



**CITY OF ORANGE  
LOCAL IMPLEMENTATION PLAN (LIP)**

**SECTION A-10  
ILLEGAL DISCHARGES / ILLICIT  
CONNECTIONS**



## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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### A-10.0 ILLEGAL DISCHARGES/ILLICIT CONNECTIONS PROGRAM

#### A-10.1 Introduction

Illegal discharges and illicit connections can be a significant source of pollutants from the municipal storm drain system. The City's LIP includes a comprehensive program for detecting, responding to, investigating and eliminating these types of discharges/connections in an efficient and timely manner. In order to ensure that the program is efficient and effective, the City has instituted procedures for its water pollution complaint and spill response activities.

The City has incorporated the Illegal Discharges/Illicit Connections (ID/IC) program as described in Section 10 of the DAMP as the basis for its LIP. The ID/IC Program establishes a process through which illegal discharges and illicit connections to the MS4 are actively detected and eliminated to protect public health and the environment. In order to be effective, the ID/IC Program has been integrated with the municipal, industrial, commercial, residential and construction inspection programs so that if an illegal discharge or illicit connection is discovered during an inspection it can be properly addressed and eliminated.

The LIP provides specific information regarding the City's programmatic guidelines, procedures, documentation and requirements. A framework and process for conducting permit compliance activities for illegal discharges and illicit connections include:

- Program administration and documentation
- Detection of illegal discharges and illicit connections
- Responding to water pollution incidents and complaints
- Inspections/investigations
- Cleanup
- Reporting
- Education/Enforcement
- Training; and
- Assessments of program effectiveness

In addition to the City efforts, the Principal Permittee implements a dry weather water quality monitoring program, which can also assist in identifying illegal discharges and illicit connections.



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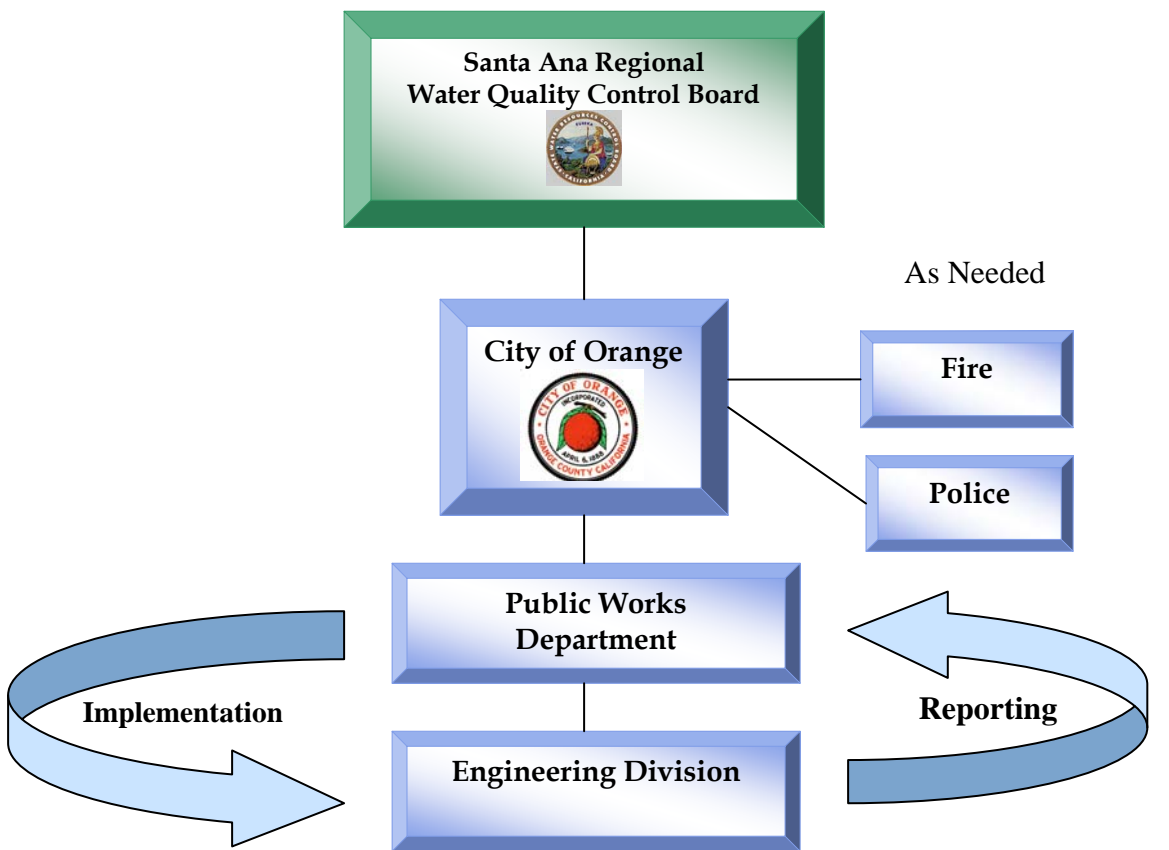
### A-10.1.1 Legal Authority

As was previously stated in the Legal Authority Section, Section A-4, in order to effectively prohibit non-storm water discharges from entering the municipal storm drain system, the City has codified a number of “Water Quality and Storm Water Discharges Ordinances” beginning with Ordinance No. 6-98 on April 28, 1998 and the latest water quality Ordinance No. 6-10 adopted on June of 2010.

### A-10.1.2 Overall Program Management

The LIP is provided to assist municipal City staff in complying with the municipal storm water permits. Departments responsible for overseeing, implementing, and enforcing the ID/IC storm water program component are identified in **Figure A-10.I**, and described in further detail in **Table A-10.I** below.

**Figure A-10.I**  
**City Illegal Discharges/Illicit Connections**  
**Program Management**





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**Table A-10.I**  
**City ID/IC Implementation**

<b>Department/ Division</b>	<b>Activity</b>	<b>Responsibility Under the Order/DAMP</b>
Public Works/ Engineering	Manages education/outreach program	Distribute public education materials to encourage the reporting of problems
Public Works/ Engineering; Community Services/ Environmental Services	Manages and implements the field programs	Report dumped materials and/or undocumented connections
Public Works/ Engineering	Processes notifications/ Responds to water pollution problems	Detect and eliminate illegal discharges and illicit connections
Public Works/ Engineering; Fire; Police	Responds to water pollution complaints	Respond to water pollution complaints in a timely manner and enforce all applicable ordinances
Public Works/ Engineering	“Authorized Inspectors” - Manage investigation, clean-up, reporting and enforcement for water pollution complaints	Respond to water pollution complaints in a timely manner and enforce all applicable ordinances
City Attorney	Assists with the enforcement of applicable ordinance violations	Enforce against violators of storm water related ordinances
Public Works/ Engineering	Manage water quality data received from countywide program	Initiate source investigations through ID/IC program for problems identified through the water quality monitoring program

Key department staff names are identified in **Exhibit A-2.I**



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### A-10.1.3 Program Implementation

Although the City is ultimately responsible for responding to water pollution complaints and incidents within the City boundaries, the City entered into a Water Quality Ordinance Implementation Agreement on July 23, 2002 with the Orange County Flood Control District (OCFCD) to assist in performing some of these services. The agreement allows the City to utilize OCFCD Authorized Inspectors 24 hours a day to provide high-end scientific, technical and enforcement services when the City may need additional resources or assistance.

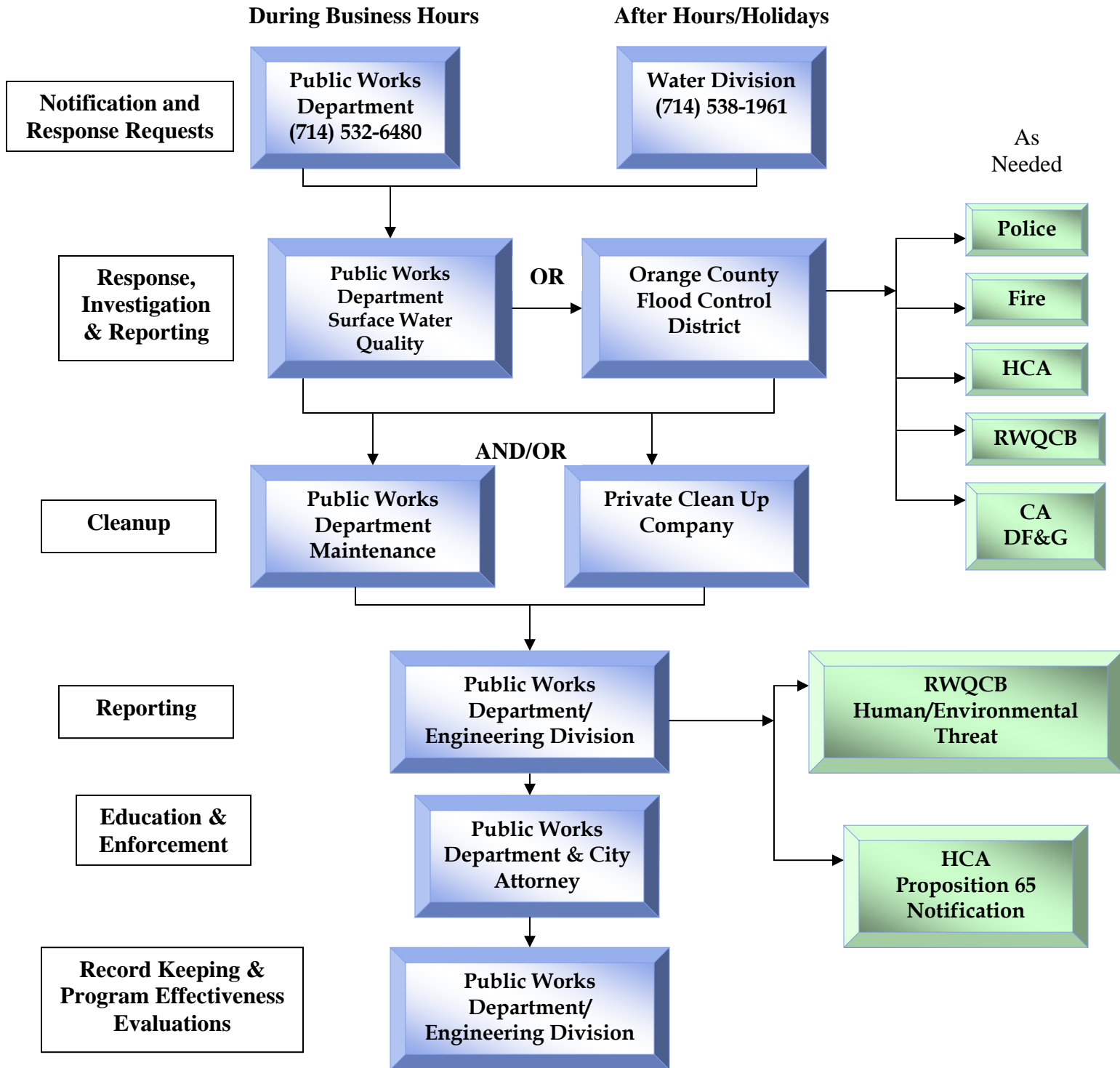
The City also coordinates with internal staff and other agency and emergency response personnel so that they understand how to identify a problem and who to report it to. For internal coordination, staff from the Public Works Surface Water Quality Section meets weekly to go over issues the inspectors may have encountered. In addition, staff from the Engineering and Maintenance Divisions attend related training sessions (Section A-10.8)

**Figure A-10.II** illustrates the general process City staff follows when implementing the Illegal Discharges/Illicit Connections program.



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Figure A-10.II  
Illegal Discharges/Illicit Connections  
Program Procedures





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### A-10.2 Detection and Elimination of Illegal Discharges and Illicit Connections

The City has a number of programs that pro-actively facilitate the detection and elimination of ongoing and/or potential sources of illegal discharges and illicit connections (see **Figure A-10.III**).

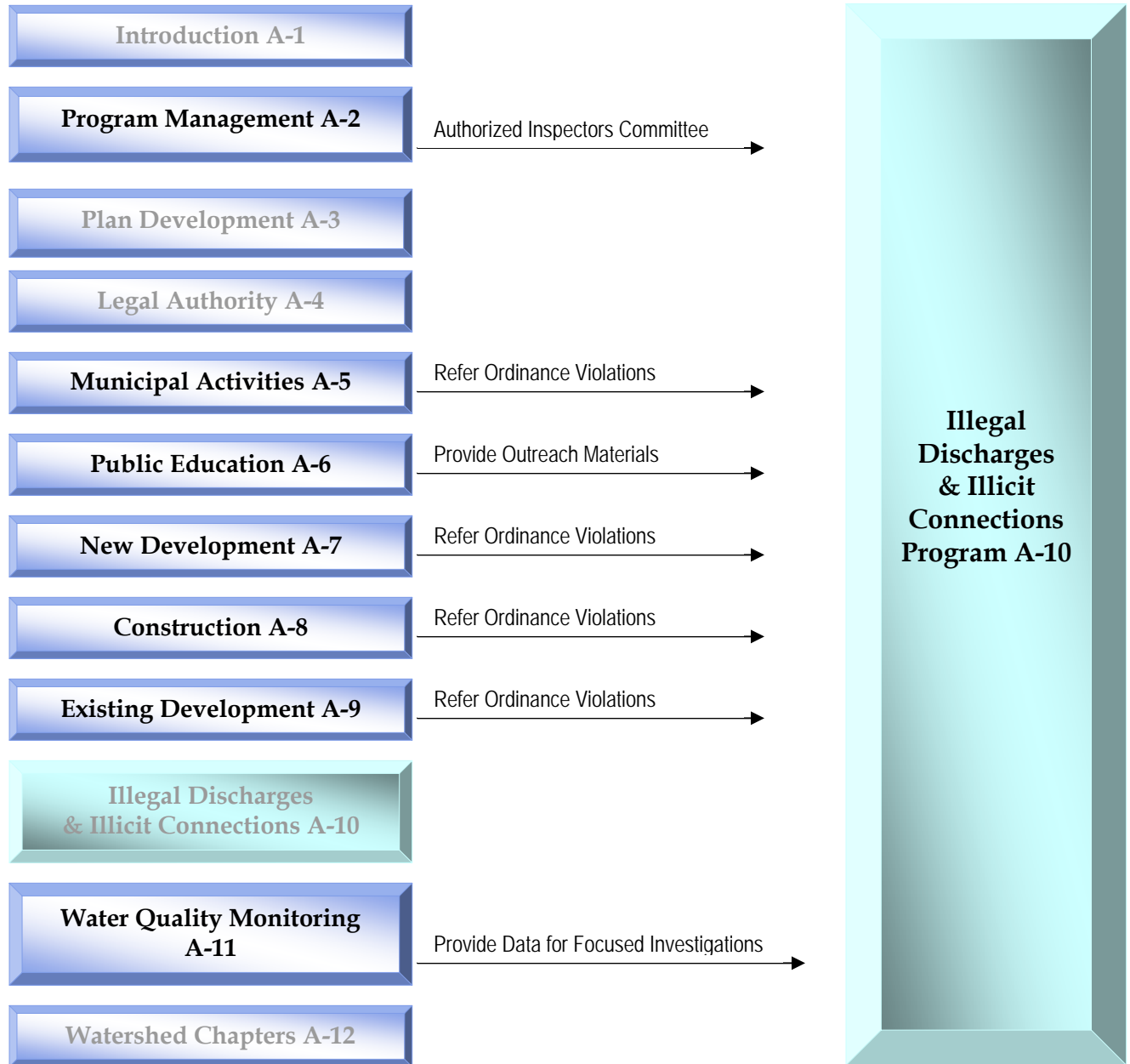
These programs include the following:

- Municipal Activities (Section A-5) – field inspectors and facility managers assist in the identification of illegal discharges and illicit connections during their daily activities. For example, during the routine maintenance of a drainage facility, a field inspector will report any dumped materials and/or undocumented connections. City street sweeper crews may also report illegal discharges into City streets.
- Public Education (Section A-6) – City staff assist with the distribution of public education materials that provide phone numbers and encourage the reporting of spills via telephone, fax, internet, mail or in person. Reporting phone numbers and websites are noted in Section A-10.3.2
- New Development/Significant Re-Development Program (Section A-7) – assists with the identification and reporting of new development and/or significant development post construction controls that are either not functioning adequately or are not being maintained, resulting in ongoing or threatened discharges to the storm drain system.
- Construction Activities (Section A-8) - assists with the identification of illegal discharges from construction sites.
- Existing Development Programs (Section A-9) – assists with the identification of on-going or threatened discharges from industrial, commercial and residential areas.
- Water Quality Monitoring Program (Section A-11) – assists with the identification of problem areas that may require source investigation studies.
- Active participation in the Orange County Hazardous Materials Strike Force.
- Encourage the public to report water pollution problems to the City 24 hr. hotline 714-538-1961 or the countywide reporting hotline at 1-877-89SPILL.



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**Figure A-10.III  
Storm Water Management Program Integration**







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### **A-10.3 General Illegal Discharge Response Procedures (Excluding Sewage Spills)**

In addition to the proactive detection and elimination of ongoing and/or potential discharges, a large portion of the City's ID/IC program is responding to water pollution complaints and incidents.

The City considers discharges to the municipal storm drain systems very important. Procedures and responses for incidents and complaints are identified below. Sewage spills, which merit special consideration because of the coordination with other public agencies as well as private owners, are covered separately in Section A-10.4.

Response procedures for illegal discharges and illicit connections consist of the following elements:

- Record Keeping
- Notifications and Response Requests
- Response
  - On-Scene Assessment/notifications
  - Containment
- Investigations
- Clean-Up
  - Decontamination
  - Waste Storage and Disposal
  - Follow-up
  - Cost Recovery
- Trauma Scene Cleanup
- Reporting

#### A-10.3.1 Record Keeping

Information from a complaint, notification, or response request is accurately documented throughout the entire process in order to:

- Provide accurate information for any personnel involved in the incident;
- Allow the data to be analyzed in order to determine if there are repeat offenders, problematic areas, problematic types of businesses, etc.;
- Ensure that the required regulatory notification and/or reports are completed;
- Provide the required information for any enforcement actions and/or cost recovery;
- Assist with the annual reporting and program effectiveness evaluations; and
- Allow for better decision making when improving upon the program.



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The City uses the Illegal Discharge/Illicit Connection Investigation form (**Exhibit A-10.I**) to collect the following information:

- Initial notification;
- Reporting type;
- Location and specific details about the complaint or spill;
- Information about the alleged responsible party or owner;
- Results of the investigation; and
- Actions taken.

Documentation may also include photographs, the collection of samples, detailed notes on observations, witness interviews, discussions on decisions made, and other information relevant to the investigation.

After the initial entry of the information on the Illegal Discharge/Illicit Connection Investigation form, the incident is entered into a database so that future enforcement activities may be focused on problematic responsible parties, locations or constituents, and provides quick access to the information necessary for accurate completion of the annual progress reports.

### A-10.3.2 Notifications and Response Requests

In order to have a successful ID/IC program, the City needs to obtain information about potential or existing complaints and spills as soon as possible so that the problem can be mitigated as quickly as possible.

In order to facilitate the reporting of problems by the general public, the City encourages the reporting of complaints/spills via telephone, fax, internet, mail or in person. In addition, the City also encourages the public to report water pollution incidents to the City's 24 hour line (714) 538-1961 as well as the countywide 24 hour reporting hotline at (877) 89-SPILL (877-897-7455) and through the on-line complaint forms located at both the County website at [www.ocwatersheds.com](http://www.ocwatersheds.com) and the City website at [www.cityoforange.org](http://www.cityoforange.org).

In addition, the County's 24 hour hotline number and website address are included in all AT&T Regional Phone Directories. The hotline number is located in the Government Section of the White Pages while the website address can be found in the Internet Section of the Yellow Pages.

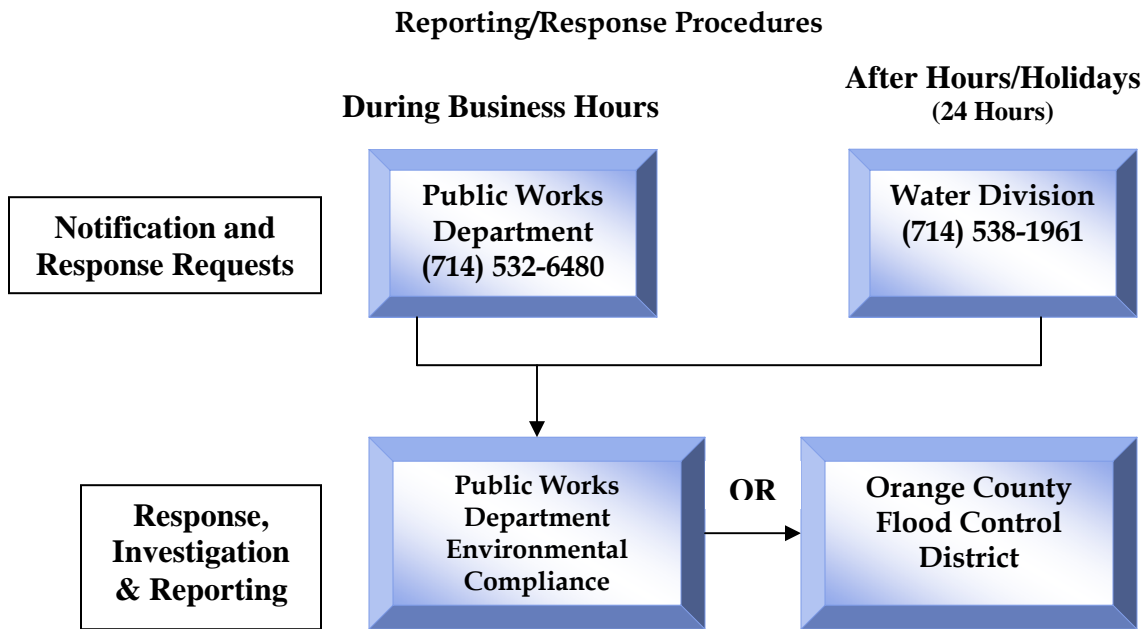


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### A-10.3.3 Response

Response to a water quality related incident differs slightly based on whether the incident is reported during working hours or after normal business hours. During working hours, complaints are forwarded to the Public Works dispatcher who will receive the information and contact an Authorized Inspector. The Authorized Inspector will then investigate the complaint. If necessary, the Authorized Inspector may call the Public Works Maintenance Division or other agencies for cleanup or assistance.

Water Quality incidents reported after normal business hours will be forwarded to the Water Division operator who will receive all relevant information. After receiving the water pollution complaint or spill, the Water Division refers the problem to an on-call Public Works Supervisor who then either dispatches an internal Authorized Inspector and/or Spill Responder or refers the problem to the Orange County Flood Control District Authorized Inspector and/or Spill Responder.



Each complaint or spill is investigated as soon as possible to ensure that valuable information is not lost.

The Response includes the following elements:

- On-Scene Assessment;
- Notifications; and
- Containment



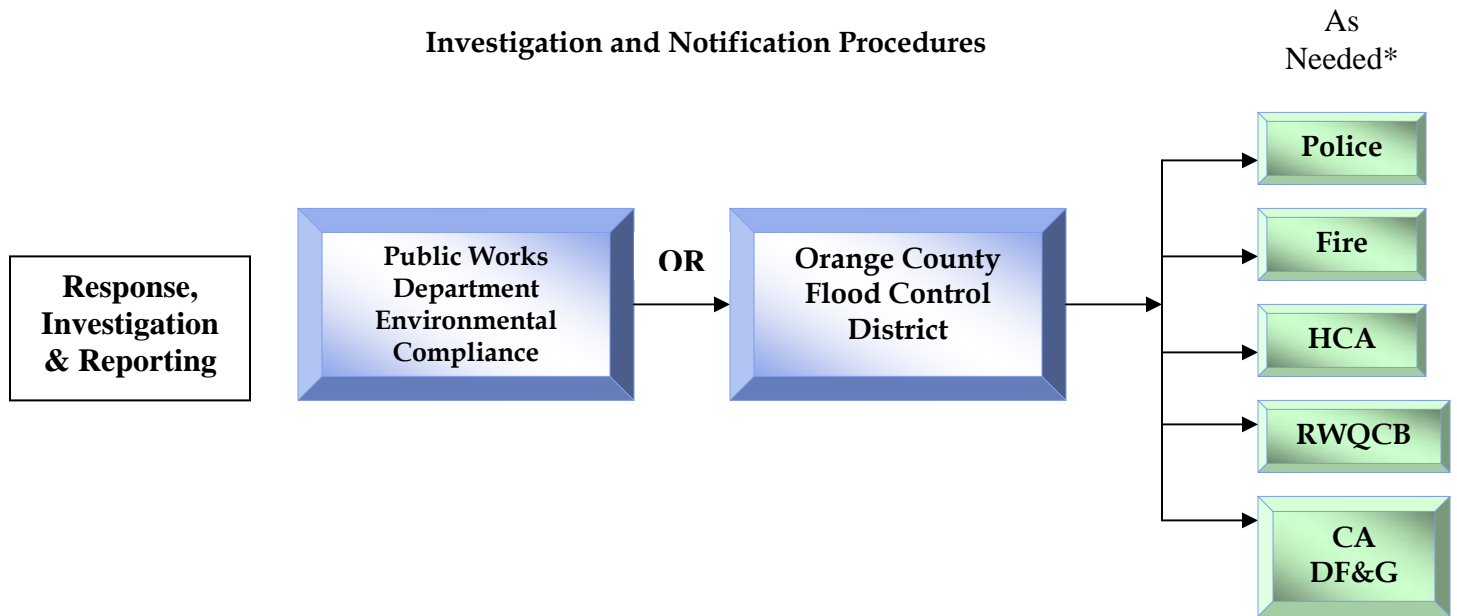
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After conducting an on-scene assessment, several notifications may be necessary.

Notifications may include:

- Notification to Other Agencies – Notifications need to be made to any agencies or entities that may be affected by or have jurisdiction over the pollutant or discharge.
- Requesting Assistance – If it is determined that the incident requires a multi-agency response, it may be necessary to request additional assistance from other agencies.

### Investigation and Notification Procedures



\* - One or more of the agencies listed may be notified based on the characteristics of the incident.

The list shown above is a partial list of outside agencies that may be contacted. A more complete list of agencies that may be notified and under what circumstances is included in **Exhibit A-10.II**.



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### A-10.3.4 Investigations

The Authorized Inspectors will carefully document the investigation (**Exhibit A-10.I**) to ensure that accurate information is obtained and all evidentiary requirements are met. Documentation is intended to ensure that the required regulatory reporting is completed; enforcement and cost recovery actions can be justified; repeat offenders and other areas of concern can be identified; program improvements can be made and program effectiveness assessments can be prepared.

Investigative documentation includes:

- Initial notification or investigation/response request
- The location and specific details about the complaint
- Information about the alleged responsible party
- The results of the investigation
- The actions that were taken as a result

Investigation may include one or more of the following:

- Collection of samples and the submittal of a Chain of Custody form to the laboratory conducting the analyses;
- Photographs - If it is deemed necessary to take photographs to record visual observations and to document evidence for possible future enforcement action.
- Interviews - If it is deemed necessary to conduct interviews, the City uses a form to document the key pieces of information.

In addition, the *Investigative Guidance Manual* (Manual) was developed for use by the Authorized Inspectors to specifically address the investigative portion of an ID/IC response. The Manual outlines the fundamental techniques that should be followed during investigations in order to collect legally defensible data. The Manual addresses record keeping, site entry, interviewing, photographs, sample collection, and report writing.

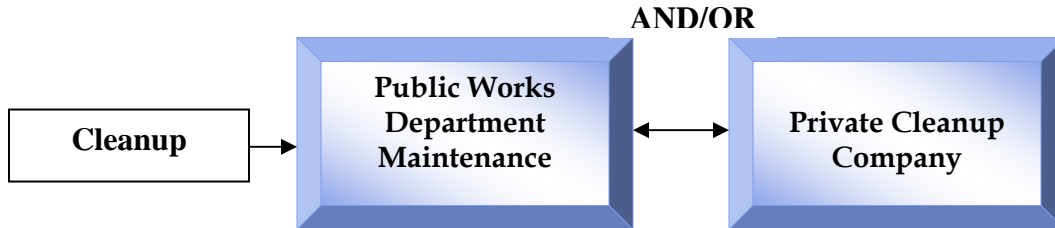
### A-10.3.5 Cleanup

The main objective in the cleanup operation is to restore the impacted area back to its original state (to the extent practicable) and prevent further environmental degradation in the surrounding area of the incident. It is important that the cleanup is completed in a timely and cost-effective manner as shown in the following diagram.



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### Cleanup Procedures



During the cleanup phase, the Authorized Inspector or Responder will assist or oversee the activities necessary to ensure the cleanup proceeds in a timely fashion. Depending on the type of material involved in the incident, the cleanup may be conducted by Public Works Maintenance staff or a Private Cleanup Company.

The general responsibilities of the Authorized Inspector or Responder during the cleanup phase are:

- Oversee cleanup – Provide cleanup directions and verify pollutant removal;
- Assess cleanup company's activities (proper and safe procedures) to verify if appropriate charges are being assessed; and
- Document amount of waste or pollutant removed to verify disposal costs (if needed).

In the event that the Authorized Inspector or other City staff determines that the individual responsible for the ID/IC is incapable of performing the actions by the compliance date, or if the individual chooses not to perform the activities, the City may conduct the necessary measures, and charge the resulting costs to the responsible party.

In that event, the Authorized Inspector will deliver an Invoice for Costs for the services provided by the City. The Invoice for Costs is due and payable to the City for the actual costs incurred by the City in responding to, overseeing the cleanup of and issuing and enforcing any notice or order.

#### A-10.3.6 Trauma Scene Clean-Up

Trauma scene wastes (i.e. blood and human tissue) may be encountered at various incidents including crime and/or accident scenes. Since trauma scene wastes require the implementation of special procedures in addition to the general clean up procedures that are followed, the City implements the procedures that are outlined in **DAMP Section 10.2.4.6**.

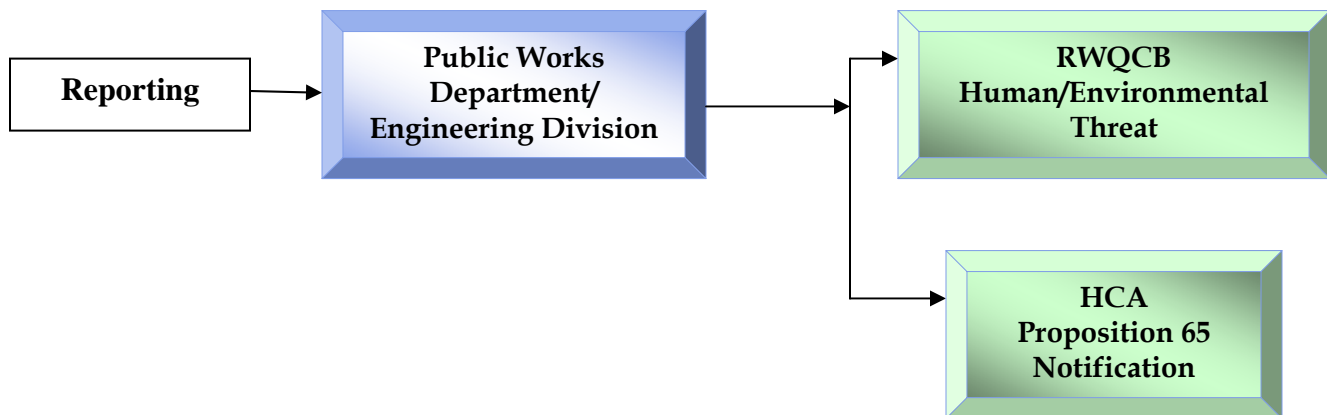


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### A-10.3.7 Reporting

The Illegal Discharges/Illicit Connection program requires that the Inspector and/or Responder file reports with the Santa Ana Regional Water Quality Control Board or Orange County Health Care Agency if certain conditions are met. In the case of a private responder, the City's Authorized Inspector will make all proper notifications.

#### Reporting Procedures



#### Santa Ana Regional Water Quality Control Board Notifications

If a spill, leak or illegal dumping is determined to pose a threat to human or environmental health the City must provide oral notification to the Regional Board by phone or e-mail within 24 hours of the discovery followed by a written report within 5 days.

At a minimum, the items that are reported include:

- Spills that reach surface waters and/or could impact water recreation
- All reportable quantities of hazardous waste spills per 40 CFR 117 and 302
- Oil spills that could impact wild life
- Hazardous substance spills where residents are evacuated

The **oral notifications** are submitted within **24 hours** to:

- Mark Smythe  
Santa Ana Regional Water Quality Control Board  
Telephone: (951) 782-4998  
E-Mail: [msmythe@waterboards.ca.gov](mailto:msmythe@waterboards.ca.gov)



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The key pieces of information that are included with the oral notification include:

- a) The date and time of the incident
- b) Reporting party contact information
- c) A description of the incident
- d) The location
- e) Alleged responsible party contact information
- f) Status on actions taken

The **written reports** are submitted within **5 days** to:

Mark Smythe  
Santa Ana Regional Water Quality Control Board  
3737 Main Street, Suite 500  
Riverside, CA 92501  
msmythe@waterboards.ca.gov

In order to comply with this requirement, a completed spill report form is submitted to the Board.

### Orange County Health Care Agency - Proposition 65 Notifications

Health and Safety Code 25180.7 provides that

“Any designated government employee who obtains information in the course of his official duties revealing the illegal discharge or threatened illegal discharge of a hazardous waste within the geographical area of his jurisdiction, and who knows that such discharge or threatened discharge is likely to cause substantial injury to public health or safety, must, within 72 hours, disclose such information to the local health officer.”

The Proposition 65 Hotline telephone number is (714) 433-6401 Fax (714) 754-1768

The hotline number connects the City staff to the Orange County Health Care Agency’s Proposition 65 Compliance Program where they can leave an oral notification.

The key pieces of information that are provided include:

- Date and time of the call
- Name, agency and phone number
- Date and time of the incident
- The location and cause of the incident





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- The type and amount of the materials involved
- The factors likely to cause a substantial health threat

Written notification can also be provided by faxing the information to the fax number noted above.

**For emergencies City staff call Orange County Communications at (714) 628-7008**



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### A-10.4 Sewage Spill Response Procedures

As noted previously, sewage spills merit special consideration because they pose a threat to public health, adversely affect aquatic life or impair the recreational use and aesthetic enjoyment of the waters.

In response to the potential threats posed by sanitary sewer overflows (SSOs), in 2002 the Santa Ana Regional Water Quality Control Board adopted General Waste Discharge Requirements (Order No. R8-2002-0014). That Order prescribed uniform minimum standards and required sewage collection agencies within the region to develop and implement a comprehensive Sewer System Management Plan (SSMP). One of the components in the SSMP is a Sanitary Sewer Overflow Response Plan to ensure that sanitary sewer overflows are responded to in a timely and efficient manner.

In May 2006 the State adopted a statewide General Waste Discharges Requirements for Sewer Collection Agencies Order No. 2006-003 DWQ that superseded Order R8-2002-0014. The statewide order contained similar requirements to the Santa Ana Regional Board Order and the previously adopted City Sanitary Sewer Overflow Emergency Response Plan was revised and updated to comply with the new State Order (**Exhibit A-10.III**).

The Sewer Overflow Emergency Response Plan includes information on:

- Notifications and Dispatch;
- Containment, Collection and Clean-Up;
- Reporting;
- Follow-Up Procedures; and
- Plan Updates

In addition, the Sewer Overflow Emergency Response Plan has been integrated with the City's storm water management program so that the protection of the storm drain system during and after a sewage spill continues to be a priority for City staff. The following sections describe the typical City response.

#### A-10.4.1 Reporting

Sewage spills in the City are reported to the following agencies:

##### State Notifications

All sewer spills both public and private are reported to the California Integrated Water Quality System (CIWQS), the State's SSO online database at:

<http://ciwqs.waterboards.ca.gov>.



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### **For spills that reach the storm drain system:**

**Draft Written reports** are submitted to the state's California Integrated Water Quality System (CIWQS) within 3 days of being made aware of the incident and a final report is certified within 15 days.

The key pieces of information that are included with the initial oral and written report include:

- a) The responsible sanitary sewer system agency or private property owner;
- b) An estimated date and time when the overflow began and when it stopped;
- c) Whether the sewage discharged to a storm drain or surface water body and , how the spill was contained;
- d) The estimated total sewer overflow volume;
- e) How much of the spilled sewage was captured and returned to the sewer system and how much of the wastewater was discharged to waters of the State;
- f) The location of the overflow and the location of the potential blockage or problem point. A description of the sewer system component from which the spill occurred;
- g) The cause or suspected cause of the overflow;
- h) A notation of whether or not the sewer overflow is still occurring at the time of the report;
- i) Steps taken of planned to reduce, eliminate and prevent reoccurrence of the overflow and a schedule of major milestones for those steps; and
- j) Confirmation that the local health services agency was or will be notified

### **Spills that do not reach the storm drain system:**

**Draft Written reports** are submitted to the state's California Integrated Water Quality System (CIWQS) at any time following the spill and must be certified within 30 days following the month that the spill was reported.

The key pieces of information that are included in the spill report are similar to the information provided for spills that reach the storm drain.

### Santa Ana Regional Water Quality Control Board Notifications

#### **For spills that reach the storm drain system:**

Initial oral reports of spill within 2 hours to:

Santa Ana Regional Water Quality Control Board  
Telephone: (951) 782-4130  
Fax: (951) 781-6288



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Written spill reports of the sewer overflow (**Exhibit A-10.III**) are faxed within 5 days of the spill event to the telephone numbers noted. Following notification of the spill event, the Regional Board may view the draft and certified written report on the States online CIWQS system.

### **Spill that do not reach the storm drain system**

All sewer spills are reported orally within 24 hours to the Regional Board. Written reports of the sewer overflow are faxed within 5 days of the spill event to the telephone numbers noted. A final certified report may be viewed on the State's online CIWQS system

The information provided to the Regional Board is similar to that provided for spills that reach the storm drain system as applicable.

### Orange County Health Care Agency

California Health and Safety Code Section 5411.5 requires that all sewage spills be immediately reported to the HCA 24-hours a day.

For spills that reach the storm drain system, oral notification is provided within 2 hours of becoming aware of the spill. Spills that do not reach the storm drain system are reported orally within 24 hours.

The **initial oral reports** are submitted to:

During Business Hours (8:00 am to 5:00 pm)

County of Orange/Health Care Agency  
Regulatory Health Services/Environmental Health  
Ocean Water Protection Program  
Telephone: (714) 433-6419

After Hours (5:01 pm to 7:59 am)

Orange County Communications number  
Telephone: (714) 628-7008.

Copies of the written report submitted to the regional board are submitted within 5 days.



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### California Emergency Management Agency- Sewage Spills

California Water Code Section 13271 and the CCR Section 2250 require that California Emergency Management Agency (CALEMA) be notified immediately of all sewage spills of 1,000 gallons or more from public sewer systems by telephone and the City's WDR Order requires oral notification within 2 hours of being made aware of spills that reach the storm drain system to the following telephone number:

CALEMA  
Telephone: (800) 852-7550

### A-10.4.2 Response

The City's Sanitary Sewer Overflow Emergency Response Plan, **Exhibit A-10.III**, contains a complete description of the actions and activities conducted by the City in response to both public and private sewer overflow.

### A-10.4.3 Sewage Spill Response Planning

To assist in the containment of major sewer spill affecting receiving waters in the City, the City participates in the Countywide Area Spill Control (CASC) Program with the Principal Permittee and other cities.



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### **A-10.5 Illicit Connections**

The City detects and eliminates illicit connections to its municipal storm drain system as a part of its routine channel inspection and maintenance program.

Any illicit connection identified by City staff during routine field inspections is investigated and then eliminated or permitted within 120 days of the discovery. Compliance with established regulations on obtaining encroachment permits before installation of drains is enforced. Owners of existing drains without appropriate permits are notified to comply. Appropriate actions are then taken to approve the undocumented connection by permit procedure and/or pursue removal of the connection if it is determined to be illicit and not permissible.

If evidence of an illegal discharge is detected and the source does not appear to be evident, a source investigation may be conducted as described in **Section A-10.6** below and **DAMP Section 10.2.7** to determine if the discharge is being conveyed through an illicit connection.

### **A-10.6 Source Investigations**

Source investigations may be conducted when an illegal discharge or an illicit connection is detected or suspected and the source is not readily identifiable. The purpose of the investigation is to locate the source so that measures to eliminate the problem can be implemented. Mechanisms which can trigger source investigations include:

- Reports made by City staff, government agencies, or the general public
- Triggers established by the data from the water quality monitoring program
- Professional judgment of water quality monitoring personnel

To assist in determining when source investigation studies are warranted, the Dry Weather Monitoring Program (DAMP Section 11.0) includes a set of criteria that trigger focused source investigations when the monitoring data indicate the presence of a problem.

If a notification is necessary, the Principal Permittee notifies the City that follow-up investigations may be necessary. However, if the monitoring program finds extreme conditions that represent a clear and immediate risk to human health or receiving water quality, or that provide unambiguous evidence of a substantial upstream problem, then the set criteria will be bypassed and the City will be notified immediately.

In cases where the monitored site is near a jurisdictional boundary and the upstream drainage area for the site extends into a neighboring jurisdiction; both the City and the jurisdiction containing the site drainage area will be notified.



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### A-10.6.1 Tracking a Pollutant Upstream

Once the City Authorized Inspector is notified of the potential problem and it is determined that a source investigation is warranted, the approach used for tracking a pollutant source upstream or identifying an illicit connection will primarily involve the steps as outlined in DAMP Section 10 including:

- Step One - Initial Screening
- Step Two - Source Evaluations and Inspections
- Step Three - Monitoring
- Step Four - Documentation, Notification and Reporting

### **A-10.7 Education and Enforcement**

Enforcement activities within the City are undertaken according to the adopted Water Quality Ordinance and accompanying Enforcement Consistency Guide (DAMP Exhibit 4.I). Water pollution cases may be handled administratively or in more serious instances, prepared for prosecution.

The City has formally designated the staff responsible for carrying out the enforcement services according to the Enforcement Consistency Guide and updates these designations every year as a part of Annual Progress Report if needed.

The City generally utilizes four types of remedies including:

- Educational Outreach;
- Administrative Remedies - Notices of Noncompliance, Abatement Orders;
- Criminal Remedies - Misdemeanors, Infractions, Issuance of Citations; and
- Other civil or criminal remedies as appropriate

### A-10.7.1 Choosing the Type of Enforcement

The Enforcement Consistency Guide provides a framework for selecting the type of enforcement that should be pursued. Some of the factors that influence this decision include:

- The duration and significance of the violation or threat;
- The cooperativeness and willingness of the responsible party to remedy the conditions;
- Whether the incident is isolated or re-occurring; and



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- Whether the violation or threat will affect or harm human health or the environment.

In order to be consistent countywide, City staff use the Enforcement Options Matrix (**Exhibit A-10.II**) to assist them in determining which type of enforcement action should be used for any given incident.

The Matrix:

- Identifies common types of complaints and violations;
- Identifies a range of initial and follow up responses;
- Defines a range of enforcement actions based on the nature and severity of the violations; and

Although the discussion below provides some guidelines on the use of various enforcement tools, the Enforcement Consistency Guide is the primary document for the enforcement procedures and processes and is consulted when enforcement options are being considered or appeals of enforcement remedies have occurred.

### A-10.7.2 Educational Outreach

Although the Authorized Inspectors primarily rely on the administrative remedies as discussed below, there are occasions when the Authorized Inspectors use educational outreach instead of enforcement actions with suspected responsible parties.

These situations may occur when:

- An Authorized Inspector believes that the water pollution complaint may be valid, but does not have evidence to substantiate it; and/or
- A second party, or resident, hires a contractor who causes an incident. In this case the contractor will receive the administrative remedy and the resident will receive educational outreach.

As a part of the outreach effort, educational brochures, pamphlets, posters, magnets, etc. are provided so that the responsible party has information regarding the proper handling/disposal of the materials involved in the complaint (e.g. pool water, concrete, dog waste, etc.).





## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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Examples of the types of educational materials that are distributed include the following:

- |  |  |
|--|--|
| <input type="checkbox"/> Carpet Cleaners           | <input type="checkbox"/> Mobile Car Wash               |
| <input type="checkbox"/> Restaurant Cleaning       | <input type="checkbox"/> Pool Maintenance              |
| <input type="checkbox"/> Automotive Service Center | <input type="checkbox"/> Waste Oil Collection          |
| <input type="checkbox"/> Gas Station               | <input type="checkbox"/> Pest Control Products         |
| <input type="checkbox"/> Horse and Livestock       | <input type="checkbox"/> Permitted Lot and Pool Drains |
| <input type="checkbox"/> Pet Care                  | <input type="checkbox"/> Car Wash Fundraisers          |

Additional brochures that can be handed out are identified in Section A-6.

### A-10.7.3 Administrative Remedies

The City generally utilizes the following types of administrative including:

- Notices of Non-compliance – This is the least onerous enforcement tool and constitutes a basic request that the responsible party (RP) rectify the condition causing or threatening to cause non-compliance with the Ordinance.

The Notice of Non-compliance may be issued when one or more of the following circumstances exist:

- The violation or threat is not significant and has been short in duration
- The RP is cooperative and has indicated a willingness to remedy the conditions
- The violation or threat is an isolated incident
- The violation or threat does not affect and will not harm human health or the environment

Prior to the issuance of an Administrative Compliance Order or an Abatement Order to a responsible party, the City first issues a Notice of Non-compliance: stating the act or acts constituting the violation and directs that the violation be corrected.

The Notice of Non-compliance provides the responsible party with a reasonable time period to correct the violation before further proceedings are brought against them. However, a Notice of Non-compliance is not the first enforcement method used if egregious or unusual circumstances indicate that a stronger enforcement method is appropriate.

A copy of the Notice of Noncompliance is shown in **Exhibit A-10.II**



## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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- Abatement Orders - The City uses this enforcement tool when the immediate action of the responsible party is necessary to stop an existing discharge and the responsible party has failed to adhere to an issued schedule for compliance in violation of the Ordinance. The Abatement Order may also be appropriately issued as a first step in ordering the removal of nuisance conditions, which threaten to cause an unauthorized discharge.

The Abatement Order may be issued when one or more of the following circumstances exist:

- The violation or threat is immediate in nature and may require an emergency spill response or immediate nuisance abatement if left unattended
  - The violation or threat exhibits a potential situation that may harm human health or the environment
  - The Inspector's prior Notices of Non-compliance or schedule of compliance have not obtained a favorable response
- Other Administrative Procedures or Civil Actions
    - Where the City has issued a local permit, the inspector may elect to initiate administrative proceedings to suspend, revoke or modify the permit if the permit terms are violated or if changed conditions occur.
    - In consultation with the Enforcing Attorney, the Inspector may also consider the use of an injunction or other civil enforcement proceedings

### A-10.7.4 Criminal Remedies

Criminal enforcement is appropriate when evidence indicates that the responsible party has acted willfully with intent to cause, allow to continue, or conceal a discharge in violation of the Ordinance.

The City generally utilizes two types of criminal remedies

- Infractions - At the discretion of the Enforcing Attorney, misdemeanor acts may be treated as infractions. Factors that may determine whether the misdemeanor is more appropriately treated as an infraction include:
  - The duration of the violation or threatened violation
  - The compliance history of the person, business or entity
  - The effort made to comply with an established compliance schedule
  - The existence of prior enforcement actions



## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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- The actual harm to human health or the environment from the violation

An infraction is punishable by a fine of not more than \$100 for a first violation, \$200 for a second violation, and a fine not exceeding \$500 for each additional violation occurring within one year.

- Misdemeanors – Criminal enforcement is appropriate when evidence of non-compliance indicates that the violator of the Ordinance has acted willfully with intent to cause, allow to continue, or undertakes to conceal a discharge in violation of the Ordinance.

### A-10.7.5 Administrative Hearings

The Water Quality Ordinance provides for appeals of the Authorized Inspector's decisions to a designated Hearing Officer. The final decision of the Hearing Officer may be appealed to the court with proper jurisdiction under statutory review procedures. The Enforcement Consistency Guide provides further information on the administrative hearing process.

### **A-10.8 Training and Outreach**

Education and training of municipal staff is one of the keys to a successful storm water program. This is especially true with the Illegal Discharges/Illicit Connections program because City staff will be in the public eye when conducting extensive investigation efforts and proceeding with enforcement actions. To assist City staff in understanding the Illegal Discharges and Illicit Connections Program, several training modules have been developed by the Principal Permittee (**DAMP Appendix B-10**).

In addition, City staff is also encouraged to attend training seminars or workshops related to storm water management and water quality conducted by other organizations such as the County District Attorney's Storm Water Strike Force.

### A-10.8.1 Training Modules

In order to adequately address the different areas of the Illegal Discharge and Illicit Connection Program element, the Principal Permittee in collaboration with the cities developed five different training modules:

- *ID/IC Program Management Training (DAMP Exhibit B-10.I A&B)*

This training module is generally targeted for storm water program managers and addresses the overall program framework, objectives and approach so that they may gain a broader understanding of how the program is developed and implemented at a local level. It also includes the tools necessary to determine



## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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program responsibilities, conduct investigations, utilize proper enforcement procedures and report incidents of non-compliance.

- *ID/IC Program Authorized Inspector Training (DAMP Exhibit B-10.II A&B)*

This training module is generally targeted for Authorized Inspectors and spill responders and addresses the responsibilities of the field personnel implementing the ID/IC Program. This training will include reporting requirements, spill response, inspection, cleanup and enforcement procedures.

- *ID/IC Program Sewage Spill Response Training (DAMP Exhibit B-10.III A&B)*

This training module is generally targeted for municipal Authorized Inspectors and spill responders as well as sanitation district staff and specifically focuses on the responsibilities of the field personnel in responding to sewage spills. The training will address a sewage spill from both the sanitation and municipal perspective and provide a framework for the responders to follow when responding to ensure that both sets of objectives are met.

- *ID/IC Emergency Personnel Responders Training (DAMP Exhibit B-10.IV)*

This training module is generally targeted for fire and police department responders and focuses on the responsibilities that they have in responding to various types of water pollution complaints. The training will discuss the general response framework for the ID/IC program and discuss BMPs that should be used in emergency and non-emergency incidents.

- *Investigative Guidance Manual (DAMP Exhibit B-V).*

This training module is targeted for Authorized Inspectors as first responders and focuses on the responsibilities that they have in responding to and investigating various types of water pollution complaints. The training discusses the general response framework for the ID/IC program and investigative techniques and enforcement available to address illegal discharges.

The modules will be substantially updated in 2010-11 to reflect the requirements of the Fourth Term Permits.

In order to allow for a better determination of which personnel require training, records are maintained of the training received or workshops attended.

### **A-10.9 Program Effectiveness Assessment**

The overall Program Effectiveness Assessment (PEA) serves as the foundation for the submittal of the annual progress report that is submitted each year to the Principal



## SECTION A-10, ILLEGAL DISCHARGES/ILLICIT CONNECTIONS

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Permittee and subsequently to the Regional Boards and serves as the basis for evaluating the City's ID/IC efforts (See **DAMP Appendix C-10**).

The PEA allows the City to assess the effectiveness of its storm water program components including those focused on the detection and elimination of illegal discharges and illicit connections. The ID/IC program effectiveness evaluation will allow the City to assess the effectiveness of its program by focusing on the data collected from the spill response, investigation and enforcement activities.

Exhibit A-10.I

Illegal Discharges/Illicit Connections  
Investigation Form



# Illegal Discharge/Illicit Connection Investigation

DATE: \_\_\_\_\_ 20\_\_ TIME: \_\_\_\_\_ a.m. p.m. DAY OF WEEK: \_\_\_\_\_

REPORTING TYPE:  NOTIFICATION  COMPLAINT  RESPONSE REQUEST

FROM:  CITY STAFF  HOTLINE  PUBLIC CALL IN  OTHER AGENCY  FIELD SURVEY

### **Illegal Discharge/Illicit Connection Location**

FACILITY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
Street City Zip

OWNER/CONTACT: \_\_\_\_\_

WATERSHED:  SANTA ANA RIVER  WESTMINSTER  S. D. CREEK  
 SANTIAGO CREEK

### **CONDITION(S) OBSERVED**

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MATERIALS OBSERVED:  Hydrocarbons  Inorganic Compounds  Metals  Nutrients  
 Organic Compounds  Pathogens or Coliforms  Discharge Exceptions  
 Wastewater  Pesticides  Sediment  Trash & Debris  Miscellaneous

### **ACTION(S) TAKEN**

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REFERRED TO OCFCD OR OTHER AGENCY: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ 20\_\_  
Authorized Inspector

## Exhibit A-10.II

Enforcement Options Diagram  
Notice of Non-Compliance Form  
Agency Contact List  
List of Cleanup Companies



## Enforcement Options Diagram

ENFORCEMENT OPTIONS	ADMINISTRATIVE ACTIONS			CRIMINAL ACTIONS
	NOTICE OF NON-COMPLIANCE/ ADMINISTRATIVE CITATION	ADMINISTRATIVE COMPLIANCE ORDER/ ADMINISTRATIVE CITATION	CEASE & DESIST ORDER	INFRACTIONS AND MISDEMEANORS
COMPLIANCE STRATEGY				
<b>Threat Level</b>	Insignificant	Not Significant	Might be Significant	Significant
<b>Environmental Harm</b>	None	Not Immediate	Potential/Immediate	Actual/Immediate
<b>Event Duration</b>	Short	Short	Long/Continuous	Long/Continuous
<b>Event Frequency</b>	Isolated	Infrequent	Frequent/Ongoing	Frequent/Ongoing
<b>Cooperation</b>	Readily Complies	Working to Comply	Uncooperative/Slow to Comply	Non-Responsive
<b>Intent</b>	Unknowingly	Not Willfull	Possible Willful	Willful



**NOTICE OF NONCOMPLIANCE**

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ .M DAY OF WEEK: \_\_\_\_\_

NAME: \_\_\_\_\_  
First Middle Last Delivered to (if different)

ADDRESS: Residence \_\_\_\_\_  
Street City Zip

Business \_\_\_\_\_  
Street City Zip

EMPLOYER: \_\_\_\_\_ OCCUPATION: \_\_\_\_\_  
(if applicable) (if applicable)

**VIOLATION(S) OF CITY'S WATER QUALITY ORDINANCE**

On or about \_\_\_\_\_, the undersigned Authorized Inspector identified the following violation(s) of the City's Water Quality Ordinance, existing at or near: \_\_\_\_\_:

- Illicit Connection.....OMC 7.01.040(A)(1)
- Prohibited Discharge....OMC 7.01.040(A)(2)
- Agent/Employee/Independent Contractor Illicit connection/Prohibited Discharge OMC 7.01.040(A)(3)
- Failure to Comply with New Development/Significant Redevelopment Conditions OMC 7.01.050(A)(6)
- Litter.....OMC 7.01.050(C)(1)
- Other: \_\_\_\_\_

**CONDITIONS OBSERVED**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**NOTICE of NONCOMPLIANCE**

The party identified above is hereby notified that the continuance of the conditions above stated, whether ongoing or intermittent, will result in further enforcement action in accordance with the City's Water Quality Ordinance. Notification may be forwarded to the California Regional Water Quality Control Board.

**Compliance Date**

Party shall correct all of the above listed violations/conditions on or before \_\_\_\_\_ 20\_\_.

**Appeal Rights**

Any appeal from issuance of this Notice of Non-Compliance must be filed within ten (10) days of receipt of this notice by filing a written request for an administrative hearing with the Office of the City Clerk, 300 E. Chapman Ave., Orange, Ca. 92866, with a copy of the request for administrative hearing mailed on the date of filing to the Public Works Director/City Engineer, 300 E. Chapman Ave., Orange, Ca. 92866. OMC 7.01.090 (A)(4)

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ 20\_\_ Phone: 714/ \_\_\_\_\_  
Authorized Inspector

Signed: \_\_\_\_\_ Date: \_\_\_\_\_ 20\_\_ Phone: \_\_\_\_\_  
Facility Representative

### Agency Notification List

Situation/Circumstances	Notify
Emergency	City Fire/Police Dept. - 911 Cal EMA - (800) 852-7550 Orange County Control One (714) 628-7008 National Response Center (800) 424-8802
NPDES Notification/Reporting <ul style="list-style-type: none"> <li>• Sewage spills that reach Surface waters and /or could impact water recreation</li> <li>• Reportable quantities of Hazardous waste per 40 CFR 117 and 302</li> <li>• Oil spills that could impact wild life</li> <li>• Hazardous substance spills where residents are evacuated</li> </ul>	Adam Fischer Santa Ana Regional Water Quality Control Board 3737 Main Street, Suite 500 Riverside, CA 92501 Telephone No. (951) 320-6363 E-mail afischer@waterboards.ca.gov
Impact to County owned/operated storm drain/flood channels	OC Public Works Department (714) 955-0600 Orange County Control One (714) 628-7008 (after hours)
Impacts to Creeks and Streams	California Department of Fish & Game (858) 467-4201
Impact to bay, harbor or ocean waters	United States Coast Guard (562) 980-4444
Hazardous waste spills/Private Property impacts	County of Orange Health Care Agency (714) 433-6000
Proposition 65 Notification	County of Orange Health Care Agency (714) 433-6401
Air Impacts	Air Quality Management District (800) 288-7664
Soil Impacts	Department of Toxic Substances Control (714) 484-5300
Sewage Spill Coordination	Orange County Sanitation District (714) 593-7025
Criminal Offense	Orange County District Attorney (714) 347-8716

## LOCAL EMERGENCY RESPONSE CLEAN-UP COMPANIES

### MAJOR CLEAN-UP

ADVANCED CLEANUP TECHNOLOGIES, INC. (A.C.T.I)  
20928 Lambertson Avenue  
Carson, CA 90810  
(800)334-ACTI (2284) or  
(310)763-1423

CLEAN COASTAL WATERS, INC.  
190 S. Pico Avenue  
Long Beach, CA 90802-1097  
(562)432-1415  
(562)437-1510 – fax

ECOLOGY CONTROL INDUSTRIES  
20846 Normandy Avenue  
Torrance, CA 90502  
(800)262-1900  
(800)236-7324 – 24 hr #

SAFETY KLEEN (LOS ANGELES)  
East D Street  
Wilmington, CA 90744  
(562)590-8531 – pgr. Reggie Pestano, Tech. Sales Rep.  
(562)499-6961  
(562)495-1845 – fax

OCEAN BLUE ENVIRONMENTAL SERVICES  
925 West Esther St.  
Long Beach, CA 90813  
(562)624-4120  
(562)624-4127 – fax

### SMALL TO MEDIUM SIZED CLEAN-UP

ADVANCED ENVIRONMENTAL  
13579 Whittram Avenue  
Fontana, CA 92335-2950  
(909)356-9025

ANCON MARINE  
1010 S. Cabrillo Avenue  
San Pedro, CA 90731  
(310)548-8300  
(310)548-8357 – fax

CAL HAZARDOUS SERVICE  
1431 E. St. Andrew Place  
Santa Ana, CA 92705  
(714)434-9995

CONSOLIDATED WASTE INDUSTRIES, INC.  
10680 Silicon Avenue  
Montclair, CA 91763  
(800)233-3748 or  
(909)625-6645

ENVIRONMENTAL DYNAMICS  
22222 S. Wilmington Avenue  
Carson, CA 90745  
(310)952-9812

ENVIRONMENTAL TRANSLOADING SERVICES  
1313 E. Sixth Street  
Los Angeles, CA 90021  
(213)628-8000 or  
(800)628-8000  
(213)628-0106 fax

### SPECIALTY/COMMENTS

Complete service/24 hrs

Marine spills/24 hrs

Complete service/24 hrs

Complete service

Complete service/24 hrs  
contact Scott Tracy, GM

Complete service/24 hrs

Complete service/24 hrs  
Marine spills

Complete service/24 hrs  
7 man crew handle small  
spills

Complete service/24 hrs  
drug labs

Complete service/24 hrs

Complete service/24 hrs

## SMALL TO MEDIUM SIZED CLEAN-UP (Cont'd)

### ENVIRONMENTAL SERVICES

1801-B E. Parkcourt Place, Ste.120  
Santa Ana, CA 92701  
(800)49-WASTE or (714)569-0909

Complete service/24hrs

### GRAY, THOMAS & ASSOCIATES, INC.

1205 W. Barclay Avenue  
Orange, CA 92668  
(714)997-8090  
(714)997-3561 – fax

Radioactive and chemical waste  
24 hr service

### HAZPAK, INC.

9980 Cherry Avenue  
Fontana, CA 92335  
(800)326-1011  
(909)822-7552 – fax

Complete service/24 hrs

### INDUSTRY WASTE UTILIZATION

5601 State Street  
Montclair, CA 91763  
(909)984-9984  
(909)984-1510 – fax

### MARTIN ENVIRONMENTAL SERVICES

P. O. Box 1128  
Canyon Country, CA 91386-1920  
(800)624-9136  
(714)212-2048 Judy Weston/pager

Complete service/24 hrs

### NEITO AND SONS

1281 Brea Canyon Road  
Brea, CA 92821  
(714)990-6855  
(714)990-4862 – fax

Pumping/24 hrs

### OILFIELD TRUCKING & TRANSPORTATION

1300 N. Lakeview  
Anaheim, CA 92807  
(714)693-7088

Vacuum truck & high  
pressure steam cleaning  
24 hrs – transport only

### ORANGE COUNTY SEPTIC SERVICE & SANITATION CO.

P.O. Box 10415  
Santa Ana, CA 92711  
(714)540-5181 or  
(714)505-9662  
(714)505-9610 – fax

Pumping  
24 hr emergency only with  
permission to dump from  
sanitation department

### PHILIP WEST INDUSTRIAL SERVICE

2222 E. Sepulveda Blvd.  
Carson, CA 90810-1941  
(562)595-1000  
(800)275-3660

Complete service/24 hrs

### PORT- A-POTTIE

(800)638-1233 x302

Pumping  
regular business hrs M-F, 6-6.

### STERICYCLE

1201 N. Barsten Way  
Anaheim, CA 92806  
(714)666-2092

Medical waste/bio-hazard  
8-5, M-F only

### UNITED PUMPING SERVICE

14016 E. Valley Blvd.  
Industry, CA 91746  
(626)961-9326

Complete service/24 hrs

Exhibit A-10.III

Spill Report

Sewer Overflow Emergency Response Plan



# CITY OF ORANGE SPILL REPORT

Type of Spill	
<input type="checkbox"/>	Sanitary Sewer Overflow
<input type="checkbox"/>	Hazardous material
	Other: _____

Date of spill: \_\_\_\_\_ 20\_\_\_\_ Reported by: \_\_\_\_\_ Phone: \_\_\_\_\_

Location: \_\_\_\_\_ GIS Coordinates: \_\_\_\_\_

Time reported: \_\_\_\_\_  am  pm Estimated start time of spill: \_\_\_\_\_  am  pm

Arrival time: \_\_\_\_\_  am  pm Estimated stop time of spill: \_\_\_\_\_  am  pm

Response Personnel: \_\_\_\_\_

Origin of spill:  City sewer line  County sewer line  Private line  Private property flowing into public street

If private ownership; name, address, & phone number of responsible party or property owner: \_\_\_\_\_

\_\_\_\_\_ Contact: \_\_\_\_\_

Est. total spill volume: \_\_\_\_\_ Est. total volume recovered: \_\_\_\_\_ Photos taken of the spill?  Yes  No

Method of volume estimation \_\_\_\_\_

Did the spill enter a: Catch basin/ storm drain?  Yes  No Storm channel?  Yes  No

If yes, est. volume: \_\_\_\_\_

Receiving water:  N/A  Santa Ana River  Santiago Creek  Handy Creek  County Channel  Other: \_\_\_\_\_

Cause of spill:  Grease  Roots  Broken line  Rain inflow  Vandalism: \_\_\_\_\_  Other: \_\_\_\_\_

Date of clean up: \_\_\_\_\_ 20\_\_\_\_ Time completed: \_\_\_\_\_  am  pm Method of disinfection: \_\_\_\_\_

Containment:  Earth/ Sand berm  Sandbags  Seal Catch Basin  Other: \_\_\_\_\_

Cleanup Action taken: \_\_\_\_\_

Action to Prevent Recurrence \_\_\_\_\_

OTHER AGENCIES NOTIFIED: Check all that apply

Date & Time Notified

Contact Person/Additional Info

CONTROL ONE (714) 628-7008

OCHCA - (714) 433-6419 Fax (714) 433-6481

RWQCB - (951) 782-4130 Fax (951) 781-6288

OCPW - (714) 955-0600 Fax (714) 955-0639

OCSD - (714) 593-7025 Fax (714) 962-2591

DFG - (916) 445-0045 Fax (916) 323-0774

Cal EMA - (800) 852-7550 Fax (916) 845-8910

Control # \_\_\_\_\_

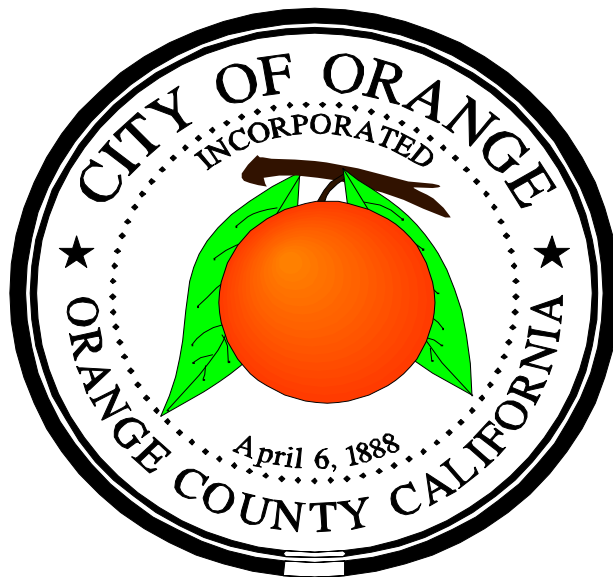
Form Completed By: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_





# SANITARY SEWER OVERFLOW EMERGENCY RESPONSE PLAN

PREPARED BY  
CITY OF ORANGE



PREPARED FOR  
STATE WATER RESOURCES CONTROL BOARD  
ORDER NO.2006-003-DWQ  
GENERAL WASTE DISCHARGES REQUIREMENTS  
MAY 2, 2009

# **Sanitary Sewer Overflow Emergency Response Plan**

## **Foreword**

The City of Orange is pleased to submit the Sewer System Management Plan's (SSMPs) Sanitary Sewer Overflow Emergency Response Plan (SSOERP) in accordance with the time schedule detailed in Order-2006-003-DWQ (Sewer WDR) Section D.15. The SSOERP generally follows the chronological stepwise procedures for receiving information on a possible sewer spill, dispatching response staff, performing required field work and reporting on these activities. This document satisfies the requirements of Section D.13 (vi) of the Order.

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## **I. AUTHORITY**

- A. The State Water Resources Control Board (SWRCB) issued Order No. 2006-003-DWQ (commonly referred to as Sewer Waste Discharge Requirements for the State (Sewer WDR)) to the City of Orange and other collection agencies throughout the State on May 2, 2006. The intent of this permit is to ensure the collection agencies within the State provide adequate and appropriate system capacity, adequate maintenance and operation, emergency sewers spill response and legal authority to reduce or eliminate discharges of wastewater to the waters of the State.
- B. The City of Orange owns and operates the sanitary sewer collection system within the City limits. As the operator of the sewer collection system, the City of Orange has the right and responsibility to properly fund and maintain the system and respond to spills as prescribed in the Sewer WDR.
- C. In the case of spills caused by private entities, the Orange Municipal Code (OMC) provides the legal authority to enforce violations. Applicable sections include the following:
- OMC Chapter 7.01.030A (2) prohibits the discharge of pollutants including fecal coliform, fecal streptococcus or enterococcus.
  - OMC Chapter 7.01.030A (2) makes it unlawful for any person to “place or deposit any human or animal excrement... on public or private property within the City...” or to “discharge to any natural outlet...any sewage..”
  - OMC Chapter 13.56 prohibits discharges to the sanitary sewer system “causing obstruction to the flow in sewers...”
  - OMC Chapter 13.64.040 prohibits discharge of “industrial waste into or upon any area in the City.”

The City of Orange is responsible for utilizing the aforementioned Municipal Codes to control and prevent future spills from occurring from private property. This responsibility is prescribed in part in the Enforcement Consistency Guide developed by the County of Orange and required by Order No. R8-2002-0010 (commonly known as the MS4 NPDES Permit). Additionally, the City of Orange is required, in the Legal Authority Section [D.13.(iii)(d) ] of the Sewer WDR, to develop and implement the legal authority to “limit fats and greases and other debris that may cause blockages in the sewage collection system.”

## **II. GENERAL**

The Sanitary Sewer Overflow Emergency Response Plan (SSOERP) is designed to ensure that every report of a sewer overflow is immediately dispatched to the appropriate crews so the report can be confirmed and the effects of the overflow controlled or minimized with respect to impacts to public health and the beneficial uses of the waters of the State. The SSOERP also includes provisions to ensure safety pursuant to the directions provided by the Orange County Health Care Agency (OCHCA), and the Occupational Health and Safety Agency (OSHA) and that notification in writing is made to the appropriate local, state and federal authorities (Regional Water Quality Control Board (RWQCB), OCHCA, Office of Emergency Services (OES)).

### **A. Objectives**

The primary objectives of the SSOERP are to protect public health, the environment, beneficial uses of the receiving waters, satisfy conditions of the Sewer WDR discharge requirements and minimize liability and potential enforcement actions or third-party lawsuits involving the City of Orange.

Additional objectives of the SSOERP are as follows:

- Provide appropriate customer service;
- Protect wastewater treatment plants and collection system personnel;
- Protect the collection system, wastewater treatment facilities, and all appurtenances;
- Protect private and public property beyond the collection and treatment facilities; and
- Provide clearly documented policies, procedures and guidelines for City staff to reference and follow.

This plan shall not supersede existing emergency plans or standard operating procedures (SOPs) unless directed by the Public Works Director or the Maintenance Division Manager and shall, in most cases, refer to these plans and will work in conjunction rather than conflict with them. The existing plans referenced have been reviewed and are consistent with the objectives of this plan.

### **B. Organization of Plan**

The key elements of the SSOERP are addressed individually as follows:

- Section III. Notification Procedures, Call Routing and Dispatch
- Section IV. Overflow Containment Correction and Cleanup
- Section V. Reporting

- Section VI. Follow-up Procedures
- Section VII. Update and Distribution of Plan
- Section VIII. Definitions

### **C. SANITARY SEWER OVERFLOW TRACKING**

Four mechanisms will be employed to track sanitary sewer overflows (SSOs). These are listed as follows:

- Initial Report - This report is the initial summary of information typically received from citizens or City staff. Receipt of a report initiates dispatch of City crews. The procedures for report taking and information distribution are compiled in Section III below of the SSOERP.
- 3-Day Report - This report (required by the revised WDR 2008-002-EXEC of the Monitoring and Reporting Program) requires certification within 24 hours to the Santa Ana Regional Board that the Orange County Health Care Agency and Offices of Emergency Services have been notified of a Category 1 spill. A draft report is due to the State within three business days of the date when the spill is brought to the attention of the City of Orange.
- Monthly Reporting - This report (required by section C5. of the Monitoring and Reporting Program in the Sewer WDR) is a summary of all Category 2 spills occurring within a calendar month. Information on the completion, distribution and tracking of these reports can be found in section V of the SSOERP.
- Annual Review - The number of SSOs within the City of Orange will be evaluated annually to assess problem or hot spot areas and appropriate changes to the cleaning and maintenance program will be implemented.

### **III. NOTIFICATION PROCEDURES CALL ROUTING**

This section establishes the procedures for the City of Orange to communicate internally, mobilize and respond to any condition which may cause or contribute to an unpermitted discharge of wastewater. There is a response to each reported spill caused by public or private facilities which occur on public or private property. This plan considers a wide range of potential system failures that could create an overflow to surface waters, onto land, into groundwater, or into buildings.

## **A. Receipt of Information Regarding a Sewer Overflow**

An overflow may be detected by City of Orange employees or by others (i.e. business owners, residents, etc.). The Streets and Sanitation Division in the Department of Public Works is responsible for accepting all phone calls regarding possible sewer overflows during business hours, and is responsible for responding to these notifications 24 hours a day. After hours, a notification system is established with the City's Water Division, which immediately directs any reports to the 24-hour on-call Streets and Sanitation supervisor who dispatches the crews, calls the Authorized Inspector (AI), who makes the notifications to the regulatory agencies and compiles the spill report. Additional information is provided below on the reporting procedures followed by City of Orange staff.

### **1. During Business Hours:**

- a. Upon receiving a SSO complaint via the Maintenance Division call-in number of 714-532-6480, or the City of Orange's 24 hour emergency call in number of 714-538-1961, or via an employee's city-issued cell phone, the Public Works Street Maintenance Division (general crew) and/or supervisor is dispatched immediately to investigate and mitigate any problems at the SSO location.
- b. The on-site supervisor (OSS) visually determines if the SSO is exiting from a private sanitary sewer lateral, publicly owned (City of Orange) sanitary sewer line or a privately owned sewer line of another agency such as the Orange County Sanitation District (OCSD).
- c. Depending on the type of SSO, public, private or other, procedures are followed in accordance with Section IV below.

### **2. After Working Hours Procedure:**

- a. Upon receiving a potential SSO complaint via the emergency call number of 714-538-1961, the water plant operator places a call to the on-call Supervisor (OS), the OS contacts the on-call maintenance worker (OMW) for immediate response to the reported SSO location to mitigate any problems which may exist and the OS alerts the on-call AI that a potential SSO has been reported.
- b. The OMW visually determines if the SSO is exiting from a private sanitary sewer lateral, publicly owned (City of Orange) sanitary sewer line or a privately owned sewer line, such as the Orange County Sanitation District (OCSD) or other agency.
- c. Depending on the type of SSO, public, private or other, procedures are followed in accordance with Section IV below.

#### **IV. OVERFLOW CONTAINMENT CORRECTION AND CLEANUP**

The failure of any element within the wastewater collection system that threatens to cause or causes a sewer overflow will trigger an immediate response to isolate and correct the problem. Personnel are immediately dispatched to any site where there is a report of a possible sewer overflow and in most circumstances the City of Orange will handle all response actions with its own equipment and maintenance forces. However, situations may arise, which due to their magnitude or unusual nature, require additional crews or equipment. This is particularly true of situations where sewer pipes are broken or have failed in some way and an on-call contractor is needed to affect emergency repairs. Mutual aid is available from neighboring cities through a “handshake agreement” and the Orange County Sanitation District through a written statement to this effect.

The objectives of these response procedures are to protect public health and the environment. The details of the procedures to achieve these objectives are generally summarized below and complete procedures identified in the following paragraphs for public, private and other SSOs that are brought to the attention of the City of Orange.

- Sanitary sewer spills are immediately contained to the greatest extent possible with all available equipment and resources.
- If additional support is required or mutual aid is needed, these requests are made.
- Perimeters are established and signs are posted as needed.
- If the spill is the result of a blockage, break or deficiency and is a public sewer line, every effort is made to either clear the blockage or begin emergency repair efforts.
- If the spill is the result of a blockage, break or deficiency in a private sewer line, the responsible party is contacted immediately and containment continues until the blockage is cleared or the private property owner assumes all containment responsibilities.
- At the first opportunity or following clearing of the blockage or reasonably permanent containment (i.e. bypass, or holding tank), cleanup procedures are put in place.
- During cleanup procedures, or at an earlier stage if possible, currently accepted downstream containment/cleanup procedures are employed.

##### **Response During Normal Business Hours**

##### **A. SSO from City Owned Collection System**



1. If the SSO is determined to be from a city-owned sewer line the OSS places a call via the city-issued cell phone or through the Maintenance Division Secretary at 714-532-6480, to an AI for immediate response to the SSO location and the following procedures are followed:
  - a. SSO reaching the public right-of-way.
    - i. The general crew determines the appropriate location to place berm(s), dam(s) or dike(s) either near the SSO source or in the street curb to prevent the SSO from entering the storm drain. Additionally, the covering of the catch basin with sandbags or other available means may be necessary if deemed appropriate.
    - ii. If the SSO site requires a lane closure, the general crew will close the lane. The crew will use traffic controls and arrow board(s), following the most up-to-date WATCH handbook guidelines.
    - iii. The general crew determines the wastewater levels and blockage point, if any, inside City sewer lines by removing the sewer manhole covers in the surrounding area and performing a visual inspection. The general crew then attempts to remove sewer blockage once it is found. If necessary, the onsite supervisor (OSS) may also call a private contractor or another agency for assistance.
    - iv. Upon arrival at the SSO, the AI is briefed by the OSS or other response personnel and ensures containment berms have been placed at appropriate locations. The AI then determines the overflow rate; through visual inspection and/or the SSO calculation chart, the AI uses the city-issued cell phone to immediately call the OCHCA at 714-433-6419.
      1. If there has been an impact to the storm drain/catch basin, the AI will contact the State Office of Emergency Services at (800) 852-7550 using the City-issued cell phone within 2 hours of becoming aware of the discharge and the RWQCB as soon as possible at 951-782-4130, but no later than twenty-four (24) hours regardless of the actual spill amount.
      2. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the report to the state's CIWQS online reporting system.
    - v. If the SSO has reached or has the potential to reach the storm drain, based on size and location, the OSS or AI places a call via the city-issued cell phone, the handheld radio or through the Maintenance Division Secretary at 714-532-6480, to a sweeper vacuum truck operator for immediate response to the SSO location.

1. Upon arrival on the scene the sweeper vacuum truck operator will attempt to park over the manhole or as close to the SSO discharge point as possible and vacuum the overflow into the truck. The truck operator will remain until the blockage is cleared; is relieved by an additional sweeper vacuum truck; is directed to move or is directed to leave by the OSS or AI.
  2. Before leaving the site, the sweeper vacuum truck operator will vacuum all fluids/discharges.
  3. The sweeper vacuum truck operator will transport all liquids and any contaminated earthen materials to the City of Orange Public Works Corporation Yard at 637 W. Struck Ave.
- vi. If deemed necessary, the OSS may place a call via the city-issued cell phone, the handheld radio or through the Maintenance Division Secretary at 714-532-6480, to a sewer line jetting truck operator for immediate response to the SSO location.
1. Upon arrival, the jetting truck operator requests any assistance needed to enable the operator to fill the hose lines from a nearby fire hydrant and remove the manhole cover; then drives to the manhole that will be the entry point for clearing the line and begins to clear the blockage.
  2. Upon clearance of the blockage and discussion of the cause of the blockage with the OSS and/or AI, a determination will be made on whether any adjacent sewer lines need to be cleaned immediately.
    - a. If immediate cleaning is decided upon, then the jetting truck operator will drive to detect locations identified for cleaning and begin cleaning the lines.
    - b. If it is determined that the lines in the adjacent area do not need to be cleaned immediately, then the lines will be scheduled for cleaning as soon as possible.
    - c. After final cleaning of the lines the jetting truck operator returns to the Public Works Corporation Yard at 637 W. Struck and releases the remaining tank water into the designated wash area.
- vii. Upon clearing of the sewer line or elimination of the overflow the general crew will remove any uncontaminated berm(s), all traffic controls, response tools, and remain on site until cleared to leave by the OSS or AI.

- viii. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for tracking purposes, this information will be compared to the information compiled by the OSS as well.
- ix. The AI performs a final inspection of the area and everyone leaves.

## **B. SSO from a Privately Owned Sewer Line**

1. If the SSO is determined to be from a private sanitary sewer lateral the OSS places a call via the city-issued cell phone or through the Maintenance Division Secretary at 714-532-6480, to an AI for immediate response to the SSO location and the following procedures are followed:
  - a. SSOs on private property.
    - i. The responsible party (RP) will be identified and contacted by the AI and informed that the City of Orange provides initial response and cleanup; however, the RP is required, per the Orange Municipal Code, to eliminate the blockage in their lateral, cleanup all SSO on public and private property, and reimburse the City of Orange for all incurred costs during the SSO response. Additionally the RP will be made aware that the OCHCA will be contacted immediately to inform them of the potential threat to human health.
    - ii. The AI informs the RP that the City of Orange response crews will remain on-site until the RP has a plumber working on-site and has a cleanup crew working on-site with the ability to contain and isolate the SSO area and remove and adequately dispose of all SSO.
    - iii. If the private property spill involves a restaurant or multi-unit dwelling and the owner is non-responsive, and a significant amount of time has passed, the AI with the OCHCA can make the determination to shutoff the water to the location. The AI will contact the Water Division at 714-538-1961 via the city-issued cell phone and request a shutoff.
      1. If the shutoff involves a multi-unit apartment, then an attempt to notify each tenant will be made by OCHCA and/or the AI as agreed to on-site.
      2. If the shutoff involves a restaurant's water service, the OCHCA will be the lead agency in discussing the matter with the restaurant.
    - iv. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the report to the state's online SSO system (CIWQS).
    - v. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for billing purposes, this information will be compared to the information compiled by the OSS as well.

- vi. When the AI determines that all work has been completed satisfactorily, the OSS in agreement with the AI will instruct all remaining city crews to leave the site.

### **C. SSO from Other Privately Owned Sewer Line**

1. When the OSS determines that the SSO has occurred from a privately owned sewer line such as OCSD or other government agency, the following procedures are followed in addition to the procedures outlined in Section B above:
  - a. The AI will determine the responsible agency and will contact them via the city-issued cell phone for a request for response to the SSO location.
  - b. The response crews and AI will remain on-site, until the agency arrives and is prepared for their response procedures.
  - c. The City of Orange will offer any assistance the responding agency may need before leaving the site.
  - d. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the monthly report to the SARWQCB.
  - e. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for billing purposes, this information will be compared to the information compiled by the OSS as well.

### **Response After Normal Business Hours**

#### **D. SSO from City Owned Collection System**

1. If the SSO is determined to be from a city-owned sewer line, the on-call supervisor (OS) or on-call maintenance worker (OMW) places a call to the water plant operator at 714-538-1961 via the city-issued cell phone or handheld radio and requests that the on-call AI be contacted for immediate response to the SSO location, and requests any additional personnel as needed and the following procedures are followed:
  - a. SSO reaching the public right-of-way.
    - i. The OMW determines the appropriate location to place berm(s), dam(s), or dike(s), either near the SSO source or in the street curb to prevent the SSO from entering the storm drain. Additionally, the covering of the catch basin with sandbags or other available means may be necessary if deemed appropriate.

- ii. If the SSO site requires a lane closure, the OMW will close the lane. The OMW will use available traffic controls, following the most up-to-date WATCH handbook guidelines.
- iii. The OMW determines the wastewater levels and blockage point, if any, inside City sewer lines by removing the sewer manhole covers in the surrounding area and performing a visual inspection.
- iv. Upon arrival, the AI ensures that containment berms have been placed at strategic locations to prevent the spill from entering the storm drain system or receiving waters. The AI determines the overflow rate; through visual inspection or spill chart and places a call to Control 1 at 714-628-7008 who will contact the on-call OCHCA personnel. The following procedures are followed
  - 1. If the SSO enters the storm drain and/or catch basin, the AI will notify OES within 2 hours of arriving at the spill site and contact the RWQCB within 24 hours.
  - 2. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the report to the state.
- v. If the SSO has reached or has the potential to reach the storm drain, based on size and location, the OS or AI places a call via the city-issued cell phone or the handheld radio, to the water plant operator at 714-538-1961, to contact the on-call sweeper vacuum truck operator for immediate response to the SSO location.
  - 1. Upon arrival on the scene, the sweeper vacuum truck operator will attempt to park over the manhole or as close to the SSO discharge point as possible and vacuum the overflow into the truck. The truck operator will remain until the blockage is cleared, is relieved by an additional sweeper vacuum truck, is directed to move, or is directed to leave by the OS or AI.
  - 2. Before leaving the site, the sweeper vacuum truck operator will vacuum all fluids/ discharges.
  - 3. The sweeper vacuum truck operator will transport all liquids and any contaminated earthen materials to the City of Orange Public Works Corporation Yard at 637 W. Struck Ave.
- vi. If deemed necessary, the OS/AI may place a call via the city-issued cell phone or the handheld radio to the water plant operator at 714-538-1961, with a request to contact the current on-call sewer line jetting truck operator/company for immediate response to the SSO location.

1. Upon arrival, the jetting truck operator requests any assistance needed to enable the operator to fill the hose lines from a nearby fire hydrant and remove the manhole cover; then drives to the manhole that will be the entry point for clearing the line and begins to clear the blockage.
  2. Upon clearance of the blockage and discussion of the cause of the blockage with the AI, a determination will be made on whether any adjacent sewer lines need to be cleaned immediately.
  3. If immediate cleaning is decided upon, then the jetting truck operator will drive to detect locations identified for cleaning and begin cleaning the lines.
  4. If it is determined that the lines in the adjacent area do not need to be cleaned immediately, then the lines will be scheduled for cleaning as soon as possible.
  5. After final cleaning of the lines the jetting truck operator returns to the Public Works Corporation Yard at 637 W. Struck or the jetting truck company returns to their place of business and releases the remaining tank water into a designated wash area.
- vii. Upon clearance of the sewer line or elimination of the overflow the OMW will remove any uncontaminated berm(s), all traffic controls, response tools, and remain on site until cleared to leave by the AI.
  - viii. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the report to the state.
  - ix. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for tracking purposes, this information will be compared to the information compiled by the OS as well.
  - x. The AI performs a final inspection of the area and everyone leaves.
  - xi. The AI will place a call via the city-issued cell phone or handheld radio to the water plant operator at 714-538-1961 and indicate the time at which the entire response crew has completed work at the SSO location.

#### **E. SSO from a Privately Owned Sewer Line**

1. If the SSO is determined to be from a private sanitary sewer lateral the OMW places a call via the city-issued cell phone or the handheld radio, to the water plant operator at 714-538-1961 for a request to contact the on-call AI for immediate response to the SSO location and the following procedures are followed:

- a. SSO on private property.
  - i. The responsible party (RP) will be identified and contacted by the AI and informed that the City of Orange provides initial response and cleanup; however, the RP is required, per the Orange Municipal Code, to eliminate the blockage in their lateral, cleanup all SSO on public and private property, and reimburse the City of Orange for all incurred costs during the SSO response. Additionally the RP will be made aware that the OCHCA will be contacted immediately to inform them of the potential threat to human health.
  - ii. The AI informs the RP that the City of Orange response crews will remain on-site until the RP has a plumber working on-site and has a cleanup crew working on-site with the ability to contain and isolate the SSO area and remove and adequately dispose of all SSO.
  - iii. If the private property spill involves a restaurant or multi-unit dwelling, the owner is non-responsive, and a significant amount of time has passed the AI with the OCHCA can make the determination to shutoff the water to the location. The AI will contact the Water Division at 714-538-1961 via the city-issued cell phone or handheld radio and request a shutoff.
    - 1. If the shutoff involves a multi-unit apartment, then an attempt to notify each tenant will be made by OCHCA and/or the AI as agreed to on-site.
    - 2. If the shutoff involves a restaurant's water service the OCHCA will be the lead agency in discussing the matter with the restaurant.
  - iv. The AI, when conditions allow, will take pictures showing the location and travel path of the SSO for inclusion in the monthly report to the RWQCB.
  - v. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for billing purposes, this information will be compared to the information compiled by the OS as well.
  - vi. When the AI determines that all work has been completed satisfactorily, the AI will instruct all remaining city response crews to leave the site.

**F. SSO from Other Privately Owned Sewer Line**

- 1. When the AI determines that the SSO has occurred from a privately owned sewer line such as OCSD or other government agency, the following procedures are followed in addition to the procedures outlined in Section B above:

- a. The AI will determine the responsible agency and will contact them via the city-issued cell phone for a request for response to the SSO location.
- b. The response crews and AI will remain on-site, until the agency arrives and is prepared for their response procedures.
- c. The City of Orange will offer any assistance the responding agency may need before leaving the site.
- d. The AI takes inventory of the response staff, vehicles, supplies, and time spent at the SSO location for billing purposes, this information will be compared to the information compiled by the OS as well.

A Flow Chart is attached at the end of this SSOERP showing the steps necessary to comply with this procedure.

## **V. REPORTING**

For each sanitary sewer overflow, reports are made in accordance with the procedures outlined in the Monitoring and Reporting Section of the sewer WDR as listed below.

### **Reporting Procedures**

1. The responding AI will be responsible for adhering to these reporting requirements.
  - a. Upon returning to the office the AI will complete a City of Orange Spill Report for each spill occurring. In completing the spill report the AI shall identify the spill category based on the following:
    - i. A Category 1 spill is defined as all discharges of sewage resulting from a failure in the City's sanitary sewer collection system that: is greater than or equal to 1000 gallons; or results in a discharge to a drainage channel and/or surface water; or discharge to a storm drainpipe that was not fully captured and returned to the sanitary sewer system.
    - ii. A Category 2 spill is defined as all other discharges of sewage resulting from a failure in the City's sanitary sewer system.
    - iii. Private Lateral Sewage Discharge is defined as sewage discharges that are caused by blockages or other problems within a privately owned lateral.
  - b. The completed City of Orange Spill Report will be submitted to the Locally Responsible Official (LRO) for review.



- c. A copy of the report will be faxed to the OCHCA at 714-433-6481, OC Public Works at 714-955-0637, and the RWQCB at (951) 320-6362 using the fax machine with the phone number of 714-532-6444 in the Street Maintenance Division office.
- d. The SSO information will be taken from the Spill Report Form and used to input the required information into the California Integrated Water Quality System (CIWQS), the State's SSO Online Database, at <http://ciwqs.waterboards.ca.gov/>.

**2. 2 Hour, 24 Hour, Three (3) Day, 15 Day and Thirty (30) Day Reporting Requirement:**

- a. All Category 1 spills shall be reported to the State Office of Emergency Services and the OCHCA within 2 hours of becoming aware of such discharge and within 24 hours to the Santa Ana Regional Board.
- b. A draft report of all Category 1 spills shall be submitted to the State's online CIWQS system within 3 business days and a copy of the completed spill report shall be submitted to the RWQCB.
- c. A completed spill report certified by the LRO shall be submitted on the State's online CIWQS system within 15 calendar days.
- d. All Category 2 and Private Lateral Sewage Discharges (PLSD) shall be input into CIWQS within 30 days after the end of the calendar month in which the spill occurs.
- e. Before the end of the thirty (30) day period, from the end of the previous month, the Category 2 and/or PLSD SSO report in CIWQS shall be reviewed by the LRO.
- f. The LRO will review the Category 2 spills report and will certify and electronically submit the report to the State on the online CIWQS database.

**3. Filing Procedures:**

- a. The AI files the white copy of the Spill Report Form in the file cabinet in the Environmental Compliance Specialists' office.
- b. The AI files the yellow copy of the Spill Report Form in the file cabinet of the Street Maintenance Division Secretary.

## **VI. FOLLOW-UP PROCEDURES**

Following the spill response, cleanup and reporting, oftentimes additional actions must be taken to ensure similar spills do not occur in the future. These actions can include but are not limited to the following:

- Issuance of a Notice of Violation to property owner
- Issuance of a Compliance Order to private property owner
- Issuance of a Cease and Desist order to a private property owner
- Coordination of enforcement action with other agencies (OCHCA)
- Civil and or criminal prosecution
- CCTV of sanitary sewer main
- Increase cleaning frequency of segment of sanitary sewer main
- Regular monitoring of sanitary sewer main
- Repair of sanitary sewer main
- Realignment and/or reconstruction of the sanitary sewer main
- Monitoring and testing

Also applicable to this section are the following guidelines for media notification. Current City policy is that only designated representatives are permitted to provide information to members of the media or their representatives.

## **VII. UPDATE, DISTRIBUTION AND TRAINING**

### **A. Update of SSOERP**

Annual reviews shall be made to the SSOERP. More reviews shall be performed as warranted. If an element of this plan, related document or appendix is revised, a review would be initiated.

In addition to the periodic reviews, a standard annual review shall be made to ensure that the SSOERP is current, correct and applicable. Any changes shall be made within one month of this review, which shall occur on the anniversary date of the initial distribution.

### **B. Availability to the public**

Section D.13.xi. requires the City of Orange to communicate with the public on a regular basis on the development and implementation of the SSMP and hence the SSOERP. Any member of the public wishing to obtain the SSOERP shall submit request in writing. Due to the ongoing dynamic nature of the SSOERP, the SSOERP shall be maintained in electronic format. The document shall be printed directly from this file to ensure the current version is provided and shall only be

provided under cover of the following statement: *“please be aware that this is a living document and is regularly revised. You are being provided with the current version and particular items, terms, procedures, standards and/or statements may have been different in the past and may be revised or eliminated in the future.”*

Request for the SSMP shall be directed to and distributed only by the Public Works Department of the City of Orange.

### **C. Training**

This section prescribes the frequency, content and positions responsible for fulfilling the training requirements of the SSOERP.

#### **1. Onsite Supervisor**

Training on the SSOERP shall be provided to any staff member holding the position of Onsite Supervisor or directly supervises one or more of these staff members. Training shall be conducted by the Public Works Director or his/her designee. The trainer shall have an intimate knowledge of the SSOERP, City of Orange and its staff, resources, field conditions, policies and procedures as they apply to the sewer system maintenance and emergency response. The topics covered shall include:

- Overview of the Sewer WDR and intent of the SSMP
- Overview of the function and need for the SSOERP
- Review of each section of the SSOERP
- Review of related documents and their procedures
- Discussion and focus on any shortfalls of the OSS or crews in execution of the required actions and procedures and the SSOERP
- Discussion and documentation of any shortcomings and the SSOERP

Training shall be provided annually and-except for the initial training which will be held within one month following the completion of the SSOERP-shall precede the review and update of the SSMP by one month to provide time to review and incorporate changes based on his input.

#### **2. Sanitation Field Crews**

Fields staff shall also be trained on an annual basis on proper response procedures. Again this training shall precede the review and update of the SSMP by one month to provide time to review and incorporate any changes based on staff input. New sanitation staff is trained on an individual basis within one month of starting work.

The general training for field staff required by Section D.13.iv.d of the Sewer WDR requiring staff and contractors to be adequately trained will be developed as part of the SSMP. This will focus more on the routine maintenance activities and equipment used in exercising daily or typical duties.

## VIII. Definitions

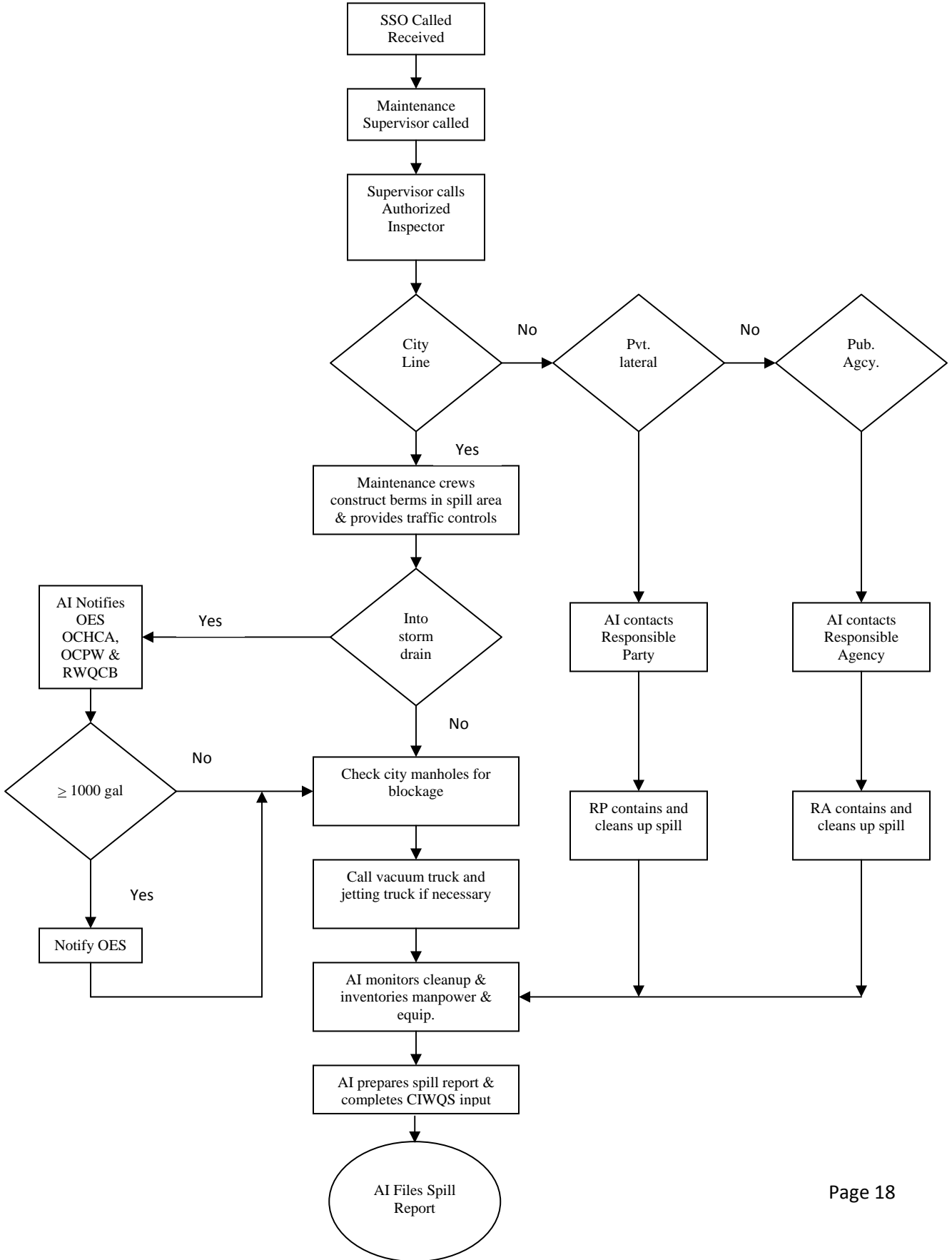
**Sanitary Sewer Overflow** - a sanitary sewer overflow (a.k.a. sewer spill, sanitary sewers spill, sewer overflow) is any overflow, spill, release, discharge or diversion of untreated or partially untreated from a sanitary sewer system. Sanitary sewer overflows include: (i) overflows or release of untreated 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 (not a building lateral). Wastewater backups into buildings caused by a blockage or other malfunction of the building lateral that is privately owned is a sanitary sewer overflow when sewage is discharged off a private property into streets, storm drains, or waters of the State.

**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 sanitary sewer overflows.

**Onsite Supervisor** - the onsite supervisor is an individual at a sewer spill who is of the highest rank within Orange Streets and Sanitation Division. This person is responsible for directing the operations, gathering information and ensuring that the SSOERP and SSOP are adhered to.

**Authorized Inspector** – the individual responsible for notifying regulatory agencies that an SSO has occurred. This person is also responsible for reporting the spill to the state online database and ensuring that the SSO affected area has been cleaned.

## SSO Response During Normal Working Hours



# SSO After Normal Working Hours

