

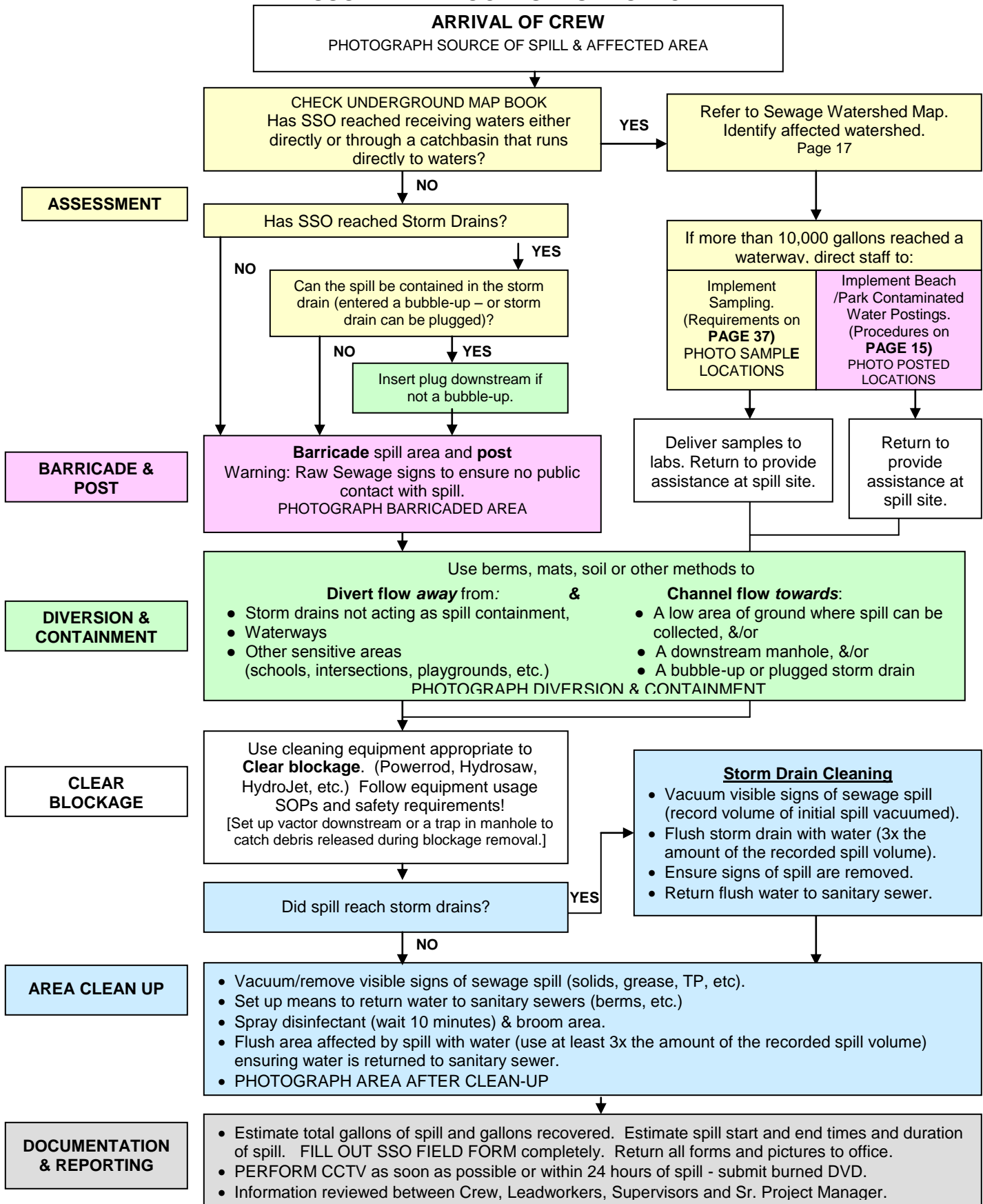
**SSMP  
ELEMENT 6 – Overflow  
Emergency Response Plan  
APPENDIX 6.2**

**SSO Field Procedures**



**Exhibit A**

**SSO FIELD PROCEDURES FLOW CHART**



**ASSESSMENT**

**BARRICADE & POST**

**DIVERSION & CONTAINMENT**

**CLEAR BLOCKAGE**

**AREA CLEAN UP**

**DOCUMENTATION & REPORTING**



Exhibit B

# DANGER

# RAW SEWAGE

Keep Children and pets out of this area.



# AVISO

# AGUAS RESIDUALES CRUDAS

For more information – Para mas informacion



Contact: City of San Mateo  
Department of Public Works

(650) 522-7300



## Exhibit C

# Sewer Maintenance SOP EASEMENT ACCESS PROCEDURES

### **AFTER RECEIVING A SEWER COMPLAINT FROM CITY HALL OR DISPATCH...**

- Maintenance crew arrives at address and knocks on door.

### **IF RESIDENT IS HOME:**

- Inform resident that there is a need to inspect the sewer system located in the sewer easement on their property.
- Proceed to yard and perform required maintenance activities as neatly as possible. Try not to disturb landscaping.
- Replace manhole cover and remove all signs of activities, equipment, debris, etc.
- Ensure gate(s) are shut on the way out.
- Inform resident(s) of the condition encountered, work completed and if there is any necessary follow-up. If so, provide an anticipated date and time when crews need to return.
- If necessary, identify the location of the upstream and/or downstream manhole(s) in the underground map book. Proceed to that residence and start process again.

### **If resident refuses entry:**

- Hand the resident the “Access Required” door hanger and allow them a moment to read and understand the City ordinance that residents must provide unobstructed access to public mainlines and manholes located on private property. If necessary, hand resident manager’s business card and wait for resident to call.

### **If resident STILL refuses entry:**

- Return to yard and ask supervisor to mail an “Access Ordinance” letter to the resident. The letter should provide a date and time upon which crews will return and require access.

### **Daytime: IF NO ONE IS HOME AND YARD IS ACCESSIBLE:**

- Fill out the “Access Required” door hanger explaining that there was a need for sewer crews to access the public sewer mainline/manhole on the property. Leave on the door knob(s) of doors expected to be used by returning residents.
- Go to gate and call out (make noise) in case there is a dog in the yard.
- Enter yard and proceed with maintenance activities as neatly as possible. Try not to disturb landscaping.
- After activities are completed, replace manhole cover and remove all signs of activities, equipment, debris, etc.
- Ensure gate(s) are shut on the way out.
- If no one has returned, complete information on the door hanger providing the resident with information on the condition encountered, work completed and if there is any necessary follow-up and when crews are anticipated to return.

### **Daytime: NON-EMERGENCY- - IF NO ONE IS HOME AND YARD IS NOT ACCESSIBLE:**

- Fill out the “Access Required” door hanger explaining that there is need for sewer crews to access the public sewer mainline/manhole on the property. Provide a date and time upon which crews will return and expect access (gate unlocked, dogs kept inside, etc.) in order to service the mainline of manhole.
- Return at specified date and time.

### **If yard is still not accessible:**

- Return to yard and ask supervisor to mail an “Access Ordinance” letter to the resident. The letter should provide a date and time upon which crews will return and require access.

### **If yard is YET AGAIN not accessible:**



- Call communications and/or a code enforcement officer and request an escort onto the property.  
**Daytime: EMERGENCY - - IF NO ONE IS HOME OR UNABLE TO GET A RESPONSE & YARD IS NOT ACCESSIBLE:**
- Call communications and inform them that there is a sewer emergency and crews are going into the yard of a residence. This is important in case resident calls police about an intruder.
- Fill out the “Access Required” door hanger explaining that there was a need for sewer crews to access the public sewer mainline/manhole on the property. Leave on the door knob(s) of doors expected to be used by returning residents.
- **PROCEED TO ATTEND TO THE EMERGENCY.** (Crews may need to jump the locked fence).
- After activities are completed, replace manhole cover and remove all signs of activities, equipment, debris, etc.
- Ensure gate(s) are shut on the way out.
- If the resident has not returned, complete information on the door hanger providing the resident with information on the condition encountered, work completed and if there is any necessary follow-up and when crews are anticipated to return.
- Call communications again to inform them you are leaving the site.

**Nighttime: EMERGENCY - - IF NO ONE IS HOME OR UNABLE TO GET A RESPONSE & YARD IS NOT ACCESSIBLE:**

- Call communications and inform them that there is a sewer emergency and crews **REQUEST THE PRESENCE OF AN OFFICER (ASAP).**
- Fill out the “Access Required” door hanger explaining that there was a need for sewer crews to access the public sewer mainline/manhole on the property. Leave on the door knob(s) of doors expected to be used by returning residents.
- **AFTER ARRIVAL OF AN OFFICER, PROCEED TO ATTEND TO THE EMERGENCY. Do not attempt to gain access prior to the arrival of an officer.**
- After activities are completed, replace manhole cover and remove all signs of activities, equipment, debris, etc.
- Ensure gate(s) are shut on the way out.
- If the resident has not returned, complete information on the door hanger providing the resident with information on the condition encountered, work completed and if there is any necessary follow-up and when crews are anticipated to return.

Dispatch/Communications # = 650-522-7700