enrollees must complete a Collection System Questionnaire (Questionnaire). The Questionnaire shall be updated at least once every 12 months.

i. **SSO Reports**

At a minimum, the following mandatory information shall be reported prior to finalizing and certifying an SSO report for each category of SSO:
a. **Draft Category 1 SSOs**: At a minimum, the following mandatory information shall be reported for a draft Category 1 SSO report:

1. SSO Contact Information: Name and telephone number of enrollee contact person who can answer specific questions about the SSO being reported.
2. SSO Location Name.
3. Location of the overflow event (SSO) by entering GPS coordinates. If a single overflow 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 SSO appearance point explanation field.
4. Whether or not the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
5. Whether or not the SSO reached a municipal separate storm drain system.
6. Whether or not the total SSO volume that reached a municipal separate storm drain system was fully recovered.
7. Estimate of the SSO volume, inclusive of all discharge point(s).
8. Estimate of the SSO volume that reached surface water, a drainage channel, or was not recovered from a storm drain.
9. Estimate of the SSO volume recovered (if applicable).
10. Number of SSO appearance point(s).
11. Description and location of SSO appearance point(s). If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
12. SSO start date and time.
13. Date and time the enrollee was notified of, or self-discovered, the SSO.
14. Estimated operator arrival time.
15. For spills greater than or equal to 1,000 gallons, the date and time Cal OES was called.
16. For spills greater than or equal to 1,000 gallons, the Cal OES control number.

b. **Certified Category 1 SSOs**: At a minimum, the following mandatory information shall be reported for a certified Category 1 SSO report, in addition to all fields in section 8.i.a:

1. Description of SSO destination(s).
2. SSO end date and time.
3. SSO causes (mainline blockage, roots, etc.).
4. SSO failure point (main, lateral, etc.).
5. Whether or not the spill was associated with a storm event.
6. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
7. Description of spill response activities.
8. Spill response completion date.
9. Whether or not there is an ongoing investigation, the reasons for the investigation and the expected date of completion.
10. Whether or not a beach closure occurred or may have occurred as a result of the SSO.
11. Whether or not health warnings were posted as a result of the SSO.
12. Name of beach(es) closed and/or impacted. If no beach was impacted, NA shall be selected.
13. Name of surface water(s) impacted.
14. If water quality samples were collected, identify parameters the water quality samples were analyzed for. If no samples were taken, NA shall be selected.
15. If water quality samples were taken, identify which regulatory agencies received sample results (if applicable). If no samples were taken, NA shall be selected.
16. Description of methodology(ies) and type of data relied upon for estimations of the SSO volume discharged and recovered.
17. SSO Certification: Upon SSO Certification, the CIWQS Online SSO Database will issue a final SSO identification (ID) number.

c. **Draft Category 2 SSOs**: At a minimum, the following mandatory information shall be reported for a draft Category 2 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO.

d. **Certified Category 2 SSOs**: At a minimum, the following mandatory information shall be reported for a certified Category 2 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-9, and 17 in section 8.i.b above for Certified Category 1 SSO.

e. **Certified Category 3 SSOs**: At a minimum, the following mandatory information shall be reported for a certified Category 3 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-5, and 17 in section 8.i.b above for Certified Category 1 SSO.

ii. **Reporting SSOs to Other Regulatory Agencies**

   These reporting requirements do not preclude an enrollee from reporting SSOs to other regulatory agencies pursuant to state law. In addition, these reporting requirements do not replace other Regional Water Board notification and reporting requirements for SSOs.

iii. **Collection System Questionnaire**

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

iv. **SSMP Availability**

   The enrollee shall provide the publicly available internet web site address to the CIWQS Online SSO Database where a downloadable copy of the enrollee’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 enrollee shall comply with the following procedure:
a. Submit an electronic copy of the enrollee’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

D. WATER QUALITY MONITORING REQUIREMENTS:

To comply with subsection D.7(v) of the SSS WDRs, the enrollee shall develop and implement an SSO Water Quality Monitoring Program 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 Program, shall, at a minimum:

1. Contain protocols for water quality monitoring.

2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.).

3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.

4. 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.

5. Within 48 hours of the enrollee becoming aware of the SSO, require water quality sampling for, at a minimum, the following constituents:
   i. Ammonia
   ii. 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.

E. RECORD KEEPING REQUIREMENTS:

The following records shall be maintained by the enrollee 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 enrollee shall maintain records to document compliance with all provisions of the SSS WDRs and this MRP for each sanitary sewer system owned including any required records generated by an enrollee’s sanitary sewer system contractor(s).

2. SSO Records: The enrollee shall maintain records for each SSO event, including but not limited to:
   i. Complaint records documenting how the enrollee 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:

a. Date, time, and method of notification.

b. Date and time the complainant or informant first noticed the SSO.

c. 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.

d. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.

e. Final resolution of the complaint.

ii. Records documenting steps and/or remedial actions undertaken by enrollee, using all available information, to comply with section D.7 of the SSS WDRs.

iii. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.

3. 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. These records shall be attached to the SSMP.

4. Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:

i. Supervisory Control and Data Acquisition (SCADA) systems

ii. Alarm system(s)

iii. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.

F. CERTIFICATION

1. All information required to be reported into the CIWQS Online SSO Database shall be certified by a person designated as described in subsection J of the SSS WDRs. This designated person is also known as a Legally Responsible Official (LRO). An enrollee may have more than one LRO.

2. 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.

3. Data Submitter (DS): Any enrollee employee or contractor may enter draft data into the CIWQS Online SSO Database on behalf of the enrollee if authorized by the LRO and registered with the State Water Board. However, only LROs may certify reports in CIWQS.

4. The enrollee 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 enrollee to the State Water Board within 30 days of the change by calling (866) 792-4977 or e-mailing help@ciwqs.waterboards.ca.gov.
5. 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.

CERTIFICATION

The undersigned Clerk to the Board does hereby certify that the foregoing is a full, true, and correct copy of an order amended by the Executive Director of the State Water Resources Control Board.

Date: 7/30/13

Jeanine Townsend
Clerk to the Board
Attachment B1. City of Thousand Oaks SSMP Program Organization Chart
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Attachment B2. Contact Information for Key Staff Responsible for SSMP Program Implementation
# Contact Information for Key Positions Responsible for Implementing Sewer System Management Plan Elements

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Telephone Number</th>
<th>SSMP Element</th>
</tr>
</thead>
</table>
| Interim Utilities Maintenance Supervisor           | Ryan Zgrabik       | 805-376-5022     | • Introduction  
|                                                    |                    |                  | • O&M Program – Mapping  
|                                                    |                    |                  | • O&M Program – Preventive and Corrective Maintenance  
|                                                    |                    |                  | • OERP  
|                                                    |                    |                  | • Measurement, Monitoring and Program Modifications  
|                                                    |                    |                  | • SSMP Program Audit |
| Deputy Public Works Director/Operations            | John Minkel        | 805-491-8121     | • Goals  
|                                                    |                    |                  | • Organization  
|                                                    |                    |                  | • Legal Authorities  
|                                                    |                    |                  | • Communication Program |
| Deputy Public Works Director/City Engineer          | Nader Heydari      | 805-449-2392     | • O&M Program – Rehabilitation Planning  
|                                                    |                    |                  | • Design and Performance Provisions  
|                                                    |                    |                  | • System Evaluation and Capacity Assurance Plan |
| Division Manager (CIP)                             | Shamir Shahamiri   | 805-449-2452     | • O&M Program – Rehabilitation Planning  
|                                                    |                    |                  | • Design and Performance Provisions  
|                                                    |                    |                  | • Division Manager (CIP) |
| Lab Supervisor                                     | Santos Marquez     | 805-491-8123     | • OERP WQMP |
| Water Quality Supervisor                           | Paul Jorgensen     | 805-491-8166     | • FOG Control Program |
Attachment C. Reserved for Legal Authorities
Section Attachments
Attachment D1. Wastewater Standard Operating Procedure Examples
### Wastewater SOPs

**Division:** WasteWater  
**Task:** Hydro Cleaning

<table>
<thead>
<tr>
<th>SOP Number</th>
<th>Revised</th>
<th>8/26/2017</th>
<th>Revised</th>
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</table>

**Operating Goals:** Utilize a combination high velocity jet-rodder and vacuum truck to remove debris from City wastewater lines.

**Job Hazards:** Traffic conditions, high water pressure (up to 2500 psi), hazardous atmospheres, possible pinch points and overhead boom. Refer to JSAs 16, 25, 32, 34, 49, 96, City of Thousand Oaks/MSC Operations and Safety Manual section E, and the IIPP Handbook.

**Process:**

1. Perform pre-trip inspection of the vactor truck. Refer to JSA 25 for a pre-operation checklist.
2. Visually inspect work area and set-up appropriate traffic controls, as necessary. Refer to JSAs 16, 49 and 96 for traffic control methods.
3. Check list of customers with toilet overflow problems. Run jet-rodder at reduced operating pressure to avoid conflict.
4. Check wastewater atlas for root areas to determine correct cleaning nozzle to install on vactor truck hydro hose. Install nozzle. Refer to the attachment on JSA 25 for nozzle use.
5. Prior to opening the manhole cover, use gas detector to check manhole for hazardous atmospheres. After checking for hazardous fumes, open the cover with a manhole cover puller. Refer to JSA 32 for manhole cover puller use.
6. Lower hose and nozzle into manhole channel. Set boot to protect hydro hose. Run leader hose into line and set footage counter to zero.
7. Adjust psi to operating range. Run hose out to desired footage. Reel hose in to clean line. Observe manhole channel for debris. Vacuum and repeat cleaning, if necessary.
8. When operating vacuum, be sure individuals are clear of boom. Be certain boom clears any overhead obstructions while moving up and down or side to side.
9. Replace manhole cover and remove traffic control devices from roadway.
10. Electronically record maintenance performed in a work order.
Wastewater SOPs

Divison: Wastewater

Task: TV Inspection

SOP Number: 4002

Revised: 8/26/2013

Operating Goals: Utilize a CCTV camera to inspect wastewater lines.


Equipment:
- CUES Pipeline Video Inspection van
- Gas detector
- Manhole cover puller
- Traffic controls
- Personal protective equipment

PPE Required: Uniform, Gloves, Respiratory Protection, Traffic Vest

Process:

01. Perform pre-trip inspection of the CUES Pipeline Video Inspection van. Ensure vehicle and its attachments are in working order.

02. Visually inspect work area and set up traffic controls, as necessary. Refer to JSAs 16, 49 and 96 for traffic control methods.

03. Prior to opening manhole cover, use gas detector to check manhole for hazardous atmospheres. After checking for hazardous fumes, open the cover with a manhole cover puller. Refer to JSA 32 for manhole cover puller use.

04. Check wastewater atlas to determine size of pipe to be inspected. Set up camera transporter to match size of pipe.

05. Using fiber glass poles and hook, lower camera and transporter down through manhole channel. Drive camera forward until the 8 ft. mark on the cable is at the center base of the manhole.

06. Set the upper and lower roller guides in place to protect the cable. Remove the slack from cable.

07. Reset footage counter to 8.0 ft. Enter the appropriate manhole information into the Granite XP database and begin inspection.

08. After completing the inspection, reverse the transporter by 1 to 2 inches to set transmission in freewheel operation. Use the reel to retrieve camera to the opening of the manhole.

09. Using fiber glass poles and hook, remove the camera from the manhole. Clean camera and transporter.

10. Replace manhole cover and remove traffic control devices from roadway.

11. Electronically record maintenance performed in a work order.
## Wastewater SOPs

<table>
<thead>
<tr>
<th>Division:</th>
<th>Wastewater</th>
<th>Task</th>
<th>Chemicals</th>
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<td><strong>SOP Number</strong></td>
<td>4003</td>
<td><strong>Revised</strong></td>
<td>8/26/2013</td>
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<tr>
<td><strong>Revised</strong></td>
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### Operating Goals
Apply natural enzymes to reduce odor and dissolve grease.

### Job Hazards

### Equipment
- City vehicle, chemical pump, gas detector, manhole cover puller, traffic control devices, and personal protective equipment.

### PPE Required:
- Uniform, Rubber Gloves, Eye Protection

### Process:

01. Obtain chemical application log to determine location and amount of chemical to be applied.

02. Visually inspect work area and set up traffic controls, as necessary. Refer to JSAs 16, 49 and 96 for traffic control methods.

03. Prior to opening manhole cover, use gas detector to check manhole for hazardous atmospheres. After checking for hazardous fumes, open the cover with a manhole cover puller. Refer to JSA 32 for manhole cover puller use.

04. Complete application of chemicals according to instructions.

05. Complete chemical application log.

06. Replace manhole cover and remove traffic control devices from roadway.

07. Electronically record maintenance performed in a work order.
Attachment D2. 2021 Scheduled Work Calendar
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<table>
<thead>
<tr>
<th>General Maintenance</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
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Attachment D3. Data Collection Form for Canyon Visual Inspections
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City of Thousand Oaks Wastewater Trunk Line Inspection - 2 mo.

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Reason for Inspection: __________________________________________________________

**Unit X Manholes from C.L.U. to A-37.1**

Comments:

- [ ] Manhole Y-1
- [ ] Manhole A-37.1

**Unit A A-20 to A37.1**

Comments:

- [ ] Manhole A-21
- [ ] Manhole A-29.2
- [ ] Manhole A-30
## Vents To Check

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**City of Thousand Oaks Wastewater Trunk Line Inspection - Monthly**

Date: ____________________  Inspectors: ____________________

Vehicle: ____________________

Reason for Inspection: ______________________________________

| **Unit W  W-U67 structure to HCTP** |
|-------------------------------|-----------------|
| W-U67 to HCTP                 | □                |
| 8” suspension line            | □                |
| Metal pipe support            | □                |
| Flapper valve -Vivian Cr.     | □                |
| Exterior MH structures        | □                |

| **Lynn Ranch to Unit W (W-U-31 structure)** |
|---------------------------------------------|-----------------|
| Inspect 8” line                            | □                |
| Inspect pipe supports                      | □                |
| Manhole W-U47                               | □                |
| Manhole W-U44                               | □                |
| Manhole W-U40                               | □                |
| Inspect 4” lateral                         | □                |
| Manhole W-U37                               | □                |
| Suspended line                             | □                |
| Manhole W-U30                               | □                |
| Manhole W-U8                                | □                |
### Calle Brusca

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Attachment E. Reserved for Design and Performance Provision Section Attachments
Attachment F1. JSA122 Wastewater Related Spills and Overflows
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CITY OF THOUSAND OAKS
PUBLIC WORKS DEPARTMENT
PROCEDURE FOR
WASTEWATER-RELATED SPILLS AND OVERFLOWS

It is the policy of the City of Thousand Oaks Public Works Department to use every reasonable and possible means to protect and safeguard public health in the event of a wastewater-related emergency within the City wastewater service area. The purpose of this response plan is to identify those actions to be taken by Public Works Department personnel in responding to wastewater overflow, spills, collection system (main line) breaks and any other situations involving wastewater that create an increased exposure to the safety and health of the general public. Goals of this procedure include:

- Work safely and in compliance with City of Thousand Oaks rules
- Respond quickly to minimize the volume of spills and overflows
- Mitigate the impact of sanitary sewer overflows (SSOs)
- Contain the spilled wastewater to the extent feasible
- Prevent SSOs or leaks from entering the storm drain system or receiving waters to the maximum extent practicable
- Meet regulatory notification and reporting requirements (Appendix A-1 & A-2)

Submitted by:

John Minkel
Deputy Public Works Director - Operations

Procedure Approved:

Clifford G. Finley
Public Works Director
FORENOTE: DISCHARGE SELF-AUDIT:

It is the City's policy to implement a self-auditing, self-policing program to include the following procedures:

1. Notify appropriate agencies of overflows or spills according to category type as referenced below.
2. Perform monthly checks on lower and upper Unit W within canyons and various easement locations.
3. Perform bi-monthly checks and visual manhole inspections on Units W, X, A, Y, and E within canyons and easement locations.
4. Inspect immediately after rains for potential storm damage to Units W, E, A, Y, and X.

Policy revised:

11/21/89  10/13/09
09/09/93  07/26/11
06/20/96  11/20/12
04/13/98  10/30/13
10/14/98  08/26/15
11/23/99  09/25/18
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09/07/05
02/15/06
06/06/06
10/16/06
01/08/07
10/03/07
02/27/08
Procedure for Wastewater-Related Spills and Overflows

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PROCEDURES:

Regardless of size, the primary focus of overflows, spills and collection (main line) breaks should be on public and employee safety. During any wastewater emergency, follow the steps included below. Appendix B includes additional contact information and a list of emergency equipment. Appendix C includes a flow chart for quick-reference by staff.

A. The Municipal Service Center (805) 449-2499 may be informed of a spill and authorized staff (such as the Utilities Maintenance Supervisor during normal hours or standby phone after normal hours) are notified. Normal working hours are Monday through Thursday from 6:30 AM to 5 PM. Other forms of communication that can indicate a potential SSO include SCADA alarms from lift stations or alarms from one of the ten stationary flow meters throughout the sanitary sewer collection system. SCADA alarms directly alert field staff during working hours or personnel on standby phone after hours, while flow meter alarms alert US3, in which US3 then verifies then notifies the City.

B. Upon notification, responding staff shall arrive at the scene, perform preliminary assessment, take appropriate action, and communicate results to the designated supervisor. Upon notification of a potential sewer overflow, a City responder is dispatched onsite with the goal to arrive within 30 minutes.

C. The Utilities Maintenance Supervisor (Supervisor) or Crew Leader shall respond immediately to any emergencies. Crew Leaders or field staff may investigate other service requests or less-urgent complaints.

D. The Supervisor or Crew Leader shall evaluate the situation and make the following determinations:

i. **City service area or Triunfo Water and Sanitation District (under contract with Ventura Regional Sanitation District)** - All wastewater emergencies occurring outside the City's wastewater service area are included in Triunfo Water and Sanitation District and will be the responsibility of that District; the City of Thousand Oaks will only respond as a mutual-assistance agency when requested and resources are deemed available. The Triunfo Water and Sanitation District and/or its contractor (VRSD) will be responsible for making the appropriate notifications to the necessary agencies and directing City personnel activities if applicable through mutual aid.

**Ventura Regional Sanitation District Contact Info:**

- **Emergency:** 805-389-9406
- **Address:** 1001 Partridge Drive #150
- **Richard Jones:** 805-432-0474
- **Ernie Terrell:** 805-391-1292
- **Ventura, CA 93003**
- **Office Hours:** Monday - Thursday, 7:30 am - 5:30 pm Every other Friday: 8:00 am - 5:00 pm

ii. **Public vs. private Issue** – The City of Thousand Oaks ownership and responsibility does not include sewer laterals. Private property situations will be handled by the Building Division of the Community Development Department (CDD). Public facilities such as; parks, libraries, Los Robles Greens golf course, etc. must be handled through CDD (Appendix C). City crews will typically check the City main to determine responsibility by opening upstream and downstream sewer main manholes. City staff will attempt to contain
or recover wastewater resulting from private spills to prevent wastewater from reaching waterways.

iii. Emergency vs. Non-Emergency - If multiple emergencies or service requests are received in the same timeframe, Supervisor or Crew Leader shall prioritize the situations for assignment of crews.

iv. Determine Next Steps to Best Address the Situation

E. The Supervisor or Crew Leader shall notify designated City personnel, (City Staff Notifications). Notifications to staff are made on a case-by-case basis and may include:

i. Ryan Zgrabik, Interim Utilities Maintenance Supervisor
   a. 805-376-5022 (work)
   b. 805-797-4739 (cell)

ii. Environmental Compliance Staff (must contact at least one person on this staff). If not available by personal phone numbers, Call MSC main line at 805-449-2499 to reach any crew member or stand-by personnel.
   a. Paul Jorgensen (805-491-8166 work, 805-469-1009 cell)
   b. Jason Siegert (805-491-8175 work, 805-368-9720 cell)
   c. Joe Maiden (805-491-8177 work, 805-231-5377 cell)
   d. Shane Giller (805-491-8176 work, 805-402-1498 cell)

iii. Santos Marquez, Hill Canyon Treatment Plant (HCTP) Lab Supervisor
   a. 805-491-8123 (work)
   b. 805-368-8356 (cell)
   c. If no contact, call HCTP main line at 805-498-4011 to get a hold of at least one person from HCTP Lab staff.

iv. John Minkel, Public Works Deputy Director of Operations/Utilities Superintendent
   a. 805-491-8121(work)
   b. 805-206-6312 (cell)

v. Tim Giles, HR Director (Risk Management/Safety)
   a. 805-449-2154 (work)
   b. 805-377-2181 (cell)

The City is operating under two different sets of requirements for collection system spill water quality monitoring, spill notification and spill reporting with one set provided in the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems (WDR) and the other set provided in Order R4-2019-0137 (Hill Canyon Treatment Plant NPDES permit)\(^1\). The following list summarizes the City’s approach regarding the two sets of requirements.

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\(^1\) The City summarized these two different sets of requirements in an email to the Regional Water Quality Control Board staff Andrew Choi and Veronica Cuevas on 8/17/2021 and scheduled a meeting to discuss these requirements. The City received an email cancelling the meeting and identified that Regional Water Quality Control Board staff would work on a response. No response was received by the City at the time of developing this document.
The City will perform water quality monitoring for all Category 1 SSOs per Order R4-2019-0137. The City will identify in CIWQS when sampling is completed, which parameters were sampled, and attach the monitoring results.

The City will provide notifications and reporting of collection system SSOs per the WDR and this reporting will be through CIWQS. Hill Canyon Treatment Plan unauthorized discharge notification and reporting will be per Order R4-2019-0137.

Environmental Compliance staff and HCTP Laboratory Supervisor shall be notified of any discharge. HCTP Laboratory Supervisor is responsible for NPDES compliance related to Order R4-2019-0137 (Hill Canyon Treatment Plant NPDES permit) including annual report for NPDES regarding SSOs.

For discharges reaching an active waterway (Category 1 spills) the HCTP Lab Supervisor will oversee water quality monitoring per the Water Quality Monitoring Program Plan (Appendix D).

The HCTP Laboratory Supervisor will arrange posting notices as directed by Ventura County Environmental Health Division (VCEHD). Typically, signs shall be posted at the spill site and as necessary to reasonably warn the public if a spill occurs and there is a possibility of wastewater entering recreational water or other waterways where the public may come in contact.

Additional contacts that may be notified on a case-by-case basis or utilized for improved response are included in Appendix B.

F. Prepare an appropriate plan and address the spill. This should take into consideration all reasonable steps to minimize or prevent any discharge that has a reasonable likelihood of adversely affecting human health or the environment. Addressing the spill should generally adhere to the following procedures:

i. Secure the area and restrict access to only authorized and relevant personnel. Traffic control and area security may include signage, caution tape, traffic cones and truck mounted arrow board.

ii. Typically, relieve any stoppage immediately with Hydro truck or bypass the stoppage (or pipeline break) by pumping from an upstream manhole to a downstream manhole.

iii. Containment should begin in a safe and orderly manner, before any repair work. Use sandbags, dirt, absorbent towels or other materials where appropriate. Main concern is to clear the stoppage.

iv. Dam the spill or watercourse so all contaminated water is contained. All attempts must be made to prevent any amount from reaching an active watercourse or storm drain, or from impairing public access or health.

v. Pump any spillage including solid and liquid materials to a downstream manhole, or vacuum spillage for transport. Normally, if the spill is in the gutter, procedure is to vacuum residual out of the gutter, wash down area and then vacuum what is washed down. Remove contaminated dirt if spill is not on a street. Chemicals are not typically applied for disinfection.

vi. Refer to storm drain atlas to follow storm drain routes for vacuuming any amount that reached a storm drain.
vii. If necessary and when large volumes are released, use portable pumps and bypassing or vactor trucks to recover the spill.

G. The Supervisor will request or dispatch any equipment, tools, or safety equipment necessary to address the situation, contain the spill, break any stoppage, and/or commence repair/cleanup activities.

H. After the spill has been addressed, the Supervisor or Crew Leader will initiate any additional repair or cleanup activities needed. City equipment will be mobilized, and contractors and suppliers should be contacted as necessary and appropriate.

i. After sewer main spill recovery, the line may be televised to evaluate condition of line and cause of stoppage. Sewer main may become a hot spot for cleaning or recommended for replacement/rehabilitation.

I. Lift Station Failures

i. Olsen Road Lift Station includes a containment tank that can contain flow for approximately 72 hours under typical flow rates in the event of lift station failure. The lift station may also be by-passed using a 6-inch pump owned by the City.

ii. Lawrence Drive Lift Station includes a by-pass that can transfer flow to the Unit E gravity main in the event of lift station failure.

J. Record Keeping

i. Maintain individual SSO records for a minimum of 5 years from the date of the SSO including but not limited to:

   a. Complaint records documenting how the enrollee 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:

      5. Date, time, and method of notification.

      6. Date and time the complainant or informant first noticed the SSO.

      7. 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.

      8. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.

      9. Final resolution of the complaint.

   b. Records documenting steps and/or remedial actions undertaken by enrollee, using all available information, to comply with section D.7 of the SSS WDRs. These steps include controlling or limiting volume of untreated wastewater discharged, termination of discharge, and recovery of wastewater discharged.

   c. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.

   d. 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.

   e. Records to document Water Quality Monitoring for SSOs where applicable.

   f. Documentation for each SSO is included in the CIWQS report, MaintStar work order for SSO response, and additional documentation is stored in electronic files and hardcopy files. Additional documentation for larger spills may include a cover letter and photos.

K. Training

   i. Supervisors review this procedure with crews once per year. Other training is provided on the job. After spills, the cause is reviewed with staff and a discussion about repairs and cleaning schedule occurs. On the job training may include:

      a. During work and after hours response;
      b. Private and City spills;
      c. Containment and recovery;
      d. Traffic and crowd control;
      e. Notification;
      f. Reporting;
      g. Operation and maintenance of equipment to prevent discharges;
      h. General facility operations;
      i. Descriptions of known discharge events or failures, malfunctioning components, and recently implemented precautionary measures and best practices.
      j. Sharing of recommendations concerning environmental, safety, and health issues encountered during facility operations.

   ii. Staff attend online trainings and local workshops regarding sewer collections.

L. Contractors

   i. Contractors on Capital Improvement Projects are required to submit spill response plans. Project specifications, when applicable, include spill training requirements for contractors.
NOTIFICATIONS:

NOTE: OUTSIDE MEDIA NOTIFICATIONS/REQUESTS FOR INFORMATION:

The City Manager or Assistant City Manager and Public Information Officer will be responsible for notifying the media and/or public as needed. The Public Works Director or his designee will be responsible for notifying the City Manager's Office and PIO by giving the details of the incident. If any outside media requests come in, they must be directed to the City Manager's Office.

A. Supervisor or designee will notify appropriate agencies as follows:

The Supervisor or designee shall notify all appropriate agencies. This individual shall be the point of contact throughout the event. A record of agencies contacted as well as a record of costs associated with the incident shall be established. As of July 2018, records will be kept at: J:\Wastewater\Sanitary Sewer Overflows\Sanitary Sewer Overflows Log.xlsx. In reporting emergencies, it is essential to record the date, time, and name of the person who was contacted, in addition to any other pertinent information. Prior to providing notifications, the following State Water Resources Control Board Requirements should be reviewed, and pertinent information should be gathered in a timely manner.

B. Determine Category of spill, per WDR requirements (Table 1)

Per the State of California Monitoring and Reporting Program (MRP) Order No: WQ 2013-0058-EXEC Statewide Waste Discharge Requirements for Sanitary Sewer Systems (2013 MPR), California Office of Emergency Services (Cal OES) (800) 852-7550 must be notified “Within two hours of becoming aware of any Category 1 SSO greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water.”

Note: volumes must be a "most accurate estimate," including stating whether an active watercourse was involved or not. (Appendix C: SSO Volume Estimation Chart).
Table 1 – Spill Categories and Definitions

<table>
<thead>
<tr>
<th>CATEGORIES</th>
<th>DEFINITIONS</th>
</tr>
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</table>
| CATEGORY 1                        | Discharges of untreated or partially treated wastewater of **any volume** resulting from an enrollee’s sanitary sewer system failure or flow condition that:  
  - Reach surface water and/or reach a drainage channel tributary to a surface water; or  
  - Reach a Municipal Separate Storm Sewer System (MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond). |
| CATEGORY 2                        | Discharges of untreated or partially treated wastewater of **1,000 gallons or greater** resulting from an enrollee’s sanitary sewer system failure or flow condition that **do not** reach surface water, a drainage channel, or a MS4 unless the entire SSO discharged to the storm drain system is fully recovered and disposed of properly. |
| CATEGORY 3                        | All other discharges of untreated or partially treated wastewater resulting from an enrollee’s sanitary sewer system failure or flow condition. |
| PRIVATE LATERAL SEWAGE DISCHARGE (PLSD) | Discharges of untreated or partially treated wastewater resulting from blockages or other problems **within a privately owned sewer lateral** connected to the enrollee’s sanitary sewer system or from other private sewer assets. PLSDs that the enrollee becomes aware of may be **voluntarily** reported to the California Integrated Water Quality System (CIWQS) Online SSO Database. |

C. Per section B.2 of 2013 MRP (Appendix A), collect the following information for notification to Cal OES:

i. Name of person notifying Cal OES and direct return phone number

ii. Estimated SSO volume discharged (gallons)

iii. If ongoing, estimated SSO discharge rate (gallons per minute)

iv. SSO Incident Description
   a. Brief narrative
   b. On-scene point of contact for additional information (name and cell phone number)
   c. Date and time enrollee became aware of the SSO
   d. Name of sanitary sewer system agency causing the SSO
   e. SSO cause (if known)

v. Indication of whether the SSO has been contained

vi. Indication of whether surface water has been impacted

vii. Name of surface water impacted by the SSO, if applicable

viii. Indication of whether a drinking water supply is or may be impacted by the SSO

ix. Any other known SSO impacts
x. SSO incident location (address, city, state and zip code)

D. Call Cal OES and provide information, from above, as needed.
   i. Call (800) 852-7550 and provide any details requested (items 1. through x. in section C above) to notify OES of spill.
   ii. Record date and time of notification, the name of the Cal OES representative that was notified, and any other pertinent information.
   iii. Receive and record a Control Number to document the notification.

E. Due to the City’s water purchase agreement (Contract No. 10116-2013 section 8c), Camrosa Water District must be notified immediately to ensure the untreated or partially treated wastewater is not diverted to their recycled water storage and distribution facility. They must be made aware of any discharge to a receiving water or MS4 storm drain system and not recovered from the Thousand Oaks' contribution to the Calleguas Creek Watershed (Category 1 spill).
   i. Call (805) 482-4677 and provide any details requested to notify Camrosa of spill. This number works during regular business hours and will direct you to on-call staff for after-hours response.
   ii. Record date and time of notification, the name of the Camrosa Representative that was notified, and any other pertinent information.

F. Call Ventura County Environmental Health Division (VCEHD). Cal OES will notify this division; however, this agency prefers we also call them.
   i. Call (805) 654-2813 and provide any details requested to notify Environmental Health Division of spill. This number will direct you to call on-call staff for after-hours response.
   ii. After-hours: (805) 320-6244 (sewage spills) (805) 388-4279 (Fire Department for Chemical Spill), they will contact the appropriate VCEHD staff
   iii. Record date and time of notification, the name of the VCEHD Representative that was notified, and any other pertinent information.

G. The Utilities Maintenance Supervisor or the Environmental Compliance Staff shall fill out Proposition 65 Form and send to VCEHD (Appendix-Prop 65 Report Form). Fax form to (805) 654-2480 (Must fax - no PDF scan)

H. Per State requirements, the State Water Resources Control Board must be notified through the CIWQS online reporting platform within specified times according to category of spill (see Table 2 next page). The Utilities Maintenance Supervisor or designee (Legally Responsible Official) will handle all CIWQS reporting including the submission of the draft reports and the certification of the reports Details needed for these reports are included in Appendix A: pages 7 and 8 State Water Resources Control Board Order No. WQ 2013-0058-EXEC.
# Table 2 – Notification, Reporting, Monitoring, and Record Keeping Requirements

<table>
<thead>
<tr>
<th><strong>ELEMENT</strong></th>
<th><strong>REQUIREMENT</strong></th>
<th><strong>METHOD</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOTIFICATION (see section B of MRP)</strong></td>
<td>• Within two hours of becoming aware of any Category 1 SSO <strong>greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water</strong>, notify the California Office of Emergency Services (Cal OES) and obtain a notification control number.</td>
<td>Call Cal OES at (800) 852-7550</td>
</tr>
</tbody>
</table>
| **REPORTING (see section C of MRP)** | • Category 1 SSO: Submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.  
• Category 2 SSO: Submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.  
• Category 3 SSO: Submit certified report within 30 calendar days of the end of month in which SSO occurred.  
• SSO Technical Report: Submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters.  
• "No Spill" Certification: Certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred.  
• Collection System Questionnaire: Update and certify every 12 months. | Enter data into the CIWQS Online SSO Database (http://ciwqs.waterboards.ca.gov/), certified by enrollee’s Legally Responsible Official(s). |
| **WATER QUALITY MONITORING (see section D of MRP)** | • Conduct water quality sampling **within 48 hours** after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. | Water quality results are required to be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. |
| **RECORD KEEPING (see section E of MRP)** | • SSO event records.  
• Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.  
• Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.  
• Collection system telemetry records if relied upon to document and/or estimate SSO Volume. | Self-maintained records shall be available during inspections or upon request. |
I. Dependent upon spill/overflow and its location/proximity, notify other appropriate agencies. Notifications for Category 1 spills (those spills that reach receiving water or MS4 storm drain system and are not recovered) must be presented within 24-hours of the event. Note: these agencies have requested to be contacted in the event of a spill reaching a receiving water even though not required under the State WDR.

i. **Contact the State of California, Department of Fish and Wildlife**
   Call if any wastewater enters any surface water.
   Phone: (805) 498-2385
   Sarah Rains
   Sarah.rains@wildlife.ca.gov
   Address: 3883 Ruffin Road
   San Diego, CA 92123

ii. **Contact the SWRCB – Division of Drinking Water, District #6**
   Phone: (805) 566-9021
   Jeff Densmore
   Jeff.densmore@waterboards.ca.gov
   (805) 566-1326
   Main office
   (805) 745-8196
   Fax
   Address: 1180 Engenia Place #200
   Carpenteria, CA 93013

iii. **Contact the County of Ventura Watershed Protection District**
    Phone: (805) 320-5971
    William Dufrain
    William.dufrain@ventura.org
    (805) 378-3033
    Main office
    Address: 6767 Spring Road
    Moorpark, CA

iv. **Contact the Conejo Recreation and Park District**
    Phone: (805) 660-3920
    Matt Kouba
    mkouba@crpd.org
    (805) 341-8791
    Jim Friedl
    Jfriedl@crpd.org
    (805) 208-3481
    Tom Hare
    Thare@crpd.org

J. The Utilities Maintenance Supervisor shall ensure City Environmental Compliance Staff and Hill Canyon Treatment Plant Lab Staff were notified and addressed any sampling, posting, and/or disinfection actions were taken in accordance with SSO and or NPDES requirements.

K. The Utilities Maintenance Supervisor may draft a memo to the City Manager from the Public Works Director explaining the incident, how the overflow was resolved, and any additional action or follow up that is needed. This memo will be provided to the Public Works Deputy Director and Utilities Superintendent for review and approval prior to submission to the PW Director.
L. A Sanitary Sewer Overflow Technical Report shall be prepared for any wastewater overflows or spills to a surface water equal to or greater than 50,000 gallons (Category 1 spill of 50,000 gallons or greater). Prior to regulatory agency submittal, draft report shall be reviewed by Utilities Superintendent, Deputy Director and Public Works Director. Technical report must be submitted within 45 days of sanitary sewer overflow (SSO) end-date. Details needed for technical report are included in Appendix A (pages 5 and 6 of State Water Resources Control Board Order No. WQ 2013-0058-EXEC).

M. Work with Public Works Management, Community Development Division, City Risk Assessment, City Manager's Office, City Attorney's Office, and/or any other City or regulatory personnel as appropriate to complete any follow-up items needed from incident.
APPENDIX A-1 -
REGULATORY REQUIREMENTS

WQ 2013-0058-EXEC
Amended Monitoring and Reporting Requirements for Statewide
General Waste Discharge Requirements for Sanitary Sewer Systems

Ordered on 8/6/2013
STATE OF CALIFORNIA  
WATER RESOURCES CONTROL BOARD  
ORDER NO. WQ 2013-0058-EXEC  

AMENDING MONITORING AND REPORTING PROGRAM  
FOR  
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR  
SANITARY SEWER SYSTEMS  

The State of California, Water Resources Control Board (hereafter State Water Board) finds:

1. The State Water Board is authorized to prescribe statewide general Waste Discharge Requirements (WDRs) for categories of discharges that involve the same or similar operations and the same or similar types of waste pursuant to Water Code section 13263(i).

2. Water Code section 13193 et seq. requires the Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) to gather Sanitary Sewer Overflow (SSO) information and make this information available to the public, including but not limited to, SSO cause, estimated volume, location, date, time, duration, whether or not the SSO reached or may have reached waters of the state, response and corrective action taken, and an enrollee’s contact information for each SSO event. An enrollee is defined as the public entity having legal authority over the operation and maintenance of, or capital improvements to, a sanitary sewer system greater than one mile in length.

3. Water Code section 13271, et seq. requires notification to the California Office of Emergency Services (Cal OES), formerly the California Emergency Management Agency, for certain unauthorized discharges, including SSOs.

4. On May 2, 2006, the State Water Board adopted Order 2006-0003-DWQ, "Statewide Waste Discharge Requirements for Sanitary Sewer Systems"1 (hereafter SSS WDRs) to comply with Water Code section 13193 and to establish the framework for the statewide SSO Reduction Program.

5. Subsection G.2 of the SSS WDRs and the Monitoring and Reporting Program (MRP) provide that the Executive Director may modify the terms of the MRP at any time.

6. On February 20, 2008, the State Water Board Executive Director adopted a revised MRP for the SSS WDRs to rectify early notification deficiencies and ensure that first responders are notified in a timely manner of SSOs discharged into waters of the state.

7. When notified of an SSO that reaches a drainage channel or surface water of the state, Cal OES, pursuant to Water Code section 13271(a)(3), forwards the SSO notification information2 to local government agencies and first responders including local public health officials and the applicable Regional Water Board. Receipt of notifications for a single SSO event from both the SSO reporter

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1 Available for download at:  

2 Cal OES Hazardous Materials Spill Reports available Online at:  
http://w3.calema.ca.gov/operational/malhaz.nsf&defaultview and http://w3.calema.ca.gov/operational/malhaz.nsf
and Cal OES is duplicative. To address this, the SSO notification requirements added by the February 20, 2008 MRP revision are being removed in this MRP revision.

8. In the February 28, 2008 Memorandum of Agreement between the State Water Board and the California Water and Environment Association (CWEA), the State Water Board committed to re-designing the CIWQS² Online SSO Database to allow “event” based SSO reporting versus the original “location” based reporting. Revisions to this MRP and accompanying changes to the CIWQS Online SSO Database will implement this change by allowing for multiple SSO appearance points to be associated with each SSO event caused by a single asset failure.

9. Based on stakeholder input and Water Board staff experience implementing the SSO Reduction Program, SSO categories have been revised in this MRP. In the prior version of the MRP, SSOs have been categorized as Category 1 or Category 2. This MRP implements changes to SSO categories by adding a Category 3 SSO type. This change will improve data management to further assist Water Board staff with evaluation of high threat and low threat SSOs by placing them in unique categories (i.e., Category 1 and Category 3, respectively). This change will also assist enrollees in identifying SSOs that require Cal OES notification.

10. Based on over six years of implementation of the SSS WDRs, the State Water Board concludes that the February 20, 2008 MRP must be updated to better advance the SSO Reduction Program⁴ objectives, assess compliance, and enforce the requirements of the SSS WDRs.

IT IS HEREBY ORDERED THAT:

Pursuant to the authority delegated by Water Code section 13267(f), Resolution 2002-0104, and Order 2006-0003-DWQ, the MRP for the SSS WDRs (Order 2006-0003-DWQ) is hereby amended as shown in Attachment A and shall be effective on September 9, 2013.

8/6/13

Date

Thomas Howard
Executive Director

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⁴ Statewide Sanitary Sewer Overflow Reduction Program information is available at: http://www.waterboards.ca.gov/water_issues/programs/sspo/
ATTACHMENT A
STATE WATER RESOURCES CONTROL BOARD
ORDER NO. WQ 2013-0058-EXEC

AMENDING MONITORING AND REPORTING PROGRAM
FOR
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR
SANITARY SEWER SYSTEMS

This Monitoring and Reporting Program (MRP) establishes monitoring, record keeping, reporting and public notification requirements for Order 2006-0003-DWQ, “Statewide General Waste Discharge Requirements for Sanitary Sewer Systems” (SSS WDRs). This MRP shall be effective from September 9, 2013 until it is rescinded. The Executive Director may make revisions to this MRP at any time. These revisions may include a reduction or increase in the monitoring and reporting requirements. All site specific records and data developed pursuant to the SSS WDRs and this MRP shall be complete, accurate, and justified by evidence maintained by the enrollee. Failure to comply with this MRP may subject an enrollee to civil liabilities of up to $5,000 a day per violation pursuant to Water Code section 13350, up to $1,000 a day per violation pursuant to Water Code section 13268; or referral to the Attorney General for judicial civil enforcement. The State Water Resources Control Board (State Water Board) reserves the right to take any further enforcement action authorized by law.

A. SUMMARY OF MRP REQUIREMENTS

Table 1 – Spill Categories and Definitions

<table>
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<td>• Reach a Municipal Separate Storm Sewer System (MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).</td>
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<td>Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee’s sanitary sewer system or from other private sewer assets. PLSDs that the enrollee becomes aware of may be voluntarily reported to the California Integrated Water Quality System (CIWQS) Online SSO Database.</td>
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<td>Call Cal OES at: (800) 852-7550</td>
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| REPORTING (see section C of MRP) | • Category 1 SSO: Submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.  
• Category 2 SSO: Submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.  
• Category 3 SSO: Submit certified report within 30 calendar days of the end of month in which SSO occurred.  
• SSO Technical Report: Submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters.  
• "No Spill" Certification: Certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred.  
• Collection System Questionnaire: Update and certify every 12 months. | Enter data into the CIWQS Online SSO Database (http://ciwqs.waterboards.ca.gov/), certified by enrollee’s Legally Responsible Official(s). |
| WATER QUALITY MONITORING (see section D of MRP) | • Conduct water quality sampling within 48 hours after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. | Water quality results are required to be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters. |
| RECORD KEEPING (see section E of MRP) | • SSO event records.  
• Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.  
• Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.  
• Collection system telemetry records if relied upon to document and/or estimate SSO Volume. | Self-maintained records shall be available during inspections or upon request. |
B. NOTIFICATION REQUIREMENTS

Although Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) staff do not have duties as first responders, this MRP is an appropriate mechanism to ensure that the agencies that have first responder duties are notified in a timely manner in order to protect public health and beneficial uses.

1. For any Category 1 SSO greater than or equal to 1,000 gallons that results in a discharge to a surface water or spilled in a location where it probably will be discharged to surface water, either directly or by way of a drainage channel or MS4, the enrollee shall, as soon as possible, but not later than two (2) hours after (A) the enrollee has knowledge of the discharge, (B) notification is possible, and (C) notification can be provided without substantially impeding cleanup or other emergency measures, notify the Cal OES and obtain a notification control number.

2. To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:
   i. Name of person notifying Cal OES and direct return phone number.
   ii. Estimated SSO volume discharged (gallons).
   iii. If ongoing, estimated SSO discharge rate (gallons per minute).
   iv. SSO Incident Description:
      a. Brief narrative.
      b. On-scene point of contact for additional information (name and cell phone number).
      c. Date and time enrollee became aware of the SSO.
      d. Name of sanitary sewer system agency causing the SSO.
      e. SSO cause (if known).
   v. Indication of whether the SSO has been contained.
   vi. Indication of whether surface water is impacted.
   vii. Name of surface water impacted by the SSO, if applicable.
   viii. Indication of whether a drinking water supply is or may be impacted by the SSO.
   ix. Any other known SSO impacts.
   x. SSO incident location (address, city, state, and zip code).

3. Following the initial notification to Cal OES and until such time that an enrollee certifies the SSO report in the CIWQS Online SSO Database, the enrollee shall provide updates to Cal OES regarding substantial changes to the estimated volume of untreated or partially treated sewage discharged and any substantial change(s) to known impact(s).

4. PLSDs: The enrollee is strongly encouraged to notify Cal OES of discharges greater than or equal to 1,000 gallons of untreated or partially treated wastewater that result or may result in a discharge to surface water resulting from failures or flow conditions within a privately owned sewer lateral or from other private sewer asset(s) if the enrollee becomes aware of the PLSD.
C. REPORTING REQUIREMENTS

1. CIWQS Online SSO Database Account: All enrollees shall obtain a CIWQS Online SSO Database account and receive a “Username” and “Password” by registering through CIWQS. These accounts allow controlled and secure entry into the CIWQS Online SSO Database.

2. SSO Mandatory Reporting Information: For reporting purposes, if one SSO event results in multiple appearance points in a sewer system asset, the enrollee 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.

3. SSO Categories

   i. **Category 1** – Discharges of untreated or partially treated wastewater of any volume resulting from an enrollee’s sanitary sewer system failure or flow condition that:

      a. Reach surface water and/or reach a drainage channel tributary to a surface water; or

      b. Reach a MS4 and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).

   ii. **Category 2** – Discharges of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from an enrollee’s sanitary sewer system failure or flow condition that does not reach a surface water, a drainage channel, or the MS4 unless the entire SSO volume discharged to the storm drain system is fully recovered and disposed of properly.

   iii. **Category 3** – All other discharges of untreated or partially treated wastewater resulting from an enrollee’s sanitary sewer system failure or flow condition.

4. Sanitary Sewer Overflow Reporting to CIWQS - Timeframes

   i. **Category 1 and Category 2 SSOs** – All SSOs that meet the above criteria for Category 1 or Category 2 SSOs shall be reported to the CIWQS Online SSO Database:

      a. Draft reports for Category 1 and Category 2 SSOs shall be submitted to the CIWQS Online SSO Database within three (3) business days of the enrollee becoming aware of the SSO. Minimum information that shall be reported in a draft Category 1 SSO report shall include all information identified in section 8.i.a. below. Minimum information that shall be reported in a Category 2 SSO draft report shall include all information identified in section 8.i.c below.

      b. A final Category 1 or Category 2 SSO report shall be certified through the CIWQS Online SSO Database within 15 calendar days of the end date of the SSO. Minimum information that shall be certified in the final Category 1 SSO report shall include all information identified in section 8.i.b below. Minimum information that shall be certified in a final Category 2 SSO report shall include all information identified in section 8.i.d below.
ii. **Category 3 SSOs** – All SSOs that meet the above criteria for Category 3 SSOs shall be reported to the CIWQS Online SSO Database and certified within 30 calendar days after the end of the calendar month in which the SSO occurs (e.g., all Category 3 SSOs occurring in the month of February shall be entered into the database and certified by March 30). Minimum information that shall be certified in a final Category 3 SSO report shall include all information identified in section 8.i.e below.

iii. **“No Spill” Certification** – If there are no SSOs during the calendar month, the enrollee shall either 1) certify, within 30 calendar days after the end of each calendar month, a “No Spill” certification statement in the CIWQS Online SSO Database certifying that there were no SSOs for the designated month, or 2) certify, quarterly within 30 calendar days after the end of each quarter, “No Spill” certification statements in the CIWQS Online SSO Database certifying that there were no SSOs for each month in the quarter being reported on. For quarterly reporting, the quarters are Q1 - January/ February/ March, Q2 - April/May/June, Q3 - July/August/September, and Q4 - October/November/December.

If there are no SSOs during a calendar month but the enrollee reported a PLSD, the enrollee shall still certify a “No Spill” certification statement for that month.

iv. **Amended SSO Reports** – The enrollee may update or add additional information to a certified SSO report within 120 calendar days after the SSO end date by amending the report or by adding an attachment to the SSO report in the CIWQS Online SSO Database. SSO reports certified in the CIWQS Online SSO Database prior to the adoption date of this MRP may only be amended up to 120 days after the effective date of this MRP. After 120 days, the enrollee may contact the SSO Program Manager to request to amend an SSO report if the enrollee also submits justification for why the additional information was not available prior to the end of the 120 days.

5. **SSO Technical Report**

The enrollee shall submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

i. **Causes and Circumstances of the SSO:**
   a. Complete and detailed explanation of how and when the SSO was discovered.
   b. Diagram showing the SSO failure point, appearance point(s), and final destination(s).
   c. Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
   d. Detailed description of the cause(s) of the SSO.
   e. Copies of original field crew records used to document the SSO.
   f. Historical maintenance records for the failure location.

ii. **Enrollee’s Response to SSO:**
   a. Chronological narrative description of all actions taken by enrollee to terminate the spill.
   b. Explanation of how the SSMP Overflow Emergency Response plan was implemented to respond to and mitigate the SSO.
c. Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

iii. **Water Quality Monitoring:**
   a. Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
   b. Detailed location map illustrating all water quality sampling points.

6. **PLSDs**

Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee's sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to the CIWQS Online SSO Database.

i. The enrollee is also encouraged to provide notification to Cal OES per section B above when a PLSD greater than or equal to 1,000 gallons has or may result in a discharge to surface water. For any PLSD greater than or equal to 1,000 gallons regardless of the spill destination, the enrollee is also encouraged to file a spill report as required by Health and Safety Code section 5410 et. seq. and Water Code section 13271, or notify the responsible party that notification and reporting should be completed as specified above and required by State law.

ii. If a PLSD is recorded in the CIWQS Online SSO Database, the enrollee must identify the sewage discharge as occurring and caused by a private sanitary sewer system asset and should identify a responsible party (other than the enrollee), if known. Certification of PLSD reports by enrollees is not required.

7. **CIWQS Online SSO Database Unavailability**

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

8. **Mandatory Information to be Included in CIWQS Online SSO Reporting**

All enrollees shall obtain a CIWQS Online SSO Database account and receive a "Username" and "Password" by registering through CIWQS which can be reached at CIWQS@waterboards.ca.gov or by calling (866) 792-4977, M-F, 8 A.M. to 5 P.M. These accounts will allow controlled and secure entry into the CIWQS Online SSO Database. Additionally, within thirty (30) days of initial enrollment and prior to recording SSOs into the CIWQS Online SSO Database, all enrollees must complete a Collection System Questionnaire (Questionnaire). The Questionnaire shall be updated at least once every 12 months.

i. **SSO Reports**

   At a minimum, the following mandatory information shall be reported prior to finalizing and certifying an SSO report for each category of SSO:
Procedure for Wastewater-Related Spills and Overflows

Monitoring and Reporting Program Order No. WQ 2013-0058-EXEC
Statewide Waste Discharge Requirements for Sanitary Sewer Systems

Page 7 of 11

**a. Draft Category 1 SSOs:** At a minimum, the following mandatory information shall be reported for a draft Category 1 SSO report:

1. SSO Contact Information: Name and telephone number of enrollee contact person who can answer specific questions about the SSO being reported.
2. SSO Location Name.
3. Location of the overflow event (SSO) by entering GPS coordinates. If a single overflow 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 SSO appearance point explanation field.
4. Whether or not the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
5. Whether or not the SSO reached a municipal separate storm drain system.
6. Whether or not the total SSO volume that reached a municipal separate storm drain system was fully recovered.
7. Estimate of the SSO volume, inclusive of all discharge point(s).
8. Estimate of the SSO volume that reached surface water, a drainage channel, or was not recovered from a storm drain.
9. Estimate of the SSO volume recovered (if applicable).
10. Number of SSO appearance point(s).
11. Description and location of SSO appearance point(s). If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
12. SSO start date and time.
13. Date and time the enrollee was notified of, or self-discovered, the SSO.
14. Estimated operator arrival time.
15. For spills greater than or equal to 1,000 gallons, the date and time Cal OES was called.
16. For spills greater than or equal to 1,000 gallons, the Cal OES control number.

**b. Certified Category 1 SSOs:** At a minimum, the following mandatory information shall be reported for a certified Category 1 SSO report, in addition to all fields in section 8.i.a:

1. Description of SSO destination(s).
2. SSO end date and time.
3. SSO causes (mainline blockage, roots, etc.).
4. SSO failure point (main, lateral, etc.).
5. Whether or not the spill was associated with a storm event.
6. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
7. Description of spill response activities.
8. Spill response completion date.
9. Whether or not there is an ongoing investigation, the reasons for the investigation and the expected date of completion.
10. Whether or not a beach closure occurred or may have occurred as a result of the SSO.
11. Whether or not health warnings were posted as a result of the SSO.
12. Name of beach(es) closed and/or impacted. If no beach was impacted, NA shall be selected.
13. Name of surface water(s) impacted.
14. If water quality samples were collected, identify parameters the water quality samples were analyzed for. If no samples were taken, NA shall be selected.
15. If water quality samples were taken, identify which regulatory agencies received sample results (if applicable). If no samples were taken, NA shall be selected.
16. Description of methodology(ies) and type of data relied upon for estimations of the SSO volume discharged and recovered.
17. SSO Certification: Upon SSO Certification, the CIWQS Online SSO Database will issue a final SSO identification (ID) number.

c. Draft Category 2 SSOs: At a minimum, the following mandatory information shall be reported for a draft Category 2 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO.

d. Certified Category 2 SSOs: At a minimum, the following mandatory information shall be reported for a certified Category 2 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-9, and 17 in section 8.i.b above for Certified Category 1 SSO.

e. Certified Category 3 SSOs: At a minimum, the following mandatory information shall be reported for a certified Category 3 SSO report:
   1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-5, and 17 in section 8.i.b above for Certified Category 1 SSO.

ii. Reporting SSOs to Other Regulatory Agencies

These reporting requirements do not preclude an enrollee from reporting SSOs to other regulatory agencies pursuant to state law. In addition, these reporting requirements do not replace other Regional Water Board notification and reporting requirements for SSOs.

iii. Collection System Questionnaire

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

iv. SSMP Availability

The enrollee shall provide the publicly available internet web site address to the CIWQS Online SSO Database where a downloadable copy of the enrollee'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 enrollee shall comply with the following procedure:
Procedure for Wastewater-Related Spills and Overflows

Monitoring and Reporting Program Order No. WQ 2013-0058-EXEC
Statewide Waste Discharge Requirements for Sanitary Sewer Systems

D. WATER QUALITY MONITORING REQUIREMENTS:

To comply with subsection D.7(v) of the SSS WDRs, the enrollee shall develop and implement an SSO Water Quality Monitoring Program 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 Program, shall, at a minimum:

1. Contain protocols for water quality monitoring.

2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.).

3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.

4. 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.

5. Within 48 hours of the enrollee becoming aware of the SSO, require water quality sampling for, at a minimum, the following constituents:
   i. Ammonia
   ii. 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.

E. RECORD KEEPING REQUIREMENTS:

The following records shall be maintained by the enrollee 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 enrollee shall maintain records to document compliance with all provisions of the SSS WDRs and this MRP for each sanitary sewer system owned including any required records generated by an enrollee’s sanitary sewer system contractor(s).

2. SSO Records: The enrollee shall maintain records for each SSO event, including but not limited to:
   i. Complaint records documenting how the enrollee 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:

a. Date, time, and method of notification.

b. Date and time the complainant or informant first noticed the SSO.

c. 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.

d. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.

e. Final resolution of the complaint.

ii. Records documenting steps and/or remedial actions undertaken by enrollee, using all available information, to comply with section D.7 of the SSS WDRs.

iii. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.

3. 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. These records shall be attached to the SSMP.

4. Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:

i. Supervisory Control and Data Acquisition (SCADA) systems

ii. Alarm system(s)

iii. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.

F. CERTIFICATION

1. All information required to be reported into the CIWQS Online SSO Database shall be certified by a person designated as described in subsection J of the SSS WDRs. This designated person is also known as a Legally Responsible Official (LRO). An enrollee may have more than one LRO.

2. 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.

3. Data Submitter (DS): Any enrollee employee or contractor may enter draft data into the CIWQS Online SSO Database on behalf of the enrollee if authorized by the LRO and registered with the State Water Board. However, only LROs may certify reports in CIWQS.

4. The enrollee 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 enrollee to the State Water Board within 30 days of the change by calling (866) 792-4877 or e-mailing help@ciwqs.waterboards.ca.gov.
5. 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.

CERTIFICATION

The undersigned Clerk to the Board does hereby certify that the foregoing is a full, true, and correct copy of an order amended by the Executive Director of the State Water Resources Control Board.

1/30/13

Jeanine Townsend
Clerk to the Board
APPENDIX A-2 -
REGULATORY REQUIREMENTS

ORDER R4-2019-0137
NPDES NO. CA0056294

WASTE DISCHARGE REQUIREMENTS
FOR THE CITY OF THOUSAND OAKS
HILL CANYON TREATMENT PLANT
DISCHARGE TO NORTH FORK ARROYO CONEJO VIA OUTFALL 005
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pollutants, any Significant Industrial Users discharging to the POTW subject to Pretreatment Standards under section 307(b) of the CWA and 40 CFR part 403.

v. The Permittee shall comply with Attachment I – Pretreatment Reporting Requirements.

c. Collection System Requirements

The Permittee’s collection system is part of the system that is subject to this Order. As such, the Permittee must properly operate and maintain its collection system (40 CFR section 122.41(e)). The Permittee must report any non-compliance (40 CFR section 122.41(l)(6) and (7)) and mitigate any discharge from the collection system in violation of this Order (40 CFR section 122.41(d)). See the Order at Attachment D, subsections I.D, V.E, V.H, and I.C., and the following section of this Order.

d. Filter Bypass

Conditions pertaining to bypass are contained in Attachment D, Section I. Standard Provisions – Permit Compliance, subsection G. The bypass or overflow of untreated or partially treated wastewater to waters of the State is prohibited, except as allowed under conditions stated in 40 CFR section 122.41(m) and (n). During periods of elevated, wet weather flows when the influent flow rate far exceeds both the onsite facility storage capacity and filter feed rate, a portion of the secondary treated wastewater may be diverted around the tertiary filters. These anticipated discharges are approved under the bypass conditions when the resulting combined discharge of fully treated (tertiary) and partially treated (secondary) wastewater complies with the effluent and receiving water limitations in this Order.

6. Spill Reporting Requirements

a. Initial Notification

Although State and Regional Water Board staff do not have duties as first responders, this requirement is an appropriate mechanism to ensure that the agencies that do have first responder duties are notified in a timely manner in order to protect public health and beneficial uses. For certain spills, overflows and bypasses, the Permittee shall make notifications as required below:

i. In accordance with the requirements of Health and Safety Code section 5411.5, the Permittee shall provide notification to the local health officer or the director of environmental health with jurisdiction over the affected water body of any unauthorized release of sewage or other waste that causes, or probably will cause, a discharge to any waters of the state as soon as possible, but no later than two hours after becoming aware of the release.

ii. In accordance with the requirements of CWC section 13271, the Permittee shall provide notification to the California Office of Emergency
Services(OES) of the release of reportable amounts of hazardous substances or sewage that causes, or probably will cause, a discharge to any waters of the state as soon as possible, but not later than two hours after becoming aware of the release. The CCR, Title 23, section 2250, defines a reportable amount of sewage as being 1,000 gallons. The phone number for reporting these releases to the OES is (800) 852-7550. In addition, the Permittee shall notify other interested persons of any such sewage spill by maintaining an email list of those interested persons that have requested such notification.

iii. The Permittee shall notify the Regional Water Board of any unauthorized release of sewage from its POTW that causes, or probably will cause, a discharge to a water of the state as soon as possible, but not later than **two hours** after becoming aware of the release. This initial notification does not need to be made if the Permittee has notified OES and the local health officer or the director of environmental health with jurisdiction over the affected waterbody. The phone number for reporting these releases of sewage to the Regional Water Board is (213) 576-6657. The phone numbers for after hours and weekend reporting of releases of sewage to the Regional Water Board are (213) 305-2254 and (213) 305-2253.

At a minimum, the following information shall be provided to the Regional Water Board:

(a) The location, date, and time of the release.

(b) The water body that received or will receive the discharge.

(c) An estimate of the amount of sewage or other waste released and the amount that reached a surface water at the time of notification.

(d) If ongoing, the estimated flow rate of the release at the time of the notification.

(e) The name, organization, phone number and email address of the reporting representative.

b. Monitoring

For spills, overflows and bypasses reported under section VI.C.6.a, the Permittee shall monitor as required below:

i. To define the geographical extent of the spill's impact, the Permittee shall obtain grab samples for all spills, overflows or bypasses of any volume that reach any waters of the state (including surface and ground waters). If a grab sample cannot be obtained due to accessibility or safety concerns that cannot be addressed with the appropriate personal protective equipment or following proper sampling procedures, the sample shall be obtained as soon as it becomes safe to do so. For spills that reach surface freshwaters, the Permittee shall monitor for E. coli density. For spills that reach marine water, the Permittee shall monitor for total coliform, fecal coliform, and enterococcus density. The
Permittee shall also analyze the samples for relevant pollutants of concern, upstream and downstream of the point of entry of the spill (if feasible, accessible, and safe). This monitoring shall be done on a daily basis from the time the spill is known until the results of two consecutive sets of bacteriological monitoring indicate the return to the background level or the County Department of Public Health authorizes cessation of monitoring.

c. Reporting

The initial notification required under section VI.C.6.a shall be followed by:

i. As soon as possible, but not later than twenty-four hours after becoming aware of an unauthorized discharge of sewage or other waste from its wastewater treatment plant to a water of the state, the Permittee shall submit a statement to the Regional Water Board by email at augustine.anijielo@waterboards.ca.gov. If the discharge is 1,000 gallons or more, this statement shall certify that OES has been notified of the discharge in accordance with CWC section 13271. The statement shall also certify that the local health officer or director of environmental health with jurisdiction over the affected water bodies has been notified of the discharge in accordance with Health and Safety Code section 5411.5. The statement shall also include at a minimum the following information:

(a) Agency, NPDES No., Order No., and MRP # No., if applicable.
(b) The location, date, and time of the discharge.
(c) The water body that received the discharge.
(d) A description of the level of treatment of the sewage or other waste discharged.
(e) An initial estimate of the amount of sewage or other waste released and the amount that reached a surface water.
(f) The OES control number and the date and time that notification of the incident was provided to OES.
(g) The name of the local health officer or director of environmental health representative notified (if contacted directly); the date and time of notification; and the method of notification (e.g., phone, fax, email).

ii. A written preliminary report five working days after disclosure of the incident is required. Submission to the Regional Water Board of the California Integrated Water Quality System (CIWQS) Sanitary Sewer Overflow (SSO) event number shall satisfy this requirement. Within 30 days after submitting the preliminary report, the Permittee shall submit the final written report to this Regional Water Board. (A copy of the final written report, for a given incident, already submitted pursuant to a statewide General WDRs for Wastewater Collection System Agencies (SSO WDR), may be submitted to the Regional Water Board to satisfy this requirement.) The written report shall document the information
required in paragraph d below, monitoring results and any other
information required in provisions of the Standard Provisions document
including corrective measures implemented or proposed to be
implemented to prevent/minimize future occurrences. The Executive
Officer for just cause can grant an extension for submittal of the final
written report.

iii. The Permittee shall include a certification in the annual summary report
(due according to the schedule in the MRP) that states that the sewer
system emergency equipment, including alarm systems, backup pumps,
standby power generators, and other critical emergency pump station
components were maintained and tested in accordance with the
Permittee’s preventive maintenance plan. Any deviations from or
modifications to the plan shall be discussed.

d. Records

The Permittee shall develop and maintain a record of all spills, overflows or
bypasses of raw or partially treated sewage from its collection system or
treatment plant. This record shall be made available to the Regional Water
Board upon request and a spill summary shall be included in the annual
summary report. The records shall contain:

i. The date and time of each spill, overflow, or bypass.

ii. The location of each spill, overflow, or bypass.

iii. The estimated volume of each spill, overflow, and bypass including
gross volume, amount recovered and amount not recovered, monitoring
results as required by section VI.C.6.b.

iv. The cause of each spill, overflow, or bypass.

v. Whether each spill, overflow, or bypass entered a receiving water and, if
so, the name of the water body and whether it entered via storm drains
or other man-made conveyances.

vi. Any mitigation measures implemented.

vii. Any corrective measures implemented or proposed to be implemented
to prevent/minimize future occurrences.

viii. The mandatory information included in SSO online reporting for finalizing
and certifying the SSO report for each spill, overflow, or bypass under
the SSO WDR.

e. Activities Coordination

Although not required by this Order, Regional Water Board also expects the
CCW watershed group to continue to work together regarding activities
related to desalters, water uses, and the use of the brine line in order to
comply with the requirements of this Order, in addition to meeting the
deadlines in the Salts TMDL.

f. Consistency with SSO WDRs
The CWA prohibits the discharge of pollutants from point sources to surface waters of the United States unless authorized under an NPDES permit. (33 United States Code sections 1311, 1342). The Permitee must comply with State Water Board Order No. 2006-0003-DWQ, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, (SSO WDR) as amended by State Water Board Order No. WQ 2013-0058-exec and any subsequent order updating these requirements. These statewide WDRs require public agencies that own or operate sanitary sewer systems with greater than one mile of sewer lines to enroll for coverage and comply with requirements, to develop and implement sewer system management plans, and report all SSOs to the State Water Board’s online SSOs database. The Permitee enrolled in the SSO WDRs in 2006, and the collection systems of the Permitee are covered under the SSO WDRs. The Permitee must properly operate and maintain its collection system (40 CFR section 122.41 (e)), report any non-compliance (40 CFR section 122.41(1)(6) and (7)), and mitigate any discharge from the collection system in violation of this NPDES permit (40 CFR section 122.41(d)).

The requirements contained in this Order in sections VI.C.3.b (SCCP Plan section), VI.C.4 (Construction, Operation and Maintenance Specifications section), and VI.C.6 (Spill Reporting Requirements section) are intended to be consistent with the requirements of the SSO WDR. The Regional Water Board recognizes that there may be some overlap between these NPDES permit provisions and SSO WDR requirements, related to the collection systems. The requirements of the SSO WDR are considered the minimum thresholds (see finding 11 of State Water Board Order No. 2006-0003-DWQ). To encourage efficiency, the Regional Water Board will accept the documentation prepared by the Permittees under the SSO WDR for compliance purposes as satisfying the requirements in sections VI.C.3.b, VI.C.4, and VI.C.6 provided the more stringent provisions contained in this NPDES permit are also addressed. Pursuant to SSO WDR, section D, provision 2(iii) and (iv), the provisions of this NPDES permit supersede the SSO WDR, for all purposes, including enforcement, to the extent the requirements may be deemed duplicative.

7. Compliance Schedules – Not Applicable

VII. COMPLIANCE DETERMINATION

Compliance with the effluent limitations contained in section IV of this Order will be determined as specified below:

A. General

Compliance with effluent limitations for priority pollutants shall be determined using sample reporting protocols defined in the MRP and Attachment A of this Order. For purposes of reporting and administrative enforcement by the Regional and State Water Boards, the Permitee shall be deemed out of compliance with effluent limitations if the concentration of the priority pollutant in the monitoring sample is
APPENDIX B - ADDITIONAL CONTACT INFO
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CITY CONTACTS

CITY STAFF CONTACT INFORMATION: UTILITIES

Municipal Service Center
805-449-2499

Hill Canyon Treatment Plant
805-498-4011

Ryan Zgrabik, Interim Utilities Maintenance Supervisor (Wastewater)
Work: 805-376-5022
Cell: 805-797-4739

Paul Jorgensen, Water Quality Supervisor
Work: 805-491-8166
Cell: 805-469-1009

CITY STAFF CONTACT INFORMATION: PUBLIC WORKS MANAGEMENT

Clifford G. Finley, Public Works Director
Work: 805-449-2399
Cell: 805-701-7125

John Minkel, Deputy Public Works Director/Operations
Work: 805-491-8121
Cell: 805-206-6312

Nader Heydari, Deputy Public Works Director/City Engineer
Work: 805-449-2392
Cell: 310-424-0472

CITY STAFF CONTACT INFORMATION: RISK MANAGEMENT/SAFETY

Tim Giles, HR Director
Work: 805-449-2154
Cell: 805-377-2181

Kevin Fishman, Health and Safety
Work: 805-449-2128

CITY STAFF CONTACT INFORMATION: TREATMENT

Santos Marquez, Laboratory Supervisor, HCTP
Work: 805-491-8123
Cell: 805-368-8356

Tim Mooney, HCTP Operations Supervisor
Work: 805-491-8141
Cell: 805-504-7224

Enrique Perez, HCTP Maintenance Supervisor
Work: 805-491-8101
Cell: 805-231-3081

CITY STAFF CONTACT INFORMATION: COMMUNITY DEVELOPMENT DEPARTMENT-BUILDING DIVISION (private issue and public facilities)

Ray Villanueva, Building Inspection Supervisor
Work: 805-449-2520
Cell: 661-600-5552

Tim Cruzen, Sr. Combination Building Inspector
Work: 805-449-2539
Cell: 805-402-5752

Geoff Ware, Building Services Division Manager/ Code Compliance Manager
Work: 805-449-2305
Cell: 805-402-2519

Stephen Kearns, Planning Division Manager
Work: 805-449-2315
Cell: 805-231-4418
**CITY MOBILIZATION EQUIPMENT AVAILABLE**

**EMERGENCY EQUIPMENT SUPPLIES**

The following equipment is available for emergency use at the City's Municipal Service Center:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydro Vacuum Truck</td>
<td>2</td>
</tr>
<tr>
<td>TV Inspection Van</td>
<td>1</td>
</tr>
<tr>
<td>Balling Machine</td>
<td>2</td>
</tr>
<tr>
<td>Portable Air Blower (Gas)</td>
<td>1</td>
</tr>
<tr>
<td>Portable Air Blower (Electric)</td>
<td>2</td>
</tr>
<tr>
<td>150 Kw Generator</td>
<td>1</td>
</tr>
<tr>
<td>275 Kw Generator</td>
<td>1</td>
</tr>
<tr>
<td>350 Kw Generator</td>
<td>1</td>
</tr>
<tr>
<td>10-Ton Dump Truck</td>
<td>2</td>
</tr>
<tr>
<td>Front-End Loader (with Backhoe)</td>
<td>3</td>
</tr>
<tr>
<td>Portable Generator</td>
<td>3</td>
</tr>
<tr>
<td>Gas Detector (MSA)</td>
<td>5</td>
</tr>
<tr>
<td>3&quot; Portable Pumps</td>
<td>3</td>
</tr>
<tr>
<td>6&quot; Portable Pump (trailer mounted)</td>
<td>1</td>
</tr>
<tr>
<td>6&quot; Bypass Hoses 50 ft. in length (500 ft.)</td>
<td>10</td>
</tr>
<tr>
<td>8&quot; Line Plug - Mechanical</td>
<td>3</td>
</tr>
<tr>
<td>10&quot; Line Plug - Mechanical</td>
<td>3</td>
</tr>
<tr>
<td>15&quot; Line Plug - Mechanical</td>
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</tr>
<tr>
<td>18&quot; Line Plug - Mechanical</td>
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</tr>
<tr>
<td>6&quot; Line Plug - Air</td>
<td>2</td>
</tr>
<tr>
<td>8&quot; Line Plug - Air</td>
<td>5</td>
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<tr>
<td>10&quot; Line Plug - Air</td>
<td>2</td>
</tr>
<tr>
<td>12&quot; Line Plug - Air</td>
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</tr>
<tr>
<td>12-18&quot; Line Plug - Air</td>
<td>1</td>
</tr>
<tr>
<td>16-24&quot; Line Plug - Air</td>
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</tr>
<tr>
<td>24-36&quot; Line Plug - Air</td>
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</tr>
</tbody>
</table>
The following equipment is available for emergency use at the **Hill Canyon Treatment Plant**:

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>QUANTITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacuum Truck</td>
<td>1</td>
</tr>
<tr>
<td>Hydro Vactor Truck</td>
<td>1</td>
</tr>
<tr>
<td>International Tractor Trailer</td>
<td>1</td>
</tr>
<tr>
<td>GMC Diesel Dump Truck</td>
<td>1</td>
</tr>
<tr>
<td>6” Portable Diesel Dry Prime Pump</td>
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</tr>
<tr>
<td>Diesel Air Compressor (100 CFM - 100 PSI)</td>
<td>1</td>
</tr>
<tr>
<td>Welding Trailer with Arc Welder, Oxygen/Acetylene Cutting Outfit (250 AMP welder 110 V generator)</td>
<td>1</td>
</tr>
<tr>
<td>36” Plug Line</td>
<td>1</td>
</tr>
<tr>
<td>12” Gas/Oil Mix Multipurpose Abrasive Saw (Stihl)</td>
<td>1</td>
</tr>
<tr>
<td>16” Gas/Oil Mix Chain Saw (Stihl)</td>
<td>1</td>
</tr>
<tr>
<td>4” Portable Diesel Godwin Pump</td>
<td>1</td>
</tr>
<tr>
<td>Electric Ventilation Blower with (2) 25’ lengths of hose</td>
<td>2</td>
</tr>
<tr>
<td>Electric Explosion Proof Ventilation Blower with (2) 15’ lengths of hose</td>
<td>2</td>
</tr>
<tr>
<td>1-Ton Cable Grip Hoist (cable 3-3/8” x approx. 30’)</td>
<td>1</td>
</tr>
<tr>
<td>Bobcat Versahandler Forklift with Angle Broom and Boom Extension attachments</td>
<td>1</td>
</tr>
<tr>
<td>Pressure Washer Trailer</td>
<td>1</td>
</tr>
<tr>
<td>Hyster Electric Forklift</td>
<td>1</td>
</tr>
<tr>
<td>John Deere 524K Front-End Loader</td>
<td>1</td>
</tr>
</tbody>
</table>
ADDITIONAL ASSISTANCE CONTACT INFORMATION

Personnel, materials, or equipment may be obtained from outside agencies such as:

County of Ventura Public Works
Address: 800 S. Victoria Ave. Ventura, CA. 93009
Phone: 805-650-4074 (Phil Raba, Safety Officer)
Hours: Monday - Friday: 8:00 am - 5:00 pm

City of Oxnard Wastewater Treatment Plant
Address: 6001 South Perkins Road Oxnard, CA 93033
Phone: 805-488-3517
Hours: Monday - Friday: 8:00 am - 6:00 pm Alternate Fridays: 8:00 am - 5:00 pm

City of Camarillo Sanitary District
Address: 601 Carmen Drive Camarillo, CA 93010
Phone: 805-388-5332
Hours: Monday - Friday: 8:00 am - 5:00 pm

City of Simi Valley Wastewater Treatment Plant
Address: 600 West Los Angeles Avenue Simi Valley, CA 93065
Phone: 805-583-6440
805-428-2757 (after hours)
Hours: Monday - Friday: 7:30 am - 5:30 pm

City of Ventura Water Reclamation Facility
Address: 1400 Spinnaker Drive, Ventura, CA 93001
Phone: 805-677-4114
Hours: Monday - Friday 8:00 am - 5:00 p.m.

Las Virgenes District Tapia Water Reclamation Facility
Address: 4232 Las Virgenes Road Calabasas, CA 91302
Phone: 818-251-2300
Hours: 24 hours/? days a week
### ADDITIONAL ASSISTANCE CONTACT INFORMATION: CONTRACTORS

<table>
<thead>
<tr>
<th>Hazardous Waste Cleanup</th>
<th>Work Performed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Spaulding Decon</strong></td>
<td>On-call restoration and cleanup services including the following:</td>
</tr>
<tr>
<td>5398 Amberwood Drive, Inglewood, California 90302</td>
<td>• Water and/or Wastewater Spills or Overflows</td>
</tr>
<tr>
<td>(866) 993-3266 (24/7/365 support)</td>
<td>• Biohazard Remediation</td>
</tr>
<tr>
<td></td>
<td>• Hazmat, Including Cleanup, Pump-Out, Hauling and Containment</td>
</tr>
<tr>
<td></td>
<td>• Homeless Encampment Cleanup</td>
</tr>
<tr>
<td></td>
<td>• Removal of Animal Waste and Human Waste and/or Bodily Fluid(s)</td>
</tr>
<tr>
<td></td>
<td>• Catastrophic Storm Response</td>
</tr>
<tr>
<td></td>
<td>• Emergency Loss Response Services</td>
</tr>
<tr>
<td><strong>Ocean Blue Environmental Services, Inc.</strong></td>
<td>On-call restoration and cleanup services including the following:</td>
</tr>
<tr>
<td>925 W. Esther Street</td>
<td>• Water and/or Wastewater Spills or Overflows</td>
</tr>
<tr>
<td>Long Beach, CA 90813</td>
<td>• Biohazard Remediation</td>
</tr>
<tr>
<td>(562) 624-4120</td>
<td>• Hazmat, Including Cleanup, Pump-Out, Hauling and Containment</td>
</tr>
<tr>
<td>(800) 990-9930 (Emergency)</td>
<td>• Homeless Encampment Cleanup</td>
</tr>
<tr>
<td></td>
<td>• Removal of Animal Waste and Human Waste and/or Bodily Fluid(s)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>General Maintenance</th>
<th>Work Performed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sam Hill &amp; Sons Inc.</strong></td>
<td>Storm Drain Concrete Road Striping</td>
</tr>
<tr>
<td>2627 Beene Road</td>
<td>Pipeline Rehab Asphalt</td>
</tr>
<tr>
<td>Ventura, CA 93003</td>
<td>Water Distribution Wastewater Collection</td>
</tr>
<tr>
<td>(805) 644-6278 Office</td>
<td>Treatment Plant</td>
</tr>
<tr>
<td>(805) 432-5731 Cell (Emergency)</td>
<td></td>
</tr>
<tr>
<td>(805) 644-2813 Fax</td>
<td></td>
</tr>
<tr>
<td><strong>J &amp; H Engineering, Inc.</strong></td>
<td>Storm Drain Concrete Road Striping</td>
</tr>
<tr>
<td>PO Box 6910</td>
<td>Pipeline Rehab Asphalt</td>
</tr>
<tr>
<td>Oxnard, CA 93031</td>
<td>Traffic Control Water Distribution Wastewater Collection Treatment Plant</td>
</tr>
<tr>
<td>805-987-8414</td>
<td></td>
</tr>
<tr>
<td>Root Control Services</td>
<td>Work Performed</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------------------</td>
</tr>
<tr>
<td>Dukes Root Control</td>
<td>Wastewater Root Control</td>
</tr>
<tr>
<td>William J. Anderson, Vice President 1020 Hiawatha, Boulevard West Syracuse, NY 13204-1131</td>
<td>(800) 769-8690 Office</td>
</tr>
<tr>
<td>(800) 769-8690 Fax</td>
<td>(800) 769-8690 Fax</td>
</tr>
</tbody>
</table>

Equipment and Materials Suppliers:

- **FAMCON (WATER & WASTEWATER SUPPLIES)**
  200 Lambert Street, Oxnard, CA 93030
  Phone: 805-485-4350
  Fax: 805-485-3070

- **FERGUSON WATERWORKS (WATER & WASTEWATER SUPPLIES)**
  3681 Market Street, Ventura, CA 93003
  Phone: 805-644-7279
  Fax: 805-644-8079

- **PLUMBERS DEPOT (VACTOR REPAIR SUPPLIES)**
  3921 West 139th Street, Hawthorne, CA 90250
  Phone: 310-355-1700
  Fax: 310-355-1711
  Jose: 310-753-1110

Equipment Rentals:

- **LISTER RENTS (EQUIPMENT RENTAL/SLURRY MIX)**
  252 North Skyline Drive, Thousand Oaks, CA 91362
  Phone: 805-497-8541
  Pipe and Hose Rental:

**RAIN FOR RENT**
  333 South 12th Street, Santa Paula, CA 93060
  Phone: 805-525-3306

Vacuum Truck Service:

- **ECOLOGY CONTROL INDUSTRIES INC.**
  2055 North Ventura Ave, Ventura, CA 93001
  Phone: 805-648-5123

Chemicals (Chlorine & High Test Hypochlorite):

- **FAMCON (WATER & WASTEWATER SUPPLIES)**
  200 Lambert Street, Oxnard, CA 93030
  Phone: 805-485-4350
Fax: 805-485-3070

**Containment, Cleanup, and Restoration:**

**CLEAN HARBORS**
Camarillo, CA
Phone: (800) 645-8265 (24/7/365 support), (805) 987-0217 (Mike Taylor)

**ENVIRONMENTAL BLUE**
925 W. Esther Street
Long Beach, CA 90813
(562) 624-4120
(800) 990-9930 (Emergency)

**Spaulding Decon**

**General Building Maintenance Contractors:**

**ARDALAN CONSTRUCTION CO.**
Phone: 805-496-7273

**JEC, INC. (OBA: JEVANS)**
1703 Cadenhom Dr. Agoura Hills, CA. 91301
Phone: 818-458-2239

**SOUTH CITY CONSTRUCTION, INC.**
1111 Rancho Conejo Blvd. #205. Newbury Park, CA. 91320
Phone: 805-480-3878

**Infrastructure Rehabilitation Contractors:**

**J. VEGA ENGINEERING, INC.**
Oxnard, CA.
Phone: 805-479-6563

**CUSHMAN CONTRACTING CORP.**
5354 Overpass Rd. Goleta, CA. 93116
Phone: 805-964-8661

**MIKE PRICH & SONS, INC.**
5103 Elton St. Baldwin Park, CA. 91706 Phone: 626-813-1700

**SANCON ENGINEERING, INC.**
5841 Engineer Dr. Huntington Beach, CA. 92649 Phone: 714-891-2323
WHITSON CONTRACTING & MGMT.
11021 Via Frontera, STE. E. San Diego, CA. 92127 Phone: 858-673-0966
APPENDIX C - ADDITIONAL RESOURCE DOCUMENTS
This page is intentionally blank.
# Proposition 65 Report Form

**Date Report Taken:**

**Time Report Taken (AM/PM):**

**Log Number:**

**Name of Person Taking Report:**

**Name of Person Reporting:**

**Job Title/Position:**

**Agency/Company Name:**

**Agency/Company Telephone Number:**

**Agency/Company Street Address, City, Zip:**

**Date of Incident:**

**Time of Incident:**

**AM PM**

**Amount:** (gallons, barrels, etc.)

**Name/Description of “Suspected” Material Involved:**

**Physical State:**

- Solid
- Liquid
- Gas

Other [Specify]:

**How Did This Incident Happen?**

**Address/Location of Incident (Complete “Line 1” or “Line 2”):**

- **Line 1:** Street Address:
- **City:**

- **Line 2:** Location (For example: “Brown Barranca”):

**Action Taken:**

---

**For EHD Office Use Only**

Distributed to:

- [ ] Community Services (Sewage spills only): __________________________
- [ ] Hazardous Materials (All other spills): __________________________
DRAFT MEMO: CITY STAFF (INTERNAL)

TO: Andrew P. Powers, City Manager
FROM: Clifford G. Finley, Public Work Director
DATE:
SUBJECT: Sanitary Sewer Overflow at …

The purpose of this memorandum is to advise you of a sanitary sewer overflow (SSO) that occurred [add location, date and time].

The Public Works-Operations Division received notification of the overflow on [add time, and by whom, if known. Explain the cause of the overflow, and wastewater loss estimated at a worst case in gallons, what time the overflow was contained, and any other pertinent information. include what the spill was classified as (Category 1, 2 or 3), what regulatory agencies were notified to fulfill state requirements, and what other local agencies were contacted if applicable. note any follow up actions taken, or any follow up actions in progress].

Note: This memo must be reviewed by Public Works Deputy Director and before going to Public Works Director.

______________________________
Clifford J. Finley
Public Works Director

Cc: John Minkel, Public Works Director/Operations
    Tim Giles, Assistant City Attorney & Risk Manager
    Santos Marquez, HCTP Laboratory Supervisor
    Paul Jorgensen, Environmental Compliance Coordinator

PW: 1030-65/ [add path and file name]
WASTEWATER CONTINGENCY PLAN

The Wastewater Contingency Plan can be found at the following Link: J:\Wastewater\Wastewater Contingency Plan\Wastewater Contingency Plan.pdf
### SAMPLE TEMPLATES FOR SPILL VOLUME ESTIMATION

**Estimated SSO Flow out of Manhole with Cover in Place**

<table>
<thead>
<tr>
<th>Height of spout above M/H rim H in inches</th>
<th>24&quot; Cover</th>
<th></th>
<th>36&quot; Cover</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SSO Flow</td>
<td>Min. sewer size in which these flows are possible</td>
<td>SSO Flow</td>
<td>Min. sewer size in which these flows are possible</td>
</tr>
<tr>
<td></td>
<td>In gpm</td>
<td>In MGD</td>
<td>In gpm</td>
<td>In MGD</td>
</tr>
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<td>1</td>
<td>0.002</td>
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<td>109</td>
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<td>3 3/4</td>
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<td>4</td>
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<td>147</td>
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<td>551</td>
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<td>659</td>
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<tr>
<td>9</td>
<td>529</td>
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<td>9</td>
<td>773</td>
</tr>
</tbody>
</table>

Disclaimer:
This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.
GUIDANCE FOR CALIFORNIA INTEGRATED WATER QUALITY SYSTEMS (CIWQS)
SANITARY SEWER OVERFLOW ONLINE REPORTING

Both uniform SSO reporting and a centralized statewide electronic database are needed to collect information to allow the State Water Board and Regional Water Quality Control Boards (Regional Water Boards) to effectively analyze the extent of SSOs statewide and their potential impacts on beneficial uses and public health. The monitoring and reporting program required by the Order and the attached Monitoring And Reporting Program Order No. WQ 2013-0058-EXEC, are necessary to assure compliance with these waste discharge requirements (WDRs). All information required to be reported into the CIWQS Online SSO Database shall be certified by the authorized individual (designee), having responsibility for the overall operation of the regulated facility or activity. Note: this requires designee registration with the State in the CIWQS database. This designated person is also known as the legally responsible official (LRO). An enrollee may have more than one LRO.

Current LROs

Ryan Zgrabik, Utility Maintenance Crew Leader
John Minkel, Deputy Public Works Director/Operations

The following pages are screen printouts of the CIWQS SSO Report and Monthly No Spill Certification Report.
* Special Note: Utilities Maintenance Supervisor, or Utilities Superintendent will certify submitted online draft, (a user I.D. and password will be needed).
Procedure for Wastewater-Related Spills and Overflows

California Integrated Water Quality System (CIWQS 2.6) - Build Number: 01.19.2007.11.05.00

SSO - General Information

SSO Event ID: New
Regional Water Board: Region 4 - Los Angeles
Spill Location Name: Thousand Oaks City of DPW
Agency: Hill Canyon CS
Sanitary Sewer System:

General Info Spill Related Parties Attachments

Save Work In Progress Submit Draft Ready to Certify

Note: Questions with * are required to be answered.

SSO Type: Category 2

Physical Location Details

* Spill location name:

* Latitude of spill location:

* Longitude of spill location:

Street number: Street direction:

Street name:

Street type: Suite/Apt:

Cross street:

City: State: CA Zip:

* County:

Spill location description:

* Regional Water Quality Control Board: Region 4 - Los Angeles

Spill Details

* Spill appearance point:

Spill appearance point explanation:

(Required if spill appearance point is "Other")

* Did the spill discharge to a drainage channel and/or surface water? No

* Did the spill discharge to a storm drainpipe that was not fully captured and returned to the sanitary sewer system? No

* Private lateral spill? No

Name of responsible party (for private lateral spill only, if known): test

http://ciwqs.waterboards.ca.gov/ciwqs/ssoGeneralInformation.jsp?action=begin

1/22/2007
### Procedure for Wastewater-Related Spills and Overflows

**California Integrated Water Quality System (CIWQS 2.6) - Build Number: 01.19.2007.11.05.00**

**Page 2 of 3**

| **Final spill destination:** |
| (Hold Ctrl key to Select Multiple answers from the list) |
| Beach |
| Building or structure |
| Other paved surface |

| **Explanation of final spill destination:** |
| (Required if final spill destination is "Other") |

| **Estimated spill volume:** |
| 0 gallons |

| **Estimated current spill rate (if applicable):** |
| gallons per minute |

| **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:** |
| Spill cause explanation: |
| (Required if spill Cause is "Other") |

| **If spill caused by wet weather, choose size of storm:** |
| |

| **Diameter of sewer pipe at the point of blockage or spill cause (if applicable):** |
| inches |

| **Material of sewer pipe at the point of blockage or spill cause (if applicable):** |
| |

| **Estimated age of sewer pipe at the point of blockage or spill cause (if applicable):** |
| |

| **Description of terrain surrounding the point of blockage or spill cause (if applicable):** |
| |

| **Spill response activities:** |
| (Hold Ctrl key to Select Multiple answers from the list) |

| **Explanation of spill response activities:** |
| (Required if spill response activities is "Other") |

| **Visual inspection results from impacted receiving water:** |
| |

| **Overall Spill Description:** |
| |

### Notification Details

| **OES Control Number** |
| (Required for Category 1 spill report if estimated spill volume >= 1000 Gals and spill reached surface water or storm drainpipe): |

| **OES Called Date/Time** |
| (Required for Category 1 spill report if estimated spill volume >= 1000 Gals and spill reached surface water or storm drainpipe): |

### MONTHLY SSO NO SPILL CERTIFICATION FORM

California Integrated Water Quality System (CIWQS 2.6) - Build Number: 01.19.2007.11.05.00

#### SSO - No Spill Certification

**Regional Water Board:** Region 4 - Los Angeles  
**Agency:** Thousand Oaks City of DPW  
**Sanitary Sewer System:** Hill Canyon CS

---

### No Spill Certification:

I certify under penalty of law that no spills occurred for the month specified below. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of a fine or imprisonment, for knowing violations. Clicking the "Certify" button below indicates my certification of this report and my understanding of the above conditions.

**Month/Year Without Spills:**
- Select Month -  
- Select Year -  

**Certify**

---

### Previously Submitted Months with "No Spill Certification"

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<th>Entered Date/Time</th>
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APPENDIX D - WATER QUALITY MONITORING PROGRAM PLAN
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WATER QUALITY MONITORING PROGRAM PLAN

To comply with subsection D of the State Water Resources Control Board Order No. WQ 2013-0058-EXEC, the City has developed and implemented this SSO Water Quality Monitoring Program to assess impacts from SSOs to surface waters.

The SSO Water Quality Monitoring Program required by the SSS WDR, shall include, at minimum:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.).
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited and certified laboratory.
4. 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.
5. Within 48 hours of the enrollee becoming aware of the SSO, require water quality sampling for, at a minimum, the following constituents:
   - Ammonia.
   - 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.

Additionally, for Category 1 SSOs of 50,000 gallons or more, an SSO technical report is required and must be submitted within 45 calendar days from the SSO end date.

SAFETY

All City staff shall be aware and follow all safety precautions in order to comply with this Water Quality Monitoring Program. Therefore, all staff needs to take into account where monitoring will not be possible which may include:

- Heavy rain / storm events where access points may be compromised;
- Flooding around low areas; or
- Fast moving waters.

City staff should evaluate and keep safety first when encountering these scenarios and are encouraged to exercise proper judgment to limit health risk.

ESTIMATION OF SPILL TRAVEL TIME

The following method is recommended to estimate spill travel direction:

- Take visual ft/sec measurement from above, based on a floating debris, to estimate the number of feet the debris has traveled in seconds. (Note: If the first measurement is uncertain, this time estimate may be performed three to five times, and the values averaged to determine
the estimate travel time. The velocity in the upper portion of the water body can then be calculated by dividing the measured distance by the average time.)

- **WATER QUALITY SAMPLING**

In the event that a Category 1 SSO reaches surface waters or flowing drainage channel tributary to a larger body of water, City staff should take samples within 48 hours. Environmental Compliance staff are notified.

Laboratory staff, Environmental Compliance staff and crews may be involved in sampling efforts. The purpose of water quality sampling is to determine the nature and extent of the impact of the SSO. Water quality sampling typically includes the following unless otherwise directed by Ventura County Environmental Health Division (VCEHD) or other regulators:

- Ammonia. Performed by Hill Canyon Treatment Plant (HCTP) Laboratory.
- Appropriate Bacterial indicator. The HCTP Laboratory performs total and fecal coliform.

The HCTP Laboratory is ELAP certified for these tests identified above.

Samples should be collected as stipulated in Water Quality Sampling Procedure below. Lab sample procedures and the locations should be recorded on an area map depicting each location of sampling. The samples should be collected as follows:

- First sample at the discharge location
- Second sample up stream of discharge location approximately 500 feet up stream from the discharge location.
- Third sample approximately 1,000 feet down stream of the discharge location.

After collecting the samples, the samples should be tested at HCTP Laboratory. This sampling and testing should continue until the results from the lab indicates that they are back to baseline levels. Collaboration with VCEHD or other regulators and sampling should continue until they determine that the sampling is no longer needed.

- **WATER QUALITY SAMPLING EQUIPMENT**

The following guideline describes the equipment and supplies to be stocked and readily available for any water quality sampling event.

a. Sterile sample bottles
b. Ice chest with ice/ blue ice
c. Chain of custody forms
d. Ball point pens and labeling tapes
e. Sampling pole
f. Syringes
g. Gloves
h. Other PPE (i.e. rubber boots, apron, mask, etc.)

Laboratory staff should ensure that there are adequate quantities of sample containers to accommodate sampling locations.

**WATER QUALITY SAMPLING PROCEDURE**

Call Laboratory Supervisor to notify them about the sampling event.

1. Disposable un-powdered gloves are recommended for sample collection to protect you and to assure the integrity of the samples. Disposable gloves should be changed at each sampling location.
2. Determine the correct location for sample collection.
3. Samples for bacteria/coliform analysis shall be collected in a sterile, colilert container. Sampler will submerge container, midstream of the effluent, point top into the effluent, remove cap and fill container to fill line, or as close as possible in an effort to allow air space in the container for mixing. Label sample bottle with:
   a. sampling site
   b. date and time sampled
   c. sampler first and last name
4. Keep the samples packed on blue ice or equivalent for delivery to the laboratory.
5. Deliver all samples to the laboratory within 4 hrs.
6. Fill out Chain of Custody (COC) with the same information to match the sample bottles. Complete the COC as thoroughly as possible with you and your supervisor’s names and phone numbers. Be sure to relinquish the COC with your signature, printed name, date, and time.

**WATER QUALITY ANALYSIS-PROTOCOLS**

Typical monitoring parameters may include: Ammonia, total and fecal coliform bacteria, or other analyses as required.

Laboratory:

- All samples will be sent to the Laboratory. The laboratory methods will be performed according to the laboratory’s Standard Operation Procedures (SOPs).

Maintenance and Calibration of Monitoring Instruments and Devices:

- In order to be accredited and maintain their certification, the HCTP Laboratory follows stringent quality assurance and quality control protocols that includes regular monitoring, calibration and maintenance of their equipment. The frequency of monitoring and calibration varies based on equipment type and method requirements. Records of the calibration receipts are kept on file and readily available up on request.
REPORTING REQUIREMENTS

The HCTP Laboratory Supervisor will provide reporting results to the LRO. The LRO is responsible for submitting water quality monitoring information with the certified Category 1 SSO report on CIWQS database within 15 calendar days of the SSO end date.

The LRO is also responsible for submitting information related to the Technical Report in CIWQS database, which must be completed within 45 calendar days of the SSO end date. The SSO Technical Report must include the following water quality monitoring information:

- Description of all water quality sampling activities.
- Analytical results and evaluation of the results; and
- Detailed location maps and photos depicting all water sampling points.

REFERENCES

HCTP Laboratory SOPs
Attachment 1. Sampling Locations Overview Map Example

- Sampling location (2) 500 feet upstream of discharge location
- Receiving waters
- Sampling location (1) At the discharge location
- Sampling location (3) 1000 feet downstream of discharge location
Certificate of Environmental Laboratory Accreditation

CALIFORNIA STATE
ENVIRONMENTAL LABORATORY ACCREDITATION PROGRAM

CERTIFICATE OF ENVIRONMENTAL LABORATORY ACCREDITATION
Is hereby granted to

Hill Canyon Wastewater Treatment Plant Laboratory

Public Works - City of Thousand Oaks
9600 Santa Rosa Road
Camarillo, CA 93012

Scope of the certificate is limited to the "Fields of Accreditation" which accompany this Certificate.

Continued accredited status depends on compliance with applicable laws and regulations, proficiency testing studies, and payment of applicable fees.

This Certificate is granted in accordance with provisions of Section 100825, et seq. of the Health and Safety Code.

Certificate No.: 1158
Effective Date: 5/1/2020
Expiration Date: 4/30/2022

Sacramento, California
subject to forfeiture or revocation

Christine Sotelo, Chief
Environmental Laboratory Accreditation Program
Attachment F2. Wastewater Contingency Plan
City of Thousand Oaks

Wastewater Contingency Plan
Wastewater Contingency Plan

For

Unit W Wastewater Interceptor Upper Reach

Calle Brusca Lateral

W-U63 8" Pipe Bridge

Rancho Conejo Lateral
Wastewater Contingency Plan
Mission Statement

The Wastewater Contingency Plan of the City of Thousand Oaks Public Works Department provides guidelines to use every reasonable and possible means to protect and safeguard public health in the event of a wastewater-related emergency within the City wastewater service area. The purpose of this plan is to identify those actions to be taken by Public Works Department personnel in responding to situations involving wastewater emergencies. Although the containment and repair of any wastewater-related emergency should be handled in the most expeditious manner, safety procedures must be a priority at all times.

Review by: Ryan Zgrabik
Interim Utilities Maintenance Supervisor
(Wastewater Division)

Policy last revised by John Nelson 10/23/13
Unit W Wastewater Interceptor Upper Reach
Upper Unit W Wastewater Interceptor

This interceptor comprises approximately 6,900 LF of wastewater pipelines and manholes. This interceptor is located in the Conejo Arroyo north of Hillcrest Drive in the City of Thousand Oaks (see location map). The wastewater pipeline follows the Arroyo Conejo Creek, crossing the creek at several locations. In the event of a wastewater emergency in this reach, the following steps will be taken to expedite the repairs and eliminate the discharge of wastewater to the Arroyo Conejo Creek.

- City staff inspects the upper reach of Unit W once a month. The wastewater line is also inspected during and after storm events to check the condition of the pipeline including concrete encasements.

- A list of emergency contractors with certificates of insurance is on file in case of emergency. These contractors have been approved by City Council to be used in an emergency. The list of contractors, as well as a list of material suppliers, is located in the back of this plan.

If a wastewater emergency involves the discharge of wastewater, the City's "Policy for Wastewater Spills and Overflows" is to be followed for agency notification and posting requirements.

The following pages are location maps showing the upper reach of the Unit W Wastewater Interceptor and manholes.
Unit W Interceptor Upper Reach
Page intentionally left blank.
Calle Brusca Lateral
The lateral on Calle Brusca serves four homes on Calle Brusca. The eight-inch H.D.P.E. wastewater line is located behind the homes, drops off the canyon wall, where it then goes across the Arroyo Conejo Creek (encased in concrete) and connects to the Unit W wastewater trunk line.
Calle Brusca Lateral

In the event of failure, the following procedures will be followed to ensure the continuation of service for the residents and to prevent the release of wastewater in the Arroyo Conejo Creek. City staff will inspect the wastewater line during and after a storm event to check the condition of the pipe and the encasement. This line is currently inspected every month for condition.

Staff will take preventative steps for the plugging and pumping of the line to ensure that wastewater will not be discharged into the Arroyo Conejo Creek. This included the construction of a new manhole that allows the line to be plugged and pumped at its lowest point to capture all the flow. The flow would then be pumped from manhole W15-1 to manhole W19-6 at the end of the cul-de-sac on Calle Brusca. Rain for Rent (phone number 525-3306) has worked with staff to provide and set up a temporary pump station. The station can be operational in one to two days. While waiting for the temporary pump station to be operational, City staff will utilize in-house pumps and generators to start the bypass operations.

To supply a temporary electrical power source for the pumps during the bypass operation, the City will contact Tony Mallord at Southern California Edison, 805-494-7016, who will facilitate the installation of the temporary power supply.

The following pages show the location of the line and the temporary pump station location.
Manhole W19-6 on Calle Brusca, which is the discharge point of the temporary bypass operation.

Aluminum piping will be laid over the pavement and secured with sandbags for vibration control. If traffic control is used, place one sign and enough cones for safety.
Manhole W15-1 in the backyard of 973 Calle Brusca.
Another view of manhole W15-1 in the backyard of 973 Calle Brusca used as a temporary pump station to pump from this location to manhole W19-6 on Calle Brusca.
Page intentionally left blank.
W-U63 8" Pipe Bridge
The W-U63 Pipe Bridge is an eight-inch wastewater line serving Lynn Ranch. This line runs from Calle Arroyo through an easement and crosses the Arroyo Conejo Creek before connecting to the Unit W wastewater interceptor pipeline at manhole W-U63. The line serves eleven homes and is supported over the Arroyo Conejo Creek by a bridge structure. During high rain flow events it may be subject to damage.

In the event of a wastewater emergency, the following procedures will be followed: staff will plug the eight-inch line on Calle Arroyo at manhole W38-3. This will facilitate vacuuming of wastewater at this location, which will then be discharged into manhole LR1-11 on Calle Arroyo.

The following pages show the location of the line and manholes of the W-U63 8” Pipe Bridge.
Manhole W38-2 is located in the backyard of 541 Calle Arroyo and is used, when needed, to pump out while repairs are being made. The manhole is located directly under the gate.
The W-U63 Pipe Bridge looking across the Conejo Arroyo Creek from manhole W-U63 towards manhole W38-1.
W-U63 8" Pipe Bridge

Note: Distances and placements are approximate.

Plug up-stream at MH W38-1, Pump from MH W38-2 to MH W38-3 as needed.

Plug down-stream of MH W38-3, vacuum with truck. Discharge truck into MH LRI-11 at Camino Santos Reyes.
Rancho Conejo Lateral
OBJECTIVE: The purpose of this contingency plan is to provide operational service at the 10" Rancho Conejo Wastewater Lateral in the event of a major slope failure or other emergency. The lateral is located just north of Arroyo View Street and traverses the steep slope down the canyon to the Unit W Interceptor.

The following two options are available for emergency operations; 1) an above ground gravity-operated bypass using 6" flat hose, 2) a diesel operated dri-prime pump that bypasses flow through a 6" force-main then via gravity to the Sappanwood Avenue wastewater line.

(1) PROCEDURES FOR 6" GRAVITY OPERATED BYPASS

1. This option transfers flow from manhole W1-2 to W1-1 via temporary gravity line. (Tract 4366-2/Drawing 10706, attached)
   a. Verify that the line below manhole W1-1 is intact and operational.
   b. Retrieve approximately 400 feet of 6" wastewater flat hose from the Municipal Service Center (MSC), located inside building B.
   c. Connect the hose camlock fitting to the vent stack camlock fitting (1) on manhole W1-2 (see pages 28 and 29). Proceed laying out and connecting flat hose until manhole W1-1 is reached.
   d. Connect end hose camlock fitting to the vent stack camlock fitting (1) of manhole W1-1. You should have an unobstructed connection between both structures at this point.
   e. Open the 6" downstream valve (2) located below the 6" tee of the vent stack on W1-1 (see page 29).
   f. Return to upstream manhole W1-2 and open the 6" (2) valve located below the 6" tee of the vent stack.
   g. At the W1-2 upstream manhole, begin to close the 10" downstream valve (3) located on the permanent wastewater line (see page 28). Monitor the 6" emergency line at both manholes during the charging process.
   h. After the emergency line appears operational, begin to open the vent stack valve (4) at both manholes W1-2 and W1-1 to a position of approximately 50% open.
   i. Continue to monitor the emergency line, and retrieve the 6" Dri Pump as alternative #2.

* Follow the City's Wastewater-Related Spills and Overflows Policy for proper reporting and corrective action.
(2) PROCEDURES FOR OPERATING THE 6" DRI PUMP AND FORCE MAIN

2. This option transfers flow via portable pump from the 10" Rancho Conejo Lateral to the Lawrence Drive 6" force main and the Sappanwood Street gravity line. (See drawing of 6" force main and staging area on page 27, and site plan on page 30.)

a. Retrieve the following from the MSC:
   i. Godwin 6" trailer mounted dri-prime pump (check fuel tank level).
   ii. (1) 25-foot non-collapsible Kanaflex suction hose with strainer and 6" cam lock fitting.
   iii. (1) 25-foot non-collapsible Kanaflex discharge hose with 6" cam lock male and female fittings.

b. Transport trailer and equipment to the staging area on Arroyo View Street.

c. Open 32" wet well cover (1) and insert 25-foot suction hose. Connect suction hose to suction side of the 6" pump.

d. Connect 25-foot discharge hose to the discharge side of the 6" pump. Open discharge cover (2) and connect discharge hose to the discharge cam lock fitting (3), at the staging site. **Verify all fittings are secure.**

e. Start the 6" Dri Prime pump and set to idle at approximately 600-800 rpms.

f. Verify that the 6" return line valve (6A) is closed.

g. Open the inlet valve (8A) slowly and monitor inlet flow from the 10" mainline.

h. Slowly close the 10" main wastewater pipeline valve (10A). Monitor the flow through the 6" pump and verify proper operation.

i. Monitor downstream flow at Sappanwood Avenue manhole W1-2D and verify that it matches the flow produced at the staging site.

j. After repairs to Rancho Conejo lateral are complete and bypass pumping is no longer required, open mainline valve (10A) to establish flow back to Unit W. After flow is established, lower the pump speed gradually and shut the pump off. Open 6" return line valve 6A to allow for force main residual to flow back into the wet well. With the 8" valve open (8A), allow residual in the wet well to flow into the main line and down to Unit W.

k. Remove all fittings, wash down wet well with an air-gapped hose, close valves (6A) and (8A), and secure all covers. Return the pump back to the proper location at the Municipal Service Center and fill up fuel tank.
Please refer to the following valve sequencing when operating the 6" bypass pump force main:

**Normal Condition – Gravity Operation to Unit W**

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<th>Position</th>
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<td>8A</td>
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<tr>
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**Bypass Condition – Force Main Operation Using 6" Dri Pump**

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**Bypass Condition – Shut Down & Cleanup**

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### Check List For Rancho Conejo Lateral To Unit W
Condition: Normal Gravity Flow To Unit W

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### Check List For Rancho Conejo Lateral To Unit W
Condition: Force Main Operation Using The 6" Dri Pump

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### Check List For Rancho Conejo Lateral To Unit W
Condition: Shut Down & Cleanup

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Signature: ___________________________ Date: ________________
(Public Works Superintendent)

Signature: ___________________________ Date: ________________
(Utility Maintenance Supervisor)
Rancho Conejo Bypass Condition - Force Main Operation Using 6" Dri-Pump
Emergency Contractors

An emergency contractor list has been established with insurance forms on file. In the event of an emergency, the following contractors can be notified to facilitate repairs:

AR Pipeline Inc.
805-732-4437

Zebron Corporation
714-632-6690

Jetoc Construction
Phone: 386-3503

Berry General Engineering Contractors Inc.
805-643-7567 or 805-432-0238

Sam Hill & Sons Inc.
805-644-6278 or 805-469-1570

Vendors/Suppliers

Famcon (water and wastewater supplies and pipe)
Phone: 485-4350

Pre-Con (wastewater pipe and supplies)
Phone: 527-0841

Ferguson (water and wastewater materials)
Phone: 522-9050

If bypass pumping is needed, requiring more pumps than the City has on hand, the following companies can be contacted to provide pumping and piping:

Rain for Rent (temporary pipeline and pumps)
Phone: 525-3306

E.C.I. (vacuuming and pumping service)
Phone: 648-5123
Attachment F3. Wastewater Emergency Plan
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ACTION CHECKLIST: **Wastewater Division Supervisor**

Primary: Wastewater Maintenance Supervisor  
Alternate 1: Crewleader  
Alternate 2: Crewleader  
Reports to: MSC Operations Chief

OVERALL RESPONSIBILITIES: Inspect and assess operational condition and damage of facilities. Restore and maintain wastewater collection systems.

ACTION ITEMS:

.......................... **ACTIVATION** ..............................

- Check in with the MSC Resources Unit upon arrival at the DOC.
- Obtain briefing from MSC Operations Chief.
- Determine your personal operating location, and set up as necessary.
- Obtain a briefing from the field, if available, and brief the MSC Operations Chief.
- Identify yourself as Wastewater Division Supervisor by wearing the appropriate Emergency Service Worker badge and indicating your name on the DOC organizational chart next to your assignment.
- Ensure that all required supplies are available, and equipment is working properly.
ACTION CHECKLIST:  Wastewater Division Supervisor

__________ Ascertain whether all key Wastewater Division personnel are at the DOC, able to be reached in the field by the DOC via communications devices (radio, pager, cell phone), or have been notified.

__________ Activate elements of your division, establish work area, assign duties, and ensure division log is open.

__________ Ensure that all on-duty Wastewater Division personnel have been alerted and notified of the current situation.

__________ Ensure that all off-duty Wastewater Division personnel have been notified of call-back status (when they should report) in accordance with established procedures.

__________ Check status of electricity in building C.

__________ Determine priorities of Division’s action checklist specific to disaster.

__________ Ensure that all Wastewater Division personnel have completed a status check on wastewater equipment, facilities, and operational capabilities.

__________ Ensure that field units begin safety/damage assessment survey of critical facilities. Report status information to the MSC Operations Section.

__________ Ensure that sanitary sewage system is protected from potential hazards. Take remedial action, as appropriate.

__________ Coordinate with the Logistics Section Resources Unit for sanitation service during the emergency.

__________ Determine 24-hour staffing requirements and obtain additional staff, as required.

__________ Request additional vehicles, personnel, and equipment through MSC Operations Chief.

__________ Ensure all of your incoming personnel are fully briefed.

__________ Based on the situation as known or as forecast, determine likely future division needs. Anticipate problems and situations before they arise.

__________ Inform the MSC Operations Chief when the Wastewater Division is fully operational.

.............................................. OPERATION ..............................................

__________ Using ACTIVITY LOG, maintain all required records and documentation to support the After-Action Report and the history of the emergency. Precise information is essential to meet requirements for possible reimbursement by the State Office of Emergency Services and FEMA.

__________ Develop a plan for Wastewater Division operations and support. Assign specific responsibilities, as identified in the Disaster Response Action Checklist.
ACTION CHECKLIST:  Wastewater Division Supervisor

_______ Keep up to date on the situation and resources associated with your division. Maintain current status boards and displays; only active, essential information should be depicted on charts and maps.

_______ Ensure that the SAFETY/DAMAGE ASSESSMENT PLAN is being carried out by field units.

_______ Obtain regular briefings from field personnel.

_______ Direct field personnel to report pertinent information to the appropriate MSC Operations division.

_______ Personnel reporting (periodic role call)
_______ Damage observations
_______ Evacuation status (if applicable)
_______ Hazardous waste exposures

_______ Receive and process all requests for Wastewater Division resources.

_______ Mobilize personnel, heavy equipment, and vehicles to designated staging areas.

_______ Keep the MSC Operations Chief advised of your division’s status and activities, as well as any problem areas that now need or will require solutions.

_______ Provide hourly situation or status reports to the MSC Operations Chief for updating information to the Planning Section.

_______ Establish operating procedure with the Communications Unit of the MSC Logistics Section for use of the telephone, radio, and data systems. Make any priorities or special requests known.

_______ Review situation reports as they are received. Verify information where questions exist.

_______ Anticipate potential situation changes (e.g. severe after shocks following an earthquake, wind shift during a major brush fire) in all planning. Develop a backup plan for all plans and procedures requiring off-site communications.

_______ Determine and anticipate your support needs and forward to the MSC Operations Chief.

_______ Conduct briefings for your division, as needed. Ensure that personnel are aware of priorities.

_______ Monitor your division activities and adjust staffing and organization, as appropriate, to meet current needs.

_______ Support clean-up and recovery operations.

_______ Refer all media contacts to the MSC Operations Chief.

_______ At the end of each operational period ensure that all division personnel and equipment time records and record of expendable materials used are provided to the MSC Operations Chief.

_______ At shift change time brief your relief. Ensure that in-progress activities are identified and follow-up requirements are known.
ACTION CHECKLIST:  Wastewater Division Supervisor

Ensure that all Wastewater Division staff check out upon release from emergency service worker duties.

.......................... DEACTIVATION ..........................

Ensure that all required forms or reports are completed prior to your release and departure.

Be prepared to provide input to the After-Action Report.

Determine what follow-up to your assignment might be required before you leave.

Ensure that any open actions are handled by the Wastewater Division or transferred to other DOC elements, as appropriate.

Authorize deactivation of elements within your division when they are no longer required.

When authorized by the MSC Operations Chief, deactivate the Wastewater Division, and close out logs.

Leave forwarding phone number(s) where you can be reached.
WASTEWATER DIVISION DISASTER RESPONSE PRIORITY CHECKLIST

Areas to check on the wastewater collection system after a disaster.
AREA PRIORITIES MAY CHANGE DEPENDING ON DISASTER

Unit "W" [Priority 1]
(Crew 1)
Upper reach of Unit "W" from Hillcrest Dr. to tunnel. (to include stream crossings/pipe exposure)
  Suspension line (8") off of Hillcrest Dr. at manhole W-U63 on Unit "W."
  Pipe Bridge (24") off of Hillcrest Dr. between manholes W-U30 and W-U37 on Unit "W."
(Crew 2)
Check the laterals off of the Box Canyon, access off of Calle Las Trancas including:
  Calle Compo
  Calle Angosta
  Calle Plantador
  Calle Petaluma
Lower reach of Unit "W" from the lower tunnel door (to include stream crossings/pipe exposure).
  Check manhole W-U2.
  Check the Rockwell manhole.
  Check J structure for damage.
  Calle Salto lateral and valves.
  Check line that comes down from Shapell "Rancho Conejo Lateral" and valves to Unit "W", possible slide area.
  Check D structure and W1 structure including valves for damage.
  Check line that comes down from Shapell and valves to Unit "W."
  Check W/F and W/A structure for damage including valves.
  Check the Unit "F" line.
(Crew 3)
Check Olsen Road Lift Station.
Check Pumps, Wet Well, and Overflow Tank.

Unit "Y" [Priority 2]
(Crew 3)
Check Unit "A" from Lynn Rd. To Unit "Y."
Check line on Unit "X" where it joins Unit "Y" in Wildwood Park.
Check Unit "Y" from Wildwood to H.C.T.P.
Easements and other areas as staff is available

(Crew 4-a)
Check the Bioxide station at Oak Ln.
Check the manhole at Erbes and T.O.B. that is in the storm box.
Check the Bioxide station at the library off of Janss Rd.
Check manholes behind Library off of Janss Rd.
Check the Brush Hill Easement.
Check the Sidlee Easement.

Check the manholes off of Olsen Rd. X25

(Crew 4-b)
Check the Industrial Lift Station at Hillcrest and Lawerence.
Check manholes in flood channel on Unit "E."
Check the Reino/ Kimber Easement.
Check all lines that run under the freeways to ensure that flow is normal.
   Line from Newbury Rd. to Unit "E", near Kelly Rd.
   Line from Newbury Rd. To Hillcrest Dr. near Citation Way
   Line from Greenmeadow Park to Hillcrest Dr.
Wastewater Division Disaster Response Assessment Checklist
Areas to check on the wastewater collection system after a disaster.

**Unit "W" [priority 1]**

**CREW #1**

**CREW NAMES:**

**TRUCK#:**

**DATE:**

Upper reach of Unit "W" from Hillcrest Dr. to tunnel. (to include stream crossings/pipe exposure)
Condition Comments:


Pictures taken: Yes No  Attached: Yes No

Time Inspected: Start: End Time:

Truck Time: Start: End Time:

Special Equipment: Name and number:

Equip. Time: Start: End Time:

List all materials used:


Suspension line (8") off of Hillcrest Dr. at manhole W-U63 on Unit "W".
Condition Comments:


Pictures taken: Yes No  Attached: Yes No

Time Inspected: Start: End Time:

Truck Time: Start: End Time:

Special Equipment: Name and number:

Equip. Time: Start: End Time:

List all materials used:
Pipe Bridge (24") off of Hillcrest Dr. between manholes W-U30 and W-U37 on Unit "W."
Condition Comments:______________________________________________________________

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: __________ End Time: __________
Truck Time: Start: __________ End Time: __________
Special Equipment: Name and number:______________________________________________
Equip. Time: Start: __________ End Time: __________
List all materials used:__________________________________________________________

CALL IN ONCE COMPLETED FOR STATUS AND RE-ASSIGNMENT

63
Areas to check on the wastewater collection system after a disaster.

**CREW #2**

**CREW NAMES:** ___________  **TRUCK #:** ___________  **DATE:** ___________

Check the laterals off of the Box Canyon, access off of Calle Las Trancas including:
Calle Compo

Condition Comments:

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<th>Yes</th>
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Special Equipment: Name and number:

Equip. Time: Start: End Time:

List all materials used:

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Calle Angosta

Condition Comments:

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Special Equipment: Name and number:

Equip. Time: Start: End Time:

List all materials used:

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Calle Plantador

Condition Comments:

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</table>
Truck Time: Start: ___________ End Time: ___________

Special Equipment: Name and number: ___________________________________________

Equip. Time: Start: ___________ End Time: ___________

List all materials used: ________________________________________________________

Calle Petaluma
Condition Comments: __________________________________________________________

Pictures taken: Yes  No  Attached: Yes  No  

Time Inspected: Start: ___________ End Time: ___________

Truck Time: Start: ___________ End Time: ___________

Special Equipment: Name and number: __________________________________________

Equip. Time: Start: ___________ End Time: ___________

List all materials used: ________________________________________________________

Lower reach of Unit “W” from the lower tunnel door to Hill Canyon Treatment Plant. (to include stream crossings/pipe exposure)
Condition Comments: __________________________________________________________

Pictures taken: Yes  No  Attached: Yes  No  

Time Inspected: Start: ___________ End Time: ___________

Truck Time: Start: ___________ End Time: ___________

Special Equipment: Name and number: __________________________________________

Equip. Time: Start: ___________ End Time: ___________

List all materials used: ________________________________________________________
Check manhole W-U2.
Condition Comments:

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: __________ End Time: __________
Truck Time: Start: __________ End Time: __________
Special Equipment: Name and number:_____________________
Equip. Time: Start: __________ End Time: __________
List all materials used:__________________________________

Check the Rockwell manhole.
Condition Comments:

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: __________ End Time: __________
Truck Time: Start: __________ End Time: __________
Special Equipment: Name and number:_____________________
Equip. Time: Start: __________ End Time: __________
List all materials used:__________________________________

Check J structure for damage.
Condition Comments:______________________________
Check Calle Salto Lateral and valves.
Condition Comments:

Check line that comes down from Shapell "Rancho Conejo lateral" to Unit "W" and valves, possible slide area.
Condition Comments:
Check D structure and W1 structure including valves for damage.
Condition Comments:

Check line that comes down from Shapell lateral to Unit "W" and valves.
Condition Comments:

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: End Time:
Truck Time: Start: End Time:
Special Equipment: Name and number:
Equip. Time: Start: End Time:
List all materials used:

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: End Time:
Truck Time: Start: End Time:
Special Equipment: Name and number:
Equip. Time: Start: End Time:
List all materials used:
Check W/F and W/A structure for damage including valves.
Condition Comments:

Pictures taken:       Yes   No       Attached:       Yes   No
Time Inspected:      Start:   End Time:
Truck Time:          Start:   End Time:
Special Equipment:   Name and number:
Equip. Time:         Start:   End Time:
List all materials used:

Check the Unit "F" line.
Condition Comments:

Pictures taken:       Yes   No       Attached:       Yes   No
Time Inspected:      Start:   End Time:
Truck Time:          Start:   End Time:
Special Equipment:   Name and number:
Equip. Time:         Start:   End Time:
List all materials used:
CREW #3

CREW NAMES: ___________________  TRUCK#: _________  DATE: _________

Check Olsen Road Lift Station.

Condition Comments: __________________________________________

_________________________________________________________________

Pictures taken:  Yes  No  Attached:  Yes  No
Time Inspected:  Start: _________  End Time: _________
Truck Time:  Start: _________  End Time: _________
Special Equipment: Name and number: _______________________________
Equip. Time:  Start: _________  End Time: _________
List all materials used: ___________________________________________

_________________________________________________________________

Check Pumps, Wet Well, and Overflow Tank.

Condition Comments: ___________________________________________

_________________________________________________________________

Pictures taken:  Yes  No  Attached:  Yes  No
Time Inspected:  Start: _________  End Time: _________
Truck Time:  Start: _________  End Time: _________
Special Equipment: Name and number: _______________________________
Equip. Time:  Start: _________  End Time: _________
List all materials used: ___________________________________________

_________________________________________________________________

CALL IN ONCE COMPLETED FOR STATUS AND RE-ASSIGNMENT
Areas to check on the wastewater collection system after a disaster.

Unit "Y" [priority2]

CREW #3

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<th>CREW NAMES:</th>
<th>TRUCK#</th>
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Check Unit "A" from Lynn Rd. To Unit "Y".

Condition Comments:

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Special Equipment: Name and number:

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List all materials used:

Check on line on Unit "X" where it joins Unit "Y" in Wildwood Park.

Condition Comments:

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Special Equipment: Name and number:

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</table>

List all materials used:
Check Unit "Y" from Wildwood to H.C.T.P.

Condition Comments:______________________________

_____________________________________________________________________________________

Pictures taken: Yes No Attached: Yes No

Time Inspected: Start: ___________ End Time: ___________

Truck Time: Start: ___________ End Time: ___________

Special Equipment: Name and number: ____________________________

Equip. Time: Start: ___________ End Time: ___________

List all materials used: __________________________________________

_____________________________________________________________________________________

CALL IN ONCE COMPLETED FOR STATUS AND RE-ASSIGNMENT
Areas to check on the wastewater collection system after a disaster.
CREW #4-a
Easements and other areas as staff is available

CREW NAMES: ____________________  TRUCK#: __________  DATE: ________

Check the Bioxide station at Oak Ln.
Condition Comments: (List flow rates and Tank levels)

__________________________

Pictures taken:  Yes  No  Attached:  Yes  No
Time Inspected: Start: __________  End Time: __________
Truck Time:  Start: __________  End Time: __________
Special Equipment: Name and number: __________________________
Equip. Time:  Start: __________  End Time: __________
List all materials used: __________________

Check the manhole at Erbes and T.O.B. that is in the storm box.
Condition Comments: ____________________

__________________________

Pictures taken:  Yes  No  Attached:  Yes  No
Time Inspected: Start: __________  End Time: __________
Truck Time:  Start: __________  End Time: __________
Special Equipment: Name and number: __________________________
Equip. Time:  Start: __________  End Time: __________
List all materials used: __________________
Check the Bioxide station at the library off of Janss Rd.

Condition Comments: (List flow rates and Tank levels)

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: End Time: 
Truck Time: Start: End Time: 
Special Equipment: Name and number:
Equip. Time: Start: End Time: 
List all materials used:

Check manholes behind Library off of Janss Rd.

Condition Comments:

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: End Time: 
Truck Time: Start: End Time: 
Special Equipment: Name and number:
Equip. Time: Start: End Time: 
List all materials used:
Check the Brush Hill Easement.

Condition Comments: ____________________________

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: __________ End Time: __________
Truck Time: Start: __________ End Time: __________
Special Equipment: Name and number: ____________________________
Equip. Time: Start: __________ End Time: __________
List all materials used: ________________________________________

Check the Sidlee Easement.

Condition Comments: ____________________________

Pictures taken: Yes No Attached: Yes No
Time Inspected: Start: __________ End Time: __________
Truck Time: Start: __________ End Time: __________
Special Equipment: Name and number: ____________________________
Equip. Time: Start: __________ End Time: __________
List all materials used: ________________________________________
Check the manholes off of Olsen Rd. X25.

Condition Comments:

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List all materials used:

CALL IN ONCE COMPLETED FOR STATUS AND RE-ASSIGNMENT
Areas to check on the wastewater collection system after a disaster.

CREW #4-b

CREW NAMES: ____________________ TRUCK#_______ DATE: __________

Check the Industrial Lift Station at Hillcrest and Lawrence.
Condition Comments: ____________________________________________

________________________________________________________________

Pictures taken: Yes No Attached: Yes No

Time Inspected: Start: __________ End Time: __________

Truck Time: Start: __________ End Time: __________

Special Equipment: Name and number: __________________________

Equip. Time: Start: __________ End Time: __________

List all materials used: _________________________________________

________________________________________________________________

Check manholes in flood channel on Unit “E”
Condition Comments: __________________________________________

________________________________________________________________

Pictures taken: Yes No Attached: Yes No

Time Inspected: Start: __________ End Time: __________

Truck Time: Start: __________ End Time: __________

Special Equipment: Name and number: __________________________

Equip. Time: Start: __________ End Time: __________

List all materials used: _________________________________________
Check all lines that run under the freeways to ensure that flow is normal.
Line from Newbury Rd. to Unit “E,” near Kelly Rd.
Condition Comments:

<table>
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<tr>
<th>Pictures taken:</th>
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Line from Newbury Rd. To Hillcrest Dr. near Citation Way
Condition Comments:

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<tr>
<th>Pictures taken:</th>
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</table>
Line from Greenmeadow Park to Hillcrest Dr.

Condition Comments:

________________________________________________________________________

________________________________________________________________________

Pictures taken: Yes No Attached: Yes No

Time Inspected: Start: _________ End Time: _________

Truck Time: Start: _________ End Time: _________

Special Equipment: Name and number: __________________________

Equip. Time: Start: _________ End Time: _________

List all materials used: _________________________________________

________________________________________________________________________

CALL IN ONCE COMPLETED FOR STATUS AND RE-ASSIGNMENT
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Attachment H. Reserved for System Evaluation and Capacity Assurance Section Attachments
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Attachment I. Reserved for Monitoring, Measurement and Program Modifications
Section Attachments
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<table>
<thead>
<tr>
<th>SSMP Section</th>
<th>Description of Changes</th>
<th>Date Changed</th>
<th>Authorized By</th>
</tr>
</thead>
</table>
| Section 1 – Introduction and Goal  | • Added WDR requirements for section  
• Updated SSMP goals  
• Added Regulatory Background  
• Added details regarding Application for Coverage  
• Added System Overview with map of system                                                                                                              | 3/14/22      | J. Minkel     |
| Section 2 – Organization           | • Added WDR requirements for section  
• Updated SSMP Program Organization Chart  
• Added Contact Information for staff responsible for specific elements of the SSMP  
• Added chain of communication for sewer overflows                                                                                                      | 3/14/22      | J. Minkel     |
| Section 3 – Legal Authorities      | • Added WDR requirements for section  
• Removed excerpts from Municipal Code  
• Provided link to Municipal Code to access online  
• Added table documenting specific sections of Municipal Code addressing specified requirements for legal authorities                                                                                     | 3/14/22      | J. Minkel     |
| Section 4 – Operations and Maintenance Program | • Added WDR requirements for section  
• Updated to include description of data sources and process for GIS mapping updates  
• Updated descriptions of all operation and maintenance program major activities  
• Documented key information management systems supporting sewer system management  
• Updated description of sewer main, manhole and lift station rehabilitation activities  
• Included description of approach and tools use for long-term financial forecasting  
• Updated documentation of training activities  
• Updated description of vehicles, equipment and spare parts inventory                                                                                     | 3/14/22      | J. Minkel     |
| Section 5 – Design and Performance Provisions | • Added WDR requirements for section  
• Updated to include description of Wastewater Design and Construction Standards  
• Updated to document approach to specifications and standards for new and rehabilitation sewer infrastructure  
• Added table listing inspection and testing procedures                                                                                                       | 3/14/22      | J. Minkel     |
| Section 6 – Overflow Emergency Response Plan | • Added WDR requirements for section  
• Updated JSA 122 – Procedure for Wastewater Related Spills and Overflows  
• Added a Water Quality Monitoring Program  
• Added section describing the Wastewater Contingency Plan  
• Updated section describing the Citywide Emergency Response Plan                                                                                           | 3/14/22      | J. Minkel     |
| Section 7 – Fats, Oils and Grease Control Program | • Added WDR requirements for section  
• Removed Municipal Code excerpts  
• Included new sections describing how the FOG Control Program complies with WDR requirements                                                                 | 3/14/22      | J. Minkel     |
### SSMP Change Log

<table>
<thead>
<tr>
<th>SSMP Section</th>
<th>Description of Changes</th>
<th>Date Changed</th>
<th>Authorized By</th>
</tr>
</thead>
</table>
| **Section 8 – System Evaluation and Capacity Assurance Plan** | • Added WDR requirements for section  
• Added section on approach to system evaluation  
• Added section on design criteria  
• Added section on capacity enhancement measures  
• Added section describing the Capital Improvement Program schedule                                                                                       | 3/14/22      | J. Minkel     |
| **Section 9 – Monitoring, Measurement and Program Modifications** | • Added WDR requirements for section  
• Added section describing systems to manage information used to prioritize SSMP program activities  
• Added section describing performance indicators used to manage system and SSMP implementation performance  
• Added section describing approach assessing success of preventive maintenance program  
• Added section on approach to SSMP program updates and actions to address or mitigate impacts of potential system failures | 3/14/22      | J. Minkel     |
| **Section 10 – SSMP Program Audits**                   | • Added WDR requirements for section  
• Updated approach to performing SSMP program audits  
• Included plan and schedule for future SSMP program audits and SSMP updates  
• Included section describing tracking of audit corrective actions                                                                                                                                                                      | 3/14/22      | J. Minkel     |
| **Section 11 – Communication Program**                 | • Added WDR requirements for section  
• Updated to describe communications with public on SSMP program development and implementation  
• Updated to describe communications with neighboring or tributary systems                                                                                                                                                        | 3/14/22      | J. Minkel     |
Attachment K. Reserved for Communication
Program Section Attachments
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