

CITY OF NORWALK Sanitary Sewer Overflow Emergency Response Plan



City of Norwalk
Norwalk, CA



March 2009

CITY OF NORWALK - Sanitary Sewer
Overflow Emergency Response Plan



March 2009

CITY OF NORWALK

SANITARY SEWER OVERFLOW EMERGENCY RESPONSE PLAN

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APRIL 2009

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**CITY OF NORWALK
SANITARY SEWER OVERFLOW
EMERGENCY RESPONSE PLAN**

Certification

I certify under penalty of law that this document and all attachments were prepared under my direct supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted.

Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information 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 fine and imprisonment.

Delfino Consunji, P.E.
City Engineer

Date

Noel Ford
Maintenance Supervisor

Date

**CITY OF NORWALK
SANITARY SEWER OVERFLOW
EMERGENCY RESPONSE PLAN**

Introduction

This sanitary sewer overflow emergency response plan has been prepared to provide the City of Norwalk (City) with the tools and procedures for responding to overflows efficiently and effectively, and protecting public health and the environment.

It documents the City's existing plan, and complies with the Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, Order No. 2006-0003 (Order), issued by the California State Water Resources Control Board.

SECTION I AUTHORITY

The authority and responsibility for a sanitary sewer overflow emergency response plan (SSOERP) are contained in at least four documents:

A. Clean Water Act

Section 301 of the Clean Water Act prohibits discharges of any sewage to the waters of the United States.

B. California Water Code

Sections 13260 and 13376 of the California Water Code prohibits discharges of any sewage to surface waters of the State.

C. California State Water Resources Control Board, Order No. 2006-0003, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems

Section D.13.(vi) of the Order requires the development and implementation of an overflow emergency response plan. The minimum requirements for the plan are included as Appendix Ia of this document.

D. City of Norwalk Municipal Code

SECTION II BACKGROUND, PURPOSE, AND OVERFLOW TRACKING

A. Background

The City of Norwalk (City) owns and operates a sewage collection system consisting of:

- 151 miles of gravity sewers ranging in size from 8-inches to 21-inches
- 5,000 manholes
- Three (3) pump stations and their force mains, all 6-inches in diameter

The City had a Sewer System Evaluation and Hydraulic Modeling study prepared in 1991. Since then, all three pump stations have been reconstructed per the study recommendations.

The City has completed CCTV inspection of 12.6 percent of its gravity sewers (100,154 feet), and conducted condition assessment of these facilities. The remaining system will be CCTV inspected over the next seven years, and the condition assessment will be completed. This effort will provide the City with the necessary information for updating its capital improvement program, and planning of its maintenance activities.

The City has contracted with Empire Pipe Cleaning and Equipment, Inc. to perform routine gravity system cleaning, hot spot cleaning, and future CCTV inspections. The City has also contracted with Empire Pipe Cleaning and Equipment, Inc. to perform emergency services on an as needed basis, to support its crews, and perform the work that cannot be undertaken by the City.

Biweekly lift station inspections are performed by the City staff. Monthly and quarterly inspections are also performed for specific equipment. Maintenance of the pumps and motors is contracted out to Jimini Systems, Inc.

Sewer replacements and repair is also contracted out on an as needed basis to Doty Brothers Construction Company or Precision Pipeline, Inc.

The contact information for Empire Pipe Cleaning and Equipment, JIMINI Systems, Doty Brothers Construction Company, and Precision Pipeline are included in Appendix IIa to this document.

B. Purpose

The purpose of this Sanitary Sewer Overflow Emergency Response Plan (SSOERP) is to provide the City with the tools and procedures for:

- Receiving overflow reports
- Dispatching appropriate crews in a timely manner
- Responding to the overflows and minimizing their public health and environmental impacts
- Notifying appropriate authorities
- Preventing sewer overflows/wastewaters from reaching the waters of the United States

C. Sewer Overflow Tracking

The City will track the location and frequency of sanitary sewer overflows within its service area on a database, as well as on a system map. The primary purpose of tracking is to develop trends in overflows; and utilize the information in formulating the City's periodic and preventive maintenance programs, as well as in developing replacement/repair projects.

The database that has been developed is included in Appendix IIb to this document.

SECTION III

OVERFLOW RESPONSE PROCEDURE

The Overflow Response Procedure presents the strategy for the City of Norwalk for:

- Receiving reports of sanitary sewer overflows and providing the information to appropriate parties for action
- Mobilizing labor, materials, tools and equipment appropriate for the nature and magnitude of the overflow
- Containment of the overflow
- Eliminating the cause of the overflow
- Conducting clean-up of the impacted area
- Preparing reports for submittal to jurisdictional agencies and other interested parties

A flowchart summarizing this strategy is included in Appendix IIIa of this document.

A. Receipt of Information Regarding Sanitary Sewer Overflows, and Notification of Responsible City Staff

An overflow may be detected and reported by city employees or by others. A search for “sewer overflow” on the City’s web site directs the public to the appropriate telephone number for reporting sanitary sewer overflows. The same instructions can be found by navigating the City’s web site to the sewer maintenance section of the Public Services Department page. The following directions are found at this location:

“The City of Norwalk Public Services Department utilizes a private contractor to clean the sewer system in the community on a biannual basis. To report a sewer concern (i.e., manhole overflow, odor, etc.), please contact the Public Services Department at (562) 929-5511 during regular business hours, or contact the Norwalk Sheriff’s Department to report after-hour emergencies at (562) 863-8711.”

Future public education efforts will also include this notification information.

During **business hours**, all reports of overflows will be directed to the City’s Public Services Department. The information will be recorded on the form included in Appendix IIIb. The Public Services Department will then immediately notify the Sewer Maintenance Supervisor for action.

After hours, all reports of overflows will be directed to the Los Angeles County Sheriff and Fire Department. The Sheriff and Fire Department will then immediately notify the City’s General Emergency and Water Department on call stand-by staff. If there is no response, a call is made to the supervisor in charge of stand-by duty.

A Responsible City of Norwalk Staff Person will be at the reported site of the overflow **within one hour** of receipt of the information. He/she will then take the necessary steps to respond to the reported overflow.

The City has installed **automatic dialers** at all its **sewer pump stations**. The dialers transmit alarm conditions at the pump stations to an outside service (ADT), who then informs the City staff. The alarm conditions are responded to first by City crews during the normal business hours. If additional personnel or equipment is needed, the City will contact its On-Call Contractors. The pump station alarms are received by the City's On-Call System Operator during **after hours**. If not responded to by the On-Call System Operator, ADT will sequentially call a set of telephone numbers until the call is acknowledged.

ADT Security Services (800) 366 7534

ADT then dials numbers in the list below until there is a response;

1	Water emergency pager no	(562) 462-7538
2	Water service worker II pager no	(562) 462-7851
3	Water emergency cell phone no	(562) 577-6022
4	Utility supervisor cell phone no	(562) 577-6016

B. Dispatching of Appropriate Crews and Equipment to Site of Sewer Overflow, and Initial Notifications

The Sewer Maintenance Supervisor will assess the information provided by the dispatcher. He/she will either dispatch the Overflow Response Crew and equipment to the site, or visit the site for further investigation. In either case, the responsible City of Norwalk staff person will be at the site **within one hour** of receiving the report.

Upon arrival at the site, he/she will verify the overflow, determine whether it originates on private property, and conduct further investigation for selecting the appropriate subsequent tasks. He/she may direct the response crew to eliminate the cause of the overflow, or contain it first, or may have both tasks performed simultaneously.

If the overflow originates from **private property**, it has not reached public right of way, and there is no imminent danger of it reaching public right of way, the responsible staff person will attempt notifying the property owner or manager of their responsibility for containing the overflow and eliminating the cause. The responsible staff person will remain at the overflow site to ascertain that work by the property owner's contractors eliminate the source of the overflow and perform the necessary clean-up. If the property owner/manager cannot be located or does not address the problem, or if there is imminent danger of the overflow reaching the public right of way, the responsible staff person will address the overflow as if it were on public property.

Once the overflow is verified, he/she will notify the Regional Water Quality Control Board (RWQCB), Los Angeles Region by telephone or voice mail.

RWQCB: (213) 576-6600 Normal hours

After hours contact California State Office of Emergency Services, notify RWQCB at next business day

The responsible staff person will also notify the Los Angeles County Department of Public Health.

LACDPH: (626) 430-5420 (Business Hours)

LACDPH: (213) 974-1234 (After Hours)

If the responsible staff person estimates that the overflow has or will exceed 1,000 gallons, he/she will notify the State of California Office of Emergency Services in accordance with California Water Code Section 13271.

State Office of Emergency Services: (800) 852-7550

Based upon the site assessment, the responsible staff person may request On-Call Contractors.

Empire Pipe Cleaning and Equipment, Inc.: (714) 639-8352

The responsible staff person will also notify the Public Services Superintendent and the Public Services Director. The Public Services Director, or his designee will notify the media as appropriate.

Public Services Superintendent: (562) 929-5527

Public Services Director: (562) 929-5514

If the responsible staff person determines that the overflow involves hazardous materials, he/she will notify the Los Angeles County Fire Department for response.

Los Angeles County Fire Department: (323) 890-4045

If the overflow has entered the storm drain system, the responsible staff person will notify the Los Angeles County Department of Public Works.

LACDPW: (888) 253-2652

Normal hours and after hours

LACDPW: (626) 445-7630

East Yard in Irwindale (7:00 am to 3:00 pm)

LACDPW: (562) 861-0316

South Yard in South Gate (7:00 am to 3:00 pm)

LACDPW: (818) 896-0594

West Yard in Sun Valley (7:00 am to 3:00 pm)

If the overflow is in the service areas of other agencies, the Responsible Staff Person will immediately notify the responsible agency and will be available to assist in responding to the overflow. Contact numbers are as follows:

County Sanitation Districts of Los Angeles County: (310) 830-2400

City of Santa Fe Springs: (562) 868-0511 ext. 3601

City of Artesia: (562) 865-6262

City of Cerritos: (562) 407-2632

City of Bellflower: (562) 804-1424

City of Downey: (562) 904-7246

C. OVERFLOW CONTAINMENT

The area impacted by the overflow and potential subsequent work area will be secured with the use of signs, cones, delineators, barricades, arrowboards, and tape, as appropriate, to protect public health and safety.

If overflow is on private property, the response crews and/or contractor will attempt to prevent entry of the overflow onto public right of way.

If overflow originated from the City of Norwalk system, or if the overflow from a private system has entered the public right of way, the response crews and/or contractor will contain the overflow as close to the source as possible with the use of sand bags, plastic sheets, rubber mats, and earth berms.

They will utilize the sewer and drainage system map, included in Appendix IIIc of this document, to determine the possible path of the overflow. This will allow securing of downstream drainage inlets as soon as possible to preclude entrance of the overflow or clean-up water into the drainage system.

If the overflow has entered the **storm drainage system**, the responding crews and/or contractor will locate the overflow, plug the impacted storm drain, and start removal of the sewage with the vacuor truck. Additional trucks will then be requested from neighboring agencies and outside sources for handling the work at the source of the overflow.

If overflow is due to a **sewer pump station failure**, additional crews will be dispatched to the tributary area to ask the customers to cease the use of water that would generate flows into the sewer system until the problem has been mitigated. Maps showing the tributary areas of all sewer pump stations are included as Appendix IIIId of this document.

Should the overflow response work continue **beyond one shift**, the responsible staff person for the current shift shall refer all pertinent information to the responsible staff person for the next shift, including any details of the problems described by customers.

D. OVERFLOW CORRECTION

At this stage, the response crew(s) and/or contractor will eliminate the cause of the overflow. The City's sewer maps will be utilized in assessing the potential cause of the overflow from the gravity system-grease, roots, structural defects, or capacity deficiency.

If the overflow is from a manhole due to pipe blockage, the crews and/or contractor will move to the next manhole downstream, and remove the blockage with appropriate equipment. They will observe the flow upstream, through, and downstream of the overflow section to ascertain that the source of overflow is eliminated. At a minimum, these three reaches will be CCTV inspected within the next five days for verification.

If the overflow is due to a failed pipe, bypass pumping will be set up, and the failed pipe section will be replaced. This will include suspected subsurface discharges through damaged gravity sewer system discovered during condition assessment.

If the overflow is from a failed force main, the pump station will be shut down after ascertaining that this action will not result in other overflows, or setting up a temporary bypass pumping operation. Temporary repairs will be implemented in the form of repair clamps and/or replacement of failed sections of the force main. Subsequent action will be considered and included in the spill report.

If the overflow is caused by a power failure at a pump station, a portable generator will be connected to provide temporary power, or bypass pumping will be implemented where permanent standby generators and automatic transfer switches do not exist.

If the overflow is caused by a mechanical failure at a pump station, such as pump or piping failure, bypass pumping will be implemented until the failure is repaired. In instances where bypass pumping cannot be utilized, vector trucks will be sequenced for removing the influent sewage, and disposing of it at a downstream manhole or Sanitation Districts of Los Angeles County's Los Coyotes Water Reclamation Plant in the City of Cerritos.

Should the overflow response work continue **beyond one shift**, the responsible staff person for the current shift shall refer all pertinent information to the responsible staff person for the next shift, including any details of the problems described by customers.

E. CLEAN-UP

The response crew(s) and/or contractor will clean up all spills. Initially, all contained sewage will be vacuumed from the gutter, street, and the storm drain system. The impacted area will then be washed down with potable water until all evidence of sewage is removed. Water used for cleanup will be measured and recorded. The wash water will be removed by vacuuming.

Any solids and semisolids remaining will be removed for disposal at Sanitation Districts of Los Angeles County's Los Coyotes Water Reclamation Plant in the City of Cerritos.

If it is determined that use of **portable aerators** may be required where complete recovery of sewage is not possible, and where severe oxygen depletion in existing surface water is expected, the City will seek assistance from their private contractor. In this case City staff is supposed to contact private contractor to respond (JIMNI Systems, Inc. 949 651 6041). Usually contractor's response time is less than 30 minutes.

Should the overflow response work continue **beyond one shift**, the responsible staff person for the current shift shall refer all pertinent information to the responsible staff person for the next shift, including any details of the problems described by customers.

The responsible staff person will collect all information regarding the overflow, and complete the Field Report prior to leaving the site.

F. REPORTING

Section D 13 (vi (c)) of the Statewide General Waste Discharge Requirements requires that all sanitary sewer overflows "that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Program" be reported to appropriate regulatory agencies and other potentially affected entities, such as health agencies, Regional Water Quality Control Boards, water suppliers, etc.

i. SSO Categories

Category 1

All discharges of sewage resulting from a failure in the Enrollee's sanitary sewer system that:

1. Equal or exceed 1,000 gallons
2. Result in a discharge to a drainage channel and/or surface water; or
3. Discharge to a storm drain pipe that was not fully captured and returned to the sanitary sewer system

Category 2

All other discharges of sewage resulting from a failure in the Enrollee's sanitary sewer system

Private Lateral Discharges

Discharges that are caused by blockages or other problems within a privately owned lateral

ii. Reporting Requirements

Category 1 SSOs

Category 1 SSOs will be reported to the RWQCB's Online SSO System **as soon as possible, but no later than 3 business days after the City becomes aware of the SSO.**

A final certified report will be completed through the RWQCB's Online SSO System **within 15 calendar days of the conclusion of SSO response and remediation.**

Category 1 SSOs will also be reported to the following agencies:

1. **California State Office of Emergency Services (OES)**
(800) 852-7550 Normal hours and after hours
2. **Regional Water Quality Control Board, Los Angeles Region**
(213) 576-6600 Normal hours
After hours contact OES, notify the RWQCB at next business day
3. **Los Angeles County Department of Public Health**
(626) 430-5420 Normal Hours
(213) 974-1234 After hours
4. **Los Angeles County Department of Public Works** if sewage has entered or is likely to enter a County storm drain or channel, in the order listed below:
(888) 253-2652 Normal hours and after hours
(626) 445-7630 East Yard in Irwindale: (7:00 a.m. - 3:00 p.m.)
(562) 861-0316 South Yard in South Gate: (7:00 a.m. - 3:00 p.m.)
(818) 896-0594 West Yard in Sun Valley: (7:00 a.m. - 3:00 p.m.)
5. **Los Angeles County Fire Department** if the overflow involves hazardous materials
(323) 890-4045
6. **California Highway Patrol Los Angeles County Communication Center** if traffic control is needed on state highways
(323) 982-4900 24 hours

7. **County of Los Angeles Sheriff's Department** for traffic control in unincorporated areas
(562) 863-8711

8. **City of Santa Fe Springs** if SSO is in its jurisdiction or is likely to enter its jurisdiction

(562) 868-0511 x 3601	Maintenance Division
(562) 868-0511 x 7540	Engineering Division
(562) 409-1850	Police Dispatch

9. **City of Artesia** if SSO is in its jurisdiction or is likely to enter its jurisdiction

(562) 865-6262	City Engineer
(562) 865-6262	Public Works Consultant

10. **City of Cerritos** if SSO is in its jurisdiction or is likely to enter its jurisdiction

(562) 407-2632	Normal hours
(562) 860-4018	After hours

11. **Sanitation Districts of Los Angeles County** if SSO is from a Sanitation Districts' facility

(310) 830-2400	Normal hours
(562) 437-6520	After hours

Category 2 SSOs

Category 2 SSOs will be reported to the RWQCB's Online SSO Database **as soon as possible, but no later than 30 days after the end of the calendar month in which the SSO occurred.**

The City of Norwalk will report Category 2 SSOs to all of the same agencies listed for Category 1 SSOs, except the California State Office of Emergency Services.

Private Lateral Sewage Discharges

Per the General Statewide WDR, private lateral sewage discharge reporting is based upon the Enrollee's discretion. The City of Norwalk will report the private lateral sewage discharges to the RWQCB's Online SSO Database within the same schedule as the Category 2 SSOs.

As necessary, the City of Norwalk will report private lateral SSOs to all of the same agencies listed for Category 1 SSOs, except the California State Office of Emergency Services.

No Sanitary Sewer Overflows during a Calendar Month

If there are no SSOs during a calendar month, within 30 days after the end of each calendar month, a statement will be filed through the Online SSO Database certifying that there were no SSOs for the designated month.

iii. SSO Reporting

The SSO Reporting Chart included in Appendix IIIe illustrates the chain of communication for reporting SSOs from receipt of an SSO notification.

The SSO reports are prepared by the **Responsible Staff Person and/or the Contractor** who responds to the SSO. The final report is reviewed by the **Sewer Maintenance Supervisor**, who submits it to the appropriate agencies.

The overflow will be reported on the Sanitary Sewer Overflow Report Form, which is included as Appendix IIIf to this document and requires the same information that will need to be entered into the RWQCB's Online SSO Database.

SECTION IV POST RESPONSE ACTIVITIES

The information gathered from overflow response activities will be used in planning of preventive and regular inspection and maintenance activities, and in formulating repair/replacement projects which will minimize the possibility of future overflows in the same vicinity.

1. If the overflow originated from private property, the property owner/manager will be provided with information as to his/her responsibilities for ascertaining that the source of the overflow is properly mitigated.
2. If the overflow originated from private property, and the property owner/manager did not assume prompt and proper responsibility, the City of Norwalk will enforce the requirements of the Los Angeles County Code, Division 2 Title 20, Sanitary Sewer and Industrial Waste Ordinance (referred to in Chapter 13.12 of the City's Municipal Code), the Clean Water Act, and California Water Code following the response.
3. The City of Norwalk will perform CCTV inspection of the sewers upstream, through, and downstream of the overflow location to determine if
 - a. The overflow response was performed properly
 - b. Additional maintenance or repair/replacement is necessary in any of these reaches to prevent overflows
4. Perform any immediate maintenance activities deemed necessary
5. Formulate and implement short and long term design and construction projects to eliminate the source of the overflow
6. Verify the completeness and accuracy of the information included in the reports
7. Update the databases and the sewer maps to include the overflow information
8. Evaluate the effectiveness of the SSEORP, and recommend amendments/improvements to the plan
9. Implement the updates to the plan within 35 days of the overflow
10. Correspond with the person who reported the overflow and advise him/her of the results
10. Re-stock equipment, tools, and supplies for the next response

SECTION V
DISTRIBUTION AND UPDATING OF THE SANITARY SEWER
OVERFLOW EMERGENCY RESPONSE PLAN AND STAFF TRAINING

A. DISTRIBUTION

In addition to the Regional Water Quality Control Board, Los Angeles Region, the SSOERP will be distributed to:

1. Public Services Department (2 copies)
2. Los Angeles Sheriff and Fire Dispatch (1 copy)
3. Public Services Director (1 copy)
4. Community Development Director (1 copy)
5. City Engineer (1 copy)
6. Public Services Superintendent (1 copy)
7. Sewer Maintenance Supervisor (1 copy)
8. On-call Standby Staff (1 copy each)
9. Empire Pipe Cleaning and Equipment, Inc. (1 copy)
10. JIMINI (1 copy)
10. Incident Response Vehicle (1 copy)
11. WDR File

The distributed plans will be numbered sequentially, and a record of the distribution will be maintained in the WDR File.

The plan will be made available to the public for review at the City of Norwalk Community Development and Public Services Department counter. Copies of the plan will be made available to the public when requested in writing, at the cost of producing the document.

B. UPDATING

The Sanitary Sewer Overflow Emergency Response Plan will be reviewed:

1. Following each overflow incidence
2. As the requirements of Order 2006-0003 pertaining to the preparation of SSEORP are revised
3. Annually, as required by Order 2006-0003
4. As new facilities are constructed
5. As contact information changes
6. Based upon information developed during the field and office training sessions

The initial plan will be updated to address comments from the Regional Water Quality Control Board. Subsequent revisions will be based upon recommendations resulting from the reviews listed above, under the direction of the Public Services Director.

The revised plans will include the revision number, nature of the revisions, and the revision date, as well as the date of the revised document.

C. TRAINING

Sanitary Sewer Overflow Emergency Response Training will be conducted in the office and in the field.

Office training of personnel that will act in the capacity of “**Responsible Staff Person**” will be conducted by the Sewer Maintenance Supervisor. This will involve complete review of:

1. The plan document
2. Flowcharts
3. Checklists
4. Maps
5. Procedures for calculating and measurement of spilled and recovered sewage volumes; washdown water used, and recovered
6. Preparation of the Sanitary Sewer Overflow Report
7. Post-Response activities

Office training of the **Public Works Administration and Police Department personnel** that will receive overflow reports and dispatch the appropriate Responsible Staff Person will be conducted by the Sewer Maintenance Supervisor. This will involve complete review of receiving the call, recording the information on the forms, and notification of the Responsible Staff Person both during business hours and after hours.

Office Training of the **Response Crews** will be conducted once per year by the Sewer Maintenance Supervisor. This will consist of complete review of the plan document, with emphasis on:

1. Safety Procedures
2. Securing of the impacted site
3. Procedures for containing the overflow
4. Methods of eliminating the cause of the overflow
5. Use of the maps included in the Plan for implementing overflow containment
6. Response to emergencies involving each pump station
7. Cleanup Procedures
8. Restocking of supplies
9. Post Response recommendations

Any new staff that has not participated in the annual training will be separately trained by the Sewer Maintenance Supervisor during his/her first week of employment.

Field training of the **Responsible Staff Persons** and **field crews** will be conducted once per year by the Sewer Maintenance Supervisor.

The response plan will be updated based upon information developed from the field training sessions.

APPENDICES

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- IIIf. Sanitary Sewer Overflow Report Form**

Appendix Ia

Section D 13 (vi) of California State Water
Resources Control Board, Order No. 2006-0003,
Statewide General Waste Discharge
Requirements

(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.

Appendix IIa

On-Call Contractor Contact Information

Empire Pipe Cleaning and Equipment, Inc.

1788 N. Neville Street
Orange, CA 92865
(714) 639-8352

JIMINI Systems, Inc.

25295 Cinnamon Rd.
Lake Forest, CA 92630
(949) 770-7654

Doty Brothers Construction Company

11232 E. Firestone Boulevard
Norwalk, California 90650
(562) 864-6566

Precision Pipeline, Inc.

12340 Firestone Boulevard
Norwalk, CA 90650
(562) 864-3875

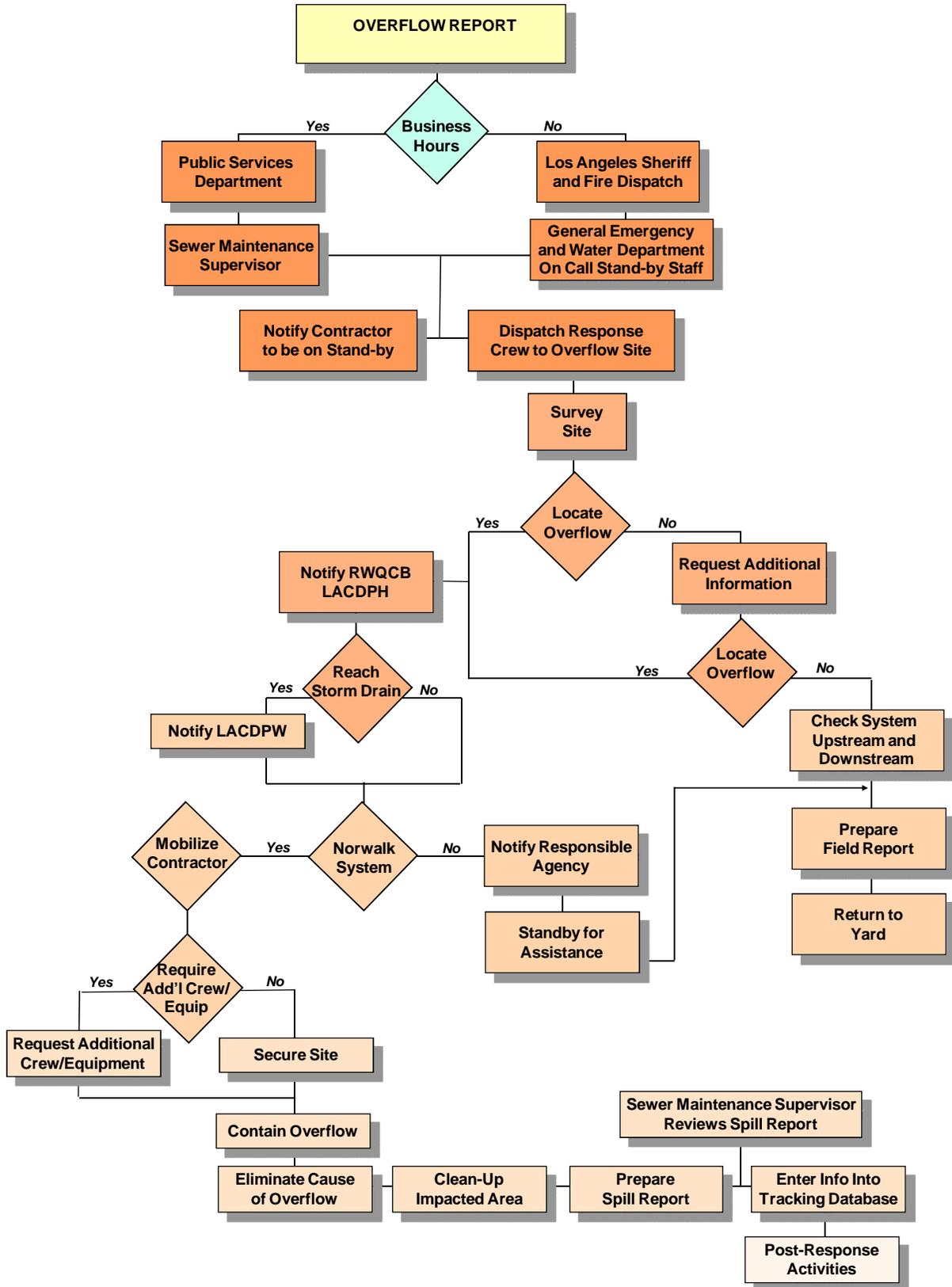
Appendix IIb

Overflow Tracking Database

Appendix IIIa

Overflow Response Procedures Flowchart

CITY OF NORWALK Sanitary Sewer Overflow Emergency Response Plan Flow Chart



Appendix IIIb

Receipt of Overflow Information

**City of Norwalk
Receipt of Overflow Information Form**

Date	
Time of Overflow Call	

Caller's Name	
Caller's Address	
Caller's Telephone No.	

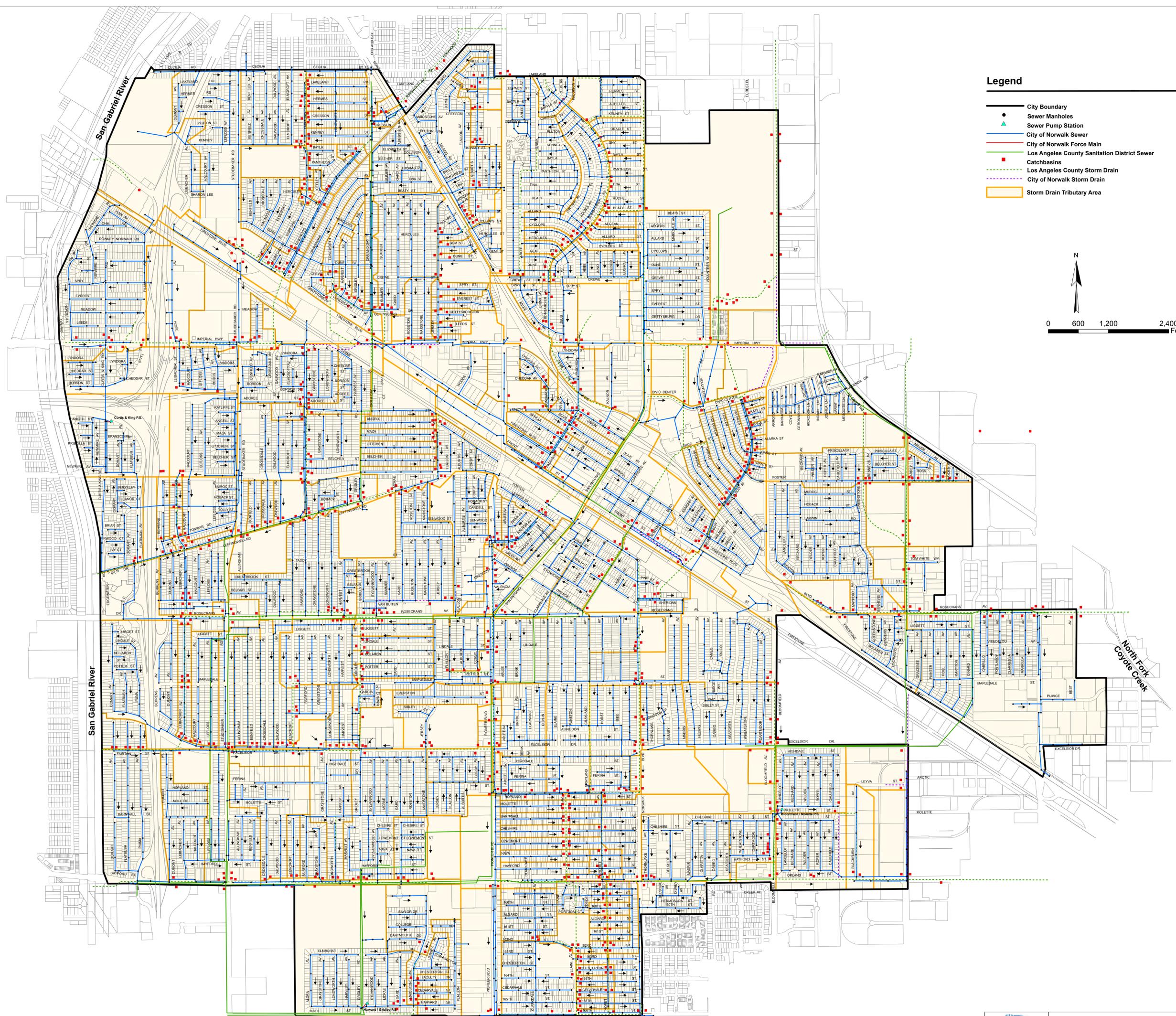
Location of Overflow	
Description of Overflow	

Time Responsible Staff Person Called	
Name of Responsible Staff Person Called	
During Business Hours Call	Public Service Department (562)929-5511
After Hours Call	Los Angeles Sheriff and Fire Dispatch (562) 863-8711

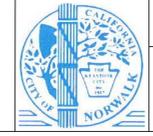
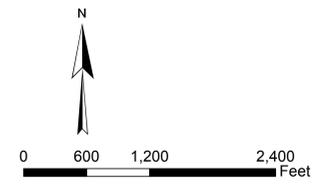
Name of Person Receiving the Overflow Call	
Signature	

Appendix IIIc

Sewer and Drainage System Map



- Legend**
- City Boundary
 - Sewer Manholes
 - ▲ Sewer Pump Station
 - City of Norwalk Sewer
 - City of Norwalk Force Main
 - Los Angeles County Sanitation District Sewer
 - Catchbasins
 - - - Los Angeles County Storm Drain
 - - - City of Norwalk Storm Drain
 - Storm Drain Tributary Area



Appendix III d

Sewer Pump Station Tributary Areas

Sewer Pump Station Tributary Areas

1. Curtis and King Pump Station No. 1 Tributary Area
2. Bloomfield / Molette Pump Station No. 2 Tributary Area
3. Harvard / Gridley Pump Station No. 3 Tributary Areas

Legend

- Sewer Manholes
- ▲ Curtis and King Sewer Pump Station
- · - · - City Boundary
- City of Norwalk Sewer
- City of Norwalk Force Main
- Los Angeles County Sanitation District Sewer
- · - · - City of Norwalk Storm Drain
- · - · - Los Angeles County Storm Drain
- ▭ Curtis and King PS Tributary Area

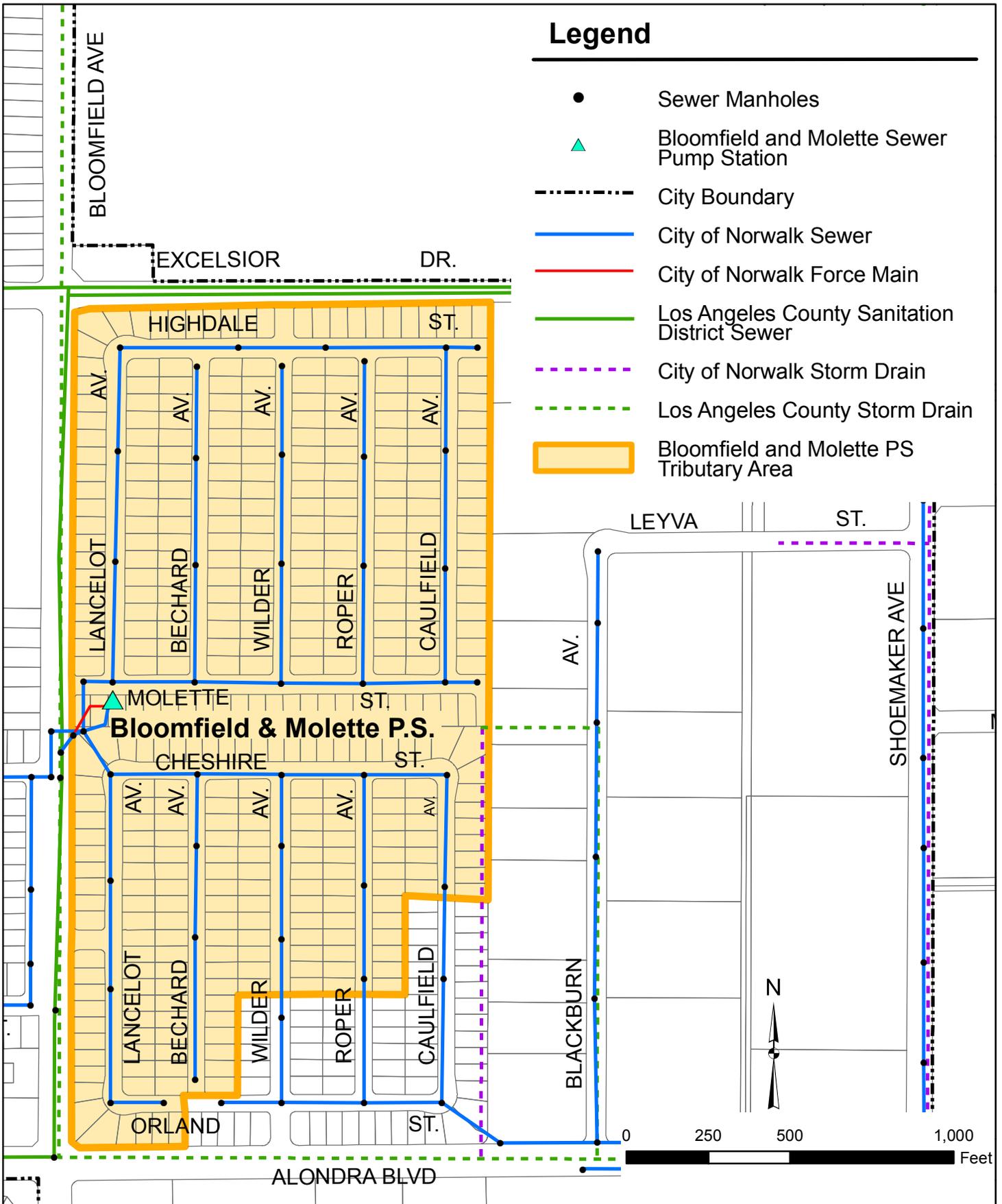


City of Norwalk
Sanitary Sewer Overflow Emergency Response Plan

Curtis and King Pump Station Tributary Area

Legend

- Sewer Manholes
- ▲ Bloomfield and Molette Sewer Pump Station
- · - · - City Boundary
- City of Norwalk Sewer
- City of Norwalk Force Main
- Los Angeles County Sanitation District Sewer
- · - · - City of Norwalk Storm Drain
- · - · - Los Angeles County Storm Drain
- ▭ Bloomfield and Molette PS Tributary Area

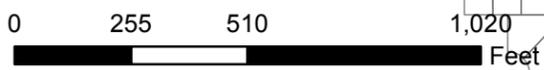
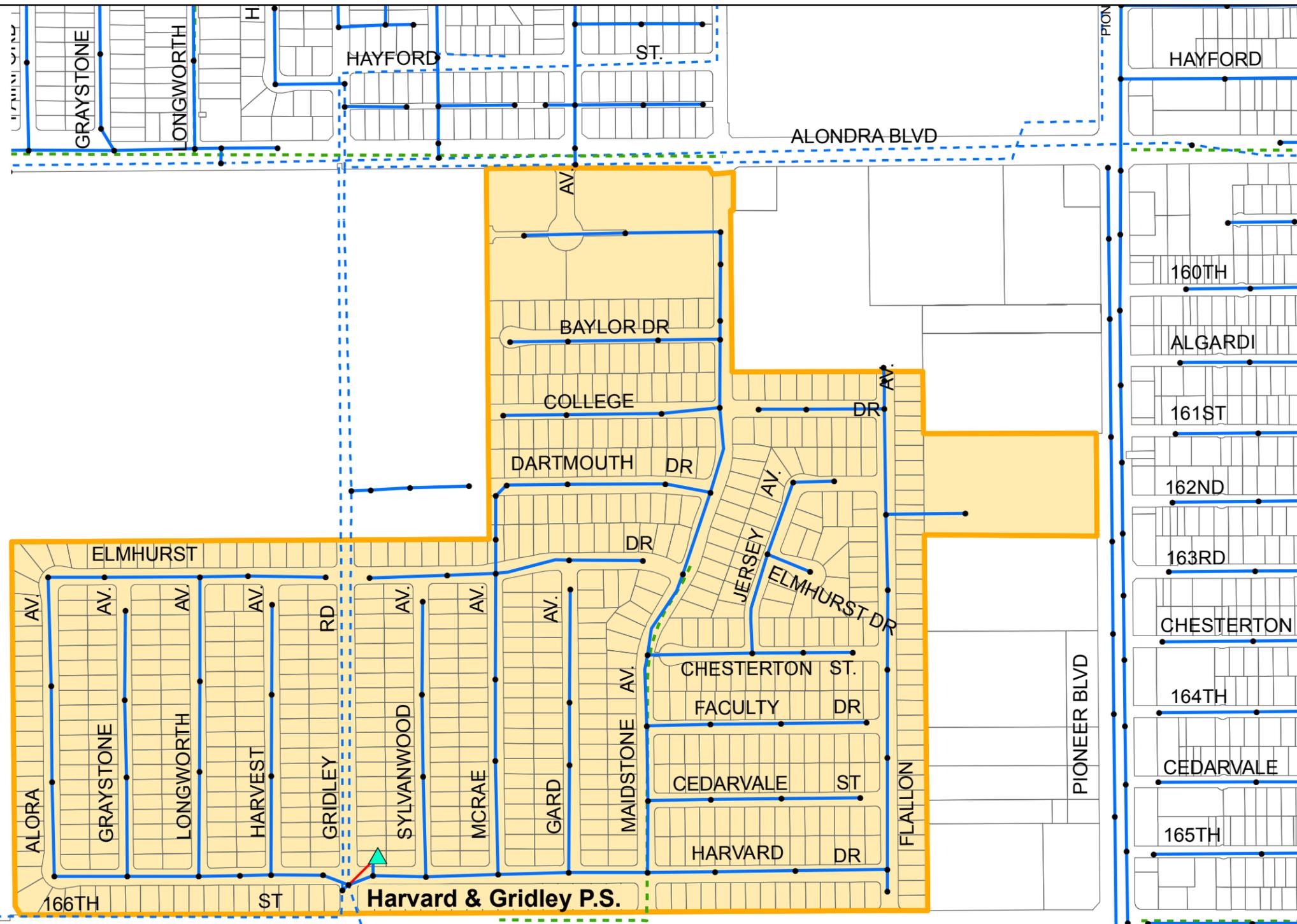


City of Norwalk
Sanitary Sewer Overflow Emergency Response Plan

Bloomfield and Molette Pump Station Tributary Area

Legend

- Sewer Manholes
- Harvard & Gridley Sewer Pump Station
- City Boundary
- City of Norwalk Sewer
- City of Norwalk Force Main
- Los Angeles County Sanitation District Sewer
- City of Norwalk Storm Drain
- Los Angeles County Storm Drain
- Harvard & Gridley PS Tributary Area



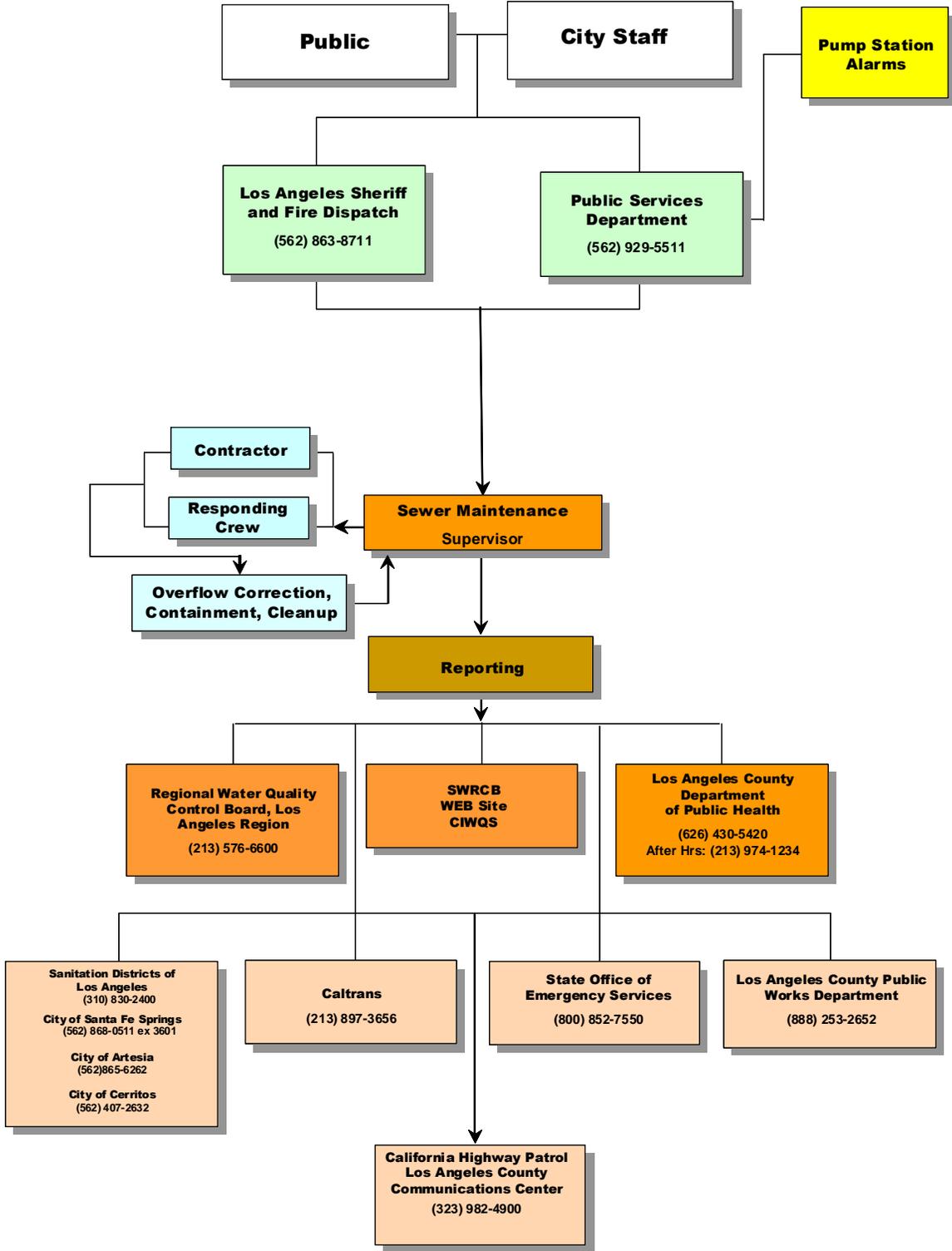
City of Norwalk
Sanitary Sewer Overflow Emergency Response Plan

Harvard and Gridley Pump Station Tributary Area

Appendix IIIe

Sanitary Sewer Overflow Reporting Chart

City of Norwalk Sanitary Sewer Overflow Reporting Chart



Appendix IIIf

Sanitary Sewer Overflow Report Form

**City of Norwalk
Sanitary Sewer Overflow Report Form**

General Information

*SSO Type:
(Circle One)

*SSO Event ID:

*Sanitary Sewer System:

Physical Location Details

*Spill Location Name:

Structure ID (if applicable):

*Latitude of spill location: deg min sec or decimal degrees

*Longitude of spill location: deg min sec or decimal degrees

Street No.:

Street Direction:
(Circle One)

East	South
North	Southeast
Northeast	Southwest
Northwest	West

Street Name:

Street Type: Suite/Apt. No.:

Cross Street:

City:

State:

Zip Code:

*County:

Spill Location Description:

*Regional Water Quality Control Board:

**City of Norwalk
Sanitary Sewer Overflow Report Form**

Spill Details

*Spill appearance point:
(Circle One)

Building or structure Force main or pressure sewer Gravity sewer Manhole Other sewer system structure Pump station Other (specify)
--

Spill appearance point explanation:
(Required if spill appearance point is "Other")

--

* Did the spill discharge to a drainage channel and/or surface water?

Yes
(Circle One) No

* Did the spill discharge to a storm drain pipe that was not fully captured and returned to the sanitary sewer system?

Yes
(Circle One) No

* Private lateral spill?

Yes
(Circle One) No

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

--

**City of Norwalk
Sanitary Sewer Overflow Report Form**

*Final spill destination:
(Circle all applicable)

Beach
Building and structure
Other paved surface
Storm drain
Street/curb and gutter
Surface water
Unpaved surface
Other (specify)

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

--

*Estimated spill volume: gallons

*Estimated volume of spill recovered: gallons

*Estimated volume of spill reached surface water,
drainage channel, or not recovered from a storm drain: gallons

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

*Estimated spill start date: & Time:

*When sanitary sewer system agency was notified of or discovered spill
Date: & Time:

*Estimated operator arrival date: & Time:

*Estimated spill end date: & Time:

**City of Norwalk
Sanitary Sewer Overflow Report Form**

*Spill cause:
(Circle all applicable)

Debris
Flow exceeded capacity
Grease deposition (FOG)
Operator error
Pipe structural problem/failure
Pump station failure
Rainfall exceeded design
Root intrusion
Vandalism
Other (specify)

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

--

If spill caused by wet weather, choose size of storm:
(Circle one)

1 Year
2 Year
5 Year
10 Year
50 Year
100 Year
> 100 Year
Unknown

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):

**City of Norwalk
Sanitary Sewer Overflow Report Form**

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

(Circle one)

Flat
Mixed
Steep

*Spill response activities
(Circle all applicable)

Cleaned-up (mitigated effects of spill)
Contained all or portion of spill
Inspected sewer using CCTV to determine cause
Restored flow
Returned all or portion of spill to sanitary sewer system
Other (specify below)

Explanation of spill response activities:
(Required if spill response activities is "Other")

--

Visual inspection results from impacted receiving water:

--

Overall Spill Description:

--

**City of Norwalk
Sanitary Sewer Overflow Report Form**

Notification Details

OES Control Number:

(Required for Category 1 spill report if estimated spill volume \geq 1000 Gals and spill reached surface water or storm drain pipe)

OES Called Date: & Time:

(Required for Category 1 spill report if estimated spill volume \geq 1000 Gals and spill reached surface water or storm drain pipe)

Regional Water Quality Control Board notified Date: & Time:

Other Agency Notified:

Was any of this spill report information submitted via fax
to the Regional Water Quality Control Board? Yes
 No

Date spill report information was submitted
via fax to the Regional Water Quality Control Board? & Time:

(Required if spill report information submitted via fax to Regional water Board is "Yes")

For Category 1 Spills only

*Spill response completion date:

Visual inspection results from impacted receiving water:

*Health warnings posted? Yes
 No

*Name of impacted beach(es):
(enter NA if not applicable)

**City of Norwalk
Sanitary Sewer Overflow Report Form**

*Name of impacted surface water(s):
(enter NA if not applicable)

*Is there an ongoing investigation? Yes
 No

*Water quality samples analyzed for:
(Circle all applicable)

Dissolved oxygen
Other chemical indicator(s) - specify below
Biological indicator(s) - specify below
No water quality samples taken
Not applicable to this spill
Other (specify below)

Explanation of water quality samples analyzed for:
(Required if water quality samples analyzed for is
"Other chemical indicator(s)", "Biological indicator(s)",
or "Other")

*Water quality sample results reported to:
(Circle all applicable)

County Health Agency
Regional Water Quality Control Board
None of the above
No water quality samples taken
Not applicable to this spill
Other (specify below)

Explanation of water quality sample results reported to:
(Required if water quality sample results reported to is "Other")

**City of Norwalk
Sanitary Sewer Overflow Report Form**

*Spill corrective action taken:
(Circle all applicable)

Added sewer to preventive maintenance program Adjusted schedule/method of preventive maintenance Enforcement action against FOG source Plan rehabilitation or replacement of sewer Repaired sewer Other (specify below)
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Explanation of spill corrective action taken:
(Required if spill corrective action taken is "Other")

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