

Village of Happy People Sewer Overflow Response Plan (SORP)

Prepared By:

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SEWER OVERFLOW RESPONSE PLAN (SORP)

Approved On: _____, 2005

Amended On: _____

Sewer System Owner:

Village of Happy People
301 Main Street
Happy People, NY 12345

Contact Persons:

Very Important, Mayor
(518) 123-1234

Hard Worker & Fair Supervisor
Water & Sewer Department
Superintendent
(518) 123-1234

Regulatory Agency To Report Sewer Overflow:

NYSDEC
Your
Regional Water
Manager's Address
Contact Person:
Inspector or RWM
Phone: (518) 123-1234
Fax: (518) 567-8910

NYSDOH
Your
Local Health Unit
Contact Person:
Inspector or
their boss
Phone: (518) 123-1234
Fax: (518) 567-8910

SORP Prepared By:

You or Your Engineer's
Name and Address
Address, NY 12345

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SEWER OVERFLOW RESPONSE PLAN (SORP)

TABLE OF CONTENTS

<u>SECTION</u>	<u>PAGE NO.</u>
I. Authority.....	1
II. General	1
A. Objectives	
B. Organizational Elements of SORP	
III. Overflow Response Procedure.....	2
A. Receipt of Information Regarding an SSO	
B. Dispatch of Sewer Maintenance Personnel to Site of Sewer Overflow	
C. Overflow Correction, Containment, and Clean Up	
D. Overflow Report	
E. Customer Satisfaction	
IV. Public Advisory Procedure.....	9
A. Temporary Signage	
B. Other Public Notification	
V. Regulatory Agency Notification Plan.....	9
A. Immediate Notification	
B. Secondary Notification	
VI. Maintenance of SORP	10
VII. Appendices	11

SEWER OVERFLOW RESPONSE PLAN (SORP)

I. AUTHORITY

This Sewer Overflow Response Plan (SORP) is prepared pursuant to SPDES # NY 0000000, to facilitate proper incident reporting procedures outlined in 6 NYCRR Part 750-2 Operating in Accordance with a SPDES Permit, specifically 750-2.7 Incident Reporting.

II. GENERAL

The Sewer Overflow Response Plan (SORP) is designed to ensure that every report of a sewage overflow incident is immediately dispatched to the appropriate Village of Happy People Sewer Department personnel for confirmation. Quick response will minimize the effects of the overflow with respect to impacts on public health, beneficial uses and water quality of surface waters and on customer service. The SORP further includes provisions to ensure safety pursuant to the directions provided by the New York State Department of Environmental Conservation (NYSDEC) and that notification and reporting is made to the NYSDEC and New York State Department of Health (NYSDOH) when applicable. For purposes of this SORP, “confirmed sewage spill” is also sometimes referred to as “sewer overflow,” “overflow,” or “SSO.” The effective date of this plan is _____, 2005.

A. Objectives

The primary objective of the SORP is to protect public health and the environment, satisfy regulatory agencies and waste discharge permit conditions which address procedures for managing sewer overflows, and minimize risk of enforcement actions against the Village of Happy People, sewer system owner.

Additional objectives of the SORP are as follows:

- Protect collection system personnel and wastewater treatment plant;
- Protect the collection system, wastewater treatment facilities, and all appurtenances; and
- Protect private and public property beyond the collection and treatment facilities.

B. Organization of Plan

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

Section III - Overflow Response Procedure
Section IV - Public Advisory Procedure
Section V - Regulatory Agency Notification Procedure
Section VI – Maintenance of SORP
Section VII - Appendices

SEWER OVERFLOW RESPONSE PLAN (SORP)

III. OVERFLOW RESPONSE PROCEDURE

The Overflow Response Procedure presents a strategy for the Village of Happy People Water and Sewer Department to mobilize labor, materials, tools and equipment to correct or repair any condition, which may cause or contribute to an unpermitted discharge. The plan considers a wide range of potential system failures that could create an overflow to surface waters, land or buildings.

A. Receipt of Information Regarding an SSO

An overflow may be detected by Village employees or by others. The Village of Happy People is responsible to act based on received phone calls or reports on possible sewage overflow from the wastewater disposal system, and to provide immediate response to investigate and/or correct reported sewer overflow.

Generally, telephone calls from the public reporting possible sewer overflows are received at the public offices identified in Appendix D.

1. The telephone operator obtains all relevant information available regarding the overflow including:
 - a. Time and date call was received;
 - b. Specific location;
 - c. Description of problem;
 - d. Time possible overflow was noticed by the caller;
 - e. Caller's name and phone number;
 - f. Observations of the caller; and
 - g. Other relevant information that will enable the Village Water and Sewer Department, to quickly locate, assess and stop the overflow.

The telephone operator records initial information in the Sewage Overflow Report (Ref. Appendix A) and notifies Village Water and Sewer Department.

2. The Village Water and Sewer Department dispatches sewer maintenance personnel to confirm the overflow. Until verified, the report of a possible spill will not be referred to as a "sewer overflow."

The Village Water and Sewer Department completes the Sewage Overflow Report (Ref. Appendix A) within 24 hours of the sewer overflow confirmation and provides the information orally to the NYSDEC.

If the overflow will affect bathing areas during the bathing season, or public drinking water intakes, the Village shall notify the NYSDEC contact person and the NYSDOH contact person orally, within two hours of becoming aware of the discharge.

SEWER OVERFLOW RESPONSE PLAN (SORP)

If the overflow results in a fish kill, notify the NYSDEC contact person within two hours of becoming aware of the discharge. The Village Water and Sewer Department Superintendent is responsible for reviewing, updating and signing the final Sewage Overflow Report. Sewage overflow response tracking protocol is summarized in Appendix C.

B. Dispatch of Sewer Maintenance Personnel to Site of Sewer Overflow

Failure of any element within the wastewater disposal system that threatens to cause or causes a SSO must trigger an immediate response to isolate and correct the problem. Personnel and equipment must be available to respond to any SSO locations. Additional maintenance personnel shall be “on call” in the event extra manpower is needed. Summary of Sewer Overflow Action Plan is included in Appendix C.

1. Dispatching Maintenance Personnel

- When the Village of Happy People receives notification of a potential sewer overflow outlined in Section A, Village of Happy People Water and Sewer Department dispatches maintenance personnel with appropriate resources as required.

2. Maintenance Personnel Instructions

- Dispatch maintenance personnel by telephone or radio. Assign and appropriate personnel, materials, supplies and equipment needed.
- The telephone operator must verify that the entire message has been received and acknowledged by the maintenance personnel who were dispatched. All personnel being dispatched to the site of an SSO proceed immediately to the site of the overflow. Report any delays or conflicts in assignments immediately for resolution.
- In all cases response maintenance personnel report their findings, including possible damage to private and public property, to the Village Water and Sewer Department Superintendent immediately upon making their investigation. If the Village Water and Sewer Department Superintendent has not received findings from the field crew within one (1) hour the Village Water and Sewer Department Superintendent contacts the response maintenance personnel to determine the status of the investigation.

3. Additional Resources

The Village Water and Sewer Department Superintendent receives and conveys to appropriate parties requests for additional personnel, material, supplies, and equipment for maintenance personnel working at the site of a sewer overflow.

SEWER OVERFLOW RESPONSE PLAN (SORP)

4. Preliminary Assessment of Damage to Private and Public Property

The Village maintenance personnel shall use discretion in their actions as reasonably as they can. They must be aware that the Village of Happy People could face increased liability for any further damages inflicted to private property during such assistance. The Village maintenance personnel shall not enter private property for purposes of assessing damage unless authorized by the Village Water and Sewer Department Superintendent. The Village maintenance personnel shall take appropriate still photographs and/or video footage; if possible, of the sewer overflow impacted area in order to thoroughly document the nature and extent of impacts. Retain photographs for filing with the Overflow Report.

5. Field Supervision and Inspection

- The Village Water and Sewer Department Superintendent visits the site of the sewer overflow to ensure that provisions of this Overflow Response Plan and other directives are met.
- The Village Water and Sewer Department Superintendent is responsible for verbally notifying NYSDEC and NYSDOH within the specified time and submitting the Overflow Report to NYSDEC.

6. Coordination with Hazardous Material Response

- Upon arrival at the scene of a sewer overflow, should a suspicious substance (e.g., oil sheen, foamy residue) be found on the ground surface, or should a suspicious odor (e.g., gasoline) not common to the sewer system be detected, the Village sewer maintenance crew shall immediately contact the Village Water and Sewer Department Superintendent for guidance before taking further action.
- Should the Village Water and Sewer Department Superintendent determine the need to alert the hazardous material response team, the maintenance personnel awaits the contracted hazardous waste team response.
- Contact the NYSDEC 24-hour Spill Hotline at 1-800-457-7362.
- Upon arrival of the hazardous material response team, the Village sewer maintenance personnel takes direction from the person with the lead authority of that team. Only when that authority determines it is safe and appropriate for the Village sewer maintenance personnel to proceed under the SORP with the containment, clean-up activities and correction.

C. Overflow Correction, Containment, and Clean-Up

This section describes specific actions to be performed by the Village sewer maintenance personnel during a SSO.

The objectives of these actions are:

- To protect public health, environment and property from sewage overflows and restore surrounding area back to normal as soon as possible;
- To establish perimeters and control zones with appropriate traffic cones and barricades, vehicles or use of natural topography (e.g., hills, berms);
- To promptly notify the regulatory agency with preliminary overflow information and potential impacts;
- To contain the sewer overflow to the maximum extent possible including preventing the discharge of sewage into surface waters; and
- To minimize the Village of Happy People's exposure to any regulatory agency penalties and fines.

Under most circumstances, the Village of Happy People can handle all response actions with its own maintenance forces. They have the skills and experience to respond rapidly and in the most appropriate manner. An important issue with respect to an emergency response is to ensure that the temporary actions necessary to divert flows and repair the problem do not produce a problem elsewhere in the system.

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

1. Responsibilities of Village Sewer Maintenance Personnel Upon Arrival

It is the responsibility of the first personnel who arrive at the site of a sewer overflow to protect the health and safety of the public by mitigating the impact of the overflow to the maximum extent possible. Should the overflow not be the responsibility of The Village of Happy People but there is imminent danger to public health, public or private property, or to the quality of waters of the state, then the Village Water and Sewer Department Superintendent takes prudent emergency action until the responsible party assumes responsibility and provides actions.

SEWER OVERFLOW RESPONSE PLAN (SORP)

Upon arrival at a SSO, the Village sewer maintenance personnel performs the following:

- Determines the cause of the overflow, e.g. sewer line blockage, pump station mechanical or electrical failure, sewer line break, etc.;
- Identifies and requests assistance or additional resources to correct the overflow or to assist in determination of its cause;
- Takes immediate steps to stop the overflow, e.g. relieves pipeline blockage, manually operates pump station controls, repairs pipe, etc. Extraordinary steps may be considered where overflows from private property threaten public health and safety (e.g., an overflow running off of private property into the public right-of-way); and
- Requests additional personnel, materials, supplies, or equipment that will expedite and minimize the impact of the overflow.

2. Initial Measures for Containment

Initiate measures to contain the overflowing sewage and recover where possible sewage, which has already been discharged, minimizing impact to public health or the environment.

- Determine the immediate destination of the overflow, e.g. storm drain, street curb gutter, body of water, stream bed, etc.;
- Identify and request the necessary materials and equipment to contain or isolate the overflow, if not readily available; and
- Take immediate steps to contain the overflow, e.g., block or bag storm drains, recover through vacuum truck, divert into downstream manhole, etc.

3. Additional Measures Under Potentially Prolonged Overflow Conditions

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

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

SEWER OVERFLOW RESPONSE PLAN (SORP)

4. Cleanup

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

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

D. Sewage Overflow Report

The Sewer Overflow Report in Appendix A contains information which is required to be reported to NYSDEC and possibly to NYSDOH depending upon the nature of the spill.

If the overflow will affect bathing areas during the bathing season, or public drinking water intakes, the Village shall notify the NYSDEC contact person and the NYSDOH contact person orally, within two hours of becoming aware of the discharge.

If the overflow results in a fish kill, notify the NYSDEC contact person within two hours of becoming aware of the discharge.

The Village Water and Sewer Department Superintendent completes a Sewer Overflow Report (Ref. Appendix A). The Village Water and Sewer Department Superintendent promptly notifies the Village Office and NYSDEC when the overflow is eliminated. Information regarding the sewer overflow includes the following:

- Determination if the sewage overflow had reached surface waters, i.e., all overflows where sewage was observed running to surface waters, or there was obvious indication (e.g. sewage residue) that sewage flowed to surface waters; and

SEWER OVERFLOW RESPONSE PLAN (SORP)

- Determination that the sewage overflow had not reached surface waters by describing conditions at the sewage overflow, which support this determination.
- Determination of the start time of the sewer overflow by one of the following methods:
 - a. Date and time information received and/or reported to have begun and later substantiated by Village sewer maintenance personnel;
 - b. Visual observation;
- Determination of the stop time of the sewer overflow by one of the following methods:
 - a. When the blockage is cleared or flow is controlled or contained; or
 - b. The arrival time of the Village sewer maintenance personnel, if the overflow stopped between the time it was reported and the time of arrival.
- Visual observations

An estimation of the rate of sewer overflow in gallons per minute (GPM) by one of the following criteria:
 - a. Direct observations of the overflow; or
 - b. Measurement of actual overflow rate from the sewer main.
- Determination of the volume of the sewer overflow
- Photographs of the event, when possible.
- Assessment of any damage to the exterior areas of public/private property. Village sewer maintenance personnel shall not enter private property for purposes of estimating damage to structures, floor and wall coverings, and other personal property without authorization from the Village Water and Sewer Department Superintendent.

E. Customer Satisfaction

The Village Water and Sewer Department Superintendent follows up in person or by telephone with the entity who was reporting the overflow. The cause of the overflow and its resolution will be disclosed.

SEWER OVERFLOW RESPONSE PLAN (SORP)

IV. PUBLIC ADVISORY PROCEDURE

This section describes the actions the Village of Happy People will take, in cooperation with the NYSDEC and/or NYSDOH, to limit public access to areas potentially impacted by unpermitted discharges of pollutants to surface water bodies from the wastewater collection system.

A. Temporary Signage

The Village of Happy People has primary responsibility for determining when to post notices of polluted surface water bodies or ground surfaces that result from uncontrolled wastewater discharges from its facilities. The postings do not necessarily prohibit use of recreational areas, unless posted otherwise, but provide a warning of potential public health risks due to sewage contamination.

The Village Water and Sewer Department Superintendent and Village elected official determine if posting of a confirmed overflow is necessary.

B. Other Public Notification

Should the posting of surface water bodies or ground surfaces subjected to a sewer overflow be deemed necessary by the Village Water and Sewer Department, the Village Water and Sewer Department Superintendent determines the need for further public notification.

V. REGULATORY AGENCY NOTIFICATION PLAN

The Regulatory Agency Notification Plan establishes procedures, which the Village of Happy People follows to provide formal notice to the NYSDEC as necessary in the event of a SSO.

Agency notifications will be performed in parallel with other internal notifications. Internal notification and mobilization of Village sewer maintenance personnel are established in Section III - Overflow Response Procedure.

Using data supplied during the verification process and updates from the maintenance personnel, the Village Water and Sewer Department Superintendent prepares initial and final Overflow Reports. Initial report will be provided orally to the NYSDEC and if necessary the local health department within either two (2) hours or 24 hours from the time the Village became aware of the SSO. If the overflow will affect bathing areas during the bathing season, or public drinking water intakes, the Village shall notify the NYSDEC contact person and the NYSDOH contact person orally, within two hours of becoming aware of the discharge. If the overflow results in a fish kill, notify the NYSDEC contact person within two hours of becoming aware of the discharge.

SEWER OVERFLOW RESPONSE PLAN (SORP)

Prepare and provide final report to the regulatory agency within five (5) days after the Village becomes aware of the overflow. Submit by mail. The Village Water and Sewer Department Superintendent is responsible for meeting the notification requirement. The Village Water and Sewer Department Superintendent prepares written notification to the appropriate regulatory agency of any confirmed overflows. The Village Water and Sewer Department Superintendent signs these notifications. The NYSDEC contact person may waive the written report requirement on a case-by-case basis if the oral report was received within the required time frame. Regardless of other notifications, a Report of Noncompliance form is required to be submitted with the monthly Discharge Monitoring Report.

A. Immediate Notification

If the overflow will affect bathing areas during the bathing season, or public drinking water intakes, the Village shall notify the NYSDEC contact person and the NYSDOH contact person orally, within two hours of becoming aware of the discharge.

If the overflow results in a fish kill, notify the NYSDEC contact person within two hours of becoming aware of the discharge.

Fax the initial and any updated Sewer Overflow Report to:

- **NYSDEC, Your Regional Water Manager or inspector and Address, NY 12345,
Attn: Your Regional Water Manager or inspector
Telephone: (518) 123-1234
Fax: (518) 567-8910**

B. Secondary Notification

Village Water and Sewer Department Superintendent may contact other agencies, as necessary, as well as other interested and possibly impacted parties.

VI. MAINTENANCE OF SORP

The SORP will be reviewed on an annual basis. Possible amendments can include:

- Change in procedures
- Change in contact personnel
- Changes due to regulatory requirements

SEWER OVERFLOW RESPONSE PLAN (SORP)

APPENDICES

- Appendix A - Sanitary Sewer Overflow Report Form
- Appendix B - Sewer Overflow Notice Plan Flow Chart
- Appendix C - Sewer Overflow Response Tracking Protocol
- Appendix D - List of Public Offices to Report Overflow
- Appendix E - Suggested Criteria for Demonstrating How a Sewer Overflow was Unavoidable
- Appendix F - Measures to Avoid Sewer Overflow
- Appendix G - Overflow Descriptions and Required Notifications

SEWER OVERFLOW RESPONSE PLAN (SORP)

Appendix A SANITARY SEWER OVERFLOW REPORT FORM

1. General Information

- a. SPDES # NY: _____
- b. Name of collection system: _____
- c. Authorized representative filing this form:
Name: _____
Title: _____
e-mail Address: _____
- d. Type of filing report:
 - Initial
 - Final
- e. Date of filing report:
 - Initial _____
 - Final _____

2. Oral Reporting of Overflow, Bypass or Upset

All releases of untreated or partially treated sewage require 24-hour oral notification except those that require 2-hour oral notification.

- a. Overflow requiring 2-hour notification.
 - Impact or closure of bathing area
 - Impact or closure of public drinking water intake
 - Results in fish kills
 - Other: _____
- b. Overflow requiring 24-hour notification.
 - Gravity sewer manhole
 - Pump station
 - Treatment plant bypass

SEWER OVERFLOW RESPONSE PLAN (SORP)

Other

c. Oral report to DEC contact person.

Name: _____

Phone Number: _____

e-mail Address: _____

DEC Office: _____

Date of phone notification: ____/____/____

d. Oral report to local Health Department contact person.

Name: _____

Phone Number: _____

e-mail Address: _____

Health Department Office: _____

Date of phone notification: ____/____/____

3. Overflow Location and Description

a. Location

City/Town/Village: _____

Address or Landmark: _____

b. Discharge Location:

Directly to receiving ground water

Ground

Receiving water via storm drain

Building

SEWER OVERFLOW RESPONSE PLAN (SORP)

c. Type of overflow

- Gravity sewer manhole
 - Pump station
 - Bypass at treatment plan
 - Other _____
-

4. Time of Overflow/Bypass Incident

- When did the incident begin? Date: ____/____/____

- Was the overflow/bypass event ongoing at the time of report: Yes No

If yes, how long is the incident expected to continue? _____

If no, when did event end? Date: ____/____/____ Time: _____

5. General Information about Overflow at this Location

a. Estimated volume of overflow released at time of report: _____

b. Method of estimating volume: _____

c. Estimated total volume of overflow released at end of incident: _____

d. Were digital photos taken: Yes No

e. Corrective measures taken:

- No action
 - Removed blockage
 - Repair pump station
 - Other: _____
-
-
-
-

SEWER OVERFLOW RESPONSE PLAN (SORP)

f. Cause of overflow/bypass (select all those that apply):

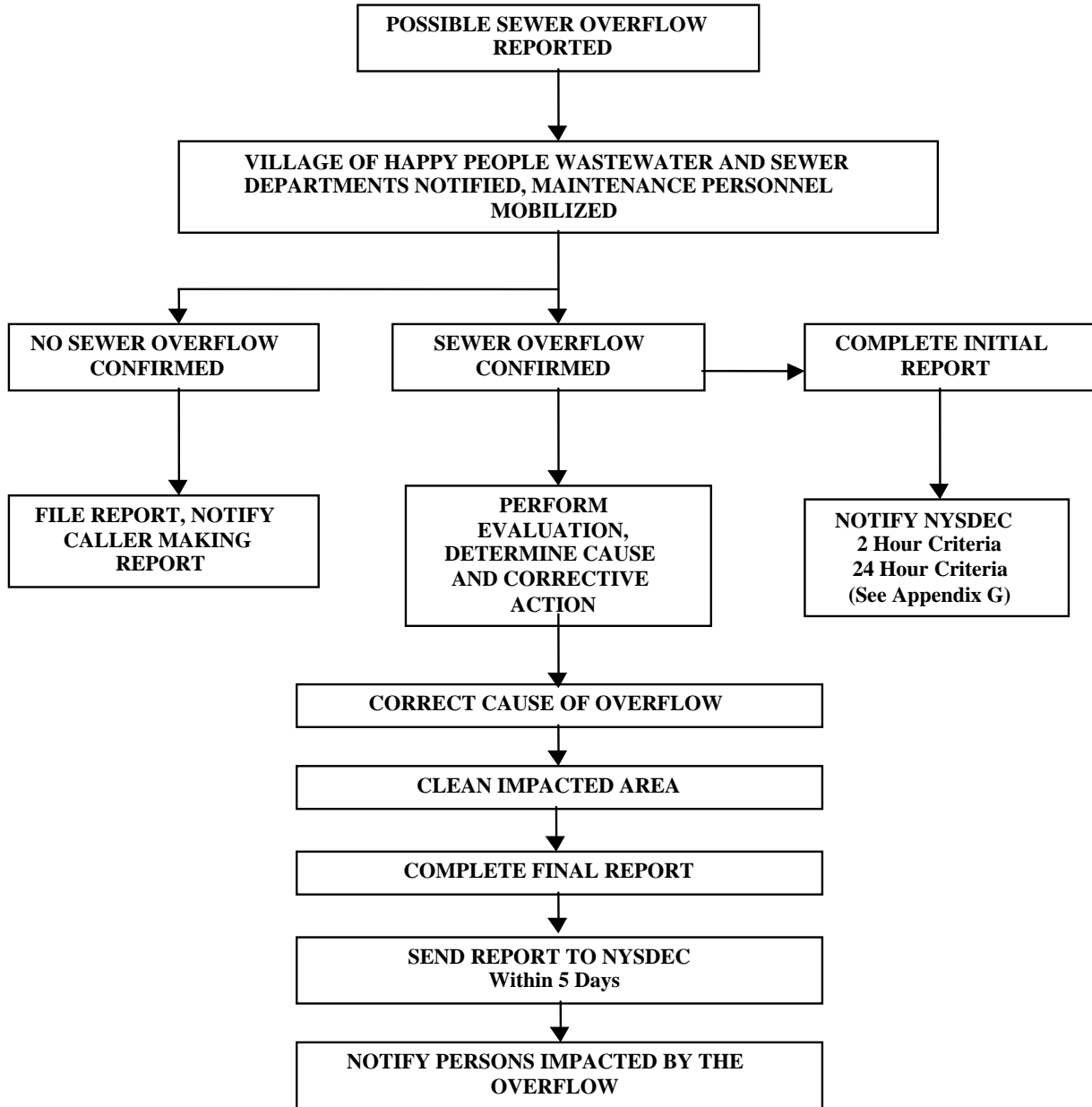
- Rain
- Snow melt
- High ground water
- Other excessive flow
- Sewer system blockage or collapse
- Pump /lift station failure
- Other: _____

g. Additional comment: _____

SEWER OVERFLOW RESPONSE PLAN (SORP)

Appendix B

SEWER OVERFLOW NOTICE PLAN FLOW CHART – VILLAGE OF HAPPY PEOPLE WASTEWATER DISPOSAL SYSTEM



SEWER OVERFLOW RESPONSE PLAN (SORP)

Appendix C

SEWER OVERFLOW (SSO) RESPONSE TRACKING PROTOCOL VILLAGE OF HAPPY PEOPLE WASTEWATER DISPOSAL SYSTEM

Step	Event
1	Report of possible SSO received by a telephone operator
2	Telephone Operator enters received information into Sewer Overflow Report
3	Telephone Operator contacts Village Water and Sewer Department, which then deploys maintenance personnel to confirm reported SSO.
4	Maintenance personnel reports back to the Village Water and Sewer Department Superintendent reporting significance of the overflow.
5	Village Water and Sewer Department Superintendent completes initial Overflow Report. If the overflow will affect bathing areas during the bathing season, or public drinking water intakes, the Village shall notify the NYSDEC contact person and the NYSDOH contact person orally, within two hours of becoming aware of the discharge. If the overflow results in a fish kill, notify the NYSDEC contact person within two hours of becoming aware of the discharge.
6	Within 5 days the Village of Happy People Water and Sewer Department Superintendent prepares final Overflow Report. Report is mailed to NYSDEC.
7	Data from Overflow Report are entered into a permanent record on file at the Village Water and Sewer Department.
8	Attach Report of Noncompliance to Discharge Monitoring Report

SEWER OVERFLOW RESPONSE PLAN (SORP)

**Appendix D
LIST OF PUBLIC OFFICES TO REPORT OVERFLOW – VILLAGE OF HAPPY
PEOPLE WASTEWATER DISPOSAL SYSTEM**

Contact Name	Telephone
Village Office	(518) 123-1234
Village Department of Water and Sewer Superintendent	(518) 123-1234
Village Wastewater Treatment Plant	(518) 123-1234
Fire Department	(518) 123-1234
Village Police	(518) 123-1234
NYSDEC	(518) 123-1234
NYSDOH	(518) 123-1234

SEWER OVERFLOW RESPONSE PLAN (SORP)

Appendix E

SUGGESTED CRITERIA FOR DEMONSTRATING HOW A SEWER OVERFLOW WAS UNAVOIDABLE – VILLAGE OF HAPPY PEOPLE WASTEWATER DISPOSAL SYSTEM

SSO's can be demonstrated as unavoidable by showing the discharge meets each of the criteria 1 through 5.

1. The discharge resulted from a temporary, exceptional incident that was either:
 - A. Necessary to prevent loss of life, personal injury, or severe property damage
 - B. Beyond the reasonable control of the operator. Incidents beyond the reasonable control of the operator would include:
 - Exceptional acts of nature;
 - Third party actions that could not be reasonably prevented, including vandalism that could not be avoided by reasonable measures;
 - Blockages that could not be avoided by reasonable measures;
 - Unforeseeable sudden structural, mechanical, or electrical failure that could not be avoided by reasonable measures.
2. The discharge had no feasible alternative
3. The discharge was not caused by any of the following;
 - A. Operational error,
 - B. Improperly designed or constructed collection system facilities,
 - C. Inadequate collection system facilities or components,
 - D. The lack of appropriate preventive maintenance, or
 - E. Careless or improper oversight
4. Steps to stop the discharge, address the source of the problem, and mitigate potential impacts from the discharge were taken as soon as possible after becoming aware of the release.

Appendix F

MEASURES TO AVOID SEWER OVERFLOW

VILLAGE OF HAPPY PEOPLE WASTEWATER DISPOSAL SYSTEM

A. Proper Collection System Maintenance and Operations Program

- Cleaning of pipes (grease, roots deposits)
- Sealing or maintenance for deteriorating sewers
- Remediation of poor/substandard construction (short term)
- Sewer replacement or rehabilitation program (long term)
- Proper maintenance and operations of pump stations
- Inspection of private laterals

B. New Wastewater Disposal System Construction

- Use latest technology and standards in constructing new wastewater disposal system improvements
- Perform proper construction inspection/quality assurance procedures

SEWER OVERFLOW RESPONSE PLAN (SORP)

Appendix G OVERFLOW DESCRIPTIONS AND REQUIRED NOTIFICATION

Overflows requiring 2-Hour Verbal Notification

- impact or closure of bathing area during bathing season (NYSDEC & NYSDOH)
- impact of closure of public drinking water intake (NYSDEC & NYSDOH)
- results in a fish kill (NYSDEC)

Overflows Requiring 24-Hour Notification (NYSDEC only)

- gravity sewer manhole
- pump station
- sewer siphon
- treatment plant bypass

NYSDEC

Your Regional Water Manager

Address Street

Ray Brook, NY 12345

Phone: (518) 123-1234

Fax: (518) 567-8910

Email ---@gw.dec.state.ny.us

After Hours: (518) 123-1234

NYSDOH

Your Local Health Unit

District Director, or

Inspector

Address Street

Address, NY 12345

Phone: (518) 123-1234

Fax: (518) 567-8910

email: ---@health.state.ny.us

After Hours: (518) 123-1234