RESOLUTION NO. 2017-010

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CORONA APPROVING THE SEWER SYSTEM MANAGEMENT PLAN AND REPEALING RESOLUTION NO. 2009-018

WHEREAS, the State Water Resources Control Board has adopted Order No. 2006-003DWQ, requiring all public wastewater collection system agencies in California that own or operate a collection system comprised of more than one mile of pipe or sewer line, which convey untreated wastewater to a publicly owned treatment facility, to prepare a sewer system management plan; and

WHEREAS, the City of Corona, as the owner and operator of a collection system comprised of more than one mile of pipe or sewer line, is subject to the requirements of Order No. 2006-0003DWQ; and

WHEREAS, on February 18, 2009, the City Council adopted Resolution No. 2009-018 approving a Sewer System Management Plan for the City of Corona in accordance with the requirements of Order No. 2006-0003DWQ; and

WHEREAS, Order No. 2006-0003DWQ requires that the Sewer System Management Plan be updated every 5 years and that it be recertified by the City Council if significant updates are made; and

WHEREAS, Department of Water and Power staff has updated the Sewer System Management Plan to include a monitoring section and revise standard operating procedures and has presented the Sewer System Management Plan to the City Council for recertification as required by Order No. 2006-0003DWQ.

NOW, THEREFORE, BE IT RESOLVED, by the City Council of the City of Corona, California, as follows:

SECTION 1. Approval of SSMP. The Sewer System Management Plan attached hereto as Exhibit “A” is hereby adopted and certified, and the General Manager of the Department of Water and Power is authorized and directed to amend the Sewer System Management Plan as necessary to reflect currently regulatory requirements and best practices.

SECTION 2. Repeal of Conflicting Resolution. Resolution No. 2009-018 is hereby repealed.

SECTION 3. Effective Date. This Resolution shall become effective immediately upon its adoption.
PASSED, APPROVED AND ADOPTED this 1st day of March 2017.

Mayor of the City of Corona, California

ATTEST:

City Clerk of the City of Corona, California
CERTIFICATION

I, Lisa Mobley, City Clerk of the City of Corona, California, do hereby certify that the foregoing Resolution was regularly passed and adopted by the City Council of the City of Corona, California, at a regular meeting thereof held on the 1st day of March 2017, by the following vote:

AYES: FOX, HALEY, MONTANEZ, SCOTT, SPIEGEL

NOES: NONE

ABSENT: NONE

ABSTAINED: NONE

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the City of Corona, California, this 1st day of March 2017:

[Signature]

City Clerk of the City of Corona, California

(SEAL)
EXHIBIT “A”

SEWER SYSTEM MANAGEMENT PLAN

[SEE ATTACHED 48 PAGES]
City of Corona
Department of Water & Power

Sewer System Management Plan (SSMP)

Updated 3-16-20
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SECTION 1.0

GOALS
1.0 GOALS

The Sewer System Management Plan (SSMP) identifies goals the City of Corona Department of Water & Power has established for the management, operation, and maintenance of the sewer system, and discusses the role of the SSMP in supporting these goals. These goals provide focus for City staff to continue high-quality work and to implement improvements in the management of the City’s sewer system.

1.1 REGULATORY REQUIREMENTS

D.13.(i) Goals: The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that do occur.

1.2 GOALS DISCUSSION

- Be available and responsive to the needs of the public, and work cooperatively with local, state and federal agencies to reduce, mitigate the impacts of, and properly report sewer system overflows (SSOs).
- Protect public health and safety, and the environment.
- Provide adequate capacity to convey peak wastewater flows.
- Conduct a regularly scheduled maintenance program that will minimize the risk and occurrence of SSOs.
- Identify areas in the sewer system prone to blockages or SSOs and implement scheduled maintenance to remove roots, debris, fats, oils, and grease.
- Identify, prioritize, and continuously renew and replace sewer system facilities to maintain reliability.
- Periodically review and update the SSMP.
- Educate the public on the impacts of fats, oils, and grease to gravity sewer mains to prevent their actions from causing SSOs.
- Uphold the City’s standards and specifications on newly constructed public sewers.
SECTION 2.0

ORGANIZATION
2.0 ORGANIZATION

The intent of this section of the SSMP is to identify staff responsible for the implementation of this SSMP, responding to SSO events, and meeting the SSO reporting requirements. This section also includes the designation of the authorized representative responsible for certifying reports in the California Integrated Water Quality System (CIWQS) Online Database.

2.1 REGULATORY REQUIREMENTS

D.13.(ii) Organization: The SSMP must identify:
    a) The name of the responsible or authorized representative
    b) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and
    c) The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable.

2.3 ORGANIZATION DISCUSSION

The following sections outline the City’s organization, general and SSMP responsibilities of personnel, authorized representatives, and chain of communication for responding to and reporting SSOs. Names and contact information for current staff are included in Appendix A. A standby schedule is included in Appendix B.

2.4 ORGANIZATION CHART

City of Corona Department of Water & Power (DWP) is governed by the City Council. Daily management is carried out by the General Manager who oversees the Department.
2.5 DESCRIPTION OF GENERAL AND SSMP RESPONSIBILITIES

**General Manager**
Under general direction, plans, directs, and integrates the operations of the power, water and wastewater utilities of the City; directs and controls departmental budgets, staffing, and policies; directs intergovernmental relations and participates as member of the City's executive team; and performs related duties as assigned. Is also designated as the Legally Responsible Official (LRO) and can certify reports in CIWQS if needed.

**Assistant General Manager**
Under administrative direction, plans, manages, and coordinates all related Water, Wastewater and Electric activities. The Assistant General Manager takes on a larger responsibility for all division operations, budgets and staffing, and has a greater level of interfaces with staff, other departments, committees, agencies, the development community, and public officials. Is also designated as the Legally Responsible Official (LRO) and can certify reports in CIWQS if needed.

**DWP Operations Manager**
Acts as the Legally Responsible Official (LRO) and is responsible for certifying reports in CIWQS. Under administrative direction, plans, organizes and manages the operations and maintenance of the City's water and wastewater systems; to include water reclamation facilities, sewer systems, lift stations and facilities; ensures that these operations are in compliance with state and federal requirements; directs budgetary and fiscal operations; formulates programs and projects; oversees field and supervisory staff in wastewater, regulatory compliance, and pretreatment.

**Maintenance Manager**
The Maintenance Manager position manages and oversees the City's infrastructure and maintenance activities; manages all maintenance and construction capital improvement projects for sewer collection and facility maintenance systems. Controls, implements and manages budgetary and administrative duties of this operation. Oversees the construction superintendent, maintenance supervisor, utility service workers, and CCTV contractors.

**Senior Engineer**
Approves and coordinates changes needed to the GIS database. Provides QA/QC for changes needed to utility pipeline maps and records changes. Supplies annual quantification updates for the sewer system inventory.

**Web and Digital Media Manager (GIS)**
Updates, manages, and maintains the GIS database. Oversees GIS staff and coordinates with other City departments.

**Construction Superintendent**
Under general supervision, plans, schedules, lays out, supervises and participates in the work of skilled, journey-level personnel engaged in the construction, maintenance, repair and servicing of the water distribution/sewer system and recycled water mains,
service lines, valves, water meters and related appurtenances; plans, schedules, lays out the work of construction pipeline and special projects; oversees and manages work of outside contractors involved in the fire hydrant, air vac, blow-offs, and sewer inspection, cleaning and videoing services; leads emergency response, investigates and reports SSOs, trains field crews, notifies Regulatory Compliance Division or regulatory agencies of SSO events when applicable and after normal business hours, and performs other related duties as assigned.

**Maintenance Supervisor**
Under general supervision, schedules and oversees maintenance of the City’s lift stations, sewer system, water distribution, reclaimed water infrastructure, generators, and related equipment; oversees field staff and performs related duties as assigned.

**Regulatory Technician**
Under general supervision, reviews data and creates reports to display the information; updates plans and procedures to meet new regulations including the SSMP and related documents; compiles and submits SSO reports in CIWQS and verifies that information populated is correct; reviews the SSMP and conducts internal audits; notifies regulatory agencies when applicable during normal business hours, reviews applicable permits, laws, and regulations; provides regulatory support to all parts of the Department; prepares letters for notification to agencies regarding changes occurring at facilities; performs related duties as assigned.

**Utilities Service Worker**
Under general supervision, performs a wide variety of skilled journey level duties involved in the installation, servicing, repair, and maintenance of the City’s domestic, commercial, and industrial water distribution and sewer system facilities, systems, and equipment; responds to reports of SSOs and blockages, assists in clean up, spill containment and mitigation during SSO events, mobilizes sewer cleaning equipment, by-pass pumping equipment, and portable generators, provides information on SSOs to the Regulatory Compliance Division when appropriate, and performs related duties as assigned.

**Closed-circuit Television (CCTV) Contractor**
Inspects, cleans, and videos the sewer system at the enrollee’s direction.

**Pretreatment Program Contractor**
Regulates industrial users for the City, reviews industrial permit applications; conducts wastewater sampling, industry inspections, and issues industrial permits; compiles monthly, quarterly, and annual status reports; regulates and inspects interceptors at restaurants, auto repair shops and car washes; issues verbal warnings and written violations to bring industries into compliance; conducts public education on proper disposal of FOG and BMPs for restaurants, monitoring the addition/removal of interceptors, clarifiers, and traps. Uses Linko database to store data and manage industrial users and the FOG program; provides assistance with building plan checks, the storm water program, odor complaints, and SSO response/follow up as needed.
**Maintenance Technician**

Under general supervision, performs a wide variety of duties involved in the installation, modification, design, maintenance, and repair of mechanical equipment and machinery used in the operation of large surface water treatment facilities, water reclamation facilities, reverse osmosis desalination facilities, sewer lift stations, and reclaimed water pump stations, and potable booster stations; operation/maintenance, including: production, storage and distribution facilities, and chemical system; and performs related duties as assigned.
2.6 SSO CHAIN OF COMMUNICATION

In the event of an SSO, there is a chain of communication from the initial reporting of the SSO, to the regulatory agency notifications. The chart below demonstrates the City's chain of communication.
SECTION 3.0

LEGAL AUTHORITY
3.0 LEGAL AUTHORITY

The intent of this section of the Sewer System Management Plan is to establish that the City of Corona Department of Water and Power has the legal authority to protect public health and the environment while maintaining compliance with waste discharge requirements for sanitary sewer systems.

3.1 REGULATORY REQUIREMENTS

D.13.(iii) **Legal Authority**: Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

- a) Prevent illicit discharges into its sanitary sewer system (examples may include inflow (I/I), storm water, chemical dumping, unauthorized debris and cut roots, etc.);
- b) Require that sewers and connections be properly designed and constructed;
- c) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;
- d) Limit the discharge of fats, oils, and grease (FOG) and other debris that may cause blockages, and
- e) Enforce any violation of its sewer ordinances.

The City of Corona Department of Water and Power has the necessary authority to protect its sewer system through Chapter 13.08 and 13.12 of the Corona Municipal Code and Resolution No. 2012-019. The City also runs an EPA approved pretreatment program that administers discharge permits to industrial users who discharge wastewater into the City’s sewer system.

3.2 PREVENTION OF ILLICIT DISCHARGES

The public sewerage ordinance gives the City the authority to prevent illicit discharges.

Section 13.08.210 describes all prohibited waste discharges into the City’s sewer system, or any opening, sump, tank, clarifier, piping, or waste treatment system that will drain or flow to the City’s sewer system.

Section 13.08.220 gives the City the necessary authority to also prevent discharges and unauthorized debris from entering the City’s sewer system and storm drain system.
3.3 SEWER DESIGN AND CONSTRUCTION

The City’s public sewerage ordinance, as well as Chapter 13.12 Sewer Connections of the Municipal Code, gives the City authority to regulate the proper design and construction of sewers and connections.

Section 13.08.170 describes the City’s authority to establish design requirements for standard interceptor designs and installation.

Section 13.12.070 requires anyone who wishes to connect to the City’s collection system to obtain a permit and receive approval from the City before construction.

Section 13.12.180 describes the requirement to comply with sewer construction standards developed by the City.

3.4 MAINTENANCE AND INSPECTION

The City’s public sewerage ordinance as well as Chapter 13.12 Sewer Connections of the Municipal Code, ensures the City will have access for maintenance, inspection and repair of publicly owned portions of the City’s lateral.

Section 13.12.190 states that any part of the sewer system constructed in a public street, alley, way or right-of-way, will be owned by the City.

3.5 DISCHARGE OF FOG AND DEBRIS

The public sewerage ordinance gives the City the authority to prevent the discharge of FOG and other debris. Additionally, the ordinance (in Section 13.08.110 and 13.08.150) gives the City the authority to require applicable businesses to have oil and grease interceptors.

3.6 ENFORCEMENT

The City has the authority to enforce all violations of its ordinance with specific wording in the ordinance as well as by Resolution No. 2012-019, Pretreatment Program Enforcement Response Plan (ERP), included in Appendix C. The ERP describes the City’s approved pretreatment program of investigation and response to incidents where industrial users violate regulation relating to the discharge of wastes into the City’s sewer system.

Additionally, the ordinance (in Section 13.08.410 and 13.12.210) gives the City enforcement mechanisms and authority.
SECTION 4.0

OPERATION AND MAINTENANCE PROGRAM
4.0 OPERATION AND MAINTENANCE PROGRAM

The Maintenance Manager leads the Sewer Operations and Maintenance Program and is directly responsible for all day to day operations of the sewer system section and oversight control of sewage lift stations, as related to Sanitary Sewer Overflows (SSOs). Responsibilities include construction, installation, pipeline repair projects, inspection, maintenance and support programs, sewer stoppages, and preventive and predictive maintenance. The Construction Superintendent is responsible for supervising and coordinating all work assigned to the utility service workers.

4.1 REGULATORY REQUIREMENTS

D.13.(iv) Operation and Maintenance Program. The SSMP must include those elements listed below that are appropriate and applicable to the enrollee’s system:

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

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

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

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

e) Provide equipment and replacement part inventories, including identification of critical replacement parts.
4.2 SEWER SYSTEM MAPPING

The City of Corona Department of Water and Power has maps of the existing sewer system. These maps are continually updated and available in the City’s Sewer Atlases, which are hard copies of the sewer system map. These maps show all gravity line segments, manholes and their associated identification number, pumping facilities, and pressure pipes and valves. The hard copies of the atlas are derived from a digital atlas that can be accessed through the City’s employees Geographic Information Services (GIS) website. All utility service worker crews have their own Sewer Atlas and access to GIS sewer maps on the City’s intranet to be able to locate and find specific information about the sewer system. The digital GIS system can generate a *Sewer Features Report* that includes such information as status of facility, installation date, length, diameter, upstream and downstream invert, slope of line, material type, manhole depth and lid size among other things.

The City has a Senior Engineer who coordinates mapping and GIS changes in the City’s water and sewer system. Any sewer system addition, replacement, or errors found by City staff in the Sewer Atlas is given to this designated person for correction and proper dissemination with the creation or revision date marked on each page. Additionally, all storm water facilities are mapped in the same fashion as the sewer facilities. In the event of an SSO, the Construction Superintendent and crews can locate storm drains quickly for sand bagging purposes, or can locate where a storm drain is flowing/discharging to (i.e. channel, wetlands, creek, etc.).

4.3 PREVENTATIVE OPERATION AND MAINTENANCE

SSOs occur from time to time for a number of reasons. Utility service workers are responsible for responding to SSOs during regular work hours (Monday thru Friday). After hour requests for service are received by 911 dispatch and then routed to the on-call first responder. This person responds to and assesses the situation, and if further action is required, the second responder (staff classified as a Supervisor) is called. For further detail please see Section 2.0 and Section 6.0 of the SSMP.

Once the cause of an SSO has been determined, the Maintenance Manager and/or Construction Superintendent will determine if the pipeline and/or facility needs to be placed on a schedule for increased cleaning and inspection and/or if repairs are needed. All SSO’s are tracked on a centralized spreadsheet and reported in CIWQS by the Regulatory Compliance Division. Additionally, SSOs are mapped for internal reference and reporting.

Currently all sewer system cleaning and closed-circuit television (CCTV) inspections are contracted out. The contractor(s) utilize state of the art equipment, including CCTV and GIS systems to analyze the entire City sewer and sewage pump station service area. The contractor(s) are hired annually, with the option to renew for up to five years, to video and clean the City’s sewer system. The City plans to have the entire sewer and transmission system videoed and cleaned at a minimum of every five years. The City
also contracts a company to perform smoke testing of the sewer mainline to find leaks and illegal hook ups in the sewer system on an as needed basis.

Eighteen high maintenance areas around the City have been identified and been placed on a monthly or quarterly cleaning schedule. Each manhole cover shall have a green S painted on top to denote that they have been cleaned. High maintenance areas are also mapped for internal reference and reporting purposes.

4.4 Monthly High Maintenance Area Cleaning

1. 1111 W. Sixth Street (Wells Fargo Bank)
   Manhole 3337, 3338, 3277

2. 600 Block Vicentia (East/West Alley)
   Manhole 4005 to 3970 – 450 ft. W. 4000-3970 - 239 ft. E.

3. 220 Kendall (in alley)
   Manhole 4118 to 4098 – 461 ft. W.

4. Rincon East of Main Street (Old Marie Callender’s)
   Manhole 4434 to 4433, Reverse clean 4434-4435

5. Main Street at River Road (southbound left turn lane)
   Manhole 4442-8282 – Double Barrell Siphon – 104 ft. x 2

6. 230 W. River Road (at wash)
   Manhole 4398 to 4441 – 344 ft. E.

7. 230 W. River Road (alongside wash)
   Manhole 4397 to 4398 – 107 ft. E.

8. River Road at Kalus (intersection)
   Manhole 3789 to 3796 – 387 ft. N.

9. Third Street between Main and Washburn
   Manhole 4539 - 4535 – 50 ft. S.

10. Taylor at Crestview (intersection)
    Manhole 4174 to 4160 – 288 ft. W

11. Mount Humphries East of McKinley
    Manhole 7288, 7287, 7286, 7271 South

12. Corporate Yard Lines
    Manhole 11019-11021, 10475-10478, 3864-3862

   Require T.C.

15. E 3rd St. to Quarry (alley behind)
   Manhole 5069 – 5046/ 9296 - 5071

4.5 Quarterly High Maintenance Area Cleaning

16. 1012 Serene Drive
   Manhole 3782 to 3770 – 209 ft.

17. Green River Rd.
   Manhole 1080-1079-1070-1077-1060-1061-1062

18. 1217 E. Grand Blvd. (in alley)
   Manhole 4605 and 4607

19. Dos Logos Shopping Center
   Manhole 10514-10725, 11044-10719, 11042-10520

20. Alley between Joy St. and E. Grand Blvd
    Manhole 4621-4620

If an SSO occurs, the City has the contractor(s) video and clean approximately 1,000 feet around the affected area and depending on the cause or severity of the SSO, may place the area on a monthly or quarterly cleaning schedule. The City also contracts with a root control company to treat areas identified by CCTV. The contractor foams about 15,000 to 17,000 linear feet of sewer main per year. Additionally, the City contracts with a company to perform insect control by spraying the manholes. The insect control is completed for the entire system at a minimum of every three years.

The latest in Supervisory Control and Data Acquisition (SCADA) technology is employed throughout the City of Corona’s various facilities. There are 13 active sewage pump stations throughout the City. SCADA enables continuous monitoring of the flows, levels, pressure, and overall condition of the sewage pumping stations from the City’s operations center and all three Water Reclamation Facilities. Additionally, there are set points within the SCADA system that will create an alarm that can be received by water reclamation operators and utility service workers for the purpose of immediate response to the site.

Per the City’s Sewer Master Plan dated September 2005, there are several guidelines, as a minimum, for routine and preventative maintenance activities for the sewage pump stations and sewer system that are outlined in Table 1 and 2 below and that have been implemented as described in the paragraphs above.
Table 1

<table>
<thead>
<tr>
<th>ROUTINE MAINTENANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sewage Pump Station – Weekly:</strong></td>
</tr>
<tr>
<td>• Visit pump stations.</td>
</tr>
<tr>
<td>• Inspect control panel and verify pump operation.</td>
</tr>
<tr>
<td>• Check for signs of vandalism.</td>
</tr>
<tr>
<td>• Amp reads on the motors.</td>
</tr>
<tr>
<td>• Log all meter readings.</td>
</tr>
<tr>
<td>• Inspect wet well and dry well for abnormal conditions.</td>
</tr>
<tr>
<td>• Note findings.</td>
</tr>
<tr>
<td><strong>Sewer System:</strong></td>
</tr>
<tr>
<td>• Continue to video and inspect all sewers within 5 years.</td>
</tr>
</tbody>
</table>

Table 1. From *City of Corona Sewer Master Plan*, AKM Consulting Engineers, September 2005, p. 5-20.

Table 2

<table>
<thead>
<tr>
<th>PREVENTATIVE MAINTENANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sewage Pump Station - Weekly:</strong></td>
</tr>
<tr>
<td>• Test alarms, transducer (LVL), sump pump, and flood alarm.</td>
</tr>
<tr>
<td>• Replace and clean filters and filter bowl assembly that supplies water to mechanical seal.</td>
</tr>
<tr>
<td>• Check meter for heat and pump for vibration.</td>
</tr>
<tr>
<td><strong>Sewage Pump Station:</strong></td>
</tr>
<tr>
<td>• De-rag the check valves and pump volute-impeller as needed.</td>
</tr>
<tr>
<td>• Pull pumps bi-annually. Inspect impeller and bowls for wear. Change seals or packing as required.</td>
</tr>
<tr>
<td>• Exercise valves monthly.</td>
</tr>
<tr>
<td>• Check and exercise back-up generator monthly</td>
</tr>
<tr>
<td>• Exercise mechanical equipment which normally does not operate weekly.</td>
</tr>
<tr>
<td>• Clean wet wells every six months, more frequently in areas with grease, sand or where solids accumulate quickly.</td>
</tr>
<tr>
<td>• Check electrical connections annually.</td>
</tr>
<tr>
<td>• IR scanning annually.</td>
</tr>
<tr>
<td><strong>Sewer System:</strong></td>
</tr>
<tr>
<td>• Clean sewers with root intrusion as necessary.</td>
</tr>
<tr>
<td>• Clean sewers with grease deposits every 60 - 90 days (this may include siphons and identified “Frequent Maintenance Requiring Facilities”)*</td>
</tr>
<tr>
<td>• Clean sewers with debris deposits (for low velocity reaches of pipe) every six months.</td>
</tr>
</tbody>
</table>

Table 2. From *City of Corona Sewer Master Plan*, AKM Consulting Engineers, September 2005, p. 5-20 – 5-21.

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*“Frequent Maintenance Requiring Facilities” are areas of the system that require frequent maintenance and cleaning as reported by City staff and identified in Table 5-7 of the City of Corona Sewer Master Plan, September 2005.*
Recordkeeping of regular/routine maintenance and preventative maintenance is crucial for maintaining the reliability of the City’s sewer system and facilities. The City utilizes an electronic tracking system for all work orders in the NexGen system. Additionally, the City utilizes an electronic Maintenance Management System (MMS) that can also allow the City to look at history and has reminders of PM work. The City is continually upgrading to allow these systems to track the work more efficiently.

4.6 REHABILITATION AND REPLACEMENT PLAN

The City has developed a rehabilitation and replacement plan via the City of Corona Sewer Master Plan, September 2005. The objective of the Master Plan is essentially, “to evaluate the City’s existing sewer collection system and provide a framework for the construction of new and replacement facilities using new modeling tools and the City’s most recent 2003 General Plan update.” (p. 2-3). The Master Plan identifies several considerations used in determining the useful life of the City’s gravity sewers, force mains, and sewage pump stations. These considerations are: type of materials used and recorded performance of similar installations, velocities and flow rates expected in the system, chemical and biological conditions of the wastewater, construction methods and installation quality, frequency, thoroughness, and types of maintenance (p. 4-11).

In order to assess the condition and to be able to recommend rehabilitation and replacement of City facilities, a hydraulic model of the City’s sewer system was created with H2OMap Sewer software. The model was based on the City’s GIS data that included information on land use, sewer pipe diameters, lengths and invert elevations. The hydraulic model results were able to identify existing sewers in the City that exceeded the capacity criterion and are discussed in Section 5, and listed in Table 5-4 of the Master Plan. Additionally, results of the CCTV inspections were used to identify problem areas around the City and generate a CCTV pipeline assessment summary of 120 locations listed in Table 5-5 of Section 5 of the Master Plan. All sewage pump stations were assessed, graded and given a priority ranking in regard to rehabilitation and replacement. This summary can be found in Table 7-5 of Section 7 of the Master Plan as well. All assessments were made based on the useful life consideration and performance design criteria, visual inspections, and modeling results that are discussed in further detail in Sections 4, 5 and 7 of the Master Plan.

Based upon the assessments in the Master Plan, a list of Capital Improvement Projects (CIP) were identified and generated. Currently, Managers are working from this 2005 list, however, every year it is reviewed and revised based on the changing needs of the City and regulation. The latest CIP list can be found in the City of Corona Capital Improvement Program for the current Fiscal Year.

4.7 TRAINING

The City is committed to ensuring its field staff has the proper technical skills and safety training programs available to them. Besides specialty conferences offered through
various organizations like the California Water Environment Association (CWEA), the City has several in-house training courses and programs available for its utility service workers. Depending on job description and duties, the City holds several mandatory training programs for City field staff like confined space entry, electrical safety, fall protection equipment, forklift, gas detector, ladder safety, respiratory protection and roadway flagger training, that are tracked through the City’s Human Resources Department. Additionally, all crews participate in bi-weekly safety meetings with their supervisors as well as whenever new equipment is issued. These safety meetings require staff to sign in and the sign in sheets are kept to document the safety topic and meetings that individual staff has participated in. The City has also created and conducted in-house training entitled, SSO Response and Reporting, for all utility service workers and stand-by staff who may respond to an SSO. This training is required annually; however, the City will continually evaluate the need for additional training. The City supports its staff in receiving the necessary training and testing to receive specialized certifications for collection systems.

While the City does not have specified formal training for contractors, City staff does make them aware of the hazards within the system before the start of a job or contract so that contracted staff can be properly trained. The City specifies in its contracts that contractors must be properly trained and that they will be held liable for the consequences of their actions.

4.8 CONTINGENCY EQUIPMENT AND REPLACEMENT INVENTORIES

The City has invested in onsite generators for all lift stations to provide emergency back-up power generation. The City also has the capability to have by-pass pumping in case of lift station failure or blockage/failure of mains. The City’s operations division has two portable bypass pumps with hoses and the maintenance division has two Godwin portable bypass pumps and two hose trailers outfitted with hoses, valves, and fittings. The City is capable of completing multiple pipeline repairs and has spare items available at the warehouse such as: spare motors, seals, and valves. This inventory is tracked and maintained through an asset works management program. Additionally, the City has several local suppliers that can supply materials around the clock.
SECTION 5.0

DESIGN AND PERFORMANCE PROVISIONS
5.0 DESIGN AND PERFORMANCE PROVISIONS

5.1 REGULATORY REQUIREMENTS

D.13.(v) **Design and Performance Provisions:**

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

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

5.2 STANDARDS FOR INSTALLATION, REHABILITATION, AND REPAIR

The City of Corona Department of Water & Power has an updated [standard plans and specifications](#) and [Design Policy](#). The purpose of the specifications is to achieve uniformity and consistency in materials, equipment, and methods of construction for projects in the City. The information is updated on an as needed basis, but not less than every 5 years.

The [Design Policy](#) outlines general information and requirements by contractors for plan submittal and construction cost estimates.

The specifications and design criteria include materials, pipe alignment, easements, manholes, minimum sizes, minimum cover, strength, minimum slope, trenching and backfill, lift station design criteria, and structure standards.

5.3 STANDARDS FOR INSPECTION AND TESTING OF NEW AND REHABILITATED FACILITIES

The City of Corona has a full-time staff of qualified inspectors, or uses qualified 3rd party inspectors for new installations and repairs. The City utilizes the Standard Specifications for Public Works Construction (Greenbook), latest edition, and the [City of Corona Department of Water and Power Modifications to the Greenbook Specifications](#) or Construction Specifications Institute standard specifications for inspection and testing of new and rehabilitated facilities. The information is updated on an as needed basis, but not less than every 5 years.
SECTION 6.0
SANITARY SEWER OVERFLOW
EMERGENCY RESPONSE PLAN
6.0 SANITARY SEWER OVERFLOW EMERGENCY RESPONSE PLAN

6.1 REGULATORY REQUIREMENTS

D.13. (vi) **Overflow Emergency Response Plan** – Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:

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

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

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

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

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

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

6.2 GENERAL

The Sanitary Sewer Overflow Emergency Response Plan (SSOERP) is designed to ensure that every report of a confirmed sewage overflow is immediately dispatched to the appropriate crews. This way the effects of the overflow can be minimized with respect to impacts to public health and adverse effects on beneficial uses and water quality of surface waters. The SSOERP further includes provisions to ensure safety pursuant to the directions provided by the Department of Water & Power. Notification and reporting is made to the appropriate local and state authorities. For purposes of this SSOERP, “confirmed sewage spill” is also sometimes referred to as “sewer overflow,” “overflow,” or “SSO.”
6.3 ORGANIZATION OF PLAN

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

- Notification and Reporting Procedures
- Response Activities
- Emergency Response, Containment, Clean-Up, and Monitoring
- Training

6.4 NOTIFICATION AND REPORTING PROCEDURES

The City of Corona has developed SSO Notification Procedures to ensure notifications are made in a timely manner to first responders and regulatory agencies. These procedures provide the appropriate agency name, contact person, and phone number for each type of spill category including private spills. Immediate notification to the Office of Emergency Services (OES) and Regional Water Quality Control Board (RWCQB) is required within two hours for all Category 1 spills. A copy of the SSO Notification Procedure is included in Appendix D.

Using data supplied, starting from the initial notification to complete clean-up, the first or second responder prepares initial and final internal SSO Reports. The designated responder will utilize the SSO Incident Response Form (Appendix E) and the SSO Reporting Form (Appendix F) to record all pertinent information on the spill. Within two (2) working days these forms are submitted to the Regulatory Compliance Division for reporting in CIWQS.

During regular work hours the Regulatory Compliance Division is responsible for making notifications to the regulatory agency according to the reporting requirements in the permit. The Regulatory Compliance Division will contact other agencies, if necessary, as well as other interested and possibly impacted parties. After hours, the second responder is responsible for completing the notifications. The Regulatory Compliance Division is responsible for reporting the spill in CIWQS within the specified timeframes. All information supplied to the Regulatory Compliance Division is reviewed for completeness; any missing data is confirmed and all forms and photos are saved in an electronic file for future reference. The documentation provided is then used to complete an SSO report in CIWQS.

Media Notifications
When an overflow has been confirmed and is a threat to public health, the following actions will be taken, if necessary, to notify the media:

1. First responder or response crew verifies overflow and reports back to the General Manager.
2. The City of Corona Department of Water & Power General Manager shall be the "first-line" of response to the media for any overflow.
3. Calls received by the dispatcher from the media at any time are referred to the Department of Water & Power General Manager.
Other Public Notifications
Should the surface water bodies or ground surfaces subjected to a sewer overflow be deemed hazardous and there is a need for further public notification, it can be made through the use of pre-scripted notices. These notices are made available through printed or electronic news media for immediate publication or airing, or by other measures (e.g., front door hangers).

Temporary Signage
The City of Corona has primary responsibility for determining when to post notices of polluted surface water bodies or ground surfaces that result from uncontrolled wastewater discharges from its facilities or service area. If posting is deemed necessary, the County Department of Environmental Health shall be notified. During work hours, the Regulatory Compliance Division should make the notification. The City of Corona shall work with the RWQCB and any other local, state, or federal agencies necessary to ensure effects to the public and environment are minimized.

6.5 RESPONSE ACTIVITIES

The SSO Response SOPs present a strategy for the City of Corona to mobilize labor, materials, tools, and equipment to correct or repair any condition, which may cause or contribute to an un-permitted discharge. The plan considers a wide range of potential system failures that could create an overflow to surface waters, land, or buildings. SSO Response SOPs are included in the appendices.

Receipt of Information Regarding a Sewer Overflow
An overflow may be detected by system employees or by others. The Department of Water & Power is primarily responsible for receiving phone calls from the public of possible sewer overflows, and for issuing work orders. Generally, telephone calls from the public reporting possible sewer overflows are received during the day by telephone at the Department of Water & Power. The after-hours emergency phone line is staffed 24 hours per day by the first responder at (951) 830-2391.

The telephone operator or first responder obtains all relevant information available regarding the overflow including:

a. Time and date call was received;
b. Specific location;
c. Description of problem;
d. Time possible overflow was noticed by the caller;
e. Caller’s name and phone number;
f. Observations of the caller (e.g., odor, duration, back or front of property);
   and
   g. Other relevant information that will enable the responding investigator and crews, to quickly locate, assess, and stop the overflow.

The receiver then records the overflow information in the SSO Incident Response Form.
Lift station failure alarms are monitored and received by Water Reclamation Operators. The operator on duty immediately conveys all information regarding alarms to the Chief Reclamation Operator to initiate the investigation.

Sewer overflows detected by any personnel in the course of their normal duties are reported immediately to the Department of Water & Power. Dispatching personnel record all relevant overflow information and dispatch responders to investigate and can send additional first responders as needed.

**Dispatch of Appropriate Crews to Site of Sewer Overflow**

Failure of any element within the sewer system that threatens to cause or causes an SSO triggers an immediate response to isolate and correct the problem. Crews and equipment are available to respond to any SSO location. Crews will be dispatched immediately to any site of a reported SSO. Also, additional maintenance personnel can be placed “on call” in the event extra crews are needed.

1. Dispatching Crews
   - Dispatchers receive notification of sewer overflows as outlined in “Receipt of Information Regarding a Sewer Overflow” and dispatch first responders to investigate and/or the appropriate crews and resources as required.
   - Dispatchers notify the appropriate manager or supervisor, with the quickest communication tool available, regarding sewer overflows and field crew locations.

2. Crew Instructions and Work Orders
   - Department of Water & Power employees receive instructions from their supervisors regarding appropriate crews, materials, supplies, and equipment needed.
   - Dispatchers verify that the entire message has been received and acknowledged by the crews that were dispatched. All employees being dispatched to the site of a SSO should proceed immediately to the overflow. Report any delays or conflicts in assignments immediately to the supervisor for resolution.
   - In all cases, response crews report their findings, including possible damage to private and public property, to the Maintenance Manager immediately upon making their investigation.
   - If necessary, the site supervisor refers all pertinent information to the next shift, including any details of the problems described by customers.

3. Additional Resources
   - Spill volume is estimated and reported to second responder and Regulatory Compliance Division
   - Second responder receives and conveys to appropriate parties requests for additional personnel, material, supplies, and equipment from crews working at the site of a sewer overflow.
4. Preliminary Assessment of Damage to Private and Public Property
   • The focus is to resolve the problem. The response crews use discretion in assisting the property owner/occupant as reasonably as they can. Be aware that the Department of Water & Power could face increased liability for any further damages inflicted to private property during such assistance. The response crew shall not enter private property for purposes of assessing damage. Take appropriate still photographs and video footage, if possible. This should include the outdoor area of the sewer overflow and impacted area in order to thoroughly document the nature and extent of impacts. Forward available photographs to the Department of Water & Power Regulatory Compliance Division for filing with the SSO Report.

5. Field Supervision and Inspection
   • The supervisor of the first responder, who confirmed the sewer overflow, visits the site of the overflow, to ensure that provisions of this overflow response plan and other directives are met.
   • The supervisor is responsible for confirming that the SSO Report is provided to the Regulatory Compliance Division within two (2) days.

6. Coordination with Hazardous Material Response
   • Upon arrival at the scene of a sewer overflow, if a suspicious substance (e.g., oil sheen, foamy residue) is found on the ground surface, or a suspicious odor (e.g., gasoline) not common to the sewer system is detected, the first responder or response crew should immediately contact the supervisor for guidance before taking further action.
   • Should the supervisor determine the need to alert the hazardous material response team, contact the City of Corona Fire Department at dispatch (951) 736-2221. The first responder or crew awaits the arrival of the appropriate response team to take over the scene. Remember that any vehicle engine, portable pump, or open flame (e.g., cigarette lighter) can provide the ignition for an explosion or fire if flammable fluids or vapors are present. Keep a safe distance and observe caution until assistance arrives.
   • Upon arrival of the response team, the first responder or crew takes direction from the lead authority of that team. Only when that authority determines it is safe and appropriate for the first responder and crew to proceed, they can proceed under the SSOERP with the containment, clean-up activities, and correction.

6.6 EMERGENCY RESPONSE, CONTAINMENT, CLEAN-UP, AND MONITORING

Sanitary Sewer Overflows (SSOs) of various volumes occur from time to time in spite of concerted prevention efforts. Spills may result from blocked sewers, pipe failures, or mechanical malfunctions among other natural or man-made causes. The City of Corona
is on alert and prepared to respond upon notification of an overflow. The objectives of these actions are:

- To protect public health, environment, and property from sewage overflows and restore surrounding area back to normal as soon as possible;
- To establish perimeters and control zones with appropriate traffic cones and barricades, vehicles or use of natural topography (e.g., hills, berms);
- To promptly notify the Regulatory Compliance Division during work hours, or if after hours, the regulatory agencies of the preliminary overflow information and potential impacts;
- To contain the sewer overflow to the maximum extent possible including preventing the discharge of sewage into surface waters; and
- To minimize the City of Corona’s exposure to any regulatory agency penalties and fines. Under most circumstances, the City of Corona handles a majority of response actions with its own maintenance division. They have the skills and experience to respond rapidly and in the most appropriate manner. An important issue with respect to an emergency response is to ensure that the temporary actions necessary to divert flows and repair the problem do not produce additional problems elsewhere in the system. For example, repair of a force main could require the temporary shutdown of a pump station and diversion of the flow at an upstream location. If the closure is not handled properly, sewage system backups may create other overflows.

The City contracts a company to clean and CCTV the sewer system throughout the year and to aid the City during SSO events. If additional vactor trucks are needed, this contractor can be called to assist with an SSO and is usually already within City limits, which provides quick response, containment, and clean-up. The City also maintains contracts with restoration companies for emergency services. The Four C’s - containment, control, call, and clean-up - are used during any SSO event and included in Appendix K.

Circumstances may arise when the City of Corona could benefit from the support of private-sector construction assistance. This may be true in the case of large diameter pipes buried to depths requiring sheet piling and dewatering should excavation be required. The City of Corona may also choose to use private contractors for open excavation operations that might exceed one day to complete.

**First Responder Responsibilities**

It is the responsibility of the first personnel who arrive at the site of a sewer overflow to protect the health and safety of the public by mitigating the impact of the overflow to the best extent possible. Should the overflow not be the responsibility of the City of Corona but there is imminent danger to public health, public or private property, or to the quality of waters of the U. S., the City of Corona takes prudent emergency action until the responsible party assumes responsibility and provides actions. Upon arrival at an SSO, the response crew:

- Determines the cause of the overflow, e.g. sewer line blockage, pump station
mechanical or electrical failure, sewer line break, etc.;

- Take immediate steps to contain the overflow - e.g., block or bag storm drains, recover through vacuum truck, divert into downstream manhole, etc.
- Determines the immediate destination of the overflow - e.g. storm drain, street curb gutter, body of water, creek bed, etc.
- Recover where possible sewage which has already been discharged. This can aid in minimizing impacts to public health or the environment.
- Estimates the volume and the flow and reports to second responder and Regulatory Compliance Division
- Determines if private property is impacted. If yes, inform the Construction Superintendent.
- Takes immediate steps to stop the overflow, e.g. relieves pipeline blockage, manually operates pump station controls, repairs pipe, etc. Extraordinary steps may be considered where overflows from private property threaten public health and safety (e.g., an overflow running off of private property into the public right-of-way);
- Takes appropriate measures to protect the health and safety of affected public and/or property.

The second responder has the responsibility of identifying and requesting, if necessary, assistance or additional resources to correct, contain, or isolate the overflow or to assist in the determination of its cause. Sewer overflow rates to aid in volume estimation are included in Appendix K along with the Four C’s.

**Additional Measures under Potentially Prolonged Overflow Conditions**

In the event of a prolonged sewer line blockage or a sewer line collapse, set up a portable by-pass pumping operation around the obstruction.

- Take appropriate measures to determine the proper size and number of pumps required to effectively handle the sewage flow.
- Implement continuous or periodic monitoring of the by-pass pumping operation as required.
- Address regulatory agency issues in conjunction with emergency repairs.

**Clean-up**

Clean sewer overflow sites thoroughly after an overflow. No readily identified residue (e.g., sewage solids, papers, rags, plastics, and rubber products) is to remain.

- Where practical, thoroughly flush the area and clean off any sewage or wash-down water. Solids and debris are to be flushed, swept, raked, picked-up, and transported for proper disposal.
- Secure the overflow to prevent contact by members of the public until the site has been thoroughly cleaned.
- Where appropriate, disinfect and deodorize the overflow site.
- Where sewage has resulted in ponding, pump the area dry and dispose of the residue in accordance with applicable regulations and policies.
• If a ponded area contains sewage which cannot be pumped dry, it may be treated with bleach. If sewage has discharged into a body of water that may contain fish or other aquatic life, do not use bleach or other disinfectants.

Monitoring
If more than 50,000 gallons of untreated or partially treated sewage is spilled to surface water, then water quality monitoring is required within 48 hours after initial notification. The SSO Water Quality Monitoring SOP is included in Appendix L. Results of the water quality monitoring along with an SSO Technical Report will be uploaded to CIWQS by the Regulatory Compliance Division staff.

6.7 TRAINING

All first and second responders are appropriately trained to respond to SSOs and are required to review training materials annually. Each responder is provided a field guide which includes all SOPs, notification procedures, reporting forms, and reference material. Internal staff are trained on appropriate response actions should they receive notification by phone or email of a possible SSO. All contractors are instructed to immediately notify Corona Department of Water & Power in the event of an SSO.
SECTION 7.0

FATS, OILS, AND GREASE (FOG) CONTROL PROGRAM
7.0 FATS, OILS, AND GREASE (FOG) CONTROL PROGRAM

7.1 REGULATORY REQUIREMENTS

| D.13.(vii) Fats, Oils, and Grease (FOG) Control Program: Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification for why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. This plan shall include the following as appropriate:
| a) An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;
| b) A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
| c) The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;
| d) Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
| e) Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the FOG ordinance;
| f) An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and
| g) Development and implementation of source control measures for all sources of FOG discharged to the sanitary sewer system for each section identified in (f) above. |

The City of Corona Department of Water and Power (DWP) established an ongoing FOG control program with the proper authority to regulate and run the program effectively. The City retains the services of G&G Environmental Compliance, Inc. to maintain and implement the City's EPA approved Source Control/Pretreatment Program.

7.2 PUBLIC EDUCATION OUTREACH

The City has a comprehensive public outreach program for residential and commercial customers that consist of: utility bill inserts, door hangers, Facebook and Twitter,
newsletters, LED signs, and community events. All information is available in English and Spanish.

The City’s public outreach program includes information on proper disposal of FOG for residential, commercial, and industrial dischargers. An educational FOG bill insert is mailed out to all customers and is available on our website (see Appendix M). This bill insert informs customers why it is not appropriate to dispose of fats, oils, and grease down the drain and the consequences for dumping these products down the drain. Additionally, staff in the Source Control Division created two flyers; one on Best Management Practices (BMPs) for restaurants (Appendix N) and the other for automotive repair (Appendix O). These BMPs educate commercial and industrial dischargers on limiting pollutants discharged into the sewer system which includes oil and grease. The BMP flyers are provided to customers during interceptor inspections and are included with the restaurant questionnaire (Appendix P).

The City also has an ongoing public awareness campaign to encourage proper disposal of unused medications. The “No Drugs Down the Drain” program includes bill inserts, banners, LED signs within the community, letters, magnets, and brochures to pharmacies and doctor’s offices in Corona.

Educational outreach material is posted on the City of Corona Department of Water and Power’s website under the learn more tab. In addition, the fliers and brochures are handed out at numerous events throughout the year reaching thousands of households.

http://www.discovercoronadwp.com/index.shtml

A variety of other public outreach materials and programs are made available to residential customers through Western Riverside Council of Government’s (WRCOG).

7.3 LEGAL AUTHORITY

The City has the legal authority to prohibit the discharge of FOG into the sanitary sewer system. FOG is explicitly prohibited in Municipal Code Chapter 13.08 – Public Sewerage System Waste Regulations. The City has the authority per Section 13.08.160 to inspect and sample all users’ interceptors and requires customers to make their interceptors immediately accessible at all times for inspection by the City. The City has the legal right to enforce this ordinance by way of its Enforcement Response Plan (ERP) (Appendix C).

7.4 FOG DISPOSAL

The City requires all businesses with a gravity separation interceptor to properly maintain the interceptor at all times. The interceptor shall be cleaned as often as necessary to ensure that sediment and floating materials do not accumulate to impair the efficiency of the interceptor. An interceptor is not considered to be properly maintained if for any reason the interceptor is not in good working condition or if the
operational fluid capacity has been reduced by more than 25% by the accumulation of sediment and floating oils and greases.

The City does not accept FOG at any of its facilities but can provide a list of local waste haulers upon request. When an interceptor is cleaned, the removed sediment and floating material shall be legally disposed of and shall not be placed or discharged into the sewer system. Records of the interceptor cleaning are required to be available on-site for review for three years.

The City utilizes an outside contractor to clean and video the City’s sewer system. The waste collected during the cleaning is disposed of at Water Reclamation Facility No. 1 in a designated refuse area. No grease is allowed to be disposed of in the City’s sewer system or at the City’s Publicly Owned Treatment Works (POTW).

7.5 GRAVITY SEPARATION INTERCEPTORS (GREASE REMOVAL DEVICES)

The City requires applicable businesses to have an appropriate grease removal device. Section 13.08.110(C) of the Municipal Code states that, “All restaurant wastewater and wastes from floor drains, floor sinks, sinks, waste container wash racks, dishwashers and garbage grinders to be directed through a minimum 750-gallon gravity separation interceptor.” Additionally, Section 13.08.150 states that, “Any person that operates or maintains a facility for the servicing or repair of roadway machinery, industrial transportation equipment, motor vehicles or any other facility as required by the General Manager shall install and maintain a gravity separation interceptor.”

The City references the 2019 California Plumbing Code Section 1014.0 for grease interceptor design standards and the Municipal Code interceptor design requirements in Section 13.08.170. Interceptor maintenance requirements are included in Section 13.08.180. All businesses with interceptors are scheduled to be inspected on a quarterly basis, but at a minimum frequency of at least once a year. All businesses must fill out business use questionnaires or if new, an industrial wastewater questionnaire, which is then passed on to the Source Control Division who evaluates the need for a grease removal device.

The City’s Source Control/Pretreatment Program is self-supporting; Section 13.08.390 of the Municipal Code states that, “The City is authorized to recover costs from users for the implementation of the City’s pretreatment program. These fees relate exclusively to matters covered by this chapter and are separate from all other fees chargeable by the City.”

While developing the original SSMP, the City became aware of the importance in holding all FOG dischargers accountable for all aspects of their interceptor maintenance. Thus, the City determined that FOG dischargers needed to be charged to cover staff inspection time, ability to keep the source control program self-sufficient, and to maintain consistency with the rules and regulations as outlined in 40 CFR 403, Protection of the Environment. The inspection fees, as approved by the City Council,
are based on the time the source control inspector spends on a typical FOG discharger’s interceptor over a one-year period.

7.6 MAINTENANCE AND CLEANING SCHEDULES

Areas that have a sanitary sewer overflow as a result of FOG or that are known to have frequent build up of FOG in the sewer system are placed on a maintenance and cleaning schedule. The frequency varies depending on the severity of FOG buildups in the area. See Section 4.0, *Operation and Maintenance Program*, for further details regarding maintenance and cleaning determination and schedules.

If a particular area is experiencing frequent sanitary sewer overflows or a problem is observed in the sewer line, the City has developed a door hanger which would be distributed in the immediate area. The door hanger (Appendix R) indicates the problem observed and what can be done to solve the problem, along with ways residents can prevent sanitary sewer overflows.

7.7 FOG PROGRAM IMPLEMENTATION

The City maintains sufficient staff to enforce and implement the source control program. There is always at least one inspector that is actively monitoring the source control program on a daily basis. All FOG generating facilities that have an interceptor device are inspected annually, to ensure the interceptors are being maintained properly. All of these inspections are recorded into the Linko database which tracks nearly 485 active devices throughout the City. In 2015, all monitored facilities were divided into 6 zones to improve the efficiency of the FOG inspections. Approximately 1,800 FOG inspections are conducted per year.
SECTION 8.0

SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN
8.0 SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN
This information is contained with the Department of Water & Power’s Sewer Master Plan

8.1 REGULATORY REQUIREMENTS

D.13.(viii) System Evaluation and Capacity Assurance Plan: The enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

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

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

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

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

Flow monitoring programs, hydraulic condition assessments, master plans, and capital improvement programs are essential elements of the City’s System Evaluation and Capacity Assurance Plan. The City’s efforts to evaluate the hydraulic capacity of the system to prevent capacity related SSOs are summarized in the City’s Sewer Master Plan adopted by Council Action in 2005.

The City’s sewer system has sufficient capacity to handle peak dry weather flows and has not experienced any wet weather overflows. In addition, through proactive efforts, dry weather overflows have decreased. However, some dry weather overflows continue to occur due to tree roots, grease blockages, and vandalism. The City has eliminated dry weather overflows resulting from power outages or equipment failures.
The City has an on-going dry and wet weather flow monitoring program. The City owns and operates thirteen (13) sewage lift stations located throughout the City. All of the lift stations are maintained and operate reliably.

### 8.2 SYSTEM WIDE ADVANCED PLANNING

The City Sewer Master Plan was completed in September 2005. It is a long term forward looking planning tool. It evaluates the existing and future system conditions and provides a footprint and planning guidance for the wastewater collection and conveyance system. The analysis of the City’s ultimate gravity sewer system was based upon general plan land uses (year 2020).

### 8.3 CAPITAL IMPROVEMENT PROGRAM

The ultimate goal of the capital improvement program is to provide the City with a long-range planning tool, to orchestrate construction of infrastructure improvements in an orderly manner, and to keep pace with the City’s growth. Capital improvement projects have been developed based upon the results of the hydraulic analyses, physical inspection of the lift station facilities, CCTV inspections, and review and City’s CIP projects.

Projects recommended in the City’s Sewer Master Plan are prioritized according to their importance. Project schedules outlined in the Sewer Master Plan are recommendations and are routinely reviewed and prioritized based on variety of reasons. Some of those reasons are as follows:

- Technical analysis
- Financial considerations
- New or changing needs

### 8.4 SCHEDULE OF SEWER MASTER PLAN UPDATES

The City’s Sewer Master Plan is a living document and is updated on an on-going basis or at least every five (5) years.
SECTION 9.0

MONITORING, MEASUREMENT, AND PROGRAM MODIFICATIONS
9.0 MONITORING, MEASUREMENT, AND PROGRAM MODIFICATIONS

9.1 REGULATORY REQUIREMENTS

D.13. (ix) Monitoring, Measurement, and Program Modifications: The enrollee shall:

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

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

c) Assess the success of the preventative maintenance program;

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

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

The City of Corona Department of Water & Power has multiple ongoing programs that support the collection and management of data and information essential to successful implementation of its SSMP.

The City’s information management systems are an integral and essential element of the operation and maintenance program. Information regarding sewer conditions and overflows are reported to the City’s GIS system. The City’s contractor continuously flushes and televises the City’s sewer system. All closed-circuit television (CCTV) records are submitted to our GIS staff. The information is updated into the system regularly.

Every area where a sanitary sewer overflow occurs is televised and evaluated for possible causes. The video is also evaluated for future problems that may occur due to some type of activity that may be occurring, such as roots, grease, fractures in pipes, etc. The appropriate repairs are made when any deficiencies are discovered. The City’s GIS system includes the ability to watch CCTV activity in areas of concern, including seeing video. The majority of the film is taken at least 1000 ft. upstream of the overflow. The contractor submits a video of the sewer line to the City which includes voice records of identified items and distances within the pipe segment. All SSOs are reported to the SWRCB through CIWQS.

The City uses performance indicators by tracking the following:

- Number of SSOs
- Volume distribution of SSOs (e.g. number of SSOs <100 gallons, 100 to 999 gallons, <1,000 gallons, etc.).
- Number of SSOs over a 12-month period.
- Number of private SSOs compared to actual City SSOs and gallons spilled.
- Cause of blockages.
- Volume recovered compared to volume unrecovered.
The SSMP is reviewed and updated as needed, and at a minimum every five years. Any changes are noted in the SSMP change log, which is included in Appendix S of the SSMP. Internal audits are conducted every two years to assess the effectiveness of each element of the SSMP and identify and illustrate SSO trends.
SECTION 10.0

SSMP PROGRAM AUDITS
10.0 SSMP PROGRAM AUDITS

10.1 REGULATORY REQUIREMENTS

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

This section requires the Department of Water & Power to develop an audit program on the effectiveness of the Sanitary Sewer Management Plan.

The responsible individuals who conduct the internal audit are the Regulatory Compliance Division staff in conjunction with the Maintenance Manager and/or the Construction Superintendent. Internal audits are conducted at a minimum frequency of every two years using the audit form included in Appendix T.
SECTION 11.0

COMMUNICATION PROGRAM
11.0 COMMUNICATION PROGRAM

11.1 REGULATORY REQUIREMENTS

D.13. (xi) **Communication Program.** The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

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

The City of Corona Department of Water & Power maintains a website with information about the Department, the various programs and services, contact information, newsletters, public outreach materials, latest news, events, and the current SSMP. The City of Corona’s primary “customers” are the residential, industrial, and commercial users. Customers can contact the Department by phone or email with questions or feedback on various Department programs. Additionally, the SSMP is brought to a public City Council meeting for adoption when significant updates are made and at a minimum frequency of every five years. The City also has a plan for communication with systems that are tributary and/or satellite to the sanitary sewer system.


The City of Corona conducts public outreach and education to residents and businesses related to sanitary sewer overflows, preventing grease blockages, and Best Management Practices for handling grease waste. Customer outreach includes bill inserts, newsletters, public events and an annual consumer confidence report. In addition, the City’s Source Control Program inspects food service facilities quarterly for compliance with Best Management Practices and grease removal device maintenance and distributes educational materials during these inspections. The City also conducts plan checks for all new and remodeling restaurants and other food service facilities.

Internally, the City will communicate within various Departments, such as Regulatory, Public Works, Building and Code Enforcement regarding the overall Sewer System Management Plan, program audits, emergency response plan, FOG program, and design standards.

Plumbers and sewer contractors have access to all available City of Corona plans, specifications, and standard details.
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Appendix E – SSO Incident Response Form
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APPENDIX A

CITY OF CORONA CONTACT LIST
# Contact List

**City of Corona**  
**Department of Water & Power**

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Office Phone</th>
<th>Mobile Phone</th>
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<tr>
<td>General Manager</td>
<td>Tom Moody</td>
<td>951-279-3660</td>
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<tr>
<td>Assistant General Manager</td>
<td>Katie Hockett</td>
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<td>Operations Manager</td>
<td>Kristian Alfelor</td>
<td>951-279-3768</td>
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<td>Aftab Hussain</td>
<td>(951)-736-2443</td>
<td>951-741-7626</td>
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<td>Regulatory Technician</td>
<td>Jennifer McMullin</td>
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<td>Stacy Joyce</td>
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<td>William Carrasco</td>
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<td>Construction Superintendent</td>
<td>Raul Arevalo</td>
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<td>Richard Betancourt</td>
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<td></td>
<td>Jerry Ferguson</td>
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<td>Chris Jardine</td>
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</table>
City of Corona
Department of Water & Power
Contact List

Maintenance Supervisor
Kevin Stabile 951-377-0541 (mobile)

Maintenance Technician
Leslie Garrison 951-830-0212 (mobile)
Timothy Oates 951-830-4649 (mobile)
Rusty Stabile 951-830-2154 (mobile)
John Taylor 951-830-2342 (mobile)
Derek Williams 951-830-4072 (mobile)
Rodney Williams 951-903-9618 (mobile)
Jose Zaragoza 951-903-9269 (mobile)
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APPENDIX C

CITY OF CORONA PRETREATMENT

PROGRAM ENFORCEMENT

RESPONSE PLAN
RESOLUTION NO. 2012-019

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CORONA, CALIFORNIA, ADOPTING AN ENFORCEMENT RESPONSE PLAN FOR RESPONSE TO VIOLATIONS OF THE CITY’S WASTEWATER PRETREATMENT REGULATIONS

WHEREAS, federal and state law and associated regulations, and the City’s permits for its wastewater treatment system, require the City to maintain a pretreatment program to protect the City’s wastewater treatment system against harmful wastewater discharges and spills; and

WHEREAS, federal regulations (40 CFR 403.8(f)(5)) and Section 13.08.410 of the Corona Municipal Code require the City to adopt an “Enforcement Response Plan” to establish procedures for the City to investigate violations of and non-compliance with the City’s wastewater pretreatment regulations, and carry out enforcement actions for pretreatment violations; and

WHEREAS, it is necessary to update the existing Enforcement Response Plan to reflect current standards.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Corona, California, as follows:

SECTION 1. The Enforcement Response Plan shown in Exhibit “A”, attached hereto and incorporated herein by reference is hereby adopted.

SECTION 2. The City Council may amend the Enforcement Response Plan established by this Resolution from time to time.

SECTION 3. This Resolution shall take effect immediately upon its adoption.

PASSED, APPROVED AND ADOPTED this 21st day of March, 2012.

[Signature]
Mayor of the City of Corona, California

ATTEST:

[Signature]
Chief Deputy City Clerk of the City of Corona, California
CERTIFICATION

I, Lisa Mobley, Chief Deputy City Clerk of the City of Corona, California, do hereby certify that the foregoing Resolution was regularly introduced and adopted by the City Council of the City of Corona, California, at an adjourned meeting thereof held on the 21st day of March, 2012, by the following vote:

AYES: MONTANEZ, NOLAN, SCOTT, SKIPWORTH, SPIEGEL
NOES: NONE
ABSENT: NONE
ABSTAINED: NONE

IN WITNESS THEREOF, I have hereunto set my hand and affixed the official seal of the City of Corona, California, this 21st day of March, 2012.

[Signature]

Chief Deputy City Clerk of the City of Corona, California
EXHIBIT “A”

Enforcement Response Plan

(The Enforcement Response Plan is attached on the following pages.)
CITY OF CORONA
PRETREATMENT PROGRAM
ENFORCEMENT RESPONSE PLAN

Prepared By:

City of Corona
Department of Water and Power
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CITY OF CORONA
PRETREATMENT PROGRAM
ENFORCEMENT RESPONSE PLAN

I. GENERAL:
In accordance with the Code of Federal Regulations, Title 40 CFR 403.8(f)(5), the City of Corona (City) has developed an Enforcement Response Plan (ERP). The ERP contains detailed procedures identifying how the Source Control Section of the City will investigate violations of and non-compliance with the City’s wastewater pretreatment regulations. The ERP will be used by City personnel to carry out enforcement actions for pretreatment violations. The ERP does not create any rights or obligations, nor should it be used or relied upon by non-City personnel for any purpose. The City of Corona Source Control Section reserves the right to change and/or amend the ERP at any time and may vary from the ERP if circumstances require the City to do so.

The City’s Source Control Section implements a Federally-mandated and approved Pretreatment Program as required by the State and NPDES permits obtained by the City, and has primary responsibility for enforcing the pretreatment standards and standards in 40 CFR 403.8(f). The primary purpose of the City’s Pretreatment Program is to protect the City’s Publicly Owned Treatment Works (POTW), beneficial sludge reuse/collection system/storm drain system, and personnel from harmful or detrimental wastewater discharges and accidental and negligent spills. The City accomplishes these goals by operating a permitting system and inspecting and monitoring users.

The City uses the Federal definitions of non-compliance as found in Title 40 CFR 403.8 (f) (2) (viii) (A - H), and Chapter 13.08.020 of the Corona Municipal Code.

The City issues Industrial User Permits and requires sampling and inspection of industrial use facilities. The City also establishes specific discharge limits for controlled constituents as well as Best Management Practices (BMPs). The City conducts wastewater monitoring and inspection
activities to detect noncompliance at the Industrial Users’ sites. Inspections are conducted in both a scheduled and unscheduled manner. The majority of the sampling and inspections are unannounced.

Discharge limits are derived from applicable Federal standards and POTW’s Local Discharge Limits. The most stringent limits are adopted by the City. The discharge permit requires all permitted Industrial Users to maintain compliance with the City’s discharge requirements, applicable Federal, State, and County of Riverside regulations and Corona Municipal Code ("CMC") Chapter 13.08.

II. INTRODUCTION:
The City’s ERP identifies violations of pretreatment program elements, indicates initial and follow-up responses, designates personnel responsible for investigating and enforcing violations and sets forth time frames for enforcement. Presented below are the objectives of the City’s ERP:

• To define the range of enforcement actions based on the nature and severity of the violation and other relevant factors.
• To illustrate the various documents (tools of enforcement) that the City will use in implementing the ERP.
• To establish a means of tracking violator progress (from initiation to completion) once enforcement action has been taken.
• To promote consistent and timely use of enforcement actions by the City.
• To eliminate any confusion or uncertainty concerning enforcement.
• To identify specific Source Control Section personnel who may initiate various enforcement actions.
• To provide a fair and equitable means of enforcing the City’s wastewater pretreatment regulations as set forth in Chapter 13.08 of the CMC.
III. DEFINITIONS AND ABBREVIATIONS:

Unless otherwise defined in Chapter 13.08 of the CMC, the definition of terms related to Industrial User Permits shall be as follows:

**Administrative Order (AO)** shall mean an order issued to an Industrial User who has violated Chapter 13.08 of the CMC. The order directs the Industrial User to perform a specific act or refrain from an act. Types of AOs include but are not limited to the following:

- Consent Order
- Compliance Order
- Show Cause Hearing
- Cease and Desist Order
- Termination of Permit

**Best Management Practices (BMPs)** shall mean the schedules of activities, prohibitions of practices, maintenance procedures, and other management practices to implement the prohibitions listed in 40 CFR 403.5(a)(1) and (b). BMP also include treatment requirements, operating procedures, and practices to control plant site runoff, spillage or leaks, sludge or waste disposal, or drainage from raw materials storage.

**City** shall mean the City of Corona.

**CMC** shall mean the Corona Municipal Code.

**Code of Federal Regulations (CFR)** shall mean the codification of the general and permanent rules published in the United States Federal Register by the executive departments and agencies of the Federal Government to include, but not limited to the Environmental Protection Agency.

**Enforcement Response Plan (ERP)** shall mean the City’s formally adopted policy and program which describes methods and steps adopted by the City to investigate and take appropriate enforcement actions against violations of wastewater pretreatment regulations, established by the City in accordance with State and Federal law.
**General Manager** shall mean the General Manager of the Department of Water and Power of the City of Corona or other designated City employee responsible for administration of the Department.

**Harm** shall mean to cause injury, damage, or in any manner jeopardize the interests of the City, its citizens, employees, or the environment whether the harm is temporary or permanent.

**Industrial User** shall mean all entities, public or private, industrial, commercial, governmental or institutional which discharge or cause to be discharged, wastewater and waterborne waste into the Collection System of the City or Collection Agency.

**Inspection** shall mean inspection of the Industrial User’s facility by the City’s Source Control Section personnel.

**Inspection Report** shall mean a written investigative report created by the City’s Source Control Section staff, describing the conditions and facts surrounding a violation and recommending that formal enforcement action be taken.

**Inspector** shall mean a person authorized by the General Manager to inspect the facility of any Industrial User that directly or indirectly discharges or anticipates discharging wastewater or waterborne waste into the Collection System of the City or Collection Agency.

**Major Violation** shall mean any violation or series of violations that cause or contributes to harm to the City, the public, the environment, or any violation that occurs as the result of a criminal act.

**May** means permissive.

**Minor Violation** shall mean any violation or series of violations that does not cause harm to the City, the public, or the environment.
Ordinance shall mean the current adopted Wastewater Ordinance set forth in Chapter 13.08 of the CMC, and may be amended from time to time.

Person shall mean any individual, partnership, firm, association, company, society, corporation or public agency and includes the plural as well as the singular.

POTW shall mean the City’s Publicly Owned Treatment Works. A treatment works is defined by Section 22 of the Clean Water Act, (33 U.S.C. 1292). This definition includes Corona’s three (3) Water Reclamation Facilities and related devices or systems used in the storage, transportation, treatment, recycling, and reclamation of municipal sewerage. It also includes all sewers, pipes, lift stations, and other conveyances which carry sewerage to the treatment plants.

Pretreatment shall mean the reduction of the amount of pollutants, the elimination of pollutants, or the alteration of the nature of pollutant properties in wastewater, to a less harmful state prior to discharge of the wastewater into the City’s Collection System. The reduction or alteration may be accomplished by physical, chemical or biological processes, process changes, waste minimization, or by other legal means designed to remove or reduce pollutants in a waste stream.

Shall is mandatory.

Significant Industrial User shall mean any industrial user of the City's collection system who:

(a) Is a user as defined in 40 CFR Subchapter N, parts 401 through 471; or

(b) Has a discharge flow rate of 25,000 gallons or more per average work day of processed wastewater, excluding sanitary, non-contact cooling and boiler blown down water or contribute a process waste stream which makes up 5% or more of the average dry weather hydraulic or organic capacity of the city's POTW; or

(c) Has in its wastewater toxic pollutants, as defined pursuant to Section 307 or the Act, or state statutes and rules; or
(d) Is found by the city, the CRWQCB or the EPA to have significant impact, either singularly or in combination with other wastewater discharges from contributing industries on the operation of the POTW, the quality of sludge, the system's effluent quality or air emissions generated by the system.

**Significant Noncompliance (SNC)** shall mean any Significant Industrial User Violation(s), which meet any of the criteria below, or any Industrial User violation that violates c, d, or h below.

(a) Chronic violations of wastewater discharge limits are defined as those in which 66% or more of all of the measurements taken during a consecutive six month period exceed (by any magnitude) the numeric Pretreatment Standard or requirement, including instantaneous limits, as defined by 40 CFR 403.3 (1);

(b) Technical review criteria (TRC) violations are defined as those in which 33% or more of all of the measurements taken for the same pollutant parameter during a consecutive six month period equal or exceed the product of the numeric Pretreatment Standard or requirement including instantaneous limits, multiplied by the applicable TRC (TRC = 1.4 for BOD, TSS, fats, oil and grease and 1.2 for all other pollutants except pH);

(c) Any other violation of a pretreatment effluent limit (daily maximum, long term average, instantaneous limit, or narrative standard) that the City determines has caused, alone or in combination with other discharges, interference or pass through (including endangering the health and safety of POTW personnel or the general public);

(d) Any discharge of a pollutant that has caused imminent endangerment to human health, welfare or to the environment or has resulted in the City exercise of its emergency authority to halt or prevent such a discharge;
(e) Failure to meet within 90 days after the schedule date, a compliance schedule milestone contained in a local control mechanism or enforcement order for starting construction, completing construction or attaining final compliance;

(f) Failure to provide within 45 days after the due date required reports such as baseline monitoring reports, 90 day compliance reports, periodic self-monitoring reports and reports on compliance with compliance schedules;

(g) Failure to report accurately non-compliance;

(h) Any other violations or group of violations, which may include violations of Best Management Practices, which the City believes will adversely affect the operation and implementation of the city's pretreatment program or the City's sewer system; or

(i) In the case of pH, violations are considered significant if the pH value is more than 1.0 pH units above the upper pH limit or below the lower pH limit based on any sampling performed.

Termination of Service shall mean a physical blockage of the sewer connection to an Industrial User or issuance of a formal notice of termination of services to the Industrial User.

User shall mean any person or entity, public or private, residential, industrial, commercial, governmental, or institutional, including an Industrial User, which discharges or causes to be discharged, wastewater or water borne wastes into the Collection System of the City or Collection Agency.

Wastewater shall mean any combination of waste and water, whether treated or untreated, discharged into or permitted to enter the Collection System or storm drain of the City or Collection Agency.
IV. STAFF RESPONSIBILITIES:

The City staffs a Source Control Section for the implementation of the Pretreatment Program and its related activities. The Section is part of the Department of Water and Power and headed by a General Manager.

The Source Control Section is staffed by an Operations Manager (hereafter referred to as “Manager”), a Regulatory Compliance Supervisor (hereafter referred to as “Supervisor”), and Source Control Inspectors. The Manager reports to the General Manager, and is responsible for managing all activities assigned to the Section including interactions with the USEPA, California EPA, California Regional Water Quality Control Board, and the Riverside County Health Department.

The Manager is responsible for the development of Enforcement Compliance Schedule Agreements (ECSA), Enforcement Compliance Schedules (ECS), and Administrative Orders (AO); conflict resolution arising from enforcement actions; participating in Show Cause Hearings; and advising the General Manager regarding resolved and unresolved instances of noncompliance.

The Supervisor monitors Source Control Inspector’s actions and ensures consistency in the application of enforcement actions and advises the Manager regarding appropriate steps to resolve a wide range of violations. The Supervisor ensures Source Control Inspectors are following established procedures assists the Manager with the preparation of Administrative Orders and preparing referrals to the City Attorney.

The Source Control Inspectors are responsible for inspecting and monitoring all classes of Users and initiating enforcement actions for all violations of the City’s wastewater pretreatment regulations. They have rotational job duties covering field inspections, plan checking, User permits, waste minimization/pollution prevention, surcharge billing, and training. They are also responsible for tracking all enforcement activities and scheduling all periodic inspections and/or sampling/monitoring of Users that could cause interference, and/or pass-through of the City’s Collection System or POTW.
The City follows strict inspection, sampling and data management procedures. The City has adopted those inspection, sampling and data management procedures set forth in the State of California’s Pretreatment Program Implementation Guidance Manual. The State manual guides the City in its inspection frequency and pre-inspection preparation, as well as the City’s sampling procedures.

Following each inspection, the City prepares an Inspection Report. This Report is then used to follow-up on violations and to develop enforcement plans in accordance with the enforcement procedures adopted by the City. The City’s Source Control Section Staff inputs all inspection, sampling and monitoring data into a computer data base, using a Pretreatment Compliance Monitoring Evaluation program software package.
V. IDENTIFYING AND INVESTIGATING NONCOMPLIANCE

Industrial User Inventory – An essential step in identifying non-compliance is identifying all sources discharging non-domestic wastewater to the POTW; where they are located; and the nature of the non-domestic waste being discharged. The Source Control Section maintains a current inventory of all non-domestic sources of waste to the POTW.

Monitoring and Inspection Plan – The Source Control Section monitors the wastewater from each Industrial User at least once per year. All sampling and analysis is performed in accordance with 40 CFR Part 136. Sampling procedure include Quality Assurance/Quality Control procedures discussed elsewhere in the approved pretreatment program, are followed to maximize sample integrity.

Compliance Screening – All reports from Industrial Users are carefully reviewed on an as received basis for timeliness, completeness and accuracy. The screening process includes an evaluation of compliance with report due dates, numerical standards, sampling handling and analysis requirements, signatory/certification requirements and monitoring frequency. All violations are clearly documented and addressed in accordance with the Enforcement Response Plan.

Publication of Industrial Users in Significant Noncompliance - A list of all users who are found to be in Significant Noncompliance (SNC) as defined in Title 40 CFR 403.8(f)(2)(viii)(A-H), and Chapter 13.08.020(81)(a – i) of the Corona Municipal Code in the previous 12 months shall be published at least annually in the largest daily newspaper in the city in accordance with 40 CFR 403.8(f)(2)(viii).
VI. ENFORCEMENT ACTIONS:

A. Range of Enforcement Actions: In order to achieve compliance by Industrial Users, the City uses a wide range of enforcement actions. The enforcement actions available to the City range from a simple reminder telephone call to termination of service and assessment of penalties. Some intentional violations may constitute criminal violations of Federal, State and City Law and the General Manager may seek the assistance of the EPA, the State or the City Attorney to implement enforcement. The purpose of this section is to describe the range of available enforcement actions. The enforcement philosophy is progressive in that problems are addressed at the lowest level and with the least formality possible, consistent with the specific problem. However, the enforcement action is not contingent upon the completion of any less formal procedure and depending upon the factual scenario presented, a formal procedure may be needed for the initial action. Written notices of violation are issued within 30 days of the Source Control staff becoming aware of the violation.

The following is a summary of the enforcement mechanisms which the City may use to correct Industrial User discharge violations and violations of the City’s pretreatment regulations set forth in CMC Chapter 13.08. The details of each mechanism have been adopted by Ordinance and are codified in Chapter 13.08 of the CMC. For a more complete discussion of each mechanism, see CMC Chapter 13.08.

1. Verbal Warnings: This level of enforcement may be issued by the Manager, Supervisor or a Source Control Inspector who may observe or learn of a violation which may be easily resolved by changing housekeeping practices or altering a discharge practice. This warning shall be issued immediately upon observation. This verbal warning is documented in the Inspection Report and by a written follow-up letter, which shall be issued within 7 days after the verbal warning. The letter describes the violation encountered and a request that the Industrial User correct the problem.
2. Written Warnings: This level of enforcement may be issued by the Manager, Supervisor or a Source Control Inspector if an Industrial User fails to achieve compliance after a verbal warning and a written warning is issued with a date for achieving compliance. This notification reiterates the violations and the need for corrective actions and is issued within 7 days after an Industrial User fails to comply with a verbal warning. The compliance date issued notifies the Industrial User that compliance must be met by a set date. The time frame for compliance may range from 14 to 30 days. Follow-up inspections are used to verify compliance.

3. Notice of Non-Compliance: A Notice of Non-Compliance may be issued by the Manager, Supervisor or a Source Control Inspector whenever an Industrial User violates Chapter 13.08 of the CMC and the violation does not imminently endanger human health or welfare. The Notice of Non-Compliance shall be served in person by an employee of the City, preferably by a Source Control Inspector, or by certified or registered mail, return receipt requested, within 7 days after discovery of the violation. This level is used to escalate enforcement actions against Industrial Users who have failed to comply with a written warning to correct deficiencies and/or CMC Chapter 13.08 violations. This is the first level of formal enforcement used for discharge violations that may be accompanied by a penalty fee.

Within ten (10) working days from the date of receipt of the Notice of Non-Compliance, an Industrial User must provide, in writing, an explanation of the violation noted in the notice and a plan for the satisfactory correction and prevention thereof, to include specific required actions. Submission of such a plan in no way relieves the Industrial User of liability for any violations occurring before or after receipt of the Notice of Non-Compliance. This action shall not limit the General Manager's authority to take or initiate any action, including emergency actions or any other enforcement action.
a. The first Notice of Non-Compliance may include a monetary penalty. Said penalty, if deemed appropriate, shall not be less than a $100.

b. A second Notice of Non-Compliance for the same violation(s) may include a monetary penalty. Said penalty, if deemed appropriate, shall not be less than $200.

c. A third Notice of Non-Compliance for the same violation may include a monetary penalty. Said penalty, if deemed appropriate, shall not be less than $500.

4. Stop Work Order: A Stop Work Order may be used to prevent new construction, tenant improvements, alterations or additions when no City permits have been obtained, or work has begun without written approval by the General Manager, or violations of Chapter 13.08 of the CMC have been found at a construction/improvement site. The Manager, Supervisor, or a Source Control Inspector is responsible for issuing a Stop Work Order within 7 days of discovery of the violation. The corrective action required by a Stop Work Order is for the person receiving such an order to cease all activities which may lead to illegal discharges until the necessary permits or approvals have been obtained. The minimum penalty fee for a Stop Work Order is $500.

5. Consent Order: A Consent Order may be issued after an Industrial User receives a Notice of Non-Compliance and fails to achieve compliance. The Consent Order will be issued within 7 days after an Industrial User fails to achieve compliance. The Consent Order involves an Enforcement Compliance Schedule Agreement (ECSA) developed between the Industrial User and the City. The Manager, the Supervisor, the Source Control Inspector assigned to the Industrial User, together with a representative from the City Attorney’s office may develop the ECSA. The General Manager will be consulted regarding the final version of all Consent Orders. The purpose of the Consent Order is to allow the Industrial User who has
demonstrated a willingness to correct violations, a voice in the development of their ECSA. No element of ECSA shall exceed six (6) calendar months in duration. All ECSAs will be reviewed by the City Attorney’s office.

An ECSA may include, but is not limited to any or all of the following:

a. A consultant or person with the necessary expertise is to be hired to identify the problems causing the User to violate the wastewater pretreatment regulations and require such person to submit the reports to the City. The user will be required to submit the report, and all subsequent reports, to the City for review and approval;

b. All pretreatment systems, equipment specifications, facilities be corrected as required to prevent violations;

c. A provision for review by Source Control Section staff and other relevant City departments prior to finalizing;

d. Requirements to hire contractors to assist the User in coming into compliance;

e. Requirements to obtain all necessary permits to operate;

f. Requirements to submit purchase orders and other relevant documents to verify progress with new construction, repairs or replacement of existing equipment;

g. Document relevant training for key personnel responsible for compliance assurance by the Industrial User;

h. Compliance sampling as necessary to demonstrate a return to compliance;
i. Milestone and final compliance deadlines; and

j. Progress reports at a frequency determined by the total duration of the ECSA but in no case less often than every thirty (30) days.

The minimum penalty for a Consent Order is $500.

6. Compliance Order: A Compliance Order may be issued by the Manager within 7 days after an Industrial User has failed to achieve compliance and has shown a lack of cooperation and good faith effort to comply. The Compliance Order is an Enforcement Compliance Schedule (ECS) developed by the City with no input from the Industrial User. The City Attorney will participate in developing the ECS. The General Manager is consulted for the preparation of all Compliance Orders. The purpose of the Compliance Order ECS is to compel an uncooperative Industrial User to achieve compliance. No element of the ECS shall exceed six (6) months in duration. A Compliance Order ECS shall contain the same elements as a Consent Order Enforcement Compliance Schedule. Issuance of a Compliance Order shall not be a bar against, or a prerequisite for, taking any other action against the Industrial User. The minimum penalty fee for a Compliance Order is $1,000.

7. Show Cause Hearing: The General Manager may order an Industrial User which has violated or continues to violate Chapter 13.08 of the CMC to appear before the General Manager and show cause why the City should not take certain proposed enforcement action against the Industrial User. Within 7 days after identification of a continued violation, notice shall be served on the Industrial User. The notice shall specify the time and place for the hearing, the proposed enforcement action, the reasons for such action, and a request that the Industrial User show cause why the proposed enforcement action should not be taken. The notice of the hearing shall be served personally or by registered or certified mail, return receipt
requested, at least ten (10) days prior to the hearing. A Show Cause Hearing may be used after the Cease and Desist Order, ECSA, or ECS have failed to achieve compliance, but is not limited to use under these circumstances. The Manager is responsible for issuing all notices for Show Cause Hearings. Before the issuance of a notice for a Show Cause Hearing, the Manager and the General Manager shall meet with a representative from the City Attorney’s office to discuss the case. Testimony obtained at a Show Cause Hearing shall be under oath and transcribed. The findings of the Show Cause Hearing and the final decision shall be issued by the City Attorney. A Show Cause Hearing shall not be a bar against, or prerequisite, for taking any other action against an Industrial User. The minimum penalty fee for a Show Cause Hearing is $1,500.

8. Cease and Desist Order: A Cease and Desist Order may be issued to gain immediate compliance from an Industrial User in cases of severe violations or in cases where a violation poses a threat to the City’s POTW, City personnel, or the public. The Manager or the General Manager may issue a Cease and Desist Order within 7 days of finding that an Industrial User has violated, or continues to violate, any provision of Chapter 13.08 of the CMC. The Cease and Desist Order may direct the Industrial User to:

   a. Immediately comply with all requirements; and

   b. Take such appropriate remedial or preventive action as may be needed to properly address a continuing or threatened violation, including halting operations and/or terminating the discharge.

Issuance of a Cease and Desist Order shall not be a bar against, or a prerequisite for, taking any other action against the Industrial User. The penalty for the issuance of a Cease and Desist Order is $1,000.
9. Probation: The General Manager may place an Industrial User on probation as a condition of any Administrative Order. The probationary provisions will be removed when the General Manager determines that future violations are unlikely to occur.

10. Permit Revocation: The General Manager may revoke any Industrial User permit if the user is in violation of Chapter 13.08 of the CMC. Validity of the Industrial User permit shall be conditioned upon compliance with the provisions of Chapter 13.08 CMC. The General Manager may revoke the Industrial User permit upon a minimum notice of 15 days when the General Manager finds that the permitted wastewater discharge is in violation of the provisions of Chapter 13.08 CMC or of any applicable Federal, State or Municipal law or regulation. Within 7 calendar days prior to the intended permit revocation date, a user may request a hearing before a hearing officer. A person dissatisfied with the decision of the hearing officer may appeal to the City Council within 30 days of notice of the hearing officer’s decision. If after the hearing or appeal, if any, it is found that the user has violated reporting or discharge requirements, pursuant to this Chapter 13.08 CMC or an Industrial User permit, the hearing officer or board may assess a civil penalty against the user.

11. Termination of Service: The General Manager may suspend wastewater treatment service to any user within 7 days of discovering a user is in violation of any provision of Chapter 13.08 of the CMC or of applicable State or Federal regulations. In the event the user fails to comply voluntarily with an administrative order, the City may take such steps as deemed necessary, including, but not limited to, the immediate severance of the user's sewer service, revocation of the Industrial User discharge permit and/or termination of water service to prevent or minimize damage to the City's collection system, POTW and/or endangerment to any individuals or the environment. The City shall reinstate the Industrial User discharge permit and service upon proof that the violation(s) have been corrected and payment of reconnection fees. All costs for the termination and/or reconnection of services shall be borne by the Industrial User.
Violations subjecting an Industrial User to revocation of its permit include, but are not limited to, the following:

(1) Failure of the user to accurately report the constituents and concentrations of its wastewater discharges;

(2) Failure of the user to report significant changes in operation and/or significant changes in wastewater constituents and concentrations;

(3) Refusal of reasonable access to the user’s premises for the purpose of inspection or monitoring;

(4) Violation of conditions of an industrial user’s permit;

(5) Failure to comply with any administrative order issued by the General Manager pursuant to this chapter;

(6) Failure of the user to comply with any provision of this chapter.

All Industrial Users may request a hearing to appeal any administrative order. Written requests for an appeal hearing must be submitted within ten (10) working days from the receipt of any administrative order issued in accordance with Chapter 13.08 of the CMC. The hearing shall be held within a reasonable time of the request. The hearing shall be recorded or transcribed. Testimony shall be given under oath. A written decision shall be provided to the User by the Manager and shall contain the findings of facts regarding the reversal or affirmation of the administrative order.

12. Civil or Criminal Actions: In addition to administrative remedies, the City may pursue legal action against Industrial Users which violate Chapter 13.08 of the CMC. The City may request that the City Attorney pursue legal action if any of the following apply:

a. All administrative remedies to achieve compliance have failed;

b. The violation(s) is/are causing or contributing to pass through or violation(s) of any of the City’s regulatory permits or requirements;

c. The violation(s) cause or contribute to an imminent threat to life, health, the environment or property; or

d. A judicial remedy is deemed to be the most appropriate and effective response to resolve the matter.
The referral to the City Attorney is made by the General Manager after conferring with the City Manager and the Manager. The specific civil and criminal measures available to the City are set forth in Chapter 13 of the CMC.

In the case of criminal prosecution the City may refer the case to the State, EPA or the local District Attorney.

B. **Determining Factors**

The following factors are considered when determining the most appropriate initial and subsequent progressive action steps necessary in addressing the types of violations as described in the Enforcement Response Guide.

1. **Magnitude of the Violation:** The level of enforcement action depends on the magnitude of the violation and/or any significant threat to the public health, safety, welfare, the environment, the POTW, or any City personnel.

2. **Duration of the Violation:** The length of time a violation exists without being corrected also impacts the level of enforcement response. Violations that are not corrected within a specified time frame will result in escalated enforcement responses.

3. **Compliance History of the User:** The initial level of enforcement may also be determined by the compliance history of the User. Repeat violations within specified time frames, indicating chronic noncompliance, generally will be addressed at higher levels of response and may be accompanied by a change in permit classification which increases the City's oversight and places additional requirements on the User to demonstrate assurance of continued compliance.
4. Good Faith of the User: Additional considerations are given in the enforcement response to Users that demonstrate reasonable and consistent approaches to resolving noncompliance such as quick responses to noted violations; installation of equipment and/or implementation of best management practices, etc. in good faith attempts to resolve noncompliance.

5. Effect of the Violation: The initial response to a violation also considers the effect or impact of any noncompliance on the City. For example, any violation that meets the definition of Significant Noncompliance (SNC) or jeopardizes the designated beneficial reuse of treated wastewater or municipal sludge (biosolids), or that compromises the City's ability to meet any Federal, State, or Local regulatory requirements requires an elevated response to assure quick resolution.

The following section, Enforcement Response Guide, includes tables which describe typical types of violations that occur and the most likely response(s) and an overview flowchart that shows the progressive responses for minor and major violations. Specific circumstances, as viewed using the determining factors listed above will determine the most reasonable and appropriate response(s) to resolve a violation and therefore the following tables are to be used as a guideline for City staff and actual enforcement steps may not necessarily be the same as outlined in the Enforcement Response Guide tables.
### VI. ENFORCEMENT RESPONSE GUIDE

#### 1. Discharge Violations

<table>
<thead>
<tr>
<th>Type of Violation</th>
<th>Typical Response</th>
<th>Comments</th>
<th>Personnel Involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>First discharge violation in a 12-month Period - No harm to POTW</td>
<td>Verbal Warning; Resample and evaluate.</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Any discharge violation(s) that result in Quarterly SNC status. No harm to POTW</td>
<td>Notice Non-Compliance Resample and evaluate.</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor, OM</td>
</tr>
<tr>
<td>Dilution of Wastestream – First offense</td>
<td>Verbal Warning – Resample and evaluate</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Continuous pH Monitoring indicates noncompliance but not a prohibited discharge</td>
<td>Verbal Warning – Resample and evaluate</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Discharge of any prohibited Waste – No harm to POTW. First Offense</td>
<td>Verbal Warning – Resample and evaluate</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Any discharge violation(s) that result in pass-through, sludge contamination, or interference</td>
<td>Administrative Complaint, Civil or Criminal Penalties</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart.</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City Attorney</td>
</tr>
<tr>
<td>Any discharge that poses an imminent threat to the POTW, the public, or the environment.</td>
<td>Cease and Desist</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart.</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City Attorney</td>
</tr>
<tr>
<td>Type of Violation</td>
<td>Typical Response</td>
<td>Comments</td>
<td>Personnel Involved</td>
</tr>
<tr>
<td>------------------------------------------------------------</td>
<td>----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>Failure to sample or resample within required timeframes</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>– Doesn’t result in SNC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failure to sample or resample within required timeframes</td>
<td>NNC – Sample or resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>– Results in SNC</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improper sampling collection procedures, location, or</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>analytical methods – First offense</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failure to monitor for all required pollutants – First</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>offense</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failure to properly maintain or operate flow monitoring or</td>
<td>Verbal Warning</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>pretreatment equipment – First offense</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Failure to install required monitoring or flow equipment</td>
<td>Verbal Warning – Complete required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>– First offense</td>
<td>installation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intentional tampering with or disabling of monitoring</td>
<td>Administrative Order Show Cause Hearing</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart.</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City Attorney</td>
</tr>
<tr>
<td>equipment to achieve compliance.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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### 3. Reporting Violations

<table>
<thead>
<tr>
<th>Type of Violation</th>
<th>Typical Response</th>
<th>Comments</th>
<th>Personnel Involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to maintain records or reports as required by permit – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to submit records, reports, or correspondence results in SNC</td>
<td>NNC</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to report SMR Discharge violation – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to report Slug Load or spill discharge violation – First offense &amp; no harm</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to report Slug Load or spill discharge violation – Causes or contributes to Harm.</td>
<td>Administrative Order Show Cause Hearing</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart.</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City Attorney</td>
</tr>
</tbody>
</table>
4. Permit Violations

<table>
<thead>
<tr>
<th>Type of Violation</th>
<th>Typical Response</th>
<th>Comments</th>
<th>Personnel Involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to submit permit application or renewal by due date</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to comply with any permit condition of requirement – First offense. No Harm</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Unauthorized or Unpermitted Discharge – first offense – No harm to POTW</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Unauthorized or Unpermitted Discharge – Harm to the POTW</td>
<td>Cease &amp; Desist; Administrative Order; Show Cause Hearing</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart.</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City Attorney</td>
</tr>
<tr>
<td>Failure to submit required permit information or any process modification – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to implement any plan required by the permit (i.e. slug load, spill prevention, TOMP, etc.) – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
</tbody>
</table>
## 5. Miscellaneous Ordinance Violations

<table>
<thead>
<tr>
<th>Type of Violation</th>
<th>Typical Response</th>
<th>Comments</th>
<th>Personnel Involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denial of entry to perform monitoring or inspections – first offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Denial of entry to perform monitoring or inspections – Unresolved with minor violation steps</td>
<td>Administrative Complaint - Obtain Inspection Warrant</td>
<td>Major Violation. See administrative and/or civil/criminal actions available in the flow chart</td>
<td>Inspector, Supervisor, OM, GM, City Manager, City’s Legal Counsel</td>
</tr>
<tr>
<td>Spill containment not present or inadequate – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Spill containment area not properly maintained – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Illegal water softening equipment installed – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
<tr>
<td>Failure to implement Best Management Practices (BMPs) – First offense</td>
<td>Verbal Warning – Sample/resample as required</td>
<td>Minor Violation. See progression of actions in flow chart for subsequent violations.</td>
<td>Inspector, Supervisor</td>
</tr>
</tbody>
</table>

CITY OF CORONA
ENFORCEMENT RESPONSE GUIDE - PROGRESSIVE ACTIONS
GENERAL OVERVIEW

MINOR VIOLATIONS
(All violations that DO NOT contribute to or cause harm)

YES

Compliance Achieved
No

Written Warning

YES

Compliance Achieved
No

1st Notice of Non-Compliance (N1C1) ($)

YES

Compliance Achieved
No

2nd Notice of Non-Compliance (N1C2) ($)

YES

Compliance Achieved
No

3rd Notice of Non-Compliance (N1C3) ($)

NO

Compliance Achieved

LEGAL OPTIONS
Civil Penalties
Criminal Penalties
Administrative Penalties
Permit Suspension, etc.

YES

Remove from Enforcement

YES

Refer Matter(s) to City Manager for Resolution

NO

Non-Compliance Matter(s) Resolved

YES

Show Cause Hearing ($) 

NO

Compliance Achieved

DEFINITIONS & OTHER EXPLANATIONS
Harm: To cause injury, damage, or in any manner jeopardize the interests of the City of Corona, its citizens, employees, or the environment whether the harm is temporary or permanent.

$ means a potential monetary penalty in amounts adopted by the City and in consideration of determining factors (magnitude and duration of the violation, compliance history, good faith, and effects of the violation).

DISCLAIMER
The Enforcement Response Guide shows the typical progression of escalating enforcement steps. However, the City retains the right to begin an enforcement action at any step in order to protect the wastewater treatment and collection system, its personnel, the public, or the environment.

A-30
APPENDIX D

SSO NOTIFICATION PROCEDURE
SSO NOTIFICATION PROCEDURE

SSO OF ANY VOLUME

DURING WORK HOURS

Immediately call the Regulatory Compliance Division to report the spill (951) 817-5836

Regulatory Compliance Division will make the following notifications according to the spill Category

AFTER WORK HOURS

First Responder is to immediately call the Second Responder to report the spill

Second Responder will make the following notifications according to the spill Category AND notify the Regulatory Compliance Division by the next business day

START – Must answer 1-3 below

1. Did spill reach a drainage channel that is a tributary to surface water? YES

2. Did spill reach surface water? YES

3. Did spill reach a storm drain and was not fully captured? YES

If YES, report as Category 1

Within 2 hours for Category 1 >1,000 gallons notify by phone
(Use total spill volume)

1. California Warning Center/Office of Emergency Services and obtain a notification control number 1-800-852-7550

2. Regional Water Quality Control Board Najah Amin (951) 320-6362

3. Kristian Alfelor (951) 415-2129

If YES, report as Category 2

Any spill > 1,000 gallons that did not enter surface water (all Category 1 questions were answered with No) (use total spill volume)

Notify by phone

1. Regional Water Quality Control Board Najah Amin (951) 320-6362

2. Kristian Alfelor (951) 415-2129

*Note: If more than 50,000 gallons is spilled to surface water then we are required to conduct water quality monitoring within 48 hours after initial notification. Refer to the SSO Water Quality Monitoring SOP for details.

NO

NO

NO

NO

Continue to Page 2
Any spill <1,000 gallons that did not enter surface water (all Category 1 questions were answered with No)

If YES, report as Category 3

Notify Regulatory Compliance Division, submit forms to Regulatory Compliance Division by the next business day
APPENDIX E

SSO INCIDENT RESPONSE FORM
CALLER INFORMATION

Location of SSO (Address): ________________________________________________________________

Caller Name: ___________________________________________ Phone: __________________________

Receipt of Call: Date_____ / ___ / ______ Time: __________ ☐ AM ☐ PM

Call Received By: ______________________________________ Call Dispatch: Date _____ / ____ / ______

Time: __________ ☐ AM ☐ PM Assigned To: ________________________________________________

Follow up email sent to: ______________________________________________________________

CALLER INTERVIEW

Where did you see sewage spill from? ______________________________________________________

Time Caller noticed spill: _________________ ☐ AM ☐ PM Date: ____ / ____ / ____

Comments: ____________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

RESPONDER OBSERVATIONS

Responder Arrival Date: ____ / ___ / _____ Time: __________ ☐ AM ☐ PM

Spill Location Address: __________________________________________________________________

Spill observed from: ___________________________ Structure ID: ______________________________

Spill Destination: ☐ Building ☐ Paved Surface ☐ Storm Drain
☐ Curb/Gutter ☐ Unpaved ☐ Other ________________________________

SPILL DURATION

SSO Start Date: ____ / ___ / _____ Time: __________ ☐ AM ☐ PM

SSO End Date: ____ / ___ / _____ Time: __________ ☐ AM ☐ PM

SSO Duration ________________ Minutes

Describe how the start time or duration was determined ________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
SSO VOLUME ESTIMATION

Accurate start time determination is an essential part of the SSO volume estimation. Depending on the flow rate, being even one minute off can have a huge impact on the volume estimation. Be as precise as possible. Do not round to quarter hour increments. Start time must be based on all available information (interviews with neighbors, first responders, etc.). Please reference the Orange County Sewer Spill Estimation Guide.

There are various ways to estimate spill volume, choose one and document your findings.

- Pictorial Reference
- CWEA Ruler
- Vent or Pick Hole Chart
- Eyeball Estimate Method
- Measured Volume Method
- Counting Connections
- Manhole Ring
- Partially Covered Manhole
- Open Manhole
- Estimated Flow
- Bucket Method
- Gutter Flow Method
- Metered Flow
- Pipe Size Method
- Rain Event Method
- Saturated Soil Method
- Vactor Truck Recovery
- Other (explain) i.e.; estimated daily use per capita upstream or meter @ Pump Station.

If spill is observed from manhole picks, measure the height. Take photos.

Water Height ____________ inches. Use the vent hole estimation chart to determine flow rate.

Flow Rate ______________ gpm. Multiply the flow duration in minutes by the flow rate to determine volume of spill.

_________ gpm x __________ minutes = __________ gallons

If spill is observed from sides of manhole cover, measure the height of spout above manhole rim and take photos.

Water Height ____________ inches. Use the estimated SSO flow out of MH with cover in place chart to determine flow rate.

Flow Rate ______________ gpm. Multiply the flow duration in minutes by the flow rate to determine volume of spill.

_________ gpm x __________ minutes = __________ gallons

If spill has stopped, one option is to use Measured Volume Method (this may take several calculations as you may have to break down the odd shaped spill to rectangles, circles, and polygons). It is important when guessing depth to measure, if possible, in several locations and use an average depth. Use the SSO Volume Estimation by Area Work Sheet, if necessary, to sketch the shapes and show your work.
SSO VOLUME ESTIMATION BY AREA WORKSHEET

1. Draw a sketch of the spill.
2. Draw shapes and dimensions used on your sketch.
3. Use correct formula for various shapes.

- Surface
- Asphalt
- Concrete Dirt Landscape
- Inside Building
- Other _______________

(Draw / Sketch outline of Spill ‘Footprint’ and attach photos)

~~ Breakdown the ‘Footprint’ into Recognizable Shapes and Determine Dimensions of Each Shape ~~

Divide the inches by 12 to convert to feet. One cubic foot = 7.48 gallons

Show calculations:
SSO INCIDENT RESPONSE FORM

CATEGORY 1 DETERMINATION

A. Did the spill reach surface water?  □ YES  □ NO

B. Did the spill reach a drainage channel that is a tributary to surface water?  □ YES  □ NO

C. Did the spill reach a storm drain and was not fully captured?  □ YES  □ NO

If you answered YES to question A, B, or C the spill is a Category 1

**Any Category 1 spill >1,000 gallons must be reported to EOS & RWQCB within 2 hours**

(USE TOTAL SPILL VOLUME, DO NOT INCLUDE VACUUM TRUCK VOLUME FROM SEWER)

NOTIFICATIONS

Notifications were made to:

☐ OES 1-800-852-7550 Time: _______ □ AM □ PM Control Number: ______________

Notification made by: ____________________________ Date: _____ / ____ / _____

☐ RWQCB - Najah Amin (951) 320-6362 Time: _______ □ AM □ PM

Notification made by: ____________________________ Date: _____ / ____ / _____

☐ Kristian Alfelor (951) 415-2129 Time: _______ □ AM □ PM

Notification made by: ____________________________ Date: _____ / ____ / _____

☐ Regulatory Division (951) 817-5836 Time: _______ □ AM □ PM

Notification made by: ____________________________ Date: _____ / ____ / _____

Comments: _______________________________________________________________________

SPILL CONTAINMENT

Containment Measures:

_______ Plugged Storm Drain  _______ Washed Down

_______ Vacuum up Water/Sewage  _______ Other Measures

_______ Sandbags

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

Revised 2/5/20
STORM DRAIN INFORMATION

Did the spill reach a storm drain or drainage channel? ☐ YES ☐ NO

Name, location, or description of drain or drainage channel ____________________________________________
___________________________________________________________________________________

Where does the storm drain go to? ____________________________________________________________

Was the spill recovered from the storm drain or drainage channel? ______________________________

Describe how, where, and or why not _______________________________________________________
___________________________________________________________________________________
___________________________________________________________________________________

CLEAN UP

Spill response completion: Date: _____ / ____ / _____ Time: ___________ ☐ AM ☐ PM

Number of City staff on site: __________ Number of contractor staff on site: ________________

Describe clean-up operations, including equipment used, and who performed the clean-up:
_____________________________________________________________________________________
_____________________________________________________________________________________

CAUSE OF SPILL

Spill Cause: _____ Roots _____ Vandalism
_____ Grease _____ Lift Station Fail
_____ Debris _____ Other ________________________________________________________________

☐ Spill cause to be determined by CCTV inspection

Notes: ________________________________________________________________________________
_____________________________________________________________________________________

Final Cause Determination: __________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Revised 2/5/20
PHOTOS AND DOCUMENTATION

Note location of photos taken: ________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

Other Documentation (videos or other evidence): __________________________________________________

_____________________________________________________________________________________

CERTIFICATION

Submit this completed form to the Regulatory Compliance Division. Please update Regulatory Division staff of any of the above information has changed or additional information is obtained.

This form has been completed to the best of my ability using all available information.

Name: ___________________________________________ Date: _____ / ___ / _____

Title: _____________________________________________

Cell phone: __________________________________________

Signature: __________________________________________
APPENDIX F

SSO REPORTING FORM
SSO Reporting Questions for CIWQS

This box to be completed by Regulatory Compliance Division Staff

Note: Do not report spills of reclaimed water and spills of untreated or partially treated wastewater downstream of the treatment plant head-works in the CIWQS SSO Module. Refer to the reclamation and/or treatment plant permit for reporting procedures for these spills.

Spill Category: __________
County: Riverside
Regional Water Quality Control Board: 8

<table>
<thead>
<tr>
<th>Estimated total volume to reach surface water. (a-b+c+e)</th>
<th>Estimated total volume to reach land. (g)</th>
<th>Estimated total volume recovered. (b+d+I+h)</th>
<th>Estimated total spill volume. (a+c+e+g)</th>
</tr>
</thead>
</table>

Please complete all questions and return to Regulatory Compliance Division staff within 24 hours of an SSO.

1. Spill location name/address: ________________________________________________

Complete Question 2 for locations of final spill destination

2. Estimate spill volumes for each location (total spill volume will be a+c+e+g). Do not include wash water in volume estimation.
   a. Estimate volume to reach storm drain__________gallons
   b. Estimate volume recovered from storm drain________gallons
   c. Estimate volume that reached a drainage channel that flows to a surface water body________gallons. (Do not include volume that reached storm drain)
   d. Estimate volume recovered from drainage channel that flows to a surface water body________gallons.
   e. Estimate volume that discharged directly to a surface water body________gallons.
   f. Estimate volume recovered from surface water body________gallons.
   g. Estimate volume discharged to land (e.g. soil, grass, curb, street, etc.)________gallons.
   h. Estimate volume recovered from land________gallons. (This includes discharges directly to land or a retention structure, field, or non-surface water location).

3. Did the spill reach a storm drain?____Yes_____No
   a. Does the storm drain flow to a surface water body or drainage channel?____Yes_____No
   b. Was all of the wastewater fully captured from the storm drain and returned to the sewer?____Yes_____No
   c. Did the spill reach a drainage channel or surface water body?____Yes_____No

4. Number of appearance points____________________

5. Spill appearance point. Check all that apply.
   - backflow prevention device, combined sewer D.I., force main, gravity mainline, inside building or structure, lateral clean out private, lateral clean out public, lower later private, lower lateral public, manhole, other sewer system structure, pump station, upper lateral private, upper lateral public, other

6. Spill appearance point explanation__________________________________________
   (required if spill appearance point is other or multiple appearance points are selected)

7. Final spill destination. Check all that apply
   - building or structure, drainage channel, other, paved surface, storm drain, street/curb and gutter, surface water, unpaved surface

Revised 12/18/19
8. Explanation of final destination ______________________________________________________ (required only if final destination is other)
9. Estimated spill start date ______________ start time ____________________________
10. Date ______________ and time ______________ sewer agency was notified or discovered the spill.
11. Estimated operator arrival date ______________ and arrival time ____________________
12. Estimated spill end date ______________ and end time __________________________
13. Spill cause. Check all that apply.
   □ air relief valve/blow-off valve failure, □ construction diversion failure, □ maintenance caused spill/damage,
   □ damage by other not related, □ debris from construction, □ debris from lateral, □ debris general, □ debris-rags,
   □ flow exceeded capacity, □ grease deposition, □ inappropriate discharge to CS, □ natural disaster, □ non-dispersables, □ operator error, □ other, □ pipe structural problem failure, □ pipe structural problem failure-installation, □ pipe structural problem failure-controls, □ pipe structural problem failure-mechanical, □ pipe structural problem failure-power, □ rainfall exceeded design, □ root intrusion, □ siphon failure, □ vandalism
14. Spill cause explanation ________________________________________________________ (required only if spill cause is other or not related)
15. Where did the failure occur? Check all that apply.
   □ air relief valve/blow-off valve, □ force main, □ gravity mainline, □ lower lateral (public/private), □ manhole,
   □ other, □ pump station failure - controls, □ pump station-mechanical, □ pump station-power, □ siphon,
   □ upper lateral (public/private)
16. Explanation of where failure occurred ____________________________________________ (required only if where failure occurred is other)
17. Was the spill associated with a storm event? _______Yes_______No
18. Diameter of the sewer pipe at the point of blockage or failure ______________ inches
19. Material of sewer pipe at the point of blockage or failure ____________________________
20. Estimated age of sewer pipe at the point of blockage or failure ______________________
21. Spill response activities. Check all that apply.
   □ cleaned-up, □ mitigated effects of spill, □ contained all or portion of spill, □ other, □ restored flow, □
   returned all spill to sanitary sewer system, □ returned portion of spill to sanitary sewer system, □ property owner notified, □ other enforcement agency notified
22. Explanation of spill response activities _____________________________________________ (required only if spill response is other)
23. Spill response completion date ___________ and time ____________________________
24. Spill corrective action taken. Check all that apply.
   □ added sewer to preventative maintenance program, □ adjusted schedule/method of prevention maintenance,
   □ enforcement action against FOG source, □ inspected sewer using CCTV to determine cause, □ other, □ plan rehabilitation or replacement of sewer, □ repaired facilities or replaced defect
25. Explanation of spill corrective action taken _________________________________________ (required only if spill corrective action is other)
26. Is there an ongoing investigation? _______Yes_______No
   a. Reason for investigation ____________________________________________________________
27. Explain the method used to estimate the spill volume
   ______________________________________________________________________________
   ______________________________________________________________________________
   ______________________________________________________________________________
   ______________________________________________________________________________
Complete questions below for all Category 1 Spills, otherwise skip to question 37.

28. Visual inspection results from impacted receiving water
______________________________________________________________________________
______________________________________________________________________________

29. Health warning signs posted? ______ Yes ______ No

30. Name of impacted surface waters
______________________________________________________________________________

31. Water quality samples analyzed for – Check all that apply.
☐ dissolved oxygen, ☐ other chemical indicator(s), ☐ biological indicator(s), ☐ no water quality
samples taken, ☐ not applicable to this spill, ☐ other

32. Explanation of water quality samples analyzed for
______________________________________________________________________________
(required only if water quality samples analyzed for is other)

33. Water quality sample results reported to – Check all that apply.
☐ County Health Agency, ☐ Regional Board, ☐ other, ☐ no water quality samples taken, ☐ not
applicable to this spill

34. Explanation of water quality results reported to
______________________________________________________________________________
(required only if water quality samples reported to is other)

Notification Details
35. Cal OES control number
_________________________

36. Cal OES called by (name) ____________________________ date __________ time __________

37. Others notified (name) ____________________________ date __________ time __________

38. Contact number of person who can answer specific questions about this SSO

Name ____________________________
Title ____________________________ Phone Number ____________________________

39. Were photos taken documenting the spill and clean-up? ______ Yes ______ No

40. If yes, please indicate where these photos can be located
______________________________________________________________________________

41. Please note any additional comments here:
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

42. This form was completed by:

Name: ____________________________________________
Title: ____________________________________________
Date: __________ Phone Number: ____________________________

Revised 12/18/19
DURING BUSINESS HOURS
Record time, date, caller’s name, address of the problem, and call back number on the Incident Response Form.

Forward Request to First Responder
Richard Betancourt (951) 903-9072
Or Julian Rojas (951) 903-9039
and email
Richard.Betancourt@CoronaCA.gov
Julian.Rojas@CoronaCA.gov
Eugene.Silvas@CoronaCA.gov
*If no response call
Eugene Silvas (951) 232-2787 OR
Raul Arevalo (951) 992-8633 OR
the Maintenance Manager
(951) 741-7626

AFTER HOURS
Police Dispatch forward calls to an on call responder

On Call First Responder
(951) 830-2391
• Contact Customer reporting the problem
• On the Incident Response Form, record date and time, caller’s name, address of problem, and call back number
• Contact Second Responder on Duty

Is the Sewer Spill in the service area?
FAIL
• Provide customer with contact info for the responsible agency
• Contact the responsible agency

YES
First and/or Second Responders will be dispatched to the scene and will follow the SSO Response SOP

Is the sewer spill the result of the City’s sewer system failure or flow condition?
FAIL
If the cause is from a privately owned lateral, this is a Private Spill.
Follow the SOP for Responding to Private Sewer Spills

YES

INITIAL SPILL NOTIFICATION PROCEDURE
APPENDIX H

SSO RESPONSE SOP
Assess The Situation At The Scene

1. If a surcharging manhole is found *skip to Surcharging Manhole below.*
2. If there is no noticeable discharge from a manhole, the person should visually inspect upstream and downstream manholes of the reported incident area.
3. If these manholes are flowing freely with no noticeable obstruction in the movement of the water, the sewer lines are most likely open.
4. Report to the person making the complaint that the City lines are clear, and that the blockage may be in the customer's lateral which the City of Corona is not responsible for.
5. Report your findings to the City department making the service request and second responder.

Surcharging Manhole Or Line Blockage

1. Make every effort to minimize and contain the spill.
2. If needed contact one of the on-call personnel for the Camel/Vactor truck to assist pumping.
   
   **Innerline Engineering**  909-260-2322  
   **Houston Harris**  909-721-1043

3. If needed, use portable pumps to by-pass the overflowing manhole to the free flowing manhole (pumps are located at Corporation Yard).

If A Home Or Business Is Being Flooded By A Sewer Line Blockage

a) Remove clean-out cover lateral to help relieve flooding.

b) Contact one of the following companies to commence clean-up of the affected property.
   
   **Servpro**  714-655-9130

c) Take pictures of the spill along with any mitigation efforts that are occurring and make notes in the **SSO Incident Response Form** regarding details (i.e. names, times, addresses, etc.) of the incident.

d) Remain at the scene until the blockage is clear and the clean-up operations are complete.

e) Estimate spill volume and the location of where the spill water drained to (i.e. gutter, empty field, storm drain, etc.)
4. Minimize the spill area by containing flow with soil dikes, sandbags or other materials.

5. Prevent spillage into storm drain, block off storm drain (if possible) and pump back into sewer system.

6. Secure affected area from foot traffic whenever possible.

7. Estimate the volume of the spill.

8. Report the spill according to the SSO Notification Procedure.

9. Take pictures of the spill along with any mitigation efforts that are occurring and make notes in the SSO Incident Response Form regarding details (i.e. names, times, addresses, etc.) of the incident.

10. In areas of public access only, apply disinfectant to areas wet from sewage using Hudson Sprayer. Disinfection is in stock and available at the City Warehouse (STORES).

11. Cleanup any solids or contaminated soil and transport it to the Water Reclamation Facility No. 1 containment area. Here it can dry-out and get hauled to the County landfill.

12. Use the SSO Incident Response Form to complete the SSO Reporting Form and return to the Regulatory Compliance Division.
APPENDIX I

SOP FOR RESPONDING TO PRIVATE SEWER SPILLS
PRIVATE SPILL – A sewer spill or line blockage resulting from a failure or flow condition within a privately owned sewer later or other private sewer asset.

Assess the Situation at the Scene

1. Check manhole upstream and downstream
2. Determine if the cause is from Corona’s sewer system
3. Immediately notify property owner
4. Contain spill at property and clean any spill that has left private property and entered the public right of way
5. If necessary, assist property owner in contacting plumber to resolve the problem
6. Estimate the volume of the spill
7. Report the spill according to the Private SSO Notification Procedure below
8. Use closed-circuit television (CCTV) if needed
9. Use the SSO Incident Response Form to complete the SSO Reporting Form and return to the Regulatory Compliance Division.

PRIVATE SSO NOTIFICATION PROCEDURE

PRIVATE SPILL SSO OF ANY VOLUME

DURING WORK HOURS

Immediately call the Regulatory Compliance Division to report the spill (951) 817-5836

Regulatory Compliance Division will make the following notifications according to the spill Category

AFTER WORK HOURS

Immediately call the Second Responder on duty

Second Responder will make the following notifications according to the spill Category AND notify the Regulatory Compliance Division by the next business day

If <1,000 gallons

No notification required, submit forms to Regulatory Compliance Division by the next business day.

If >1,000 gallons

Notify by phone

1. California Warning Center/Office of Emergency Services and obtain a notification control number 1-800-852-7550
2. Regional Water Quality Control Board Najah Amin (951) 320-6362
3. Kristian Alfelor (951) 415-2129
<table>
<thead>
<tr>
<th>Lift Station</th>
<th>Address</th>
<th>Diameter (ft)</th>
<th>Depth (ft)</th>
<th>Operating Height to Inlet (ft)</th>
<th>Operating Height to Overflow (ft)</th>
<th>Diameter of Inlet</th>
<th>Distance to Nearest Manhole (ft)</th>
<th>Average Flow (gpm)</th>
<th>Peak Flow (gpm)</th>
<th>Estimated Fill Time to Inlet Ave. Flow (hrs)</th>
<th>Estimated Fill Time to Overflow Avg. Flow (hrs)</th>
<th>Estimated Fill Time to Inlet Peak Flow (hrs)</th>
<th>Estimated Fill Time to Overflow Peak Flow (hrs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmanson Lift Station</td>
<td>11763 Chadwick Rd.</td>
<td>5</td>
<td>20</td>
<td>3.3</td>
<td>17.8</td>
<td>8</td>
<td>17'</td>
<td>8.8</td>
<td>24</td>
<td>0.9</td>
<td>4.9</td>
<td>0.3</td>
<td>1.8</td>
</tr>
<tr>
<td>Airport Lift Station</td>
<td>1973 Aviation Dr.</td>
<td>5</td>
<td>17</td>
<td>5.7</td>
<td>14</td>
<td>8</td>
<td>215'</td>
<td>3.5</td>
<td>10</td>
<td>4.0</td>
<td>9.8</td>
<td>1.4</td>
<td>3.4</td>
</tr>
<tr>
<td>Arantine Hills Lift Station</td>
<td>6x35.5</td>
<td>20</td>
<td>10.25</td>
<td>12.5</td>
<td>15</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Artisan Apartments Lift Station</td>
<td>211 W Rincon St.</td>
<td>6</td>
<td>21</td>
<td>19.8</td>
<td>25.6</td>
<td>8</td>
<td>68'</td>
<td>30</td>
<td>73</td>
<td>2.3</td>
<td>3.0</td>
<td>1</td>
<td>1.2</td>
</tr>
<tr>
<td>Green River Lift Station</td>
<td>4776 Golden Ridge Dr.</td>
<td>8</td>
<td>24</td>
<td>7.4</td>
<td>22.2</td>
<td>12</td>
<td>51'</td>
<td>175</td>
<td>368</td>
<td>0.3</td>
<td>0.8</td>
<td>0.1</td>
<td>0.4</td>
</tr>
<tr>
<td>Griffin Lift Station</td>
<td>Griffin Way near Berkley Cir.</td>
<td>5</td>
<td>23</td>
<td>5</td>
<td>22</td>
<td>8</td>
<td>15'</td>
<td>11</td>
<td>29</td>
<td>1.1</td>
<td>5.0</td>
<td>0.4</td>
<td>1.9</td>
</tr>
<tr>
<td>Joy and Parkridge Lift Station</td>
<td>Joy St. &amp; Parkridge Ave.</td>
<td>5.5 x 12</td>
<td>20</td>
<td>6.4</td>
<td>16.8</td>
<td>8</td>
<td>23'</td>
<td>96</td>
<td>212</td>
<td>0.5</td>
<td>1.4</td>
<td>0.2</td>
<td>0.7</td>
</tr>
<tr>
<td>North Main Lift Station</td>
<td>786 N Main St.</td>
<td>5</td>
<td>17</td>
<td>5</td>
<td>14.8</td>
<td>8</td>
<td>315'</td>
<td>5.5</td>
<td>15</td>
<td>2.2</td>
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<td>21</td>
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<td>12</td>
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Rev 12/18/2019
THE FOUR C’S OF A SEWAGE OVERFLOW

CONTAINMENT – CONTROL – CALL – CLEANUP

FIRST THINGS FIRST:

1. ASSESS THE SPILL
2. NOTIFY MANAGER
3. LOCATE STORM DRAINS THAT COULD BE AFFECTED
4. MOBILIZE RESOURCES TO CONTAIN AND CONTROL THE OVERFLOW
5. CONTAIN BEFORE CONTROL
6. NOTIFY THE APPROPRIATE AGENCIES

CONTAINMENT:

Containment is the most important aspect of responding to a sewer overflow. Use the entire inventory available to you to contain the spill. Keep it from entering the waterways, and remember that storm drains are considered to be waterways. Always block off and/or cover the storm drains that are receiving water from an overflow.

A. Sewage Spill Containment: Goal is to keep the sewage where it can be recovered and returned to the sewer.
B. Containment Opportunities or Making the Best of a Bad Situation: On streets, in flood control facilities, excavations, vacant lots, etc.
C. Containment Materials: Dirt, sand, sand bags, poly sheeting.
CONTROL:

Once the flow has been contained, work on relieving the spill by trying to stop the overflow, don’t just wait. Plug the pick holes and park the truck on the manhole cover to force the water back up the line. Set up a pump and divert the flow to the next manhole.

A. Sewage Spill Control : Use of bypasses

CLEAN UP:

Clean up the affected areas:

A. Remove debris
B. Wash downs could be creating a larger problem somewhere else in the system.
C. Clean up hard surfaces: What you put down must come back up, use power sweepers and sewer vacuum rigs. Beware of aerosols.
D. Clean up soft surfaces: Decide when to leave it alone, disk it if you can, control public access, remove soil if necessary.
E. Disinfect: Consider requirements of other agencies, consider beneficial use of receiving waters, and consider the uses and ownership of an affected area.
F. Spills on Private Property: Check it out, as their problem could be our problem

CALL:

You must call all the necessary agencies as soon as possible.

CONTAINMENT BEFORE CONTROL - KEEP THE OVERFLOW OUT OF THE DRAIN

OUR MISSION IS TO KEEP THE SANITARY SEWER OVERFLOW OUT OF THE STORM DRAIN
SEWER OVERFLOW RATES

A one-inch opening with a water height of two inches will discharge 7 gallons per minute or 419 gallons per hour. Two two-inch holes will discharge 14 GPM or 839 GPH.

Overflow rates for a one inch opening:

\[
\begin{align*}
\frac{1}{2}'' & = 3.5 \text{ GPM or 210 GPH} \\
3/4'' & = 4.5 \text{ GPM or 257 GPH} \\
1'' & = 5.0 \text{ GPM or 297 GPH} \\
1\ 1/4'' & = 5.5 \text{ GPM or 332 GPH} \\
1\ 1/2'' & = 6.0 \text{ GPM or 363 GPH} \\
1\ 3/4'' & = 6.5 \text{ GPM or 392 GPH} \\
2'' & = 7.0 \text{ GPM or 419 GPH} \\
2\ 1/4'' & = 7.4 \text{ GPM or 445 GPH} \\
2\ 1/2'' & = 7.8 \text{ GPM or 469 GPH} \\
2\ 3/4'' & = 8.2 \text{ GPM or 492 GPH} \\
3'' & = 8.6 \text{ GPM or 514 GPH}
\end{align*}
\]

Use this formula for flow heights not on sheet

**VERTICAL PIPE DISCHARGE**

The following formula is an approximation of the output of a vertical pipe.

\[
\text{GPM} = \sqrt{H \times K \times D^2 \times 5.68}
\]

- **GPM** = Gallon per minute
- **H** = Height in inches
- **D** = Diameter of pipe in inches
- **K** = Constant from 0.87 to 0.97 for diameters of 2 to 6 inches and heights (H) up to 24 inches
APPENDIX L

SSO WATER QUALITY MONITORING

SOP
An SSO event in which 50,000 gallons or greater reach surface waters, requires water quality samples to be collected within **48 hours**. Follow procedures below unless directed otherwise by Regional Board or other regulatory agency.

1. Coordinate laboratory sample pick-up
   - During work hours: Regulatory Compliance Division (951) 817-5836
   - After hours: Contact Laboratory Directly (909) 254-0381

2. Gather sampling supplies before heading to site
   - Pick-up ice chest with supplies
   - Bag ice

3. Determine the point where the spill entered the waterway
   - Take a photo and record observations in a notebook

4. Move down stream 50’ and collect samples according to instructions below
   - Collect all samples against the direction of the water flow (face upstream)
   - Collect downstream samples first and work your way upstream
   - Collect samples away from the bank where water is visibly flowing
   - Avoid sampling debris or scum layer from the surface
   - Photograph each sample location and any notable effects of the spill

   **Bacti Sample**
   a) Fill out COC and bottle label with location, date and time
   b) Put on gloves
   c) Using unpreserved 500 ml bottle, hold bottle in one hand, face upstream and lower the bottle below the water surface, then sweep the bottle upstream and out of the water.
   d) Be careful not to disturb bottom sediment
   e) Use this bottle to fill the bacti bottle
   f) Remove seal from bacti bottle
   g) Remove cap and do not allow inside of cap to touch anything (do not rinse out preservative)
   h) Pour sample from unpreserved bottle into the bacti bottle, fill to the 100 ml line without overflowing the bottle
   i) If the bottle overflows, discard the bottle and start over with a clean bottle

   **Ammonia Sample**
   a) Fill out COC and bottle label with location, date and time
   b) Using unpreserved 500 ml bottle, hold bottle in one hand, face upstream and lower the bottle below the water surface, then sweep the bottle upstream and out of the water.
   c) Be careful not to disturb bottom sediment
   d) Use this bottle to fill the ammonia bottle
   e) Remove cap and do not allow inside of cap to touch anything (do not rinse out preservative)
   f) Pour sample from unpreserved bottle into the ammonia bottle without overflowing the bottle
   g) If the bottle overflows, discard the bottle and start over with a clean bottle
   h) Fill to just below the neck of the bottle

5. Place samples in cooler with ice
   - Move 25’ upstream from 1st sample and collect 2nd sample according to previous instructions
   - Move upstream to where spill entered surface water and collect 3rd sample according to previous instructions
   - Move 25’ upstream of entry point and collect 4th sample according to previous instructions
   - Repeat daily until authorized by regulatory agency

6. After hours
   - Gloves
   - Camera
   - Notebook

7. Make a copy of the chain of custody and place original COC with samples for pick-up
   - Provide a copy of the COC to the Regulatory Compliance Division
   - Provide copies of notebook and photos to the Regulatory Compliance Division

---

8/5/16
APPENDIX M

FOG BILL INSERT
¡Mantenga sus drenajes libres de grasas!

¿Qué es Grasas y Aceites?
Grasas y Aceites son artículos que usamos frecuentemente cuando cocinamos, o son productos que resultan de cocinar, tales como aceite, mantequilla o la grasa que sobra al cocinar tocino u otras carnes.

¿Cómo debo desechar las Grasas y Aceites?
Después de cocinar espere que las Grasas y Aceites se enfríen. Luego, simplemente raspe las grasas de cocinar sobrantes a la basura u otro recipiente, tal como una lata vieja metálica de café o un recipiente para reciclar restos de comida. Nunca eche las grasas y aceites por el desagüe.

¿No puedo simplemente verter las Grasas y Aceites por el desagüe?
Nunca tire las grasas y aceites por el desagüe, aún si utiliza agua caliente. Estos materiales se acumularán a lo largo del tiempo y taparán los drenajes de las alcantarillas. Los drenajes tapados pueden hacer que se devuelvan las aguas negras hacia su casa, y podrían resultar en costosas facturas por reparaciones. Las aguas negras también pueden salir a las calles y caer a los drenajes pluviales, los cuales drenan hacia los ríos y el océano. Los derrames de aguas negras pueden representar riesgos a la salud y al medio ambiente. Además, son costosos para limpiar y reparar.

Recuerde – ¡Mantenga sus alcantarillas libres de Grasas y Aceites!

Departamento de Agua & Electricidad de Corona
“Protegiendo la Salud Publica”
www.CoronaCA.gov
951.736.2234
FOG
Fats, Oils and Grease

Keep Your Drains “FOG” Free!

What is “FOG”?
“FOG” stands for Fats, Oils, and Grease. These are items that we frequently use when we cook, or are the by-products of cooking, such as cooking oil, butter or leftover grease from cooking bacon or other meats.

How Should I Dispose of “FOG”?
After cooking, wait for the “FOG” to cool down. Then, simply scrape the leftover cooking fats into the trash or other container, such as an old metal coffee can or food scrap recycling bin. Never put fats, oils, or grease down the drain.

Can’t I Just Wash “FOG” Down the Drain?
Never wash fats, oils or grease down the drain, even if you use hot water. These items will build up over time and block sewer lines. Blocked sewer lines can cause raw sewage to backup into your home, and could lead to costly repair bills. Raw sewage could also backup onto neighborhood streets and into storm drains, which drain to rivers and the ocean. Overflows can pose health and environmental hazards, in addition to being costly to repair.

Remember - keep your sewer lines “FOG” - free!

City of Corona
Department of Water and Power
“Protecting Public Health”
www.CoronaCA.gov
951.736.2234
APPENDIX N

RESTAURANT BMP FLYER
RESTAURANT
BEST MANAGEMENT PRACTICES (BMP’s)

1. Prior to washing plates, pots and pans, and cooking utensils, scrape all solid material into a proper waste receptacle and contain material so it doesn’t leak. Properly dispose material to a solid waste trash receptacle to be hauled away.

2. Install screens in all pot sinks, 2 and 3 compartment sinks, and floor sinks to catch solid materials to be properly disposed of to solid waste containers.

3. Dispose waste deep fryer grease to proper waste storage containers to be hauled away by licensed waste hauler.

4. Schedule to have grease interceptor pumped on a regular basis by a licensed waste hauler. The grease interceptor needs to be inspected regularly to determine if your pumping schedule is adequate.

5. Make sure all waste storage areas and containers (dumpsters, compactors, used oil containers) are covered and kept clean.

Note: Any disposal of wash water to outside paved surfaces and storm drain is strictly prohibited. Whenever possible, use dry cleaning methods by sweeping, damp mopping (as opposed to hosing) or absorbents.

6. Management should conduct ongoing inspections and training for employees to ensure that these BMP’s are implemented regularly.

7. The City of Corona prohibits all water softeners that are regenerated on site for all Commercial and Industrial dischargers

City of Corona – Department of Water and Power
755 Public Safety Way
Corona, CA 92880
(951) 736-2234
MEJORES PRACTICAS DE MANEJO DEL RESTAURANTE

1. Antes del lavado de platos, de ollas, de cazuelas, y de utensilios de cocina, raspar todo el material sólido en un recipiente de desecho apropiado para contener el material y no permitir que se escape por el drenaje. Deposite este material en el contenedor de basura sólida.

2. Instalar coladeras en todos los fregaderos de la cocina y áreas de drenaje en el suelo para atrapar el material sólido y desecharlo apropiadamente en la basura.

3. Depositar la grasa usada de la freidora en un recipiente apropiado para almacenarla hasta que sea retirada por una persona autorizada para remover este tipo de desecho.

4. Contrate regularmente a una persona con licencia para que realice la limpieza del interceptor de grasa y la retire del restaurante. El interceptor de grasa necesita ser revisado periódicamente para determinar si el servicio de limpieza es adecuado.

5. Asegúrese que todas las áreas de almacenamiento de desecho, los contenedores, y los recipientes de aceite vacíos estén cubiertos y limpios.

Nota: Está prohibido tirar el agua con que se laven las superficies pavimentadas hacia la calle o hacia los drenajes de lluvia ubicados en la calle. Siempre que sea posible utilice métodos de limpieza en seco como barrer, o un trapeador humedo en lugar de usar la manguera del agua, o utilice materiales absorbentes.

6. El Supervisor o el Gerente deben conducir inspecciones regularmente y entrenar a los empleados para asegurarse que las mejores prácticas de manejo del restaurante se están usando.

7. La Ciudad de Corona prohíbe a los negocios industriales y comerciales poseer equipo para suavisar el agua donde el material activo es regenerado localmente.

City of Corona-Department of Water and Power
755 Public Safety Way
Corona, CA 92880
(951) 736-2234
APPENDIX O

AUTOMOTIVE REPAIR BMP FLYER
Auto Repair Industry

Best Management Practices

Here are a few simple practices to reduce unwanted pollutants from entering the sewer system from local businesses such as auto repair shops, car rental garages, gas stations, and auto dealerships.

1. Proper Disposal of Hazardous Waste
   
   **Recycle** solvents, antifreeze, lubricants, batteries, oil and filters, and metal filings. Contact a licensed hazardous waste hauler to dispose of saturated absorbents.

2. Material and Waste Handling
   
   **Properly Store** your used motor oil, coolant, and other fluids in a special designated area where there are no connections to a sewer or storm drain. Store all materials inside or under cover to prevent contamination from rain water.

3. Spill Response
   
   **Immediatly** clean up all oil, solvent or fuel spills using absorbent cleaning materials. Follow your hazardous materials response plan and make sure your employees are aware and capable of implementing each phase of the plan.

4. Cleaning Auto Parts
   
   **Minimize** the use of solvents. Scrape parts with a wire brush or use a water-based solvent for cleaning. Arrange drip pans, drying racks, and drain boards so that excess fluids are directed back into the holding tank.

5. Good Housekeeping
   
   **Maintain** all service areas using drip pans underneath vehicles. Clean up spills with rags and absorbent agents. Do not use water and detergents to hose down service areas to the sewer or storm drain.

6. Metal Grinding and Polishing
   
   **Contain** all metal filings in a bin under your grinder or lathe to better facilitate recycling efforts. Properly dispose of cutting oils as required by your hazardous materials plan.

To report illegal discharge or dumping:

Call (951) 736-2234
Aquí se encuentran unas formas sencillas para reducir la contaminación de sustancias indeseadas en el sistema de drenaje provenientes de negocios como talleres de autos, bodega de renta de autos, estaciones de gasolina, y concesionarias de autos.

1. Manera apropiada de eliminar materiales peligrosos

Recicle solventes, anticongelante, lubricantes, baterías, aceite y filtros, y viruta de metal. Contacte una persona autorizada para remover los absorbentes usados.

2. Manejo de Material y Desperdicio

Guarde apropiadamente el aceite de motor usado, el anticongelante, y otros fluidos en un área especial donde no se tiren hacia el drenaje o alcantarilla de lluvia. Guarde todos los materiales bajo techo y tapados para prevenir que la lluvia los moje.

3. Responda a Derrames

Inmediatamente limpie todo aceite, solvente, y combustible usando materiales absorbentes. Siga el plan de ataque para materiales peligrosos y asegúrese que sus empleados saben y pueden aplicar cada etapa del plan.

4. Limpieza de Partes de Autos

Minimize el uso de solventes. Limpie las partes con un cepillo de metal o use un solvente a base de agua. Utilice charolas, rejillas de lavado y secado encima del recipiente para no tirar material en el suelo.

5. Buena Organización

Mantenga todas las áreas de servicio con recipientes para juntar el aceite. Limpie derrames con toallas absorbentes. No use jabón ni agua de la manguera para limpiar las áreas de servicio hacia el drenaje o hacia las alcantarillas de lluvia.

6. Moldeado y Pulido de Metales

Contenga toda la viruta o rebaba de metal en un recipiente debajo de su máquina para que pueda reciclar este material. Deságase del aceite usado como es requerido por su plan de ataque sobre materiales peligrosos.

Para reportar descargas de desechos ilegales:

Llamar al (951) 736-2234
APPENDIX P

RESTAURANT QUESTIONNAIRE
NAME/ADDRESS AND CONTACT INFORMATION

Applicant Business Name:

Address of Premise Discharging Industrial Waste:

City: State: Zip:

Mailing Address:

City: State: Zip:

Primary Contact Person/CEO:

Title:

Mailing Address:

City: State: Zip:

Phone: Emergency Phone:

Is Premise: Owned ☐ Leased ☐

Name and Address of Landlord:

City: State: Zip:

BUSINESS DESCRIPTION

The Business Description is primarily used to determine the substances which may enter into the Industrial Waste discharge from the Business Activity. The production quantities are necessary for State and Federal Reports.

Type of Business

Full Service Restaurant: ☐ Single Service Restaurant: ☐ Retail Food Items: ☐

Description of restaurant services (type of food, etc.):

Seating Capacity: Maximum meals served at peak hour:

Kitchen Equipment

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<th>Quantity</th>
<th>Equipment</th>
<th>Quantity</th>
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<tr>
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<tr>
<td>Deep Fryer</td>
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<td>Three Compartment Sink</td>
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<td>Mop Sink</td>
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<td>Garbage Disposal</td>
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<td>Floor Sinks</td>
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City of Corona
Water Discharge Questionnaire
Restaurants/Food Service

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<th>Hours of Operation: From</th>
<th>To</th>
<th>(circle) S M T W T F S</th>
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</table>

**Industrial Waste Pretreatment:** Check the type of treatment, if any, given industrial waste from this building sewer before it is discharged to the community sewer.

**Grease Trap:** Yes ☐ No ☐ Size How Many Inside ☐ Outside ☐

If Yes, Cleaning Schedule:

**Grease Interceptor:** Yes ☐ No ☐ Size / Gallons

If Yes, indicate Pumping Company and pumping schedule:

**Used Oil Disposal (Deep Fryer):** Yes ☐ No ☐ Indicate Hauling Company

**Best Management Practices (BMP’s):** I understand and use BMP’s at my facility -- Yes ☐ No ☐

This document must be signed by the most responsible person of the organization applying for the discharge permit. This includes the owner, president, corporate officer, or any other representative of the organization in a decision making capacity.

This document and any attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

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<th>Responsible Person</th>
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<table>
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APPENDIX Q

FOG DOOR HANGER
Dear Utility Customer,

You received this door hanger because of a problem observed in the sewer line downstream of your residence or business.

The Problem

_____ Fats, oil, and grease (FOG)
_____ Wipes, towelettes, rags, diapers, etc.
_____ Oily or other sediment
_____ Other: ________________________

Help solve the problem

Please read the suggested solutions on the back of this door hanger. For more information on keeping our sewers clear of blockage please visit: www.CoronaDWP.com/fofg

With your cooperation the City of Corona will experience fewer sewer backups and lower maintenance costs, which will help keep the sewer system operating smoothly.

In addition, you will prevent exposure to potential health hazards, costly claims and repairs, and unnecessary rate increases.

Para pedir una copia en español acerca de las grasas y aceites por favor llamar al (951) 736-2234
FOG - Fats, oils, and grease are items used when cooking. After cooking, wait for the “FOG” to cool down then store the item in a container such as an old coffee can or food scrap recycling bin. Never put fats, oil, or grease down the drain.

The Corona Municipal Code Section 13.02.110 requires food service establishments to have, and properly maintain, a grease removal device.

Wipes, towelettes, rags, diapers - “Disposable” and “biodegradable” do not mean permissible discharge to the sewer. The sewer system does not provide the right conditions to properly break down these products. These products need to be disposed of in the trash.

Oily or other sediment - Typically observed from carwash and vehicle/equipment service type facilities. These facilities are required under the Corona Municipal Code Section 13.08.150 to have and properly maintain a gravity separation interceptor.

Other - Section 13.08.210 of the Corona Municipal Code prohibits waste discharges. Discharging unacceptable or excessive wastes can lead to a sewer backup, lift station failure, wastewater treatment plant problem, and environmental concerns.

Questions - call (951) 736-2234

City of Corona
Department of Water & Power
DWPFrontDesk@ci.corona.ca.us
APPENDIX R

SSMP CHANGE LOG
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<td>Entire SSMP</td>
<td>2/21/2014</td>
<td>Revised entire SSMP</td>
<td>Jonathan Daly</td>
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<tr>
<td>10. SSMP Program Audits</td>
<td>1/10/2015</td>
<td>Revised entire audit form to reflect regulatory requirements</td>
<td>Jonathan Daly</td>
</tr>
<tr>
<td>1. Goals</td>
<td>1/22/2016</td>
<td>Update regulatory language and page formatting, Condensed the list of goals and removed objectives</td>
<td>Jonathan Daly</td>
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<tr>
<td>2. Organization</td>
<td>2/22/2016</td>
<td>Updated regulatory language and page formatting, Updated phone list and standby schedule, Updated org chart, job responsibilities, and SSO flow chart, Updated job titles and duties and contact information, Added pretreatment program contractor and utility system modeler, Streamlined sewer system language</td>
<td>Jonathan Daly</td>
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<td>3. Legal Authority</td>
<td>3/18/2016</td>
<td>Updated regulatory language and page formatting, Added hyperlinks for referenced documents</td>
<td>Jonathan Daly</td>
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<td>4. Operation and Maintenance Program</td>
<td>4/14/2016</td>
<td>Updated regulatory language and page formatting, Streamlined sewer system language, Updated hot spots list, Updated job titles and duties, Updated CIP program years, Updated number of pump stations</td>
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<td>7. Fats, Oils, and Grease (FOG) Control Program</td>
<td>7/27/2016</td>
<td>Updated regulatory language and page formatting, Streamlined sewer system language, Added hyperlinks for referenced documents, Updated public outreach material and links, Added FOG disposal section, Removed outdated information, Added FOG program implementation</td>
<td>Jonathan Daly</td>
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<td>6. Overflow Emergency Response Plan</td>
<td>8/5/2016</td>
<td>Updated regulatory language and page formatting, Streamlined sewer system language, Updated SOPs, Updated reporting forms, Updated lift station table, Updated response activities, Updated notification procedures, Added monitoring and training</td>
<td>Jonathan Daly</td>
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<td>8. System Evaluation and Capacity Assurance Plan</td>
<td>9/14/2016</td>
<td>Updated regulatory language and page formatting, Updated number of lift stations, Removed statement for capacity for a 10 year weather event</td>
<td>Tom Moody</td>
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<td>9. Monitoring, Measurement, and Program Modifications</td>
<td>9/16/2016</td>
<td>Updated regulatory language and page formatting, Streamlined sewer system language, Added language on program updates</td>
<td>Tom Moody</td>
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<td>11. Communication Program</td>
<td>9/21/2016</td>
<td>Updated regulatory language and page formatting, Updated outreach activities</td>
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<td>10. SSMP Program Audits</td>
<td>10/14/2016</td>
<td>Updated regulatory language and page formatting</td>
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<td>Appendix H</td>
<td>5/10/2017</td>
<td>Updated Roto Rooter phone number</td>
<td>Eugene Silvas</td>
</tr>
<tr>
<td>Appendix B</td>
<td>5/10/2017</td>
<td>Updated 2017 standby schedule</td>
<td>Eugene Silvas</td>
</tr>
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<td>Appendix A</td>
<td>10/18/2017</td>
<td>Updated Contact List</td>
<td>Eugene Silvas</td>
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<tr>
<td>2. Organization</td>
<td>10/18/2017</td>
<td>Updated General Manager</td>
<td>Eugene Silvas</td>
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<td>4. Operation and Maintenance Program</td>
<td>10/18/2017</td>
<td>Added quarterly hot spot, 5 year contract for contractors, NexGen tracking system</td>
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<tr>
<td>4. Operation and Maintenance Program</td>
<td>12/21/2017</td>
<td>Added quarterly hot spot MH 4620-4621</td>
<td>Julian Rojas</td>
</tr>
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<td>2. Organization</td>
<td>9/5/2018</td>
<td>Updated org chart, job responsibilities, and SSO flow chart</td>
<td>Tom Moody</td>
</tr>
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<td>Appendix A</td>
<td>9/5/2018</td>
<td>Updated City Contacts</td>
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<td>Appendix G</td>
<td>9/5/2018</td>
<td>Updated to use total spill volume</td>
<td>Tom Moody</td>
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<td>Appendix E</td>
<td>9/5/2018</td>
<td>Updated to use total spill volume</td>
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<tr>
<td>Appendix F</td>
<td>9/5/2018</td>
<td>Minor edits</td>
<td>Tom Moody</td>
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<td>Appendix G</td>
<td>9/5/2018</td>
<td>Updated contacts</td>
<td>Tom Moody</td>
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<td>Appendix D, F</td>
<td>11/1/2018</td>
<td>Updated Regional Board Contact</td>
<td>Jennifer McMullin</td>
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<td>4. Operation and Maintenance Program</td>
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<td>2/4/2020</td>
<td>Updated City Staff</td>
<td>Kristian Allfor</td>
</tr>
<tr>
<td>4. Operation and Maintenance Program</td>
<td>2/4/2020</td>
<td>Updated high maintenance area cleaning</td>
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<tr>
<td>Entire SSMP</td>
<td>2/4/2020</td>
<td>Updated all hyperlinks and other minor changes</td>
<td>Kristian Allfor</td>
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<td>Appendices</td>
<td>2/4/2020</td>
<td>Updated to include changes in staff and programs</td>
<td>Kristian Allfor</td>
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<td>Appendix E</td>
<td>2/20/2020</td>
<td>Added additional volume estimation documentation</td>
<td>Kristian Allfor</td>
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APPENDIX S

AUDIT FORM
CITY OF CORONA
SEWER SYSTEM MANAGEMENT PLAN
AUDIT FORM

STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR
SANITARY SEWER SYSTEMS
STATE WATER RESOURCES CONTROL BOARD
ORDER NO. 2006-003-DWQ AND ORDER NO. WQ 2013-0058-EXEC

FACILITY NAME: City of Corona, Department of Water & Power    AUDIT COMPLETED: ________

NAME OF AUDITOR(S): _______________________________________

Table No. 1 - System Overview

<table>
<thead>
<tr>
<th>Miles of gravity sewer lines</th>
<th>Miles of force main</th>
<th>Total miles of all sewer lines</th>
<th>Number of lift stations</th>
<th>Miles of private sewer lines</th>
<th>Population served</th>
<th>Current average monthly single-family residential sewer rate</th>
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Table No. 2 - Volume of SSOs

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<th>Year</th>
<th>Total Number of SSOs</th>
<th>Number of City CS SSOs</th>
<th>Number of Private SSOs</th>
<th>Total Volume SSOs (gallons)</th>
<th>Total Volume Recovered (gallons)</th>
<th>Total Volume Not Recovered (gallons)</th>
<th>% Volume Recovered</th>
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<td></td>
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<td>Avg</td>
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Table No. 3 - SSOs by Cause

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<td>FOG</td>
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<td>Debris/Rags</td>
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<td>Construction</td>
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<td>Infrastructure Failure</td>
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<td>Power Failure</td>
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<td>Vandalism</td>
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<td>Other</td>
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<td>SEWER SYSTEM MANAGEMENT PLAN</td>
<td>YES</td>
<td>NO</td>
<td>Needs Updating</td>
<td>Comments</td>
<td></td>
<td></td>
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<tr>
<td>------------------------------</td>
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<tr>
<td>Has the SSMP been approved by City Council?</td>
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<tr>
<td>Are the most recent approval records included in the SSMP?</td>
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<td>Has the SSMP been updated within the last year?</td>
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<td>Has an internal audit of the SSMP been conducted within the last 2 years?</td>
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<td>Is the SSMP publically available?</td>
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<td>Does the SSMP include records documenting any changes made to the SSMP, sections updated, and who authorized the change?</td>
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**GOALS**

| Does the SSMP contain goals that are appropriate and accurate? |     |     |                |          |
| Are there additional goals that are not currently included in the SSMP? |     |     |                |          |

**ORGANIZATION**

| Is the named Legally Responsible Official (LRO) up to date? |     |     |                |          |
| Is there more than one LRO registered in CIWQS? |     |     |                |          |
| Are names, titles, contact info. and responsibilities of staff included in the SSMP? |     |     |                |          |
| Is a chain of communication for receiving and reporting SSOs included? |     |     |                |          |
| Are all positions responsible for implementing the SSMP included in the organization portion of the SSMP? |     |     |                |          |

**LEGAL AUTHORITY**

| Does the SSMP contain legal authority to prevent illicit discharges into the sanitary sewer system? |     |     |                |          |
| Does the SSMP contain legal authority to require sewers and connections to be properly designed and constructed? |     |     |                |          |
| Does the SSMP contain legal authority to ensure access for maintenance, inspection, or repair of the laterals owned by the City? |     |     |                |          |
| Does the SSMP contain legal authority to limit the discharge of fats, oil, and grease and other debris that may cause blockage? |     |     |                |          |
| Does the SSMP contain legal authority to enforce any violation of its sewer ordinances? |     |     |                |          |
| Are all links or references to legal documents up to date? |     |     |                |          |

**OPERATION AND MAINTENANCE PROGRAM**

<p>| Are maps of the collection system up to date and available to staff? |     |     |                |          |</p>
<table>
<thead>
<tr>
<th>SEWER SYSTEM MANAGEMENT PLAN</th>
<th>YES</th>
<th>NO</th>
<th>Needs Updating</th>
<th>Comments</th>
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<tr>
<td><strong>OPERATION AND MAINTENANCE PROGRAM (Cont.)</strong></td>
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<tr>
<td>Are collection system maps being updated regularly?</td>
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<tr>
<td>Is there a process for notating changes and updates to collection system maps?</td>
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<td>Are routine and preventative maintenance activities described in the SSMP?</td>
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<tr>
<td>Is there a system to document scheduled and conducted activities?</td>
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<tr>
<td>Is the system being used regularly?</td>
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<tr>
<td>Has a plan been developed to identify and prioritize areas in need of rehab or replacement?</td>
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<td>Have short term and long-term projects been identified?</td>
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<tr>
<td>Is there a schedule for visual and TV inspections of the collection system?</td>
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<td>Is there a current CIP for the collection system?</td>
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<tr>
<td>Is there a schedule for developing funds for the CIP?</td>
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<td>Has all collection system staff completed the SSO training through Class Web?</td>
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<td>Have any staff completed any CWEA or other related training?</td>
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<td>Is collection system staff familiar with and able to locate the SSMP?</td>
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<tr>
<td>Are contractors required to be appropriately trained?</td>
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<tr>
<td>Are equipment and replacement parts inventoried?</td>
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<tr>
<td>Have critical replacement parts been identified?</td>
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<td><strong>DESIGN AND PERFORMANCE PROVISIONS</strong></td>
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<td>Does the SSMP contain design and construction standards and specifications for installation of new sanitary sewer systems, pump stations, and other appurtenances?</td>
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<tr>
<td>Does the SSMP contain design and construction standards and specifications for the rehabilitation and repair of existing sanitary sewer systems?</td>
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<tr>
<td>Have the design and construction standards been updated within the last 5 years?</td>
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<tr>
<td>Does the SSMP contain procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects?</td>
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<td>Have the standards for conducting inspections been updated within the last 5 years?</td>
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<td>Needs Updating</td>
<td>Comments</td>
</tr>
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<td>------------------------------</td>
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<td><strong>OVERFLOW EMERGENCY RESPONSE PLAN</strong></td>
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<td>Does the SSMP contain an Overflow Emergency Response Plan (OERP)?</td>
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<tr>
<td>Are notification procedures up to date with correct personnel and contact information?</td>
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<tr>
<td>Are appropriate personnel and agencies in the notification procedure identified?</td>
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<td>Do notification procedures include who and when to notify and how?</td>
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<tr>
<td>Are response procedures in the SSMP appropriate to ensure that the proper parties are notified of SSOs in a timely manner?</td>
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<td>Are response procedures appropriate for different types of SSOs?</td>
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<td>Are first responders aware of and appropriately trained to follow the OERP?</td>
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<tr>
<td>Does the OERP include procedures to address emergency operations?</td>
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<tr>
<td>Does the OERP contain adequate procedures for containment and clean-up?</td>
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<td><strong>FOG CONTROL PROGRAM</strong></td>
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<tr>
<td>Does the SSMP contain a FOG program?</td>
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<tr>
<td>Does the SSMP contain an implementation program and schedule for public outreach and education about FOG disposal?</td>
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<tr>
<td>Does the SSMP contain a plan and schedule for disposal of FOG generated within the service area?</td>
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<tr>
<td>Does the SSMP contain the legal authority to prohibit discharges to the sewer system?</td>
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<tr>
<td>Does the SSMP contain measures to identify sources of FOG?</td>
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<tr>
<td>Does the SSMP contain design standards, maintenance requirements, BMP requirements, record keeping and reporting requirements for grease interceptors?</td>
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<td>Does the SSMP contain the legal authority to inspect grease producing facilities and enforce the FOG ordinance?</td>
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<td>Does the SSMP identify service areas that require regular maintenance due to FOG and a schedule for each?</td>
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<td>Are source control measures implemented to control FOG?</td>
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### Table No. 4 – FOG Program

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<td>Number of Interceptors</td>
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<th>Needs Updating</th>
<th>Comments</th>
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<td>SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN</td>
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<td>Has the sanitary sewer system been evaluated to identify areas in need of improvement, repair, or replacement?</td>
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<tr>
<td>Have CIP’s been created to address these areas?</td>
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<tr>
<td>Do the CIP’s include an implementation schedule and funding source?</td>
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<td>Is this section of the SSMP up to date?</td>
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<td>Are resources used to evaluate the sanitary sewer system up to date?</td>
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<td>COMMUNICATION PROGRAM</td>
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<tr>
<td>Does the SSMP contain up to date information about public outreach activities?</td>
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**Audit Summary and Recommendations:**