

APPENDIX P3

SSO Notification Procedure

Revision History

Revision	Date	Approval	Reason
0	06/24/05	E. Torres	Original
1	11/19/07	M. Moore	•
2	05/28/08	M. Moore	•
3	01/04/11	J. Colston	•
4	09/25/13	J. Colston	•
5	08/04/15	J. Colston	•
6	03/23/16	J. Colston	<ul style="list-style-type: none"> • Updated the OCSD and external staff contacts • Updated the OCSD division names • Updated the SSO Notification and Reporting guidelines • Added Category 3 guidelines
7	11/02/16	R. Coss	<ul style="list-style-type: none"> • Transferred District 7 responsibilities to EOCWD • Updated Division responsibilities due to reorganization • Updated Division names and staff
8	02/27/18	R. Coss	• Updated Att A; external staff contacts
9	03/21/19	R. Coss	• Updated staff contacts
	09/26/19	D. Carrillo	• Reviewed – no changes
	09/24/20	D. Carrillo	• Reviewed – no changes.
10	12/01/20	D. Carrillo	• Updated contact names in Attachment B
11	09/30/21	D. Carrillo	<ul style="list-style-type: none"> • Updated logo • Change LMC name to Compliance • Replaced Ron C. & Lisa F., with Lan W. & Tom M. • Updated OC Public Works weblink for storm drain map. • Added Susan Bremser to Spill Back-up list. • Deleted OC San staff that left OC San.
	03/17/22	D. Carrillo	• Reviewed – no changes
	09/26/22	D. Carrillo	• Reviewed documents and deferred changes until December 2022 when the proposed SSS WDR Order is scheduled to be approved
	06/02/23	D. Carrillo	• Reviewed and made changes according to 2022 WDR Order.
12	11/13/23	D. Carrillo	• Added Groundwater Producers information.
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Sanitary Sewer Overflow Notification Procedures	Procedure No: LMC-SOP-009
	Path: H:\dept\es\630\Compliance\SOPs_Compliance\Water\SSOs
Sanitary Sewer Overflow Notification Procedures	Date: November 1, 2023
	Approved by: Lan Wiborg <i>[Signature]</i>

PROCEDURE REVISION HISTORY		
Rev.	Date	Approval
0	March 30, 2004	Robert P. Ghirelli, Technical Services Director
1	April 12, 2006	Robert P. Ghirelli, Technical Services Director
2	August 21, 2007	Edward M. Torres, Technical Services Director
3	January 16, 2009	Edward M. Torres, Technical Services Director
4	February 10, 2011	James E. Colston, EC Manager
5	August 3, 2015	James E. Colston, EC Manager
6	March 23, 2016	James E. Colston, EC Manager
7	November 8, 2016	Ron Coss, LMC Manager
8	February 27, 2018	Ron Coss, LMC Manager
9	July 9, 2019	Ron Coss, LMC Manager
10	September 21, 2021	Lan Wiborg, ESD Director
11	May 31, 2023	Lan Wiborg, ESD Director
12	November 1, 2023	Lan Wiborg, ESD Director

1. PURPOSE AND SCOPE

The purpose of the Sanitary Sewer Overflow (SSO) Notification Procedures is to provide a procedure for prompt notification to Orange County Sanitation District (OC San) staff and appropriate public agencies of an unauthorized release of wastewater (raw or treated sewage or industrial wastewater). It also clarifies the roles of each division regarding SSO response and reporting responsibilities.

2. DEFINITIONS

- A. **CASC:** Countywide Area Spill Control Program
- B. **CIWQS:** California Integrated Water Quality System - SSO Reporting System
- C. **LRO:** Legally Responsible Official that certifies SSO Reports in CIWQS

- D. **Non-Working Hours:** Hours when day-shift staff are not on-site.
- E. **OCHCA:** Orange County Health Care Agency
- F. **OC San Service Area:** Includes corridors where the regional trunk sewers, interceptor, and pump stations are located. Also includes local sewers where OC San has operations and maintenance responsibility.
- G. **OES:** Office of Emergency Services
- H. **Private Property SSO:** Sewage discharges that are caused by blockages or other problems within a privately owned lateral. SSOs that are caused by a blockage in an OC San-owned line are not considered private property per the definition in the Statewide SSS WDR permit.
- I. **OC Public Works:** Orange County department that protects the public county-wide from the threat of floods by constructing, operating and maintaining major flood control channels, dams, retarding basins, pump stations.
- J. **RWQCB:** California Regional Water Quality Control Board, Santa Ana Region
- K. **SSO:** Sanitary Sewer Overflow; or sewage spill
- L. **SSS WDR:** Statewide General Waste Discharge Requirements for sanitary sewer systems issued on December 6, 2022 by the SWRCB to all federal and state agencies, municipalities, counties, districts, and other public entities that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey untreated or partially treated wastewater to a publicly owned treatment facility.
- M. **SWRCB:** California State Water Resource Control Board
- N. **Working Hours:** Monday – Friday, 6:30 a.m. – 5:00 p.m.

3. **RESPONSIBILITIES**

A. **Control Center**

- Coordinate SSO response by receiving and processing preliminary information on possible SSOs.
- Notify necessary divisions, member agencies, and regulatory agencies (afterhours) by phone, radio, and e-mail as necessary.
- Document actions by filling out the SSO report in the CIWQS SSO Reporting System.
- If the CIWQS SSO Reporting System is down at the time of the SSO, complete the SSO report on the appropriate CIWQS SSO Reporting System data sheet found in the Collections System Binder and follow up by entering the data into the CIWQS SSO Reporting System at a later time.

B. **Public Affairs**

- Receive and respond to phone calls from the media or general public related to SSOs.
- Visit an SSO site when media is present.
- Notify cities, fire departments, police departments, etc. of SSOs when public relations are warranted.

C. Information Technology

- Work with Collections O&M, Compliance, and Plant No. 1 Operations staff to resolve problems with Internet/Network connection when non-operational.
- Once the Internet/Network is operational, relay the information to the appropriate division.

D. Risk Management Safety Security

- Responds to ensure that the safety of responders and the public is not compromised while carrying out response operations.
- Risk Management provides critical support with SSOs, and emergency operations center activations including establishing an incident command post in the field.

E. Collections Facilities O&M

- Division responsible for the SSS WDR to develop, implement, maintain a preventative maintenance program, and certify SSO reports.
- Respond to reports of possible SSOs from OC San's facilities.
- Contain and coordinate the cleanup of OC San SSOs, including making every effort to recover sewage from the storm drain before it reaches a surface water.
- Document actions taken using field reports, pictures, maps, etc.
- Assist member agencies when possible and document actions.
- Deal directly with private property owners. This does not necessarily mean field staff, but individuals should be instructed to contact supervisors/management if they have specific questions.
- The Collections Manager is a designated LRO that can certify SSO reports.
- Respond to reports of possible SSOs that may involve industrial process waters and document actions taken.
- Responsible for the water quality monitoring requirements for collection of SSO samples from SSOs to surface waters in which 50,000 gallons or greater are spilled to surface waters.
- This includes collections of SSO samples, labeling of samples, delivery of samples to the Laboratory, replenishing water quality sampling spill kit supplies, and documenting the sampling.
- Compile all SSS WDR required SSO information, including field reports, pictures, maps, problem reports, and submit the packet to Compliance staff in a timely manner for review.
 - For a Category 1 and 2 report, submit information by the second day.
 - For a Category 3 and 4 report, submit information by the 15th of the following month.

F. Environmental Services - Compliance

- Serve as the liaison with regulators and provide compliance oversight of SSS WDR compliance.
- Ensure regulatory agency notifications and any additional necessary notifications are fulfilled.
- Visit SSO site as required in the Compliance Sanitary Sewer Overflow Response Procedure, LMC-SOP-008.

- Submit drafts of the Category 1, 2, 3 and 4 SSOs to CIWQS for compliance with the SSS WDR.
- Review SSO reports before certification by Legally Responsible Official (LRO).
- Assist with SSO tracking and attend meetings to clarify compliance related issues and requirements.
- Provide support by contacting CASC contractors to respond to SSOs that enter flood control channels.
- Coordinate the Water Quality Monitoring Requirements per Attachment E1 – Notification, Monitoring, Reporting and Recordkeeping Requirements; Section 2.3; Subsection 2.3.2, with Collections and Laboratory.
- Review and submit the Water Quality Monitoring results from the Laboratory to CIWQS.

G. Laboratory

- Receive water quality samples from Collections O&M staff on SSOs to surface waters in which 50,000 gallons or greater are spilled to surface waters.
- Perform analysis on water quality samples.
- Report water quality samples results to Compliance staff.
- Supply Collections O&M staff with water quality sampling spill kits when requested.

H. Member Agencies (Cities and Sanitation Districts)

- Respond to reports of SSOs that may involve their Collections systems or private sewer systems that may impact the municipal storm drain system.
- Contain and clean-up their respective SSOs, protect their storm drains, and notify necessary regulatory agencies.

I. OC Public Works and Stormwater Co-permittees

- Protect County and co-permittee stormwater conveyance facilities from illegal discharges (including sewage).
- Provide support by contacting CASC contractors to respond to SSOs that enter flood control channels.

J. Orange County Health Care Agency

- Goal is to protect the public health from an SSO including responding to SSOs and closing beaches and other recreational waters.

K. Private Property Owner

- Remove the blockage (e.g., call a plumber) and stop using water that goes to the sewer until the blockage is removed.
- OC San may assist with containment and clean-up if sewage enters public right-of-way.
- Local city or OC Public Works or OCHCA stormwater code/ordinance enforcement can assist with uncooperative owners.
- OC San is not authorized and will not participate in the cleaning of any privately owned lateral lines.

4. SSO REPORTING AND NOTIFICATION PROCEDURES

NOTE: Regulatory and other affected agencies require initial notification as soon as possible without jeopardizing the response process (no later than two hours has knowledge of the spill).

A. SSO Report Received

1. Control Center staff shall initiate documentation of the reported SSO (who, what, when, where, and why) on a Spill Interview Form (Attachment A).
2. Control Center staff shall determine whether the reported SSO is in the OC San service area or is the responsibility of another agency using the Sphere of Influence, Sewer Atlas, other available resources in the Control Center, and/or with the assistance of Collections O&M staff.

B. SSO from OC San Facilities

1. If the Control Center determines that the possible SSO may be related to OC San facilities, Control Center staff shall contact and relay the available information for investigation and/or control of the reported SSO to the on-duty Collections O&M Supervisor or Designee during the day shift or standby Collections O&M staff during after-hours.
2. Control Center staff shall notify OC San staff of the possible SSO via an Outlook e-mail and provide the available information to the *Spill notification - Sewage* distribution list (see Attachment B for recipients) The following information should be included in the preliminary e-mail notification if available:
 - Responsible city, agency, private property owner
 - Date and time
 - Incident location including address and city
 - Problem description
 - Response status
 - If it entered a storm drain
 - Estimated volume
3. Upon arrival on site and preliminary investigation of reported SSO, Collections O&M staff will confirm whether there is an SSO and the status of their response and containment.
4. Collections O&M staff will make sketches and take photographs of the SSO, and they will forward digital files to the designated Compliance staff.
5. Control Center staff will send out intermittent updates as new information becomes available to the *Spill notification - Sewage* subscribers.
6. The on-duty member of the Compliance staff shall notify OCHCA staff with a phone call for any SSO volume (see Attachment C). If the SSO is equal to or greater than 1,000 gallons also contact OES. If the SSO enters the Flood Control Channel also contact OC Public Works. If the SSO is in close proximity to a groundwater well, contact appropriate Groundwater Producer (see Attachment D).

- During the night and weekend shifts: contact the County of Orange Control 1 instead of OCHCA.
 - Responsible staff shall complete all applicable regulatory notifications in accordance with the Decision Table in Attachment C.
 - Groundwater Producers Contact List is referenced in Attachment D.
7. Collections O&M staff or managers may request Control Center staff to contact other staff that may be required. They may also request Control Center staff to determine the location and direction of flow for storm drains in the SSO area. This information is located in the OC San Sewer Atlas or on a set of large County of Orange facility drawings in the Control Center or online at OC Public Works website [Documents & Maps | OC Infrastructure Programs California \(ocpublicworks.com\)](https://www.ocpublicworks.com/Documents%20&%20Maps)
 8. Control Center staff shall create a service request number in the Maximo System. Staff will then enter the SSO data into the CIWQS SSO Reporting System or if it's non-operational on the appropriate CIWQS SSO Reporting System data sheet found in the Collections System Binder and follow up by entering the data into the CIWQS SSO Reporting System at a later time. Control Center staff shall send updates to the *Spill notification - Sewage* distribution list as information becomes available.
 9. When Collections O&M staff and Control Center staff believe the preliminary information is as complete as possible for the response and clean-up (usually after Collections O&M staff leaves the site), Control Center staff shall provide a final notification of the SSO to the *Spill notification - Sewage* distribution list.
 10. By the end of the reporting period, Collections O&M staff shall review the Collections Field report and submit to Compliance staff. Compliance staff will make any necessary changes and additions in the CIWQS SSO Reporting System. When all changes are complete, Compliance staff will click on the Ready to Certify button so that the LRO can certify the SSO report for compliance. (see EC Sanitary Sewer Overflow Response Procedure, Compliance-SOP-008)

C. SSO from Private Property

1. Control Center staff shall notify and/or dispatch Collections O&M staff to determine if the OC San sewer is causing the problem.
2. See Section B above. Response is the same. However, no field pictures, sketches or calculations are required. Control Center staff shall note in the CIWQS SSO Reporting System that the problem was a Private Property SSO. Information provided in the CIWQS SSO Reporting System will include the following:
 - Responsible private property owner
 - Date and time
 - Incident location including address, city and zip code
 - Problem description
 - If it entered a storm drain
 - Estimated volume

3. If Collections O&M staff informs Control Center staff that the blockage is located in the private property owner's lateral, they will request the owner/property manager to relieve the blockage (including calling out a plumber immediately if necessary). Due to liability concerns and the possibility of damage to the property owner's line in OC San trying to solve the situation, it is against OC San policy for Collections O&M staff to work on private lines. Although supervisors or management may authorize this work on a case-by-case basis.
4. ***If the property owner or the occupant of the property cannot be reached or refuses to call a plumber AND the private property discharge is entering the public right-of-way or a storm drain, Compliance staff shall call OC Health Care (714-433-6419) (Control 1 after hours – 714-628-7008) to request health code/ordinance enforcement assistance.***

The County and the local cities are required by their Municipal Separate Storm Sewer (MS4) NPDES permit to not allow sewage to discharge to the storm drains. In addition, they have the legal authority to enforce their requirements, which may include shutting off the water supply and other measures.

5. If a member of the public calls to report a reoccurring or ongoing SSO on private property or that we cannot otherwise assist them, they can report the problem by calling the **24-Hour Water Pollution Problem Reporting Hotline 877-897-7455** or logging onto <http://www.ocwatershed.com/> and clicking on Pollution Hotline. Staff can also use this mechanism, but official agency calls should be made to Control Center.
6. Control Center staff shall provide a final notification through *Spill Notification (Attachment B)* that the spill response has been completed.
7. Compliance staff will include the Private Property SSO report as part of the CIWQS SSO Reporting submittal.

D. SSOs NOT Located in the OC San Service Area or OC San Staff Does NOT Respond to SSO Site

1. Control Center staff shall:
 - a. Refer the problem to the correct agency.
 - b. Document the agency's name, contact person, time of contact, and phone numbers on the internal Collections System Problem Report.

E. SSO NOT OC San's Responsibility BUT Responsible Agency Requests Assistance

1. Control Center staff shall notify and/or dispatch Collections O&M staff, if available.
2. See Section B above. Response is the same. However, no field pictures, sketches or calculations are required. Control Center staff shall note in the internal Collections System Problem Report that the problem was not an OC San SSO.

3. Provide notification through *Spill Notification - Sewage (Attachment B)* as usual.

F. Water Quality Monitoring Requirements – Sampling and Testing

Water quality sampling and testing is required to assess impacts from SSOs to surface waters in which 50,000 gallons or greater are spilled to surface waters. Sampling is conducted by the Collections O&M staff or others, testing is conducted by the Laboratory staff, and reporting is conducted by Compliance staff. The water quality monitoring requirements are listed below:

1. In the event of an SSO that reaches a surface water and has a volume of 50,000 gallons or greater the Collections O&M staff will inform their Supervisor and the Control Center that water quality sampling will be performed. The Control Center will then notify appropriate staff (e.g., Compliance spill reporting staff who will coordinate the Water Quality Monitoring response).
2. The Collections O&M staff shall use personal protective equipment (PPE) while performing sampling and proceed only when it is determined to be feasible and safe. The Collections O&M staff will be equipped with a water quality sampling spill kit (e.g., sterilized bottles, labels, and chain of custody form). This kit will be obtained from the Collections Shop inside the Lock Up Cabinet or from Laboratory staff as needed on the day of the spill.
3. The Collections O&M staff shall collect water quality samples no later than 18 hours after the Enrollee's knowledge of a potential discharge to a surface water from four (4) locations:
 - i. Collect two (2) water samples, each day of the duration of the spill, at:
 - Discharge Conveyance System (DCS)-001 – A point in a drainage conveyance system before the drainage conveyance system flow discharges into a receiving water.
 - Receiving Surface Water (RSW)-001 Point of Discharge – A point in the receiving water where sewage initially enters the receiving water.
 - RSW-001U: Upstream of Point of Discharge – A point in the receiving water, upstream of the point of sewage discharge, to capture ambient conditions absent of sewage discharge impacts.
 - RSW-001D: Downstream of Point of Discharge – A point in the receiving water, downstream of the point of sewage discharge, where the spill material is fully mixed with the receiving water.
4. Collections O&M shall photograph, map, and mark the location of the four (4) sample locations for future reference in the field report.
5. Collections O&M shall collect one (1) bacteriological water sample in a special sterilized bottle from the discharge conveyance system (DCS), upstream of receiving water point of discharge (RSW-001U), receiving surface water point of discharge (RSW-001), and downstream of receiving

water point of discharge (RSW-001D). The sterile bottles can be found in the water quality sampling spill kit.

6. Collections O&M shall collect one (1) ammonia sample in a special sterilized bottle from the discharge conveyance system (DCS-001), upstream of receiving water point of discharge (RSW-001U), receiving surface water point of discharge (RSW-001), and downstream of receiving water point of discharge (RSW-001D). The sterile bottles can be found in the water quality sampling spill kit.
7. Collections O&M shall label the eight (8) field samples with the date, time, location, and sampler's initials.
8. Collections O&M shall keep the samples under ice until transferred to the OC San laboratory.
9. Collections O&M staff will bring samples back to the OC San Laboratory for analyses and fill out the chain of custody form (COC) as soon as possible.
10. Samples are assigned chain of custody forms that are completed throughout the sampling, analysis, and reporting process.
11. OC San Laboratory staff shall log the samples into LIMS and analyze the eight (8) field samples for ammonia and appropriate bacterial indicator. Ammonia and bacterial indicator analysis methods and procedures are maintained at the Laboratory.
12. The Laboratory shall provide the results of the analysis to Compliance for inclusion in the SSO report.

5. REFERENCES

- A. California Code of Regulations, Title 23, Section 2250
- B. California Fish and Game Code, Chapter 2, Article 1, Section 5650
- C. California Health and Safety Code, Division 5, Chapter 6, Article 2, Sections 5410-5415, 5460-5462
- D. California Water Code (Porter Cologne Act) Section 13271
- E. COMPLIANCE Sanitary Sewer Overflow Response Procedure, LMC-SOP-008
- F. State Water Resources Control Board Order WQ 2022-0103-DWQ Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems

6. ATTACHMENTS

- A. Control Center Spill Interview Form
- B. Spill Notification Contacts
- C. Spill Notification Decision Matrix and Contact List

Attachment A
Collection System Problem Report – Sample Form
 Page 1 of 2

Orange County Sanitation District
CONTROL CENTER SPILL INTERVIEW FORM

Call Initiated: _____ Date: _____ Time: _____ Maximo Work Order #: _____

PERSON REPORTING PROBLEM:

Date First Noticed Spill: _____ Time First Noticed Spill: _____

Name: _____ Agency: _____

Spill Location: _____

City: _____ Phone # _____

(Use Unincorporated County if applicable)

Nearest Cross Street: _____ Thomas Guide® Page & Coordinates: _____

IF A RESIDENT IS REPORTING PROBLEM:

Notes:

For the field responders, is there a good reference landmark? (shops, houses, etc.)

Did you see water flowing from a manhole? Yes No Don't Know

If not, where is it coming from?

Why do you think it's sewage? (Is there an odor? / Does the manhole say "OC San" or "sewer?")

How fast is the water flowing? (Is it a small trickle out the side or is it gushing through all outlets with force?)

Is the water flowing in or to the street gutter? Yes No Don't Know

Do you know if a storm drain catch basin is nearby? Yes No Don't Know

Is the water flowing to or about to get to that catch basin? Yes No Don't Know

Approximately how wide and deep is the (flowing or wet) water path? Deep: _____ Wide: _____

Have you called any other agencies or did another agency refer you to us?

IF ANOTHER AGENCY IS REPORTING PROBLEM:

Notes:

1. Do you have a crew currently onsite? Yes No Don't Know

a. If so, have they contained the spill and protected storm drains? Yes No Don't Know

b. If not, will your agency be responding? Yes No Don't Know

2. Is the water flowing in or to the street gutter? Yes No Don't Know

3. Is the water flowing to a storm drain/catch basin? Yes No Don't Know

a. Approximately how wide and deep is the (flowing or wet) water path? Deep: _____ Wide: _____

If the answers to **1a and 1b. are NO**, and **2 or 3 is YES**, then you should state the following:

Although we will be responding as quickly as possible, we request that your staff start protecting the storm drains, setting up containment, and any necessary traffic control until we arrive onsite. These measures are important to protect the environment and possibly prevent a beach closure.

How fast is the water flowing? (Is it a small trickle out the side or is it gushing through all outlets with force?)

Attachment A
Collection System Problem Report – Sample Form
Page 2 of 2

Orange County Sanitation District
CONTROL CENTER SPILL INTERVIEW FORM

QUESTIONS FOR THE COLLECTIONS CREW:

Notes:

General information:

Is this a District problem (i.e., in, from, or caused by District's facilities)? Yes No

Type of spill: Sewage Chemical (I.W.) Other _____

Size of line (not cleanout): _____ inches **Did any sewage reach storm drain?** Yes No

List **receiving water** (if known): Newport Bay Santa Ana River San Gabriel River Other _____

Cause of spill: Grease Roots Other Debris Rain-related Inflow Line Break
Vandalism Other _____

Initial Estimated **volume**: _____ gallons Estimated amount **recovered** to sewer or vactored: _____ gallons

Response:

Responding Personnel: _____

Responding Vehicles: _____

1.) Time Collections was first contacted: _____

2.) Time arrived onsite: _____

3.) Time containment set: _____

4.) Time blockage cleared: _____

5.) Time clean up complete/left site: _____

Attachment B
Spill Notification Contacts

**CONTACTS CONTAINED IN SPILL NOTIFICATION – SEWAGE
DISTRIBUTION LIST**

Name	Division / Agency	Notified via E-mail
Rob Thompson	110	Email
Lorenzo Tyner	110	Email
Jennifer Cabral	140	Email
David Yager	620	Email
Hardat Khublall	750	Email
Dindo Carrillo	610	Email
Matt Smith	610	Email
Tom Meregillano	610	Email
Jenny Gomez	610	Email
Lan Wiborg	610	Email
Mark Kawamoto	620	Email
Mike Zedek	620	Email
Riaz Moinuddin	810	Email
Don Stokes	820	Email
Peter Cheffs	820	Email
James Cabral	820	Email
Erik Stratmoen	820	Email
David Andrade	820	Email
Brian Reed	830	Email
April Frost	830	Email
Jon Bradley	840	Email
Jim Spears	830	Email
Sam Choi	630	Email

**CONTACTS CONTAINED IN SPILL NOTIFICATION – SEWAGE
DISTRIBUTION – EXTERNAL**

COMPLIANCE CONTACT INFORMATION

Name	Back-Up Order	Internal	Cell
Dindo Carrillo	1-COMPLIANCE	X 7476	(714) 343-0333
Jenny Gomez	2-COMPLIANCE	x 7446	(909) 720-2688
Matthew Smith	3-COMPLIANCE	X 7439	(949) 614-9445
Tom Meregillano	4-COMPLIANCE	X 7457	(714) 655-7568

NOTIFICATION CONTACTS

Normal Hours	After Hours
<u>OCHCA</u> (714) 433-6419 (Office Support Staff)	Control 1: (714) 628-7008 (will contact OCHCA on-call staff)
<u>RWQCB – Water Board Santa Ana Region</u> (951) 782-4130	24 hours: (951) 782-4130 OES: (800) 852-7550
<u>OES (Office of Emergency Services)</u> (800) 852-7550	24 hours
<u>OC Public Works</u> (714) 955-0600 (storm drain/flood channel facility owners) (877) 89-SPILL (897-7455) 24 Hr Hotline	Control 1: (714) 628-7008
Caltrans (949) 724-2607	24 hours
California Highway Patrol OC Communications Center (949) 559-7888 (traffic control / roadway hazard on highways and unincorporated areas)	24 hours

CITY, SEWER, AND WATER AGENCY CONTACTS

CITY	BUSINESS HOURS	OFF-HOURS	COMMENTS
PUBLIC WORKS / CITIES			
Anaheim	(714) 765-6860 ¹ (714) 765-3300	(714) 765-6840 (714) 765-6860	24-hr Emergency Dispatch Off-hrs.
Brea	(714) 990-7648 (714) 990-7691	(714) 990-7911	Off-hours: Police Dept.
Buena Park	(714) 562-3655	(714) 562-3902	Off-hours: Police Dept.
Cypress	(949) 724-7502 (714) 229-6760	(562) 594-7232 (714) 229-6600	Off-hours: Police Dept.
Fountain Valley	(714) 593-4493 (714) 593-4600	(714) 593-4483	Off-hours: Police Dept.
Fullerton	(714) 738-6897	(714) 738-6715 (714) 738-6700	Off-hours: Police Dept.
Huntington Beach	(714) 960-8861 (714) 960-8830 (714) 536-5921	(714) 960-8825	Off-hours: Police Dept.
Irvine	(949) 453-5300 (949) 724-7516 (949) 724-7600	(949) 724-7000 P.D.	Off-hours: Call IRWD or Police Dept.
La Habra	(562) 905-9708 (562) 905-9792	(562) 905-9750	Off-hours: Police Dept.
La Palma	(714) 523-1140	(714) 690-3368	Off-hours: Police Dept.
Laguna Beach	(949) 497-0765	(949) 497-0717	Off-hours: Police Dept. Hours: 7am-3:30pm
Newport Beach	(949) 644-3011	(949) 644-3717	Off-hours: Police Dept.
Orange	(714) 744-5525 (714) 532-6480	(714) 538-1961	
Placentia	(714) 993-8245	(714) 993-8164	Off-hours: Police Dept.
San Clemente	(949) 366-1553 (949) 361-8224	(949) 366-1553	
San Juan Capistrano	(949) 493-6363 (949) 443-1171	(949) 443-1171	Off-hours: Answering Service
Santa Ana	(714) 647-3380/ 3344	(714) 834-4211 P.D.	Rick Sternberg cell: (714) 402-7042 or Police Dept.
Seal Beach	(562) 431-2527	(562) 799-4100	Off-hours: Police Dept.
Stanton	(714) 379-9222, x205	(714) 288-6742 (Sheriff's)	Off-hours: Sheriff's Dept.
Tustin	(714) 573-3150 (714) 573-3200, (Field Service)	(714) 573-3225 Police	Off-hours: Police Dept.
Villa Park	(714) 998-1500	Cell (714) 337-5214 (714) 497-7391	Off-hours: Lead Maintenance Mike Knowles and Ken Domer
Westminster	(714) 898-3311	(714) 898-3315	Off-hours: Jeff Howell,
	(0 for operator)	x326 (police dispatcher) or 911	Public Works Manager, Ext. 6290
Yorba Linda City	(714) 961-7170	(714) 990-7911	Off-hours: Police Dept.

¹ Daytime Secondary Number/Off-hours Answering Service

SANITATION DISTRICTS			
Costa Mesa	(949) 631-1731 (714) 393-4433 (714) 337-3535	(714) 754-5250 (714) 393-4433 / (714) 754-5252	Off-hours: Answering Service/Police Dept.
Dana Point (part of SCWD)	(949) 499-4555 (949) 496-9322	Ernie Garcia (949) 289-0137	Off-hours: Answering Service at (949) 499-4555
Garden Grove	(714) 741-5395	(714) 741-5704 P.D.	Off-hours: Police Dept.
L.A. Sanitation	(562) 699-7411		
Midway City and Westminster	(714) 893-3553	(714) 310-9004	Off-hours: Standby Cellular phone
OC San.	(714) 962-2411	(714) 593-7025	Off-hours: Control Center
Rossmoor Los Alamitos Sewering District	(562) 431-2223	(562) 708-1772 (562) 400-4022	Off-hours: Standby Pager OR General Manager Susan Bell OR Melody Hiller
Sunset Beach	(562) 493-9932 (714) 330-3728	(714) 330-3728	Off-hours: Answering Service
WATER DISTRICTS			
EOCWD	(714) 538-5815		
El Toro	(949) 837-0660	(949) 837-7050	Administration Center with Answering Service
Irvine Ranch	(949) 453-5300	(949) 453-5300	Off-hours: Answering Service
Los Alamitos	(562) 431-2223		Los Alamitos
Los Alisos (IRWD)	(949) 830-0580		After hour – answer service
Moulton Niguel ²	(949) 831-2500	(949) 831-2500	24-hour service
Orange County	(714) 288-2475 (714) 378-3200	(714) 538-1961	Off-hours: Answering Service
Santa Margarita	(949) 459-6400	² (949) 459-6581	
Santiago County (IRWD)	(714) 649-2630 (949) 453-5300		Off-hours: Answering Service
South Coast ³	(949) 499-4555		Off-hours: Answering Service
Trabuco Canyon	(949) 551-8580 (949) 858-0277	(949) 856-0277	Trash only Off-hours: Answering Service
Yorba Linda	(714) 701-3050		Off-hours: Answering Service
OC Public Works	(877) 89-SPILL (897-7455)	(877) 89-SPILL (897-7455)	Off-hours: Answering Service

¹ Daytime Secondary Number/Off-hours Answering Service

² Cities served – Laguna Niguel, Aliso Viejo, Laguna Hills, Sections of Mission Viejo and North Dana Point

³ Cities served – Dana Point, Capistrano Beach and South Laguna

Attachment C
Spill Notification Decision Matrix and Contact List
Page 1 of 1

Checklist Guidance	If YES, Notify:
If a possible spill of <i>any size</i> is reported to the OC San	<ul style="list-style-type: none"> • Collections Supervisor, Designee, or Standby • Plant No. 1 Chief Operator or Designee
If a spill of <i>any size</i> is confirmed by Collections staff	E-mail <i>brief</i> notification to internal staff, OCHCA, and RWQCB via the Spill notification - Sewage distribution list in Outlook. Include the following information, if known and available: <ul style="list-style-type: none"> • Responsible city, agency, private property owner • Notified date and time • Incident location including address and city • Problem description • Response status • If it entered a storm drain • Estimated volume
If Collections staff confirms the spill to be a non-District line	Call the responsible Agency or City. See Contact City List above. (<i>This includes private property spills where the spill is on City property.</i>) Fill out Collections System Problem Report.
If the spill is estimated to be <i>less than 1,000 gallons</i>	Call: OCHCA* (714) 433-6419 / 6015
If the spill is estimated to be <i>equal to or greater than 1,000 gallons</i>	Call: OCHCA* (714) 433-6419 / 6015 OES (800) 852-7550
If spill discharging to <i>storm drains / flood control</i>	Call OCHCA* (714) 433-6419 / 6015 OC PUBLIC WORKS* (714) 955-0600 OES (800) 852-7550
If the <i>private property owner is uncooperative</i> and public property and/or storm drains are impacted	Call OC PUBLIC WORKS* (714) 955-0600 OCHCA* (714) 433-6419 / 6015 (After Hours Control 1 , at (714) 628-7008 and request storm water ordinance enforcement).
If the spill possibly contains <i>industrial process water?</i>	Call: Resource Protection – Jonathan Powell at (714) 593-7420 OCHCA* (714) 433-6419, <i>and</i> RWQCB* (951) 782-4130
If <i>hazardous materials</i> are a possible concern?	Notify the local police, fire, or sheriff's department, Resource Protection – Jonathon Powell at (714) 593-7420.
If <i>local oversight or enforcement</i> is needed	Contact the local/governing city, especially for gutter and storm drain response or if the spill is flowing to <i>city property</i> .
If command and control <i>authority</i> is needed	Notify the local police or sheriff's department. OCHCA and/or the local city may also be of assistance. OC PUBLIC WORKS/Control 1 can enforce against illegal discharges to storm drains throughout the county.
If <i>traffic control</i> is a concern	Notify the local police or sheriff's department, California Highway Patrol, (949) 559-7888 or Caltrans (949) 724-2607 as necessary
If the spill has the potential to <i>damage public or private property</i>	Notify Public Affairs Office.

* If an SSO occurs after hours, notify Control 1 and they will make the necessary contacts

Attachment D
Groundwater Producers Contact Information

CITY	NAME	PHONE	TITLE
City of Anaheim	Philip Bogdanoff	(714) 765-4129	Water Field/Operations Manager
City of Anaheim	Craig Parker	(714) 765-4268	Assistant General Manager of Water Services
City of Anaheim	Jon Sanks	(714) 765-4117	Environmental Services Manager
City of Buena Park	Mina Mikhael	(714) 562-3679	City Engineer
City of Buena Park	Mike McGee	(714) 562-3701	Water Quality Inspector
City of Fountain Valley	Lee Hye Jin		Public Works Director
City of Fountain Valley	Mark Sprague	(714) 593-4609	Utilities Manager
City of Fullerton	Yvette Hanna		Principal Civil Engineer
City of Fullerton	Richard Armendariz	(714) 738-6382	Water Systems Manager
City of Fullerton	Stephen Bise		City Engineer/Assistant Public Works Director
City of Fullerton	Delaney Felix	(714) 738-2835	Water Quality Specialist
City of Fullerton	Stacy Matsumoto	(714) 738-7803	Engineer Aid 3
City of Garden Grove	Robert Bermudez	(714) 741-5917	Water Production Supervisor
City of Garden Grove	Bill Murray	(714) 741-5349	Public Works Director
City of Garden Grove	Samuel Kim	(714) 741-5534	Water Services Manager
City of Garden Grove	Victoria Victoria	(714) 741-5398	Water Services Sr. Admin Analyst
City of Garden Grove	Raquel Manson	(714) 741-5398	Administrative Analyst
City of Garden Grove	Cel Pasillas	(714) 741-5276	Water Quality and Cross-Connection Technician
City of Garden Grove	Steve Porras	(714)349-0163	Collections Supervisor
City of Huntington Beach	Andy Ferrigno	(714)536-5291	Principal Civil Engineer
City of Huntington Beach	Chris Davis	(714) 375-5055	Sr. Admin Analyst
City of Huntington Beach	Chau Vu	(714) 374-1641	Acting Public Works Director

City of Huntington Beach	Alvin Papa	(714) 536-5503	Deputy Director Public Works
City of La Palma	Andy Ramirez	(714) 690-3313	Public Works/Community Services Director
City of La Palma	Jake Chavira	(714) 690-3313	Water/Maintenance Supervisor
City of La Palma	Carlo Nafarrete	(714) 690-3312	Water Supervisor
City of Newport Beach	Mark Vukojevic	(714) 642-2429	Utilities Manager
City of Newport Beach	Steffen Catron	(949) 718-3401	Water Operations Superintendent
City of Orange	Jose Diaz	(714) 288-2475	Assistant Water Manager
City of Orange	Chris Cash	(714) 744-5525	Public Works Director
City of Orange	Sonny Tran	(714) 288-2497	Assistant Water Manager
City of Orange	Tuan Cao	(714) 288-2492	Senior Civil Engineer
City of Orange	Rick Hurtado	(714) 288-2475	Assistant Water Manager
City of Santa Ana	Cesar Barrera	(714) 647-3387	Deputy Public Works Director
City of Santa Ana	Fallon Franklin	(714) 647-3378	Associate Engineer
City of Santa Ana	Armando Fernandez	(714) 647-3316	Principal Civil Engineer
City of Santa Ana	Nabil Saba	(714) 647-3378	Executive Public Works Director
City of Seal Beach	Darrick Escobedo	562 431-2527 (ext 1409)	Chief Water Operator
City of Seal Beach	Kathryne Cho	(562) 431-2527	City Engineer
City of Seal Beach	David Spitz	(562) 431-2527 (ext 1331)	Associate Engineer
City of Seal Beach	Iris Lee	562-431-2527 (ext 1322)	Public Works Director
City of Tustin	Mike Grisso	(714) 573-3382	Water Services Manager
City of Westminster	Scott Miller	(714) 548-3693	Water Superintendent
East Orange County Water District	Jerry Mendzer	(714) 538-5815	Superintendent
East Orange County Water District	Dave Youngblood	(714) 538-5815	General Manager
Golden State Water Company	Sunil Pillai	(714) 535-7711 (ext 230)	Water Quality Manager

Golden State Water Company	Samantha Chen	714-535-8010 (ext 248)	Water Quality Engineer
Golden State Water Company	Ken Vecchiarelli	714 683-0350	District Manager
Golden State Water Company	Toby Moore	(714) 535-7711 (ext 314)	Water Resource Manager/
Irvine Ranch Water District	Paul Cook	(949) 453-5590	General Manager
Irvine Ranch Water District	Paul Weghorst	(949) 453-5632	Executive Director of Water Policy
Irvine Ranch Water District	Wendy Chambers	(949) 453-5720	Executive Director of Operations
Irvine Ranch Water District	Kevin Burton		Executive Director Engineering & Water Quality
Irvine Ranch Water District	Dave Paulson	(949) 453-5674	Operations Supervisor
Irvine Ranch Water District	Lars Oldewage	(949) 453-5858	Laboratory Manager
Mesa Water District	Tracy Manning	(949) 631-1291	Manager of Eng. And Ops
Mesa Water District	Paul Shoenberger	(949) 631-1206	General Manager
Serrano Water District	Jerry Vilander	(714) 538-0079	General Manager
Serrano Water District	Vittorio Roggero	(714) 538-0079	Business Manager
Yorba Linda Water District	Mark Toy	(714) 701-3021	General Manager
Yorba Linda Water District	Rosanne Weston	(714) 701-3102	Engineering Manager
Yorba Linda Water District	John DeCriscio	(714) 701-3122	Operations Manager
Yorba Linda Water District	John Brundahl III	(714) 701-3163	Production Superintendent
Yorba Linda Water District	Javier Martinez	(714) 701-3162	Water Production Superintendent
Yorba Linda Water District	Bryan Hong	(714) 701-3115	Water Quality Engineer
Yorba Linda Water District	Douglass Davert	(714) 701-3029	Assistant General Manager
Orange County Water District	John Kennedy	(714) 378-3304	Executive Director Engineering/Local Resources