

# NY-Alert Notifier Manual

Bureau of Water Compliance  
NYSDEC  
Version 2.0

## Table of Contents

Section 1: Create Group Notification.....	Page 2
Wizard Step 1.....	Page 3
Wizard Step 2.....	Page 5
Wizard Step 3.....	Page 6
Wizard Step 4.....	Page 10
Section 2: Advanced Actions.....	Page 11
Update an Existing Alert.....	Page 11
Creating a Template.....	Page 12
Using a Template.....	Page 13
Additional Template Actions.....	Page 14
Section 3 NY-Alert Data Entry Helpful Information.....	Page 15
Data Entry Worksheet.....	Page 17
CSO Template.....	Page 18
Section 4: Glossary.....	Page 19

**For technical support regarding login issues or account issues, please contact support at:**  
**[support@nyalert.gov](mailto:support@nyalert.gov) or call 518-292-2249.**

# Section 1 – Create Group Notifications

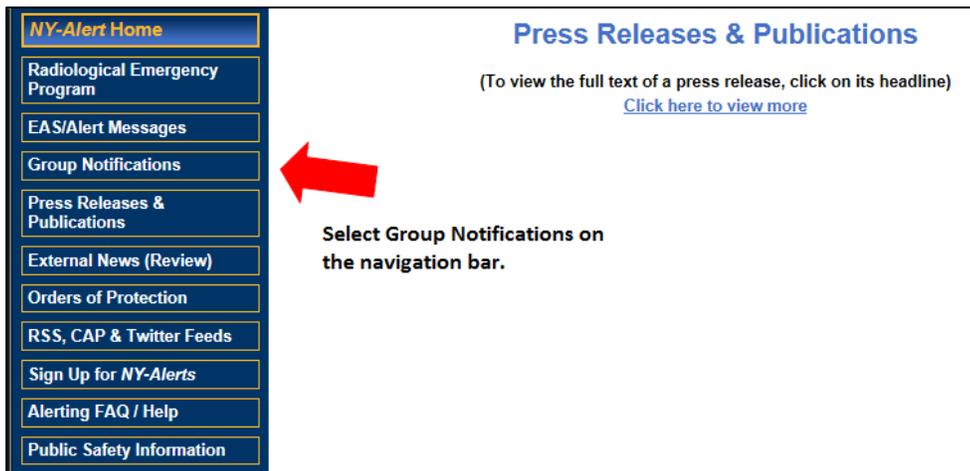
Using the NY-Alert notification system complies with the Sewage Pollution Right to Know law. Within two hours of discovery of an untreated discharge, the municipality needs to notify DEC and DOH. This system will notify all appropriate entities as required by the law. If there is a threat to public health, the public will also be notified. The following instructions include how to navigate within the NY-ALERT system, how to create alerts that comply with the SPRTK law, and advanced actions an authorized notifier may take within the system.

A step by step wizard will guide you through the process for entering information that will be included in the alert message. Additional details may be found in Section 3 – Glossary.

1. Login to the NY-ALERT secure web portal(<https://login.nyalert.gov/AllHazardlogin.aspx>).
  1. Enter User Name
  2. Enter Password (remember, this is case sensitive)
  3. Select the Other Tasks radio button on the login screen
  4. Select the Log in Button



2. Select the Group Notifications navigation bar
3. Select “New DEC Notification.”



4. Follow Group Notification Wizard Step 1: Notification Basics instructions.

## Group Notification Wizard Step 1: Notification Basics

In the Notification Basics Wizard Step 1, notifiers provide the facility name and location of discharge, determine the methods of distribution, and notification groups. Notifiers will also see facility options. . Additional details may be found in Section 3 - Glossary.

1. Select the facility to publishing the report using the “Publish As” drop-down list. This is the facility name associated with your account. You are only allowed to publish reports for the facilities that you have been authorized for by the municipalities.

The screenshot shows the 'NY-ALERT' interface for 'Group Notification Wizard Step 1: Notification Basics'. At the top, there is a yellow header with 'NY-ALERT' and a blue sub-header with the date and time '5/13/2015, 9:48:34 AM'. Below the header, the title 'Group Notification Wizard Step 1: Notification Basics' is displayed. The main content area includes a 'Publish As:' dropdown menu set to 'NYS - Dept. of Environmental Conservation'. Below this, the 'Secure Notification?' section has two radio buttons: 'Anonymous View' (unselected) and 'Normal' (selected). A red warning message states: '\*Anonymous View\*: Anyone with the link can view this message in the Alerting Portal.' The 'Distribution Channels:' section contains a list of checkboxes: 'Email' (checked), 'Mass Dialer' (unchecked), 'SMS (Priority - NYALRT)' (checked), 'SMS (Priority-Failover) \*' (checked), 'SMS (Standard)' (unchecked), 'Post to Private Civilians Portal' (checked), and 'Post to Organization-Based RSS Feeds' (checked).

2. “Normal” is already selected. Do not change this.
3. The Distribution Channels are automatically selected. Do not change any of these selections. Types of distribution are:
  - Email
  - Fax
  - SMS (Standard test messaging)
  - SMS (Priority text messaging)
  - Mass Dialer
  - Post to Private Civilians Portal
  - Post to Organization –Based RSS Feeds
4. Select the 2 Hour Groups and 4 Hour Groups checkboxes. These groups are automatically created based on information provided to DEC in the NY-Alert Notifier Application/Registration package.

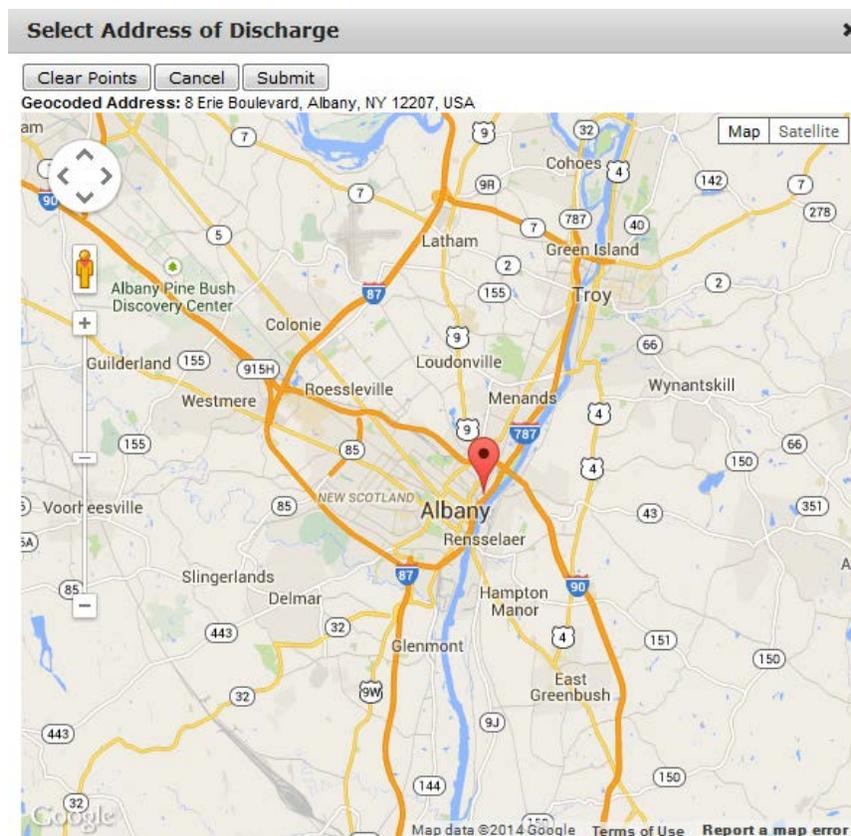
The screenshot shows two sections for selecting notification groups. The '2 Hour Groups:' section has a checked checkbox next to 'NYS - DEC - Sewage Bypass'. The '4 Hour Groups:' section also has a checked checkbox next to 'NYS - DEC - Sewage Bypass'.

5. Enter the street address closest to the location of the discharge. If it is an address that can automatically be detected, a green message will appear to the right that says “Geocoded.” The “Map It”

button next to the address box must be used to pinpoint the location on a map after entering an address for the discharge.

Selected Address of Discharge:	<input type="text" value="625 Broadway, Albany, NY"/>	<a href="#">Map It</a>	Geocoded
Selected Address of Discharge:	<input type="text" value="Manhole outside of 625 Broadway"/>		
Description:	<input type="text"/>		
* : Indicates that this Distribution Channel will be Automatically added in order to handle contact Information not supported by the requested Channel.			
<a href="#">Cancel</a>	<a href="#">Next Step &gt;&gt;</a>		

6. Click the “Map It” button. A map will open with a pinpoint on the location you typed in Step 5. To confirm or further refine the location, use the map tools to zoom in on the pinpoint. Once you have zoomed in, if you need to change the location of the pin, you can click once on the map to put a pin where the event occurred. You may view the map in either Map or Satellite view. The system will automatically generate the closest address to the discharge. The map will say “Geocoded Address” along with the address generated at the top of the map. Click “Submit” to return to the previous screen. The address may be displayed as a range of values for the street address. This is a function of Google Maps. The correct coordinates will be displayed in the PDF form that you and the Department will receive.



- a. If necessary, enter in a description of the location of discharge in the Selected Address of Discharge field if the location does not display a common address.
7. Click “Next Step” to move to Step 2, or click “Cancel” to cancel the entire message without saving.

## Group Notification Wizard Step 2: Affected Locations

Group Notification Wizard Step 2 determines which locations (jurisdictions) will receive the public notification. Based on the address selected in Step 1, location specific jurisdictions will automatically be selected in Step 2. These will be checked in the box on the left, and the names will appear on the right. You may only select jurisdictions for the county your facility resides in. For instance, a facility in Nassau County may not publish a report that notifies Erie County.

**Group Notification Wizard Step 2: Affected Locations**

**Available Jurisdictions**

- New York
  - Albany
    - Albany
    - Altamont
    - Berne
    - Bethlehem
    - Coeymans
    - Cohoes
    - Colonie (town)
    - Colonie (village)
    - Delmar
    - Green Island (town)
    - Green Island (village)
    - Quakerland

**Selected Jurisdictions**

New York - Albany - Albany

To change affected jurisdictions, or add more, simply use the checkboxes on the left to select or deselect locations. The jurisdictions are sorted by county, then municipality level names (City, Village, or Town). After affected jurisdictions are selected, click “Next Step” to proceed to Step 3.

### Group Notification Wizard Step 3: Notification Specifics

Information that is required to be sent to DEC, DOH, and the general public will be entered in Group Notification Wizard Step 3.

1. It is very important to format the notification headline correctly. For mobile notifications, this is the only piece of information that will be sent. Ensure to follow the format below. Text messages that are sent will be short, yet informative, to the public.

**Group Notification Wizard Step 3: Notification Specifics**

Headline:	<input type="text"/>	150 Characters Remaining
Mobile Device	<input type="text"/>	150 Characters Remaining
Headline:	<input type="text"/>	
Short Mobile	<input type="text"/>	120 Characters Remaining
Headline:	<input type="text"/>	
Quick-Link:	<a href="http://www.nyalert.gov/?q=4342113">http://www.nyalert.gov/?q=4342113</a>	<input type="button" value="Append"/>

- The headline should include the following information, in this order:
  1. County Name
  2. City
  3. The words “Sewage Discharge”
  4. Name of public area potentially impacted, if applicable
  5. Name of receiving waterbody, if applicable

**EXAMPLE:** Albany County, Albany, Sewage Discharge, Albany Boat Launch, Hudson River

- Click the “Append” button next to the Quick Link line. This ensures that text messages sent to mobile devices include a link to the report.
2. Enter the start date and time of discharge. Select the date and time from the calendar icon , or type in the date and time. The information entered using the calendar and/or clock functions may be edited.

<b>Start Date and Time of Discharge:</b>	<input type="text" value="5/1/2015 12:00 AM"/>			
<b>Discharge Ended?:</b>	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Unknown	
<b>End / Estimated End Date and Time:</b>	<input type="text" value="5/2/2015 12:00 PM"/>			

3. Check whether or not the discharge has ended.
4. Enter the actual or estimated end date and time. An estimated end date and time is required by DEC for ongoing or unknown ending discharges.. Ongoing discharges will need to report a NY-Alert message for every day that the discharge occurs and a final report when the discharge has ended.
5. Check if the discharge reaches surface water. If yes is selected, indicate how it reaches surface water. Enter the name of the receiving water body.
  - Descriptions of man-made structures vs. overland flow:
    - Man-made: Any device that is discharging directly into a surface waterbody. Examples include pipes, CSO outfalls, or storm drains.
    - Overland flow: Sewage is discharging onto ground or making its way across a natural surface to a stream, pond, lake, or other surface waterbody.

Does Discharge Reach Surface Water?:  Yes  No

How Does Discharge Reach Surface Water?:  Man-made Structure  Overland Flow

Receiving Waterbody:

6. If known, enter any areas where the public may come in contact with the surface water downstream of the discharge. To the best of your knowledge provide a name and description of each potentially impacted public area.

Potentially Impacted Public Area:  Yes  No  Unknown

Bathing Beach

Drinking Water Supply Intake

Boat Launch

Park

Fishing Area

Shellfishing Bed

Other

7. Select the system component(s) from which the discharged occurred. Provide descriptions to clarify the components. Multiple components may be selected.

System Components

Manhole

Pipe

Pump Station

Wastewater Treatment Plant Headworks

Regulator

CSO Outfall

Other

8. Select the reason for discharge. Multiple reasons can be selected. Provide a detailed explanation to briefly explain the reason(s).

Reason For Discharge

Insufficient System Capacity

Root Intrusion

Power Outage

Weather Conditions

Blockage

Pipe Break

Unknown At This Time

Other

9. Enter a quantity released. This can be either a volume or rate. Indicate whether the quantity is estimated or is an actual amount. Select either volume (gallons) or rate (gallons per minute) from the drop down list.

Quantity:	<input type="text" value="1000"/>	<input type="radio"/> Estimated <input type="radio"/> Actual	Volume/Rate:	<input type="text" value="Select a Volume/Rate"/>
-----------	-----------------------------------	--	--------------	---

10. Select the treated state. Enter a brief description of the discharge. Describe the steps taken to contain the discharge.

Treated State:	<input type="text" value="Select a Treated State"/>
Description of Discharge:	<input type="text" value="Baby wipes, grease"/>
Steps Taken to Contain Discharge:	<input type="text" value="Removed blockage, cleaned up contaminated area."/>

- o Reminder that the “Steps Taken to Contain Discharge” is what is actively being done to keep the sewage away from surface water and possible contact with the public.

11. If desired, enter in additional instructions to recipients. For example, information for DEC and DOH, or information/resources for the public to avoid the area. If you have a link or website for more information, it should be entered in this location. This section acts like a Word document and can accept bullets, formatting, hyperlinks, and pictures. This may be typed directly or inserted via copy/paste from any third party text editor. A tool bar is available for basic word editing. Spell check is available and use of proper punctuation is suggested. Use this field to indicate if the facility is under an Order on Consent to remove SSOs and if monitoring is ongoing.

**Additional Instructions**

Custom Links

Arial Size **A** **B** *I* U abc ~~X~~ x<sup>2</sup>

Please avoid area. Visit the following link for more info: [DEC's Website](#)

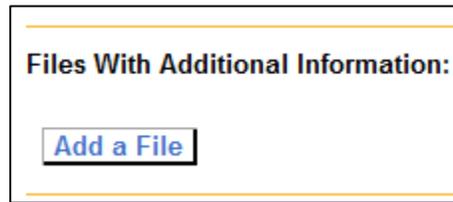
- **Air Time:** Air time specifies when the message will begin delivery via the distribution gateways selected, posting to NY-Alert’s public web site and RSS feeds.

12. Select “Click here for Immediate Activation.” The word “Immediate” is placed in the Air Time box and a default expiration time is placed in the Expire Time box. Upon selecting Publish, the message is immediately sent to all the required entities. **Do not change the air time.**

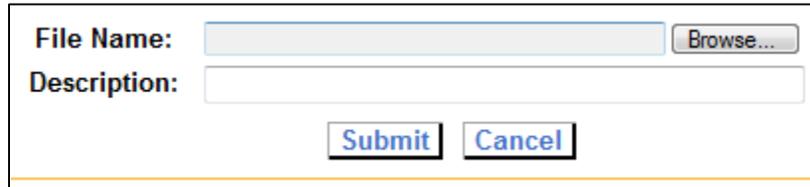
Message Air Time:	<input type="text" value="IMMEDIATE"/>	<a href="#">Click here for Immediate Activation</a>
Message Expiration Time:	<input type="text" value="05/08/2015 09:21 AM"/>	

- **Expire Time:** Expire time specifies when the gateways stop disseminating the message(s), and when the notification is removed from the public web site and RSS feeds. Default is 7 days from air time. Expire time must be after air time. **Do not change the expiration time.**

- **Files with Additional Information:** Files which the Notifier wishes to send via email may be attached to the message. These may be documents, photos, maps, etc...; however, files may not be larger than a total size of 4.9 Mb. Files are converted to .pdf format. Use of this feature is optional.
  1. Click the “Add a File” button.



2. Click the “Browse” button to locate the file to be attached.
3. Provide a description of the file.
4. Click the “Submit” button.



13. Click the Cancel button to cancel the entire message without saving. Click the Previous Step button to return to Alert Wizard Step 2: Affected Jurisdictions. Do not use the browser backward and forward arrows. Click the Next Step button to continue to Step 4 of the Wizard to submit the alert for distribution. Click the Save as Draft button to save the message as a draft to use at a later time.



## Group Notification Wizard Step 4: Distribution Plan

In Step 4, the selected distribution channels (E-mail, SMS, Phone, etc.) will be displayed, along with number of users contacted for each method. Based on selections made by the Notifier in Steps 1 – 3, the Distribution Plan indicates the number of messages that will be sent to distinct subscribers. A table indicating the Distribution Channel(s) selected, Expected Number of Users to receive the message per distribution channel, and Expected Number of Messages to be delivered per distribution channel. The Expected Number of Messages may be greater than the Expected Number of Users as subscribers may have, for example, more than one email address listed.

Group Notification Wizard Step 4: Distribution Plan		
Expected Number of Messages per Distribution Channel:		
Distribution Channel	Expected Number of Users	Expected Number of Messages
Email	1	1

**Overall Statistics:**

Total Number of Users to Contact: 1 [\(What does this number mean?\)](#)  
Interested Users NOT Contacted: 0 [\(What does this number mean?\)](#)

[Preview this Alert](#)

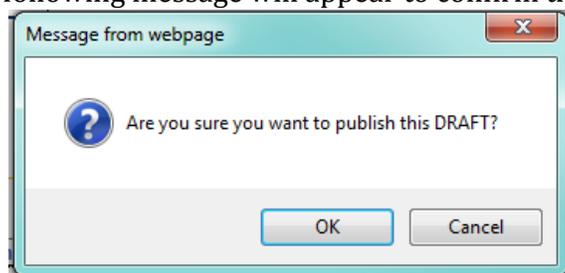
[Cancel](#) [<< Previous Step](#) [Publish](#) [Save as Template](#)

The statistics show the number of users to contact across all channels. Because users can choose to not receive alerts at certain times, and other system information, certain users may not be contacted at this time, but may be signed up for the alert in general.

**Total Number of Users to Contact:** This is the total number of distinct users who will be contacted for this notification. If a user has contact information corresponding to more than one selected Distribution Channel, that user will only be counted ONCE.

**Interested Users NOT Contacted:** These are users whose Warning Settings would make them interested in this Notification. However, they have not signed up with any contact information used by the Distribution Channels selected. Therefore they will not be contacted.

To preview the alert, click “Preview This Alert.” To send the alert to the appropriate groups, click “Publish.” If the air time was not entered as “Immediate” on the previous step, the message will be placed in pending until the selected air time occurs. The following message will appear to confirm the message is to be published.



- Click OK to publish the message.
- Click cancel to cancel the entire message.

Once the alert has been published, the two-hour groups will be notified. This means that DEC and DOH will get notified once “Publish” is clicked. A “pending” alert will also be created, and will be distributed two hours later to the four-hour groups. This means that two hours after the alert has been published, adjoining municipalities (as indicated on the POTW or POSS NY-Alert application package), and your chief elected official will be notified. If the discharge meets certain criteria, the general public will be notified.

An e-mail will be sent to you with the information entered on the report. The notification number will be used to refer to the incident in future reporting to DEC, such as on the 5-day written report.

## Section 2 - Advanced Actions

### Updating an Existing Alert

Notifiers have the ability to update the two-hour report. This will generate a new notification, as well as an updated four-hour report. There will be certain occasions when you will want to change information in an alert that has already been distributed. Updating the report will help you keep track of the changes that you make to alerts over time. There are three main reasons for updating reports:

- A. You would like to make changes to the report within the two hour time frame for a discharge to surface waters.
  - B. You must submit a report for every day of an ongoing discharge.
  - C. You must submit a termination when the ongoing discharge stops.
1. Click Group Notifications if you are not already on that page.
  2. On the Group-Based Notifications page, click the update button next to the message that you would like to make changes to. Make sure that you are using the original 2-hour message. A pop up will ask you if you want to make the changes and create a new notification. Click OK.

Group-Based Notifications			
Current Notifications	Pending Notifications	Draft Notifications	Recurring Notifications
(Click a Headline to view the Full Text)			
Headline	Activation Time	Expiration Time	Actions
Rockland County, Tappan, Sewage Discharge, Sparkill Creek	05/12/15 3:29 PM	05/19/15 3:29 PM	[Update] [Copy] [De-Activate] [Delete]
Rockland County, Tappan, Sewage Discharge, Sparkill Creek	05/12/15 1:29 PM	05/19/15 1:29 PM	[Update] [Copy] [De-Activate] [Delete]
Erie County, Hamburg, NY Electric Ave PS overflow	05/12/15 1:01 AM	05/20/15 3:42 PM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/12/15 12:08 AM	05/19/15 12:08 AM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/12/15 12:03 AM	05/19/15 12:03 AM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/11/15 11:59 PM	05/18/15 11:59 PM	[Update] [Copy] [De-Activate] [Delete]
Erie County, Hamburg, NY Electric Ave PS overflow	05/11/15 11:01 PM	05/20/15 1:42 PM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/11/15 10:08 PM	05/18/15 10:08 PM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/11/15 10:03 PM	05/18/15 10:03 PM	[Update] [Copy] [De-Activate] [Delete]
Erie, Town of Tonawanda NY	05/11/15 9:59 PM	05/18/15 9:59 PM	[Update] [Copy] [De-Activate] [Delete]

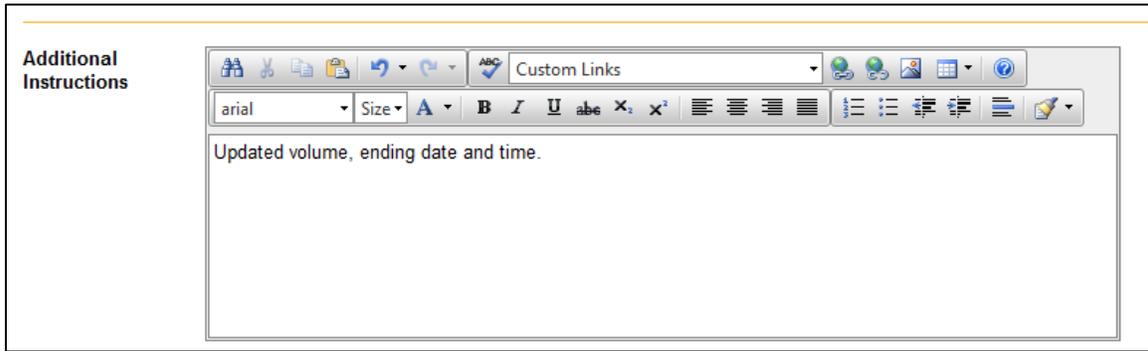
Go To: [Page] [Prev] [1] [2] [3] [Next]

The wizard will start and any information entered previously will be shown. In each step of the wizard, if any changes are necessary, update the desired information. If no changes are necessary on a step, simply click "Next Step" to continue through the wizard.

3. You may update the location in Step 1 using the "Map It" feature and the pinpoint.
4. If there are additional jurisdictions that you would like to notify of the updated event, select them in Step 2.
5. In Step 3 you can change any of the detailed information about a sewage discharge. You will note that the headline has the word "UPDATE" placed in it for you. This indicates that a change has been made, and that it is not a new event. In this step, make any necessary changes to existing information.

Group Notification Wizard Step 3: Notification Specifics		
Headline:	UPDATE: Albany County, Albany, Albany Boat Launch, Hudson River	87 Characters Remaining
Mobile Device Headline:	UPDATE: Albany County, Albany, Albany Boat Launch, Hudson River	87 Characters Remaining
Short Mobile Headline:	UPDATE: Albany County, Albany, Albany Boat Launch, Hudson River	57 Characters Remaining

6. To make sure those who receive the report are aware of the changes that have been made, enter the information that has changed in the "Additional Instructions" box.



7. For Message air time, choose “Click Here for Immediate Activation.” The message expiration time set to default to 7 days later. Do not change this time.

<b>Message Air Time:</b>	<input type="text" value="IMMEDIATE"/>	<a href="#">34 Click here for Immediate Activation</a>
<b>Message Expiration Time:</b>	<input type="text" value="06/22/2015 10:33 AM"/>	<a href="#">34</a>
<b>Current Time:</b>	<b>6/15/2015, 10:34:00 AM</b>	

8. Please note that a file has been added to the report. This is the original report that was previously submitted. To view the original report, click the file name highlighted in blue.
9. Once all updates have been made, click “Next Step” to navigate to the final step to publish the alert.
10. Click “Publish” to submit the updated alert.
11. Click OK to send the alert.

A new notification number will be generated for reference when submitting the five day report and to be stored with your own records. When filling out the five day report, make sure to include the original notification number. The updated alert will be sent to DEC, DOH, adjoining municipalities, and the public.

### ***Creating a Template***

Using a template may be beneficial.. A template is a Sewage Discharge Alert that has been prepopulated with information. The same template may be used multiple times by multiple notifiers in your organization.

A template may be useful when, as a notifier, you may need to submit a Sewage Discharge Alert quickly so that you can get back in the field and fix the problem. You may also want to setup a template that may be used by all notifiers for your facility to streamline and standardize the reporting process. It can also save time when using a mobile device in the field. Templates are also useful if you are authorized to notify for multiple facilities. Using the Wizard, enter in the information that you would like to save in the template for a future alert. When entering the data in step 3, make sure to record what information will need to be changed in future notifications. The main recommendation for volume is to enter “1” for the quantity and in the units drop down choose gallons. A sample data sheet is included as an appendix to this manual.

At Step 4, instead of selecting “Publish,” click “Save as “Template.”” This will store the information you have entered in the wizard to use in future alerts. Enter a template name based on local policy that will identify this template for all users. If this is a notification that is to be used now and in the future, then click “Save & Publish”. This will go out as a current notification. If this is not to go out immediately, click “Save”

Manage DEC Templates screen is next. To add another template click the “Add Template” button and repeat the above process.

## Using a Template

On the Group Notification home page, click the “New From DEC Template” button. A list of templates for your facility appears.

The screenshot shows the NY-ALERT interface. At the top, there's a navigation bar with 'Sign Out', 'NY-ALERT', and 'Display: -- All Jurisdictions --'. Below that, the page title is 'Group-Based Notifications'. There are tabs for 'Current Notifications', 'Pending Notifications', 'Draft Notifications', 'Recurring Notifications', and 'Archived Notifications'. A table lists various notifications with columns for 'Headline', 'Activation Time', 'Expiration Time', and 'Actions'. At the bottom, there are navigation buttons: 'Home Page', 'New Notification', 'New Notification From Template', 'New DEC Notification', and 'New From DEC Template' (which is highlighted with a red box). There are also 'Go To' and 'Prev' buttons.

Find the template you would like to create an alert from, and click on the “Use Template” button. If you need to update any other information about the location of the discharge in Steps 1 or 2 of the wizard, update this now and then navigate to Step 3.

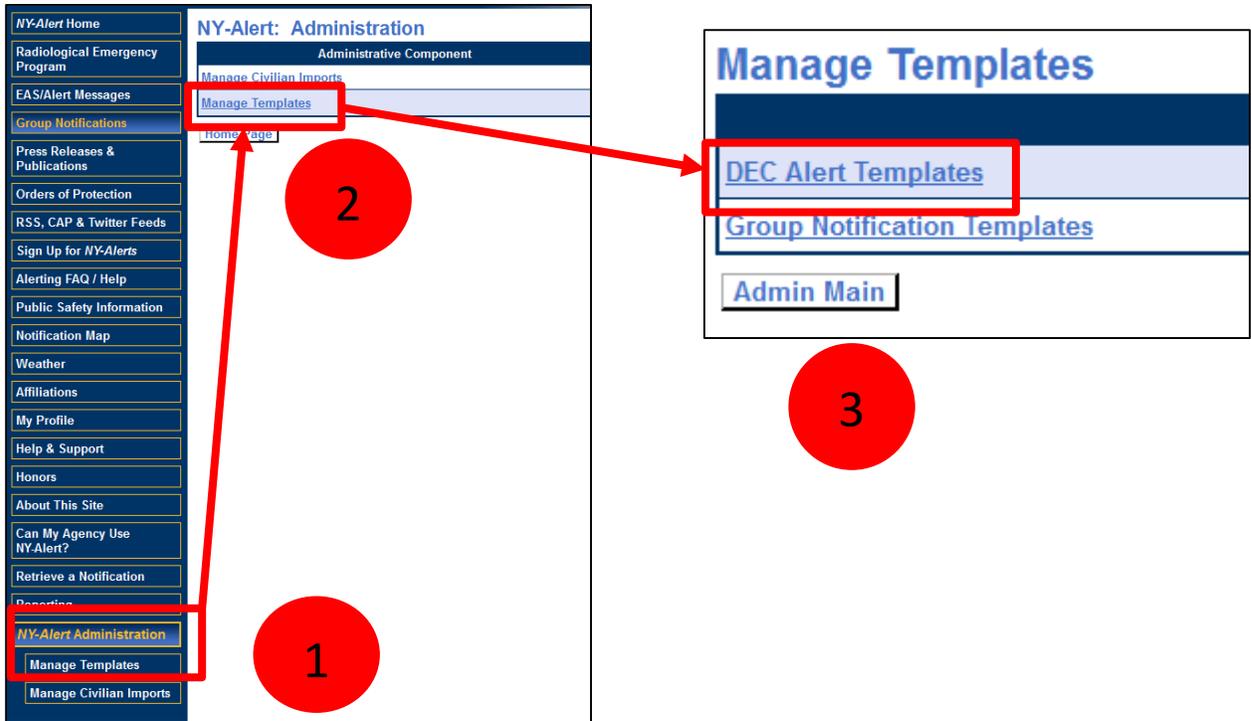
The screenshot shows the 'New DEC Alert - Choose a Template' page. It features a table with two columns: 'Template Name' and 'Actions'. The table lists various templates, each with a 'Use Template' button in the 'Actions' column. The 'Use Template' buttons are highlighted with a red box.

On the Step 3 screen update all the fields that need to be changed for this particular discharge. The sample data sheet found in the appendix can be used to assist all your notifiers to make the necessary changes to the prepopulated fields in the template. After updating all necessary information, click “Next Step.” When ready to submit the alert, click “Publish.”

## Additional Template Actions

You may manage and edit any templates that have been created for your authorized facilities.

1. Navigate to the Templates page by clicking “NY-Alert Administration” on the left hand side of the page.
2. Next, click the “Manage Templates” link.
3. Finally, click the “DEC Alert Templates” link. This brings you to a list of all the templates that were created for your facility. If another notifier has created a template for your facility, you can see them as well.



- Using the “Edit Template” button will allow you to change information for a specific template.
- The “Clone” button will keep all the information for you and save as a new template.
- To delete a template, simply click the “Delete” button for the desired template, and then click “OK” in the pop-up box.

Both the “Edit Template” and “Clone” buttons allow you to make the necessary changes to the template. Saving a template will also save a draft alert. You can use this in the future or delete it.

Template Name ▲	Actions
3300 Seneca Street	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Allendale Area	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
County of Erie, Mount Vernon Sewer District, Sanitary Sewer Overflow	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
CSO Discharged	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Eighteenmile Creek pumping station	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
erie county Sewer District #4, Sanitary Sewer Overflow 5723 Genesee St	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Hamburg, NY Electric Ave PS overflow due to ice and snow melt	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Hamburg, Richmond Ave	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Lakeshore Road and Cloverbank Road intersection.	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Lakeshore Road and Rogers Road intersection.	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Lakeshore Road near 179 Overpass	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Richmond near Abbott Rd.	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Robin Lane near Big Tree Road.	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Robin Lane near Big Tree Road.	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>
Erie County, Town of Hamburg, Sewage overflow at Rogers near Bender	<a href="#">Edit Template</a> <a href="#">Clone</a> <a href="#">Delete</a>

## Section 3 – NY-Alert Data Entry Helpful Information

This is meant as a quick guide and “cheat sheet” for municipalities and individual notifiers to use based on their circumstances. The municipality may modify or add other sheets if necessary.

### Examples for use

- Very infrequent discharges – so you don’t forget user name and password and the required information needed.
- Frequent discharges at a single location– you have a format to refer to every time.
- Modify to tell staff what information needs to be changed in a template.

## Resources & Tips OR Common Questions OR Common Issues

Location of maps \_\_\_\_\_

### How to estimate volume/rate

Volume/rate - Estimating tools to use.

### Suggestions for Additional Instructions box to better inform public

Long term solutions to put in the Additional Instructions box

- Preventative maintenance program adjusted
- Enforcement against source
- Inspect sewer lines with CCTV
- Planned to be repaired/ replaced by a certain date
- Repaired defect

### Example descriptions for “Reason for Discharge”

- Blockage
  - Debris – general
  - Debris – rags
  - Grease deposition
- Other
  - Blow off valve failure
  - Construction diversion failure
  - Damage from construction activities
  - Pump station failure
  - Siphon failure
  - Vandalism

### Example descriptions for “Steps taken to Contain the Discharge”

- Nothing
- Mitigated effects of spill
- Contained all or portion of spill
- Returned all spill to sanitary sewer system
- Returned portion of spill to sanitary sewer system
- Vacuum truck
- Plugged downstream storm drains
- Excavation
- Used sandbags or other containment barriers
- Plugged catch basin inlets

### When do reports need to be updated?

- Use every day of an ongoing discharge
- Use to submit a termination notice
- Must use the original two hour notice
  - Make sure it looks like the normal data entry screens
- Make changes before the four hour notification goes out

# Notifier Data Entry Worksheet for Your City/Town/Village

User Name \_\_\_\_\_ Password hint \_\_\_\_\_

Template Name: \_\_\_\_\_

## Step 1: Location

- Map It – look at the map feature to confirm the point placement.

## Step 3: Discharge Information

### Headline:

- Headline Format—order of information displayed in headline

County Name	City/town/village	Sewage Discharge	Publically affected area	Surface water body name
		Sewage Discharge		

**Quick-Link:** Always click the “Append” button

### Discharge Information:

- Start Date and Time: \_\_\_\_\_
- Actual/Estimated End Date and Time: \_\_\_\_\_
- Surface Water Name: \_\_\_\_\_
- Potentially Impacted Public Areas:

Known Discharge Location	Public Area Type	Public Area Name

- System Components:

System Component	Description of Component

- Reason For Discharge:

Reason	Description of Reason

- Volume/Rate:

Volume	Volume/Rate	Treated State

- Steps Taken to Contain:
  - What is currently being done to stop the discharge, keep it from going further and clean up.
- Additional Instructions:
  - Long term solutions
  - Standard language that includes links to municipality’s website

Message Air Time: always immediate and confirm that the message expiration time is 7 days after the effective time.



City of San Diego  
Metropolitan Wastewater Department

**Reference Sheet for Estimating Sewer Spills  
from Overflowing Sewer Manholes**  
*All estimates are calculated in gallons per minute (gpm)*

Wastewater Collection Division  
(619) 654-4160



All photos were taken during a demonstration using metered water from a hydrant in cooperation with the City of San Diego's Water Department.

rev. 4/99

**Flow Estimation Pictures**

# NY-Alert Facility-Wide CSO Notification Template

Communities with CSO outfalls may publish a system wide notification during wet weather events. For communities with real time telemetry, the notification should include which CSO outfalls are currently discharging. For communities with less advanced detection methods, the notification may be made on a system wide or waterbody basis. The template included below is a basis for both the system wide and CSO specific notification.

## STATE OF NEW YORK DEPARTMENT OF ENVIRONMENTAL CONSERVATION SEWAGE DISCHARGE FORM

---

### **CSO Wet Weather Advisory for Example Town**

NY-Alert notification 3567258 generated on 2015-07-06T12:25:00.

Reported by Example Town – CSO Discharge

### **Discharge Information**

Location: Example Town, NY

CSO

POINT (73.976006808, 40.5751362539999)

Start Time: YYYY-MM-DD HH:MM:SS

End Time: YYYY-MM-DD HH:MM:SS

Duration: xxx hours ongoing.

Volume: xxx Gallons Per Minute (Estimated)

Treated State: Untreated

### **Discharge reached surface waters.**

The discharge was from a Man-Made Structure and was received by Example Creek

### **The following public areas were potentially impacted:**

Park: Awesome Park

### **System Components**

CSO Outfall: CSO xxx, CSO xxx

### **Reason(s) for discharge**

Weather Conditions: Extended period of rain

### **Description of Discharge**

CSO discharges

### **Steps taken to contain discharge:**

Issued wet weather advisory

### **Additional Instructions:**

The volume estimate is based on the average estimated amount according to our existing systems and models. Please go to our [CSO Advisory Page](#) for more information.

---

## Section 4 - Glossary

### ***Air Time***

Date and time the message is to be activated. Air time is determined by the Notifier. May be set for immediate activation, or may be set using the calendar tool.

### ***Archived Message***

Upon expiration time, the message is placed in the Archived Message file for a period of 90 days. Messages may be searched for, sorted by jurisdiction, and viewed.

### ***Copy Message***

Copying a message creates a new message, referring to the original message and using its information as a template. When the new message is published, the original message will remain. Notifiers may wish to copy an existing message to activate additional jurisdictions or intended recipients.

### ***Credentials***

Log in credentials to the secure portal are provided by a NY-ALERT administrator. Credentials consist of username and temporary password. Credentials are provided to each Notifier by NY-ALERT administrator. Credentials are not to be shared among Notifier.

### ***Current Message***

Messages which have been currently issued. Group notifications are available only to the organization issuing the message.

### ***Distribution Channels***

Method of sending a notification. Gateways include: Email, SMS Standard, SMS Priority, Mass Dialer, Fax, Alpha-Numeric Pager, EAS. Please refer to the online guide entitled "Gateways" for technical information.

#### **❖ *Email***

Electronic mail transmission of a message. Received are the Headline (Subject Line of email), Detailed Description and Instructions. Additional files sent by the notifier will be sent as attachments.

#### **❖ *SMS (Standard)***

Short Message Service (SMS), commonly referred to as Text Messaging, is standard protocol for sending short text messages to mobile devices. This is a service for sending short messages of up to 120 characters over wireless networks to mobile devices including cellular phones, smart phones, and PDAs. End user may incur a fee depending on their wireless plan. Message delivery not guaranteed by the service vendor.

#### **❖ *SMS (Priority)***

Short Message Service (SMS), commonly referred to as Text Messaging is standard protocol for sending short text messages to mobile devices. This is a service for sending short messages of up to 150 characters over wireless networks to mobile devices including cellular phones, smart phones, and PDAs. End user may incur a fee depending on their wireless plan. Uses prioritized gateways with faster message delivery by the service vendor.

#### **❖ *Mass Dialer***

Mass calls made to landline telephones and/or cell phones in a short period of time. Used in an emergency to broadcast Detailed Description and Instructions portion of notification using a text-to-speech engine to subscribers. Also used by county emergency managers for E- 911 calls targeting individuals in a specific geographic location.

### ❖ **Mass Dialer Auxiliary Contact**

Mass calls made to landline telephones and/or cell phones for subscribers who have not provided any other contact information. For example, if a message is being sent out email only and the subscriber does not have an email address, checking this box would phone the alert to the subscriber. However, subscribers with an email account would not receive a phone call.

### ❖ **Fax**

Facsimile transmission of a message. Received are the Headline, Detailed Description and Instructions.

### ❖ **Alpha-Numeric Pagers**

A numeric pager with the ability to display text messages.

### ❖ **EAS**

The Emergency Alert System (EAS) is a national public warning system that requires television and radio broadcasters to provide the communications to the public during an emergency. The system is used by state and local authorities to deliver important emergency information such as AMBER Alerts and weather information targeted to a specific area. EAS activation authority in NY-ALERT is available only to County Emergency Managers.

### ***Draft Message***

Messages which have been saved as draft.

### ***Expire Time***

Date and time the message is to expire. The default time is 7 days from the air time. When a message expires, message publication ceases.

### ***Group Notification***

A private notification message is an incident-specific message to a pre-defined group of people. It includes a detailed description of the event and protective/response actions to be taken. The notification is distributed only to members of the specified group via the gateways selected by the Notifier. If requested by the organization upon import, the group notification may be secure.

### ***Intended Recipients***

Pre-defined group of recipients to receive a message.

### ***Pending Message***

Message awaiting activation time.

### ***Publication***

A publication is a document such as a newsletter.

### ***Publish***

Allows the message to be distributed.

### ***Response***

If a response is requested in a Group Notification, select the Mass Dialers checkbox. Two responses may be solicited. Actual responses to the notification appear in Reporting.

**RSS**

Really Simple Syndication (RSS), is a web format to publish frequently updated works. These are notifications posted to the NY-Alert web site and disseminated to those who have subscribed to these feeds; i.e. media.

**Secure Notification**

Users contacted via the Mass Dialer, Pager, and Alpha-Numeric Pager Gateways will need to enter their PIN number to retrieve the message.

**Template**

A pre-scripted message with variables pre-defined. Template messages may be changed to meet current notification needs.

**System Call-Back Recorder**

Some organizations wish to have a familiar, human voice speak the alert message over the phone. If this radio button is selected, the system will call the Notifier's phone number and allow the Notifier to speak the message.

**Update Message**

Updating an existing message will create a new message, referring to the original message as a template. The word UPDATE is placed in the subject line. When the new message is published, the original message will be canceled.