RESOLUTION NO. 2019-14

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NORCO, CALIFORNIA TO ADOPT THE RECERTIFICATION OF THE CITY OF NORCO 2019 SEWER SYSTEM MANAGEMENT PLAN (SSMP) AS REQUIRED BY THE STATE WATER RESOURCES CONTROL BOARD ORDER NO. 2006-0003 STATE GENERAL WASTE DISCHARGE REQUIREMENTS FOR SANITARY SEWER SYSTEMS LOCATED IN NORCO CALIFORNIA

WHEREAS, on May 2, 2006 The California State Water Resources Control Board adopted Order No. 2006-0003 (State Order), Statewide General Waste Discharge Requirements (WDR) for Sanitary Sewer Systems; and

WHEREAS, the purpose of the WDR was to create an equitable statewide mechanism to manage all publicly owned wastewater collection agencies with more than a mile of pipeline, to reduce the number and severity of Sanitary Sewer Overflows (SSOs), and to set up a central depository for online reporting of SSOs when they do occur; and

WHEREAS, a principal element of the WDR is the requirement that the City of Norco adopt and maintain a management plan for its sanitary sewer collection and conveyance system, referred to as a Sewer System Management Plan or SSMP; and

WHEREAS, The State Order requires City of Norco staff members perform internal audits every two (2) years and recertify the SSMP after review and approval by the Norco City Council every five (5) years pursuant to Order 2006-0003; and

WHEREAS, on November 4, 2009 the City of Norco City Council adopted the Sewer System Management Plan; and

WHEREAS, The City of Norco owns and operates approximately 120 miles of sanitary sewer collection system facilities that include 12 lift stations; and

WHEREAS, City staff has reviewed the 2019 SSMP and is recommending its recertification by the City Council; and

NOW THEREFORE, BE IT RESOLVED the City of Norco City Council recertify the SSMP as required by the State Water Resources Control Board Order No. 2006-0003, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems.

PASSED AND ADOPTED by the City Council at a regular meeting held on April 17, 2019.

Robin Grundmeyer, Mayor
City of Norco, California

ATTEST:

Cheryl Link, CMC, City Clerk
City of Norco, California

I, Cheryl Link, CMC, City Clerk of the City of Norco, do hereby certify that the foregoing Resolution was adopted by the City Council of the City of Norco, California at a regular meeting thereof held on April 17, 2019 by the following vote of the City Council:

AYES:	GRUNDMEYER, HANNA, BASH, HOFFMAN, NEWTON
NOES:	NONE
ABSENT:	NONE
ABSTAIN:	NONE

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the City of Norco, California, on April 17, 2019.

Cheryl Link, CMC, City Clerk
City of Norco, California

CITY OF NORCO 2019

SEWER SYSTEM MANAGEMENT PLAN

PREPARED UNDER THE DIRECTION OF

CHAD BLAIS, DIRECTOR OF PUBLIC WORKS

TERRY PIORKOWSKI, PUBLIC WORKS SUPERINTENDENT

DEREK LACOMBE, PUBLIC WORKS SUPERVISOR

RKA CONSULTING GROUP

In compliance with State Order 2006-0003, Section D.12

CERTIFICATION

I certify that the City of Norco's 2019 Sewer System Management Plan including the SSMP Report, its attachments and appendices comply with the requirements set forth in the General Waste Discharge Requirements for Sanitary Sewer Systems, Order No. 2006-0003 DWQ. I further certify that the documents were prepared under my direction and supervision to assure that qualified personnel provided input, evaluated the contents, and subsequently incorporated the information in this 2019 SSMP into the daily operation and maintenance of the City of Norco's Sanitary Sewer Collection System; that the information included in this 2019 SSMP is, to the best of my knowledge, true, accurate, and complete, and that the 2019 SSMP has been duly presented to and approved by the City of Norco City Council at its April 17, 2019 public meeting.

Signed this the 17th day of April, 2019 by Chad Blais, Director of Public Works, City of Norco, Riverside County, CA.

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STATE ORDER

The California State Water Resources Control Board adopted Order No. 2006-0003 May 2, 2006 (State Order) to create an equitable statewide mechanism to manage all publicly owned wastewater collection agencies with more than a mile of pipeline, to reduce the number and severity of Sanitary Sewer Overflows (SSOs), and to set up a central depository for online reporting of SSOs when they do occur.

The Order is consistent with State Water Board Resolution No. 68-16 (Statement of Policy with Respect to Maintaining High Quality of Waters in California) in that the Order imposes conditions to prevent impacts to water quality, does not allow the degradation of water quality, will not unreasonably affect beneficial uses of water, and will not result in water quality less than prescribed in State Water Board or Regional Water Board plans and policies.

A principal element of the State Order is the requirement that the City of Norco adopt and maintain a management plan for its sanitary sewer collection and conveyance system, referred to as a Sewer System Management Plan or SSMP.

The State Order was amended September 9, 2013 with the issuance of State Order WQ 2013-0058-EXEC. Therefore all SSMPs across the state were to be updated to include the amended order.

This 2019 update is in compliance with the State Order requiring that all SSMP's across the State be updated and recertified in 2019, and contains updated information as recommended in the 2017 Audit, and the 2019 Audit required by the 2013 Amended State Order WQ 2013-0058-EXEC.

The State Order establishes the following goal:

Goal: 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.

The State Order requires City of Norco staff members perform periodic internal audits of the SSMP with focus on evaluating the effectiveness of the SSMP and staff member's compliance with its requirements, as shown in Section D-13 of the State Order. The internal audits must be performed at least every two (2) years with the audit report kept on file at the City of Norco.

The SSMP must be updated every five (5) years, must contain any significant program changes, and be recertified after review and approval by the Norco City Council. This 5-year recertification process is required to be approved by the governing body even if no changes to the SSMP are proposed. It is recommended that any actions of the governing board be done by resolution. To complete the recertification process, Norco staff members must enter the information into the Online SSO Database and mail a hard copy to the State Water Resources Control Board. This 2019 SSMP is in compliance as an updated, recertified SSMP.

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EXECUTIVE SUMMARY

E.1 Introduction

On May 2, 2006, the California State Water Resources Control Board adopted Order No. 2006-0003, Statewide General Waste Discharge Requirements (WDR) for Wastewater Collection Agencies. The order applies to all federal and state agencies, municipalities, counties and other public agencies that own or operate sanitary sewer systems greater than one mile in length that collect or convey untreated or partially treated wastewater to a publicly owned treatment facility in the State of California.

The City of Norco City Council adopted its original Sewer System Management Plan in 2009. The SSMP was prepared in compliance with State Order 2006-0003 issued May 2, 2006, to all publicly owned wastewater collection agencies owning more than one mile of pipeline.

Included in the State Order is a requirement that all agencies audit their SSMPs every two years to evaluate the effectiveness of the plan and staff member's compliance with the State Order. The City of Norco has complied with that requirement by having its SSMP audited in 2011, 2014, 2015, 2017 and 2019. The next audit will be due in 2021.

The previous audits had very minor recommendations from the original SSMP. The 2014 audit report revised and updated to incorporate requirements contained in the most recent State Order No. WQ 2013-0058-EXEC (State 2013 MRP) issued September 9, 2013. This report represents the updated City of Norco SSMP. The plan details are available in the updated 2019 City of Norco SSMP.

The WDR requires the electronic reporting of all sanitary sewer overflows as well as the development of a Sewer System Management Plan (SSMP) that specifies guidelines for monitoring, reporting and implementation of SSMP scheduling requirements. The City of Norco began electronic reporting in May 2007.

CITY OF NORCO SANITARY SEWER SYSTEM

The City of Norco owns and operates approximately 120 miles of sanitary sewer collection system facilities that include 12 lift stations. The City discharges its waste stream to the Western Riverside County Regional Wastewater Authority (WRCRWA), a Joint Power of Authority (JPA) formed to design, plan, construct and operate a cost effective regional wastewater system for the conveyance, tertiary treatment and disposal of sewage from the participating agencies. Member agencies include the City of Norco (Norco), City of Corona (Corona), Jurupa Community Services District (J.C.S.D.), Western Municipal Water District (WMWD) and Home Gardens Sanitary District (HGSD).

This SSMP applies to all City of Norco owned and operated wastewater facilities.

E.2 Elements of the SSMP

The SSMP consists of eleven major categories. The mandatory elements listed below must be completed and approved by specific timelines.

1. Goals
2. Organization
3. Legal Authority
4. Operations and Maintenance Programs
5. Design and Performance Standards
6. Overflow Emergency Response Plan
7. Fats, Oils, and Grease (FOG) Control Program
8. System Evaluation and Capacity Assurance Plan
9. Monitoring, Measurement, and Program Modifications
10. SSMP Program Audits
11. Communication Program
12. SSMP Completion and Certification

E.3 Regulatory Compliance Schedule

Task	WDR No. 2006-0003-DWQ Section	Deadline Date
Development Plan/Schedule Goals and Organizational Structure	D 13 (i) and (ii)	November 2, 2007 - Done
Overflow Emergency Response Program	D 13 (iv)	May 2, 2009 - Done
Legal Authority	D 13 (iii)	May 2, 2009 - Done
Operations and Maintenance Program	D 13 (iv)	May 2, 2009 - Done
Fats, Oils, and Grease Control Program	D 13 (vii)	May 2, 2009 - Done
Design and Performance	D 13 (v)	August 2, 2009 - Done
System Evaluation and Capacity Assurance Plan	D 13 (viii)	August 2, 2009 - Done
Final SSMP	D 13 (all)	August 2, 2009 - Done

E.4 Definitions, Acronyms, and Abbreviations

Assembly Bill (AB)

American Society for Testing and Materials (ASTM)

American Water Works Association (AWWA)

Best Available Technology (BAT)

Best Management Practices (BMP)

California Integrated Water Quality System (CIWQS)

California Water Environment Association (CWEA)

Capital Improvement Plan (CIP)

Category 1 Sanitary Sewer Overflow (SSO)
An SSO resulting in a discharge of 1,000 gallons or more; or that results in a discharge to a drainage channel and/or surface water; or to a storm drainpipe that was not fully captured and returned to the sanitary sewer system.

Category 2 Sanitary Sewer Overflow (SSO)
All other discharges of sewage resulting from a failure in the public sanitary sewer system.

Closed Circuit Television (CCTV)

County Health
Riverside County Health Services Agency

Code of Federal Regulations (CFR)

Equivalent Dwelling Unit (EDU)

Emergency Response Plan (ERP)

Fats, Oils, and Grease (FOG)
Typically associated with food preparation and cooking activities that may cause blockages in the collection system.

General Waste Discharge Requirements (GWDR)

Geographical Information System (GIS)

Ground Water Infiltration (GWI)

Infiltration/Inflow (I/I)
Water that enters the sanitary sewer system from storm water and groundwater (infiltration) that increases the quantity of flow. Typical points of inflow are manhole lids and direct connections to the collection system.

Lateral
Piping that conveys sewage from individual properties to the public collection system.

Million Gallons per Day (MGD)

Monitoring and Reporting Program (MRP)

National Pollution Discharge Elimination System (NPDES)

Office of Emergency Services (OES)

Operation and Maintenance (O&M)

Preventative Maintenance (PM)

Regional Water Quality Control Board (RWQCB)

Sanitary Sewer Overflow (SSO)

Sanitary Sewer Collection System
Any system of pipes, pump stations, and sewer lines used to collect and convey sewage waste streams to a treatment plant.

Sewer System Management Plan (SSMP)

State of California Water Resources Control Board (SWRCB)

Waste Discharge Requirements (WDR)

Wastewater Treatment Plant (WWTP)

Western Riverside County Regional Wastewater Authority (WRCRWA)

SECTION 1
GOALS

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

The City of Norco Public Works Department oversees the operation and maintenance of the collection system and is committed to the goal of developing an SSMP to properly manage, operate, and maintain all aspects of the sanitary sewer system to help reduce and prevent SSOs, as well as mitigate the impacts of any SSOs that may occur.

1.1 Purpose

The purpose of the SSMP is to protect water quality, eliminate or substantially reduce preventable SSOs, and to protect public health and the environment. The SSMP provides a single document that contains policies, procedures, guidelines, planning, programs and communication requirements to ensure the City of Norco properly funds, manages, operates and maintains all faucets of the sewer collection system.

This document includes policies, procedures and information regarding the City's wastewater collection system.

The SSMP information regarding the wastewater collection staff who respond to SSOs, provide containment, reporting and mitigation 24 hours per day, 7 days per week.

The main areas of the program implementation are sewer collection system cleaning and video inspection, sanitary sewer overflow (SSO) response and mitigation, notification, fats, oils, and grease (FOG) control program, capital improvement program, employee training and public awareness campaigns.

1.2 GOALS

The WDR requires the collection system agency to develop goals to properly manage, operate and maintain the entire wastewater collection system in order to reduce and prevent Sanitary Overflows (SSOs), and to mitigate any SSOs that may occur.

Management Teams Goals:

To effectively manage, operate, maintain, and improve the City of Norco's wastewater collection system;

To incorporate monthly SSMP training into routine monthly meetings of the field operations maintenance team. Incorporate SSMP Section 1, into January training each year, Section 2 into February each year, continuing each month with the next SSMP section, thereby completing the eleven sections of the SSMP in eleven of the 12 available months.

To analyze peak flows using hydraulic system analyses for all Norco sanitary sewer collection systems facilities and to recommend needed improvements or deficiencies.

To complete recommendations of each SSMP Audit prior to SSMP recertification every 5 years.

Operations Team Goals:

To provide adequate capacity to collect and transport peak flows;

To provide notifications and reports to all required regulatory agencies in a timely manner;

To minimize the frequency of SSOs in Norco's collection system;

To effectively mitigate the effects of any SSOs that may occur; and

To provide public education to increase awareness of a FOG control program and how it can impact regional wastewater treatment.

SECTION 2
ORGANIZATION

State Order Paragraph D.13.ii

The SSMP must identify:

(a) The name of the responsible or authorized representative as described in Section J of this Order. Section J of the State Order: Report Declaration All applications, reports, or information shall be signed and certified as follows:(i) All reports required by this Order and other information required by the State or Regional Water Board shall be signed and certified by a person designated, for a municipality, state, federal or other public agency, as either a principal executive officer or ranking elected official, or by a duly authorized representative of that person, as described in paragraph (ii) of this provision. (For purposes of electronic reporting, an electronic signature and accompanying certification, which is in compliance with the Online SSO database procedures, meet this certification requirement.)(ii) An individual is a duly authorized representative only if: (b) The authorization is made in writing by a person described in paragraph (i) of this provision; and (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

(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 (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).

State Order Section 2(a) Responsible or Authorized Representative
The SSMP must identify the name of the responsible or authorized representative as described in Section J of this Order.

The City of Norco's Organizational Structure addresses the SSMP provisions outlined in Section D, 13 (ii) of SWRCB Order No. 2006-0003.

The Organizational structure identifies the administrative, operations and maintenance positions responsible for implementing specific measures in the SSMP with descriptions, responsibilities of personnel, and the authority for each position. The document includes a chain of communication for reporting SSOs and contact information.

State Order Section 2(a)ii Qualifications of the Duly Authorized Representative
An individual is a duly authorized representative only if: (a) The authorization is made in writing by a person described in paragraph (i) of this provision; and (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

The individual named Chad Blais has responsibility for the overall operation of the activity known herein as the SSMP. The SSMP pertains to the overall operation of all City of Norco owned sanitary sewer systems.

State Order Section 2(b) Names and Phone Numbers
The SSMP must identify 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 Names and telephone numbers are listed in order of notification.

Chad Blais, Director of Public Works for Wastewater Collections and duly authorized representative for all SSMP activities. Office: 951-270-5678 Cell: 714-488-8434

2.1 Contact Information

Organizations Name: City of Norco

Address: 2870 Clark Ave. Norco, CA 92860

Phone: (714)488-8434 Fax: (951) 735-0186

Email: Cblais@ci.norco.co.us

Emergency, after hours- (951) 371-1143

2.2 City of Norco Personnel

Table 2-1 identifies the City staff personnel and their contact information.

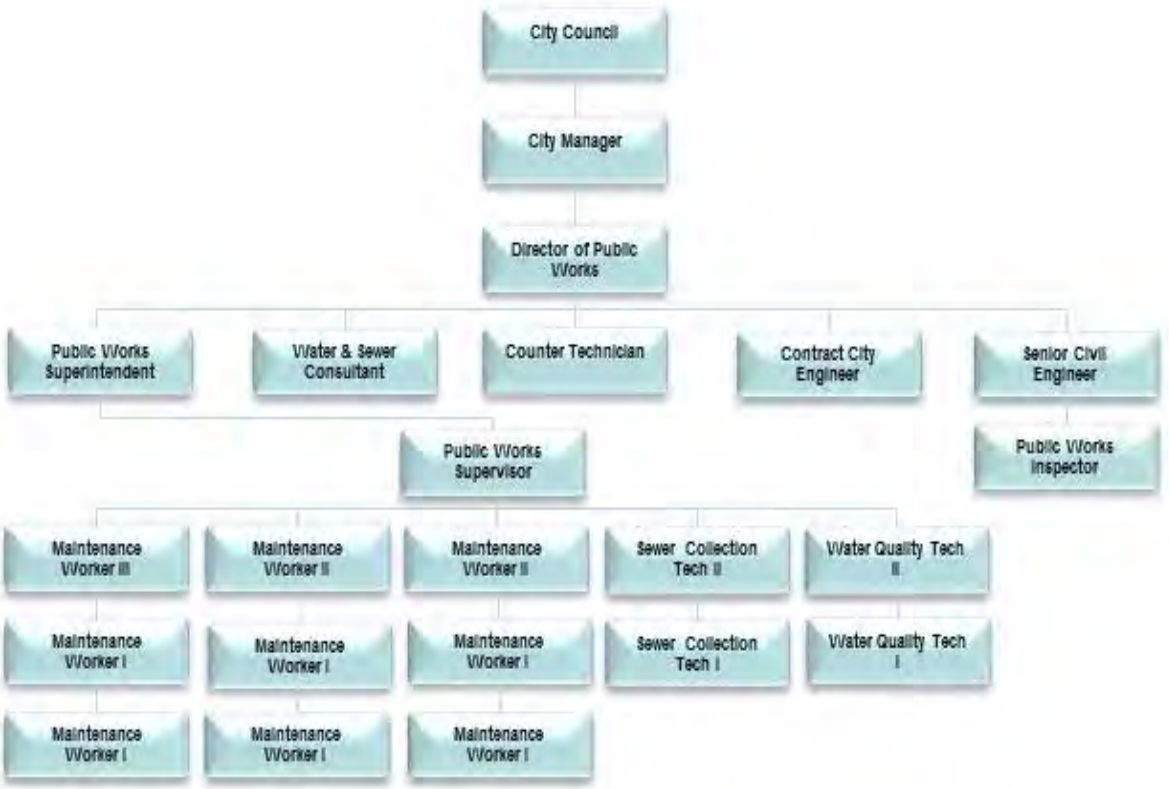
Table 2-1 SSMP City of Norco Contact Information

City of Norco Contact Information		
Name	**Telephone No.**	**Cell No.**
Chad Blais	951-270-5678	714-488-8434
Terry Piorkowski	951-270-5602	951-545-7877
Derek Lacombe	951-270-5605	951-258-7029
William R. Thompson	951-270-5601	951-663-0351

First Standby	951-371-1143	
Second Standby	951-371-1143	

State Order Section 2(b) continued: Lines of Authority The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation.

2.3 City of Norco 2019 Organizational Chart



See above for names and telephone numbers of management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program.

2.4 SSMP Regulatory Schedule

Table 2-2 SSMP Regulatory Deadlines

Task	WDR No. 2006-0003-DWQ Section	Deadline Date
Development Plan/Schedule Goals and Organizational Structue	D 13 (i) and (ii)	November 2, 2007
Overflow Emergency Response Program	D 13 (iv)	May 2, 2009
Legal Authority	D 13 (iii)	May 2, 2009
Operations and Maintenance Program	D 13 (iv)	May 2, 2009
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Design and Performance	D 13 (v)	August 2, 2009
System Evaluation and Capacity Assurance Plan	D 13 (viii)	August 2, 2009
Final SSMP	D 13 (all)	August 2, 2009
Audit/Recertification		December 17, 2014

2.5 Rules and Responsibilities

Complete lists of position responsibilities to execute the elements of the SSMP are as follows;

City Council – Establishes Policy

City Manager – Administers and Implements Policy

Director of Public Works – Works under the broad policy guidance and direction of the City Manager. The Director coordinates the development and implementation of the SSMP and Manages Pretreatment Program.

Water and Sewer Consultant - Assists the Director of Public Works with regulatory compliance.

Senior Civil Engineer - Under general policy direction, plans organizes, directs and implements comprehensive strategies and programs for the operation of Norco's wastewater collection system. Assists with the management and coordination of Norco’s Operations and assists in coordinating the development and implementation of the SSMP.

Public Works Superintendent – Assists in the coordinating the development and implementation of the SSMP. Manages field operations, provides relevant

information to agency management, prepares and implements contingency plans and leads emergency response operations regarding SSOs.

Public Works Supervisor – Schedules field operations and maintenance activities, assists with emergency response, investigates and reports SSOs, and trains field crews.

Public Works Inspector – Ensures that new and rehabilitated waste water facilities meet City of Norco standards. Works with field crews to handle emergencies when contractors are involved, and provides reports to Operations Superintendent.

Maintenance Worker III/Sewer Collections Tech II - Schedules field crew preventive maintenance activities, response to stoppages and SSOs and reports to supervisor mitigation measures and containment practices.

Field Crew/Operators – Staff preventive maintenance activities mobilize and respond to notification of stoppages and SSOs (mobilize sewer cleaning equipment, pumping equipment and portable generators) and execute containment activities.

State Order Section 2(c) Chain of Communication for Reporting SSOs

The SSMP must identify 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 (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).

2.6 Chain of Communication

The City of Norco is creating a current "Spill Response, Notification and Responsibilities" document which will be maintained at the Field Operations Facility located at 1281 Fifth Street, Norco, CA 92860. The following items will be included in the document;

When anyone (member of the general public, law enforcement, regulatory agency, etc.) discovers a possible SSO they can call Norco's 24 hour emergency telephone hot line (also known as Norco's 24 hour emergency telephone hot line), 951-371-1143 any day of the year to report an emergency. The emergency number is listed on Norco's web site and in the local telephone directory.

The call will either be handled by Norco's daytime staff or rolled over to Norco's after-hour answering service. In either event, the information along with the caller's information will be forwarded immediately to Norco's emergency response person.

The emergency personnel receiving the information will either drive to the site or request a another emergency response person drive to the site depending on quickest response time, to determine if an SSO is eminent or occurring.

If the SSO is confirmed, the operations staff at the site will mobilize a first responder team to control the SSO and mitigate its effects. The operations staff will then contact one or more of the following to obtain additional resources if needed and report status of the SSO.

Terry Piorkowski, Operations Superintendent,
Office: 951-270-5602 Cell: 951-545-7877

Derek Lacombe, Public Works Supervisor,
Office: 951-270-5605 Cell: 951-258-7029

Sam Nelson, Associate Engineer,
Office: 951-789-5130 Cell: 951-295-2325

Emergency After-hours Standby

If for any reason, Terry Piorkowski, Derek Lacombe and Sam Nelson are unavailable the operations staff will contact Director of Public Works, Chad Blais

Chad Blais, Director of Public Works,
Office: 951-270-5678 Cell: 714-488-8434

List of regulatory agencies, individuals, and public stakeholders to be notified if there is potential exposure to SSO pollutants;

Name, title, phone, and location of person reporting SSO's to the OES, Department of Environmental Health Division of Riverside County, and RWQCB;

List of records maintained in support of SSO reporting

Policies and procedures identifying roles and responsibilities of SSO records;

Procedure for immediate notification of SSO's to the RWQCB;

Procedures for reporting overflows to storm drains and tributaries to waters of the United States;

Procedures for reporting overflows of 1,000 gallons or greater to the OES;

Summary report development and certification procedure;

Personnel roles and responsibilities for completing SSO report forms
Responsibility for submitting monthly reports;

Monthly “No Spill” report processing procedure;

Verification forms for discharge monitoring.

2.7 Sanitary Sewer Overflow (SSO) Reporting

Specific SSO response procedures are covered in Section 6 of this document, Emergency Overflow Response Program. The chain of communication for reporting SSOs is as follows:

Table 2-3 Chain of Communication

Staff	Responsibility
First Responder	• Provide initial evaluation of spill severity • Call emergency services, as required • Notify Spill Response Supervisor • Stop spill and secure area as instructed by Spill Response Supervisor
Spill Response Supervisor (Operations Supervisor)	• Direct First Responder in initial actions to control spill and prevent public exposure to spill • Evaluate spill and determine actions to control cleanup • Notify Operations Superintendent • Mobilize personnel/equipment to spill • Contact outside services, as required • Complete Reportable Incident Notification Log • RWQCB • Riverside County Department of Environmental Health • CA Office of Emergency Services • SWRCB
Legally Responsible Official (LRO)	• Submit Certified regulatory spill reports electronically through CIWQS
City of Norco Administrator	• Authorize City of Norco resources to respond to spill • Communicates with Norco PW Director/City Manager, as required
Pretreatment Program Services	• Determine required sampling for spill

SECTION 3
LEGAL AUTHORITY

State Order Paragraph D.13.iii
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 I/I, stormwater, 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 and other debris that may cause blockages, and
(e) Enforce any violation of its sewer ordinances.

This Section describes how the City of Norco's legal authority applies to the mandatory SSMP provisions described in Section D, 13 (iii) Legal Authority of SWRCB Order No. 2006-0003.

The City of Norco adopted Ordinance No. 97-OR5 to protect and enforce the sewer system against harmful wastewater discharges and activities, infiltration and inflows and to ensure sewer facilities are properly designed and constructed.

State Order Section 3(a) Legal Authority to Prevent Illicit Discharges
Each Enrollee must demonstrate that it possesses the necessary legal authority to prevent illicit discharges into its sanitary sewer system (examples may include I/I, stormwater, chemical dumping, unauthorized debris and cut roots, etc.);

Ordinance No. 97-OR5 has limitations and prohibitions against illegal discharges that would include fats, oils, and grease along with other debris that may cause blockages. The Ordinance also addresses illegal storm water discharges.

The Ordinance has a pretreatment element that provides for the enforcement of remediation actions that may lead to financial penalties.

State Order Section 3(b) Proper Design and Construction
Each Enrollee must demonstrate that it possesses the necessary legal authority to require that sewers and connections be properly designed and constructed.

3.1 Compliance Documents

Legal authority to enact SSMP programs and policies are included in the following documents:

City of Norco Municipal Code

Regional Wastewater Ordinance No. 97-OR5

City of Norco Standard Drawings

Norco requires the submittal of plans and construction specifications prior to the approval of any connection to Norco's Sanitary Sewer Collection System. Connections shall be in conformance with Federal, State and Local standards and shall meet all City of Norco and WRCRWA requirements and shall be approved through Norco's permit process prior to beginning construction. Norco's review of plans and construction specifications in no way relieves the person of the responsibility for treating wastewater to a level acceptable to Norco's standards and WRCRWA's Executive Committee and Board of Directors. Norco utilizes resources made available by its contract administrator/operator at WMWD.

State Order Section 3(c) Insure Access and Maintained Right of Way
Each Enrollee must demonstrate that it possesses the necessary legal authority to ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency.

The City of Norco has the means and authority to ensure access for maintenance, inspection and repair of its Sanitary Sewer System. Rights of access are generally obtained at the time a private property owner applies for a sewerage service connection but may be acquired in advance through other agreements.

State Order Section 3(d) Limit Fats, Oils and Grease
Each Enrollee must demonstrate that it possesses the necessary legal authority to limit the discharge of fats, oils, and grease and other debris that may cause blockages.

Norco requires that any User/Person discharging wastewater containing fats, oils and grease or solids at excessive levels, as determined by Norco or WRCRWA, be required to remove FOG prior to discharging into Norco's Sanitary Sewer Collection System. Adequate FOG removal is the responsibility of the Person, User, or Discharger to protect the operation of Norco's Sanitary Sewer Collection System and WRCRWA treatment facilities.

State Order Section 3(e) Enforcement of Violations
Each Enrollee must demonstrate that it possesses the necessary legal authority to Enforce any violation of its sewer ordinances.

When the City of Norco or WRCRWA finds that any Significant Industrial User, or any other User whose discharge has the potential, alone or in conjunction with other discharges, to adversely affect the collection system or Regional Sewer System (WRCRWA), has violated or continues to violate, any provision of this Ordinance, or any provisions of a wastewater discharge ordinance enacted by

the City of Norco as part of its pretreatment program, a Permit hereunder, or any other Pretreatment Standard or Requirement, the City of Norco may serve upon that User a Notice of Violation. Nothing in this section shall limit the authority of the City of Norco to take any action, including emergency actions or any other enforcement action, without first issuing a Notice of Violation.

SECTION 4
OPERATIONS AND MAINTENANCE PROGRAM

State Order D.13.iv
The SSMP must include the following elements if appropriate and applicable to the Enrollee's Sanitary Sewer System:
(a) up to date map of the sewer system that shows all pipe reaches, manholes, siphons, valves, and pumps if any,
(b) routine preventative maintenance program and operations program,
(c) rehabilitation and replacement program,
(d) operations and maintenance training program, and
(e) part inventory program including identification of critical replacement parts.

State Order Section 4(a) Mapping of the Sanitary Sewer System
Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments, manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities.

The City of Norco Operation and Maintenance Program addresses those mandatory SSMP provisions outlined in Section D, 13 (iv) Operations and Maintenance Program of SWRCB Order 2006-003,

Norco's Engineering Division maintains hard copy maps including sewer blueprints and detailed cut sheets showing horizontal and vertical location of sewers. Adequate mapping detail is provided in both electronic form and hard copy to meet or exceed the requirements of the State Order.

The following information is contained in both the electronic and hard copy formats:

- Drawing Scale
- North arrow
- Date map was drafted
- Property lines
- Landmarks (water bodies, streams, roads, etc.)
- Manholes and other access points
- Location of building laterals
- Street Names
- Areas prone to SSO occurrences
- Force mains
- Lift Stations
- Main, trunk interceptor and force main sewer lines
- Easement lines and dimensions
- Pipe material
- Pipe diameter
- Slope

- Manhole rim elevation
- Manhole coordinates
- Manhole invert elevations
- Distance between manholes
- Sewer invert elevations

All manholes are currently being individually identified and numbered and the sewer line between manholes is identified by pipe size, material, length between manholes and upper and lower manhole elevations.

This Section describes the City of Norco's operation and maintenance activities for the management of collection system cleaning, video, engineering, specialized training and communication programs.

The City of Norco maintains mapping for all its Sanitary Sewer Collection System in electronic format and hard copy. Current examples of Norco's Sanitary Sewer Collection System include:

4.1Treatment Capacity

The City of Norco owns 2.5 million gallons per day of conveyance capacity and 2.7 million gallons per day of treatment capacity at the Western Riverside County Regional Wastewater Authority. Norco has an average daily flow of approximately 1.8 million gallons per day.

4.2 Access and Maintenance

There are approximately 2,206 manholes located within the Norco collection system. There are no combined storm/sanitary sewers within the Norco collection system.

4.3 Conveyance System Mapping

Collection system records are available in plan, drawings, and electronic version. The City utilizes an AutoCAD environment to upgrade and modify collection system drawings. When City maintenance collection crews discover differences in the field that vary from these drawings, the condition is reported to engineering for revisions. Items documented on the engineering maps include line location, type, size, length, manhole location, identification and distance.

All manholes have an identifying number, which includes an invert elevation, distance between stations, the influent and effluent sewer line type and size.

The City also includes lift station data that includes pump station descriptions, capacity of wet well and pump discharge, force main size, and electrical criteria.

State Order Section 4(b) Operations and Maintenance Program
Describe routine preventive 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.

4.4 Collection System Cleaning

City of Norco sewer collection maintenance crews perform a variety of sewer cleaning activities to ensure the reliability of the sanitary sewer system. The goal of the City is to clean the entire collection system every 3 years. Maintenance records are documented monthly.

City of Norco Field Operations, Department of Public Works manually maintains the following records:

A. Routine System Cleaning – Contracted
B. Preventative Cleaning and Maintenance
C. Repairs
D. CCTV – New Lines for Acceptance – Identification of new connections
E. Lift Station Maintenance – Daily Meter Reading
F. Siphon Maintenance
G. Root Intrusion Control
H. Insect infestation Control - Application of Insecticide
I. Odor Control
J. First Response to Emergency

An electronic work order system is used to generate scheduling of general maintenance or contract administration. The cleaning schedule is based on a number of criteria, last cleaning cycle, and type of usage in a management zone. The City has a food corridor that requires a minimum of an annual cleaning cycle. If a segment has an abnormal amount of activity, including blockage removal the schedule will be modified to address the origin.

The maintenance crews document the following cleaning records:

- Date and time of the cleaning
- Method of cleaning
- Identity of the cleaning personnel
- Cause of stoppages
- Location of stoppage
- Condition of upstream and down stream manholes
- Hours logged during incident
- Any other actions that were necessary

When the task has been completed, the collection system crews document the completed work order via an electronic work order system and submit it to the public Works Supervisor for confirmation of completed task. The work order log includes all statistics for the day, including discrepancies that may have been discovered during cleaning operations. If a work order indicates additional follow up is required a new work order is generated to schedule a crew.

This method of information ensures the field crews are provided the most current information to adequately perform their job.

One of the goals of the City is to reduce the number of sanitary sewer overflows (SSO's). The City of Norco has instituted the following programs and activities that contribute to the reduction of SSO's.

- An aggressive sewer collection system cleaning operation.
- The sewer inspection program is being evaluated to develop a comprehensive documentation of historical and priority cleaning areas.
- The City will develop a Fats, Oil, and Grease (FOG) program to combat harmful accumulations of FOG that may lead to SSO's. The City has increased the use of video to assist with the determination of FOG hotspots.
- SSO's will be plotted based on specific location and a determination of the origin will be documented to reduce collection system discharge.

4.5 Manhole Inspection and Assessment

The City of Norco Department of Public Works, Field Operations Division inspects manholes as a part of the cleaning activities. If special conditions are found, a work order is created to correct the problem. The Capital Improvement Program Fund exists to repair or correct manhole deficiencies. The manhole program consists of inspection during line cleaning or when a complaint is registered, the following observations are reported and recorded;

- Conditions of the manhole frame and cover
- Offsets or misalignments
- Presence of corrosion
- Manhole identifying number
- Wastewater blockage or backup
- Presence of infiltration
- Accumulation of grease, oil, debris
- Infestation of insects
- Illegal dumping or discharges
- Root intrusion

4.6 Lift Stations

The City of Norco operates and maintains 12 sewage pump stations. The Field Operations Division performs daily meter reading, station maintenance, and repairs. The Public Works Department is developing a Standard Operation Practices manual, including emergency response procedures.

All sewage pump stations are monitored by a Supervisory, Control and Data Acquisition (SCADA) telemetry system. Lift stations are monitored for alarm situations and conditions related to wet well levels, overflow and pump starts and stops. Each station is equipped with two pumps that are rotated in a lead and lag position to ensure operational consistency. The stations do not have dry or wet weather capacity limitations. The majority of the collection system stations discharge ultimately to the River Road stations that discharge to the Western Riverside County Regional Wastewater Authority (WRCRWA), a tertiary wastewater treatment facility. These two pump stations have an overflow capability if normal operations fail to discharge into the City of Corona system via a series of weir and diversion structures.

Flow meters are calibrated on an annual basis or as often as necessary to ensure accuracy.

4.7 Siphons

The City of Norco operates and maintains two (2) siphons. The Field Operations Division performs daily meter reading, siphon maintenance, and repairs. The Public Works Department is developing a Standard Operation Practices manual, including emergency response procedures.

4.8 Collection System Video Inspection-Closed Circuit Television (CCTV)

The City of Norco contracts for the majority of the video inspections performed on new and existing collection system lines and manholes. The City has a small camera system to perform minor video inspections. A typical video inspection includes the following;

- Pipe size, type, length, and joint spacing
- Pipe deflection
- Distances between manholes, cleanouts
- Structural deficiencies
- Corrosion
- Inflow/infiltration
- Illegal connections
- Pipe slope/sag

- Cleanliness of the line (grease buildup)
- Root intrusion
- Operator name, date
- Location and identification of line

Once a video is completed, the section of sewer line is evaluated and determinations are reported, work orders generated if required, results logged and the video is labeled and added to video library.

A private property owner or plumbing contractor may do individual lateral inspections as a part of a contract or by the owner's request.

4.9 Emergency Calls and Reports

The City of Norco Department of Public Works has a customer service program that accepts calls for emergencies and reports of potential problems from the public. These calls may range from problems related to odors or to possible SSO's. When a call is received, a work order is generated and a determination of response is assigned. The work order form includes the following information;

- Name, address, location, and telephone number of caller
- Nature and location of the problem
- To whom follow-up action is assigned
- Time and date of call
- Date concern was resolved
- Cause of the problem
- Corrective action taken

The City of Norco Public Works Department has a 24-hour emergency on call service that includes a first responder (30 minute maximum) and a backup second. Division staff responds and investigates all sewer related calls 24-hours per day.

State Order Section 4(c) Rehabilitation and Replacement Program
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.

4.10 Rehabilitation and Replacement Program

The rehabilitation and Replacement program is funded within the Sewer Capital Improvement Program Fund (CIP). The overall asset management is identified and planned replacement is designated within the 5-year program model.

Operation personnel are constantly inspecting and evaluating the collection system as part of their daily routine. During this process if areas of concern are

discovered, each incident is documented and reported. Each individual item is evaluated to determine if repairs are needed immediately or if they are to be included as a future CIP project.

State Order Section 4(d) O&M Training Program
Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained.

4.11 Training

City of Norco provides ongoing in-house training to all field operations personnel. This training includes technical, safety, contractor assistance and regulatory compliance. All personnel receive collection system training or On-the-job-training that includes the use of various kinds of sewer cleaning equipment and devices, inspection techniques, including smoke and dye testing.

The City has initiated a certification program to encourage SWRCB collection system certification for operator grades I through IV. Possession of collection system certification through the California Water Environment Association (CWEA) is voluntary. These certifications range from entry level to management, and may be obtained in a variety of disciplines.

State Order Section 4(e) Equipment and Parts Inventory Program
Provide equipment and replacement part inventories, including identification of critical replacement parts.

4.12 Equipment and Replacement Parts

The Field Operations Division has a fleet of utility vehicles to operate and maintain the collection system. Sewer cleaning trucks are owned and operated by the contractor.

The Field Operations Division maintains a limited number of expendable parts and equipment needed to perform preventive maintenance and minor pump and line repairs.

SECTION 5
DESIGN AND PERFORMANCE PROVISIONS

State Order D.13.v
The Enrollee shall have:
(a)Design and construction standards and specifications for the installation of new sanitary sewer systems, pump 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 rehabilitation and repair projects.

State Order Section 5(a) Design and Construction Standards
Maintain design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems.

This section addresses mandatory SSMP provisions outlined in Section D, 13 (v) Design and Performance Provisions of SWRCB Order No 2006-0003 which references the design and construction standards & specifications that the City of Norco uses for the rehabilitation and repair of new and existing sewer systems. Also included are the procedures and standards for the inspection and testing of these facilities.

The City of Norco Department of Public Works Department manages and administers the Capital Improvement Program for new sewer collection and wastewater related projects that may also include the repair and replacement of existing sewer lines, manholes, and pump stations.

5.1 Construction Design Criteria and Standards

City of Norco uses two primary resources to design and review Sewer construction drawings. These are;

- City of Norco Standard Drawings for Sewer Facilities
- Sewer System Standard Drawings

These drawings include the following;

- Typical Plan layout Sewer Systems
- Typical pipe bedding Vitrrified Clay Pipe (VCP)
- Typical Concrete Manhole
- Precast Manhole
- Drop Manhole
- Manhole Cover and Frame
- Connection to existing main
- Lateral connection
- Street trench repair

- Sewer cleanout and terminus manhole

State Order Section 5(b) Procedures for Inspection and Testing
Maintain procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

5.2 Sewer Construction Design Review

City of Norco Engineering Division utilizes Standard Drawings for Sewer Facilities.

5.3 Staff Involvement in Sewer Construction Design Review

Staff personnel are involved in all design review for new development and rehabilitation projects. Norco has developed a project review board consisting of personnel from Planning, Engineering, Fire, Sheriff, Public Works, and Building Departments. This process engages each Department in the review and understanding of each project to ensure it meets expectations.

5.4 Testing and Inspection Procedures

The City of Norco Public Works Department uses the Building Division and the Public Works Inspection Division to oversee testing procedures for new and rehabilitation projects per the Uniform Building Code and Sewer Standards for Sewer.

5.5 Inspection Personnel

The Public Works Department has one inspector and one supervisor. The Public Works inspectors inspect all offsite or right-of-way projects. The Building Division has one inspector and one supervisor. The Building Division Inspectors inspect the onsite or private property projects. The inspectors ensure the projects are built according to approved plan specifications.

5.6 Inflow and Infiltration Manhole Testing

The new manholes that are installed are visually tested to determine any conditions of inflow or infiltration. This activity is particularly important in areas with traditionally shallow groundwater tables.

5.7 Closed Circuit Television (CCTV) Inspection

All new sewer lines are video inspected after completion.

5.8 Standardizations of Sewer Equipment and Components

The City of Norco strives to standardize the equipment and components used in the sewer collection system. Standardization of equipment and materials serves to improve the operation, repair and maintenance of the collection system.

SECTION 6
OVERFLOW EMERGENCY RESPONSE PLAN

State Order D.13.vi
The Enrollee shall have an Emergency Response Plan that includes:
(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 proper response to all overflows,
(c)Procedures to ensure prompt notification to appropriate regulatory agencies and other affected entities (e.g. health agencies, Regional Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Plan (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Board Waste Discharge Requirements (WDRs) or National Pollution Discharge Elimination System (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 OERP and are appropriately trained,
(e)Procedures to address emergency operations, such as traffic control 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.

State Order Section 6(a) Notification Procedures
The Enrollee shall have an Emergency Response Plan that includes proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner.

Introduction: The City of Norco Overflow Emergency Response Plan addresses those mandatory SSMP provisions outlined in Section D, 13 (v)

Overflow Emergency Response Plan of SWRCB Order No. 2006-0003.

Norco's Overflow Emergency Response Plan provides specific instructions for responding to Sanitary Sewer Overflows (SSO's). These SSO's are classified in accordance with SWRCB Order No. 2006-0003. Categories of spills, the response and reporting requirements are detailed in the remainder of this section.

SSO's can be either: Category I – Greater than 1,000 gallons or that results in a discharge to a drainage channel and/or surface water, or to a storm drainpipe that was not fully contained or captured and returned to the sanitary sewer system; Category II – Less than 1,000 gallons.

Possible SSO's occur in one of these areas of the conveyance/collection system as follows;

- Conveyance/Collection System
- Lift Station
- Siphon

The response procedures for SSO's are determined by the classification and location of the overflow. While the objective of the response remains the same, the coordination and personnel chain of communication is slightly different.

For spills in the public right-of-way (collection system), notifications are made to appropriate personnel. Upon arrival at the site, said personnel collect essential information regarding SSO location, potential cause(s), and initial estimates of volume, containment requirements, and storm drain facility inlet locations. Additional staff, equipment, and contractors are dispatched based on determinations made during the site evaluation. All documentation and reporting of the spill (SSO Report Form) is performed by the Field Operations Superintendent or their designee.

The City of Norco 24-hour on-call emergency response personnel make every effort to respond to each incident within 30 minutes of first notification of an SSO.

6.1 Purpose

The primary purpose of the Sanitary Sewer Overflow (SSO) Plan is to provide written guidelines that improve response time; provide clear direction regarding containment, clean-up, reporting, and minimize the overall risks associated with SSO's.

6.2 Goals and Objective

The overall purpose of this plan is to identify measures to protect the public health and the environment from SSOs. The goals of the SSO Plan is to provide a plan to properly manage, operate, and maintain all parts of the sanitary sewer system. The Plan includes the following:

- Proper notification procedures;
- A program to ensure an appropriate response to all SSOs;
- Procedures to ensure prompt notification to regulatory agencies and other affected entities;
- Procedures to ensure that appropriate staff and contractor personnel are trained and aware of and follow the Plan;
- Procedures to address emergency operations; and
- 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.

The objectives of the SSO Plan are to:

- Reduce the occurrence and magnitude of SSOs;
- Protect the collection system;
- Protect public and private property;
- Protect water quality; and
- Protect Public Health, Safety, and the Environment from SSOs;
- Prevent the discharge of sewage into surface waters;
- Contain sewage discharge to maximum extent possible;
- Prompt notification of spill information and potential impacts.

State Order Section 6(b) Proper Response to SSOs
The Enrollee shall have an Emergency Response Plan that includes a program to ensure proper response to all overflows. The SSMP notification information is updated routinely with copies distributed to operations staff (first responders).

6.3 Initial SSO Response Procedures

This section presents a strategy to mobilize labor, materials, tools, and equipment to correct or repair any condition, which may cause or contribute to a SSO.

State Order Section 6(c) Names of Officials to be contacted at Regulatory Agencies
The Enrollee shall have an Emergency Response Plan that includes procedures to ensure prompt notification to appropriate regulatory agencies and other affected entities (e.g. health agencies, Regional Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the Monitoring and Reporting Plan (MRP). All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Board Waste Discharge Requirements (WDRs) or National Pollution Discharge Elimination System (NPDES) permit requirements. The SSMP should identify the officials who will receive immediate notification.

6.3.1 Staff Instructions

When a call of a possible SSO is received, Norco staff attempts to log all relevant information including, time, date, specific location, description of problem, time SSO occurred, caller's name, and phone number, and any other observations. This information is transferred to the appropriate staff member(s), who are dispatched to the location to confirm and conduct the initial assessment of the reported incident. All personnel dispatched to a potential SSO site are instructed to proceed immediately. The SSO will be contained to the greatest extent possible utilizing available equipment and resources. The Field Operations Supervisor or their designee will receive information from responding staff and

decide if additional personnel, materials, equipment, supplies or contractual support is necessary.

The primary responsibilities of each employee in a spill response team are outlined in the following table. Additional details of the responsibilities are covered in the sections that follow.

Table 6-1 Spill Response Team

	Responsibility	Contact Information
First Responder	• Provide initial evaluation of spill severity Call emergency services, as required • Notify Spill Response Supervisor • Stop spill (containment) and secure area as instructed by Spill Response Supervisor	951-371-1143
Spill Response Supervisor	• Direct First Responder in initial actions to control spill and prevent public exposures to spill • Evaluate spill and determine actions to control and cleanup • Notify Field Operations Manager • Mobilize personnel and equipment for spill response • Contact and direct outside services, as required for response • Complete Incident Notification Log, all reports and provide agency notifications	Derek Lacombe (951) 270-5605 or Cell (951)258-7029
Wastewater Operations Manager	• Authorize City of Norco's resources to respond to spill • Communicate with Director of Public Works and City Manager as required	Terry Piorkowski (951) 270-5607 or Cell (951)545-7893
Pretreatment Program	• Determine required sampling for spill and initiate investigation	Director of Public Works

6.3.2 First Responder Duties and Responsibilities

It is the responsibility of the first employee (first responder) who arrives at the incident site of a SSO to protect the health and safety of the public by mitigating the impact of the SSO to the fullest extent possible. If the SSO is determined not to be the responsibility of the City (e.g. private lateral spill) but an imminent danger exists to public health, property, or to the waterways of the United States, then prudent emergency action is taken until the responsible party provides action to mitigate the SSO. Upon arrival at an SSO, the first responder will:

- Determine the cause of the SSO; sewer line blockage, pipeline break, pump station mechanical or electrical failure;
- Identify and request, if necessary, additional personnel, materials, and equipment to minimize the impact of the SSO;
- Control public access to spill area;
- If possible, take immediate action to stop the SSO

The first responder will initiate actions to stop, divert or contain the spill to prevent it reaching any storm water inlet, drain, channel, river, lake, or body of water.

6.3.3 Spill Response Supervisor

The Spill Response Supervisor assumes primary management and coordination of all emergency activities and communicates with the Wastewater Operations Manager. The supervisor will be responsible for the official spill volume estimate; coordinating spill control and cleanup efforts; notifying the proper state, county and local regulatory agencies. The Spill response Supervisor, or a designated City of Norco alternate, will fill out the Responsible Incident Notification Log shown in Figure 6-1.

6.3.4 Director of Public Works & Field Operations Superintendent

The Director of Public Works and/or the Field Operations Superintendent authorize expenditures of emergency response resources and communicate with the City Manager/Finance Director if needed. Additional outside resources are contracted to assist with SSO response. Contact information for outside resources can be found in Section 6.4.

6.3.5 Pretreatment Program

The Pretreatment Program Coordinator or his/her designee will determine the required sampling during spill evaluation and cleanup.

State Order Section 6(d) OERP Training for Staff and Contractors
The Enrollee shall have an Emergency Response Plan that includes procedures to ensure that appropriate staff and contractor personnel are aware of and follow the OERP and are appropriately trained.

6.4 Initial Notification Procedure

During normal business hours, calls are received by the Department of Public Works and will be routed or forwarded as stated in Section 6.3.1. During after-hours, holidays, or weekends, calls received by the on call emergency answering service will be forwarded to the appropriate on call person. The following list phone numbers for notification of appropriate personnel 24 hours/day, 7 days/week.

Call Out List with SSO Contact Information

OUTSIDE VENDOR RESOURCES

EMERGENCY REPAIRS

TK Construction	909-499-1527
McGee Electric	951-202-0703
CDM Smith	562-244-0537

EMERGENCY REPAIRS AND PUMPING EQUIPMENT

Innnerline	760-427-9331
City of Corona	951-736-2277
Jurupa Community Services District	951-685-7434
Clinical Laboratory	909-825-7693
After-Hours Answering Service	951-371-1143

If the originating SSO enters into areas outside the responding agency's jurisdiction, the SSO will continue to be contained and cleaned. The affected agency will be notified of the spill to ensure proper notifications are completed. Upon arriving to a spill event, the responder finds the SSO is outside of its jurisdiction, the responsible agency will be contacted to respond. Until the responsible agency arrives, the initial responding agency will continue it efforts to contain and cleanup the SSO.

6.4.1 Reportable Incident Notification Log

The Reportable Incident Notification Log lists all of the agencies that need to be contacted in the event of a spill. This notification should be followed regardless of the size or location of the spill. The Spill Response Supervisor or his/her designated alternate will fill out the log and perform the required notifications.

Below are explanations to guide staff in completing the Notification Log.

Amount Spilled and How Amount was Calculated: Simple volume calculations may be used when reporting the spilled amount. When the spill is in a dirt or grass area, the depth can be estimated by investigating the average depth that the spill soaked into the soil. Estimates can also be calculated by researching historical data from the source of the spill if there are upstream or downstream lift stations or metering structures. Information such as how long a spill was released before the situation was corrected is important when calculating the estimated volume.

Fate of Material Discharged: Was all of the material recovered? Did material reach a storm drain or body of water? Did material soak into the soil? All of these factors must be reported.

Notification: Every effort has been made to notify all of the appropriate agencies. It should be noted that certain persons on the list are notified only if spill concerns their agency.

Laboratory Analysis: This will depend on the direction of the response supervisor and the source of the spill. Some spills may need specific constituents analyzed such as metals, volatile organic compounds or pesticides. If a spill has reached a body of water, upstream and downstream samples should be taken along with a map and sample location.

Norco management holds meetings with its O&M Team bi-weekly with segments or the entire meeting devoted to training including training on Norco's Sanitary Sewer Collection System. A Training Documentation Form is filled out and signed by each employee in attendance along with the topic of discussion when formal training is offered. The O&M Team will participate in three different types of training each year, (1) Orientation, (2) Tabletop Exercises and (3) Functional Full Scale Exercises. Training includes the entire SSMP. Training goals include coverage of the entire SSMP each year with one State Order Section each month beginning with Section 1 in January and ending with Section 11 in November.

Figure 6-1 Reportable Incident Notification Log

CITY OF NORCO
REPORTABLE INCIDENT NOTIFICATION LOG SEWER SPILL

NOTE: ANY SPILL OVER 1000 GALLONS MUST BE REPORTED TO THE CALIFORNIA OES

Date: _____ Time of Incident: _____ Time Incident Secured: _____

Operator Reporting: _____ Location of Incident: _____

Description of Incident and Cause or Suspected Cause:

Amount Spilled: _____ Estimated Overflow Rate: _____

How Estimate was Calculated: _____

Fate of Material Discharged: _____

Was there any Measurable Precipitation 72 Hours Prior to Incident?: _____

Notification Log After Hour:

City of Norco Supervisor (951)371-1143 or (951)273-I	Time:	Who: Emergency On-Call
City of Norco Field Superintendent (951)545-7877	Time:	Who: Terry Piorkowski
SAWPA (951) 354-4220 or (951) 354-4241	Time:	Who:
RWQCB Santa Ana Najah Amin (951)320-6362 (951) 782-4130 FAX (951) 781-6288	Time: _____	Who: _____
OCSD Control Center (714) 593-7025		
RWQCB San Diego Charles Chang (858)627-3930 (858) 467-2952 FAX (858) 571-6927	Time: _____	Who: _____
Riverside County Dept. of Health (951) 955-8982 or (951) 955-8928 or (951) 955-8980	Time: _____	Who: _____
California State Parks(Dept. of Fish and Game) (951) 443-2969	Time: _____	Who: _____
CA Office of Emergency Services (OES) (800) 852-7!	Time:	Who:
Riverside County Hazardous Waste Division (951) 358-5055 after hours (951) 358-5245	Time: _____	Who: _____
San Bernardino County DOHS (909) 387-4666 or (909) 386-3805 OR (800) 472-2376	Time: _____	Who: _____
San Bernardino County Fire Hazardous Materials (909) 386-8430	Time: _____	Who: _____

Laboratory Analysis:

Samples Collected By: _____

Date Sample Collected: _____ Time Sample Collected: _____

Analysis Performed: pH, VOC, Suspended Solids, Pesticides, BOD/COD, Total Coliform, Metals, Fecal Coliform, O&G and Chlorine Residual

Notified Upstream Discharges to Terminate: Yes/No Time: Who:

Verified Upstream Dischargers Shut Down: Yes/No Time: Who:

Response Actions Taken/Cleanup Efforts: Note: Lime may be used if in an area where there is minimal contact with people and no chance of the lime entering a storm drain, river or lake.

Overflow Volume Recovered: _____ **Overflow Volume Released to Environment:** _____

Follow Up Required: Yes: _____ NO: _____

If Yes, Describe Actions Taken: _____

Written Notification Required: Yes: No:

State Order Section 6(e) Procedures to Address Emergency Operations
The Enrollee shall have an Emergency Response Plan that includes procedures to address emergency operations, such as traffic control and crowd control and other necessary response activities.

6.4.2 Assessment, Contamination, Traffic Control and Cleanup

All City of Norco employees are responsible to minimize the affects of any SSO. The following steps provide guidance for the first responder or the SSO response supervisor in the event of a SSO. Each step will be discussed in detail in the following paragraphs.

6.4.3 Preliminary Assessment of Damage to Private/Public Property

The first person at the scene gathers pertinent information and determines if the spill is a SSO. Once determined to be a SSO, an evaluation is made to determine the classification of the spill. Regardless of the classification, all SSOs will be treated in the same manner, contained, and cleaned up before the SSO reaches the storm drain. Once contained and cleaned up, proper documentation utilizing the appropriate forms will be completed. Photographs will be taken as supporting documentation that proper procedures were used. The first person on the scene, along with the supervisor should assist with the completion of the Reportable Incident Notification Log (See Figure 6-1).

State Order Section 6(f) Steps to Protect Waters of the United States
The Enrollee shall have an Emergency Response Plan that includes 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.

The first responder, after the initial assessment and immediate reporting to the Spill Response Supervisor, will make all reasonable efforts to contain the SSO by initiating actions to stop, divert or contain the discharge.

Actions to contain a spill include emergency dyke building around the spill with hand tools and upon arrival of heavy equipment, the building of dykes in drainage channels leading to Waters of the United States. Advance permission process includes telephoning the contact person at the local public works jurisdiction or flood control district. The first responder will contact on duty O&M team members or other On Call team members to monitor upstream lift stations to prevent wet well overflows if the lift station has to be shut down to limit the magnitude of the downstream SSO.

6.4.4 Containment

After initial assessment, all reasonable efforts will be made to contain the SSO (e.g. install plugs, sandbags, sand/rock, ect.)

6.4.5 Traffic and Crowd Control

Traffic and crowd control used for SSO situations can be summarized as follows:

Spills (less than 1,000 gallons)

A. Setup traffic cones per MUTCD
B. Use staff personnel to assist with control

Spills (1,000 to 10,000 gallons)

A. Contact Mutual Aid as needed.
B. Perform lane closures using proper signage and delineation
C. Close public and private entrances as needed.
D. Use caution tape and barricades to restrict access of contaminated area.

Spills (> 10,000 gallons)

A. Assess spill situation
B. Contact Mutual Aid as needed.
C. Inform local Sheriff and Fire Departments
D. Perform lane closures using proper signage and delineation
E. Use caution tape and barricades to restrict access of contaminated area.

6.4.6 Initial Estimate of Flow Volume

Initial estimates of flow volumes are through on-site observations using best professional judgment and guidelines established by recognized engineering firms and other municipal agencies. The Best Management Practices guidelines shown on the following pages are used in making initial estimates of SSO volumes. Final numbers are confirmed during cleanup and recovery efforts based upon volumes returned to the sanitary sewer system, less volumes that have not been recovered.

Figure 6-2 Collection System Collaborative Benchmarking Group Best Management Practices for Sanitary Sewer Overflow (SSO)

Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and Response Plan

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Attachment D - Sample Templates for SSO Volume Estimation

TABLE 'A'

ESTIMATED SSO FLOW OUT OF M/H WITH COVER IN PLACE

24" COVER

Height of spout above M/H rim H in inches	S S O FLOW Q		Min. Sewer size in which these flows are possible
	in gpm	in MGD	
1/4	1	0.001	
1/2	3	0.004	
3/4	6	0.008	
1	9	0.013	
1 1/4	12	0.018	
1 1/2	16	0.024	
1 3/4	21	0.030	
2	25	0.037	
2 1/4	31	0.045	
2 1/2	38	0.054	
2 3/4	45	0.065	
3	54	0.077	
3 1/4	64	0.092	
3 1/2	75	0.107	
3 3/4	87	0.125	
4	100	0.145	
4 1/4	115	0.166	
4 1/2	131	0.189	
4 3/4	148	0.214	
5	166	0.240	
5 1/4	185	0.266	
5 1/2	204	0.294	
5 3/4	224	0.322	6"
6	244	0.352	
6 1/4	265	0.382	
6 1/2	286	0.412	
6 3/4	308	0.444	
7	331	0.476	
7 1/4	354	0.509	
7 1/2	377	0.543	
7 3/4	401	0.578	8"
8	426	0.613	
8 1/4	451	0.649	
8 1/2	476	0.686	
8 3/4	502	0.723	
9	529	0.761	

36" COVER

Height of spout above M/H rim H in inches	S S O FLOW Q		Min. Sewer size in which these flows are possible
	in gpm	in MGD	
1/4	1	0.002	
1/2	4	0.006	
3/4	8	0.012	
1	13	0.019	
1 1/4	18	0.026	
1 1/2	24	0.035	
1 3/4	31	0.044	
2	37	0.054	
2 1/4	45	0.065	
2 1/2	55	0.079	
2 3/4	66	0.095	
3	78	0.113	
3 1/4	93	0.134	
3 1/2	109	0.157	
3 3/4	127	0.183	
4	147	0.211	
4 1/4	169	0.243	
4 1/2	192	0.276	
4 3/4	217	0.312	6"
5	243	0.350	
5 1/4	270	0.389	
5 1/2	299	0.430	
5 3/4	327	0.471	
6	357	0.514	
6 1/4	387	0.558	8"
6 1/2	419	0.603	
6 3/4	451	0.649	
7	483	0.696	
7 1/4	517	0.744	
7 1/2	551	0.794	
7 3/4	587	0.845	10"
8	622	0.896	
8 1/4	659	0.949	
8 1/2	697	1.003	
8 3/4	734	1.057	
9	773	1.113	

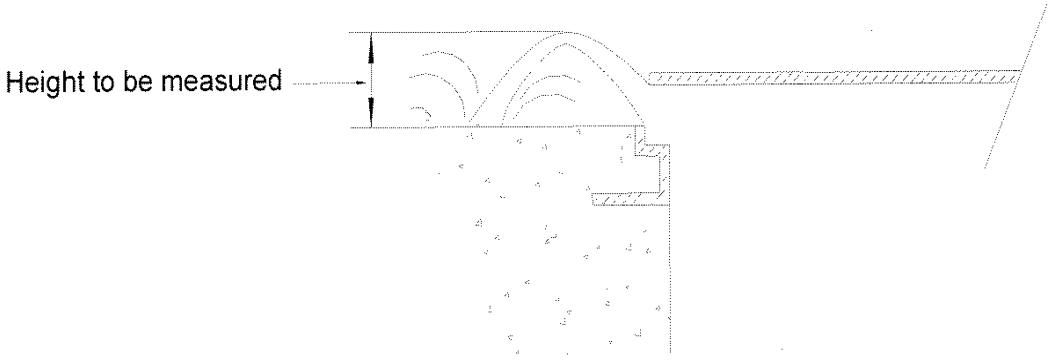
Disclaimer:
This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

The formula used to develop Table A measures the maximum height of the water coming out of the maintenance hole above the rim. The formula was taken from hydraulics and its application by A.H. Gibson (Constable & Co. Limited).

Example Overflow Estimation:

The maintenance hole cover is unseated and slightly elevated on a 24" casting. The maximum height of the discharge above the rim is 5 ¼ inches. According to Table A, these conditions would yield an SSO of 185 gallons per minute.

FLOW OUT OF M/H WITH COVER IN PLACE



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

Collection System Collaborative Benchmarking Group
Best Practices for Sanitary Sewer Overflow (SSO) Prevention and Response Plan

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TABLE 'B'

ESTIMATED SSO FLOW OUT OF M/H WITH COVER REMOVED

24" FRAME

Water Height above M/H frame H in inches	S S O FLOW Q in gpm	Q in MGD	Min. Sewer size in which these flows are possible
1/8	28	0.04	
1/4	62	0.09	
3/8	111	0.16	
1/2	160	0.23	
5/8	215	0.31	6"
3/4	354	0.51	8"
7/8	569	0.82	10"
1	799	1.15	12"
1 1/8	1,035	1.49	
1 1/4	1,340	1.93	15"
1 3/8	1,660	2.39	
1 1/2	1,986	2.86	
1 5/8	2,396	3.45	18"
1 3/4	2,799	4.03	
1 7/8	3,132	4.51	
2	3,444	4.96	21"
2 1/8	3,750	5.4	
2 1/4	3,986	5.74	
2 3/8	4,215	6.07	
2 1/2	4,437	6.39	
2 5/8	4,569	6.58	24"
2 3/4	4,687	6.75	
2 7/8	4,799	6.91	
3	4,910	7.07	

36" FRAME

Water Height above M/H frame H in inches	S S O FLOW Q in gpm	Q in MGD	Min. Sewer size in which these flows are possible
1/8	49	0.07	
1/4	111	0.16	
3/8	187	0.27	6"
1/2	271	0.39	
5/8	361	0.52	8"
3/4	458	0.66	
7/8	556	0.8	10"
1	660	0.95	12"
1 1/8	1,035	1.49	
1 1/4	1,486	2.14	15"
1 3/8	1,951	2.81	
1 1/2	2,424	3.49	18"
1 5/8	2,903	4.18	
1 3/4	3,382	4.87	
1 7/8	3,917	5.64	21"
2	4,458	6.42	
2 1/8	5,000	7.2	24"
2 1/4	5,556	8	
2 3/8	6,118	8.81	
2 1/2	6,764	9.74	
2 5/8	7,403	10.66	
2 3/4	7,972	11.48	30"
2 7/8	8,521	12.27	
3	9,062	13.05	
3 1/8	9,604	13.83	
3 1/4	10,139	14.6	
3 3/8	10,625	15.3	36"
3 1/2	11,097	15.98	
3 5/8	11,569	16.66	
3 3/4	12,035	17.33	
3 7/8	12,486	17.98	
4	12,861	18.52	
4 1/8	13,076	18.83	
4 1/4	13,285	19.13	
4 3/8	13,486	19.42	

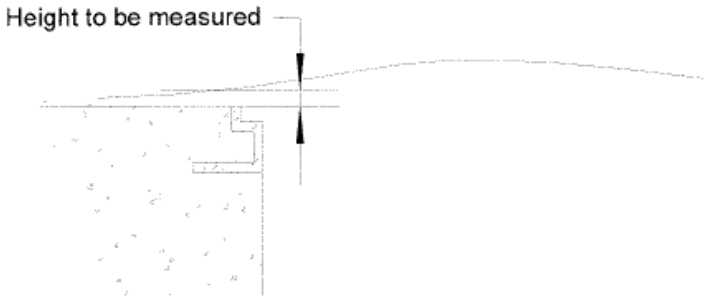
Disclaimer:
This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

The formula used to develop Table B for estimating SSO's out of maintenance holes without covers is based on discharge over curved weir -- bell mouth spillways for 2" to 12" diameter pipes. The formula was taken from hydraulics and its application by A.H. Gibson (Constable & Co. Limited).

Example Overflow Estimation:

The maintenance hole cover is off and the flow coming out of a 36" frame maintenance hole at one inch (1") height will be approximately 660 gallons per minute.

FLOW OUT OF M/H WITH COVER REMOVED (TABLE "B")



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

TABLE 'C'

ESTIMATED SSO FLOW OUT OF M/H PICK HOLE

Height of spout above M/H cover H in inches	SSO FLOW Q in gpm
1/8	1.0
1/4	1.4
3/8	1.7
1/2	1.9
5/8	2.2
3/4	2.4
7/8	2.6
1	2.7
1 1/8	2.9
1 1/4	3.1
1 3/8	3.2
1 1/2	3.4
1 5/8	3.5
1 3/4	3.6
1 7/8	3.7
2	3.9
2 1/8	4.0
2 1/4	4.1
2 3/8	4.2
2 1/2	4.3
2 5/8	4.4
2 3/4	4.5
2 7/8	4.6
3	4.7
3 1/8	4.8
3 1/4	4.9
3 3/8	5.0
3 1/2	5.1
3 5/8	5.2
3 3/4	5.3
3 7/8	5.4
4	5.5
4 1/8	5.6
4 1/4	5.6
4 3/8	5.7
4 1/2	5.8
4 5/8	5.9
4 3/4	6.0
4 7/8	6.0
5	6.1

Height of spout above M/H cover H in inches	SSO FLOW Q in gpm	
5 1/8	6.2	
5 1/4	6.3	
5 3/8	6.3	
5 1/2	6.4	
5 5/8	6.5	
5 3/4	6.6	
5 7/8	6.6	
6	6.7	
6 1/8	6.8	
6 1/4	6.8	
6 3/8	6.9	Unrestrained
6 1/2	7.0	M/H cover will
6 5/8	7.0	start to lift
6 3/4	7.1	
6 7/8	7.2	
7	7.2	
7 1/8	7.3	
7 1/4	7.4	
7 3/8	7.4	
7 1/2	7.5	
7 5/8	7.6	
7 3/4	7.6	
7 7/8	7.7	
8	7.7	
8 1/8	7.8	
8 1/4	7.9	
8 3/8	7.9	
8 1/2	8.0	
8 5/8	8.0	
8 3/4	8.1	
8 7/8	8.1	
9	8.2	
9 1/8	8.3	
9 1/4	8.3	
9 3/8	8.4	
9 1/2	8.4	
9 5/8	8.5	
9 3/4	8.5	
9 7/8	8.6	
10	8.7	

Note: This chart is based on a 7/8 inch diameter pick hole

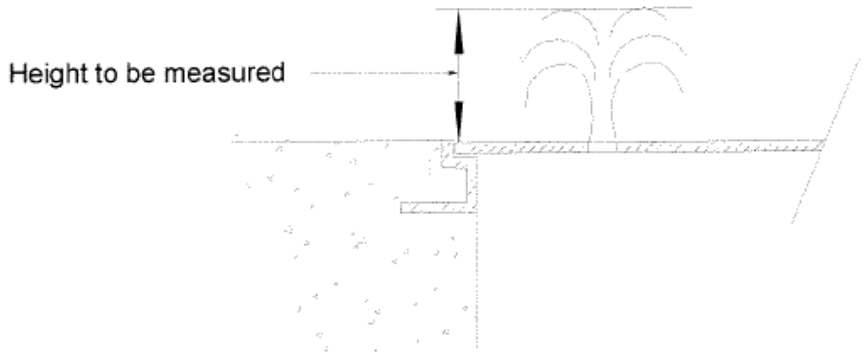
Disclaimer: This sanitary sewer overflow table was developed by Ed Euyen, Civil Engineer, P.E. No. 33955, California, for County Sanitation District 1. This table is provided as an example. Other Agencies may want to develop their own estimating tables.

The formula used to develop Table C is Q=CcVA, where Q is equal to the quantity of the flow in gallons per minute, Cc is equal to the coefficient of contraction (.63), V is equal to the velocity of the overflow, and A is equal to the area of the pick hole.[2] If all units are in feet, the quantity will be calculated in cubic feet per second, which when multiplied by 448.8 will give the answer in gallons per minute. (One cubic foot per second is equal to 448.8 gallons per minute, hence this conversion method).

Example Overflow Estimation:

The maintenance hole cover is in place and the height of water coming out of the pick hole seven-eighths of an inch in diameter (7/8") is 3 inches (3"). This will produce an SSO flow of approximately 4.7 gallons per minute.

FLOW OUT OF VENT OR PICK HOLE (TABLE "C")



This sanitary sewer overflow drawing was developed by Debbie Myers, Principal Engineering Technician, for Ed Euyen, Civil Engineer, P.E. No. 33955, California, of County Sanitation District 1.

[2] Velocity for the purposes of this formula is calculated by using the formula h = v squared / 2G, where h is equal to the height of the overflow, v is equal to velocity, and G is equal to the acceleration of gravity.

Flow Estimation Pictures

CITY OF NORCO
DEPARTMENT OF PUBLIC WORKS
SANITARY SEWER OVERFLOW REPORT

FOR OFFICE USE

DATE: _____ CALL RECEIVED: _____ AM/PM

RECEIVED BY: _____ CALLER'S NAME: _____

CALLER'S PHONE NO.: _____

CALLER'S ADDRESS: _____

LOCATION OF OVERFLOW: _____ CROSS ST. _____

TIME & NAME OF CREW MEMBERS DISPACTHED: _____

DESCRIPTION OF COMPLAINT: _____

FIELD REPORT: FOR FIELD RESPONSE USE

TIME ARRIVED AT SITE: _____ CREW: _____

TIME OVERFLOW STOPPED: _____ DURATION OF OVERFLOW _____ EST. OVERFLOW: _____

U/S MANHOLE NO.: _____ D/S MANHOLE NO.: _____

SIZE OF LINE: _____ LENGTH OF LINE: _____ ESMT: YES ☐ NO ☐

(COMPLETE REMAINDER OF FORM IF AN OVERFLOW HAS OCCURRED)

DESCRIBE CAUSE OF OVERFLOW: _____

DESCRIBE CLEANUP METHOD: _____

DESCRIBE HOW OVERFLOW QUANITY WAS CALCULATED: _____

RECEIVING WATERS: YES ☐ NO ☐ LOCATION: _____

TYPE OF PROBLEM: _____

PICTURES TAKEN: YES ☐ NO ☐

SAMPLES TAKEN BY: _____ LOCATION OF SAMPLES: _____

DESCRIBE PROPERTY DAMAGE AND AFFECTED AREA: _____

SIGNS POSTED: YES ☐ NO ☐ BARRICADED: YES ☐ NO ☐

NOTIFY NEIGHBORS: YES ☐ NO ☐

REGULATORY AGENCIES NOTIFIED:

OES YES ☐ NO ☐ SPILL NO. _____

RWQCB YES ☐ NO ☐

COUNTY HEALTH YES ☐ NO ☐

CONTACTS/ DETAILS: _____

FOLLOWUP MEASURES: _____

WORK ORDER NO.: _____

FREQUENCY OF EXISTING PM PROGRAM: _____

LAST DATE PERFORMED: _____

REPORT COMPLETED BY: _____ DATE: _____

SKETCH OF AREA: (Including manholes, intersections, location of stoppage, etc.)

6.4.7 Additional Measures for Prolonged SSO Conditions

- Set up a portable by-pass pump operation to unrestricted or unobstructed manhole. Contractors may be utilized in the event of a prolonged SSO.
- Implement continuous or periodic monitoring of the by-pass pumping operation if necessary.

6.4.8 Clean-up

All SSO sites are to be thoroughly cleaned after an SSO (i.e., no readily identifiable residue is to remain). The following procedures will be followed for cleanup of all SSOs:

- Where practical the area is thoroughly flushed and cleaned of any sewage using high-pressure water hose or a vactor truck. Solids and debris are flushed, picked up and hauled away. All flush water will be contained and collected for proper disposal.
- The SSO site is secured to prevent contact by members of the public until the site has been thoroughly cleaned. Posting of signs, if required, concerning public health and safety will be executed pursuant to Section 6.11.1.
- The SSO site should be disinfected and deodorized using liquid bleach (sodium hypochlorite). Caution needs to be used to ensure that any disinfection chemicals have been neutralized to not contribute to additional violations of NPDES Permit requirements.
- Ensure proper contact time for proper disinfection.
- Where sewage has resulted in ponding, pump dry and remove all residues.
- If sewage has discharged into a body of water that may contain fish or other aquatic life, do not disinfect, and contact the appropriate agency for further instructions.

6.4.9 Monitoring

6.4.9.1 Surface Water Spill

- Water quality samples must be taken in the event sewage enters surface water.
- Samples must be taken upstream and downstream of any discharge into surface water
- The sample time and location need to be entered into the chain of custody form.
- A map of the sample location(s) should be made so follow-up testing is performed at the same location(s).

- The employee taking the samples will start at the point of entry. When taking the sample, submerge the bottle below the surface of the water with

the cap in place. Once the bottle is under the surface, remove the cap and fill the bottle. Gloves will be worn while sampling to avoid infection.

- Spill should be analyzed, at a minimum for the following;

  1. pH; E/C; Ammonia Nitrogen;
  2. Biochemical Oxygen Demand (BOD);
  3. Dissolved Oxygen (DO);
  4. Total Fecal Coli form;
  5. Total Suspended Solids (TSS); and
  6. Any other constituents as directed by the overseeing agency.

6.4.9.2 Ground (Non-Surface Water) SSO

SSOs to the ground that do not reach surface waters are monitored in accordance with any requirements stipulated by RWQCB.

6.5 Private Property SSOs

The City of Norco Public Works Department will respond to all SSOs within its service area. If a SSO is determined to originate from another agency's collection system, a public or private sewer lateral, or a private septic system, Norco will assist in the control and containment to ensure that wastewater does not enter a storm drain or spillway. The responsible party will be informed of the blockage and will be responsible to clear the obstruction. In all cases the City of Norco will report the spill in accordance with Section 6.8 of this plan.

6.6 SSO Report Information

It is important to gather essential information during each SSO. To be able to file adequate electronic reports, certain mandatory information must be collected. The following list represents, at a minimum, the information required before finalizing and certifying an SSO Report.

Category 2 SSOs:

A. Location of SSO (GPS Coordinates)
B. Applicable Regional Water Quality Board, identify correct region in which SSO occurred;
C. County where SSO occurred;
D. Describe if SSO entered a drainage channel or surface water
E. Describe if SSO entered a storm drain pipe and/or was waste water returned to sanitary sewer;
F. Estimated SSO volume in gallons;
G. SSO source (manhole, cleanout);
H. SSO cause (mainline blockage, grease, roots);
I. Time of SSO notification or discovery;
J. Estimated SSO end time; and

K. SSO Certification – SSO Database will issue final SSO ID number

Other Public Agency or Private Lateral Sewage Discharges:

A. All information listed above (if applicable and known), plus:
B. Identification of sewage discharge as a "private lateral sewage discharge"

Category 1 SSOs:

A. All information listed for Category 2 SSOs including the following:
B. Estimated SSO volume that reached surface water, drainage channel, or not recovered from the storm drain;
C. Estimated SSO recovered;
D. Response and corrective action(s) taken;
E. If samples are taken, identify locations and which regulatory agencies received results. If no samples were taken, NA must be selected;
F. Parameters that samples were analyzed for;
G. Identification of all posted health warnings;
H. Beaches impacted (if applicable). If no beach impact, select NA;
I. Describe ongoing investigation;
J. Planned remedy to reduce, eliminate, and prevent reoccurrence of SSO and a schedule of planned steps;
K. OES Control Number;
L. Date OES was called;
M. Time OES was notified;
N. Identification of County Health Officers notified;
O. Time and Date County Health Officer notified.

Reporting information and procedures are included in Appendix D. Records of each SSO report shall be maintained by each agency for a minimum period of five years from the date of the incident.

6.7 SSO Regulatory Reporting

The Regulatory Agency notification plan establishes procedures, which the City of Norco will follow to provide formal notice to the Regional Water Quality Control Board (RWQCB), Office of Emergency Services (OES), Department of Environmental Health Division of Riverside County, and other agencies as necessary in the event of a SSO. Notifications to the RWQCB are verbal, electronic, or by fax, and shall be performed in accordance with specific Monitoring and Reporting Requirements contained in Appendix D. Verbal notifications to other regulatory agencies shall be at the same time the Regional Board is notified.

Notifications to the Regional Board under the Monitoring and Reporting criteria listed in the General Order for Sanitary Sewer Systems do not preclude the City from reporting SSOs to other regulatory agencies pursuant to California state law.
SSOs shall also be reported OES, in accordance with California Water Code Section 13271. County Health officials are notified in accordance with California Health and

Safety Code Section 5410 et seq. Electronic reporting of SSOs generates an e-mail notification to the appropriate County Health Officer and/or environmental Health Department and the appropriate regional Water Board. Written notifications to other regulatory agencies, when required, shall be made within 5 business days of the initial notification.

6.7.1 Initial Notification

Any **SSO that results in a discharge to a drainage channel or surface water** requires timely notification requirements. The City of Norco must notify the State Office of Emergency services, the local health officer or directors of environmental health services, and the Regional Water Quality Control Board as soon as possible, **but in no case later than two (2) hours** after becoming aware of the discharge.

Additionally, the **City of Norco must certify to the Regional Board**, as soon as possible, but **no later than twenty-four (24) hours** that the following agencies have been notified:

1. State Office of Emergency Services.
2. Local health officer or directors of environmental health with jurisdiction over the affected water bodies have been notified of the discharge.

The Regulatory Agencies will be contacted by the Supervisor/Manager in charge.

Category 1 SSOs Require the City of Norco to file an initial report to the online SSO tracking system as soon as possible, but in no case later than three (3) business days after the City is aware of the SSO. A final certified report must be completed within fifteen (15) calendar days of the conclusion of the SSO response and remediation.

Category 2 SSOs and Private Lateral SSOs must be reported to the online SSO tracking system within thirty (30) days after the end of the calendar month in which the SSO occurs. (e.g. all SSOs occurring in the month of January must be entered into the database no later than March 1st.)

A No Spill Certification Report must be submitted when no SSOs occur during a calendar month. The City must file an electronic report through the online SSO tracking system certifying that no SSOs occurred during the designated month.

If the online SSO tracking system is not available, the City must fax all required information to the Regional Board office in accordance with the time schedules listed above.

6.8.2 Secondary Notification

After those parties on the mandatory notification list have been contacted, the City of Norco will contact the other regulatory agencies and parties as necessary.

6.8.3 Electronic Reporting Procedures

SSOs are reported electronically to the State Water Resources Control Board. Spills are entered into the California Integrated Water Quality System (CIWQS), which can be found at https://ciwqs.waterboards.ca.gov/.

6.8 Collection System Mapping

The City of Norco maintains maps of the collection/conveyance system that are updated on a regular basis. The City has identified funding to purchase a Geographical Information System (GIS) to update the collection system mapping.

6.9 Training

The City of Norco participates in monthly safety and training exercises and tailgate meetings that address a number of related disciplines that include SSO response and containment training. Records of training sessions are documented and maintained. The City does not currently require outside certification for wastewater, however State of California water certification is required.

6.10 Public Advisory Procedure

Public notification is required when an SSO poses a threat to public health or the environment. All media inquiries would be directed to the City of Norco Public Information Officer (PIO).

6.11 Temporary Signage

In public access areas, signage and barriers must be in place for the duration of the cleanup and disinfection process. Signs warning the public of a sewage release will be posted in the affected area. Warning signs will remain posted until the Department of Environmental Health Division of Riverside County or RWQCB authorizes their removal.

6.11 SSO Response Plan Review and Update

The management plan is a document intended to be revised and updated to reflect current policies and procedures. At a minimum, the plan will be reviewed annually to ensure contact numbers and report forms are accurate. The plan will be included as an annual training session to correct and review to insure provisions and performance are being met. The SSO Response Plan is available for review by the public or the regulatory agencies upon request.

6.12 Tracking SSOs

The tracking of SSOs is accomplished by the following procedures, a computer database, and Excel spreadsheets.

SECTION 7
FATS, OILS AND GREASE CONTROL PROGRAM

State Order D.13.vii
The 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:
7(a) An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG,
7(b) A plan and schedule for the disposal of FOG generated within the 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,
7(c) The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG,
7(d) Requirements to install FOG removal devices (such as traps or interceptors) design standards for the removal devices, maintenance requirements, owner BMP requirements, record keeping requirements and reporting requirements,
7(e) Authority to inspect grease producing facilities, enforcement authorities, and whether Western has sufficient staff to inspect and enforce the FOG ordinance,
7(f) An identification of Sanitary Sewer System sections or pipe reaches subject to FOG blockages and establishment of a cleaning maintenance schedule for each section or pipe reach, and
7(g) Development and implementation of source control measures for all sources of FOG discharged to the Sanitary Sewer System for each section (pipe reach) identified in (f) above.

State Order Section 7(a) Public Education for Proper Disposal of FOG
The Enrollee's FOG Control Plan shall include an implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG. Public outreach is primarily a result of inspector's contact with known FOG producing private party.

The City of Norco's Fats, Oils, and Grease (FOG) Control Program addresses those mandatory SSMP provisions outlined in Section D, 13 (vii) Fog Control Program of SWRCB Order No. 2006-003.

The City of Norco's FOG Program helps reduce the amount of Fats, Oils, and Grease discharged to the sanitary sewer collection system, by including:

- Legal authority, Regional Wastewater Ordinance No. 2016-OR8 to prohibit direct and indirect discharges of FOG to the collection system that may cause SSOs and blockages.

- Regional Pretreatment Agreement to Implement, Administer and Enforce an Industrial Wastewater Pretreatment Program.

- Ordinance No. 200-OR6 constituting an amendment of Section 2.2-Local Limits of the Regional Wastewater Ordinance No. 2016-OR8.

- Requirements to install, maintain, and inspect grease removal devices.

- The authority to inspect grease producing facilities, including enforcement of the FOG Control Program.

7.1 FOG Control Program Elements

The City of Norco uses the following control techniques to minimize the discharge of FOG to the sewer collection system.

1. Annual Business License Questionnaire to describe potential waste discharge

2. Site Inspections

3. Database tracking

4. Collection System cleaning and assessments

5. Video Inspections

6. Pretreatment inspections

7.2 Public Education and Outreach

The City of Norco provides proper design and disposal methods for FOG. The City has plans to include proper care of private sewer laterals on its web site in 2020.

7.3 Sewer Line Cleaning and Assessments

The City of Norco owns and operates approximately 120 miles of sanitary sewer collection system facilities that include 12 lift stations, 3 miles of force main, two siphons, and approximately 400 manholes. The City enters into an annual sewer maintenance service contract to perform routine system cleaning and maintenance duties. The goal of the City is to clean the entire collection system every three (3) years.

The annual system assessment is performed including video evaluate the integrity and cleaning performance levels provided by the contractor. In addition the known problem areas throughout the sewer collection system are cleaned

more frequently. These locations have a history of excessive roots, grease, and solids.

The contract prepares written reports for all sewer cleaning activities, and meets with city staff to evaluate the results. These reports provide the details required to determine the overall condition of the collection system and identify any problems that have been encountered during the cleaning process. When heavy or excessive FOG is located, staff investigates potential dischargers to determine the origin.

7.4 Sewer CCTV Inspections

The most useful tool used to evaluate the condition of the sewer collection system is closed circuit television (CCTV) inspection. The City of Norco has established a video library of the collection system to assist with Capital Project determination and operational repair schedule.

State Order Section 7(c) Legal Authority to Prohibit FOG Discharges
The Enrollee's FOG Control Plan shall include the legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG.

7.5 Enforcement

The discharge of wastewater by a user that causes a sewer line obstruction or blockage is prohibited by the federal Clean Water Act, 40 CFR 403.5(b)(3) and the wastewater discharge Ordinance 2016-OR8. The City of Norco Pretreatment Program is empowered by the federally approved program to take enforcement actions against any user that causes a sewer line obstruction or SSO.

State Order Section 7(d) Standard FOG Interceptor Requirements
The Enrollee's FOG Control Plan shall include requirements to install FOG removal devices (such as traps or interceptors) design standards for the removal devices, maintenance requirements, owner BMP requirements, record keeping requirements and reporting requirements.

Norco's Wastewater Ordinance requires food processing facilities tributary to the Sanitary Sewer Collection System, designated by either Norco or WRCRWA - including restaurants - to install an approved gravity separation interceptor. The interceptor designated by Norco is required to meet all installation and maintenance requirements of Norco's Wastewater Ordinance. The interceptor is sized according to the design criteria specified in the current version of the Uniform Plumbing Code but may need to be larger based on Norco and/or WRCRWA design requirements.

State Order Section 7(e) Authority and Staffing to Inspect FOG Facilities
The Enrollee's FOG Control Plan shall include Authority to inspect grease producing facilities, with enforcement authority.

Norco may utilize WMWD's staff of experienced pretreatment specialists or may use an outside consultant if needed.

State Order Section 7(f) Identification of Sewers Subject to FOG
The Enrollee's FOG Control Plan shall include an identification of Sanitary Sewer Collection System sections or pipe reaches subject to FOG blockages and establishment of a cleaning maintenance schedule for each section or pipe reach. The O&M staff and pretreatment staff know the dischargers and the downstream reaches of sewer pipe that could be exposed to FOG build up. Cleaning schedules are recommended based on inspection reports.

Norco's FOG Control Program measures are enforced with WRCRWA's Pretreatment Agreements, its Wastewater Ordinance and its ERP and are applied as needed to remedy potential FOG issues as well as other discharge issues.

7.6 Summary

The City of Norco sewer collection crews work closely with the service maintenance contractor to find, investigate, and correct problems caused by the discharge of FOG to the sewer collection system. Preventative rather than reactive sewer cleaning, improvements, and inspections are critical to maintain the integrity of the collection system. Prompt responses to SSOs are necessary to mitigate the effects to the community.

SECTION 8
SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN

State Order D.13.viii
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 system that are experiencing or contributing to a SSO discharge due to 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,
(c) Capacity Enhancement Measures: The steps needed to establish a short term 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, and
(d) Schedule: Norco develops a replacement schedule and establishes completion dates for all portions of their five (5) year CIP. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14.

State Order Section 8(a) Evaluation
The Enrollee's CIP plan shall include Evaluation: Actions needed to evaluate those portions of the system that are experiencing or contributing to a SSO discharge due to 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.

The City of Norco is in the process of evaluating the sewer collection system to determine the capacity to address mandatory SSMP provisions outlined in Section D, 13 (viii) System Evaluation and Capacity Assurance Plan (CAP) of SWRCB Order No. 2006-0003. There are no known hydraulic deficiencies within Norco's Sanitary Sewer System. Norco evaluates the hydraulic capability of its Sanitary Sewer System using computer calculations, field verification, and engineered design for new development.

All future anticipated hydraulic deficiencies, if any, will most likely be the result of growth but can be anticipated and addressed prior to realization as a result of the computer work and master planning reports that are fed into the CIP by new development.

Norco requires new development/growth to pay for its own needed infrastructure without burdening other existing customers. This effort will include the following:

8.1 Evaluation

The City of Norco has evaluated portions of the collection system that may experience or contribute to an SSO discharge caused by a hydraulic deficiency.

State Order Section 8(b) Design Criteria
The Enrollee's CIP plan shall include Design Criteria: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria.

8.2 Design Criteria

Facility design criteria are based on the identification of additional or increased flow capacities on the collection system facilities, including pipe size, lift station pump design, metering, and siphon sizing during peak flow conditions.

State Order Section 8(c) Capacity Enhancement Measures
The Enrollee's CIP plan shall include Capacity Enhancement Measures: The steps needed to establish a short term 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.

8.3 Capacity Enhancement Measures:

The City of Norco has a Five (5) Year Sewer Capital Improvement Program that funds projects to address hydraulic deficiencies within the collection system. The City has a permitting process that collects development impact fees to fund projects associated with new development and growth that may contribute additional capacity and require new or expanded facilities.

State Order Section 8(d) Schedule
The Enrollee's CIP plan shall include a Schedule:

8.4 Plan Updates and Schedules

The Plan is updated and reviewed annually at a minimum, and again each time a development project is submitted or considered. Updates in the Plan will describe any significant changes or implementation schedules. The City of Norco has

design standards to provide guidance to ensure adequate capacity is addressed and that aging infrastructure is upgraded accordingly.

SECTION 9
MONITORING, MEASUREMENT, AND PLAN MODIFICATIONS

State Order D.13.ix
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 program elements, as appropriate, based on monitoring or performance evaluations, and
(e) identify and illustrate SSO trends, including frequency, location and volume.

State Order Section 9(a) Maintain Relevant Information
The Enrollee shall maintain relevant information that can be used to establish and prioritize appropriate SSMP activities.

The City of Norco's SSMP addresses those mandatory provisions outlined in Section D, 13 (ix) Monitoring, Measurement, and Plan Modifications of SWRCB Order NO. 2006-0003.

State Order Section 9(b) Monitor the Implementation of the SSMP
The Enrollee shall monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP

City of Norco's Monitoring, Measurement, and Plan Modification contains the following components:

- Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
- Monitor the implementation and measure the effectiveness of each element of the Plan;
- Assess the success of the preventive maintenance program;
- Update program elements, as appropriate, based on performance evaluations;
- Identify SSO trends, including; frequency, location, and volume.

State Order Section 9(c) Assess the Preventative Maintenance Program
The Enrollee shall assess the success of the preventative maintenance program. The auditor of the SSMP found significant evidence to consistently support the findings that the preventative maintenance program is a success. The preventative maintenance program is structured enough to support training and individual learning curves yet flexible enough to account for variable conditions. Finally, in the event of an SSO the maintenance team can respond quickly with the necessary material and equipment in part because it has a first responder plan in place.

9.1 Performance Measures

The indicators that the City of Norco will use to measure the performance of the wastewater collection system and the effectiveness of the SSMP are:

- Total number of SSOs;
- Number of SSOs by type/cause (roots, debris, pipe failure, capacity, pump station failures and other)
- Volume of sewage contained compared to volume spilled
- Volume of spilled sewage discharged to surface water; and
- Preventive maintenance based on planned to actual performance.

9.2 Baseline Performance

The City of Norco will use historical data to establish a baseline/trend to evaluate performance measures.

State Order Section 9(d) Update SSMP Program Elements
The Enrollee shall update program elements, as appropriate, based on monitoring or performance evaluations. Although there were no deficiencies found during the audits, the auditor made recommendations to improve SSMP program elements. One of the recommendations was to update the SSMP.

State Order Section 9(e) Identify SSO Trends
The Enrollee shall identify and illustrate SSO trends, including frequency, location and volume.

9.3 Performance Monitoring and Program Changes

The City of Norco will evaluate the performance of the sewer collection system annually and update the data and analysis in this section at the time of the evaluation.

The performance evaluation will dictate funding and design priority and initiate changes or modifications to the SSMP.

State Order 2006-0003-DWQ, Section D.13.ix, Section G
GENERAL MONITORING AND REPORTING REQUIREMENTS

The following paragraphs are reprinted from State Order 2006-0003 with update information from State Order No. WQ 2013-0058-EXEC (State 2013 MRP), amending the 2008 Monitoring and Reporting Program.

State Order G.1

The Enrollee shall furnish to the State or Regional Water Board, within a reasonable time, any information that the State or Regional Water Board may request to determine whether cause exists for modifying, revoking and reissuing, or terminating this Order. The Enrollee shall also furnish to the Executive Director of the State Water Board or Executive Officer of the applicable Regional Water Board, upon request, copies of records required to be kept by this Order. There was no change in paragraph G.1 as a result of the State 2013 MRP.

State Order G.2

The Enrollee shall comply with the attached Monitoring and Reporting Program No. 2006-0003 and future revisions thereto, as specified by the Executive Director. Monitoring results shall be reported at the intervals specified in Monitoring and Reporting Program No. 2006-0003. Unless superseded by a specific enforcement Order for a specific Enrollee, these reporting requirements are intended to replace other mandatory routine written reports associated with SSOs. Paragraph G.2 was amended by the State 2013 MRP representing revisions to the original Monitoring and Reporting Program within Order No. 2006-0003. Norco is to comply with the requirements of the State 2013 MRP. A copy of the State 2013 MRP can be found in Appendix 9 of this SSMP.

State Order G.3

All Enrollees must obtain SSO Database accounts and receive a “Username” and “Password” by registering through the California Integrated Water Quality System (CIWQS). These accounts will allow controlled and secure entry into the SSO Database. Additionally, within 30days of receiving an account and prior to recording spills into the SSO Database, all Enrollees must complete the “Collection System Questionnaire”, which collects pertinent information regarding an Enrollee’s collection system. The “Collection System Questionnaire” must be updated at least every 12 months. There was no change in paragraph G.3 as a result of the State 2013 MRP.

State Order G.4

Pursuant to Health and Safety Code section 5411.5, any person who, without regard to intent or negligence, causes or permits any untreated wastewater or other waste to be discharged in or on any waters of the State, or discharged in or deposited where it is, or probably will be, discharged in or on any surface waters of the State, as soon as that person has knowledge of the discharge, shall immediately notify the local health officer of the discharge. Discharges of untreated or partially treated wastewater to storm drains and drainage channels, whether man-made or natural or concrete-lined, shall be reported as required above.

Any SSO greater than 1,000 gallons discharged in or on any waters of the State, or discharged in or deposited where it is, or probably will be, discharged in or on any surface waters of the State shall also be reported to the Office of Emergency Services pursuant to California Water Code section 13271.

SSO Categories are defined by the amended State 2013 MRP as follows:

As shown above in Section 9(b) of this SSMP, the definition of SSO Categories has changed. The State 2013 MRP defines the categories as follows:

SSO Categories - Per State Order 2013-0058-EXEC

Category 1 – Discharges of untreated or partially treated wastewater of any volume resulting from an enrollee's sanitary sewer system failure or flow condition that:

a. Reach surface water and/or reach a drainage channel tributary to a surface water; or

b. Reach a municipal separate storm sewer system (a.k.a. MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the municipal separate storm sewer system is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).

Category 2 – Discharges of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from an enrollee's sanitary sewer system failure or flow condition that does not reach a surface water, a drainage channel, or the municipal separate storm sewer system unless the entire SSO volume discharged to the storm drain system is fully recovered and disposed of properly.

Category 3 – All other discharges of untreated or partially treated wastewater resulting from an enrollee's sanitary sewer system failure or flow condition.

Private Lateral Sewerage Discharges (PLSDs) from the amended State Order.

Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee's sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to the CIWQS Online SSO Database.

The enrollee is also encouraged to provide notification to the California Office of Emergency Services (a.k.a. Cal OES) per section B above when a PLSD greater than or equal to 1,000 gallons has or may result in a discharge to surface water. For any PLSD greater than or equal to 1,000 gallons regardless of the spill destination, the enrollee is also encouraged to file a spill report as required by Health and Safety Code section 5410 et. seq. and Water Code section 13271, or notify the responsible party that notification and reporting should be completed as specified above and required by State law.

If a PLSD is recorded in the CIWQS Online SSO Database, the enrollee must identify the sewage discharge as occurring and caused by a private sanitary sewer system asset and should identify a responsible party (other than the enrollee), if known. Certification of PLSD reports by enrollees is not required.

SECTION 10
SSMP PROGRAM AUDITS

State Order D.13.x
As a part of the SSMP, the Enrollee shall conduct periodic 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.

The City of Norco's SSMP addresses the mandatory provision outlined in Section D, 13 (x) SSMP Program Audits of SWRCB Order No. 2006-0003.

The City of Norco is required to conduct periodic audits, appropriate to the size of the collection system and the number of SSOs. At a minimum, these audits must occur every two (2) years and a report must be prepared and kept on file.

10.1 Audits

The use of program audits is a valuable tool to assess the performance of the elements of the SSMP and to determine if any improvements or modifications are needed.

The scope of the audit will focus on the major elements of the SSMP and the achievement, year to date of established goals, line cleaning, video inspections, work orders, code compliance, and SSO responses, mitigation and reporting.

The audit will results will initiate any proposed program or procedure revisions necessary to improve the SSMP's performance. The audit process allows for corrections and modifications that assist with meeting plan goals.

10.2 SSMP Updates

The City of Norco may modify or update the plan based on audit results and performance criteria. In the event an update is warranted, the process to complete an update or revision will be properly documented.

10.3 Annual Goals

The annual audit will focus on completing the annual goals:

- To minimize the frequency of SSO's from the collection system.
- To effectively manage, operate, maintain, and improve the City of Norco sewer collection system.

- To provide proper notification and reporting to all required regulatory agencies in a timely manner.

- To improve SSO response and mitigate the effects of any SSO that may occur.

- To improve public education to increase the awareness of the FOG program.

10.4 Roles and Responsibilities

The Department of Public Works will conduct the sewer collection system audits under the guidance of the Field Superintendent.

10.1 SSMP Audit Checklist

Element	Title	Requirement	SSMP Current	Implemented
I	**Goals**	Reduce, prevent and mitigate SSOs		
II	**Organization**	Names and phone numbers for key management personnel		
		Names and phone numbers for key administrative personnel		
		Names and phone numbers for key maintenance personnel		
		Chain of communications for reporting SSOs		
III	**Legal Authority**	Prevent illicit discharges to sanitary sewer		
		Ensure access for inspection, maintenance, and repairs		
		Limit discharge of FOG and debris that may cause blockages		

Element	Title	Requirement	SSMP Current	Implemented
		Require the installation of grease removal devices		
		Ability to inspect FOG producing facilities		
		Enforce violations of the City's sewer ordinances		
IV	**O & M Program**	Maintain up-to-date maps of the sanitary sewer system		
		Describe routine preventive maintenance program		
		Document completed preventive maintenance using work orders		
		Rehabilitation plan identifying and prioritizing system inadequacies		
		Provide regular training for staff		
		Require contractors to provide training		
		Maintain equipment inventory		
		Maintain critical spare part inventory		
V	**Design and Performance Provisions**	Design and construction standards for repair and rehabilitation of existing system		

Element	Title	Requirement	SSMP Current	Implemented
		Procedures for inspection and acceptance of repairs to sewer system facilities		
VI	**OERP Sanitary Sewer Overflow Response Plan (SSORP)**	Procedures for the notification of primary responders		
		Procedures for the notification of regulatory agencies		
		Ensure Norco staff are aware of and follow SSORP		
		Proper reporting of all SSOs		
		Ensure proper response procedures to all SSOs		
		Ensure staff is trained in SSORP procedures		
		Ensure contractor personnel are aware of and follow SSORP		
		Ensure contractor personnel are SSORP trained		
		Address emergency operations such as traffic and crowd control		
		Program to determine impacts of any SSOs that occur		

Element	Title	Requirement	SSMP Current	Implemented
VII	**FOG Control Program**	Public outreach program that promotes the proper disposal of FOG		
		Plan for disposal of FOG generated within sewer system		
		Identify City resources for FOG control		
		Identify facilities that have FOG related problems		
		Preventive maintenance for facilities that have FOG related problems		
VIII	**SE/CAP**	Identify Facilities that experience or contribute to SSOs caused by hydraulic deficiencies		
		Short-term CIP to address Hydraulic deficiencies		
		Long-term CIP to address Hydraulic deficiencies		
		Procedures that provide for the analysis, evaluation, and prioritization of hydraulic deficiencies		

Element	Title	Requirement	SSMP Current	Implemented
		The short and long term CIPs include schedules for the correction of hydraulic deficiency		
IX	**Monitoring, Measurement and Program Modifications**	Maintain relevant information to establish, evaluate and prioritize SSMP activities		
		Monitor implementation of the SSMP		
		Measure where appropriate, performance elements of the SSMP		
		Assess success of the preventive maintenance program		
		Update SSMP program elements based on monitoring or performance		
		Identify and illustrate SSO trends		
X	**SSMP Program Audits**	Conduct periodic audits		
		Record the results of the audit report		
		Record the changes made and/or corrective actions taken		
XI	**Communication Program**	Have outreach efforts been developed and documented		

SECTION 11
COMMUNICATION PROGRAM

State Order D.13.xi
The Enrollee shall communicate 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 Collection System.

State Order Section 11(a) Communicate with the Public
Communicate on a regular basis with the public on the development, implementation and performance of the SSMP.

The City of Norco utilizes several means to communicate with the general public within their service area. The City of Norco utilizes several forms of social media to reach the public including Twitter (@CityofNorco), Facebook (@cityofnorco) and Nixle. Nixle is the City of Norco's community alert system. The system provides an open communication and engagement platform that connects the City with its residents. Nixle provides real-time communication through text, email and mobile app. The City of Norco also has a website (www.norco.ca.us). The City also uses direct mailings, quarterly newsletters, flyers, handouts, water billing inserts, personal contact by collection maintenance crews and Pretreatment Program Services.

The City of Norco Communication Program will address the mandatory SSMP provision outlined in Section D, 13 (xi) of the SWRCB Order No. 2006-0003.

11.1 Customer Outreach

City of Norco will develop information describing what is a sewer lateral, care of sewer laterals, root intrusion, cautions about the effects of depositing fats, grease, and oil (FOG) down the drains, and reporting Sanitary Sewer Overflows (SSOs).

11.2 City of Norco Website

The City website (www.cityofnorco.com) is used to communicate information to the general public. The website will include information regarding the SSMP.

State Order Section 11(b) Communicate with Upstream/Downstream Agencies
Create a plan of communication with regional sewer agencies.

The City of Corona
Jurupa Community Services District
Western Municipal Water District

11.3 Personal Contacts

The City of Norco's collection maintenance crews respond to all SSOs and are the first means of communication regarding prevention and maintenance of SSOs.

11.4 City of Norco Emergency Contact Information

The City of Norco has a single number available to residents to report any problems related to city services, this includes an after-hour emergency phone number.

SECTION 12
SSMP COMPLETION AND CERTIFICATION

The City of Norco's recertification of the 2014 Sewer System Management Plan will be presented to the City Council at a regularly scheduled meeting for approval and adoption. The City Council approved SSMP is in compliance with the SWRCB Order No. 2006-0003, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems. The SSMP, all references in the document, and the adoption documents by the governing board must be available on the agency website or submitted to the SWRCB upon adoption or recertification.