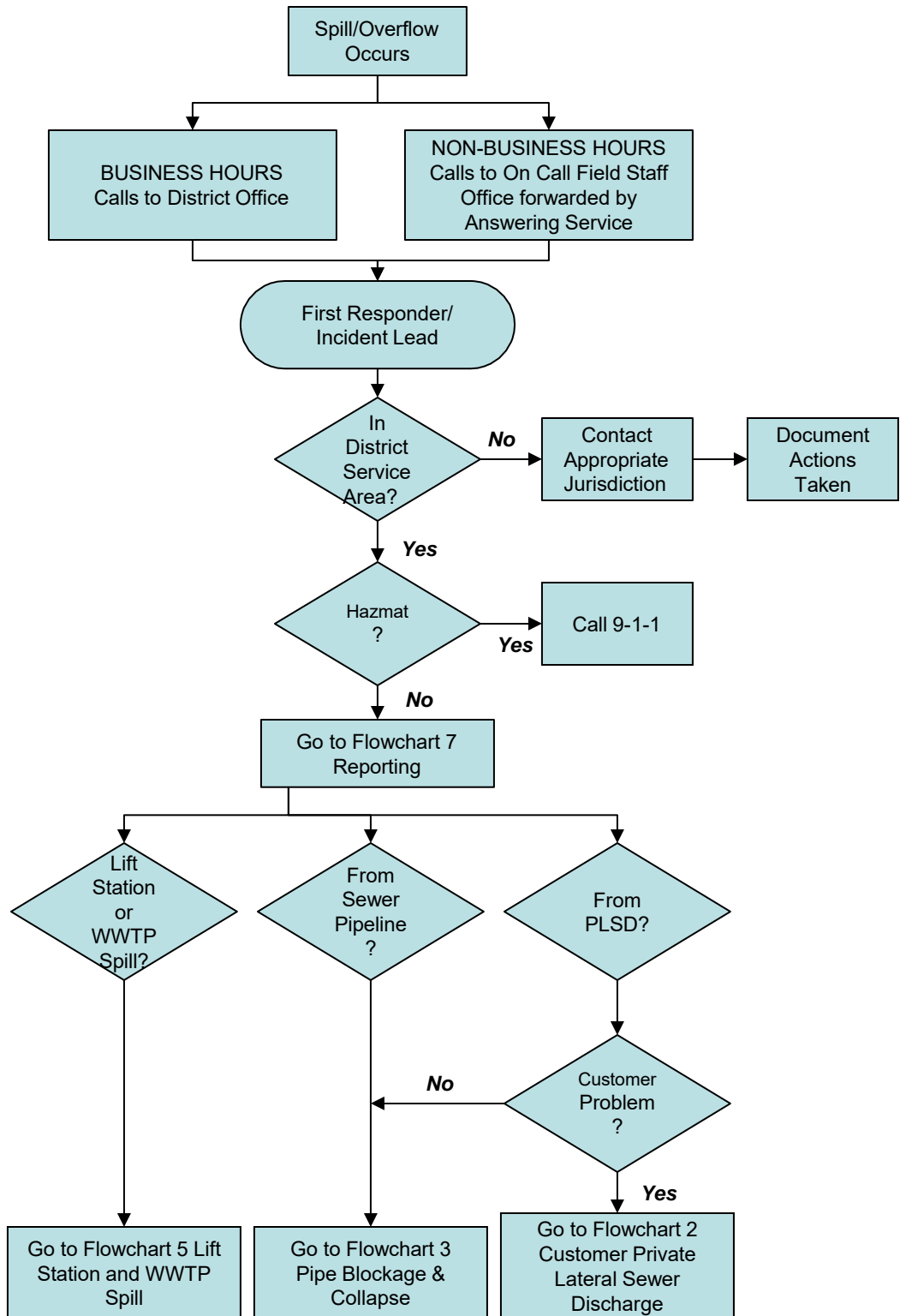
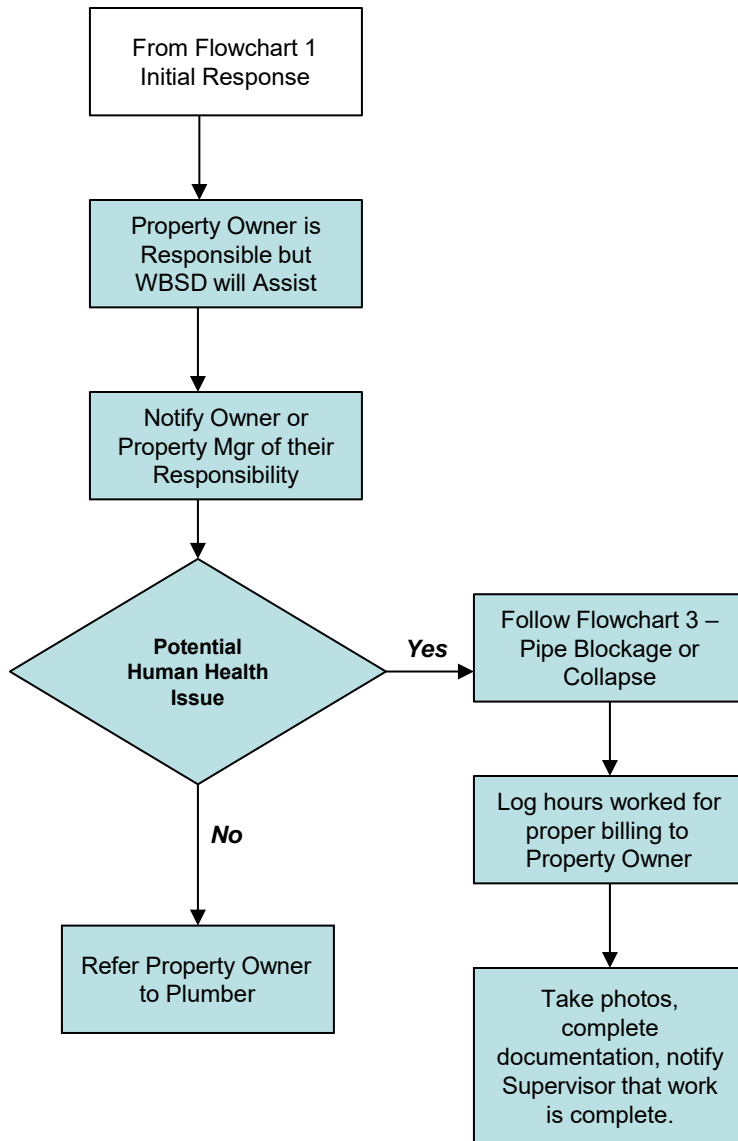


## Flowchart 1: Initial Response



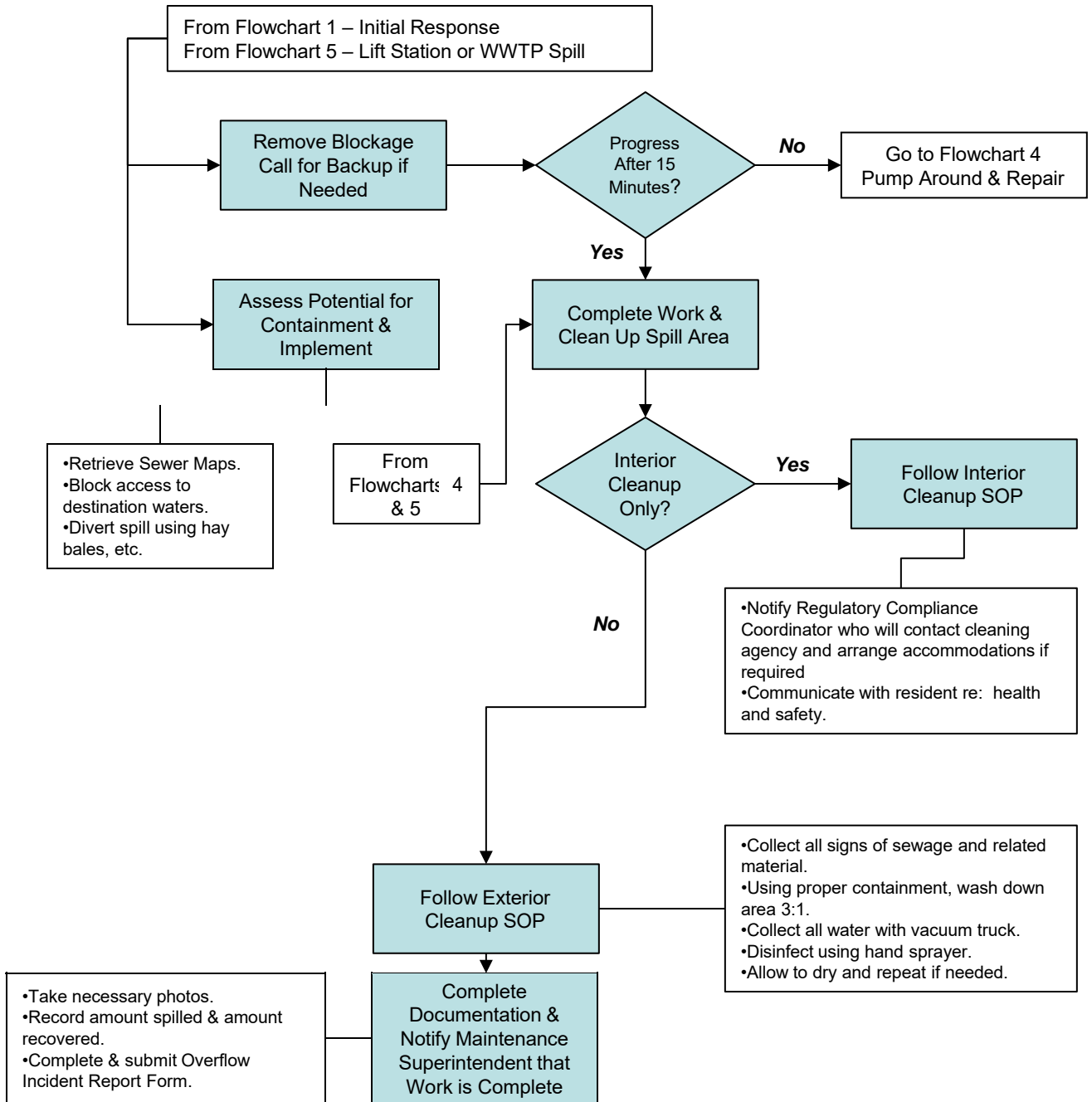
- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

## Flowchart 2: Customer Private Lateral Sewer Discharge (PLSD)



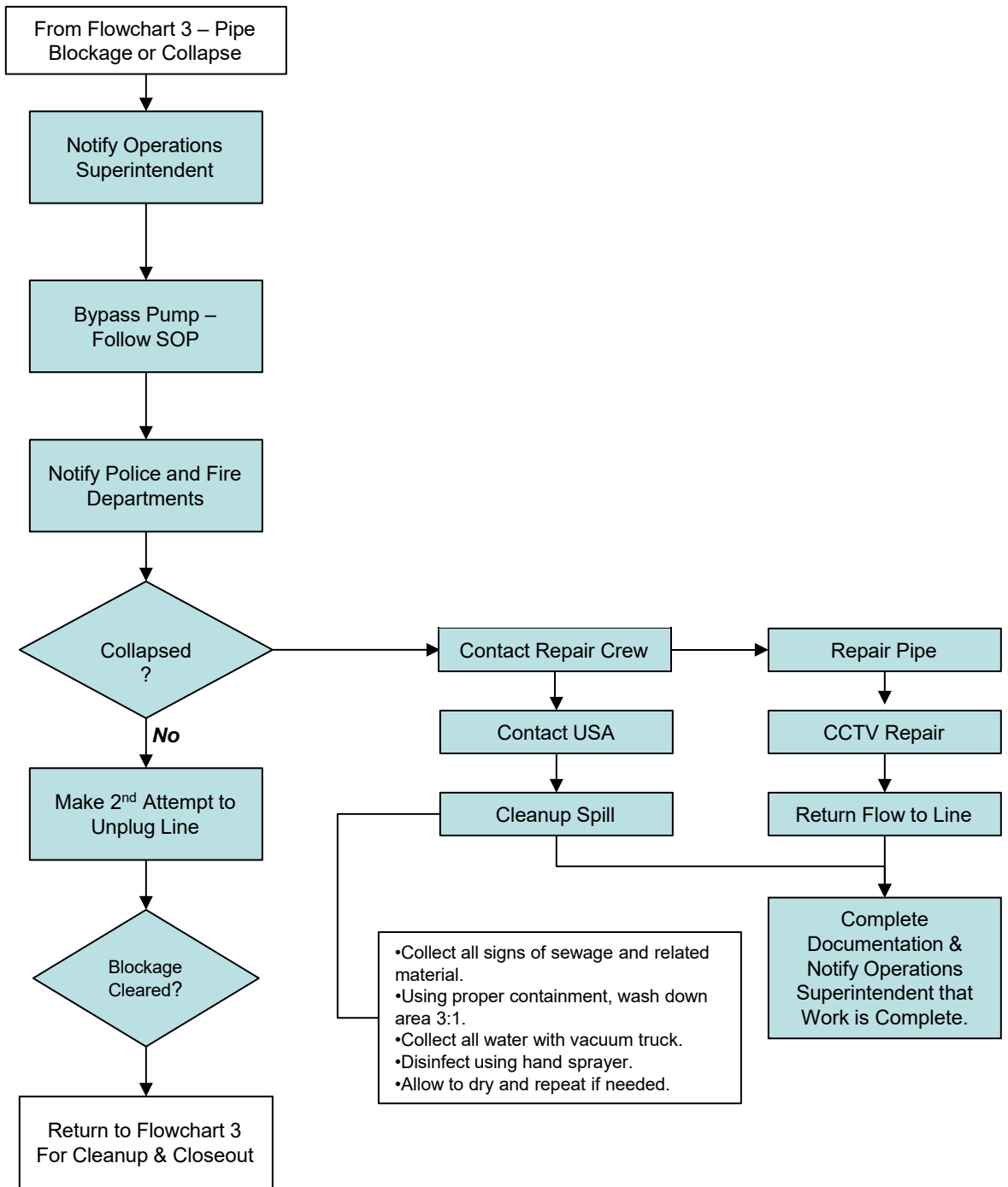
- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- For Spills greater than 1,000 gallons or that reach surface waters, contact County Health Department & Code Enforcement
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

### Flowchart 3: Pipe Blockage or Collapse



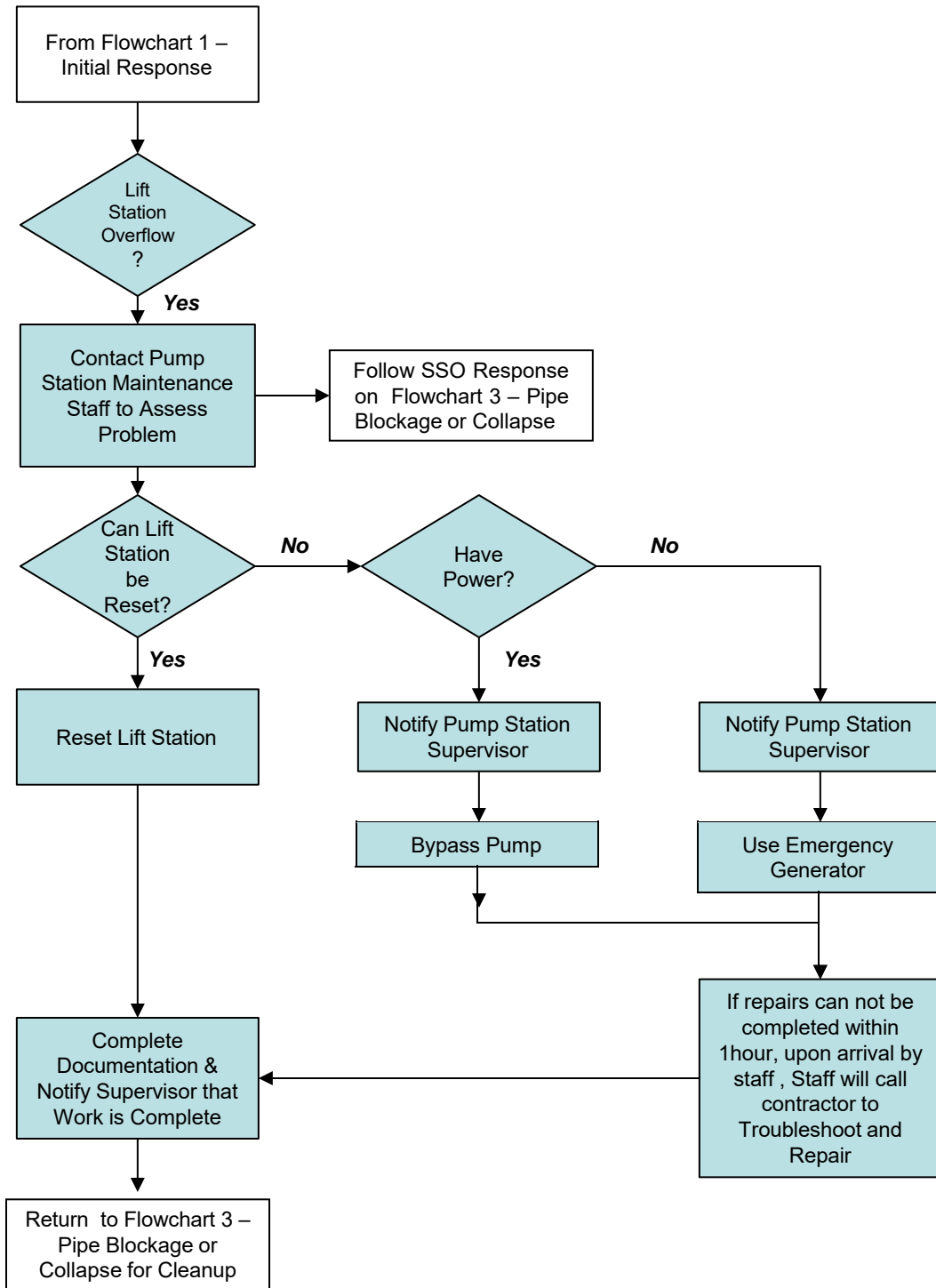
- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

### Flowchart 4: Pump Around & Repair



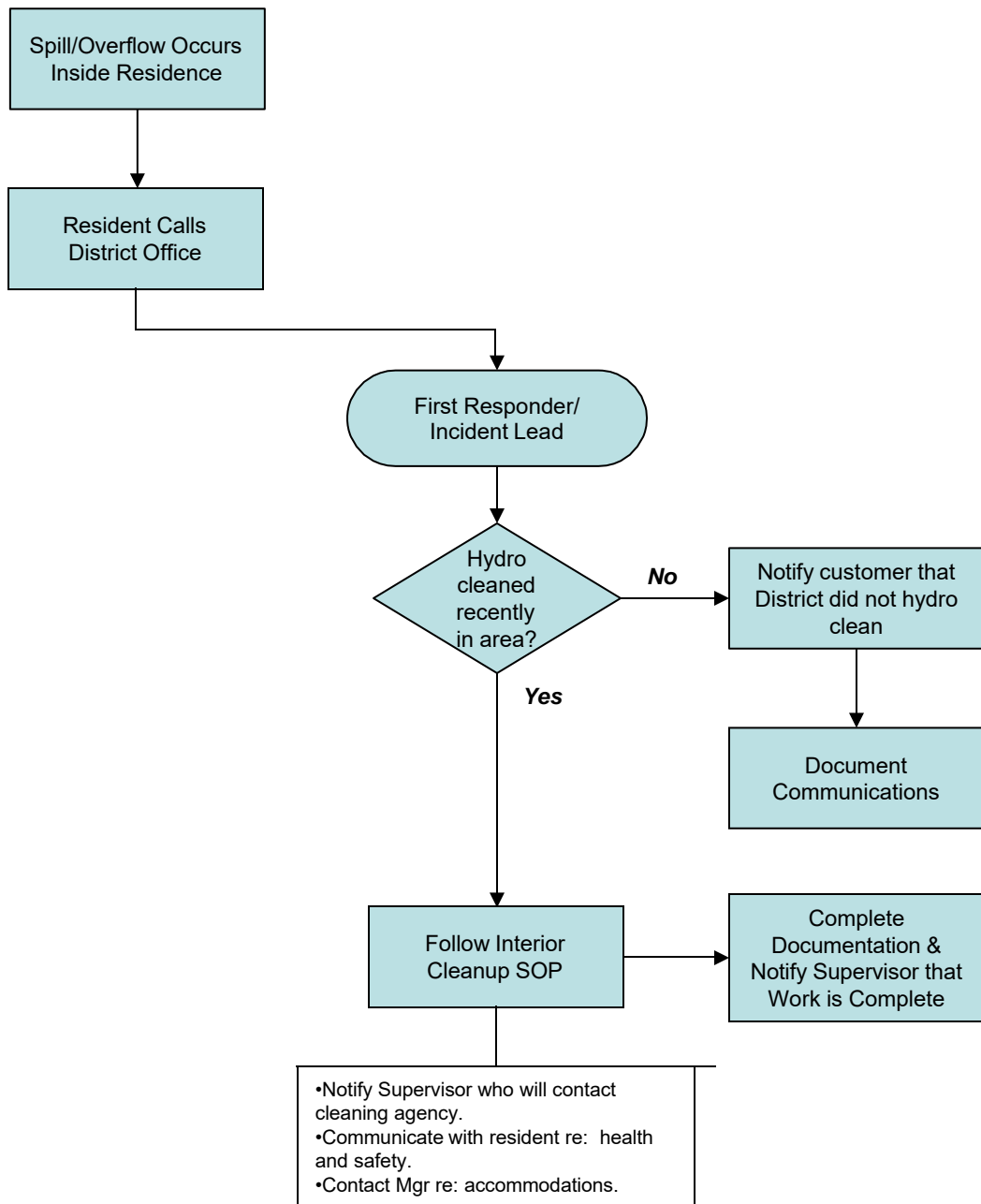
- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

### Flowchart 5: Lift Station or WWTP Spill



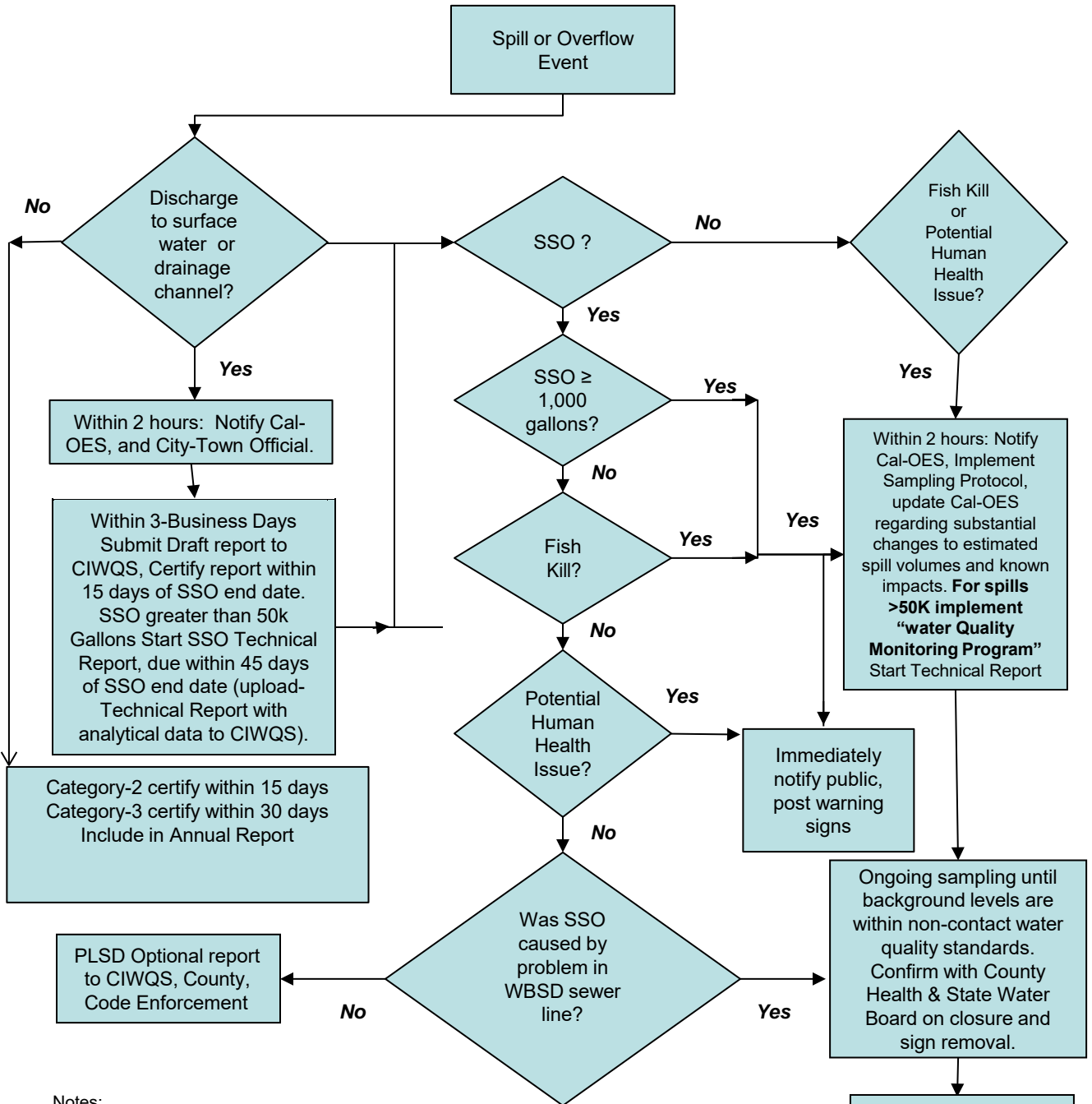
- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

### Flowchart 6: Backup from Hydro Cleaning



- The First Responder is the incident commander, until replaced by a higher-ranking staff member.
- Document overflow information on Overflow Incident Form.
- Notify Operations Superintendent, Regulatory Compliance Coordinator, and District Manager as needed.

### Flowchart 7: Reporting Requirements



Notes:

1. Follow-up reporting should be updated as new information is available to Cal-OES
2. Category 1 Surface Water Impact: Initial reporting within 2-hours to Cal-OES. Draft report to CIWQS within 3-Days. Spills >50K gallons implement Water Quality Monitoring Program Protocols. Located in the OERP at Tab-A8. Start Technical Report
3. Category 2 (>1,000 gallons, no surface water impact): Draft report within 3 days , certify within 15 days of SSO end date.
4. Category 3 (<1,000 gallons, no surface water impact) Submit certified report within 30 calendar days of the end of the month the SSO occurred.
5. If there are no SSOs in a month, provide statement through online SSO reporting certifying that there were no SSOs for the designated month.
6. In the event that the CIWQS reporting system is not available, all required information must be faxed to the RWQCB, Region 2 (FX510-622-2460), and followed up with a phone call (510-622-2300).

Include in Written Annual Report due to RWQCB each March 15<sup>th</sup>.  
Category-1 Certify within 15 days  
50K Gallons- Technical Report due in 45 days of SSO date