

Volume II - San Bernardino County  
County Service Areas  
**Sewer System Management Plan**

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California State Resources Control Board

CSA 42 Oro Grande  
CSA 53B Fawnskin  
CSA 64 Spring Valley Lake  
CSA 70 GH Glen Helen  
CSA 70 S-3 Lytle Creek  
CSA 70 S-7 Lenwood  
CSA 70 SP-2 High Country  
CSA 79 Green Valley Lake  
CSA 82 Trona

*Prepared for:*

San Bernardino County  
Department of Public Works  
Special Districts Water and Sanitation Division  
222 W. Hospitality Lane, 2nd Floor  
San Bernardino, California 92415  
*Contact: Lisa Green*

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# Acronyms and Abbreviations

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Abbreviation	Acronym
BMP	Best Management Practice
CCTV	Closed-Circuit Television
CIP	Capital Improvement Program
CIWQS	California Integrated Water Quality System
CSA	County Service Area
CWEA	California Water Environment Association
Department	San Bernardino County Special Districts Department
FOG	Fats, Oils, & Grease
FSE	Food Service Establishment
GIS	Geographic Information System
GPS	Global Positioning System
I&I	Inflow & Infiltration
LRO	Legally Responsible Official
MGD	Million gallons per day
MOU	Memorandum of Understanding
NPDES	National Pollutant Discharge Elimination System
O&M	Operation and Maintenance
OES	Office of Emergency Services (aka Cal OES)
Order	SWRCB Order No. 2022-0103-DWQ adopted December 6, 2022, and effective June 5, 2023
RWQCB	Regional Water Quality Control Board
SERP	Spill Emergency Response Plan
SSMP	Sewer System Management Plan
SWRCB	State Water Resources Control Board
WAS	Water and Sanitation
WDID	Waste Discharge Identification Number
WDR	Waste Discharge Requirements, also referred to as the Sanitary Sewer Systems Waste Discharge Requirements (SSSWDR)
WWTP	Wastewater Treatment Plant
BMP	Best Management Practice
CCTV	Closed-Circuit Television

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# Definitions

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**Annual Report** - A mandatory report in which the Enrollee provides a calendar-year update of its efforts to prevent spills.

**California Integrated Water Quality System (CIWQS)** - The statewide database that provides for mandatory electronic reporting as required in State and Regional Water Board-issued waste discharge requirements.

**Data Submitter** - An individual designated and authorized by the Enrollee's Legally Responsible Official to enter spill data into the online CIWQS Sanitary Sewer System Database. Data Submitters lack the authority of a Legally Responsible Official to certify reports within the CIWQS Sanitary Sewer System Database.

**Enrollee** - A public, private, or other non-governmental entity that has obtained approval for regulatory coverage under the General Order, including:

- A state agency, municipality, special district, or other public entity that owns and/or operates one or more sanitary sewer systems:
  - greater than one (1) mile in length (each individual sanitary sewer system);
  - one mile or less in length where the State Water Resources Control Board or a Regional Water Quality Control Board requires regulatory coverage under the Order, or
- A federal agency, private company, or other non-governmental entity that owns and/or operates a sanitary sewer system of any size where the State Water Resources Control Board or a Regional Water Quality Control Board requires regulatory coverage under the Order in response to a history of spills, proximity to surface water, or other factors supporting regulatory coverage.

**Exfiltration** - The underground exiting of wastewater from a sanitary sewer system through cracks, offset or separated joints, or failed infrastructure due to corrosion or other factors.

**Governing Entity** - A governing entity includes but is not limited to the following:

- A publicly elected governing board, council, or commission of a municipal agency.
- A Department or Division director of a federal or state agency that is not governed by a board.
- A governing board or commission of an organization or association; and
- A private system owner/manager that is not governed by a board.

**Lateral (including Lower and Upper Lateral)** - An underground segment of smaller diameter pipe that transports wastewater from a customer's building or property (residential, commercial, or industrial) to the Enrollee's main pipeline in a street or easement. Upper and lower lateral boundary definitions are subject to local jurisdictional codes and ordinances, or private system ownership. A lower lateral is the portion of the lateral located between the sanitary sewer system main, and either the property line, sewer clean out, curb line, established utility easement boundary, or other jurisdictional locations. An upper lateral is the portion of the lateral from the property line, sewer clean out, curb line, established utility easement boundary, or other jurisdictional locations, to the building or property.

**Legally Responsible Official** - An official representative, designated by the Enrollee, with authority to sign and certify submitted information and documents required by the General Order.

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**Nuisance** - California Water Code Section 13050, subdivision (m), defines nuisance as anything which meets all the following requirements:

- Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
- Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
- Occurs during, or as a result of, the treatment or disposal of wastes.

**Potential to Discharge, Potential Discharge** - Any exiting of wastewater from a sanitary sewer system which can reasonably be expected to discharge into a water of the State based on the size of the wastewater spill, proximity to a drainage conveyance system, and the nature of the surrounding environment.

**Receiving Water** - A water of the State that receives a discharge of waste.

**Sanitary sewer system** - A system that is designed to convey wastewater, including but not limited to, pipes, manholes, pump stations, siphons, wet wells, diversion structures and/or other pertinent infrastructure, upstream of a wastewater treatment plant headworks, including:

- Laterals owned and/or operated by the Enrollee;
- Satellite sewer systems; and/or
- Temporary conveyance and storage facilities, including but not limited to temporary piping, vaults, construction trenches, wet wells, impoundments, tanks and diversion structures.

For purpose of the Order, sanitary sewer systems include only systems owned and/or operated by the Enrollee.

**Satellite Sewer System** - A portion of a sanitary sewer system owned or operated by a different owner than the owner of the downstream wastewater treatment facility ultimately treating the wastewater.

**Sewer System Management Plan** - A living document an Enrollee develops and implements to effectively manage its sanitary sewer system(s) in accordance with the General Order.

**Wastewater** - Wastewater and its associated wastewater, is untreated or partially treated domestic, municipal, commercial and/or industrial waste (including wastewater sludge), and any mixture of these wastes with inflow or infiltration of stormwater or groundwater, conveyed in a sanitary sewer system.

**Spill** - A discharge of wastewater from any portion of a sanitary sewer system due to a sanitary sewer system overflow, operational failure, and/or infrastructure failure. Exfiltration of wastewater is not considered to be a spill under the General Order if the exfiltrated wastewater remains in the subsurface and does not reach a surface water of the State.

**Spill Reporting System** - Online spill reporting system that is hosted, controlled, and maintained by the State Water Board. The web address for this site is <http://ciwqs.waterboards.ca.gov>. This online database is maintained on a secure site and is controlled by unique usernames and passwords.

**Training** - In-house or external education and guidance needed that provides the knowledge, skills, and abilities to comply with the General Order.

**Untreated or partially treated wastewater** - Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.

**Waste** - As defined in Water Code section 13050(d), includes wastewater and any and all other waste substances, liquid, solid, gaseous, or radioactive, associated with human habitation, or of human or animal origin, or from any producing, manufacturing, or processing operation, including waste placed within containers of whatever nature prior to, and for purposes of, disposal.

**Waste Discharge Identification Number (WDID)** – Number which identifies each individual sanitary sewer system enrolled under the General Order. A WDID number is assigned to each enrolled system upon an Enrollee’s approved regulatory coverage.

**Waters of the State** - Surface waters or groundwater within boundaries of the state as defined in Water Code section 13050(e), in which the State and Regional Water Boards have authority to protect beneficial uses. Waters of the State include, but are not limited to, groundwater aquifers, surface waters, saline waters, natural washes and pools, wetlands, sloughs, and estuaries, regardless of flow or whether water exists during dry conditions. Waters of the State include waters of the United States.

**Waters of the United States** - Surface waters or waterbodies that are subject to federal jurisdiction in accordance with the Clean Water Act.

**Water Quality Objective** - The limit or maximum amount of pollutant, waste constituent or characteristic, or parameter level established in statewide water quality control plans and Regional Water Boards’ Basin Plans, for the reasonable protection of beneficial uses of surface waters and groundwater and the prevention of nuisance.

**WDR** – State Water Resources Control Board (SWRCB) Order No. 2022.0103-DWQ, known as the WASTE DISCHARGE REQUIREMENTS (WDR), which was adopted December 2, 2022, and became effective on June 5, 2023.

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# Purpose and Background

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In December 2022, the State of California's Water Resources Control Board (SWRCB) adopted Order Number WQ 2022-0103-DWQ that updated General WDRs for sanitary sewer systems designed to convey wastewater greater than one (1) mile in length. The order became effective on June 5, 2023. This order supersedes the previous Order Number 2006-0003-DWQ and all amendments thereafter (i.e., Order No. WQ 2013-0058-EXEC). The WDR requires that all enrolled agencies develop a Sewer System Management Plan (SSMP) that describes the activities of the enrollee in managing, operating, and maintaining their sanitary sewer collection system. The purpose of the Order is to prevent sanitary sewer spills and to provide a plan and schedule for measures to be implemented for spill prevention including measures to effectively clean up and report spills. The reissued 2022 WDR can be found on the SWRCB website here:

[https://www.waterboards.ca.gov/board\\_decisions/adopted\\_orders/water\\_quality/2022/wqo\\_2022-0103-dwq.pdf](https://www.waterboards.ca.gov/board_decisions/adopted_orders/water_quality/2022/wqo_2022-0103-dwq.pdf)

The reissued WDR includes directives for owners and operators of sanitary sewer systems to demonstrate adequate and efficient management, operation, and maintenance of the sanitary sewer system. Generally, the WDR requires that:

- (a.) In the event of a spill, all feasible steps are taken to control the released volume and prevent untreated wastewater from entering storm drains, creeks, etc.
- (b.) If a spill occurs, it must be reported to the SWRCB using the California Integrated Water Quality System (CIWQS), the online reporting system developed by the SWRCB.
- (c.) An SSMP with all mandatory elements be developed and approved by the governing body that owns or is responsible for the operation of the sanitary sewer system. The SSMP must include provisions to provide proper and efficient management, operation, and maintenance of the sanitary sewer system.

Spills often contain high levels of suspended solids, pathogenic organisms, toxic pollutants, nutrients, oxygen-demanding organic compounds, oil and grease and other pollutants. Spills may cause a public nuisance and/or a public health hazard particularly when raw untreated wastewater is discharged to areas with high public exposure, such as streets or surface waters used for drinking, fishing, or body contact recreation. Spills may pollute surface or ground waters, threaten public health, adversely affect aquatic life, and impair the recreational use and aesthetic enjoyment of surface waters.

Sanitary sewer systems experience periodic failures resulting in discharges that may affect waters of the state. There are many factors (including factors related to geology, design, construction methods and materials, age of the system, population growth, and system operation and maintenance), or excessive infiltration and inflow (I/I) which affect the likelihood of a spill. A proactive approach that requires agencies to ensure a system-wide operation, maintenance, and management plan is in place that will reduce the number and frequency of spills within the state. This approach will in turn decrease the risk to human health and the environment caused by spills.

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# Elements of a SSMP

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A Sewer System Management Plan (SSMP) is a living planning document that documents ongoing local sewer system management program activities, procedures, and decision-making – at the scale necessary to address the size and complexity of the subject sanitary sewer system(s). This SSMP may incorporate other programs and other plans by reference, to address short-term and long-term system resilience through:

- Proactive planning and decision-making.
- Local government ordinances.
- Updated operations and maintenance activities and procedures.
- Implementation of capital improvements.
- Sufficient local budget to support staff resources, contractors, equipment, and training; and
- Updated training of staff and contractors.

The Enrollee’s development, update, and implementation of a SSMP addressing the pertinent requirements is an enforceable component of the General Order. As specified in the General Order, consistent with the Water Code and the State Water Board Enforcement Policy, the State Water Board or a Regional Water Board may consider the Enrollee’s efforts in implementing an effective SSMP to prevent, contain, control, and mitigate spills when considering Water Code section 13327 factors to determine necessary enforcement of the General Order.

The eleven (11) required SSMP Elements that must be included in an SSMP are as follows:

1. Sewer System Management Plan Goal and Introduction
2. Organization
3. Legal Authority
4. Operations and Maintenance Program
5. Design and Performance Provisions
6. Spill Emergency Response Plan
7. Sewer Pipe Blockage Control Plan
8. System Evaluation, Capacity Assurance, and Capital Improvements
9. Monitoring, Measurement and Program Modifications
10. Internal Audits
11. Communication Program

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# 1 SSMP Goal and Introduction

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This SSMP has been prepared in compliance with the requirements of the State Water Resources Control Board's Order Number WQ 2022-0103-DWQ. This chapter provides a summary of the regulations that serve as the impetus for the development of this SSMP, an update schedule for the San Bernardino County County Service Areas' (CSA) SSMPs, and a brief overview of the CSAs' service area and sanitary sewer systems.

## Requirements:

D.1. SEWER SYSTEM MANAGEMENT PLAN GOAL AND INTRODUCTION: The goal of the Sewer System Management Plan (Plan) is to provide a plan and schedule to: (1) properly manage, operate, and maintain all parts of the Enrollee's sanitary sewer system(s), (2) reduce and prevent spills, and (3) contain and mitigate spills that do occur. The Plan must include a narrative Introduction section that discusses the following items:

1.1. Regulatory Context: The Plan Introduction section must provide a general description of the local sewer system management program and discuss Plan implementation and updates.

1.2. Sewer System Management Plan Update Schedule: The Plan Introduction section must include a schedule for the Enrollee to update the Plan, including the schedule for conducting internal audits. The schedule must include milestones for incorporation of activities addressing prevention of sewer spills.

1.3. Sewer System Asset Overview: The Plan Introduction section must provide a description of the Enrollee-owned assets and service area, including but not limited to:

- Location, including county(ies);
- Service area boundary;
- Population and community served;
- System size, including total length in miles, length of gravity mainlines, length of pressurized (force) mains, and number of pump stations and siphons;
- Structures diverting stormwater to the sewer system;
- Data management systems;
- Sewer system ownership and operation responsibilities between Enrollee and private entities for upper and lower sewer laterals;
- Estimated number or percent of residential, commercial, and industrial service connections; and
- Unique service boundary conditions and challenge(s).

Additionally, the Plan Introduction section must provide reference to the Enrollee's up-to-date map of its sanitary sewer system, as required in section 4.1 (Updated Map of Sanitary Sewer System) of the General Order's Attachment D.

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# 2 Organization

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This chapter describes the Department’s organizational staffing responsible and integral for implementing the local Sewer System Management Plan.

## Requirements:

D.2. ORGANIZATION: The Plan must identify organizational staffing responsible and integral for implementing the local Sewer System Management Plan through an organization chart or similar narrative documentation that includes:

- The name of the Legally Responsible Official as required in section 5.1 (Designation of a Legally Responsible Official) of the General Order;
- The position titles, telephone numbers, and email addresses for management, administrative, and maintenance positions responsible for implementing specific Sewer System Management Plan elements;
- Organizational lines of authority; and
- Chain of communication for reporting spills from receipt of complaint or other information, including the person responsible for reporting spills to the State and Regional Water Boards and other agencies, as applicable. (For example, county health officer, county environmental health agency, and State Office of Emergency Services.)

## 2.1 Name of Legally Responsible Official

David Doublet and Darren Meeka, the Assistant Director and the Deputy Director, are the Department’s Legally Responsible Officials and have responsibility over management of all of the CSAs’ entire sanitary sewer systems. Their contact information is provided in **Table 2-1**.

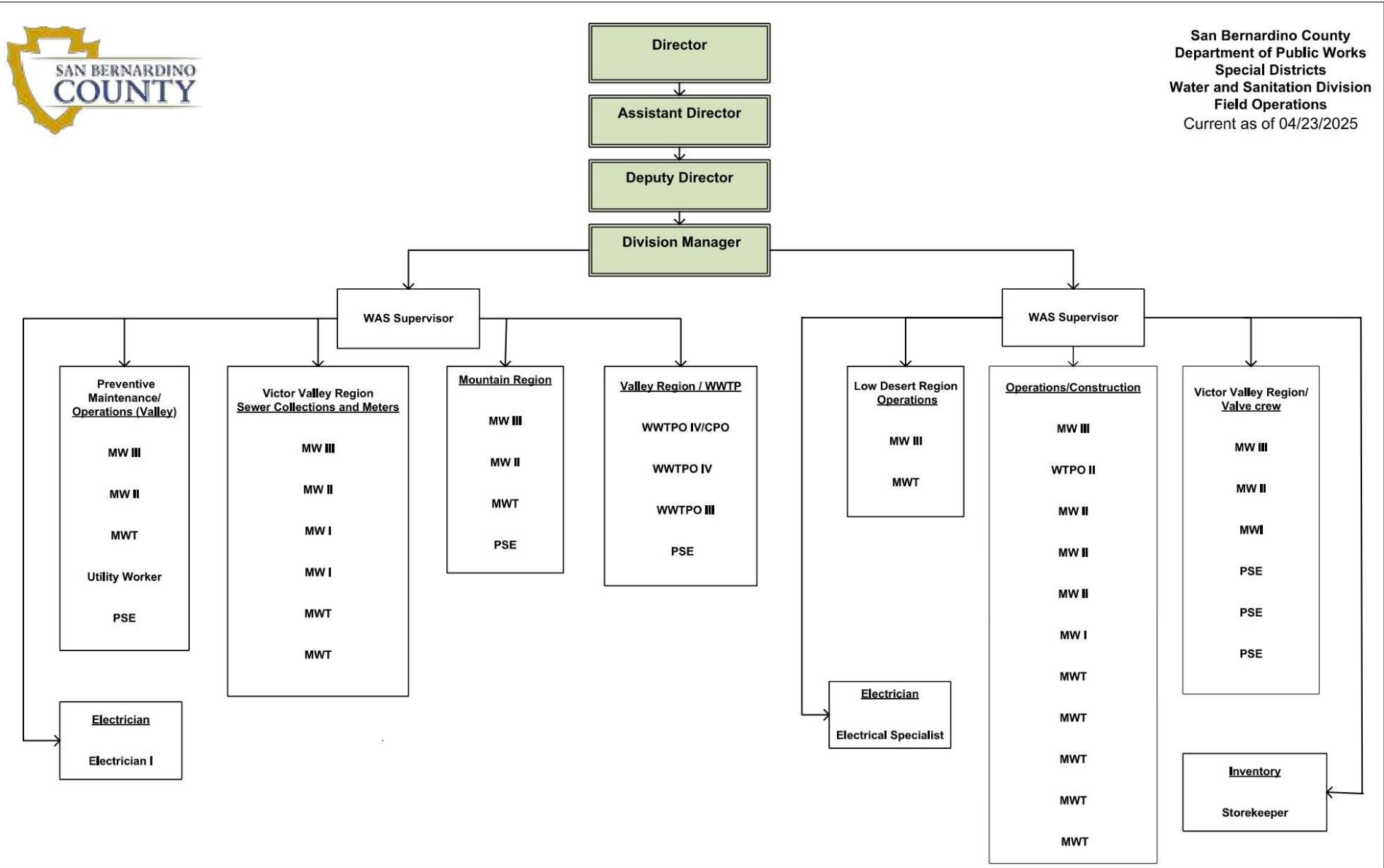
The Department has multiple authorized representatives for all wastewater system matters at the CSAs. The Water and Sanitation (WAS) Supervisors, Lisa Green and Chris Bishop, are authorized to certify electronic spill reports submitted to the SWRCB through the CIWQS database. Their contact information is provided in **Table 2-1**. In most circumstances, the Supervisors will certify all electronic reports.

The Water and Sanitation Division is responsible for implementing and maintaining all elements of this SSMP.

## 2.2 Department Organization

The organizational lines of authority for the Department are indicated in **Figure 2-1**.

Figure 2-1: Organizational Chart



## 2.3 Roles and Responsibilities

The position titles, telephone numbers, and email addresses for management, administrative, and maintenance positions responsible for implementing specific Sewer System Management Plan elements are indicated in **Table 2-1**. The responsibilities for these roles are detailed in **Table 2-2**. The positions that implement the SSMP are detailed in **Table 2-3**.

**Table 2-1: Key Staff Roles**

Role	Name	Phone Number	Email Address
Deputy Director (LRO)	Darren Meeka	(760) 955-9885	Darren.Meeka@dpw.sbcounty.gov
Assistant Director (LRO)	David Doublet	(760) 955-9885	David.Doublet@dpw.sbcounty.gov
Division Manager	Greg Snyder	(760) 955-9885	Gregory.Snyder@sdd.sbcounty.gov
Water & Sanitation Supervisor/Data Submitter	Lisa Green	(909) 386-8883	Lisa.Green@sdd.sbcounty.gov
Water & Sanitation Supervisor/Data Submitter	Chris Bishop	(760) 261-6032	Chris.Bishop@sdd.sbcounty.gov
Staff Analyst II – Project Management Division	Thalia Hernandez	(909) 386-8819	Thalia.Hernandez@dpw.sbcounty.gov
Project Management Division	Noel Mondragon	(760) 955-9885	Noel.Mondragon@dpw.sbcounty.gov

**Table 2-2: Department Roles & Responsibilities**

Role	Responsibilities
Assistant Director and Deputy Director	The Directors (Assistant Director and Deputy Director) of the Special Districts Department oversee and manage all functions of San Bernardino County's Board-governed special districts, directing staff and consultants to ensure alignment with Board objectives. The role includes providing technical, administrative, and financial guidance; maintaining relationships with county, state, and regional agencies; and preparing clear presentations on departmental positions. The Directors manage financial operations, review budgets and new project studies, obtains Board approval for policy changes, and conducts performance audits to improve District effectiveness. Additionally, the Directors collaborate with advisory groups and engage with community members to address concerns and explain District policies.
Division Manager	The Division Manager oversees the administrative, financial, and operational functions of the Department's divisions, directing staff and ensuring compliance with local, state, and federal regulations. The role includes evaluating internal systems, contributing to policy and program development, managing budgets, preparing reports, and supporting the Director as needed. The manager supervises field and maintenance personnel, handles wastewater-related emergencies, coordinates contracts and construction projects, and leads operational monitoring and advisory meetings. They also conduct studies, develop fiscal procedures, recommend improvements, and create written processes to support effective and compliant district operations.

**Table 2-2: Department Roles & Responsibilities**

Role	Responsibilities
Water and Sanitation Supervisor	The Water and Sanitation Supervisor oversees the maintenance, operation, and repair of wastewater collection systems, sewer pipelines, lift stations, and treatment plant equipment, ensuring strict compliance with safety and regulatory standards. The role includes supervising staff, coordinating routine and emergency activities such as sanitary sewer overflows, managing preventive maintenance programs, and monitoring water quality testing. The supervisor maintains records and reporting, engages with the public and external agencies, coordinates construction projects, and ensures proper operation of wastewater facilities. Additional responsibilities include budgeting support, inventory management, procurement of supplies, adherence to operational procedures, and providing on-call emergency response, as well as temporary coverage for the Division Manager when needed.
Regulatory Compliance Specialist	The Regulatory Compliance Specialist oversees regulatory permitting and environmental compliance for wastewater collection systems and treatment plants, ensuring adherence to local, state, federal, and intergovernmental regulations. The role involves supervising staff, conducting field inspections and studies, coordinating permitting for current and future projects, and serving as the agency liaison with regulatory bodies. The specialist prepares technical reports, manages all documentation related to permits, oversees program budgets, and reviews new legislation impacting wastewater operations. Additionally, they collaborate with internal teams and external agencies to resolve permitting and compliance issues and ensure safety program goals are met.
<b>Operations and Maintenance Staff</b>	
Operator Grade IV	The Operator Grade IV oversees the operation, maintenance, and repair of wastewater collection systems, pipelines, lift stations, and treatment plant processes while ensuring full compliance with safety and regulatory standards. This role supervises staff, conducts system inspections, manages solids handling and treatment processes, responds to sanitary sewer overflows, and performs routine sampling, testing, and preventive maintenance. The operator maintains detailed records, coordinates with engineers and outside agencies, analyzes treatment plant operations for improvements, assists with budgeting and project planning, and manages equipment, inventory, and procurement needs. Additionally, the position requires maintaining public relations, overseeing staff training, participating in emergency on-call duties, and supporting the Water and Sanitation Supervisor with ongoing projects and priorities.
Maintenance Worker III/ Operator Grade III	The Maintenance Worker III/Operator Grade III supports and supervises the operation and maintenance of wastewater collection systems and treatment plants, ensuring safe, compliant, and efficient performance of equipment and processes. The role includes operating and inspecting wastewater systems, preparing technical procedures, training staff, performing sampling and reporting, and maintaining detailed operational records. This position also assists with emergency sanitary sewer overflow responses, routine preventive maintenance, and coordination with engineers on system design needs. Additional responsibilities include maintaining clean and orderly facilities, participating in on-call rotations, supporting

**Table 2-2: Department Roles & Responsibilities**

Role	Responsibilities
	evaluations of employee performance, and providing input on work schedules and operational improvements.
Electrical Specialist/Tech I	The Electrical Specialist/Tech I supports the operation and maintenance of wastewater collection systems and treatment plants by performing skilled electrical installation, repair, and troubleshooting on high-voltage and low-voltage systems, SCADA, telemetry, alarms, and monitoring equipment. The role includes maintaining detailed equipment records, monitoring mechanical systems for preventive maintenance, overseeing portable generators, and assisting or leading operations as needed. This position also inspects system components, prepares technical procedures, assists with sampling and reporting, supports emergency spill response and on-call duties, participates in engineering discussions regarding electrical and mechanical system design, and provides training, evaluations, and input on work schedules to ensure safe, reliable facility operations.
Maintenance Worker II/ Operator Grade II	The Maintenance Worker II/Operator Grade II assists in the safe and efficient operation and maintenance of wastewater collection systems and treatment plants, performing skilled labor, equipment operation, routine inspections, sampling, and reporting. The role includes making repairs and adjustments to system components; compiling data, records, and purchase information; operating pumps, blowers, scrubbers, and other treatment equipment; and maintaining facilities in clean, compliant condition. Additional responsibilities include supporting emergency spill response, participating in preventive maintenance activities, handling equipment cleaning, reading meters, regulating flows, and providing on-call support and vacation relief as needed. The position may also act as a lead operator in the absence of higher-level staff and contributes to public relations and training efforts.
Maintenance Worker I/ Operator Grade I	The Maintenance Worker I/Operator Grade I assists with the basic operation and maintenance of wastewater collection systems and treatment plants under close supervision, performing routine tasks such as equipment checks, minor repairs, system cleaning, sampling support, and maintaining operational records. The role includes operating pumps, blowers, valves, and other treatment equipment; cleaning tanks, manholes, and related infrastructure; reading meters and regulating flows; and supporting preventive maintenance activities. Additional responsibilities include assisting with emergency spill procedures, participating in on-call rotations as directed, maintaining public relations, and performing semi-skilled labor and clerical tasks to keep facilities safe, clean, and compliant.

**Table 2-3: Positions that Implement ARMC's SSMP**

WDR ATTACHMENT D	Position(s)
Legally Responsible Official (LRO) or Duly Authorized Representative [Section 5.1]	Assistant Director & Deputy Director
Goals	Assistant Director & Deputy Director

**Table 2-3: Positions that Implement ARMC's SSMP**

WDR ATTACHMENT D	Position(s)
[SSSWDR D.1]	
Organization [SSSWDR D.2]	Assistant Director & Deputy Director
Legal Authority [SSSWDR D.3]	Board of Supervisors
Operation and Maintenance Program [SSSWDR D.4]	Division Manager
Design and Performance Provisions [SSSWDR D.5]	Department of Public Works, Project Management Division
Spill Emergency Response Program [SSSWDR D.6]	Division Manager
Sewer Pipe Blockage Control Program [SSSWDR D.7]	City of Colton
System Evaluation, Capacity Assurance and Capital Improvements [SSSWDR D.8]	Department of Public Works, Project Management Division
Monitoring, Measurement, and Program Modifications [SSSWDR D.9]	Division Manager
SSMP Internal Audits [SSSWDR D.10]	Water & Sanitation Supervisor
Communication Program [SSSWDR D.11]	Division Manager
Funding [SSSWDR D.8.4]	Assistant Director & Deputy Director

## 2.4 Chain of Communication

The Order requires the chain of communication for reporting spills from receipt of complaint or other information, including the person responsible for reporting spills to the State and Regional Water Boards and other agencies, as applicable. **Table 2-4** provides contact phone numbers for all parties in the communication chain. The spill response flow chart is also provided in the Spill Emergency Response Plan (SERP) which can be found in **Appendix A** of this document.

**Table 2-4: Contact Numbers for Chain of Communication**

Contact	Telephone Number
San Bernardino County Department of Public Works – Special Districts Office	(909) 386-8800
LRO – Deputy Director	(760) 955-9885
Water & Sanitation Supervisors	(909) 386-8883 (760) 261-6032

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## 2.5 Customer Complaint Protocol

The following steps are followed upon a receipt of a complaint:

1. Date and Time of the Complaint
2. Full Name, Home & Business and/or Cell Phone Number(s), and Physical address of the complainant
3. Location of the incident/emergency, all Cross Streets, Nearest Highway, Thomas Guide Page, etc.
4. Brief description of the Incident/Emergency: e.g. – spill, M/H Cover off, Sewer Backup, Sewer Odor, etc.
5. Ask what Time the caller observed and/or noticed the Incident/Emergency
6. Would they like a Return Call of the Final Deposition of their Complaint
7. Complete the required Service Order [S.O.] fields.
8. Enter data into the Receipt of Sanitary Sewer System's Complaint Log (**Appendix B**).

Refer to Customer Complaint - Deposition Protocol (**Appendix C**) for the handling of all sewer related complaints during normal business hours, and after normal business hours including holidays and weekends.

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# 3 Legal Authority

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This chapter describes the legal authority required to implement the SSMP plans and procedures.

## Requirements:

D.3. LEGAL AUTHORITY: The Plan must include copies or an electronic link to the Enrollee's current sewer system use ordinances, service agreements and/or other legally binding procedures to demonstrate the Enrollee possesses the necessary legal authority to:

- Prevent illicit discharges into its sanitary sewer system from inflow and infiltration (I&I); unauthorized stormwater; chemical dumping; unauthorized debris; roots; fats, oils, and grease; and trash, including rags and other debris that may cause blockages;
- Collaborate with storm sewer agencies to coordinate emergency spill responses, ensure access to storm sewer systems during spill events, and prevent unintentional cross connections of sanitary sewer infrastructure to storm sewer infrastructure;
- Require that sewer system components and connections be properly designed and constructed;
- Ensure access for maintenance, inspection, and/or repairs for portions of the service lateral owned and/or operated by the Enrollee;
- Enforce any violation of its sewer ordinances, service agreements, or other legally binding procedures; and
- Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable.

**(SEE SSMP VOLUME I)**

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# 4 Operation and Maintenance Program

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This chapter describes the Department's ability to properly manage, operate, and maintain all parts of the sanitary sewer system maintained and operated by the Department on behalf of the CSAs, and that the system operators (including employees, contractors, or other agents) are adequately trained and possess adequate knowledge, skills, and abilities.

## Requirements:

D.4. OPERATION AND MAINTENANCE PROGRAM: The Plan must include the items listed below that are appropriate and applicable to the Enrollee's system.

4.1. Updated Map of Sanitary Sewer System: An up-to-date map(s) of the sanitary sewer system, and procedures for maintaining and providing State and Regional Water Board staff access to the map(s). The map(s) must show gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities within the sewer system service area boundaries.

4.2. Preventive Operation and Maintenance Activities: A scheduling system and a data collection system for preventive operation and maintenance activities conducted by staff and contractors.

The scheduling system must include:

- Inspection and maintenance activities;
- Higher-frequency inspections and maintenance of known problem areas, including areas with tree root problems;
- Regular visual and closed-circuit television (CCTV) inspections of manholes and sewer pipes. The data collection system must document data from system inspection and maintenance activities, including system areas/components prone to root-intrusion potentially resulting in system backup and/or failure.

4.3. Training: In-house and external training provided on a regular basis for sanitary sewer system operations and maintenance staff and contractors. The training must cover:

- The requirements of the General Order;
- The Enrollee's Spill Emergency Response Plan procedures and practice drills;
- Skilled estimation of spill volume for field operators; and
- Electronic CIWQS reporting procedures for staff submitting data.

4.4. Equipment Inventory: An inventory of sewer system equipment, including the identification of critical replacement and spare parts.

**(SEE SSMP VOLUME I)**

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# 5 Design and Performance Provisions

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This chapter references the design and construction standards & specifications for new sewer systems, pump stations, and other appurtenances, and for the rehabilitation and repair of existing sewer systems. Also included are the procedures and standards for the inspection and testing of these facilities.

## Requirements:

D.5. DESIGN AND PERFORMANCE PROVISIONS: The Plan must include the following items as appropriate and applicable to the Enrollee's system:

5.1. Updated Design Criteria and Construction Standards and Specifications: Updated design criteria, and construction standards and specifications, for the construction, installation, repair, and rehabilitation of existing and proposed system infrastructure components, including but not limited to pipelines, pump stations, and other system appurtenances. If existing design criteria and construction standards are deficient to address the necessary component-specific hydraulic capacity as specified in the General Order section 8 (System Evaluation, Capacity Assurance and Capital Improvements) of the General Order's Attachment D, the procedures must include component-specific evaluation of the design criteria.

5.2. Procedures and Standards: Procedures and standards for the inspection and testing of newly constructed, newly installed, repaired, and rehabilitated system pipelines, pumps, and other equipment and appurtenances.

## 5.1 Updated Design Criteria and Construction Standards and Specifications

The construction of new sewer system facilities, as well as the rehabilitation and repair of existing facilities, shall be designed and constructed in accordance with the Department's *Standards for Sanitary Sewers*, updated in 2012. Sections 1.2 (Sewers and Appurtenances) and 1.5 (Sewage Lift Stations) of these standards address hydraulic capacity requirements for both sewer pipes and lift stations. These design standards are available on the Department's website at the following link: (<https://specialdistricts.sbcounty.gov/wp-content/uploads/sites/54/2021/05/sewerdrawings.pdf?x18692>).

The Department also contracts with various engineering firms for the design of construction and rehabilitation related projects. The list of these contractors is included in **Appendix D**. Under these contracts, all projects are designed by a Professional Engineer registered in the State of California. The Department ensures that all Contractors working on projects are licensed and insured.

## 5.2 Procedures and Standards

The Department maintains that all CSA sewer system pipelines, pumps, and other equipment and appurtenances are installed, tested, inspected, repaired, and rehabilitated according to industry standards.

The Department's inspection and testing standards for new sewers, including rehabilitation and repair projects, are outlined in the Department's Standards for Sanitary Sewers, Division D, Section 6, entitled "Cleaning and Testing".

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# 6 Spill Emergency Response Plan

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This chapter provides an overview and summary of the Department's spill response, detection, mitigation, clean up, investigation, documentation, and reporting.

## Requirements:

D.6. SPILL EMERGENCY RESPONSE PLAN: The Plan must include an up-to-date Spill Emergency Response Plan to ensure prompt detection and response to spills to reduce spill volumes and collect information for prevention of future spills. The Spill Emergency Response Plan must include procedures to:

- Notify primary responders, appropriate local officials, and appropriate regulatory agencies of a spill in a timely manner;
- Notify other potentially affected entities (for example, health agencies, water suppliers, etc.) of spills that potentially affect public health or reach waters of the State;
- Comply with the notification, monitoring and reporting requirements of the General Order, State law and regulations, and applicable Regional Water Board Orders;
- Ensure that appropriate staff and contractors implement the Spill Emergency Response Plan and are appropriately trained;
- Address emergency system operations, traffic control and other necessary response activities;
- Contain a spill and prevent/minimize discharge to waters of the State or any drainage conveyance system;
- Minimize and remediate public health impacts and adverse impacts on beneficial uses of waters of the State;
- Remove wastewater from the drainage conveyance system;
- Clean the spill area and drainage conveyance system in a manner that does not inadvertently impact beneficial uses in the receiving waters;
- Implement technologies, practices, equipment, and interagency coordination to expedite spill containment and recovery;
- Implement pre-planned coordination and collaboration with storm drain agencies and other utility agencies/departments prior, during, and after a spill event;
- Conduct post-spill assessments of spill response activities;
- Document and report spill events as required in the General Order; and
- Annually, review and assess effectiveness of the Spill Emergency Response Plan, and update the Plan as needed.

All of the CSAs' sanitary sewer collection systems are regulated and permitted under the General Order WQ 2022-0103-DWQ and identified by their individual WDID. The Department will annually review and assess the effectiveness of the Spill Emergency Response Plan (SERP), which applies to all CSAs and MOUs, and update it as necessary.

The most current SERP, updated in 2026, is included in **Appendix A** of this SSMP.

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# 7 Sewer Pipe Blockage Control Program

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This chapter discusses the Department's sewer pipe blockage control measures, including identification of problem areas, focused cleaning, and source control.

## Requirements:

D.7. SEWER PIPE BLOCKAGE CONTROL PROGRAM: The Sewer System Management Plan must include procedures for the evaluation of the Enrollee's service area to determine whether a sewer pipe blockage control program is needed to control fats, oils, grease, rags and debris. If the Enrollee determines that a program is not needed, the Enrollee shall provide justification in its Plan for why a program is not needed. The procedures must include, at minimum:

- An implementation plan and schedule for a public education and outreach program that promotes proper disposal of pipe-blocking substances;
- A plan and schedule for the disposal of pipe-blocking substances generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of substances generated within a sanitary sewer system service area;
- The legal authority to prohibit discharges to the system and identify measures to prevent spills and blockages;
- Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, best management practices requirements, recordkeeping and reporting requirements;
- Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the fats, oils, and grease ordinance;
- An identification of sanitary sewer system sections subject to fats, oils, and grease blockages and establishment of a cleaning schedule for each section; and
- Implementation of source control measures for all sources of fats, oils, and grease reaching the sanitary sewer system for each section identified above.

The Department implements a Sewer Pipe Blockage Control Program as a core component of its SSMP. A well-designed and effectively executed Blockage Control Program significantly reduces the occurrence of sanitary sewer spills caused by pipe-blocking substances such as fats, oils, and grease (FOG), debris, rags, and wipes. Coordination with other County departments and the California Regional Water Quality Control Board further strengthens the effectiveness of the program. The Department is responsible for implementing the provisions described in the Sewer Pipe Blockage Control Program. Additionally, Department staff will review and update the Sewer Pipe Blockage Control Program, legal authority documents, and public outreach materials as needed or required.

Department inspectors and sewer collection system staff collaborate closely to identify, investigate, and resolve issues caused by discharges of FOG, debris, rags, wipes, and other pipe-blocking substances within District sanitary sewer systems. Preventive measures implemented by the Department may include: requiring FOG pretreatment

(grease interceptors and traps), conducting on-site inspections of Food Service Establishments (FSEs), providing educational outreach on best management practices (BMPs), and taking enforcement action when necessary. Scheduled sewer pipeline maintenance and closed-circuit television (CCTV) inspections are also used to detect developing issues, allowing the Department to prioritize inspections and cleaning efforts efficiently.

## 7.1 Public Education and Outreach Program

Educational materials are provided to both the restaurant community and residential users to raise awareness of the impacts associated with improper disposal of FOG and all pipe-blocking substances. Educational material on grease interceptors, grease traps, and BMPs are provided in **Appendix E** and are to be provided to Department staff for training purposes.

Concerns related to residential disposal should be addressed through public outreach and education on proper disposal management practices. FOG, debris, and overall pipe-blocking substance discharges commonly result from inadequate housekeeping procedures at restaurants and uninformed disposal habits among residential users. Both can contribute to sanitary sewer spills. Resources on proper FOG disposal and flushable wipes is posted on the websites of CSAs.

The Department utilizes its inspectors and designated representatives as the primary staff responsible for education and outreach to both the restaurant community and local residents. During each FSE inspection, inspectors use the opportunity to inform and educate owners, managers, or staff about the laws and regulations applicable to their operations. Inspectors also provide guidance on grease interceptor and grease trap design, proper maintenance, and may suggest qualified vendors who can assist with pretreatment system upkeep.

The Department will ensure that public education occurs on an annual basis during FSE inspections and that resources online are kept up-to-date and available to the public. Topics commonly discussed during outreach include:

1. Product usage and appropriate substitutions
2. Good housekeeping and proper FOG and debris control practices
3. Evaluation and maintenance of grease interceptors and grease traps
4. Relevant ordinance and regulatory requirements on the discharge of pipe-blocking substances
5. Department wastewater discharge permit requirements
6. Education on disposal of wipes and rags

The Department's website also serves as a resource for distributing Sewer Pipe Blockage Control Program information, including information on FOG (<https://specialdistricts.sbcounty.gov/wp-content/uploads/sites/54/2021/10/FOG-Flyer-2026.pdf>) and wipes, paper towels and other pipe blocking materials (<https://specialdistricts.sbcounty.gov/wp-content/uploads/sites/54/wipes.pdf>).

## 7.2 Resources for Disposal of Pipe-Blocking Substances

The Department will begin providing facilities with a list of approved grease-hauling companies and grease-disposal sites available for managing FOG and all pipe-blocking substances. This list will be distributed during annual inspections and posted on the Department's website for easy public access. Making this information readily available ensures that the public knows where to properly dispose of FOG and other substances that may cause blockages in the wastewater system.

## 7.3 Legal Authority

It is prohibited under the federal Clean Water Act, 40 CFR 403.5(b)(3), for any wastewater discharger to cause a sewer pipeline obstruction or blockage. To protect wastewater collection systems, the Department's 1980 *Wastewater Ordinance for Sewer Service* includes provisions that prohibit the discharge of wastewater that obstructs or interferes with the proper operation of sewer collection systems. The ordinance also limits the total concentration of oil and grease to 100 mg/L and includes requirements for installing grease interceptors or traps as determined by the Department. The Department plans to add an Ordinance that prohibits the discharge of fat, wipes, rags, debris, and other pipe-blocking substances.

Owners of Publicly Owned Treatment Plants are generally designated as the Control Authority under federal and state statutes and is required to adopt a wastewater ordinance that provides the legal authority to inspect, monitor, and regulate the quality of wastewater discharges. To ensure that enforcement actions are successful, a solid foundation of court-admissible evidence must be obtained. This evidence must be objective and free of personal opinions.

Failure to comply with BMPs or wastewater treatment requirements may result in enforcement actions, ranging from written warnings to suspension of wastewater discharge privileges.

## 7.4 Grease Interceptor Requirements & Standards

Improper management of FOG can severely damage both a facility's internal drain lines and the broader sanitary sewer collection system. FOG accumulates and hardens on the interior surfaces of sewer pipelines, restricting flow and eventually causing blockages. Such blockages can lead to sanitary sewer overflows, allowing raw sewage to spill onto streets and enter storm drains, lakes, creeks, streams, and even homes and businesses. The Department requires FSEs to install grease interceptors to prevent accumulation of FOG.

The Department has established standard BMPs for the operation and maintenance of grease interceptors and grease traps, as well as for housekeeping activities associated with food preparation and cleanup at restaurants and other food service facilities. These BMPs are not merely recommendations; they are enforceable requirements when an FSE fails to implement one or more of the prescribed practices.

The Department's BMPs are detailed in **Appendix E**.

Grease interceptors are inspected annually, or more frequently when warranted, and are evaluated according to accepted engineering standards regarding their condition and effectiveness in removing FOG.

The Uniform Plumbing Code and the requirements of the San Bernardino County Department of Building and Safety include provisions for determining when treatment of FSE wastewater is necessary. In general, an interceptor or trap is required for all FSEs that prepare food onsite. The formulas used to determine appropriate sizing of grease interceptors or traps are based on the most current edition of the Uniform Plumbing Code standards and specifications. For new construction and tenant improvement projects, this requirement is addressed through the Department's plan check processes. Occupancy permits cannot be issued if the user has not agreed to all conditions for service, including required wastewater treatment and monitoring.

If an existing restaurant or similar facility has been shown to be the cause of a sewer pipeline blockage or a sanitary sewer overflow and does not have an adequately sized grease interceptor or trap, the user is required to install an appropriately sized interceptor within ninety business days. If the existing FSE has a grease interceptor or trap but

the device is poorly maintained or is not adequately sized to treat the type and volume of the facility's wastewater, the user will be required to replace the existing grease removal device with one that is properly sized and designed for its intended purpose.

Any FSE found responsible for a sewer pipeline blockage or sanitary sewer spill will be assessed and invoiced for all costs related to cleanup and any repairs or services required to mitigate and remove the blockage or overflow. These costs will be tracked by opening a work order and assigning all associated charges to that work order. After the work order is completed, the FSE will be invoiced for the total costs of the event. If the invoice is not paid by the specified date, legal actions may be taken, including possible disconnection from the sanitary sewer system.

## 7.5 Identification of Sections Subject to FOG

The Department's collection system maintenance information, which is pertinent to the effective implementation of a Sewer Pipe Blockage Control Program, will be effectively communicated to ensure a timely response and prioritization of FSE inspections, minimizing the occurrence of FOG related problems and sewer spills.

Line cleaning and pump station performance information is used to determine system integrity. A two-inch thick deposit of FOG on the sidewalls of an eight-inch sewer pipeline can lead to a sanitary sewer spill in a very short period of time. Scheduled collection system cleaning through the Department can prevent most spills from occurring. In addition to routine cleaning, the Department focuses on sewer service areas with known problem areas/sections. Typically, additional cleanings are scheduled for sewer pipelines with a history of excessive roots, grease, debris, or all three.

CCTV inspections are used to inspect existing collection system conditions including, but not limited to: deterioration, protrusions, illegal connections, dye testing and flow studies, capacity, monitoring, line sags, integrity, inflow and infiltration, cross connections, cross boring, and to inspect newly installed sewer pipelines to ensure proper installation. Since CCTV inspections record real-time events/conditions, the CCTV records can be used as evidence in enforcement actions when necessary.

## 7.6 Source Control Measures

When excessive FOG and overall debris is found, a report will be generated and submitted to Department inspectors for investigation.

CCTV inspections identify problems or potential problems that can be corrected through capital improvement projects or immediate emergency repairs. The Department CCTV inspects areas that are more prone to FOG and pipe-blocking substances.

CCTV evidence is a critical component of enforcement actions involving users responsible for sewer pipeline blockages or sanitary sewer overflows. In addition to CCTV documentation, inspections are conducted at nearby FSEs to evaluate and investigate the potential causes of sewer pipeline blockages or overflows. After evidence is collected, the information is reviewed and an enforcement strategy is developed using compliance procedures adopted by the Department.

## 7.7 Inspections of Grease-Producing Facilities

The primary sources of FOG discharges are restaurants and similar facilities (e.g. cafeterias, penal institutions, schools, campgrounds, ski resorts, colleges, commercial kitchens, and universities with food services). Collectively, these facilities are known as Food Service Establishments (FSEs).

Inspections of FSEs allow the Department to identify facilities that may pose a risk to the District's sanitary sewer system. The Department is responsible for inspecting all restaurants and similar facilities within the District, with each FSE inspected at least once annually. Additional inspections are conducted based on factors such as past compliance history, type of food service operation, presence or absence of a grease interceptor, complaint history, sewer pipeline stoppage records, and any associated spill history.



The photos above illustrate a grease interceptor chamber that has become completely obstructed. Failure to properly maintain grease interceptors can lead to excessive grease accumulation and subsequent wastewater spills. Site inspections help ensure proper maintenance practices and provide documentation of inspection findings. These records will be tracked and maintained electronically through Cartograph software starting in 2026. FOG inspections follow a separate schedule depending on the facility, ranging from quarterly to annual frequencies.

During inspections, staff evaluate whether bacterial, enzymatic, or chemical agents are being used to dissolve, emulsify, or suspend FOG. These additives may be found in products used for cleaning utensils, pots and pans, drains, or floors. Some products are marketed specifically as grease interceptor additives and claim to eliminate the need for pumping by liquefying the FOG. Such bacterial, enzymatic, and chemical agents are strictly prohibited.

Inspections also include an assessment of the interceptor's performance and structural integrity. The Department applies the "25 Percent Rule" to evaluate interceptor efficiency: once more than 25 percent of the interceptor's operating volume is occupied by accumulated FOG and solids, the unit can no longer remove FOG effectively and must be serviced. Performance may also be reduced by missing elbows or mid-wall tees, or by influent extensions that are improperly sized. Structural integrity can be compromised by anaerobic conditions that produce sulfide gases, which corrode concrete surfaces. As corrosion progresses, plumbing connections may fail, and in severe cases, the entire structure of the interceptor may be jeopardized.

The Department collaborates closely with the San Bernardino County Department of Environmental Health Services (EHS) to share findings from restaurant inspections. Department inspectors provide information that supports the identification of potential Health and Safety Code violations. When violations are observed, EHS is notified so the appropriate inspector can respond and take necessary enforcement action.

FOG inspections are conducted in a prescribed manner to ensure uniformity and fairness when evaluating compliance with the Department's Sewer Pipe Blockage Control Program and Regulations for Sewer Service.

The following procedural guidelines for FOG inspections have been established to ensure a thorough and consistent approach:

1. FOG is tracked with hardcopy files that are manually catalogued.
2. A "Service Order" must be requested for each separate FSE facility inspection planned for the day.
3. Upon arrival of the inspection site, inform FSE Management that an inspection of the Grease Interceptor (GI) or Grease Trap (GT) will occur. Present your Business card and County ID. (Reminder: every FSE has varying business hours and, depending on the FSE clientele, it may be extremely difficult to inspect the site safely. Observe the less frequented times of the FSE and schedule your inspections around that time frame)
4. Plan for "Traffic & Pedestrian Control." Most Grease Interceptors are located in traffic/parking/drive-thru/walkway areas. Most GTs are located inside the FSE near the sink & floor drain areas.
5. Set-up Traffic & Pedestrian Control monitoring equipment, personal protective equipment, and clean-up equipment.
6. Remove manhole covers individually (start with 1<sup>st</sup> chamber), take photos of each individual cell and monitoring instrument to document and identify any potential maintenance problem(s). Visually inspect floatable buildup. Probe surface layer to determine the depth of floatable FOG. Visually determine if the inlet "T" or elbow is in place on both the inlet and outlet of the 1<sup>st</sup> chamber. Note the level of solids, free water, and FOG layer. Take digital temperature readings at all inlets and at the body of the interceptor cell and/or grease trap. Re- install the manhole covers upon completion of the inspection.
7. Document findings on the "FSE Inspection Report."
8. Repeat steps# 6-7 at each up-stream grease interceptor manhole.
9. If the GI has an inspection (sample box) cover or manhole, repeat the above procedures.
10. Complete all documentation on the "FSE Inspection Report."
11. Complete the "Service Order" as required.
12. Complete a "Correction Notice" as indicated.
13. Utilize the Department's scheduling and time management software (i.e. Microsoft Outlook), flag all "Correction Notice" due dates and all regularly scheduled cleaning intervals for District's FSEs. Be sure to cc: Division Manager, WAS Supervisor, Regulatory Compliance Specialist, Maintenance Worker III, and Clerical support with a reminder so that the location will not be overlooked due to scheduled vacations/sick days.
14. All data, service orders, reports, letters, photos, copies of correction notices, etc. are manually catalogued. Up-date all hard-copy binders and turn in all service orders/backup documentation to the office.
15. Follow-up on all flagged "Correction Notices," their due dates, and all regularly scheduled cleaning intervals for FSEs.
16. Request a "Service Order" for each separate FSE follow-up facility inspection.
17. If an FSE has not complied within the assigned time frame re-issue a second Correction Notice. List all original corrective action requirements from the first notice and indicate on the top right portion of the notice that a "Second" notice has been issued. A new deadline for corrective action must be issued for the FSE.

**Note:** If the second notice requires critical action, then immediate corrective action is paramount to the integrity of the collection system; EHS and Code Enforcement must be contacted to assist in the enforcement action. All contact with these agencies must be documented.

- (a.) The recommended "normal" grease interceptor/trap cleaning frequency is a 3-month interval. It can only be extended to 4-month interval if it has been demonstrated that FOG has not been detrimental to the downstream collection system, has not created odors, and has not created Hydrogen Sulfide (H<sub>2</sub>S) damage to the grease interceptor or trap structure.
- (b.) The maximum accumulation of solids, semi-solids, and floaters (FOG) is 25% of the entire volume of the grease interceptor/trap.
- (c.) Each FSE grease interceptor/trap should be internally inspected at a minimum of twice annually. If each consecutive inspection is observed to be uneventful (full compliance with the wastewater Ordinance) and the FSE is continuing to provide/fax up-dated manifest documentation of the FSE grease interceptor/trap cleaning history then there should be no further inspections required in that calendar year.
- (d.) When an FSE is observed to be in Non-Compliance during grease interceptor/trap inspections and/or in violation of the Ordinance, then follow-up inspections are warranted and necessary.
- (e.) Per Department Ordinance: a maximum water temperature of **150** degrees Fahrenheit is acceptable when performing the internal inspection of a grease interceptor/trap where the use of an inferred heat gun is used to determine the internal water temperature at inlet "T", middle section and outlet to determine the overall temperature inside of the structure. If an FSE is observed to be in Non- Compliance based on water temperature during inspection of the kitchen or preparations-area, it is required to determine the source of elevated temperature. When the high water temperature source has been located and observed to be in Non-Compliance with the Department's wastewater Ordinance then follow-up inspections are warranted and necessary. A correction notice must be issued to control the elevated temperature, and reduce the temperature to an acceptable range.
- (f.) Cleaning requirements for all grease interceptors/traps require that the entire structure is 100% emptied of all content. Example #1: a 750-gal grease interceptor manifest shall indicate that 750 gals were pumped/removed and legally disposed of; listing the location and facility where the waste was delivered. Example #2: a 5,500-gal grease interceptor manifest will indicate that 5,500 gals were pumped/removed. Note: this may require multiple manifests if multiple trucks were used for the cleaning/removal process.

A standard FSE Inspection Report must be used when documenting the findings, recommendations, and/or requirements determined during an inspection. A copy of the standard FSE Inspection Report is shown on **Figure 6-1**. A copy of the Correction Notice is shown on **Figure 6-2** and **Figure 6-2a**.

Inspections will also focus on the FSE's FOG Control BMPs (e.g. grease handling and disposal methods). Excellent BMPs will allow FSEs to reduce dependence upon treatment alone and can help reduce the overall costs of complying with the Sewer Pipe Blockage Control Program. Inspectors using professional judgment during inspections will decrease the time necessary for completing inspections and for determining compliance/non-compliance. Tools such as the "Dipstick" (See **Figure 6-3**) can be useful for compliance decisions however many times it's not necessary when determining compliance according to the adopted Wastewater Ordinance or BMP requirements.

If a facility violates any requirement, a first notice is issued. A second violation results in a second notice. Upon a third violation, the matter is referred to EHS or Code Enforcement. A fourth violation triggers legal actions, which may include fees and penalties.

Figure 6-1: Standard FSE Inspection Report

FSE Inspection Report						
District: _____ Tract #: _____		Inspection Date: _____				
Permit #: _____		Site Inspector: _____				
F S E Name: _____		QA/QC Reviewed by: _____			Date: _____	
F S E Address: _____		Arrival Time: _____		am pm		
F S E Phone #: _____		Departure: _____		am pm		
F S E Contact Person: _____		Total time Charged: _____		hrs min.		
F S E Contact on Site: _____		Yes No		Photos taken: _____		
F S E Access Denied: _____		Yes No		photo file #: _____ / _____		
GPS Location: N - -		GPS Location: W - -		/ / /		
Water Temperature: _____		1st: _____ 2nd: _____		Exceeds Ordinance: _____		
		3rd: _____ 4th: _____		Gasket/Sealed: _____		
				Bolted/Secured: _____		
Interceptor / Trap size: _____				(Gallons)		
Interceptor / Trap Liquid Depth: _____				(Inches)		

BMP Compliance [Document details]:

Interceptor Layer Levels

Labels: Air, F O G Layer, Water, Settled Solids Layer

TYPICAL INTERCEPTOR

TYPICAL TRAP

Measurements	#1 Cell	#2 Cell	#3 Cell	#4 Cell	Inspection
Total Hyd. Depth {A}: _____	in.	in.	in.	in.	in.
FOG Layer {B}: _____	in.	in.	in.	in.	in.
Settled Solids {C}: _____	in.	in.	in.	in.	in.
A F S (A+B+C) {D}: _____	in.	in.	in.	in.	in.
% AFS + (AFS / A) X 100 = _____	%	%	%	%	%

[F S E ] Food Service Establishment  
 [A F S ] Accumulated Fog + Solids  
 Per AN Ordinance: Maximum water temperature 150 degrees Fahrenheit

Figure 6-2: Correction Notice

**“GREASE INTERCEPTOR /GREASE TRAP INSPECTION”  
Correction Notice Informational Sheet**

FOR THE INFORMATION OF THE OWNER, TENANT OR MANAGER OF THE FOOD SERVICE ESTABLISHMENT [FSE] LOCATED AT: \_\_\_\_\_

COUNTY OF SAN BERNARDINO, CITY, TOWN OR UNINCORPORATED AREA.

CSA DISTRICT / ASSESSMENT DISTRICT: \_\_\_\_\_

DATE / TIME NOTICE ISSUED: \_\_\_\_\_ AM \_\_\_\_\_ PM.

**COMPLIANCE TIME FRAME: 24 HOURS / 5 DAYS / 15 DAYS / 30 DAYS / 60 DAYS / 90 DAYS**

ISSUING REPRESENTATIVE: \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

[SIGNATURE OF: OWNER, OWNER’S AGENT, MANAGER, TENANT AND DATE RECEIVED]

A “GREASE INTERCEPTOR / GREASE TRAP INSPECTION” WAS PERFORMED AT THE ABOVE LISTED FOOD SERVICE ESTABLISHMENT [FSE]. A FIELD INVESTIGATION AND TESTING HAS DETERMINED THAT A PLUMBING VIOLATION WAS OBSERVED AND DOCUMENTED ON THE ABOVE LISTED FSE. CORRECTIVE ACTION IS REQUIRED. CONFORMANCE WITH THE DISTRICTS RULES & REGULATIONS, AN ORDINANCE AND THE UNIFORM PLUMBING CODE IS REQUIRED. THE SECTION ADDRESSING THE CONCERNS IS QUOTED FOR YOUR INFORMATION. THE SECTION[S] THAT APPLIES TO THE FSE IS IDENTIFIED BY A CHECK MARK.

VIOLATIONS OBSERVED:

- HIGH TEMPERATURE LIMIT** - Any liquid or vapor having a temperature higher than 150 degrees F (66 degrees C) at the Building Sewer.
- FATS, WAXES, GREASE OR OILS** - Any liquid or other waste containing fats, wax, grease, or oils, in excess of 100 mg/l, whether emulsified or not; or containing substances which may solidify or become viscous at temperatures between 32 degrees F and 150 degrees F (0 degrees C and 65 degrees C).
- GREASE / TRAP AND SAND INTERCEPTORS AND SEPARATORS** - Require the Owner to install, maintain, and use Grease and Sand Interceptors and Separators as specified in Sections 708, 710, 711, and 712 of the Uniform Plumbing Code, as modified and superseded by District Ordinance or these Sewer Rules and Regulations.

Brief description of correction needed:

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 -----  
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Additional information attached (circle attachment): **CORRECTION NOTICE    PHOTOGRAPHS    MAP COPIES**

Figure 6-2a: Correction Notice 12-20608-104 rev. 11/04

**CORRECTION NOTICE**

County of San Bernardino  
Special Districts Department  
Water & Sanitation Division  
12402 Industrial Blvd. D-6  
Victorville, CA 92395  
(760) 955-9885  
(800) 554-0565

Date:	Time:	Insp.
Lot/Blk.	Tract:	CSA

Permit # \_\_\_\_\_

Property Owner: \_\_\_\_\_

Property Address: \_\_\_\_\_

Description of corrections needed:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When corrections are completed reinspection will be required. An absolute minimum of 24hr notice must be given before reinspection. After the third inspection, an additional reinspection fee will be required. A date & time for reinspection will be assigned by district staff.

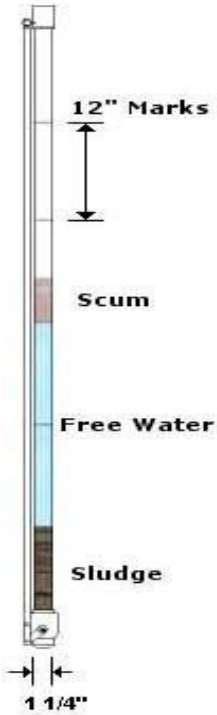
12-20608-104 Rev. 11/04

**Chain of Custody**  
White - File (fax to office and staple to permit)  
Yellow - Inspector  
Pink - Homeowner/Contractor

Figure 6-3: Interceptor Profiling Tool

# DipStick

## Professional Core Sampler



### applications:

Grease Interceptors/Traps  
 Septic Tanks  
 Clarifiers

### features:

Corrosion resistant machined aluminum and impact resistant resin construction

Cutting edge technology and design ensures true core sample

No more "artful" sampling...get a sample that is repeatable and defensible  
 Replaceable wear tip

Available in standard 10 foot (2 piece) and custom sizes

Available accessories include cleaning brush and carrying case

### benefits:

Inspect with confidence

Accurately determine amount of sludge and scum (FOG)

Repeatable Accuracy

Defensible Readings

Minimal Training Required

Easy to use:

- Dip
- Pull actuator
- Remove
- Read

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# 8 System Evaluation, Capacity Assurance, and Capital Improvements

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This chapter discusses the Department's capacity management measures, including the most recent list of recommended capacity improvement projects.

## Requirements:

D.8. SYSTEM EVALUATION, CAPACITY ASSURANCE AND CAPITAL IMPROVEMENTS: The Plan must include procedures and activities for:

- Routine evaluation and assessment of system conditions;
- Capacity assessment and design criteria;
- Prioritization of corrective actions; and
- A capital improvement plan.

8.1 System Evaluation and Condition Assessment: The Plan must include procedures to:

- Evaluate the sanitary sewer system assets utilizing the best practices and technologies available;
- Identify and justify the amount (percentage) of its system for its condition to be assessed each year;
- Prioritize the condition assessment of system areas that:
  - Hold a high level of environmental consequences if vulnerable to collapse, failure, blockage, capacity issues, or other system deficiencies;
  - Are located in or within the vicinity of surface waters, steep terrain, high groundwater elevations, and environmentally sensitive areas;
  - Are within the vicinity of a receiving water with a bacterial-related impairment on the most current Clean Water Act section 303(d) List;
- Assess the system conditions using visual observations, video surveillance and/or other comparable system inspection methods;
- Utilize observations/evidence of system conditions that may contribute to exiting of wastewater from the system which can reasonably be expected to discharge into a water of the State;
- Maintain documents and recordkeeping of system evaluation and condition assessment inspections and activities; and
- Identify system assets vulnerable to direct and indirect impacts of climate change, including but not limited to: sea level rise; flooding and/or erosion due to increased storm volumes, frequency, and/or intensity; wildfires; and increased power disruptions.

8.2. Capacity Assessment and Design Criteria: The Plan must include procedures to identify system components that are experiencing or contributing to spills caused by hydraulic deficiency and/or limited capacity, including procedures to identify the appropriate hydraulic capacity of key system elements for:

- Dry-weather peak flow conditions that cause or contributes to spill events;

- The appropriate design storm(s) or wet weather events that causes or contributes to spill events;
- The capacity of key system components; and
- Identify the major sources that contribute to the peak flows associated with sewer spills.

The capacity assessment must consider:

- Data from existing system condition assessments, system inspections, system audits, spill history, and other available information;
- Capacity of flood-prone systems subject to increased infiltration and inflow, under normal local and regional storm conditions;
- Capacity of systems subject to increased infiltration and inflow due to larger and/or higher-intensity storm events as a result of climate change;
- Increases of erosive forces in canyons and streams near underground and aboveground system components due to larger and/or higher-intensity storm events;
- Capacity of major system elements to accommodate dry weather peak flow conditions, and updated design storm and wet weather events; and
- Necessary redundancy in pumping and storage capacities.

8.3. Prioritization of Corrective Action: The findings of the condition assessments and capacity assessments must be used to prioritize corrective actions. Prioritization must consider the severity of the consequences of potential spills.

8.4. Capital Improvement Plan: The capital improvement plan must include the following items:

- Project schedules including completion dates for all portions of the capital improvement program;
- Internal and external project funding sources for each project; and
- Joint coordination between operation and maintenance staff, and engineering staff/consultants during planning, design, and construction of capital improvement projects; and Interagency coordination with other impacted utility agencies.

**(SEE SSMP VOLUME I)**

# 9 Monitoring, Measurement and Program Modifications

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This section of the SSMP discusses parameters the Department tracks to monitor the success of all of the CSAs' SSMPs and how the Department plans to keep the SSMPs current.

## Requirements:

D.9. MONITORING, MEASUREMENT AND PROGRAM MODIFICATIONS: The Plan must include an Adaptive Management section that addresses Plan-implementation effectiveness and the steps for necessary Plan improvement, including:

- Maintaining relevant information, including audit findings, to establish and prioritize appropriate Plan activities;
- Monitoring the implementation and measuring the effectiveness of each Plan Element;
- Assessing the success of the preventive operation and maintenance activities;
- Updating Plan procedures and activities, as appropriate, based on results of monitoring and performance evaluations; and
- Identifying and illustrating spill trends, including spill frequency, locations and estimated volumes.

**(SEE SSMP VOLUME I)**

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# 10 Internal Audits

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This chapter discusses the Department's SSMP auditing program.

## Requirements:

D.10. INTERNAL AUDITS: The Plan shall include internal audit procedures, appropriate to the size and performance of the system, for the Enrollee to comply with section 5.4 (Sewer System Management Plan Audits) of the General Order.

**(SEE SSMP VOLUME I)**

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# 11 Communication Program

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This section of the SSMP discusses the Department's communications with the public.

## Requirements:

D.11. COMMUNICATION PROGRAM: The Plan must include the following items as appropriate and applicable to the Enrollee's system:

The Plan must include procedures for the Enrollee to communicate with:

- The public for:
  - Spills and discharges resulting in closures of public areas, or that enter a source of drinking water, and
  - The development, implementation, and update of its Plan, including opportunities for public input to Plan implementation and updates.
- Owners/operators of systems that connect into the Enrollee's system, including satellite systems, for:
  - System operation, maintenance, and capital improvement-related activities.

The Department's Division Manager will provide interested parties with status updates on SSMP component implementation and will consider comments from sewer system users and other interested parties.

Any action taken on future updates of the SSMP will be advertised in meeting agendas and the public/interested parties will be given the opportunity to provide written and/or oral comments at these meetings. As a public service, any modifications to the SSMP will be communicated through the use of multiple media outlets including, but not limited to: newspaper, radio, television, or the Department's internet website.

The County's website is an effective communication channel for providing alerts and news to the public. The Department will use the Special Districts website (<https://specialdistricts.sbcounty.gov/water-sanitation/service-districts/>) to communicate if a spill or discharge enters a drinking water source or results in closures to public areas.

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# 12 Supporting Documentation

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# Appendix A

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## Spill Emergency Response Plan

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San Bernardino County  
Special Districts Department  
Water and Sanitation Division

# Spill Emergency Response Plan

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Revised February 2026

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# Water and Sanitation Division

## Mission Statement

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Protection of public health and the water environment through the proper collection, treatment and disposal of domestic and commercial wastewater.

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# Special Districts Department

## Mission Statement

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The Special Districts Department works to ensure safe, healthy, and enjoyable communities by providing customizable programs and municipal services for those who work, play, and stay in San Bernardino County.

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## **ATTACHMENTS**

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- A Reporting Procedures and Responsibilities During Emergencies [Memo]
- B SBC W&S Spill Flow Chart
- C SBC W&S Spill Report Form

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# Purpose

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- Ensure compliance with all regulatory requirements
- Establish a standardized spill response procedure for the special districts department
- Provide a clear and concise spill notification and reporting procedure
- Promote consistency in responding to, mitigating, and reporting spills

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# Goals

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- Protect public health, the environment, and the beneficial uses of receiving waters
- Minimize or mitigate any adverse impacts on the public and the environment
- Ensure a timely and effective response to spills
- Demonstrate professionalism during all phases of spill response
- Identify and implement necessary corrective actions
- Prevent future spill occurrences through continuous improvement
- Achieve and document spill response initiation times of one hour or less for all reported incidents.



## Definition of a Sanitary Sewer Spill

**A sanitary sewer spill** – a spill is a discharge of sewage from any portion of a sanitary sewer system due to a sanitary sewer system overflow, operational failure, and/or infrastructure failure. Exfiltration of sewage is not considered to be a spill under the general order if the exfiltrated sewage remains in the subsurface and does not reach a surface water of the state. The definition of a spill also includes:

- I. Overflows or releases of untreated or partially treated wastewater that reaches waters of the United States.
- II. Overflows or releases of untreated or partially treated wastewater that does not reach waters of the United States; and
- III. Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.

**Examples:** a pipeline blockage, hydraulic overloading of pipelines [taxed condition] or pump stations, and/or equipment malfunctions.

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# References

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1. **Health and Safety Code**. Section 5410-5416, 5460-5464
2. **California Code of Regulations**, Title 23, Section 2250
3. **Water Code**, Section 1050-1062, 13260-13274 [Porter Cologne Act 13271]
4. **Water Code**, Section 13300-13308, 13350-13351, 13370-13389
5. **California Fish and Game Code**, Section 5650-5656
6. **California Regional Water Quality Control Board**, [Santa Ana Region] Order No. R8-2002-12 (NPDES No. CAS 618036) Waste Discharge Requirements for San Bernardino County Flood Control District. Area Wide Urban Storm Water Runoff [SBC MS4 Permit]
7. **State Water Resources Control Board**, Order No. WQ 2006-0003 Statewide General Waste Discharge Requirements for Sanitary Sewer Systems.
8. **State Water Resources Control Board**, Monitoring and Reporting Program No. WQ 2013-0058-Exec, Statewide General Waste Discharge Requirements for Sanitary Sewer Systems.
9. **State Water Resources Control Board**, Monitoring and Reporting Program No. WQ 2022-0103-DWQ Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems

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# Contacting Agencies

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See Attachment A - Reporting Procedures and Responsibilities During Emergencies [memo] and Attachment B - Spill Response Flow Chart

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# Media Relations

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If a sewage spill occurs and media personnel arrive at the spill site, employees shall direct all media representatives to the district office. Staff must remain polite, courteous, and professional at all times and refrain from making statements on behalf of the district.

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# Responsibility

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As caretakers of the sanitary sewer collection systems, treatment facilities, and effluent disposal sites, we are responsible for ensuring that all systems operate correctly and safely.

We are required to protect public health, the environment, and both public and private property from sanitary sewer spills. When a spill occurs, we are charged with restoring the affected area and returning it to normal conditions as quickly as possible.

It is our legal responsibility to report all sanitary sewer spills to the appropriate reporting agencies. Spill reporting is mandated by federal, state, and local (San Bernardino County) laws and regulations.

We have a duty to use all appropriate and available resources to mitigate sanitary spills. Employees are accountable for making every reasonable and honest effort to contain, control, and clean up all sewage spills.

It is also our responsibility to ensure that, after a sanitary sewer spill has occurred, corrective actions are implemented to prevent future occurrences at the affected site.

**Note:** management must be notified immediately of any spill or the potential spill. This notification must be made seven [7] days a week, twenty-four [24] hours a day.

A W & S supervisor must respond to all category 1, 2 & 3 spill locations.

\* \* See emergency reporting procedures [Attachment A]

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# Sanitary Sewer Spill Reporting

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## Spill Categories:

**Category 1** - a spill of any volume of sewage from or caused by a sanitary sewer system regulated under the General Order that results in a discharge to:

- A surface water, including a surface water body that contains no flow or volume; or
- A drainage conveyance system that discharges surface waters when the sewage is not fully captured and returned to the sanitary sewer system;
- Any spill volume not recovered is considered discharged to surface water unless the drainage conveyance system discharges to a dedicated stormwater infiltration basin or facility;
- A spill from an Agency owned and/or operated lateral that discharges to a surface water is a **Category 1 spill [2 hour reporting window to CAL OES]**

**Category 2** - a spill of 1,000 gallons or greater, from or caused by a sanitary sewer system regulated under the General Order that does not discharge to a surface water.

- A spill of 1,000 gallons or greater that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system, is a **Category 2 spill**.

**Category 3** - a spill of equal to or greater than 50 gallons and less than 1,000 gallons, from or caused by a sanitary sewer system regulated under the General Order that does not discharge to a surface water.

- A spill of equal to or greater than 50 gallons and less than 1,000 gallons, that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a **Category 3 spill**.

**Category 4** - a spill of less than 50 gallons, from or caused by a sanitary sewer system regulated under the General Order that does not discharge to a surface water.

- A spill of less than 50 gallons that spills out of a lateral and is caused by a failure or blockage in the sanitary sewer system is a **Category 4 spill**.

**Refer to:** State Water Resources Control Board, Monitoring and Reporting Program NO. WQ 2022-0103-DWQ, Statewide Waste Discharge Requirements General Order for Sanitary Sewer Systems, Attachment E1 (Attachment D of this Document) for detailed information on notification, monitoring, reporting and recordkeeping of a spill.



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# Spill Response Procedures

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## 1. Assess the Spill and Immediate Needs

- Evaluate the spill, identify hazards, and determine what is required to contain, control, and make the work area safe.
- Record your time of arrival.
- If the spill occurs after regular working hours, on weekends, or on holidays, follow the emergency reporting procedures memo (Attachment A).
- **If sewage has entered or may enter receiving waters or dry waterways (SBC MS4 permit), make sure to emphasize this in step 2.**

## 2. Notify the Office

- Contact the office immediately after completing your assessment.
- Explain what resources are needed to mitigate the situation (pump truck, combo truck [vactor or camel], mechanical rodder, additional personnel, bypass pump, sandbags, etc.)

## 3. Make the Work Area Safe

- Put on all required personal protective equipment (PPE).
- Begin containment and control of the spill.
- *(See containment details on page 10).*

## 4. Protect Structures from Flooding

- If a building or structure is flooding due to a sewer line problem, locate the house connection clean-out cap.
- Remove the cap to reduce sewage damage to the structure.

## 5. Document the Site

- If a digital camera is available, photograph the affected area.
- **If no camera is present, request that one be brought to the location.**

## 6. Sampling

- Sewage sampling may be required.
- Contact the W&S supervisor for instructions.
- *(See sampling details on page 12)*

## 7. Relieve the Stoppage

- Begin the necessary steps to clear the blockage, always using a trap.
- If the house connection clean-out cap was removed, reinstall it once work is complete.
- Record the time the spill was relieved and the cause of the stoppage.

## 8. Estimate Spill Volume

- Perform a rough estimate of the total gallons spilled.
- Take all necessary measurements such as flow depth, distances, pooling area dimensions, etc.

## 9. School Notification

- Notify the office if any public or private school is near the affected spill area.
- The office will contact the school and inform them of the situation.

- Regulatory agencies must also be notified as required.

#### 10. Post Warning Signage

- Install proper warning signs if instructed to do so.

#### 11. Clean the Mainline Sewer

- Thoroughly proof (clean) the mainline sewer from structure to structure.

#### 12. Inspect Downstream Structures

- After cleaning the mainline, inspect downstream structures to verify no additional issues remain.

#### 13. Perform Cleanup Measures

- Remove all liquids and solids from the affected area, including washdown water.
- *(See clean-up details on page 11).*

#### 14. Private Property Damage

- If any private property damage has occurred, or if a customer has filed a claim, **do not begin cleanup until photographs have been taken and a W&S supervisor or designee is on-site.**

#### 15. CCTV Inspection

- CCTV the affected line section(s) immediately after cleaning, if a CCTV unit is available.
- If repairs are needed, complete the **sewer line repair request form**.

#### 16. Complete Required Documentation

- Finish the spill report form (Attachment c) and all other incident-related documentation.
- If the spill occurred inside a building, issue a backwater valve notice to the resident/property owner.
- A full spill report must be submitted to CIWQS within 15 calendar days of the event.

#### 17. Enter Spill Data

- **Enter all spill data into the CIWQS spill database within 3 business days, including spill response time.**

# Containment

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Containment of a sewage spill is a critical component of the spill response process. The department is required under numerous laws and regulations to contain **all** sewage spills. There are many variables in containing a spill; logistics, inclement weather, traffic control issues and other unforeseen factors.

Most spill locations share common characteristics: natural low areas, berms, curbs, storm drain inlets and basins, culverts, vacant lots, open fields, excavations, basements, etc. Staff should take advantage of these natural and structural site features when performing containment procedures.

## **Standard Containment Equipment and Materials:**

1. Sandbags
2. Plastic sheeting [visqueen], rubber sheeting
3. Booms
4. Plugs [for storm drains outlets]
5. Fire hoses
6. Dirt, sand, cinders
7. Cold patch [bagged asphalt]
8. Plywood
9. Combo truck, pumper truck, tractor/backhoe

## **Containment Techniques**

Containment techniques are generally consistent across most spill scenarios. In any situation, the objective is either to direct the spill in a controlled, safe direction or to prevent a spill from leaving a designated area. Determine the spill's source and cause (e.g. Debris). Inspect downstream manholes for blockages. Remove the blockage, if found.

### **Use of Sandbags and Plastic Sheeting**

Sandbags are the most commonly used and most effective containment tool. They can be used to either divert flow or hold a spill in place. When plastic sheeting (such as visqueen) is placed beneath or alongside sandbags, it provides a tighter seal and significantly reduces seepage. **A supply of empty sandbags must be kept on all vehicles.**

### **Traffic Control**

When traffic control is required, implement measures in accordance with the **CALTRANS watch manual** to ensure site safety for staff and the public.

### **Containment Strategies**

When feasible, divert the spill into a vacant lot or open field using sandbags or a constructed dirt berm. Once the flow has been redirected into a designated holding area, complete containment by building berms around the perimeter to prevent further movement of the spill.

*[Digging or trenching is discouraged. Many areas contain shallow underground utilities, and excavation can increase risk and complicate an already active emergency.]*

If a storm drain basin is available, it may be used as a temporary containment pit; however, it must be cleaned afterward according to the **clean-up** section of this plan. Block the storm drain outlet using plywood, plugs, sandbags, or other appropriate materials in accordance with SBC MS4 permit requirements.

Under certain circumstances, a culvert pipe may be used as a temporary spill storage area, depending on the volume and flow rate of the sewage.

# Control

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Control of a sewage spill is typically achieved by clearing the pipeline blockage through hydro-flushing or rodding. If these methods fail, set up a portable bypass pumping station [trailer mounted pump] or utilize pump trucks [camel].

Temporary bypass piping may also be required, either inground or aboveground, and operating by gravity flow or pressurization. Additional methods may be used as needed based on site conditions and operational requirements.

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# Clean-up

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Cleaning up after a spill is a demanding task. The department is required to remove all liquid and solid debris from every spill site and storm drain. Before beginning cleanup, it is recommended to photograph the affected area, including any damage to public or private property. Once cleanup is complete, take follow-up photographs to document the restored condition.

A sewage sample may also be required from the spill location. Check with your office before disposing of any collected liquids to ensure sampling requirements have been met [see *sampling section on next page*].

## **General Clean-up Procedures:**

1. Spillage on paved streets:
  - Sweep and vacuum up all sewage and debris.
  - Wash down the street with clean water and remove all washdown water.
  - Do not allow washdown water to enter receiving waters, according to SBC MS4 permit requirements.
2. Spillage on unimproved roads, vacant lots, dry waterways, or private property:
  - Remove all liquids and solids using a trash pump or a combo truck [vactor or camel].
  - Wash down the surface area [if permissible] and collect all washdown water.
  - Rake the area to restore surface conditions.
3. Spillage inside a building or structure:
  - Do not begin cleanup until a W&S supervisor or designee is on site.
  - Take photographs and document any damage before clean-up begins.
  - Mop, squeegee, and wet-vac affected surfaces.
  - Flush surfaces with clean water, then re-mop and wet-vac.
  - Issue a backwater valve notice to the resident.
4. Storm drain clean-up:
  - If wastewater enters a stormdrain, or is intentionally diverted into a drain or catch basin, use a vactor truck to vacuum the sump at a downstream catch basin.
  - Flush the upstream curb, gutter, and storm drain pipe with clean water while vacuuming downstream.
  - Continue vacuuming until all wash water is fully collected.

After completing all clean-up work, re-photograph the affected area to document final conditions.

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# Sampling Procedures

When sewage enters receiving waters [lakes, streams, creeks, channels, pools, etc.], San Bernardino County flood control district must be notified pursuant to NPDES permit no. Cas618036, area-wide urban stormwater runoff [SBC MS4 permit].

For sewage spills of 50,000 gallons or greater discharged into surface waters (category 1 spills), the department must conduct water quality sampling **within 18 hours** of becoming aware of the potential spill.

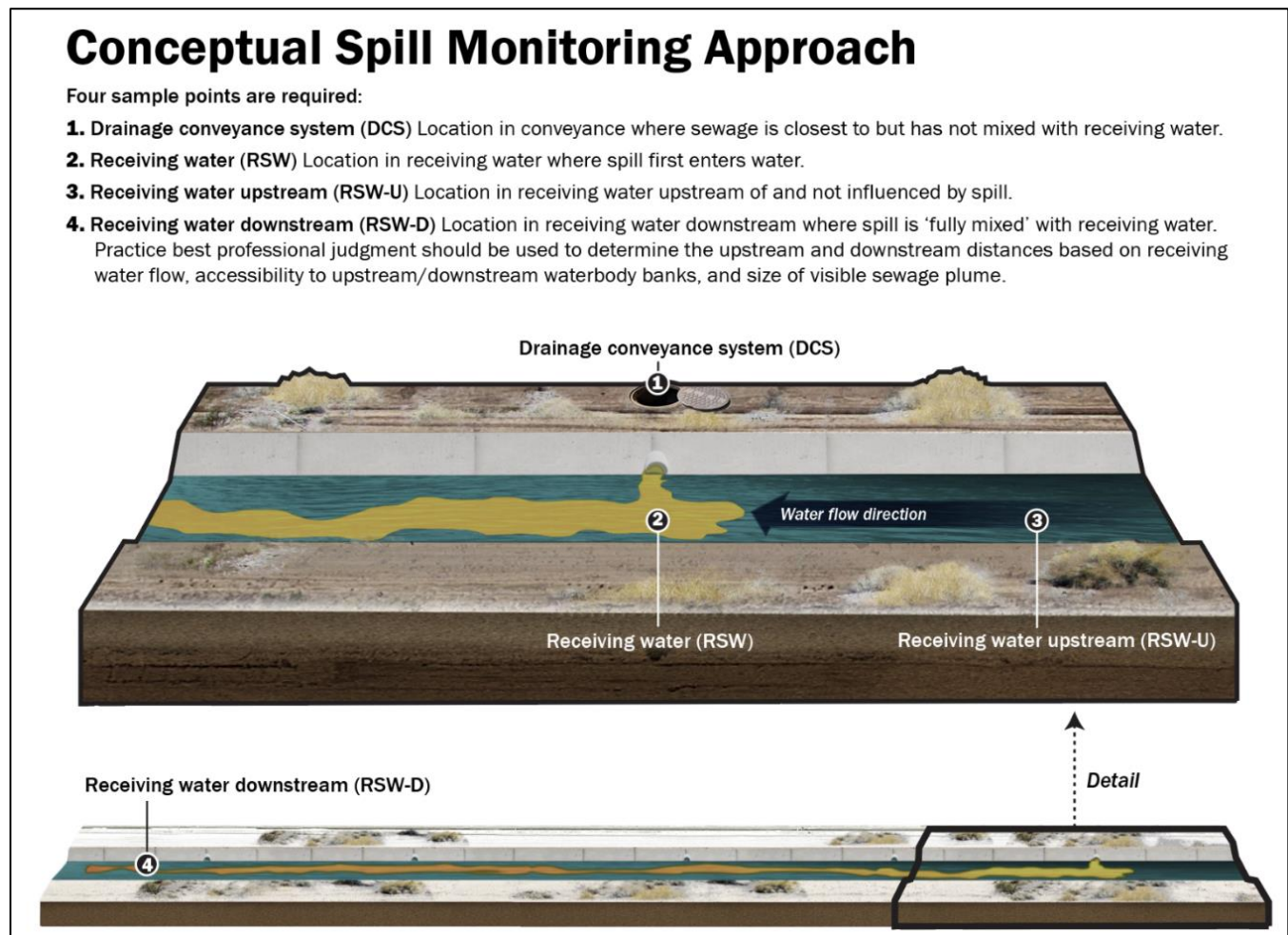
## Sampling Locations

Bacteriological sampling is required. Samples must be collected from three separate locations, described below and shown by the figure. The exact sampling points will be determined on a case-by-case basis, depending on site conditions.

**Site [L]** Upstream of Entry Point

**Site [2]** Just Below Entry Point

**Site [3]** Distance Downstream of Entry Point



**Constituents to be Analyzed**

Samples will be analyzed for the following constituents as required in section 2.3.3 of Attachment E1 of the WDR (**Attachment D** of this document):

Constituent	Analytical method	Maximum hold times
Ammonia (nh3)	SM 4500-NH3-G	28 days
Fecal coliform	SM 9222D	8 hours
Total coliform	EPA 1604 or Enterolert	8 hours
Fecal streptococci	SM 9230	8 hours

In most cases, the operations division will perform all required sampling procedures. If the operations division is unavailable, notify the office and a w&s supervisor for further instructions on how and where to collect the samples.

**Sample Bottle Labels**

Field staff will complete all sample bottle labels using a waterproof pen. Each label must include the following information:

- Sample collection date and time
- Analyte
- Analysis method
- Station number and name
- Field staff names

Labels may be formatted using the following station identifiers:

Station number	Station name
DCS-001	conveyance system before discharge
RSW-001	receiving water point of discharge
RSW-001U	receiving water point upstream of discharge
RSW-XXXD <sup>1</sup>	receiving water point downstream of discharge xxx <sup>1</sup>

**Note:**

<sup>1</sup> Additional downstream monitoring sites will be labeled in sequential order starting from the spill receiving water point of entry.

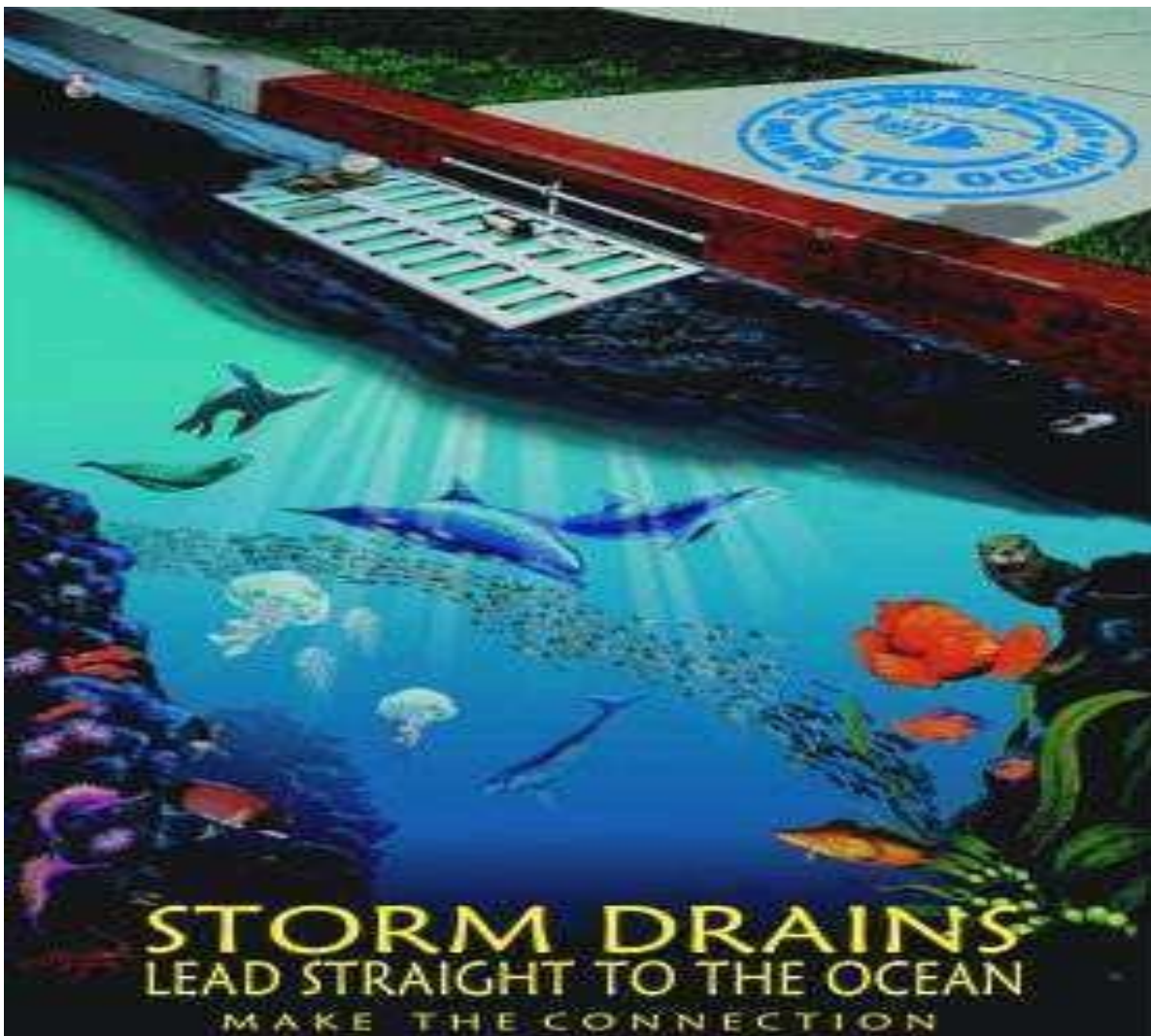
**Transport**

All samples will be kept on ice from time of collection until receipt by laboratory personnel. Samples must be transported to the nearest ELAP-accredited laboratory and analyzed within the required maximum holding time.

# Corrective Actions

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1. Management and the W&S supervisor will evaluate every spill occurrence.
2. Each affected line segment will be CCTV inspected. The CCTV inspection will be completed in a timely manner, and all sewer line repair request forms will be reviewed and processed appropriately.
3. Each spill location will be assigned a preventive maintenance schedule. The type and frequency of scheduled cleaning will be determined based on the conditions identified during the CCTV inspection.
4. All spill locations receive follow-up CCTV inspections. Inspections will be scheduled at three-month intervals to assess the effectiveness of the established maintenance schedule. Cleaning frequencies will be adjusted as needed.
5. Details of each spill will be reviewed to identify and recommend improvements to spill response procedures and notification procedures.
6. All W&S employees will be briefed on each sewer spill occurrence.
7. Follow-up actions, such as sewer repairs or system upgrades through capital improvements, will be defined and recommended as necessary.



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# Attachment A

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Reporting Procedures and Responsibilities  
During Emergencies [Memo]



## INTEROFFICE MEMO

DATE: May 1, 2025 (REVISED)

PHONE: (760) 955-9885

FROM: LISA GREEN  
WAS Supervisor

MAIL CODE: 0450

TO: GREG SNYDER  
CHRIS BISHOP  
LISA GREEN

---

SUBJECT: EMERGENCY REPORTING PROCEDURES AND RESPONSIBILITIES FOR LAHONTAN REGION

COUNTY SERVICE AREA 70, IMPROVEMENT ZONE SP-2 - HIGH COUNTRY COUNTY SERVICE AREA 42 - ORO GRANDE  
COUNTY SERVICE AREA 64 - SPRING VALEY LAKE COUNTY  
SERVICE AREA 70S7 - LENWOOD COUNTY SERVICE AREA 82 - TRONA  
ALL CONTRACTUAL FACILITIES THAT W&S PROVIDES SEWER SERVICES

---

**NOTE: THIS REPORTING PROCEDURE SUPERSEDES ALL PREVIOUS REPORTING INSTRUCTIONS**

The following procedures will be implemented when a Sanitary Sewer Overflow [SSO] occurs and sewage flows or threatens to flow into the community from public (District) wastewater facilities & Conveyance systems.

**NOTE: Field Staff, W&S Supervisors, Managers or other responsible employees acting in their capacity will initiate the standard emergency response procedures necessary to curtail the overflow or stoppage.**

The first employee with knowledge of the SSO will contact the following:

**1. Lisa Green, Water & Sanitation Supervisor**

Office: (909) 386-8883

Fax: (909) 386-8839

Home: (909) 844-5110

Cell: (760) 954-3263

If Lisa Green is not available, contact:

**2. Chris Bishop, Water & Sanitation Supervisor**

Office: (760) 261-6032

Fax: (909) 386-8839

Home: (760) 963-2015

Cell: (909) 269-1094

If Chris Bishop is not available, contact:

**Greg Snyder, Division Manager**

Office: (909) 386-8886

Fax: (909) 386-8839

Home: (951) 956-0411

Cell: (909) 501-8259

NOTE: The Water and Sanitation Supervisor or Manager will initiate & perform the Emergency Notification Procedures and provide all vital information to the following agencies:

Lahontan Regional Water Quality Control Board- Victorville Office: (760) 241-6583

Fax: (760) 241-7308

Jan Zimmerman, Supervising Engineering Geologist South  
Lahontan Watersheds Division

THREE NOTIFICATION CALLS WERE REQUIRED (CALIFORNIA OFFICE OF EMERGENCY SERVICES, REGIONAL WATER CONTROL BOARDS, AND LOCAL HEALTH DEPARTMENT). REQUIRED NOTIFICATION HAS BEEN CHANGED TO CALL OFFICE OF EMERGENCY SERVICES (CAL OES) ONLY SINCE CAL OES NOTIFIES THE REGIONAL WATER QUALITY CONTROL BOARDS AND LOCAL HEALTH DEPARTMENTS WHEN A SPILL IS RECEIVED.

The Water and Sanitation Division and/or Special Districts Department will maintain daily contact with the Local Regional Quality Control Board and State Health Department in the reporting of bacteriological results.

CATEGORY 1 - "2" HOUR NOTIFICATION TIME FRAME "MAXIMUM" TO OES CATEGORY 2-  
WITHIN TWO HOURS NOTIFICATION OF 1,000 GALLONS OR GREATER  
CATEGORY 3 - NO CALL REQUIRED  
CATEGORY 4 - NEW CATEGORY ADDED NO CALL REQUIRED

State Office of Emergency Services

Office: (800) 852-7550 (All of California) or  
(916) 845-8911

The Department of Fish and Game requires written notification within 14 days of the incident at the following address:

Department of Fish and Game - Region 6  
3602 Inland Empire Blvd.  
Ontario, CA 91764

Office: (909) 484-0167

Mohave River Fish Hatchery

Office: (909) 484-0167

State Health Department

Wei H. Chang, District Engineer  
Jarrett Hamud, Associate Sanitary Engineer

Office: (909) 383-4328  
(909) 383-4328  
(909) 383-4320

Department of Public Health

Division of Environmental Health Services  
Kristian Alselor, Division Chief

Office: (909) 387-5159  
Cell: (909) 454-4449  
Fax: (909) 387-4323

Emergency After Hours and Weekends

(800) 442-2283

Office of Emergency Services (County) Eric Fyvie, Manager

Office: (909) 356-3998  
Fax: (909) 356-3965

Emergency Dispatch Center (County)  
Alisha Johnson, Manager

Office: (909) 356-3805

Department of Water Resources (Southern)  
California Control Center  
Operations at Castaic  
Jose Lopez, Sr. Operator

Office: (661) 944-8600  
Fax: (661) 944-1790

Curtis Green, Operations Supervisor

Clinical Laboratory  
Isabel Navarro

Office: (909) 825-7693  
Fax: (909) 825-7696

Regional Parks  
Beahta Davis, Director

Office: (909) 387-2886

**UTILITIES** - Emergency Contact Numbers:

Underground Service Alert (USA)  
Southern California Edison  
Southern California Gas Company  
Southwest Gas  
Telephone: Contel/GTE  
(For repair crew, local "USA" does their locations) Verizon

811  
(800) 655-4555  
(800) 427-2200  
(800) 443-8093  
611

Directory Assistance  
800 Listings

(800) 483-2000  
411  
(800) 555-1212



## INTEROFFICE MEMO

DATE: May 1, 2025 (REVISED)

PHONE: (760) 955-9885

FROM: LISA GREEN  
WAS Supervisor

MAIL CODE: 0450

TO: GREG SNYDER  
CHRIS BISHOP  
LISA GREEN

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SUBJECT: EMERGENCY REPORTING PROCEDURES AND RESPONSIBILITIES FOR SANTA ANA REGION

COUNTY SERVICE AREA 70S3 - LYTLE CREEK COUNTY SERVICE  
AREA 70 GH- GLEN HELEN COUNTY SERVICE AREA 53B -  
FAWNSKIN

GLEN HELEN REHABILITATION CENTER (SHERIFF'S ACADEMY)

ALL CONTRACTUAL FACILITIES THAT WATER AND SANITATION PROVIDES SEWER SERVICES

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NOTE: THIS REPORTING PROCEDURE SUPERSEDES ALL PREVIOUS REPORTING INSTRUCTIONS

The following procedures will be implemented when a Sanitary Sewer Overflow [SSO] occurs and sewage flows or threatens to flow into the community from public (District) wastewater facilities & Conveyance systems.

NOTE: Field Staff, W&S Supervisors, Operations Managers or other responsible employees acting in their capacity will initiate the standard emergency response procedures necessary to curtail the overflow or stoppage.

The first employee with knowledge of the SSO will contact the following:

**1. Lisa Green, Water & Sanitation Supervisor**

Office: (909) 386-8883  
Fax: (909) 386-8839  
Home: (909) 844-5110  
Cell: (760) 954-3263

If Lisa Green is not available, contact:

**2. Chris Bishop, Water & Sanitation Supervisor**

Office: (760) 261-6032  
Fax: (909) 386-8839  
Home: (760) 963-2015  
Cell: (909) 269-1094

If Chris Bishop is not available, contact:

**3. Greg Snyder, Division Manager**

Office: (909) 386-8886  
Fax: (909) 386-8839  
Home: (951) 956--0411  
Cell: (909) 501-8259

NOTE: The Water and Sanitation Supervisor or Manager will initiate & perform the Emergency Notification Procedures and provide all vital information to the following agencies:

Santa Ana Regional Water Quality Control Board

Office: (951) 782-4130

Chuck Griffin, Chief of Surveillance and Enforcement  
After hours and weekends (Office of Emergency Services)

Office: (951) 782-4996  
Office: (800) 852-7550

THREE NOTIFICATION CALLS WERE REQUIRED (CALIFORNIA OFFICE OF EMERGENCY SERVICES, REGIONAL WATER CONTROL BOARDS, AND LOCAL HEALTH DEPARTMENT). REQUIRED NOTIFICATION HAS BEEN CHANGED TO CALL OFFICE OF EMERGENCY SERVICES (CAL OES) ONLY SINCE CAL OES NOTIFIES THE REGIONAL

WATER QUALITY CONTROL BOARDS AND LOCAL HEALTH DEPARTMENTS WHEN A SPILL IS RECEIVED.

The Water and Sanitation Division and/or Special Districts Department will maintain daily contact with the Local Regional Quality Control Board and State Health Department in the reporting of bacteriological results.

CATEGORY 1 - "2" HOUR NOTIFICATION TIME FRAME "MAXIMUM" TO OES CATEGORY 2-  
WITHIN TWO HOURS NOTIFICATION OF 1,000 GALLONS OR GREATER  
CATEGORY 3 - NO CALL REQUIRED  
CATEGORY 4 - NEW CATEGORY ADDED NO CALL REQUIRED

State Office of Emergency Services

Office: (800) 852-7550 (All of California)

Or (916) 845-8911

The Department of Fish and Game requires written notification within 14 days of the incident at the following address:

Department of Fish and Game - Region 6

3602 Inland Empire Blvd.

Ontario, CA 91764

Office: (909) 484-0167

Fontana Water Company

Seth Zielke, Director of Operations

Office Emergency: (909) 428-8746

Office: (909) 822-2201

West San Bernardino County Water District

John Thiel, General Manager

Office: (909) 875-1804

Fax: (909) 875-1849

Linda Jadeski, Assistant General Manager

City of Rialto Answering

Service

Office: (909) 421-7279

Mike Orena, Director of Public Worker NOTE:  
(Water Services Controlled by Veloia)

Office: (909) 383-4328

(909) 383-4328

(909) 383-4308

State Health Department

Wei H. Chang, District Engineer

Office: (909) 387-5159

Cell: (909) 454-4449

Jarrett Hamud, Associate Sanitary Engineer

Fax: (909) 387-4323

Department of Public Health

Division of Environmental Health Services  
Kristian Alselor, Division Chief

Emergency After Hours and Weekends

(800) 442-2283

United States Forest Service

Lytle Creek Ranger Station

Dispatch Center

Mike Nobles, District Ranger

Office: (909) 382-2851

(909) 382-2752

(909) 383-5654

Office: (909) 382-2860

Office of Emergency Services (County) Eric

Fyvie, Manager

Office: (909) 356-3998

Fax: (909) 356-3965

Emergency Dispatch Center (County)

Alisha Johnson, Manager

Office: (909) 356-3805

Clinical Laboratory

Isabel Navarro

Office: (909) 825-7693

Fax: (909) 825-7696

Big Bear Municipal Water District

Jared Cheek, General Manager

Office: (909) 866-5796

Fax: (909) 866-6485

BBARWA

David Lawrence, General Manager

Office Emergency: (909) 261-6645

Office: (909) 584-4018

**UTILITIES** - Emergency Contact Numbers:

Underground Service Alert (USA)

811

Southern California Edison

(800) 655-4555

Southern California Gas Company

(800) 427-2200

Southwest Gas

(800) 443-8093

Telephone: Contel/GTE

611

(For repair crew, local "USA" does their locations) Verizon

(800) 483-2000

Directory Assistance

411

800 Listings

(800) 555-1212

# Attachment B

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## SBC W&S Spill Flow Chart

# Attachment C

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SBC W&S Spill Report Form

# SAN BERNARDINO COUNTY SPECIAL DISTRICTS DEPARTMENT WATER & SANITATION DIVISION

## Spill Report

SECTION 1 OF 6

### FACTS SHEET

DATE OF SPILL \_\_\_\_\_ / \_\_\_ / \_\_\_ County: San Bernardino County

SPILL REPORT NUMBER \_\_\_\_\_ Region: LAHONTAN/SANTAANA/COLORADO(circ/eonef)

LOCATION OF SPILL \_\_\_\_\_  
NEAREST CROSS STREET \_\_\_\_\_

THOMAS MAP GUIDE  \_\_\_\_\_ GP S. COORDINATES: \_\_\_\_\_

SSO IDENTIFICATION [ID] NUMBER: \_\_\_\_\_ SSO CATEGORIES: 1 / 2 / PLSD [circle one]

*PRIVATE SPILL RESPONSIBLE PARTY INFO:*

DISTRICT \_\_\_\_\_ EASEMENT \_\_\_\_\_ Y/N

UPSTREAM M/H / C/O \_\_\_\_\_ DOWNSTREAM M/H / C/O \_\_\_\_\_  
DIA. OF PIPE \_\_\_\_\_

MAP NUMBER \_\_\_\_\_

TIME CALL RECEIVED \_\_\_\_\_ PHOTOGRAPHS TAKEN \_\_\_\_\_ Y / N

TIME ARRIVED \_\_\_\_\_ SEWAGE SAMPLE TAKEN \_\_\_\_\_ Y / N

**TOTAL TIME FOR RESPONSE** \_ TIME SPILL PRIVATE PROPERTY DAMAGED \_\_\_\_\_ Y / N

CONTAINED \_\_\_\_\_ BACKWATER VALVE NOTICE ISSUED \_\_\_\_\_ Y / N

TIME SPILL OVER \_\_\_\_\_ CAUSE OF SPILL 1 \_\_\_\_\_

**TOTAL DURATION OF SPILL** \_\_\_\_\_ 2 \_\_\_\_\_

TOTAL AMOUNT RECOVERED . \_ TOTAL  
AMOUNT BY-PASSED \_\_\_\_\_  
TOTAL AMOUNT REACHING \_\_\_\_\_

[GALLONS]

[by: pumper truck, combo truck, by-pass, other]

RECEIVING WATERS \_\_\_\_\_

[LOCATION OF AFFECTED WATERWAY]

**TOTAL AMOUNT OF SPILL >>> \_\_\_\_\_**

\_\_\_\_\_  
[GALLONS]

If SSO entered any of the following [*Circle applicable item[s]*]: 1] Drainage Channel, 2] Surface Waters, 3] Discharge into an *S/D* pipe and was not fully recovered, 4] Discharge into an *S/D* pipe and was fully recovered.

CREW LEADER \_\_\_\_\_ CREW [S] \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

W & S SUPERVISOR NOTIFIED Y / N

TIME NOTIFIED \_\_\_\_\_ DATE NOTIFIED \_\_\_\_\_

BRIEF REPORT ON MITIGATION, CLEAN UP METHODS, PRIVATE PROPERTY DAMAGE, ETC..

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**SAN BERNARDINO COUNTY  
SPECIAL DISTRICTS DEPARTMENT  
WATER & SANITATION DIVISION**

Lahontan Region

SECTION 2 OF 6

**SPILL REPORT  
NOTIFICATION SHEET**

**DATE**        ..... / ..... / .....

DATE OF SPILL                                /\_\_ /\_\_                                DURATION OF SPILL                                \_\_\_\_\_

SPILL REPORT NUMBER                                \_\_\_\_\_                                RECEIVING WATERS                                **Y/N**

NAME OF PERSON CONTACTING LISTED AGENCY [S]                                \_\_\_\_\_

0 ES CONTROL NUMBER: \_\_\_\_\_

AGENCY [S]	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
1) LISA GREEN W& S SUPERVISOR			
2) CHRIS BISHOP W& S SUPERVISOR			
3) GREG SNYDER DIVISION MANAGER			
4) LAHONTAN REGIONAL BOARD			
5) CALIFORNIA OFFICE OF EMERGENCY SERVICES			
6) CRESTLINE LAKE ARROWHEAD WATER AGENCY			
7) CA DEPARTMENT OF FISH AND GAME			
8) CA DEPARTMENT OF HEALTH SERVICES			
9) SBC DEPARTMENT OF HEALTH SERVICES			
10) CA DEPARTMENT OF WATER RESOURCES			
11) SBC FLOOD CONTROL DISTRICT [SBC MS4 PERMIT]			
12) CALIFORNIA INTEGRATED WATER QUALITY SYSTEM (CIWQS)			
13)			
14)			

NOTES.....

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SPILL CALCULATIONS: *[DETAILED REPORT ON ESTIMATED GALLONAGE]*

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18) CALIFORNIA INTEGRATED WATER QUALITY SYSTEM (CIWQS)			
19)			

NOTES.....

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SPILL CALCULATIONS: *[DETAILED REPORT ON ESTIMATED GALLONAGE]*

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**SAN BERNARDINO COUNTY  
SPECIAL DISTRICTS DEPARTMENT  
WATER & SANITATION DIVISION**

Colorado Region

SECTION 4 OF 6

**SPILL REPORT  
NOTIFICATION SHEET**

DATE      \_\_\_\_/\_\_\_\_/\_\_\_\_

DATE OF SPILL      \_\_\_\_ / \_\_\_\_ / \_\_\_\_      DURATION OF SPILL      \_\_\_\_\_

SPILL REPORT NUMBER      \_\_\_\_\_      RECEIVING WATERS      Y/N

NAME OF PERSON CONTACTING LISTED AGENCY [S]      \_\_\_\_\_  
O E S CONTROL NUMBER:      \_\_\_\_\_

AGENCY [S]	DATE NOTIFIED	TIME NOTIFIED	CONTACT PERSON/ MESSAGE LEFT
1) LISA GREEN W& S SUPERVISOR			
2) CHRIS BISHOP W& S SUPERVISOR			
3) GREG SNYDER DIVISION MANAGER			
4) REGIONAL PARKS REPRESENTATIVE			
5) COLORADO REGIONAL BOARD			
6) CALIFORNIA OFFICE OF EMERGENCY SERVICES			
7) CALIFORNIA DEPARTMENT OF HEALTH SERVICES			
8) DEPARTMENT OF PUBLIC HEALTH			
9) DEPARTMENT OF HEALTH SERVICES-COUNTY			
10) CA DEPARTMENT OF WATER RESOURCES			
11) CA DEPARTMENT OF FISH AND GAME			
12) SBC FLOOD CONTROL DISTRICT [SBC MS4 PERMIT]			
13) CALIFORNIA INTEGRATED WATER QUALITY SYSTEM (CIWQS)			
14)			

NOTES.....

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SPELL CALCULATIONS: *[DETAILED REPORT ON ESTIMATED GALLONAGE]*

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**SAN BERNARDINO COUNTY  
SPECIAL DISTRICTS DEPARTMENT  
WATER & SANITATION DIVISION**

**Spill Report**

**CORRECTIVE ACTION SHEET**

SECTION 5 OF 6

**DATE**     \_\_\_ / \_\_\_ / \_\_\_

**DATE OF SPILL**             \_\_\_ \_\_\_ / \_\_\_ \_\_\_ / \_\_\_ \_\_\_

**SPILL REPORT NUMBER**         \_\_\_\_\_

**LOCATION**                             \_\_\_\_\_

**DISTRICT**                             \_\_\_\_\_

**UPSTREAM M/H**                     \_\_\_\_\_                     **DOWNSTREAM M/H**                     \_\_\_\_\_

**LINE SEGMENT NUMBER**         \_\_\_\_\_

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PREVIOUS CCTV RECORDS:	Y / N	DETAILS:
------------------------	-------	----------

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PRESENT CCTV RECORDS:	Y / N	DETAILS:
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PREVIOUS MAINTENANCE:	Y / N	DETAILS:
-----------------------	-------	----------

SCHEDULED MAINTENANCE:		
------------------------	--	--

--	--	--

CURRENT SCHEDULED MAINTENANCE	Y / N	DETAILS:
NEXT SCHEDULED DATE:		
SCHEDULED AT _____ INTERVALS		

---

SEWER MAINLINE REPAIR	Y / N	DETAILS:
<b>GP S. COORDINATES OF REPAIR[s]:</b>		
REPAIR PERFORMED BY MAINTENANCE STAFF, OR BY CONTRACTOR?		
NAME OF CONTRACTOR:		PHONE NUMBER:
JOB SITE FOREMAN:		COMPETENT PERSON:
DETAILED DESCRIPTION OF REPAIR/ EXCAVATION WORK/ BYPASS INFORMATION ETC.		

EMPLOYEE [S] - TIME REGULAR HOURS>	___	__	OVER TIME HOURS>	___	
EQUIPMENT - TIME REGULAR HOURS>	___		OVER TIME HOURS>	___	
PERMIT[S] Y / N	COST	Y / N	AMOUNT>	___	__



Name of Lab performing analyses: \_\_\_\_\_

Phone number of Lab : \_\_\_\_\_

Lab person performing analyses: \_\_\_\_\_

<del>ANALYTE</del>	<del>LOCATION</del>	<del>RESULTS</del>	METHOD	DATE PREPARED	DATE ANALYZED
--------------------	---------------------	--------------------	--------	---------------	---------------

Fecal Colifonns	L1]				
Fecal Streptococcus	L1]				
Total Coliforms	L1]				
Fecal Colifonns	L2]				
Fecal Streptococcus	L2]				
Total Coliforms	L2]				
Fecal Colifonns	L3]				
Fecal Streptococcus	L3]				
Total Coliforms	L3]				
Fecal Colifonns	L4]				
Fecal Streptococcus	L4]				
Total Coliforms	L4]				
Fecal Coliforms	L5]				
Fecal Streptococcus	L5]				
Total Coliforms	L5]				
Fecal Colifonns	L6]				
Fecal Streptococcus	L6]				

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# Appendix B

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## Sanitary Sewer System Complaint Log

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# Appendix C

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## Customer Complaint - Deposition Protocol

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## Customer Complaint - Deposition Protocol

### Normal Business Hours (Monday – Friday, 0800 hrs to 1630 hrs)

#### Pertinent Information Gathering Procedures:

##### Receipt of general complaint:

1. Date and Time of the Complaint?
2. Full Name, Home & Business and/or Cell Phone Number(s), and Physical address of the complainant?
3. Location of the incident/emergency, all Cross Streets, Nearest Highway, Thomas Guide Page etc.?
4. Brief description of the Incident/Emergency : i.e.- SSO, M/H Cover off, Sewer Backup, Sewer Odor, etc..?
5. Ask what Time the caller observed and/or noticed the Incident/Emergency?
6. Would they like a Return Call of the Final Deposition of their Complaint?
7. Complete the required Service Order [S O] fields.

##### Deposition of general complaint:

- a) Contact the Field Crew by pager/cell/radio with the complaint information. Record the time of contact on the S O.  
“ Note” If the complaint has the potential and/or is an occurring SSO notify a W&S Supervisor or Operation’s Manger immediately.
- b) Place the S O in the inbox for local field crews, and if crew is not local FAX a copy to the crew hub location.
- c) Place a copy of all S O’s in the inbox of the Collection System Data Imputer.

##### Receipt of complaint from Facilities that W&S Provides Services too:

8. Full Name of Company/Division/Department and/or Region?
9. Full Name, Business and/or Cell Phone Number(s), Physical address of the complainant?
10. Location of the incident/emergency, all Cross Streets, Nearest Highway, Thomas Guide Page: i.e.- Prado Regional Park, Barstow Daggett Airport, San Bernardino Valley College, etc...?
11. Brief description of the incident/emergency: i.e.- SSO, Pump Station Failure, Sewer Backup, etc..?
12. Inform the requestor that they must submit an E-Mail authorizing the Special Districts Department to proceed with Emergency Incident Response, approving re-imburement for all costs i.e. labor, materials, equipment etc.
13. Notify a W&S Supervisor and/or Operation’s Manger immediately so they can complete the S O request.
14. Upon receiving authorization, the W&S Supervisor, Operation’s Manger or Designee will then contact the appropriate staff to respond.
15. Follow b) & c) above.

- ❑ **If there are any questions concerning an emergency or potential emergency, do not hesitate and call for a consultation with management.**

### After Business Hours (Monday–Friday, 1630 hrs to 0800 hrs including Weekends and Holidays)

#### Receipt of General & Facilities complaints to Apple Valley Answering Service (AVAS):

1. AVAS receives information for questions #1 through #6 above and/or #8 through #11.
2. AVAS then contacts the On-Call W&S Employee for the specific district that the complaint is within by pager/home phone/cell phone/2 way radio.
3. AVAS then provides all the pertinent information to the On-Call employee.
4. The On-Call W&S Employee will then respond to the complaint.
5. The On-Call W&S Employee will notify the On-Call W&S Supervisor immediately if the request is Facilities related and will standby for the approval to respond from W&S Management.
6. AVAS automatically forwards ALL complaint information to the Victorville Office on the next business day. This is a Quality Assurance measure to ensure that all Complaints have been handled and mitigated.

# Appendix D

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## Contractor List

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## CONTRACTORS

### Pipeline Maintenance & Repair:

Company:	DIR Registration Number	Vendor e-Pro No:	County Contract No:	PWC-100	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
El-Co Contractors, Inc.	<a href="#">1000002706</a>	00002897	<a href="#">21-506</a>	<a href="#">2.024E+10</a>	124	06/22/21	07/01/21	5 YR	06/30/26	None	NTE \$1,700,000
High Desert Underground, Inc.	<a href="#">1000014207</a>	00000270	<a href="#">21-507</a>	<a href="#">2.024E+10</a>							NTE \$1,700,000
Kirtley Construction (TK)	<a href="#">1000002924</a>	00001223	<a href="#">21-508</a>	<a href="#">2.024E+10</a>							NTE \$1,700,000
RE Chaffee Construction, Inc.	<a href="#">1000707243</a>	00016809	<a href="#">21-509</a>	<a href="#">2.024E+10</a>							NTE \$1,700,000
Merlin Johnson Construction, Inc.	<a href="#">1000000623</a>	00003602	<a href="#">21-510</a>	<a href="#">2.024E+10</a>							NTE \$1,700,000
Altmeyer, Inc.	<a href="#">1000017835</a>	00008837	<a href="#">21-513</a>	<a href="#">2.024E+10</a>							NTE \$1,700,000

### Sewer Repair & Maintenance:

Company:	DIR Registration Number	Vendor e-Pro No:	County Contract No:	PWC-100	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
El-Co Contractors, Inc.	<a href="#">1000002706</a>	00002897	<a href="#">23-651</a>		56	07/11/23	07/11/23	5 YR.	06/30/28	None	NTE \$1,000,000 Each
Houston & Harris PCS, Inc.	<a href="#">1000003580</a>	00004297	<a href="#">23-652</a>								
Kirtley Construction dba TK Construction	<a href="#">1000002924</a>	00001223	<a href="#">23-653</a>								

### Tank Diving Inspection, Cleaning & Repair

Company:	DIR Registration Number	Vendor e-Pro No:	County Contract No:	PWC-100	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Blue Locker Commercial Diving Services, LLC	<a href="#">1000032026</a>	00026306	<a href="#">24-493</a>	<a href="#">2.0241E+10</a>	122	06/25/24	06/25/24	5 YR.	06/24/29	None	NTE \$500,000
H2O Solutions, LLC.	<a href="#">1000018392</a>	00026741	<a href="#">24-494</a>	<a href="#">2.0241E+10</a>							NTE \$500,000
Municipal Diving Services Inc.	<a href="#">1000044312</a>	00026720	<a href="#">24-495</a>	<a href="#">2.0241E+10</a>							NTE \$500,000

### Well & Pump Maintenance & Repair:

Company:	DIR Registration Number	Vendor e-Pro No:	County Contract No:	PWC-100	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Layne Christensen Company	<a href="#">1000004273</a>	00000657	<a href="#">21-502</a>	<a href="#">2.024E+10</a>	125	06/22/21	07/01/21	5 YR.	06/30/26	None	NTE \$2,800,000
Well Tec Services, Inc.	<a href="#">1000018493</a>	00002731	<a href="#">21-503</a>	<a href="#">2.024E+10</a>							NTE \$2,800,000
Legend Pump & Well Service, Inc.	<a href="#">1000007078</a>	00006051	<a href="#">21-504</a>	<a href="#">2.024E+10</a>							NTE \$2,800,000
RE Chaffee Construction, Inc.	<a href="#">1000707243</a>	00016809	<a href="#">21-505</a>	<a href="#">2.024E+10</a>							NTE \$2,800,000

## CONSULTANTS

### Civil Engineering/Geotechnical/Surveying:

Company:	SAP Contract No:	e-Pro No:	County Contract No:	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
BKF Engineers	4400020744	00013249	<a href="#">22-942</a>	79	09/27/22	09/27/22	5 Years	09/27/27	None	NTE \$2,500,000 Each
CASC Engineering & Consulting	4400020745	00001704	<a href="#">22-943</a>							
Converse Consultants	4400020748	00000675	<a href="#">22-944</a>							
Dokken Engineering	4400020749	00011591	<a href="#">22-945</a>							
Dudek	4400020790	00002794	<a href="#">22-946</a>							
Engineering Resources of California	4400020791	00000615	<a href="#">22-947</a>							
EXP US Services	4400020792	00020931	<a href="#">22-948</a>							
Geocon West, Inc	4400020793	00000253	<a href="#">22-949</a>							
HR Green Pacific	4400022337	00024032	<a href="#">22-950</a>							
IMEG Corp	4400020735	00019779	<a href="#">22-951</a>							
Kimley-Horn & Associates	4400020860	00005338	<a href="#">22-952</a>							
Leighton Consulting, Inc	4400020861	00002413	<a href="#">22-953</a>							
Mark Thomas	4400022338	00010186	<a href="#">22-954</a>							
Michael Baker International	4400020862	00002301	<a href="#">22-955</a>							
Psomas	4400022339	00002824	<a href="#">22-956</a>							
Water Systems Consulting	4400020734	00004615	<a href="#">22-957</a>							

### Construction Management:

Company:	SAP Contract No:	e-Pro No:	County Contract No:	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Cumming Construction Management, Inc. (County)	4400024611	00004077	<a href="#">24-257</a>	81	03/26/24	03/26/24	5 Years	03/26/29	None	NTE \$2,500,000 Each
Cumming Construction Management, Inc.	4400024623	00004077	<a href="#">24-264</a>							
Griffin Structures (County)	4400024538	00006397	<a href="#">24-258</a>							
Griffin Structures	4400024624	00006397	<a href="#">24-265</a>							
JOA Group (County)	4400024889	00026274	<a href="#">24-259</a>							
JOA Group	4400024910	00026274	<a href="#">24-266</a>							
Kitchell/CEM, Inc. (County)	4400024539	00012648	<a href="#">24-260</a>							
Kitchell/CEM, Inc.	4400024625	00012648	<a href="#">24-267</a>							
NV5 (County)	4400024620	00001102	<a href="#">24-261</a>							
NV5	4400024626	00001102	<a href="#">24-268</a>							
Safework CM (County)	4400024621	00022413	<a href="#">24-262</a>							
Safework CM	4400024613	00022413	<a href="#">24-269</a>							
TransTech Engineers (County)	4400024622	00020403	<a href="#">24-263</a>							
TransTech Engineers	4400024614	00020403	<a href="#">24-270</a>							

### Environmental Permitting & Planning:

Company:	SAP Contract No:	e-Pro No:	County Contract No:	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Aspen Environmental Group	4400024528	00004218	<a href="#">24-60</a>	64	01/23/24	01/23/24	4 Years	12/31/28	None	NTE \$500,000 each
CASC	4400024529	00001704	<a href="#">24-61</a>							
Chambers Group	4400024570	00005993	<a href="#">24-62</a>							
Compass Consulting Enterprises	4400024571	00023540	<a href="#">24-63</a>							
Dudek	4400024544	00002794	<a href="#">24-64</a>							
ECORP Consulting	4400024573	00000910	<a href="#">24-65</a>							
Jennings Environmental	4400024574	00023801	<a href="#">24-66</a>							
Michael Baker International	4400024575	00002301	<a href="#">24-67</a>							
Natural Resources Assessment *Purged*	4400024576	00004119	<a href="#">24-68</a>							
Stantec Consulting Services, Inc.	4400024577	00019308	<a href="#">24-69</a>							
SummitWest Environmental	4400024585	00010109	<a href="#">24-70</a>							

SWCA	4400024578	00004605	<a href="#">24-71</a>						
Terracon Consultants	4400024579	00012295	<a href="#">24-72</a>						
Tetra Tech Inc	4400024580	00001899	<a href="#">24-73</a>						

**Geotechnical and Geological Engineering Services:**

Company:	SAP Contract No:	e-Pro No:	County Contract No:	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Aragon Geotechnical, Inc. (County)	4400029722	00004137	<a href="#">25-763</a>	<a href="#">103</a>	09/23/25	09/23/25	5 Years	06/30/30	Optional: 2 additional one-year	NTE \$1,000,000 each
Aragon Geotechnical, Inc. (District)	4400029876	00004138	<a href="#">25-776</a>							
Converse Consultants (County)	4400029723	00000675	<a href="#">25-764</a>							
Converse Consultants (District)	4400029877	00000675	<a href="#">25-777</a>							
Earth Systems Pacific (County)	4400029763	00028263	<a href="#">25-765</a>							
Earth Systems Pacific (District)	4400029878	00028263	<a href="#">25-778</a>							
Geocon West, Inc. (County)	4400029764	00000253	<a href="#">25-766</a>							
Geocon West, Inc. (District)	4400029879	00000253	<a href="#">25-779</a>							
Geo-Logic Associates (County)	4400029765	00002702	<a href="#">25-767</a>							
Geo-Logic Associates (District)	4400029880	00002702	<a href="#">25-780</a>							
Koury Engineering & Testing, Inc (County)	4400029766	00000553	<a href="#">25-768</a>							
Koury Engineering & Testing, Inc (District)	4400029881	00000553	<a href="#">25-781</a>							
Ninyo & Moore Geotech & Environmental (County)	4400029870	00002237	<a href="#">25-769</a>							
Ninyo & Moore Geotech & Environmental (District)	4400029882	00002237	<a href="#">25-782</a>							
Shannon & Wilson (County)	4400029871	00028510	<a href="#">25-770</a>							
Shannon & Wilson (District)	4400029883	00028510	<a href="#">25-783</a>							
Terracon Consultants, Inc. (County)	4400029872	00012995	<a href="#">25-771</a>							
Terracon Consultants, Inc. (District)	4400029884	00012995	<a href="#">25-784</a>							
Tetra Tech BAS, Inc. (County)	4400029873	00001320	<a href="#">25-772</a>							
Tetra Tech BAS, Inc. (District)	4400029887	00001320	<a href="#">25-785</a>							
Twining, Inc. (County)	4400029874	00003567	<a href="#">25-773</a>							
Twining, Inc. (District)	4400029885	00003567	<a href="#">25-786</a>							
Verdantas Inc (County)	4400029875	00002413	<a href="#">25-774</a>							
Verdantas Inc (District)	4400029886	00002413	<a href="#">25-787</a>							
Yeh and Associates, Inc (County)	4400029889	00028663	<a href="#">25-775</a>							

Yeh and Associates, Inc (District)	4400029930	00028663	<a href="#">25-788</a>						
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**Laboratory Testing and Reporting Services for Water and Wastewater**

Company:	SAP Contract No:	e-Pro No:	County Contract No:	Agenda Item No.	BAI App. Date:	Contract Start Date:	Term:	Expires:	Extensions:	Amount:
Babcock Laboratories, Inc.	4400020210		<a href="#">22-658</a>	114	06/28/22	07/01/22	5 Years	06/30/27	None	NTE \$625,000 Each
Clinical Lab of San Bernardino, Inc.	4400020169		<a href="#">22-659</a>							
Eurofins Eaton Analytical, LLC.	4400020441		<a href="#">22-660</a>							

# Appendix E

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Supplemental FOG Information

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# FOG Source Control and Best Management Practices Guidance

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San Bernardino County  
Department of Public Works  
Special Districts Water and Sanitation Division

## Background

Discharges of fats, oils and grease (FOG) produced from animal and vegetable sources can create blockages within sewer pipelines, resulting in sanitary sewer spills. The primary sources of FOG discharges are restaurants and similar facilities (e.g. cafeterias, penal institutions, schools, campgrounds, ski resorts, colleges, commercial kitchens, and universities with food services). Collectively, these facilities are known as Food Service Establishments (FSEs).

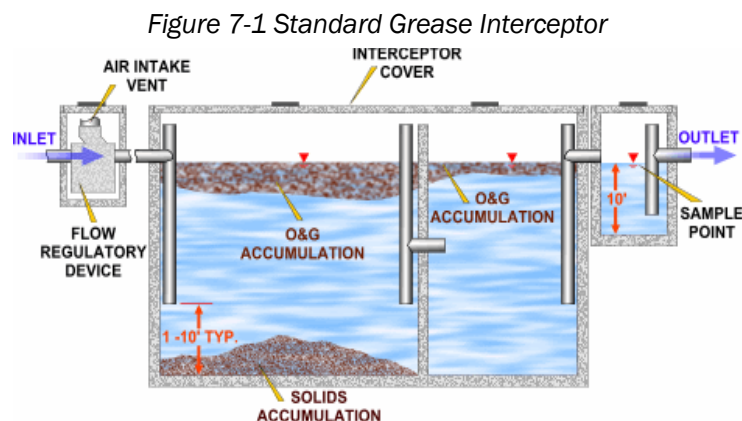
Concerns related to residential FOG disposal should be addressed through public outreach and education on proper FOG management practices. FOG discharges commonly result from inadequate housekeeping procedures at restaurants and uninformed disposal habits among residential users. Both can contribute to sanitary sewer spills.

When hot or warm FOG is discharged into the sewer system, it cools and solidifies, creating blockages or flow restrictions. Because FOG floats and does not mix with water, it accumulates along the upper surfaces/walls of sewer pipelines. These deposits typically form during high-flow conditions or when downstream obstructions restrict flow, causing water levels to rise and FOG to adhere to pipe walls.

Grease interceptors rely on gravity separation and detention time to remove FOG and solids from wastewater. As wastewater enters the unit, solids settle to the bottom, while floatable FOG rises and is retained in the upper layers of the interceptor through internal plumbing configurations (See **Figure 7-1**).

The use of biological or chemical additives in grease interceptors to liquefy FOG prior to discharge is problematic. Bacteria and enzymes break long-chain fatty acids into smaller molecules; however, a biological system requires approximately 24-72 hours to fully metabolize FOG into carbon dioxide and water under aerobic conditions. By contrast, typical grease interceptors provide only 30–120 minutes of detention time. As a result, the use of bacterial or enzymatic additives primarily causes liquefaction or emulsification of FOG within the interceptor rather than true biodegradation.

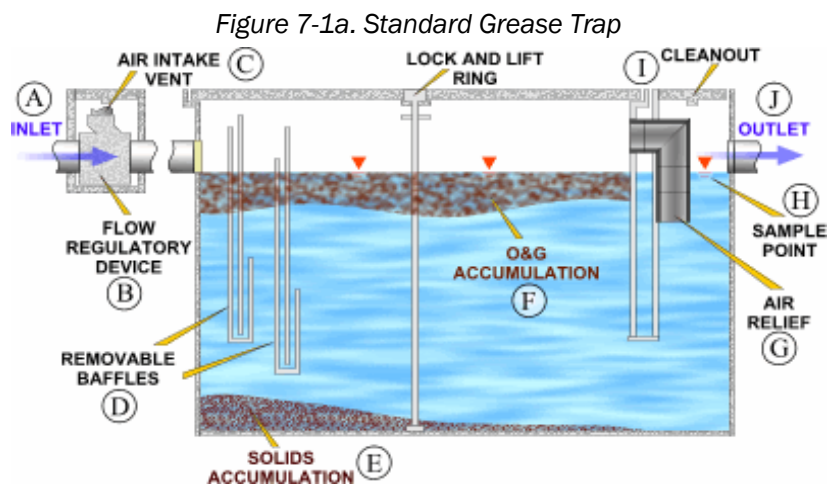
Once liquefied, the FOG passes through the interceptor and into the sewer system, where further breakdown is hindered due to dilution and other interferences within the wastewater stream. The emulsified FOG then begins to accumulate on sewer pipeline walls. This accumulation depletes dissolved oxygen in the wastewater as naturally occurring microbes attempt to metabolize the material, leading to odor generation and contributing to blockages within the collection system.



Grease Traps rely on gravity and very short detention times to separate FOG and solids from wastewater. As wastewater enters the trap, solids settle to the bottom, while floatable FOG adheres to removable baffles, which must be cleaned daily. The clarified wastewater then flows beneath the baffles and exits through the plumbing configuration (see **Figure 7-1a**).

The use of biological or chemical additives in grease traps to liquefy FOG prior to discharge is problematic. Because grease traps typically provide only 1-10 minutes of detention time, depending on size, bacterial or enzymatic products do not have sufficient time to break down FOG. Instead, these additives primarily cause liquefaction or emulsification within the trap.

Once liquefied, the FOG passes through the grease trap and enters the sewer system, where further degradation is limited by dilution and other interfering conditions within the wastewater stream. The emulsified FOG then begins to accumulate along the interior surfaces of sewer pipelines. As naturally occurring microbes attempt to metabolize this material, dissolved oxygen in the wastewater is depleted, leading to odor issues and contributing to blockages in the collection system.



## Best Management Practices

The Department has established standard Best Management Practices (BMPs) for the operation and maintenance of grease interceptors and grease traps, as well as for housekeeping activities associated with food preparation and cleanup at restaurants and other food service facilities. These BMPs are not merely recommendations; they are enforceable requirements when an FSE fails to implement one or more of the prescribed practices.

Improper management of FOG can severely damage both a facility's internal drain lines and the broader sanitary sewer collection system. FOG accumulates and hardens on the interior surfaces of sewer pipelines, restricting flow and eventually causing blockages. Such blockages can lead to sanitary sewer spills, allowing raw sewage to spill onto streets and enter storm drains, lakes, creeks, streams, and even homes and businesses. BMPs are outlined as in the following subsections.

## Food Prep Areas

The best way to prevent FOG related blockages in sewer pipelines is to keep the FOG out of drain line systems. The below list of BMPs will help prolong the lifecycle of drain-line systems and reduce the inconveniences and costs of drain-line system blockages.

- **Do not** put grease or fryer oil down any sink or floor drain.
- **Do not** dispose of food or food scraps in sinks.
- **Do not** pour bleach directly down ANY drain. Bleach when used improperly dewater grease, making it as hard as concrete.
- **Do not** take out sink strainers or drain covers. Empty scraps into trash, not down the drain.
- **Do not** use cleaning chemicals improperly. Follow instructions on all labels for your safety as well as the safety of the environment.
- **Scrape** all solid food waste into the garbage.
- **Encourage** staff to be conservative about the use of FOG in food preparation and serving.
- **Follow** all instructions contained on cleaning chemical labels.
- **Use** paper towels to soak up oil and grease under fryer baskets and to wipe down work areas. Dispose of the paper towels into the proper trash receptacles.
- **Eliminate** the use of garbage disposals and grinders. (Reminder: neither of these devices can be directly connected to a grease interceptor/trap)
- **Check** all sinks and floor drains for strainers and covers and ensure they are in place and in good working order.
- **Ensure** that cooking screens and floor mats are cleaned by a reputable cleaning service and not washed off over a floor drain. Ensure documentation is maintained for all cleaning cycles.
- **Be Knowledgeable** regarding the location, operation, and maintenance schedules of all FOG control devices.
- **Ensure** that used fryer oil and all other waste oil/fats are secured in the appropriate covered/sealed recycling container.
- Maintain all required grease removal devices (i.e. grease traps or interceptors) in good working order at all times.

## Interceptor and Grease Trap Maintenance

BMPs for controlling FOG also include proper maintenance of all required grease removal devices. The approved technologies for FOG removal are gravity grease interceptors and grease traps (collectively referred to as treatment units, or TUs). For a TU to function effectively, it must be cleaned at regular intervals to maintain adequate detention time – the period during which wastewater remains in the unit before entering the sewer system.

Adequate detention time is achieved through two primary factors:

1. Correct sizing at the time of installation, and
2. Ongoing maintenance to ensure that at least 75 percent of the treatment unit's design capacity remains available during operation.

Grease interceptors are inspected annually, or more frequently when warranted, and are evaluated according to accepted engineering standards regarding their condition and effectiveness in removing FOG.

The following BMPs are required by FSEs when an on-site treatment unit is in place.

- Contract with an approved grease waste hauler to completely clean all chambers (cells) of the interceptor including the sample box (if one exists).
- **Establish** a routine interceptor/trap cleaning schedule and adjust the schedule based upon the condition of the interceptor/trap after routine service. A minimum of 75% available capacity must be maintained at all times.
- **Observe** the interceptor/trap cleaning periodically to ensure the waste hauler is performing the job accurately and completely. This also provides an opportunity to view the internal plumbing to ensure that it is in proper working order and complies with Department standards.
- **Do not** use any emulsifying agents in the interceptor/trap that may inhibit the interceptor/trap from separating floatables and solids from the final effluent.
- **Keep Records** on-site for a minimum of three (3) years to document all interceptor/trap service events for a Department inspector's review.

## Sewer and Lateral CCTV Inspections

One of the most powerful tools for predictive and preventative maintenance is the use of closed-circuit television (CCTV). CCTV allows for the inspection of and visual documentation of potential problems. CCTV allows for several different types of documentation and storage, including DVD, VHS, still photos, and printed reports. CCTV inspections identify problems or potential problems that can be corrected through capital improvement projects or immediate emergency repairs. As shown in the photo above right, grease had begun to build on the upper portion of the pipe in two locations of the sewer pipeline and posed a significant threat for creating a blockage or sanitary sewer spill in the near future if the pipeline wasn't serviced immediately.



CCTV inspections can be used to inspect existing collection system conditions including, but not limited to: deterioration, protrusions, illegal connections, dye testing and flow studies, capacity, monitoring, line sags, integrity, inflow and infiltration, cross connections, cross boring, and to inspect newly installed sewer pipelines to ensure proper installation. Since CCTV inspections record real-time events/conditions, the CCTV records can be used as evidence in enforcement actions when necessary.

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