

CALIFORNIA SANITATION RISK MANAGEMENT AUTHORITY
(CSRMA)

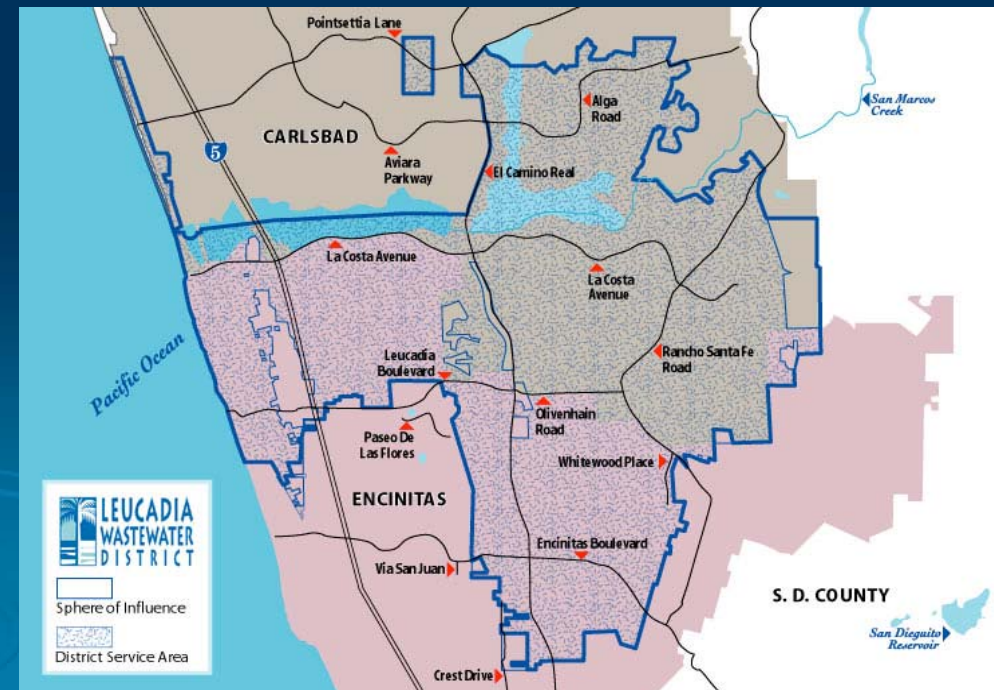


Sewer Backups: Tales of the Bad & the Ugly

David Patzer, CSRMA Risk Control Advisor
Risk Management Solutions

LEUCADIA WASTEWATER DISTRICT

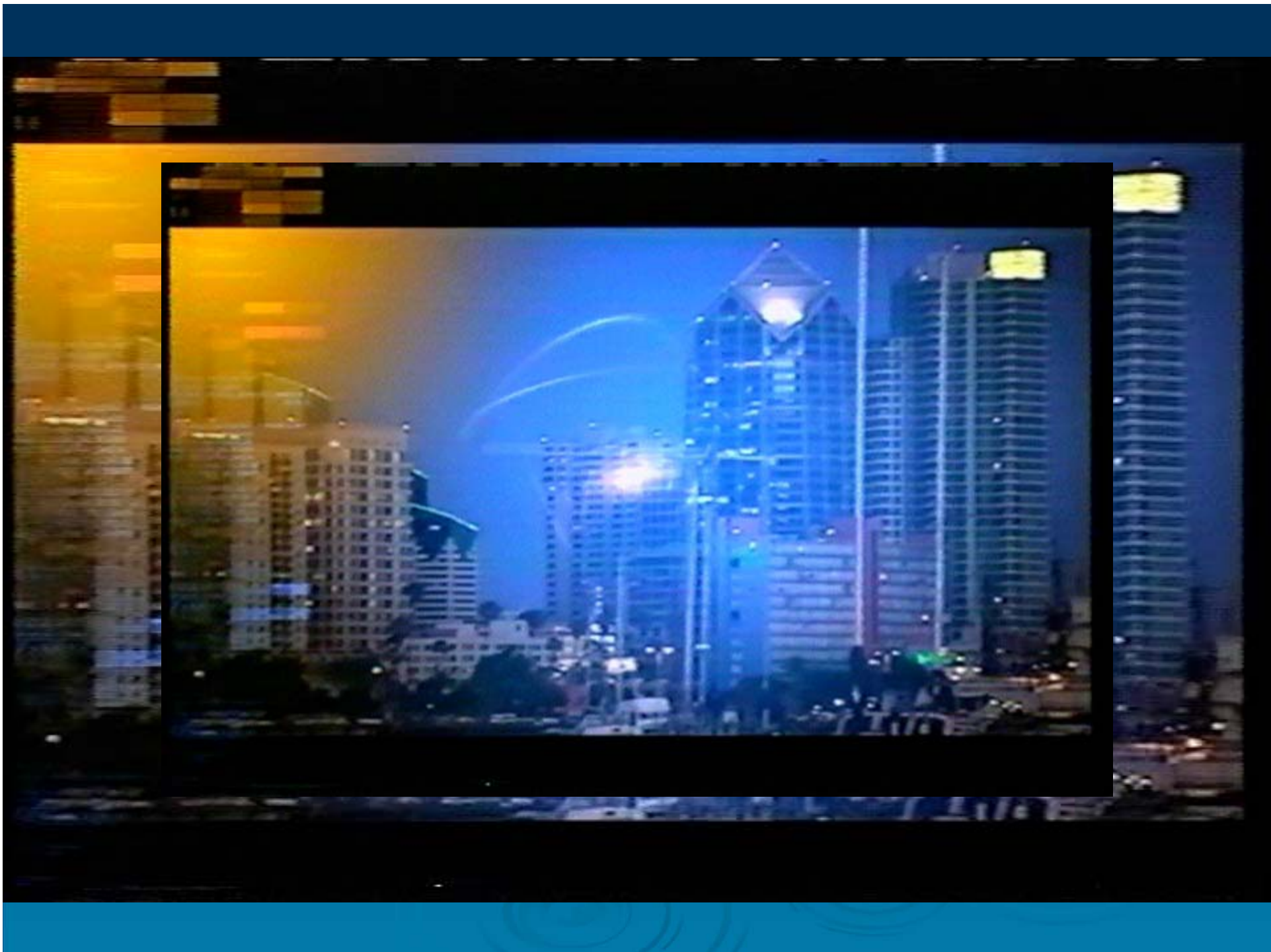
- Public Agency Located in Carlsbad, CA
- Wastewater Services to approximately 60,000 Residents in Carlsbad & Encinitas
 - Service Area -16 Sq Mi
- 5 Member Board of Directors Elected at Large
- 18 Employees



Case Study No. 1 – The Disaster

- What Happened?
 - Developer lifts manhole and drains development site
 - Plugs Downstream Sewer
 - 3 high-end houses flooded





How It Was Handled?

- District Responds w/in 15 Minutes
 - Clears sewer line
 - Begins initial clean-up
- TPA called
 - Remediation crews dispatched



Extraneous Factors

- Television media coverage
- Developer lurking about
 - Watching but not claiming responsibility
- District staff working in a fishbowl!

Key Points of Confusion

➤ Communication Gaps

- Homeowners concerned “who is going to pay?”
 - Look for answers from who is on the scene
- Claims adjuster did not visit the scene
 - Communicated by phone
- District staff did not have customer materials
- Restoration firm not tasked with answering financial questions

Other Issues

- Restoration firm project manager not experienced with backups of this magnitude
- Initial claims adjuster also lacked necessary experience
- Developer representatives also talking with homeowners

How Was It Resolved?

- District worked closely with homeowners during re-build
- TPA provided more experienced claims adjusters.
- End result – All claims successfully resolved
 - District customers satisfied
 - Expenses w/in reason relative to size of back-up
 - Developer accepts responsibility and issue is resolved through legal mediation

Lessons Learned

- Clear need for Backup Response Policy
 - Clearly delineate procedure for sewer back-ups
 - Field Crews
 - Internal Claims Staff
 - Claims adjuster serves as project manager
 - Set protocol for communication
 - Field Crews and Customers
 - District “Claims Manager” and Customers
 - Customers and TPA

Case Study No. 2: Minor Spill Gone Bad

- What Happened
 - District scale removal operation causes minor backflow into house
 - Homeowner rebuilding from previous slab leak
 - Remodeling bathroom
 - Toilets off
 - 15-20 gallons backflows into bathrooms



How It Was Handled

- District staff on-hand & responds immediately
 - Ceases cleaning operation
- Owner calls in remediation company
- District staff assesses situation takes pictures of affected area.
 - Both bathrooms affected - District puts homeowner up in hotel
 - Takes pictures of affected area
 - No pictures of non-affected area
 - Estimates repair cost at \$10,000 or less

How It Was Handled (Cont)

- District staff calls TPA
- Homeowner calls restoration firm
- Situation appears to be in hand - District leaves scene
 - Remediation Contractor removes kitchen cabinets
 - Kitchen demolished
- No claims adjuster on-site.



Extraneous Factors

- Remediation contractor knew how to play the system
- Homeowner knew how to play the system

Key Points of Confusion

- District staff assumed that it was a minor back-up
 - TPA would manage the issue
 - Restoration firm would act responsibly
- District & claims adjuster did not communicate efficiently
 - Key District person out on medical leave
 - District staff unaware of cost magnitude
 - Claims adjuster authorized extended hotel stay
 - Homeowner authorized to remodel a large portion of the house

How Was It Resolved?

- Final claim amount \$99,000+
 - District deductible \$100,000
- Large portion of house remodeled
- Homeowner's hotel stay - 6 months

Lessons Learned

- NO such thing as a Minor Backup!
- Pictures, Pictures and more pictures!
- Inform remediation contractor to mitigate spill scene only
 - Coordinate with Claims adjuster for demolition/rebuild
- Clear Communication between District & Claims Adjuster needed!
- Develop a Sewer Backup Policy/Procedure for staff!

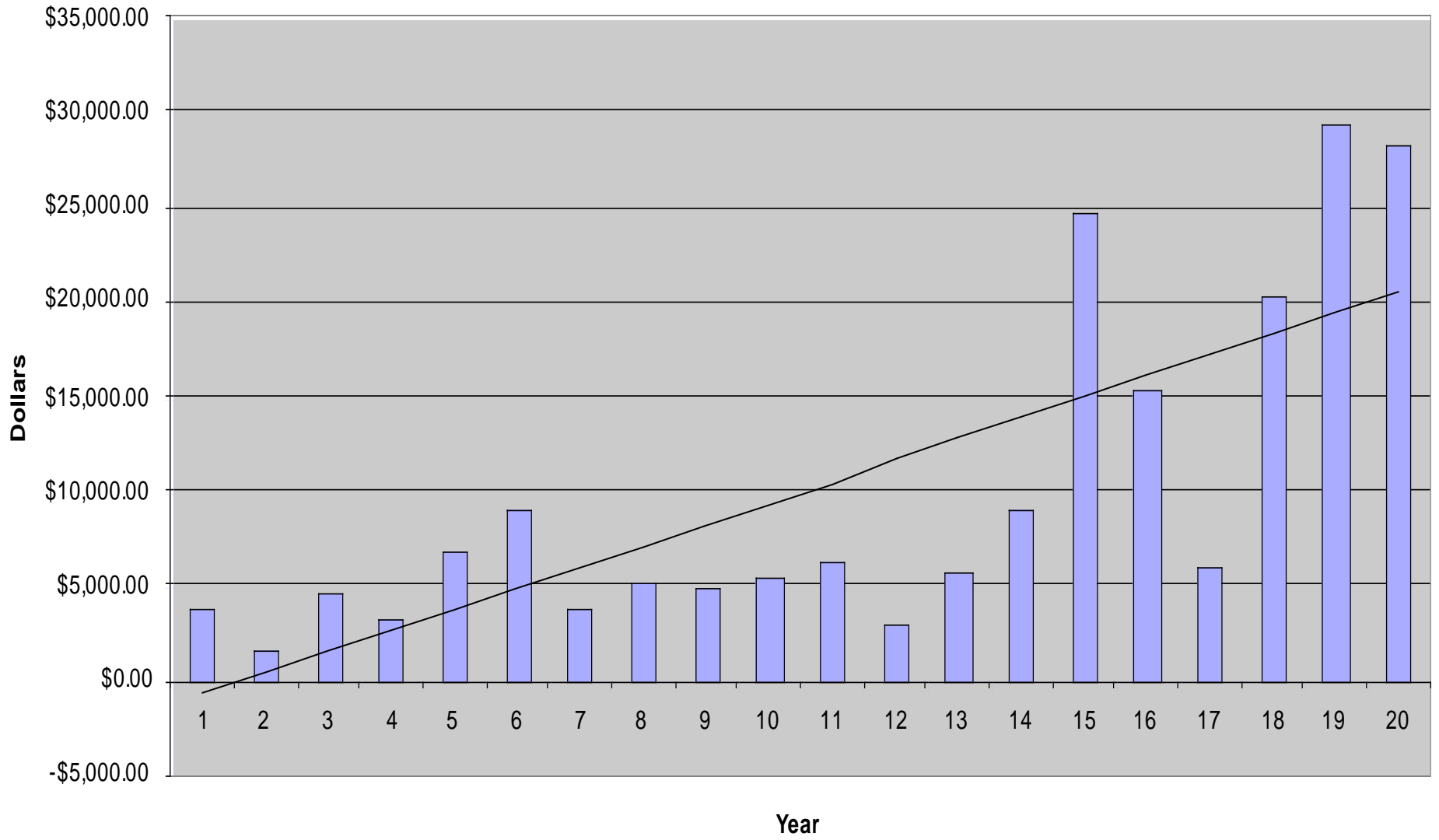
There is 100% Certainty That ANYONE Operating a Sanitary Sewer Collection System Will Have A:

- Sewer Overflow
- Sewer Backup

CSRMA's Sewer Backup Response & Claims Handling Policy

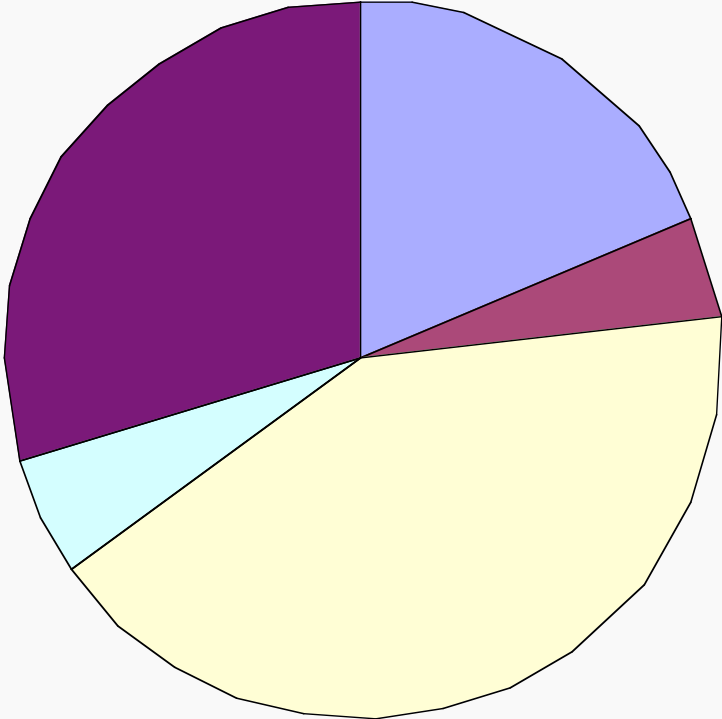
- Why do we need a policy and procedure?

CSRMA Average Cost Per Sewer Backup Claim - 1987 to Present



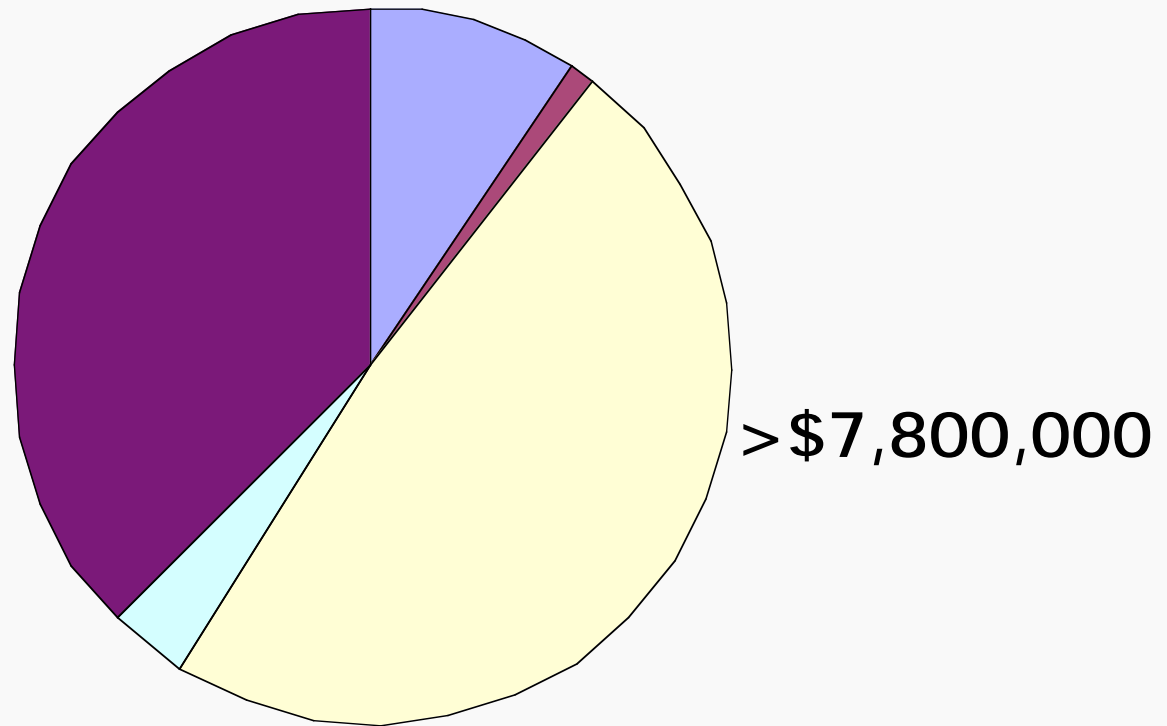
Legend: Average Cost per Claim (Blue Bar), Linear (Average Cost per Claim) (Black Line)

CSRMA Liability Claims by Frequency - 1987 - 6/30/06



Auto Construction Sewer Backup Water/Sewer Defect All Other

Liability Claims By Incurred Amounts 1987-6/30/06



Auto Construction Sewer Backup Water/Sewer Defect All Other

CSRMA Sewer Backup Response & Claims Handling Policy & Procedure

Draft 03/26/07

Prior to Event, Member Mgt shall implement the following:

1. Consider adopting a Backwater Prevention Device requirements in the Agency's Sewer Use Ordinance
2. Identify multiple local emergency restoration firms
 - Qualify these vendors using the CSRMA Water Damage Restoration Firm Screening Tool
 - Meet with representatives from each vendor and authorize emergency services only until Carl Warren & Co. authorizes additional services
3. Identify multiple housing options for emergency alternate living arrangements
 - Develop standard agreement for customer to sign acknowledging terms/conditions emergency alternate living arrangements are granted
 - Establish billing agreement with each hotel
4. Customize the CSRMA Customer Information Letter Following a Sewer Backup to their Agency
5. Identify at least 2 Field Points of Contact at the Agency
 - Provide training for these persons on the CSRMA Sewer Backup & Claims Handling P&P
 - Provide authority for authorizing emergency alternate living arrangements
 - Develop mechanism for Field Crews to determine when these persons are to be contacted to come to scene and assume control
 - Provide training for these persons on how to review/approve scope of emergency services
6. Develop Field Response Procedures for Field Crews that are in accordance with this P&P
 - Provide training to Field Crews on the Agency's Sewer Backup Emergency Response Plan
 - Provide training to Field Crews on how to make initial determinations of responsibility
 - Provide training to Field Crews on documenting initial determinations of responsibility (*esp. photographic evidence*)
7. Identify at least 2 persons at the Agency who are responsible for communicating with Carl Warren & Co. on sewer backup claims mgt issues
 - Provide the contact information for these persons to Carl Warren & Co.
 - Provide training for these persons on this P&P
 - Ensure these persons and Carl Warren & Co. have met/spoken
8. Develop an internal mechanism to ensure Carl Warren & Co. is notified within 2 hours of all sewer backups where the Agency may have responsibility
9. Ensure all Agency vehicles that could respond to a sewer backup are equipped with cameras
10. Ensure the Agency has a mechanism to ensure sewer backup calls are addressed 24/7

CSRMA Sewer Backup Response & Claims Handling Policy & Procedure

Agency is Notified of a Sewer Backup Event

Draft 02/16/07

Agency Field Crew Respond & Make Initial Determination of Responsibility

Does The Backup Appear To Be As A Result Of A Failure In The Agency's Sewer Lines?

Agency Field Crew Perform the Following:

1. Inform Owner/Tenant the cause of the backup is not in the Member owned sewer lines and that the Member is not responsible for private service lines.
2. Document all evidence (*photos, diagrams, narrative, etc*) that the backup is not due to a failure in the Agency's sewer lines

Agency Field Crew Perform the Following:

1. Relieve the cause of the backup
2. Advise the customer to keep all family members/pets out of any contaminated areas
3. Notify Agency Field Point of Contact of the incident (*if not already on the scene*) & request permission to call out one the Agency's pre-approved restoration firms
4. If permission was granted, contact one the Agency's pre-approved restoration firms & request a crew be dispatched
5. Notify customer that an Agency representative (*if not already on the scene*) & that a restoration crew will arrive shortly
6. Take photos of affected & non-affected areas on the property
7. Follow the Agency's SSO Emergency Response Plan, as necessary, until either the restoration crew or the Agency Field Point of Contact arrives
8. If the restoration firm arrives before the Agency Field Point of Contact, authorize only emergency cleaning services (*i.e. no demolition*)

Agency Field Point of Contact Performs the Following:

1. Initiate contact with the Customer & provide the following:
 - Agency Claim Form, or instructions on how to obtain a claim form
 - Sewer Backup Customer Information Letter
 - Hotel Authorization, as necessary
2. Explain to the Customer that your Agency has authorized payment for emergency services only & that all future expenses &/or questions regarding claims issues must be discussed with Carl Warren & Co.
3. Complete the Sewer Backup Summary Report
4. Review the scope of emergency services proposed by the restoration firm
5. **Immediately** contact Carl Warren & Co. & provide the following information:
 - Customer contact information
 - Extent of the backup
 - Scope of services proposed by the restoration firm

***NOTE 1:** If Carl Warren & Co. can't be immediately reached, use best professional judgment to determine if the scope of services proposed by the restoration firm is appropriate. If in doubt, limit the scope of services to that which seems reasonable until Carl Warren & Co. can be reached.*

***Note 2:** If the severity of the backup is beyond your ability to manage, request Carl Warren & Co. provide a Field Examiner ASAP.*
6. Collect the camera used by the Field Crew & take additional photos, as necessary
7. Gather all evidence/documentation of the following:
 - Cause of the backup
 - Extent of the damages caused by the backup
8. Forward all photos, completed Sewer Backup Summary Report & other documentation/evidence to the Agency's Sewer Backup Claims Manager

Carl Warren & Company
Tel (800) 998-4783
Fax (925) 825-5864
P.O. Box 3975
Walnut Creek, CA 94598

Go to Side 2

CSRMA Sewer Backup Response & Claims Handling Policy & Procedure

Draft 02/16/07

Start Here From Side 1

Agency Sewer Backup Claims Manager

1. Review the Sewer Backup Summary Report, photos taken & all other documentation/evidence provided by the Agency Field Point of Contact
2. Set up a claims file and insert copies of all relevant information
3. **Immediately** contact Carl Warren & Co. & discuss the following:
 - Documentation gathered
 - Plan of action
 - Alternate living arrangements, if necessary (*ensure Carl Warren & Co. assumes responsibility for managing alternate living arrangements/incidentals from this point forward*)
4. Document the date, time & content of the discussion with Carl Warren & Co. and place in the claim file (*NOTE: document all phone conversations/other communication with the Customer & Carl Warren & Co. from this point forward & keep in the claim file*)
5. Immediately forward the Sewer Backup Summary Report, photos and all other relevant evidence/documentation gathered to Carl Warren & Co.
6. Direct all Customer concerns and questions regarding the adjustment of their claim to the Carl Warren & Co. Claims Adjustor or Account Manager or to the CSRMA Program Administrators
7. Communicate with the Claims Adjustor and/or Account Manager bi-weekly or as necessary to keep informed of the status of the claim and provide information, as necessary
8. Ensure the Claims File is kept current with all communications between Carl Warren & Co., the Customer, the restoration firm and other involved parties
9. Provide internal status reports, as necessary, to appropriate members of management staff

Carl Warren & Company
Tel (800) 998-4763/ Fax (925) 825-5964
P.O. Box 3975
Walnut Creek, CA 94598

Carl Warren & Co. Perform The Following:

1. Initiate contact with Owner/Tenant as soon as possible, but no later than the first business day after notification of the loss
2. Make all necessary arrangements for lodging, food and incidentals beyond those made by the Agency immediately following the loss
3. Negotiate & oversee the restoration firms' work to ensure proper scope of cleaning, disinfection, & demolition
4. Investigate, adjust and administer claim to closure
5. Have claimant agree, as a condition of claims settlement, to install and maintain, at their expense, a Backwater Prevention Device meeting local requirements on their service lateral
6. For claims where the estimated settlement timeframe is greater than 30-days, provide the Agency Sewer Backup Claims with status reports bi-weekly, as necessary or as requested by the Agency Sewer Backup Claims Manager
7. For claims with issues complicating movement towards settlement, immediately notify the CSRMA Program Administrator's for guidance
8. When circumstances warrant or when requested, dispatch a Field Adjustor to the location of the sewer backup



Risk Control Online

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For more information or to sign up for access, contact:
Risk Management Solutions
losscontrol@sbcglobal.net
(707) 373-9709

CSRMA



Bottom Line....

Have A Plan

Risk Management Matrix

S
E
V
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R
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T
Y

 <p>HS LF</p>	 <p>HS HF</p>
 <p>LS LF</p>	 <p>LS HF</p>

FREQUENCY

Some Tips on Developing Your Plan...

- Sewer Backup and Overflow Response Plan Development Tips:
 - Beware of SSMP Development Consultants with Little or No Experience Writing SSO/Backup Response Plans
 - It May Meet the Requirements of the Regulators, But Will It Be a Useful Tool For Your Crews?
 - Write it with who will use it in mind
 - Avoid lots of text
 - Make it EASY to follow in the field under stress
 - Remember –
 - *Your Staff Doesn't Have the Opportunity to Become Experts at Response....Hopefully!*
 - Write it for your field crews first, regulators second

Welcome to *California*



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State Water Resources
Control Board
1001 I Street

California Environmental Protection Agency **STATE WATER RESOURCES CONTROL BOARD** WATER QUALITY

My CA
 This Site

Sanitary Sewer Overflows

The State Water Resources Control Board adopted [Resolution 2004-80](#) requiring staff to work with stakeholders to develop a plan of action and guide the implementation for a statewide consistent approach for reducing [Sanitary Sewer Overflows](#) (SSOs). With the understanding that a single approach to deal with SSOs will probably not work for all communities, the focus of this group will be to implement our mission by ultimately creating and deploying:

- A uniform reporting system;
- A guidance document for Sewer System Management Plans; and
- An outreach program for system owners, managers, and other interested parties.

A diverse group of [participants](#) converging on a single goal is the only way to successfully accomplish a manageable approach and subsequent [timeline](#) to deal with this serious problem. In addition to the Guidance Committee and their [meetings](#) to advise Water Board staff, sub-groups have been formed to create products in the following areas:

- Reporting
- Laterals
- Training and Outreach
- Laterals Sanitary Sewer Management Plan (SMP)

Ultimately, Water Board staff, with input from the stakeholder group, will recommend an approach to reduce SSOs throughout California to the Water Board. Obviously, there are advantages and disadvantages to different implementation mechanisms. Currently, both the [Santa Ana](#) and [San Diego](#) Regional Water Quality Control Boards have issued general orders to regulate publicly owned collection systems.

The Water Board is not the only organization seeking a solution to this water quality problem. Tri-TAC, a technical advisory committee sponsored by three industry organizations, has started to

SSMP Implementation Schedule

Task	Population > 100,000	Population 10,000 to 100,000	Population 2,500 to 10,000	Population < 2,500
Plan and Schedule	8/02/07	11/02/07	2/02/08	5/02/08
Goals Organization	11/02/07	11/02/07	5/02/08	5/02/08
Emer. Resp. Plan Legal Authority O&M Plan FOG Plan	11/02/08	5/02/09	11/02/09	2/02/10
Design and Perfor. Standards System Capacity Plan Final SSMP and Certification	5/02/09	8/02/09	5/02/10	8/02/10

THE FOLLOWING MEETS THE REQUIREMENTS OF:

→REGIONAL WATER QUALITY CONTROL BOARD

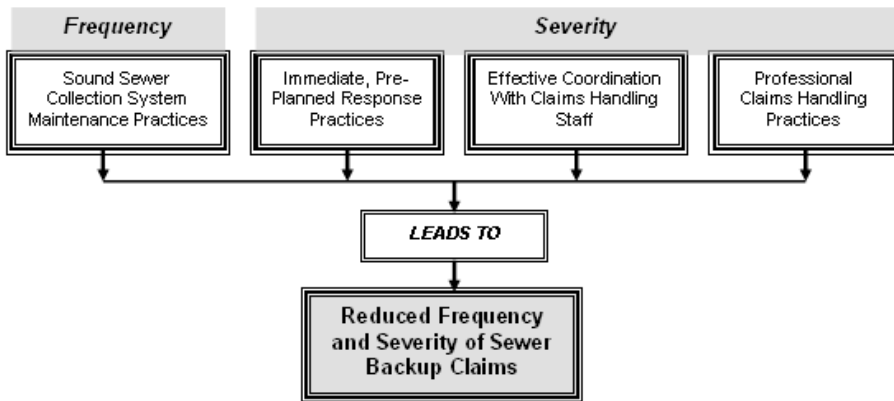
→STATE WATER RESOURCES BOARD

AND REFLECTS ABAG PLAN'S & CSRMA'S BEST PRACTICES
FOR RESPONDING TO & MANAGING SEWER BACKUPS

SANITARY SEWER OVERFLOW & BACKUP RESPONSE PLAN

For

City of Vacaville, CA



Rev. 1.2
2/18/07

Prepared by David Patzer, Risk Management Solutions
707.373.9709 or losscontrol@sbqglobal.net
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CITY OF VACAVILLE SANITARY SEWER OVERFLOW & BACKUP RESPONSE PLAN

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Warning Raw Sewage Public Notification Posting	Tab 9

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PURPOSE & DEFINITIONS

1

PURPOSE

The purpose of this Sanitary Sewer Overflow and Backup Response Plan is to ensure that the City of Vacaville, CA (City) personnel follow established guidelines in responding to, relieving, cleaning and decontaminating sanitary sewer overflows and backups which may occur within the City service area in order to safeguard public health and the environment.

POLICY

City employees are required to report all wastewater overflows found and to take the appropriate action to secure the wastewater overflow area, relieve the cause of the overflow, and ensure that the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment. The City's goal is to respond to sewer system overflows as soon as possible following notification. The City will follow reporting procedures in regards to sewer spills as set forth by San Francisco Bay Regional Water Quality Control Board and the California State Water Resources Control Board.

AUTHORITY

- Health & Safety Code Sections 5410-5416
- Ca Water Code Section 13271
- Fish & Game Code Sections 5650-5656
- State Water Resources Control Board Order No. 2006-0003-DWQ

DEFINITIONS AS USED IN THIS SANITARY SEWER OVERFLOW & BACKUP RESPONSE PLAN

Sanitary sewer overflow (SSO) - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:

- (i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
- (ii) Overflows or releases of untreated or partially treated wastewater that do 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.

NOTE: Wastewater backups into buildings caused by a blockage or other malfunction of a building lateral that is privately owned are not SSOs.

Sanitary sewer system - Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.

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

Nuisance - California Water Code section 13050, subdivision (m), defines nuisance as anything which meets all of the following requirements: a. 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. b. 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. c. Occurs during, or as a result of, the treatment or disposal of wastes.

SSO Categories

Category 1 - All discharges of sewage resulting from a failure in the City's sanitary sewer system that:

- Equal or exceed 1000 gallons, or
- Result in a discharge to a drainage channel and/or surface water; or
- Discharge to a storm drainpipe that was not fully captured and returned to the sanitary sewer system.

Category 2 - All other discharges of sewage resulting from a failure in the City's sanitary sewer system.

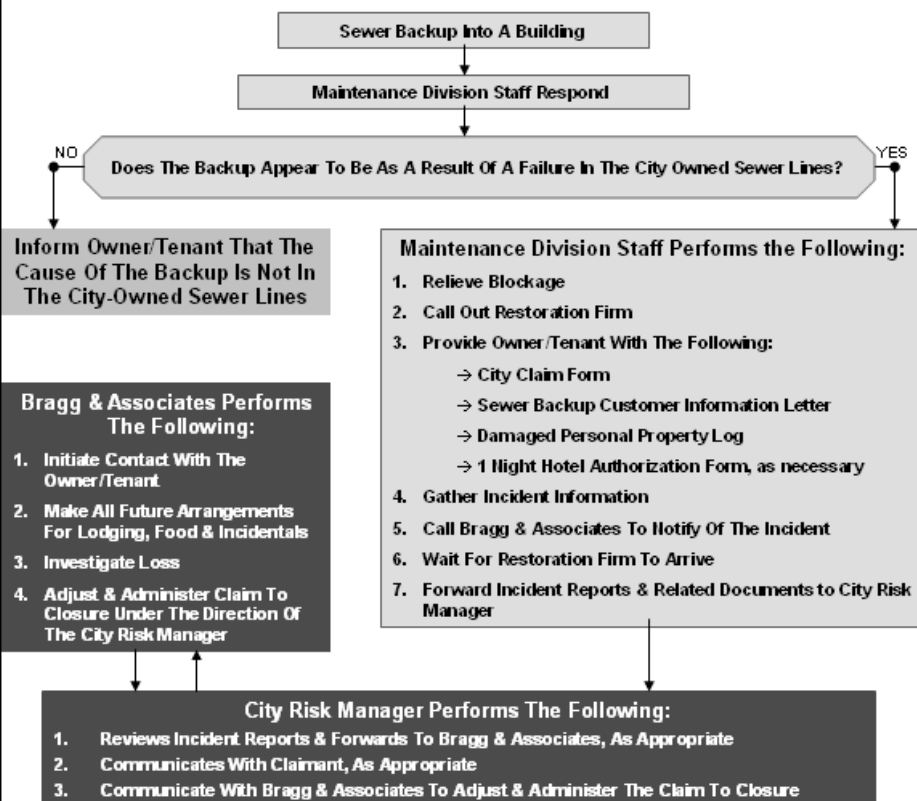
Private Lateral Sewage Discharges - Sewage discharges that are caused by blockages or other problems within a privately owned lateral.

SEWER BACKUP CLAIMS HANDLING PROCEDURE SUMMARY 1A

SEWER BACKUP CLAIMS HANDLING POLICY

It is the Policy of City of Vacaville that claim forms shall be offered to anyone wishing to file a claim. The following procedures will be observed for all sewer backup claims:

1. City staff will offer a City claim form where it is possible that the sanitary sewer backup may have resulted from an apparent blockage in the City-owned sewer lines or whenever a City customer requests a City claim form. The claim may later be rejected if investigations into the cause of the loss indicates the City was not at fault or the claim overstates the City's responsibility. The claim will be processed pursuant to City procedures.
2. It is the responsibility of City staff to gather information regarding the incident and notify the City of Vacaville Risk Manager or his/her designee.
3. It is the responsibility of the City Risk Manager to review all claims and to oversee the adjustment and administration of the claim to closure.



SANITARY SEWER BACKUPS

4

TOPIC	LOCATION
Responding to a Sanitary Sewer Backup	4A
Release of Liability – Customer Declination of Cleaning Services	4B
Customer Information Letter	4C
Affected Property Log	4D
First Responder Form	4E
City of Vacaville Claim Form	4F
Hotel Selection Form	4G
Building History Form	4H
Lateral TV Report	4I
Claims Submittal Checklist	4J
Field Forms Packet Assembly Instructions	4K

IN THE EVENT OF A **SEWER BACKUP** INTO A HOME/BUSINESS
READ ME FIRST

Field Crew Complete The Following:

1st Open this envelope and follow the instructions on SIDE ONE of the card titled:
"RESPONDING TO A SANITARY SEWER BACKUP"

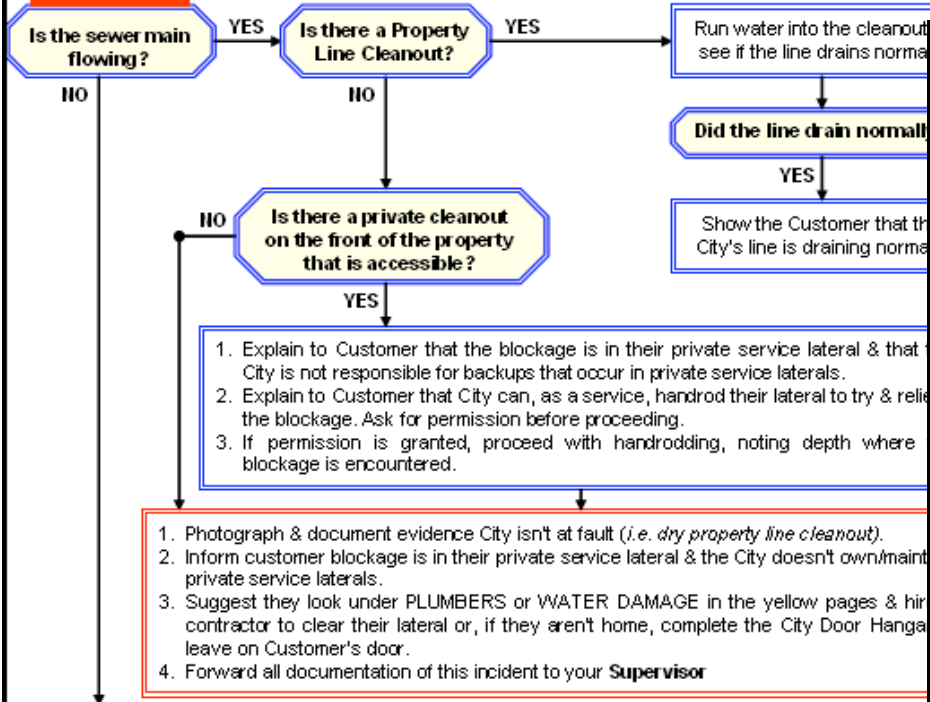
2nd If your Supervisor is coming to the scene of the backup, give this envelope to them when they arrive. Otherwise, complete SIDE TWO of the card titled: **"RESPONDING TO A SANITARY SEWER BACKUP"**

FIELD UTILITIES SUPERVISOR OR DESIGNEE:

- 1. Complete the Building History Form (*in envelope*)**
- 2. Complete the Claims Submittal Checklist (*in envelope*)**
- 3. Go to Tab 5G & Make All Required Notifications**

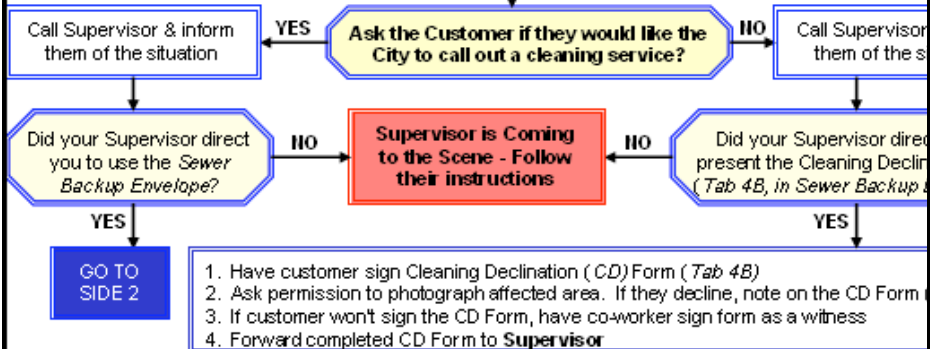
RESPONDING TO A SANITARY SEWER BACKUP 4A

START



CLEAR THE BLOCKAGE/STOPPAGE

- Use cleaning equipment appropriate to the situation to hydroflush, rodder, or hand rod blockage. Make certain to either have the vactor setup at downstream manhole or use a fork/trap at the manhole to catch any debris released. If using the rodder, set-up at first dry manhole & run upstream to blockage is broken, pull out rods & cleaning tools. Once flow is normal, run line to next manhole.
→ HYDROFLUSHING SOP - SEE TAB 6A
- Photograph staff activities while clearing the blockage, if possible



RESPONDING TO A SANITARY SEWER BACKUP 4A - Side 2

STOP!! ONLY COMPLETE THE FOLLOWING IF AUTHORIZED BY YOUR SUPERVISOR OR THEIR DESIGNEE:

- Make sure the blockage has been cleared – Complete the **SEWER OVERFLOW RESPONSE ENVELOPE** if any sewage has spilled outside
 - Instruct Customer to either not use any water or to turn their water off while the blockage is being cleared.
- Contact Bragg and Associates at 1.800.GB.BRAGG (1.800.422.7244) and notify them of the incident.
- Contact EV-LINK at 800.413.2999:
 - Describe incident
 - Request a cleaning/restoration crew be dispatched
 - Ask for an estimated time of arrival for the cleanup crew. Relay this information to the customer.
- Damage mitigation:
 - Instruct Customer to turn off HVAC system to avoid contamination, if necessary
 - Block any floor vents to prevent sewage from entering, if necessary
 - Mitigate the flood damage using available materials until the cleaning contractor arrives (i.e. place boomstowels to prevent the sewage from spreading – WEAR APPROPRIATE PPE)
- Open this packet and:
 - REVIEW with the Customer the **CUSTOMER INFORMATION LETTER - Customer Information Regarding Sewer Backup Claims (form 4C)**
 - Have customer sign the form & give them the bottom copy
 - GIVE the Customer the **CLAIM FORM**
 - GIVE the Customer the **AFFECTED PROPERTY LOG (form 4D)**
 - COMPLETE the **FIRST RESPONDER FORM (form 4E)** - IF the First Responder Form indicates the Customer should temporarily relocate, follow the instructions at the top of the **HOTEL SELECTION FORM (form 4G)**
- Take pictures of affected & non-affected areas, if possible, using either a digital camera or the disposable camera in this envelope.
- Look for a backwater overflow device on the service lateral & photograph. If you can't locate one, determine if you want the lateral televised – if so, COMPLETE the **City Lateral TV Report (Tab 4I)**.
- PLACE THE FOLLOWING IN THIS ENVELOPE & FORWARD TO FIELD UTILITIES SUPERVISOR:
 - Signed copy of the Customer Information Letter
 - Completed First Responder form
 - Completed City Maintenance Report
 - Digital camera or Disposable camera (whichever one was used to take photos)



**CUSTOMER ACKNOWLEDGEMENT THAT CITY OF VACAVILLE'S
OFFER OF SEWAGE CLEANING SERVICES HAVE BEEN DECLINED**

4B

Customer Name: _____
 Customer Address: _____
 Customer Phone: _____
 On (date) _____ at (time) _____ approximately _____ gallons of (check one)
 Sewage Grey Water Toilet Bowl Water Odor Other _____
 Overflowed from or odor emanating from (check one):
 Toilet Shower/Tub Washer
 Other → Specify: _____
 The overflow affected the following areas (check one):
 Bathroom Hallway Kitchen Bedroom Garage Craw
 Other → Specify: _____
 The overflow affected the following materials (check one):
 Tile Linoleum Carpet Wood Flooring Other → Specify: _____
 Area Rugs Towels Clothing Misc → Specify: _____

 Photos Were Were Not Taken. Number of Photos: _____
 The suspected cause of the overflow/odor: _____

 This Form Completed By: _____ Date & Time: _____

CUSTOMER – PLEASE READ AND SIGN BELOW:

I/We acknowledge that the City of Vacaville (City) has offered to provide professional cleaning and services to remediate the sewage backup and/or overflow described above and that we declined the offer. I/We understand and acknowledge that because we have declined, any necessary remediation activities will be performed without the City assistance and that the City will not accept responsibility for work performed by parties not engaged by the City. The City will also not accept responsibility for any charges related to this incident that are not usual and customary.

Please contact the City of Vacaville Public Works Maintenance Superintendent: at 707.469.6540 (or 707.449.5100) for any questions.

The Information Above Was Explained To The Customer By (please print): _____

Employee Signature: _____ Title: _____

Customer Signature: _____ Date: _____

Distribution Instructions – Top Copy To CityRiskMgr; Middle Copy To Public Works Maint. Supt. Bottom Copy To Customer



City of Vacaville

4C

Customer Information Regarding Sewer Backup Claims

Address: _____

Dear Mr./Mrs. _____ DATE: _____

We recognize sewer back flow incidents can be stressful and require immediate response when all facts regarding how the incident occurred are unknown. Rest assured that we do all we can to prevent this type of event from occurring. Nevertheless, occasionally tree roots or other debris in the sewer lines cause a backup into homes immediately upstream of the blockage. At this time the City of Vacaville is investigating the cause of the incident.

If the City of Vacaville is found to be responsible for the incident, we are committed to cleaning and restoring your property, and to protecting the health of those affected during the remediation process.

The cleaning contractor provided by the City of Vacaville has been selected because of their adherence to established protocols that are designed to assure all parties thorough, cost-effective and expeditious restoration services.

The company assigned to provide the necessary cleaning and restoration is _____.

If you would like to speak to a City of Vacaville representative about this incident, please contact the City of Vacaville Public Works Maintenance Supervisor at 707.592.3308.

If you would like to speak to a City of Vacaville representative about filing a claim, please contact the City of Vacaville Risk Manager at 707.449.5100 830-5:00pm Monday through Friday, except major Holidays.

What you need to do now:

The City of Vacaville has prepared this brief set of instructions to help you minimize the impact of the loss by responding promptly to the situation.

- ✓ Do not attempt to clean the area yourself, let the experts handle this
- ✓ Turn off your HVAC system until instructed otherwise
- ✓ Keep people and pets away from the affected area(s).
- ✓ Do not remove items from the area – the experts will handle these contents.
- ✓ If you had recent plumbing work, contact your plumber or contractor
- ✓ File your claim with the City of Vacaville as soon as practical –The California Government Code, Sections 900 - 960, requires filing a written claim and outlines specific time lines and notice procedures that must be used.

I/We acknowledge receipt of this letter, the Affected Property Log and Claim form.

Employee Signature: _____ Date: _____

Customer Signature: _____ Date: _____

Distribution Instructions – Top Copy To CityRiskMgr; Middle Copy To Public Works Maint. Supt. Bottom Copy To Customer

CoV **First Responder Form** **4E**
INSTRUCTIONS: CoV Maintenance Division staff complete the following & forward to Field Utilities Supervisor

TIME STAFF ARRIVED ON-SITE: _____ **DID CUSTOMER CALL CLEANING CONTRACTOR?**
 IF YES, WHO & WHEN? _____

SECTION A

DATE:	TIME:	EMPLOYEE NAME:
RESIDENT:		PROPERTY MANAGERS:
STREET ADDRESS:		STREET ADDRESS:
CITY, STATE AND ZIP:		CITY, STATE AND ZIP:
PHONE:		PHONE:

SUSPECTED CAUSE OF FLOODING: Blockage Infrastructure Failure Inflow Infiltration Power F
 Capacity Deficiency Natural Disaster Bypass Cause Unk
 - If spill caused by Blockage, please specify: Roots Grease Debris Debris from Laterals Vandal
 Animal carcass Construction Debris Multiple Causes
 - If Blockage caused by Roots, please specify the following: Location: _____
 Source of Roots appear to be from: Lateral → Explain _____
 Main → Explain _____
 Uncertain
 Severity of Roots: Light Medium Heavy
 - If Blockage caused by Debris from Lateral or Construction Debris, please specify the following:
 Location: _____
 Describe the Material: _____
 Suspected Source of Material: _____
 - If spill caused by Infrastructure Failure, please specify: Breakage of collection system
 Damage to collection system Leaks to collection system Pump station failure Multiple causes
 - Specify Other Cause: _____

DAMAGE: Toilet Bowl Water Sewage Grey Water Other (describe): _____

IS NEAREST UPSTREAM MANHOLE VISIBLY HIGHER THAN THE DRAIN THAT OVERFLOWED? YES NO

OF PEOPLE LIVING AT RESIDENCE: _____

Approximate age of home: _____ # of Bathrooms: _____ # of Rooms Affected: _____
 Approximate Amount of Spill: _____ gallons Approximate Time Sewage Has Been Sitting: _____ hrs/days
 How Was Spill Volume Calculated?: _____

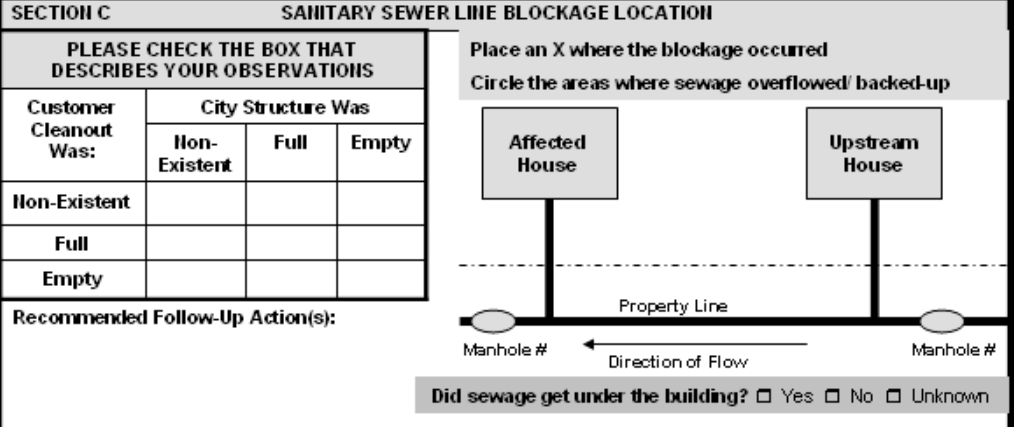
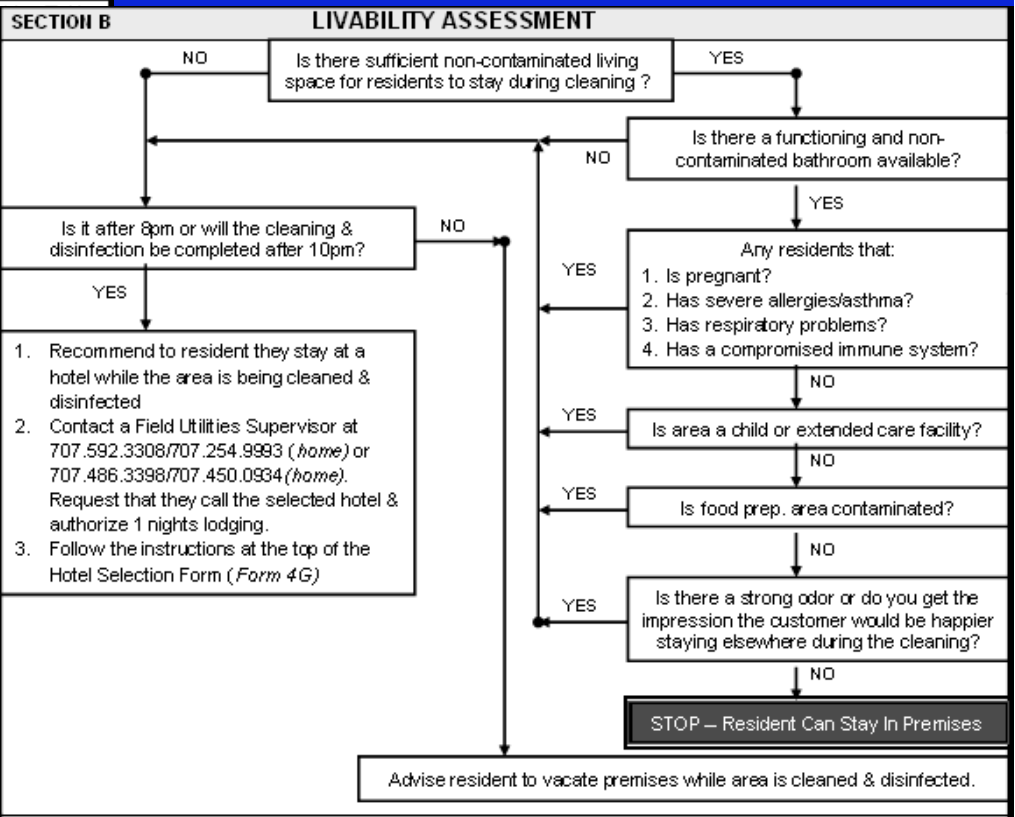
Numbers of Pictures Taken: _____ Digital or Film? _____

Does the Customer have a Backflow Prevention Device (BPD)? Yes No
 If yes, was the BPD operational at the time of the overflow? Yes No

Have there ever been any previous spills at this location? Yes No Un

Has the Resident Had Any Plumbing Work Done Recently? Yes No *If Yes, please describe:* _____

GO TO SIDE 2



SECTION D CLEANING CONTRACTOR

Company Name: _____ Phone: _____ Arrival Time: _____
 Comments: _____

HOTEL SELECTION FORM

4G

INSTRUCTIONS TO EMPLOYEE:

1. Explain to resident that nights lodging and other allowances/incidentals may be discussed by contacting the City's claims examiner at Bragg and Associates at 1-800-GG-BRAGG or the City of Vacaville Risk Manager at: 707-449-5324.
2. Instruct the hotel & the resident that this emergency authorization is for LODGING ONLY – NO FOOD, MINIBAR, MOVIE, PHONE or Other Charges).

INSTRUCTIONS TO RESIDENT: It is recommended that you temporarily relocate to one of the hotels listed below for your safety and convenience while your home is being cleaned. Please note that this Emergency Authorization is granted under the following terms and conditions:

1. This authorizes payment of 1 (one) nights stay at one of the hotels listed below.
2. This authorization is good for room and tax *only – no phone, food, min-bar, movie or other charges.*
3. Additional nights lodging and other allowances/incidentals may be discussed by contacting your claims examiner at Bragg and Associates at 1-800-GG-BRAGG or the City of Vacaville Risk Manager at: 707-449-5324.

I/We have read and understood the terms and conditions under which this offer of temporary relocation is offered. Further, we agree to abide by the terms and conditions described herein.

Employee Signature: _____

Date: _____

Customer Signature: _____

Date: _____

Extended Stay America
799 Orange Dr, Vacaville, CA
(707) 469-1371



Residence Inn
360 Orange Dr, Vacaville, CA
(707) 469-0300



Courtyard By Marriott
120 Nut Tree Pkwy, Vacaville, CA
(707) 451-9000



MARK IN ORDER OF PREFERENCE

CLAIMS SUBMITTAL CHECKLIST

4J

FIELD UTILITIES SUPERVISOR

Contact the following & inform them of the situation and that documentation of the incident is being forwarded to them:

1. Bragg and Associates at 1.800.GB.BRAGG (1.800.422.7244)
2. City of Vacaville Risk Manager at 707-449-5324.



FIELD UTILITIES SUPERVISOR

Complete the Building History form (Tab 4H)



FIELD UTILITIES SUPERVISOR

PLEASE ASSEMBLE THE ITEMS LISTED BELOW AND SEND AS SOON AS POSSIBLE TO CITY OF VACAVILLE RISK MANAGER

- Form 4B - Cleaning Declination, Signed Original (if applicable – i.e. customer refused cleaning services)
- Form 4C - Customer Information Letter, Signed Original
- Form 4E - First Responder Form
- Form 4G - Hotel Selection Form, Signed Original (if applicable – i.e. customer was relocated)
- Form 4H - Building History Form
- Form 4I - Lateral TV Report (if applicable)
- All Photos Taken (hardcopy or electronic)
- Any Other Information You Feel Is Important In This Claim



FIELD UTILITES SUPERVISOR

Go To Tab 5G & Make All Appropriate Reporting Requirements (i.e. State Water Resources Board)

SANITARY SEWER MAINLINE OVERFLOWS

5

TOPIC	LOCATION
Responding to a Sanitary Sewer Overflow	5A
<i>This Section Left Intentionally Blank</i>	5B
Procedure For Calculating Spill Volume - Measurement	5C
Procedure For Calculating Spill Volume – Estimating Flow Out of a Manhole	5D
Procedure For Calculating Spill Volume – Estimating Flow Rate From Various Sources	5E
Procedure For Calculating Spill Volume – Estimating Flow By Counting Service Connections	5F
Guide To Reporting To Regulatory Authorities	5G
Sewer Overflow Report Form	5H
<i>This Section Left Intentionally Blank</i>	5I
SSO Field Forms Packet Assembly Instructions	5J
Letter to Customer Following Private SSO – <i>"Sewer Spill Reference Guide – Your Responsibility as a Private Property Owner"</i>	5K

CITY OF VACAVILLE

SANITARY SEWER OVERFLOW RESPONSE POLICY

1. Any SSO that results in a discharge of untreated or partially treated wastewater to waters of the United States or that creates a nuisance as defined in California Water Code Section 13050(m) is prohibited.
2. The City of Vacaville strives to manage, operate and maintain all parts of the publicly owned sanitary sewer system in a manner that will prevent SSOs and mitigate the impact of SSOs that do occur.
3. This Sanitary Sewer Overflow Emergency Response Plan is designed to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to waters of the United States and minimize or correct any adverse impact on the environment resulting from an SSO.
4. The City of Vacaville staff are required to report all SSOs reported or discovered to City of Vacaville management.
5. The City of Vacaville is required to take the appropriate action to secure the SSO-impacted area, relieve the cause of the overflow, and ensure the affected area is cleaned as soon as possible to minimize health hazards to the public and protect the environment.
6. The City of Vacaville's goals upon receiving notification of an SSO are to:
 - a. Respond as soon as possible
 - b. Protect public health, environment & property
 - c. Prevent discharge of treated or partially treated wastewater to waters of the United States to the extent possible
 - d. Prevent, to the extent possible, the creation of a nuisance as defined in California Water Code Section 13050(m)
 - e. Restore affected areas to normal as soon as practicable



IN THE EVENT OF A SANITARY SEWER OVERFLOW READ ME FIRST

1st Remove the card titled “RESPONDING TO A SANITARY SEWER OVERFLOW” from this packet and follow its instructions

→Reference the City of Vacaville Sanitary Sewer Overflow and Backup Response Plan field binder, as necessary

2nd Ensure the SANITARY SEWER OVERFLOW REPORT (Tab 5H) is completed

3rd Ensure all notifications on side 2 of the SANITARY SEWER OVERFLOW REPORT (Tab 5H) have been made

4th PLACE THE FOLLOWING IN THIS ENVELOPE AND FORWARD TO YOUR SUPERVISOR

- Completed Sanitary Sewer Overflow Report
- Any other documentation you may have made
- Documentation of any notifications you made
- Disposable camera

ATTN: FIELD UTILITIES SUPERVISOR OR DESIGNEE:

When you receive this packet, ***immediately*** go to Tab 5G - Guide To Reporting To Regulatory Authorities – of the Sanitary Sewer Overflow & Backup Response Plan make all required notifications

Where Can I Get Help Developing a Plan?

- **ABAG PLAN Members**
 - ABAG PLAN-sponsored plan development/update for all members spring 2008 with Risk Management Solutions
- **SSMP Consultants**
 - *Require adherence to a standard (ABAG's or CSRMA's)*
- **Risk Management Solutions**
 - Losscontrol@sbcglobal.net

THANK YOU!

David Patzer

CSRMA Risk Control Advisor

Risk Management Solutions

707.373.9709 cell

707.647.7200 fax

losscontrol@sbcglobal.net