

**SSMP
ELEMENT 6 – Overflow
Emergency Response Plan
APPENDIX 6.6**

Public Notification Procedures



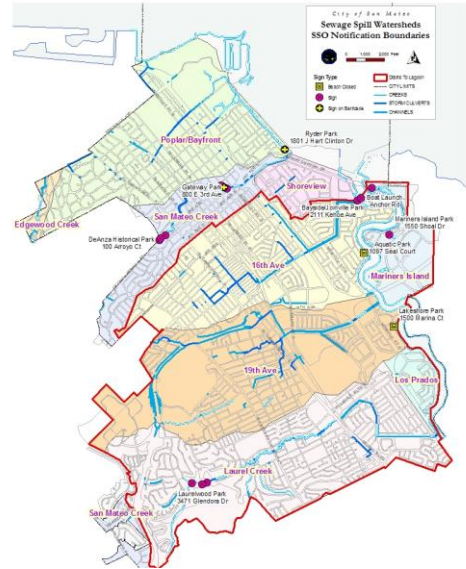
SSO REPORTING PROCEDURES/REGULATORY NOTIFICATION

Public Notification E-mail Procedures

HOW TO SEND EMAIL TO RESIDENTS AFFECTED BY SEWAGE ENTERING AN ADJACENT WATERWAY

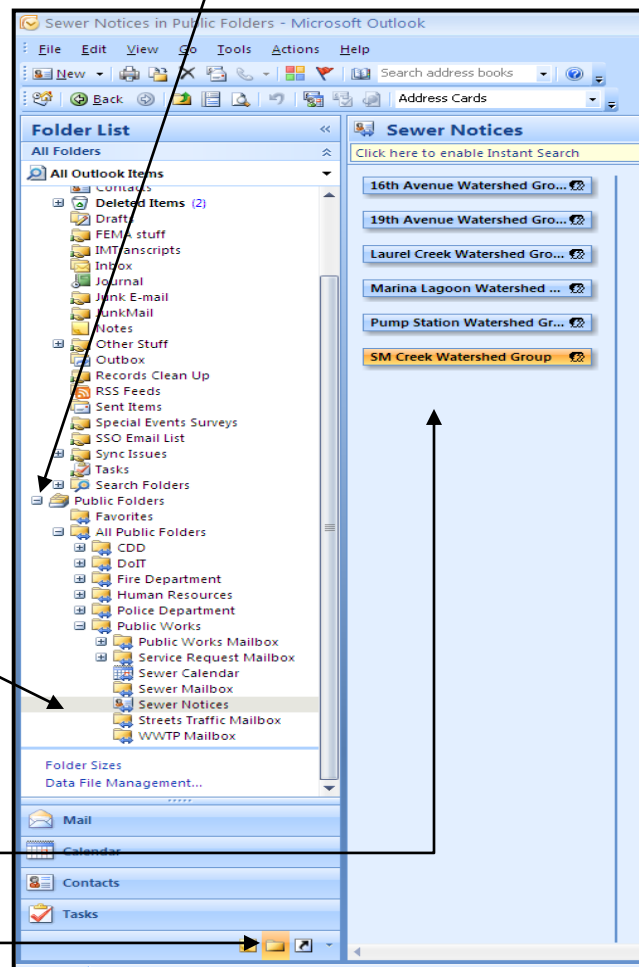
A. LOCATE SEWAGE SPILL WATERSHED

1. Locate the address of the SSO on Sewage Spill Watersheds/SSO Notification Boundaries Map (page 22).
2. Identify the name of the Watershed AND determine if this Watershed drains to the Marina Lagoon (watersheds within the red boundary)



B. SEND E-MAIL TO APPROPRIATE GROUP

1. Open Microsoft Outlook.
2. On the Mail tab page, locate and open the folder called **"Public Folders"** (click on the + sign to open this folder).
3. Open the Folder called **"All Public Folders"** and then open the **"Public Works"** folder.

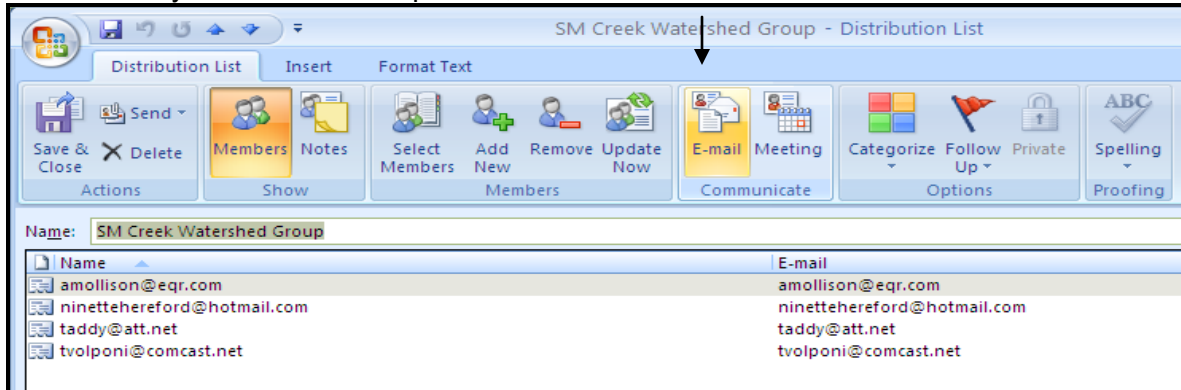


4. Click on **Sewer Notices**
5. Select the appropriate water shed group on the right (double click on Group).

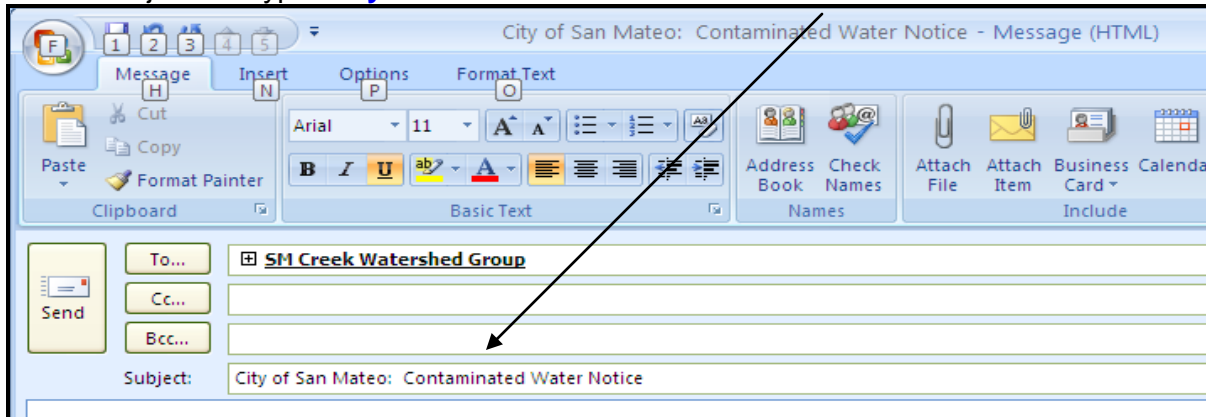
**Note: If you do not see the "Public Folders" folder, [click here](#)*



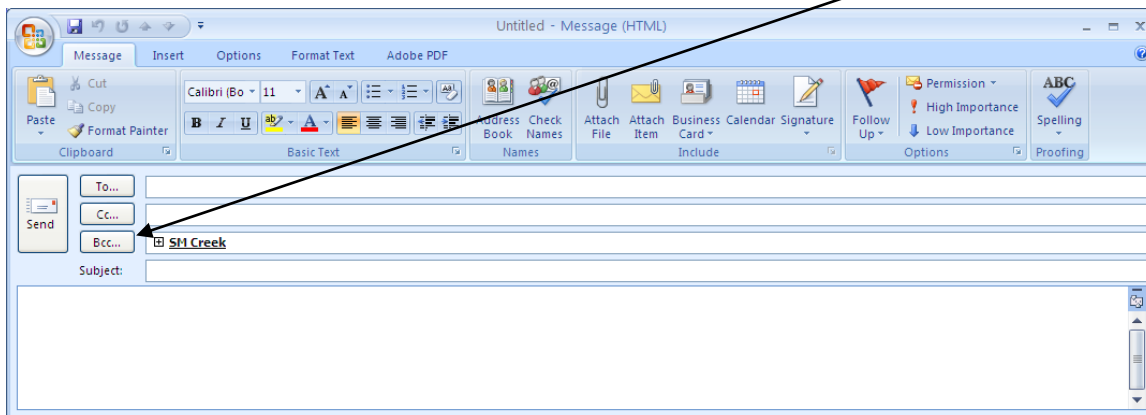
6. Now that you have the Group listed, Click the “**email**” button to create the e-mail



7. In Subject line type “**City of San Mateo: Contaminated Water Notice**”

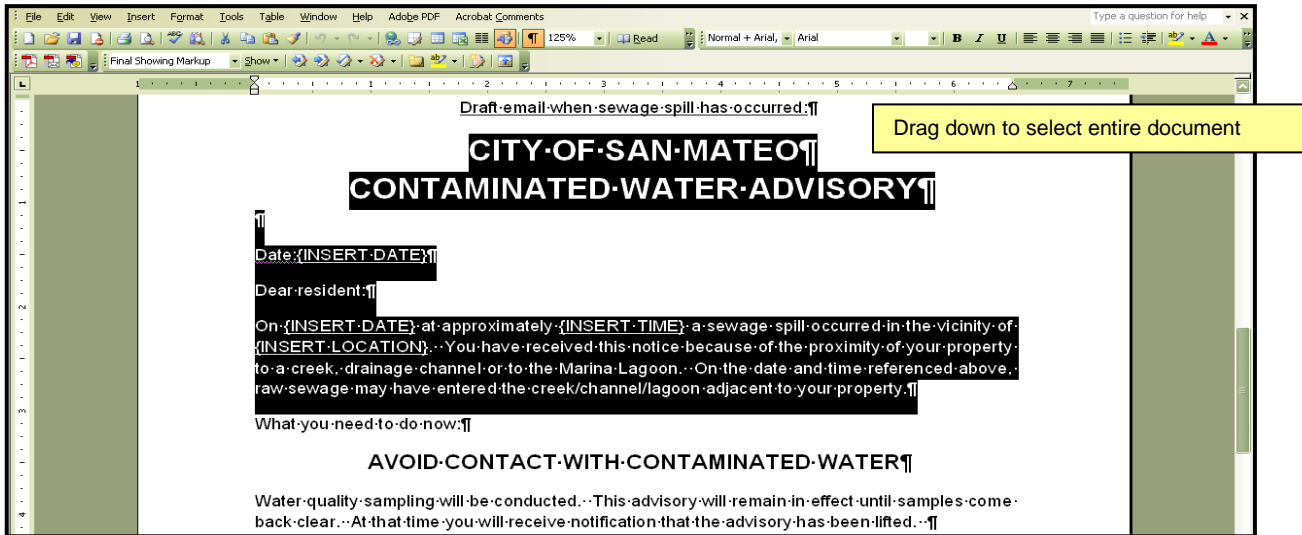


8. **CUT and PASTE** the group name from the “**To...**” FIELD to the “**Bcc...**” FIELD!!!!!!!!!!!!





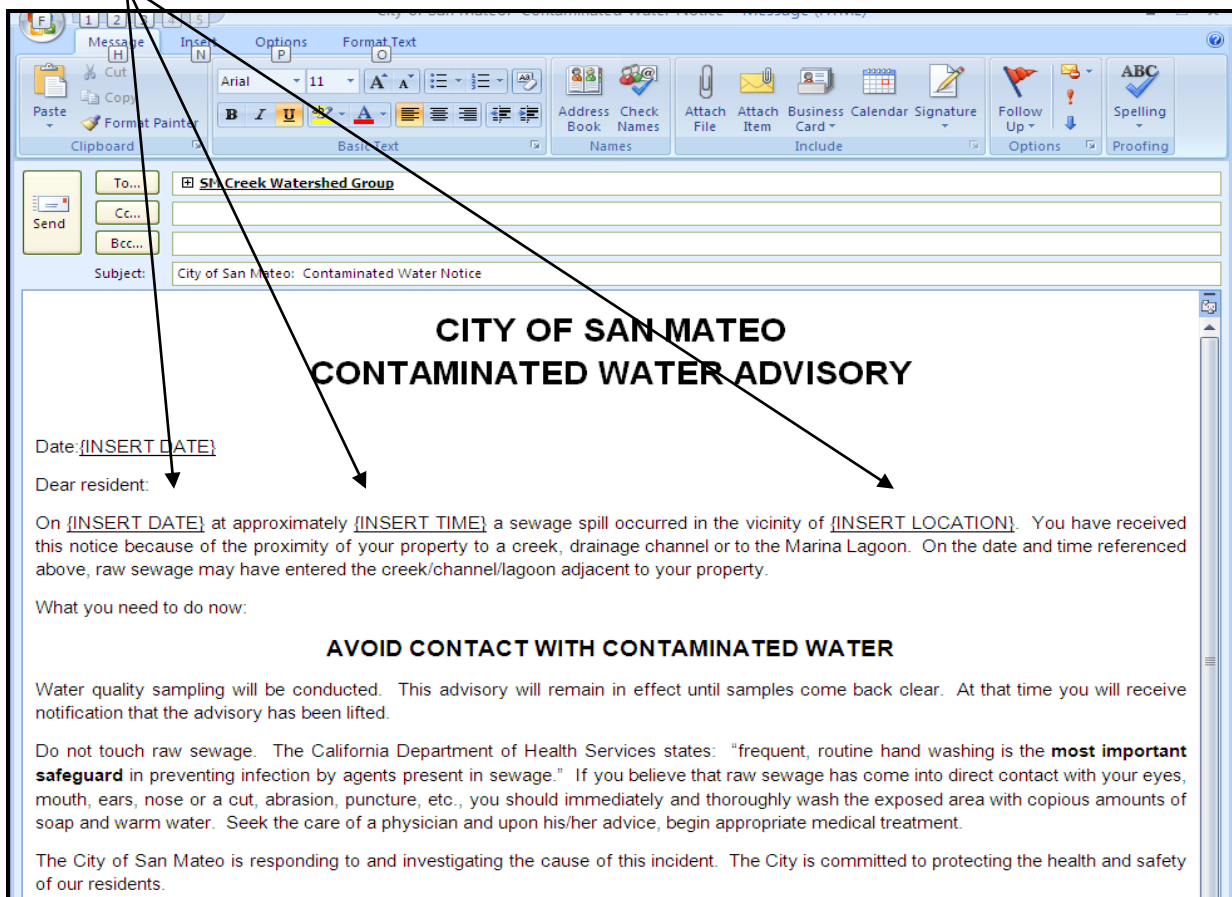
9. Now you will need to copy the template e-mail from a Word document into the body of the e-mail.
 - a) Open email template:
Q/pw/corpyard/sewers/SSMP/Binder/6_OERP/SSO email polygon groups/"Contaminated Water Advisory Email"
 - b) Copy the text of the template (hold down the left button of the mouse and, starting at the top, drag the mouse over the text until it is all selected).
 - c) **Go to Edit** – and select **Copy** (or on your keyboard, hold down the “ctrl” button while you type the letter “c” for copy).



- d) Return to Outlook, Click your mouse in the body of email, then Click on the **Paste** button (or on your keyboard, hold down the “ctrl” button while you type the letter “v” for paste).



10. Fill in the blank areas of the template with information specific to the SSO such as **date, time, and approximate location of the spill**. Add any other useful information.



11. Send the message by clicking the “**send**” button.

C. IF THE AFFECTED WATERSHED WAS INSIDE THE RED BOUNDARY (16TH AVE, 19TH AVE, MARINERS ISLAND, LOS PRADOS, OR LAUREL CREEK)

Return to Step B-1 and start the e-mail process over – HOWEVER, this time select the “**Marina Lagoon Residents**” Group for Step B-5!

Don’t forget to cut “Marina Lagoon Residents” from the “To...” FIELD to the “Bcc...” FIELD!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

D. Lastly...

When waters are no longer contaminated, follow this procedure once again, except use the Contaminated Water Advisory Lifted e-mail text found at (Q/pw/corpyard/sewers/SSMP/Binder/6_OERP/SSO email polygon groups/“Contaminated Water Lifted Email”) for Step B-8a.