

Original Issue Date	Version	Revision Date	Approval	Date
April 2022	1			4/7/2022

Attachment G1

SSO Response Procedures

SOP Number	
Process Area	Collection System
Subject	Referral and Enforcement Response Procedures for Fats, Oils and Grease Discharges Resulting in a Sanitary Sewer Overflow

The following are the standard operating procedures for FOG Inspection and staff that receive and respond to FOG related Sanitary Sewer Overflows (SSOs)

Personnel:

- Lead SSO Inspector (LSO) – Chief Plant Operator (CPO)
- FOG Waste Inspector (FWI) – Collections Technicians
- Sanitary Sewer Overflow Review Committee

1. SOP For Lead SSO Inspector (LSO)

1.1 The LSO is the lead person of the response team and serves as the contact person for the Wastewater Collections Department (WCD).

1.2 The LSO reviews and tracks incoming referral(s).

1.3 The LSO will review the final summary investigation report and prepare an “Oil and Grease Summary Report”. The summary page shall contain the following for ongoing investigations:

- Number of referrals that require further action
- Number of investigations in progress from the last period that are completed in the current reporting period.
- Follow-up investigations completed
- Follow-up investigations in progress
- Referrals with insufficient information or inaccurate addresses

1.4 The subsequent pages of the report shall contain the following:

- Date that WCD received the referral
- Date of the incident
- Area type (residential, commercial, mixed)
- Location
- Inspector’s name
- Investigation date
- Inspector’s investigation summary
- Date response to WCD
- Follow-up action if needed

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1.5 The LSO will review and analyze the SSO Summary Report (Quarterly Report) from the WCD and submit the report to the Sanitary Sewer Overflow Review Committee for further review and analysis.

2 SOP for FOG Waste Inspectors (FWI)

2.1 The FWI will review SSO referral data and gather any other information that may aid in the upcoming investigation. The information should include:

- Maps of the area
- CCTV assessment results, if available
- Previous investigation reports
- FOG permittees listed in the FSE and FOG Discharger database that are upstream of the blockage and tributary to the sewer line where the blockage occurred.

2.2 If the source of the SSO is known [i.e. identified by WCD] the LSO will proceed to the location within 24 hours of receiving the SSO referral (s).

2.3 The LSO will conduct an inspection of the facility as outlined in SOP xx

2.4 The LSO shall issue a Notice of Violation (NOV), per Chapter 8 guidelines for the observed violation(s).

2.5 The LSO will enter the results of the SSO investigation into the appropriate Excel database.

2.6 If the source of the SSO is unknown, the LSO will proceed to the location within 24 hours after receiving the SSO referral. The LSO shall:

- Inspect all upstream FSEs and permitted commercial facilities, [within a 1000 feet radius of the downstream maintenance hole] that are tributary the sewer line where the blockage occurred;
- The LSO will conduct inspection as outlined in SOP xx
- The LSO will issue a Notice of Violation (NOV), per NOV guidelines in District Code Chapter 8 for observed violation(s). The LSO will initiate the permitting process for unpermitted facilities;
- The LSO will enter the results of the SSO investigation into the appropriate Excel database.

2.7 If the source of the SSO is emanating from a residential area, this determination must be clearly reflected in the LSO investigation report.