

SANITARY SEWER OVERFLOW RESPONSE PLAN (SSO RP)

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HRSD SANITARY SEWER OVERFLOW RESPONSE PLAN

1. INTRODUCTION

HRSD (Hampton Roads Sanitation District) is a regional wastewater service provider in southeast Virginia serving a geographic area of 4998 square miles and a population of approximately 1.7 million people. It owns and operates approximately 487 miles of pressure sewer mains (and associated valves and appurtenances), approximately 53 miles of gravity sewer mains (and associated manholes, siphons, and vaults), and 86 pumping facilities which include 68 wet well pumping stations and 18 pressure reducing stations. The HRSD sanitary sewer system takes pumped flow and gravity flow from surrounding communities and transports the flows to its seventeen sewage treatment plants (STPs) with a combined treatment capacity of up to 249 million gallons of wastewater per day. Each of the cities, towns, and counties in HRSD's service area (Localities) collects wastewater in their own sanitary sewer collection systems and sends it to HRSD's Interceptor System for conveyance to the wastewater treatment plants.

As with any sanitary sewer system, events occur that sometimes lead to the release of wastewater from the collection system. This plan provides the details on HRSD's protocol for responding to each event, tracking and documenting them, as well as providing for a resolution to minimize future occurrences.

1.1 General

This Sanitary Sewer Overflow Response Plan (SSO RP) was developed to reduce or prevent environmental and public health impacts of all collection system releases. It provides structured guidance for release response, including a range of appropriate and effective field activities that HRSD response teams can choose from to meet the needs of each situation. HRSD response officials will use their discretion and best professional judgment to evaluate each event and choose the appropriate minimization/remediation approach and tools. The procedures established in this document are guidance for HRSD to address SSOs and are not considered as the only approach to SSO response, as long as regulatory obligations are met.

1.2 SSO Terminology

Definitions in terminology vary across cities, states or regions of the country for the name of the event where wastewater is released from a collection system. The Commonwealth of Virginia indicates that a sanitary sewer overflow (SSO) occurs when a release of wastewater reaches or may reasonably be expected to reach waters of the United States or the Commonwealth of Virginia. This is an event that is reported to the appropriate regulatory agencies and departments, including the Virginia Department of Environmental Quality and the various local health departments.

In addition, HRSD is party to a Consent Decree (effective February 23, 2010, and then amended on April 4, 2013, on August 26, 2014, and again on February 21, 2017) with the Federal and State government that includes two definitions:

- Sanitary Sewer Overflow (SSO) – an overflow, spill, diversion, or release of wastewater from or caused by the Regional Sanitary Sewer (SS) System. This term shall include: (i) discharges to waters of the State or United States from the Regional SS System and (ii) any release of wastewater from the Regional SS System to public or private property that does not reach waters of the United States or the State, including Building/Private Property Backups.
- Sanitary Sewer Discharge (SSD) – any discharge to waters of the State or the United States from the HRSD SS System through a point source not authorized by any Permit.

Comparing the two definitions for SSO from the Commonwealth of Virginia and the Consent Decree, there is a difference to be noted. Per the State Water Control Law, only discharges that reach or may be reasonably expected to reach Federal or State waters are reportable SSOs, while the Consent Decree broadens the definition of SSO to include all discharges.

The definition of SSO contained in the Consent Decree uses the term “Regional SS System” which includes Localities’ systems. Except for limited coordination and notification provisions specifically outlined in this document, where SSO is used in the remainder of the term shall refer to SSOs from the HRSD SS System.

HRSD will use the terminology such that any release of wastewater from the sanitary sewer system will be considered an SSO, but will divide the group into “reportable” and “non-reportable” discharges. In general, the procedures set forth in this document apply to reportable SSOs, while non-reportable SSOs are tracked in call logs and maintenance reports. HRSD does not consider a minor contained release of wastewater during a planned maintenance activity (such as wastewater collected in a bucket during air release valve maintenance) as an SSO requiring documentation. HRSD’s Permits Manager from the Water Quality Department, in consultation with Interceptor Systems staff, is responsible for the decision whether an SSO is reportable.

In addition, this plan is intended to cover wastewater releases from the collection system upstream of the various treatment plant headworks. Any release, discharge, bypass, or plant upset from the treatment plant headworks through the treatment plant outfall is regulated by the Virginia Pollutant Discharge Elimination System (VPDES) permit in place at each facility. These permits have specific requirements for monitoring and reporting this type of event to the appropriate regulatory authorities, and HRSD complies with these rules.

1.3 SSO Response Plan Overview

The SSO RP implements the following responsive guiding principles:

1. All SSOs are responded to and halted as rapidly as possible;
2. To the maximum extent practicable, prevent or minimize impacts to the public and environment;
3. Implement corrective actions to prevent and/or minimize any recurrence; and
4. Document and track SSOs for regulatory and system operation purposes.

Responsibility for the procedures of this workflow process is divided among various divisions and groups within HRSD. The HRSD staff involved includes the Operations Department’s Interceptor Operations divisions, the Engineering Department’s Planning and Analysis division, and the Water Quality Department. It is expected that at each hand-off point between divisions or sections, both parties will take responsibility until the hand-off is clearly understood. HRSD uses data management tools and tracking methods to facilitate the management of these hand-offs. HRSD Directors will be responsible for ensuring compliance with these procedures by their staff.

Where outside agencies or organizations are identified (e.g., VDEQ or Localities), those organizations should provide the required information or perform the described tasks.

The following sections provide an outline of the SSO RP, and the actions HRSD will take to reduce any impacts of SSOs. A more detailed Standard Operating Procedure is provided in Section 2 of this Plan.

1.3.1 Receipt of Information

HRSD's investigation of an SSO begins when a customer, HRSD employee, internal automated system, or outside party reports a possible SSO. To ensure that HRSD is made aware of each SSO as expeditiously as possible, there are several methods by which SSOs are reported. One common source of notification comes from individuals who witness the event and contact HRSD's Operations Coordinator, who in turn notifies the appropriate supervisor. HRSD employees/field crews, municipal employees, or other agencies may also report SSOs to HRSD. The Supervisory Control and Data Acquisition System (SCADA) and other HRSD remote telemetry systems can provide alerts that an investigation is warranted.

1.3.2 Field Staff Response

Once notified, HRSD will make all reasonable efforts to respond quickly to SSOs with a highly qualified first responder. The first responder is responsible for confirming that there is an SSO and notifying the appropriate supervisor, locality, or the private owner, as appropriate. Differing approaches are required for response during business and non-business hours, as detailed in Section 2.

1.3.3 SSO Containment, Repair, and Cleanup

Assess the Impacted Area – An assessment of the nature of the area of the SSO will be performed to determine a potential for impact on the public and/or the environment. The sensitivity and potential impact of an SSO location and the magnitude of the SSO event will affect the level of public notification. These sensitive issues may include the proximity of the SSO location to:

1. Streams, reservoirs, wetlands, and other natural waterways;
2. Public use areas – both water-based such as marinas as well as land-based;
3. Special facilities to include schools, public parks, walking trails, etc.; and
4. Other potential factors such as particularly sensitive aquatic community, water intakes, etc.

Establish Control Zone - Control zones are established to help prevent public access around the perimeter of the affected surface area by using appropriate signs, barricading practices, or other measures.

Assess the Cause – Once an SSO is confirmed, interceptor personnel will determine how the SSO can be contained or controlled to minimize the amount of flow discharged. The cause will determine the type of mitigation or remediation that is most appropriate.

Identify Resources and Techniques Required – HRSD will use all necessary response procedures and implement essential methods so that the goals of the SSO RP are met.

The following resources are available as needed, but are not inclusive or limiting:

- Highly skilled and trained personnel
- Excavation equipment
- Pump and haul equipment
- Closed-circuit television equipment
- By-pass pumping equipment
- Repair parts and materials
- Other material, such as sand bags, silt fences, signs, disinfectant, etc.

Contain and Control SSO – Once the cause of a release has been identified and techniques implemented to stop the flow, a recovery/cleanup plan will be implemented in a timely manner.

Mitigation/Remediation Solutions - Common abatement resolution activities and repairs will be used independently or combined based on field conditions and any other relevant considerations.

SSO Clean Up – HRSD will clean up impacted areas from an SSO in a comprehensive manner.

1.3.4 Documentation

Using data collected during the assessment process, HRSD will prepare an initial and updated Interceptor System Regulatory Reporting Form (RRF). The Regulatory Reporting Form is the main tool that is used for initially documenting an SSO. The information used to populate the Sanitary Sewer Overflow Reporting System (SSORS) is drawn from the RRF. After HRSD staff confirms that an event is an SSO and they contact Water Quality for regulatory reporting, an RRF is initiated with the available information. This form is typically reviewed by the appropriate Interceptor Systems Chief (North Shore or South Shore) prior to final documentation.

Water Quality staff will review the RRF in conjunction with notes from telephone reports with the response crew in preparation for regulatory reporting. The collection of necessary information by the first responder as described in previous sections is crucial to provide accurate reporting.

1.3.5 Regulatory Reporting

In the event that an SSO from the HRSD SS System is determined to be reportable, HRSD will provide an initial notice to the Virginia Department of Environmental Quality (VDEQ) as soon as possible but no more than 24 hours of receipt of information regarding an SSO. A final report is required within five calendar days utilizing the SSORS.

Information on SSORS is provided in detail in Appendix B. This database is maintained by the Hampton Roads Planning District Commission (HRPDC) and used for regulatory reporting of SSOs to the VDEQ.

SSORS has an SSO Cause List for each event that is useful for sorting SSOs that are caused by operational issues versus third party issues or capacity issues. The following section provides a summary description of each category:

Capacity, non-weather – overflow caused by lack of available capacity in the pipe, pump station or downstream infrastructure. There should be no rain either before or during the event and no other cause apparent. The flow in the infrastructure exceeds its capacity. This requires an engineering calculation. This cause should not be used for infrastructure failure.

Capacity, weather related – overflow caused by a lack of available capacity in the pipe, pump station or downstream infrastructure caused by rainfall and/or high tides and flooding. It is critical to note the circumstances surrounding this type of event (i.e., rainfall amount, surface flooding, etc.).

Infrastructure - overflow caused by equipment and/or pipe failure. This would include pump/motor failure in pump stations, pipe collapses, etc. Overflows caused by maintenance-related circumstances (see below) should not be reported in this group. Identifying these causes sometimes requires internal inspection.

Maintenance (maintenance-grease; maintenance-roots; maintenance-debris) – overflow caused by maintenance related issue including grease, roots and/or debris build up. Identifying these causes sometimes requires internal inspection.

Power Loss – overflow caused by loss of grid power not related to storm conditions including third party actions and failure of grid power in non-storm condition.

Power Loss, storm – overflow caused by a loss of grid power or lightning strikes to facilities directly attributable to a storm.

Damage by others – overflow caused by third parties including boring/excavation contractor hits and vandalism. Information should be referenced regarding the nature of the damage and measures taken prior (i.e., utility locate activities, locks, fences, etc.) to prevent the damage.

Third party action – overflow caused by third parties but not falling under the “Damage by others” category. Similar information as the previous category should be referenced in the documentation.

Other – overflows caused by circumstances not fitting one of the above. This cause should be used rarely.

SSORS generates a unique event ID number that is tracked on the RRF and in the SSO Database.

This section assumes that the first responder has confirmed that an SSO has occurred and that the regulatory notification procedure is required. Section 2 describes the procedures for handling first communications of a possible SSO and subsequent procedures for the appropriate response.

Reporting procedures differ depending on whether the event takes place during normal business hours (7:00 am to 3:30 pm Monday through Friday) or during non-business hours.

1.3.6 SSO Tracking

SSOs will be tracked and documented for regulatory reporting and system operation and planning purposes. HRSD maintains a database of documented SSO events that is used for storing additional information on SSO resolution beyond the basic information recorded on the RRF or SSORS. SSO occurrences are also tracked and documented in the HRSD Geographic Information System (GIS), with links to details in the SSO Database. This is useful in determining situations where problems are recurring, with priority given for additional maintenance or condition assessment to be conducted.

The SSO Database is populated from HRSD’s SSORS information on a regular basis to provide data consistency between the two data storage systems.

1.3.7 SSO Resolution

Resolution of an SSO involves a multi-step process to evaluate the incident and determine what follow-up actions are necessary. A business process workflow diagram is provided at the end of Section 2 of this Plan that details the HRSD approach to SSO response, tracking and resolution.

The following materials may be utilized in the resolution of SSOs:

- Regulatory Reporting Forms (RRFs) completed by Interceptor Systems staff;
- SSO Database;
- SSORS database (See Appendix B);
- Non-HRSD System Reporting Form;
- Flow, Pressure, and Rainfall data;
- GIS;
- Closed-circuit television (CCTV) information and other system information records;
- Capital Improvements Program (CIP) project list; and
- Rehabilitation projects list.

SSO resolution can take many different forms. Some SSOs may be evaluated and found to be one-time events with little chance of recurrence, while others may be found to be recurring capacity related SSOs that require a CIP project to address. HRSD will coordinate between its Operations and Engineering Divisions to evaluate the SSOs and determine what action should be taken. This output of this process is Action Plans with specific schedules that are tracked using data management tools to ensure completion. This process is explained in detail in Section 2.

1.4 Locality System SSOs

In some instances, an SSO occurs in a Locality's sanitary sewer system that is attributable to failures or problems in the HRSD SS System, including but not limited to force main failures, pump station outages or failures, or pressure reducing station outages or failures. These events are rare and HRSD will notify affected Localities prior to making changes (e.g., valve changes to divert flow) where system pressures could increase and hinder the Localities' ability to discharge to the system. In the event that an unforeseen situation occurs that creates an SSO in a Locality's system, HRSD will offer assistance to alleviate and mitigate the SSO in the form of pump and haul operations, installation of bypass pumps, and coordinating with the Locality to reroute flow.

1.5 Private Property

Events causing backups into buildings or discharges into a private building, require additional investigations to determine if the problem relates to an issue in the HRSD system, the Locality's system, or is the result of failure on the private customer's side. Very few private connections tie directly to the HRSD system. To determine responsibility for a backup, the first responder typically identifies the cause of the backup in conjunction with the Locality.

If the first responder inspects the HRSD system, and if no evidence of a problem is found, HRSD will advise the Locality to investigate its system or the customer to contact a plumber to resolve the disruption on private property.

If HRSD's system failure contributes to the backup, then HRSD will work with the Locality or private property owner to coordinate cleanup as appropriate.

1.6 Public Information

The Director of Communications is responsible for contacting the media, the public, public affairs personnel of the affected locality/localities and/or other communications outlets as needed. The Director of Communications will answer questions from the public and/or the media about HRSD's response to SSOs, when necessary. See Section 2.5.5 for specifics on Public Notification for SSOs.

HRSD SANITARY SEWER OVERFLOW RESPONSE PLAN

2. STANDARD OPERATING PROCEDURES

The following Standard Operating Procedures will be followed by HRSD staff in responding to information related to a possible SSO in the HRSD service area. A workflow process diagram is included at the end of this section to help illustrate the lines of responsibility.

2.1 Receipt of Information

The first step in the process of responding to a possible SSO is becoming aware of the incident. HRSD, a Locality, or the public may detect an SSO, or report suspicious circumstances (foul odors, unusual flooding, etc.) which indicate the possibility of an SSO. SOP 2.1.1, 2.1.2, or 2.1.4 should be followed depending on the way the incident is identified.

2.1.1 Business Hours Phone Call

During the day, the calls will normally come through the switchboard or customer service and will be forwarded to the appropriate Operations Coordinator (North Shore or South Shore).

Proceed to SOP 2.1.3 for logging the call.

2.1.2 Non-Business Hours Phone Call

During non-business hours, calls are taken by the contract answering service. The answering service then reports any possible SSOs to the Standby Supervisor. The Standby Supervisor shall obtain all relevant information available regarding the incident and record in their log.

Proceed to SOP 2.1.3 for logging the call.

2.1.3 Customer Log

The Operations Coordinator shall obtain all relevant information available regarding the incident and record it in the Customer Log. During non-business hours, the Standby Personnel shall obtain all relevant information available regarding the incident and record in their log. This information should include:

- a. Time and date call was received;
- b. Location of problem;
- c. Description of problem;
- d. Caller's name, address, and phone number;
- e. Observations of the caller (e.g., odor, back or front of property); and
- f. Other relevant information that will enable the responding investigator and crews, if required, to quickly locate, assess and stop the SSO.

During business hours, the Operations Coordinator will inform the appropriate Supervisor of a possible SSO. The appropriate Supervisor will take appropriate action to investigate and determine the extent of the problem.

Proceed to SOP 2.2 for Field Staff Response.

During non-business hours, the Standby Supervisor will take appropriate action to investigate and determine the extent of the problem.

Proceed to SOP 2.2 for Field Staff Response.

2.1.4 Detection by HRSD

Possible SSOs detected by any personnel in the course of their normal duties shall be reported immediately to the appropriate Supervisor or the Operations Coordinator (North Shore or South Shore). If the Operations Coordinator is contacted, they will contact the appropriate Supervisor to dispatch HRSD personnel.

Proceed to SOP 2.2 for Field Staff Response.

System alarms (including pump station failures) are monitored and received by the SCADA system. During business hours, the Operations Coordinator shall notify the appropriate Supervisor of the alarm so HRSD personnel can be dispatched to the pump station location. During non-business hours, Standby personnel will respond to the alarm location.

Proceed to SOP 2.2 for Field Staff Response.

2.2 Field Staff Response

During business hours, the Operations Coordinator will notify the appropriate Supervisor so HRSD personnel can be dispatched to the site. During non-business hours, Standby personnel will respond to the site. In either case, the following steps should be taken:

1. Appropriate HRSD personnel shall respond to a possible SSO in a timely manner.
2. Appropriate HRSD personnel shall locate the problem and record the arrival time.
3. Appropriate HRSD personnel shall assess the situation and confirm that an SSO exists. The first responder begins to determine the source and cause of the discharge.
4. If no SSO is found, the appropriate HRSD personnel shall document or notify the Operations Coordinator (North Shore or South Shore) immediately, who completes the Customer Log as a non-SSO. This ends the SOP.
5. If an SSO is found, the appropriate HRSD personnel shall make an initial assessment of jurisdiction. If the SSO appears to be discharging from a non-HRSD facility, proceed to SOP 2.2.1. If the SSO appears to be discharging from an HRSD facility, proceed to SOP 2.2.2.

2.2.1 Non-HRSD Incident Response

If the SSO appears to be discharging from a non-HRSD facility, the first responder would contact the Operations Coordinator and have them report a discharge to the appropriate Locality or private system owner. HRSD may assist in the alleviation of the problem by making changes within the HRSD system, if possible. The Locality/private system owner is expected to address the SSO. HRSD can provide equipment, if requested, as well as materials and personnel. HRSD can also assist with operation of pump stations, isolate valves and provide guidance and expertise. If requested, HRSD may also isolate the SSO point from the system and to contain and control the SSO to minimize public impact.

Proceed to SOP 2.4 for Documentation of the incident.

2.2.2 HRSD SSO Response

If an HRSD SSO is confirmed, the first responder contacts the appropriate Supervisor. Three actions are taken as follows:

1. The appropriate Supervisor (or Standby Supervisor if during non-business hours) dispatches a crew to immediately address the SSO. Proceed to SOP 2.3 for SSO Containment, Repair, and Clean Up.
2. The appropriate Supervisor notifies the Permits Manager in the Water Quality Department in accordance with Regulatory Reporting procedures as described in SOP 2.5.
3. HRSD's Director of Communications receives immediate notification of an SSO via the SSORS and receives additional follow up details from the appropriate supervisor as required, including the size and scope of the SSO, potential for human contact, and likely service and/or traffic disruptions. See Section 2.5.5 of this Plan for specifics on Public Notification of SSOs. Proceed to SOP 2.3.

2.3 SSO Containment, Repair, and Clean Up

2.3.1 Assess the Impacted Area

After locating the SSO, the next step is to identify the total impacted area. The first responder will canvass the area to determine what potential impacts are present to the environment and/or the public and will identify the appropriate steps to minimize/mitigate those potential impacts. This process is assisted by the appropriate Interceptor Systems personnel using maps of the service area to determine possible impacted areas.

The Virginia Department of Health operates through a network of Local Health Districts, including Virginia Beach, Hampton, Chesapeake, Peninsula, Norfolk, Portsmouth, and Western Tidewater. HRSD reports SSOs to the Local Health Districts in addition to the VDEQ, and it is the responsibility of the Local Health Districts to determine the public health impact, closure of shellfish harvesting and/or recreational activity, or other precautions following an SSO.

For SSOs that have potential for direct human contact or public health impact, the appropriate Supervisor shall immediately notify the Technical Services Division and the Chief of Interceptor Systems who shall, in turn, contact the Director of Operations, the General Manager, and Director of Communication.

Proceed to SOP 2.3.2.

2.3.2 Establish Control Zone

When the area impacted by the SSO has been identified, the next step is to develop and implement a control zone around the impacted area. The control zone will help limit public access to the affected surface area using appropriate barricading practices. If the control zone includes roadways, then appropriate traffic control measures are taken to protect the public and HRSD personnel.

Where warranted, HRSD may use a pre-printed door hanger which can be completed in the field and left for customers. The door hanger identifies the date and locations of the SSO and provides ways which customers can contact HRSD for more information. See Appendix D for an example. The decision to use door hangers is made on a case-by-case basis and depends on the extent of the problem area, the expected duration of the incident and other factors. Written public notifications are also used. See Section 2.5.5 for details on Public Notification for SSOs.

Proceed to SOP 2.3.3.

2.3.3 Assess the Cause

After the initial control zone is established, the next step is for the Interceptor Systems personnel to assess the site and determine the most appropriate response plan.

HRSD personnel will employ all reasonable means to mitigate the site and promptly restore service to customers. The appropriate Supervisor will determine what resources should be used and request guidance from the Interceptor Systems Chief in the event of any unusual situations or should a consultation be warranted regarding the response plan.

Proceed to SOP 2.3.4.

2.3.4 Identify Resources and Technique Requirements

The appropriate Supervisor will identify the necessary resources and techniques based on site accessibility, location of the disruption of service, size of impacted area, the opportunities to minimize any impacts to the environment and the public.

Proceed to SOP 2.3.5.

In an emergency situation, HRSD can initiate special procurement or contractual processes to access additional resources from outside contractors or other nearby utilities, as needed. If this situation arises, the appropriate Supervisor will review the SSO with the Interceptor Systems Chief, who will take the appropriate action.

2.3.5 Contain and Control SSO

A physical barrier to control further dispersal of wastewater will be established to help reduce adverse impacts, when feasible. Containment procedures will vary on a case-by-case basis. An appropriately developed and established containment plan will consolidate the wastewater into a defined area. Sand-bagging or other constricting methods may be used when site and weather conditions allow, entry points into the storm water system may be obstructed using various methods that may include sand bags, inflatable plugs, or simply redirecting the flow using construction equipment to “dam up” areas or dig a temporary sump area. The impounded wastewater can then be vacuumed or pumped back into another portion of the system. This collected volume along with the uncollected volume will be estimated and documented for notification to the regulatory agencies.

When possible, flow retrieval and diversion techniques provide an effective means of controlling the SSO and returning it back into the sewer system. It reduces potential impact on the immediate area and the possibility of impacts downstream. The flow retrieval and diversion techniques employed by HRSD when practicable include, but are not limited to, the following:

Bypassing measures – In certain situations, portable bypass pumps can be used to collect pooled/captured wastewater and convey it back to the sanitary sewer system, at a point outside of the influence of the SSO location. This method is most effective with a single identified problem area and when the discharge can be directed to the closest available wastewater system that does not contribute to the location where the SSO is present. This bypassing approach can be used in conjunction with other containment measures or independently.

Pump and haul procedures – Pump and haul equipment provides an additional resource for the collection of discharged wastewater and its conveyance back to the sanitary sewer system, beyond the location experiencing the service disruption. This equipment can be used in conjunction with other containment measures or independently. Typical equipment includes vacuum and septic tanker trucks.

Temporary diversion – In some cases, flow may be diverted away from the point of service disruption by the use of valves to redirect flow to another portion of the system.

Once the SSO is controlled and contained, proceed to SOP 2.3.6.

2.3.6 Mitigation / Remediation Solutions

HRSD will mitigate and remediate the SSO depending on the cause of the SSO, as follows.

2.3.6.1 Wet Weather SSOs

Wet weather SSOs are usually caused by significant amounts of inflow and infiltration (I/I) and/or force main system pressures. Mitigation is difficult until the weather event which triggered the SSO subsides. Additional pumping capacity (either bypass pump or pump-and-haul) is the primary solution if other problems are not created downstream or elsewhere in the system.

HRSD will utilize an appropriate type of mitigation technique based on the situation and proceed to SSO Clean Up in SOP 2.3.7.

2.3.6.2 Dry Weather SSOs

Dry weather events are addressed using several methods. Field personnel will identify the most effective method or combination of methods to return service to the system. Field crews may use Closed Circuit Television (CCTV) inspection to identify the cause and location of the problem and help determine the necessary techniques needed to eliminate it.

The following common mitigation techniques can be used independently or in combination depending on field conditions:

Pipeline Failure – An emergency pipe repair is required to replace the defective or collapsed pipe. Necessary containment and diversion procedures will be in place until the appropriate repairs are completed.

Pump Station Failure – Bypass pumping or pump and haul will be used until the mechanical, electrical, instrumentation, or other needed repairs are completed at the pump station. In the event of lost electrical power service to a pump station, HRSD has permanent (at some sites) and portable generators available to provide temporary power to the station until service is restored.

HRSD will utilize an appropriate type of mitigation technique based on the situation and proceed to SOP 2.3.7.

2.3.7 SSO Cleanup

The goal of the cleanup practice is to restore the site to pre-event conditions using a variety of practices. Methods used in the cleanup of impacted areas include vacuuming, disinfecting and other mechanical and manual measures. Each SSO is unique and the cleanup required varies from minor to extensive efforts.

HRSD responders employ common practices as appropriate to an individual cleanup situation, including but not limited to:

Manual Practices – Manual cleanup techniques include the use of hand tools, such as rakes, shovels, brooms, etc., to remove and properly dispose of all readily identifiable material (wastewater solids, papers, plastics, etc.) which originate from the sewer system.

Mechanical Practices – Mechanical cleanup techniques utilize vacuum trucks and similar equipment to remove all solids and remaining standing wastewater and properly dispose of them. Flushing trucks may be used to further clean areas, as needed. Flushing water is then vacuumed and removed.

Disinfection Practices – Apply lime or other disinfecting agents, as necessary to disinfect the area.

A follow-up phone call to Water Quality should be made according to SOP 2.5 after stopping the SSO. Documentation of the SSO should be made according to SOP 2.4.

2.4 Documentation

2.4.1 HRSD SSO Documentation

HRSD's first documentation for an SSO typically is through the SSORS entry and follows the initial phone report (See Section 2.5.1). Additionally, an RRF is completed by the appropriate Supervisor for each SSO event and submitted to the Chief of Interceptor Operations, North Shore/South Shore with the information regarding the SSO. A blank copy of this form is provided in Appendix A. The Chief of Interceptor Operations, North Shore/South Shore will review the form and forward it to Water Quality for review and input into SSORS. Proceed to SOP 2.5 for Regulatory Reporting.

2.4.2 Non-HRSD System Documentation

HRSD records information on wastewater problems outside of HRSD's system in a Non-District Spill Reporting Form (see Appendix C). This form is filled out by the appropriate Supervisor and forwarded to the NS or SS Interceptor Systems Chief as well as the Permits Manager for review. Water Quality creates a new record in the separate database for the Non-District Spill Reporting Form. Interceptor Systems will coordinate with Water Quality who will provide a copy of the approved Reporting Form to the Locality where the event has occurred. A list of Locality contacts is included in Appendix C.

If the event is related to a private sewer facility, HRSD will make a good faith attempt to provide a copy of the Reporting Form to the private owner; however, in some instances the owner may not be easily determined. Information regarding the private owner will be collected by Interceptor Operations and documented on the Non-District Spill Reporting Form, if available. Unless action is required by HRSD in SOP 2.3 to protect the public, the environment, or property, this step concludes HRSD's SOP.

2.5 Regulatory Reporting

Data collection for reporting to regulatory agencies is accomplished by transfer of information from Interceptor Systems Field Staff to Water Quality through an initial phone call, change-in-status phone call, final phone call, and written report as follows. The procedures differ depending on if the reporting is during normal business hours or non-business hours.

2.5.1 First Telephone Report

2.5.1.1 First Telephone Report During Normal Business Hours

Upon confirmation that an HRSD SSO has occurred, the appropriate Supervisor will contact the Permits Manager and provide information (see bulleted list below) to the degree it is available. In this or any subsequent contacts, if the Permits Manager is unavailable, then the reporting Supervisor may leave a voicemail message with information. If the reporting Supervisor has not been responded to within 30 minutes of his/her leaving a voicemail message, he/she will notify the next contact on the Technical Services Division (TSD) Environmental Scientist phone list (see Technical Services Telephone list in Appendix E) until they are able to talk directly to a member of the TSD.

Based on the information from the reporting Supervisor, the Permits Manager (in consultation with Interceptor Systems) will determine if the incident is reportable as a Sanitary Sewer Overflow (SSO). See Section 1 for distinction in the difference between "reportable" and "non-reportable." If the SSO is determined to not meet the criteria for reporting, proceed to SOP 2.6 for SSO Tracking. Otherwise, the SSO is reported to VDEQ as follows.

The Permits Manager or other TSD Environmental Scientist contacts VDEQ either by telephone or SSORS initial notification (see SOP 2.5.4) and relays the following information, if available, to them as soon as possible but not later than 24 hours of HRSD becoming aware of the SSO:

- Site Name and Type (i.e., force main, gravity main, manhole, pump station, pressure reducing station, etc.)
- Location: Street Address, City
- Date and Time SSO was discovered
- Description of SSO
- SSO Cause (See Section 1.3.5)
- Planned Action to Stop and/or Contain SSO
- Estimated Flow Rate (gph or gpm)
- Where is the SSO going? (i.e., storm sewer, stream, ground, etc.)
- Is it reaching or does it have the potential to reach State waters? If so, name receiving waters.

The Permits Manager will record who was notified at VDEQ (or if SSORS was used) along with the time for documentation in the RRF. If the Permits Manager determines that it is necessary, they will continue to call in an effort to reach a responsible VDEQ official. General criteria for this determination include the size and scope of the SSO, potential for human contact, and likely traffic disruptions. The Permits Manager will record and act on, as appropriate, any instructions from the VDEQ official notified. VDEQ is typically responsible for notifying the Virginia Department of Health (VDH) of any SSO. VDH is also notified via email as a part of SSORS.

Following the initial report to the VDEQ, the Permits Manager should proceed with follow-up reporting to VDEQ in SOP 2.5.2, 2.5.3, and 2.5.4.

2.5.1.2 First Telephone Report During Non-Business Hours

During non-business hours, the first responder is responsible for making the first telephone report to VDEQ as soon as possible, but in no event later than 24 hours of the initial SSO confirmation. The Standby Supervisor is responsible for making the initial judgment whether the SSO is a reportable SSO. If the decision is not clear, the Standby Supervisor should proceed with the initial report to the VDEQ.

If the SSO is clearly not a reportable event, the Standby Supervisor should provide the details of the SSO to the Interceptor Systems Supervisor and proceed with SOP 2.6 for SSO Tracking.

The information to be relayed to the VDEQ during non-business hours is the same as the information lists in SOP 2.5.1.1. The first responder also contacts the Interceptor Systems Supervisor and the Permits Manager. After normal business hours, the Standby Supervisor may leave a voicemail with the Permits Manager. HRSD should continue the reporting process with SOPs 2.5.2, 2.5.3, and 2.5.4.

2.5.2 Change in Status Telephone Report

The Interceptor Systems Supervisor shall report to the Permits Manager any significant changes in status from the information previously reported. During non-business hours, the Standby Supervisor shall report directly to the VDEQ any significant changes in status of the information previously reported.

If the SSO becomes a reportable SSO, the Permits Manager (or Standby Supervisor) should follow SOP 2.5.1 for VDEQ notification.

The Permits Manager may contact VDEQ and relay information that has changed significantly from the first telephone report. HRSD should continue the reporting process with SOPs 2.5.3 and 2.5.4.

2.5.3 Final Telephone Report

After the SSO has been stopped, the Interceptor Systems Supervisor will report the updated information to the Permits Manager, including:

- SSO Location: Street Address, City
- Date and Time SSO was Discovered
- Description of SSO (force main leak, air vent, etc.)
- Cause of SSO, if known (See Section 1.3.5)
- Action Taken to Stop and/or Contain SSO
- Time SSO was Stopped
- Estimated Quantity of SSO
- Did the SSO enter the storm drain or State waters? If so, name receiving waters.

If the SSO is stopped during non-business hours, the Permits Manager should be notified the following morning. HRSD will continue the reporting process with SOP 2.5.4.

2.5.4 SSORS

The Permits Manager will enter the information on HRSD system SSOs into the Sanitary Sewer Overflow Reporting System (SSORS) database. This online web-based computer application electronically submits the required reporting information to VDEQ and VDH Local Health Districts. In addition, the system automatically generates an email sent to select HRSD staff. This email includes the details of the SSO entered by the Permits Manager as well as the system-generated SSORS ID number. Appendix B includes example screen shots and information on the SSORS computer application. The Permits Manager may enter an initial report into the SSORS database shortly after the initial telephone notification to VDEQ or as the initial notification if sufficient information is available. The SSORS database entry for an SSO is expected to be finalized in most cases by a final report within five calendar days of the initial identification of the SSO, as well as any update to the final report as described below. Information for the SSO is provided on the RRF as described in SOP 2.6.

2.5.4.1 The 5-Day SSORS Report

The final SSORS report is completed within five calendar days of the initial confirmation of the SSO. This update to the SSORS record is supplemented by the completed RRF provided to Water Quality by the Interceptor Systems Division. Interceptors staff will record the SSORS ID automatically generated by the system and enter it onto the RRF. Unless all SSO Tracking and Resolution has been completed in SOP 2.6 and 2.7, proceed to SOP 2.6.

2.5.4.2 Update to the SSORS Report

If information on the SSO is gathered following completion of the final report in SSORS as well as any immediate resolution of the SSO, the entry in the SSORS database may be updated using the procedures detailed in Appendix B. Long-term resolution information will not be provided in SSORS. Unless follow up tracking and resolution is required in SOP 2.6 and 2.7, this concludes the SOP for an SSO.

2.5.5 Public Notification of SSOs

Determining the severity of an SSO is a complex matter that is not taken lightly by HRSD staff. All SSOs demand the attention and dedicated response of HRSD. It is clear though that some SSOs have the potential of greater public exposure than others and the determination of this potential must be left to the judgment of the experienced wastewater system operators. With the relative infrequency of SSOs from HRSD's system, these decisions are made at the management level in the organization. HRSD has a number of methods as discussed in earlier sections for notifying the public in the event of an SSO that may impact them. The potential for direct human contact, impact to environmentally sensitive areas, and traffic disruption are general criteria that are used in the determination of public notification of an SSO.

HRSD has an internal form called the Communications Spill Reporting Form that is used to document and determine the needs for external communications. This form is used as a basis to document the relative impact of an SSO and the need and extent for external communication and notification. (Appendix A attached). Additionally, HRSD also has a Communications and Public Response Policy it uses to help ensure the smooth flow of information during emergency situations to maintain public confidence.

The following scenarios provide examples of where HRSD has and will provide various levels of public notification for an SSO:

1. A small-volume SSO in a remote area of the system with little chance for direct human contact required no extra public notification other than the regulatory reporting which includes the Local Health Districts (this regulatory notification is required and performed for all examples).
2. An SSO adjacent to a single property owner was addressed by direct face-to-face notification by HRSD staff to discuss the situation and provide details on clean-up and schedule for mitigation.
3. An SSO that may lead to traffic disruption on major roads is handled with a traffic advisory. The HRSD Traffic Advisor provides details on the impacted area, specifics on the work being performed, and the timetable to complete the work. Each advisory is distributed to the local radio and print media outlets.
4. An SSO in a neighborhood with discharge to a local pond was addressed with a media news release, a written notice distributed to all affected residences, and personal follow-up discussions with the most affected neighbors.
5. An SSO from a 42-inch force main in a neighborhood with a discharge to a nearby waterway precipitated a news release (picked up by the local daily newspaper and TV station), a written notice distributed to all affected residences, a partial road closure, and personal follow-up discussions with the most affected neighbors. The Local Health District made the determination whether swimming or other recreational uses of the waterway was affected and made their public notification.
6. An SSO occurred in a marsh area from an 18-inch force main that was in a difficult point to access for repair. Although the discharge of wastewater was contained quickly after discovery, a long-term repair required more than 6 months of public interaction and notifications. Upon discovery, a joint news release was issued with the affected locality which was covered by the local daily newspaper. A written notice was distributed to all affected residences, with follow-up notices issued every two weeks until a public meeting was held. Local community liaisons were identified and communication on the SSO repair was provided through email routinely until the repair and restoration was complete. Many personal meetings were held with the affected residents to provide information concerning the SSO response.

2.6 SSO Tracking

The Interceptors System Division will forward the RRF to the Permits Manager within three calendar days of the event. The Permits Manager will review the Interceptor System Regulatory Reporting Form (see Appendix A) for accuracy and completeness. This form will include documentation of diversion techniques, mitigation techniques, and clean-up practices that were used. If any additional information is needed, the Permits Manager will contact the Interceptor Systems Supervisor to obtain it. A copy of the RRF for each SSO is maintained by the Permits Manager for a period of at least five years with the information also stored in the SSO Database described below.

Planning and Analysis Division will periodically import the SSORS information into the SSO Database. The data fields in the SSO Database and SSORS regarding cause, duration, and volumes must match. There may be additional information tracked in the HRSD SSO database which is not necessary to include in SSORS. This information is reviewed by the Permits Manager.

Proceed to SOP 2.7.

2.7 SSO Resolution

Each confirmed SSO is subject to an evaluation process shown in the workflow diagram (see the figure following this section). The SSO evaluation process will consider at each step the magnitude of any related wet weather event or if the timeframe between SSOs was sufficiently long enough to be considered unrelated. The following tasks will be completed in accordance with the workflow diagram:

1. The SSO point is loaded by the Planning and Analysis Division into the GIS system which assists with determination if the SSO is a recurring event. If the SSO is in the same location and has a similar cause of a previous SSO, Planning and Analysis will convene an Ad hoc Action Committee (AAC) to meet regarding this specific SSO. See Section 2.7.1 for information regarding the AAC.
2. System pressures, flows, rainfall, groundwater conditions, and modeling results are evaluated by the Data Analysis Manager (DAM), Interceptor Operations and the Hydraulic Analysis Manager (HAM). If the team determines that a potential capacity issue exists, Planning and Analysis will convene an Ad hoc Action Committee (AAC) to meet regarding this specific SSO.
3. Planning and Analysis will review system data (including CCTV records, if available) and facility data with Interceptor Operations to determine if recurrence of the SSO is likely. If the team determines that recurrence of the SSO is likely, Planning and Analysis will convene an Ad hoc Action Committee (AAC) to meet regarding this specific SSO.
4. Planning and Analysis shall update the SSO Database with the information gathered in the evaluation process and coordinate with Water Quality if any significant changes have been determined that would require updating SSORS after the 5-day period.

2.7.1 Ad hoc Action Committee

The AAC will review the data, existing CIP, and existing rehabilitation projects, and generate an Action Plan (and schedule) for resolution of any SSO that meets the criteria in SOP 2.7. Each Action Plan will include a list of stakeholders within HRSD that are either responsible for implementing or tracking the SSO resolution. The Action Plan will be distributed to the stakeholders by Planning and Analysis for implementation. Summary information on the Action Plan will be entered into the SSO Database along with a planned completion date.

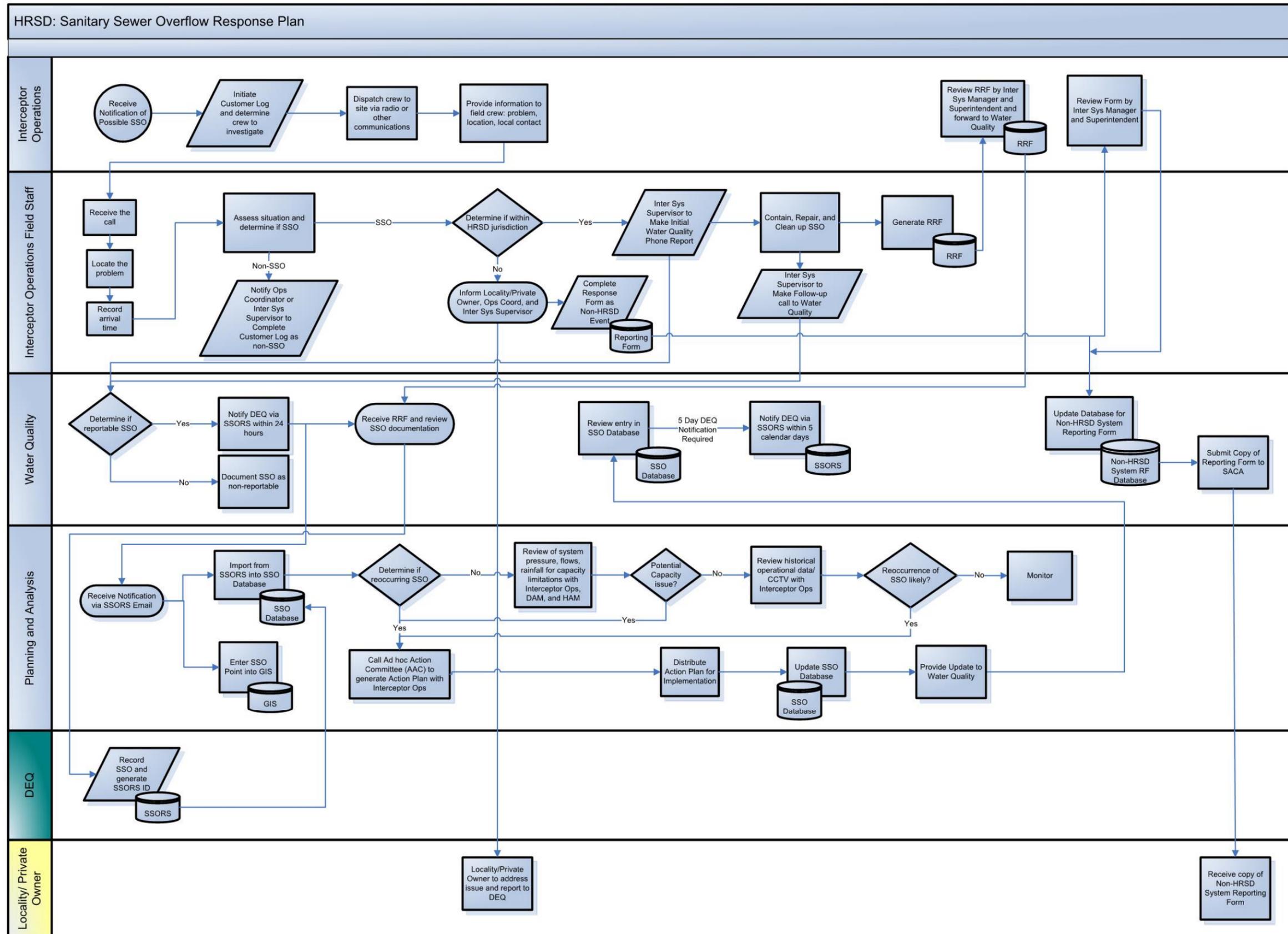
Planning and Analysis will track completion of the Action Plan using periodic reports generated from the SSO Database that shows outstanding Action Plans, and convene the AAC on a periodic basis (annually at a minimum) to review the status of the outstanding Action Plans. If an Action Plan identifies that long-term rehabilitation, a major repair or replacement is the appropriate solution, the project will be included in the Capital Improvement Program (CIP). The CIP is developed on an annual basis and is reviewed and prioritized using the most recent operations and maintenance data. During the periodic CIP reviews, existing project status is reviewed, compared to the outstanding Action Plans, and potential new CIP needs are identified.

2.8 System Pressure Monitoring and Record Keeping

As part of the Consent Decree, HRSD has developed and implemented a wide-scale Flow, Pressure, and Rainfall Monitoring Program. System pressure is monitored at more than one hundred locations throughout the HRSD service area and the data is continuously uploaded to a centralized data server. The details on this program are provided in the Flow, Pressure, and Rainfall Monitoring Plan submitted in April 2009 and approved by the VDEQ and EPA on February 23, 2010.

All Localities in the HRSD service area have been provided access to the data server and therefore have complete access to monitor pressures in HRSD's system within their Locality. This information will be maintained as required by the Consent Decree for a period no shorter than 5 years.

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HRSD
SANITARY SEWER OVERFLOW RESPONSE PLAN

3. TRAINING AND MAINTENANCE OF PLAN

This section of the document describes the plan review, approval and update process, and the training program.

3.1 Plan Review, Approval, and Update

The SSO RP document will be reviewed as people, processes and systems change. Review of the plan will typically be on an annual basis, unless a significant change in wastewater system staff, internal and external contacts, or roles and responsibilities occurs. The plan revision will be dated for a specific publishing date with an increasing revision number. Minor revisions are indicated with an increase in the decimal place (e.g., 1.1, 1.2, and 1.3) and major revisions are indicated with an increase in the integer place (e.g., 1.0, 2.0, and 3.0).

3.2 Safety Training for all Interceptor System Personnel

Equally important as the creation of the plan, is training of personnel on its content and how to use it. The safety hazards in the collection systems are many and varied. HRSD personnel that have occasion to respond to an SSO receive the following training:

3.2.1 Confined Space Entry Safety Training

This training is supplied by the Safety Division and is designed to instruct employees on proper procedures as defined in OSHA 29 CFR 1910.146. The training includes:

- Identifying permit and non-permit required confined spaces
- The roles of the confined space supervisor, attendant, and entrant
- Gas detection systems
- Ventilation systems
- Personal Protective Equipment (PPE)
- Non-entry rescue equipment and procedures

3.2.2 Excavation and Trenching Safety Training

This training is supplied by the Safety Division and trains employees on methods and standards as defined in OSHA 29 CFR 1926.650. The training includes:

- Competent person responsibilities
- Protective systems
- Sloping and benching
- Soil classification
- PPE

3.2.3 Hazard Communication Training (Hazcom)

Hazcom training is supplied to all HRSD employees when first hired. Refresher training is supplied to all employees that may encounter hazardous chemicals.

3.2.4 AED/CPR/First Aid Training

AED/CPR/First Aid certification training is given to all Operations employees. Retraining is performed every two years.

The Safety Division performs supplemental safety trainings throughout the year on various topics such as:

- Back Safety
- Heat Stress
- PPE
- Work Zone Design and Awareness
- Fire Training
- Asbestos

Safety training sessions are performed each month by Operations supervisors covering safety issues pertaining to their job activities. Regular safety briefs are also done by supervisors and crew leaders.

3.3 HRSD Apprenticeship Program

In addition to safety training, HRSD has also established an Apprenticeship Program. HRSD created the nation's first wastewater industry related apprenticeship program to maintain excellence in the workforce. The Apprenticeship Program is recognized and approved by the Virginia Department of Education and the Virginia Department of Labor & Industry and is administered under the auspices of the Virginia Department of Labor & Industry's Office of Apprenticeship. The Apprenticeship Program offers eight trades to qualified applicants to allow them to gain the education and experience necessary for a successful career within the field of wastewater treatment. HRSD currently offers apprenticeships in the following trades: Plant Operator, Maintenance Operator, Small Communities Operator, Interceptor Technician, Electrical/Instrumentation Specialist, Machinist, Carpenter, and Auto Technician.

These apprenticeships provide formal training through academic and practical instruction in the various aspects of each skilled trade. Apprentices are educated in the theory and practices of wastewater collection and treatment and acquire the skills and knowledge necessary to become fully qualified in their respective trades. Apprentices in the Plant and Small Communities Operator trades obtain the skills and training credits needed to earn their Wastewater Works Operator licenses. As incentive to successfully complete the program, participants in the program are eligible to receive training increases upon completion of specific program requirements. All apprentice positions require successful completion of the apprenticeship program or approved equivalent program as a condition of continued employment.

3.4 Training

Training to implement the SSO Response Plan is separated into two distinct pieces: how to address an SSO in the field, and what are the reporting and record keeping requirements.

3.4.1 SSO Field Response Training

To ensure that the HRSD's personnel are effective and prepared in managing an emergency situation, HRSD provides ongoing training. This training provides the means for those involved in response to SSOs to acquire skills that fulfill their roles. Ongoing formalized operational training is provided by HRSD's

apprenticeship program. This four-year accredited program is a combination of formal educational classroom instruction combined with a significant amount of on-the-job training (OJT). Interceptor Technicians graduate from this program with a Virginia Department of Professional and Occupational Regulation (VADPOR) licensed Journeyman's card and gain the experience and knowledge needed to react and respond to the various SSO issues that may arise from a multitude of operational scenarios.

Implementing the SSO RP also helps to determine where enhancements are necessary, so that revisions to the plan can be made accordingly.

3.4.2 Reporting and Record Keeping Training

HRSD has identified personnel that receive training in SSO reporting and record keeping, primarily individuals that are first responders to an incident, and the personnel involved in reporting an SSO to the regulatory agencies. When a new employee engages with the work covered in this document, they will be immediately trained by their supervisor to follow the included procedures. In addition, annual training will be conducted by the Permits Manager and/or Supervisors to include clarification of responsibility for reporting spills in the system, review of the reporting requirements and timeframes, reporting procedures for both business and non-business hours, required information needed in reporting.

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APPENDIX A: HRSD INTERCEPTOR SYSTEMS REGULATORY
REPORTING FORM

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SSORS NUMBER _____

HRSD INTERCEPTOR REGULATORY REPORTING FORM

SITE NAME (manhole, fm, PS, etc.): _____

FACILITY ID: _____

ADDRESS: _____

CITY: Choose an item.

PERSON REPORTING: _____

DATE & TIME PROBLEM DISCOVERED: _____

PERSON/ORGANIZATION WHO DISCOVERED PROBLEM: _____

DATE & TIME HRSD STAFF ONSITE OF PROBLEM: _____

DESCRIPTION/CAUSE OF PROBLEM: _____

ACTION TAKEN TO RESOLVE PROBLEM: _____

DATE/TIME RELEASE ENDED: _____

TOTAL QUANTITY RELEASED (gallons): _____

TOTAL QUANTITY RECOVERED (gallons): _____

TOTAL QUANTITY NOT RECOVERED (gallons): _____

PATH OF RELEASE (storm drain, ditch, ground, etc.): _____

NAME OF RECEIVING WATERS: _____

DISCHARGE CALCULATION (if needed)

| | | | |
|-------------------------|--|------------------------|--|
| INITIAL FLOW RATE (gpm) | | FINAL FLOW RATE (gpm) | |
| START TIME | | START TIME | |
| END TIME | | END TIME | |
| ELAPSED TIME (minutes) | | ELAPSED TIME (minutes) | |
| TIME x GPM | | TIME x GPM | |

COMMENTS: _____

TECHNICAL SERVICES DIVISION NOTIFIED:

NAME: [Choose an item.](#)

DATE: _____

TIME: _____

PROVIDE THE FOLLOWING INFORMATION IF INTERCEPTOR STAFF CALLED THE REGULATORY AGENCY DIRECTLY (DEM 1-800-468-8892 DEQ-TRO 518-2077)

INITIAL NOTIFICATION: DEQ DEM

NAME: _____

DATE/TIME NOTIFIED: _____

UPDATE NOTIFICATION: DEQ DEM

NAME: _____

DATE/TIME NOTIFIED: _____

FINAL NOTIFICATION: DEQ DEM

NAME: _____

DATE/TIME NOTIFIED: _____

TECHNICAL SERVICES DIVISION COMMENTS: _____

SSORS NUMBER _____

DATE: _____

COMMUNICATIONS SPILL REPORTING FORM

Are there significant traffic management impacts? Yes No

(If yes, please provide street names, direction of travel lanes affected, number of lanes affected, expected duration, etc.)

What is the closest crossroad or intersection for this incident?

Comments:

Will a Pump and Haul process be utilized? Unsure Yes No

(If yes, please provide a summary of operations, if discharge locations are determined, neighborhoods affected, and expected duration)

Comments:

Will Residents/Community/Businesses be 'affected'? Unsure Yes No

Will a Spill Incident Door Hanger be distributed to affected residents/businesses Yes No

(Example: odors, property damage, spill or cleanup efforts visible, inability to access homes, neighborhoods, property, etc.)

Comments:

Have we previously experienced issues in this area or are you aware of infrastructure failures here in the past? Yes No

Comments:

Are there any disruptions to utility service(s)? Yes
 No

(Will our SSO/work affect our service or any utilities/services other than ours?)

Comments:

WQ Preliminary Assessment

Should WQ sampling begin in the waters affected by this incident? At this time, do you foresee a recreational (swimming, fishing) water advisory to be released? Unsure Yes No

Comments:

Point of contact in the field or reporting the incident: Name _____ Cell _____

If you have answered yes to any of the questions above, please have the field staff contact Leila Rice, Director of Communications immediately at 757 642-1321(cell).

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APPENDIX B: SSORS SCREEN EXAMPLES

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Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

Welcome to SSORS!

SSORS is a web-based spill reporting and tracking system, developed by the Hampton Roads Planning District Commission. It simplifies the initial notification and 5-day letter reporting requirements for sanitary sewer overflows. DEQ, HRSD, HRPDC and participating Hampton Roads municipalities all have privileges and responsibilities within the SSORS system.

The SSORS process and user capabilities are presented in the following diagrams. The basic idea is that when a sanitary sewer overflow (SSO) occurs:

- 1. HRSD or the local municipalities can enter their initial notification and 5-day letter information using a web browser,**
- 2. SSORS will validate the data and automatically send e-mail notifications to DEQ and other parties,**
- 3. DEQ will assign their Internal Reference number in SSORS, and**
- 4. The organization submitting the initial notification can follow up using the same process to complete their 5-day letter.**

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2008 Version

SSORS was upgraded with many new features and under-the-hood code enhancements.

New capabilities included:

- The ability to add file attachments.
- A request procedure and mechanism to strike records from the database.
- Enhanced reporting capabilities, including file attachment icons, and the ability to filter for spills by responsible party within a jurisdiction.
- Character length limitations on data entries have been removed.
- An SSO spill classification capability were added to comply with consent order requirements.
- A capability for DEQ to add comments when assigning IR numbers.
- A capability for DEQ to strike records (due to duplicate entries, private spills, etc.).
- Broadcast e-mail capabilities for DEQ and HRPDC
- A Password retrieval routine.
- A new Contact Us page to report problems.
- “On-the-fly” report generation.
- Many code, platform and environment enhancements.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2010 Version

SSORS was upgraded with new features and code enhancements.

New capabilities included:

- The entire reporting system was upgraded to Microsoft SQL Server Reporting Services.
- A behind-the-scenes script was added to sweep the SSORS host system for unsuccessful email transmittals. If found, the script re-sends the email(s). (Unsuccessful emails are very rare.)
- Page rendering was improved for compatibility with Internet Explorer 8 (and other browsers, although Internet Explorer remains the official browser specification for SSORS).
- Comma formatting was added for number displays in forms and reports.
- A new “Third Party Action” field was added to the SSO Categories dropdown list.
- Printouts were reformatted to add all fields (including new data fields), and to take advantage of Microsoft SQL Server Reporting Services.
- The date/time of incident and date/time incident was under control fields were added to all emails and reports.
- An “Asset ID” field was added to the spill reports (so users can link spills to their asset management systems).

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2010 Version (Continued)

- On the submittal confirmation page, a link was added to “Finalize this report now,” to save users from having to re-enter information later when they want to finalize the report. This capability is only allowed if the fields for date/time incident was under control have been entered.
- The date/time incident was under control are *required fields* to submit a final report (as was the case in previous versions, but the labeling has been made more clear).
- Attachments can now be added with the initial report (not just with the final report).
- A separate SSORS Test Environment was created for user training and testing (so users can experiment without messing up the live SSORS Production Environment).
- Latitude and Longitude fields were added for coordinate location, with a tool for picking these coordinates off of Google Maps. State Plane coordinates are also maintained for those who wish to remain in that system. All coordinate data is optional.
- System backup procedures were verified with WHRO (who hosted the live SSORS Production Environment).
- The login page displays ‘open’ spill reports (that have not been finalized).
- All documentation was updated to reflect these changes.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2013 Version

Some of the changes listed below were implemented incrementally starting in 2012, but are listed here because the documentation was not updated at that time.

- HRPDC admin users can now send broadcast emails to all SSORS users.
- SSORS was migrated from its previous server at WHRO to a new commercial hosting service.
- Error and logic checking were improved for the reporting of incident date and date under control.
- Formatting is enabled for news items (previously news had to be text only).
- The entire SSORS site has been restyled, incorporating the new HRPDC logo.
- All documentation has been updated.
- An auto-save feature has been added to avoid having to re-enter data into a spill report form after interruptions (such as telephone distractions). The auto-save feature stores a copy of the report in the browser's local storage, every 30 seconds. If users leave the page before a spill report is completed, they will be notified the next time they attempt to create a new report. They can auto-populate the form with the previously saved data, or discard the previously saved data, and start with a blank form.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2013 Version (Continued)

- E-mail notifications have been limited for changes to final reports such that, once the initial notice of final report is sent, only changes or updates to “hot” fields (quantity, location, and date) will automatically generate a second e-mail notification. This avoids sending excessive e-mails when the changes are only minor or of an administrative nature. E-mails will be sent to internal distribution lists, but not to DEQ (**unless you have DEQ on your internal distribution list**).
- Date and Time stamps were added to “DEQ Comments” and “Corrective Action Taken” fields. These stamps are only a convenience, and should not be erased by the user. The history of each record is still maintained in the system, and should be checked if there is any question regarding who modified what, and when the modifications were made.
- E-mail notifications are sent as reminders when reports are left open for an extended period. Users do not have to be logged into the SSORS site to receive these reminder emails.
- The SSORS ID number is now included in the e-mail subject line.
- Help files have been converted to Adobe Acrobat (PDF) format, so Microsoft PowerPoint is no longer a system requirement.
- Many code, platform and environment enhancements were made to improve performance and backup processes.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2016 Version¹

- When a change is made to a SSORS report that has been finalized, if an email notification is required, the fields that had an update will show at the top of the email in red and a revision comment documented the reason for the change is required
- Two summary reports have been added, exportable in Excel and PDF format, that count the number of SSORS records that are not stricken, either for SSORS records reported by the jurisdiction or reported within the jurisdiction

¹2016 Update

2013 Update

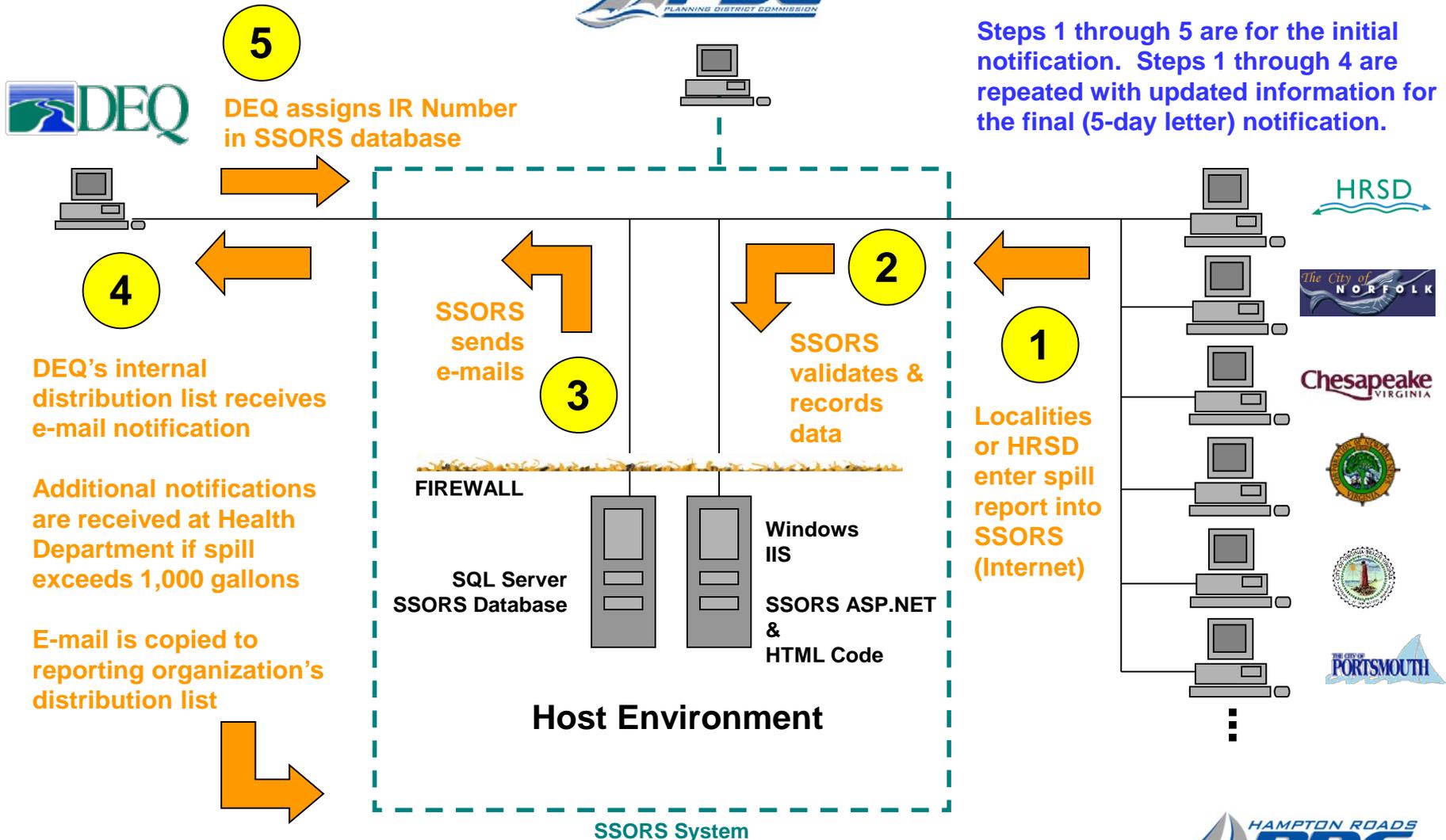


Sanitary Sewer Overflow Reporting System (SSORS)

Introduction



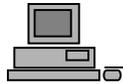
Process Diagram



Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

Capabilities Diagram



Within DEQ

- Administer:
 - Users & Permissions
 - Distribution List
- View Reports
- Post DEQ News Items
- Assign IR Numbers
- Make Comments in response to spill notification.
- Strike records from SSORS

DEQ cannot edit spill report data entered by HRSD or the municipality.

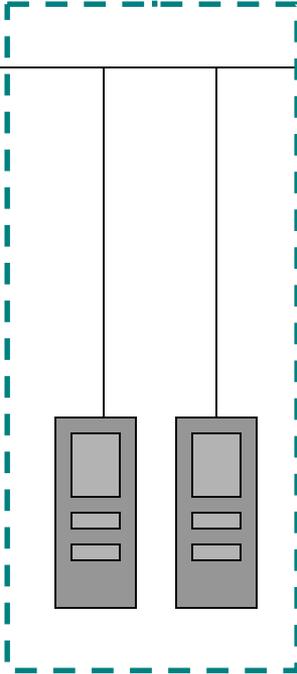
Within HRPDC

- Administer:
 - SSORS Code
 - SSORS Database
 - Distribution List (not used currently)
- View Reports
- Post Regional News Items

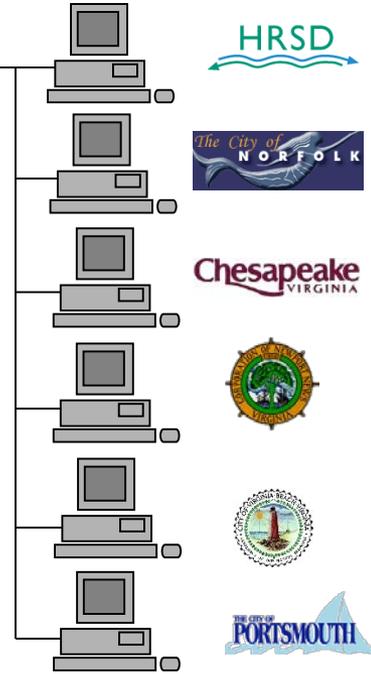
NOTE THAT EPA HAS BEEN GIVEN RIGHTS AS AN HRPDC USER IN THE SSORS SYSTEM.

Within HRSD or Municipality

- Administer:
 - Users & Permissions
 - Distribution List
- Enter Data
- Correct/Revise Data
- View Reports
- Submit Initial Notification
- Submit 5-Day Letter
- Post Local News Items (Local to HRSD or Municipality)
- Request record(s) to be Stricken



SSORS System



Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

SSORS Benefits

- **Simplifies and standardizes the SSO reporting process**
- **Keeps all spill report information in a central database**
- **Reduces reporting errors through simple data validation**
- **Provides flexibility in user privileges**
- **Allows local administrators to manage their own users and data**
- **Provides direct data export for ad-hoc analyses**
- **Provides data to verify that reporting requirements were met**
- **Permanently archives all spill report information**
- **Provides complete incident reporting history (nothing is erased)**
- **Reduces the current paperwork burden**
- **Allows for future expansion of capabilities, such as georeferencing**
- **Solves problems for regulators and system operators**

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

Getting Started

- Each participating municipality and HRSD is given an account on the system with local administrative privileges.
 - Before any individual can use SSORS, the local administrator must first create a user account for them in the system.
 - Users must log into the system (there is no guest or anonymous access).
-
- HRPDC will offer SSORS training periodically.
 - The SSORS Help page contains self-guided tutorials in the form of PowerPoint presentations.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

Spill Report, Create

Regular users and administrators can create, edit and submit spill report information.

Fields that are not marked as 'Optional' are required. If you don't know the information in a required field, enter text such as a question mark, 'TBD', or 'Unknown'. The point is **you must enter something in all the required fields**. Unknown information can be filled in later. For required date fields, you must enter a valid date (if unknown, make your best guess). Dates in the future are not valid.

Your user information is automatically pulled from the SSORS database when you log in.

There are several sets of optional data, including: zip code, 'phoned in' time and date, and location coordinates. The phoned in fields simply allow you to record the date and time that you phoned in the initial notification to DEQ (if you did). **If you didn't phone in the report to DEQ, leave these fields blank.**

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

All of the data fields have validation on them, so they should prompt you immediately if you mis-enter any data. For example, if you enter state plane coordinates, the northing must be in the range 3,336,100 to 4,441,000 and the easting must be in the range from 9,936,600 to 12,466,600.

Once the units (gallons or cubic feet) are set on this (create spill report) form, they cannot be changed later. This stipulation is to prevent mixed units from being entered in the subsequent reporting. (For example, we wouldn't want to see that 1,200 gallons were spilled, 110 cubic feet were recovered, and 20 gallons reached state waters.)

When the spill report is created, a SSORS ID number is automatically generated. That number will stay with the report forever, and will not change.

'Active' text boxes and controls can be written in or changed. If the text box or control is 'inactive' you cannot input or change the value.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

DEQ will receive the report notification by e-mail, and will assign an IR number. Until they do so, the IR number will be blank. Only DEQ can assign or edit the IR number.

E-mail notifications will be sent to DEQ's distribution list when the initial report is submitted through SSORS. E-mail copies will be sent to the sending party's distribution list. These distribution lists now include Health Department contacts. Previously there was a separate procedure where the Health Department would be notified if the spill quantity was larger than 1,000 gallons (or 133.7 cubic feet), but now the Health Department is receiving copies of the e-mail notifications for all spills, regardless of quantity.

None of the spill report information entered into the SSORS database will ever be over-written or erased. It is possible to track all of the edits made to a report over time by requesting a history in the printouts process.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

DEQ has decided to adopt the convention that if a quantity is truly unknown, and cannot be reasonably estimated, enter a negative one (“-1” without the quotes) for the ‘amount’ value on the form. Entering a -1 quantity should only be used in extreme situations where the quantity is truly unknown. **In almost all cases, DEQ strongly prefers that you make a reasonable guess than use a -1. VDH requests that you provide dry-weather flow estimates, as the agency uses on SSORS reports in determining the need for public health advisories.** If a quantity is reported as unknown (i.e. it is entered as a -1), an alert will be included in the e-mail subject line.

USERS may attach electronic files and documents to the initial or final spill reports. These items are not transmitted with any e-mails or reports, but remain on the SSORS server and can be accessed by clicking on the corresponding icon embedded in the report.

DEQ can provide comments on the specific spill reports when they assign their DEQ IR Number; comments will be e-mailed to your distribution list (and to DEQ’s distribution list).

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

USERS must now choose an SSO Classification for the spill incident (to help achieve compliance with applicable consent order requirements).

The “Date/Time Incident was Under Control” is an optional item for the initial report, but is required for the final report.

Some overflow events are of unknown responsibility when the event occurs. **SSORS is NOT Intended to be used to track private spills.** If you have a private spill incident, report it to DEQ through other channels (phone call, e-mail or fax). **Do NOT use SSORS to create a spill report when you know the incident is a private spill.** But...

...If you enter an incident in SSORS, and later discover that the responsibility is private, you may request that DEQ strike the record, and note that the incident is a “Private Spill” in your strike request. Private spills will not show up in ordinary reports (after DEQ strikes the record). There is a separate report option for stricken records.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

1. Click the **Create** link.

2. Your user information was loaded when you completed the login.

3. These text boxes are 'active' which means you can edit these fields.

4. The first set of editable fields pertain to the spill Site.

SSO REPORT

User Information

Reported By: John Paine

Address: 11832 Rock Landing Drive, Newport News VA, 23606

Phone: 757.873.0559

* An asterisk indicates a required field.

Site Information

Responsible Party: * City of Williamsburg

Spill Site Name: * Manhole in front of 211 Harriett Tubman Dr.

Asset ID: MH317-08a

Address/Location: * 211 Harriett Tubman Dr.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/CreateSpillReport.aspx

Spill Site Name: * Manhole in front of 211 Harriett Tubman Dr.

Asset ID: MH317-08a

Address/Location: * 211 Harriett Tubman Dr.

Site Zip Code: 23188

State Plane Northing:

State Plane Easting:

Latitude:

Longitude: [Show](#)

5. Enter information in all required fields, marked by an asterisk (*).
HRSD users will also have to enter the jurisdiction in which the spill occurred.

6. You may leave 'OPTIONAL' fields blank (they do not have an asterisk).
However, you may want to enter this information anyway—see your local SSORS administrator.

Sanitary Sewer Overflow Reporting System (SSORS)

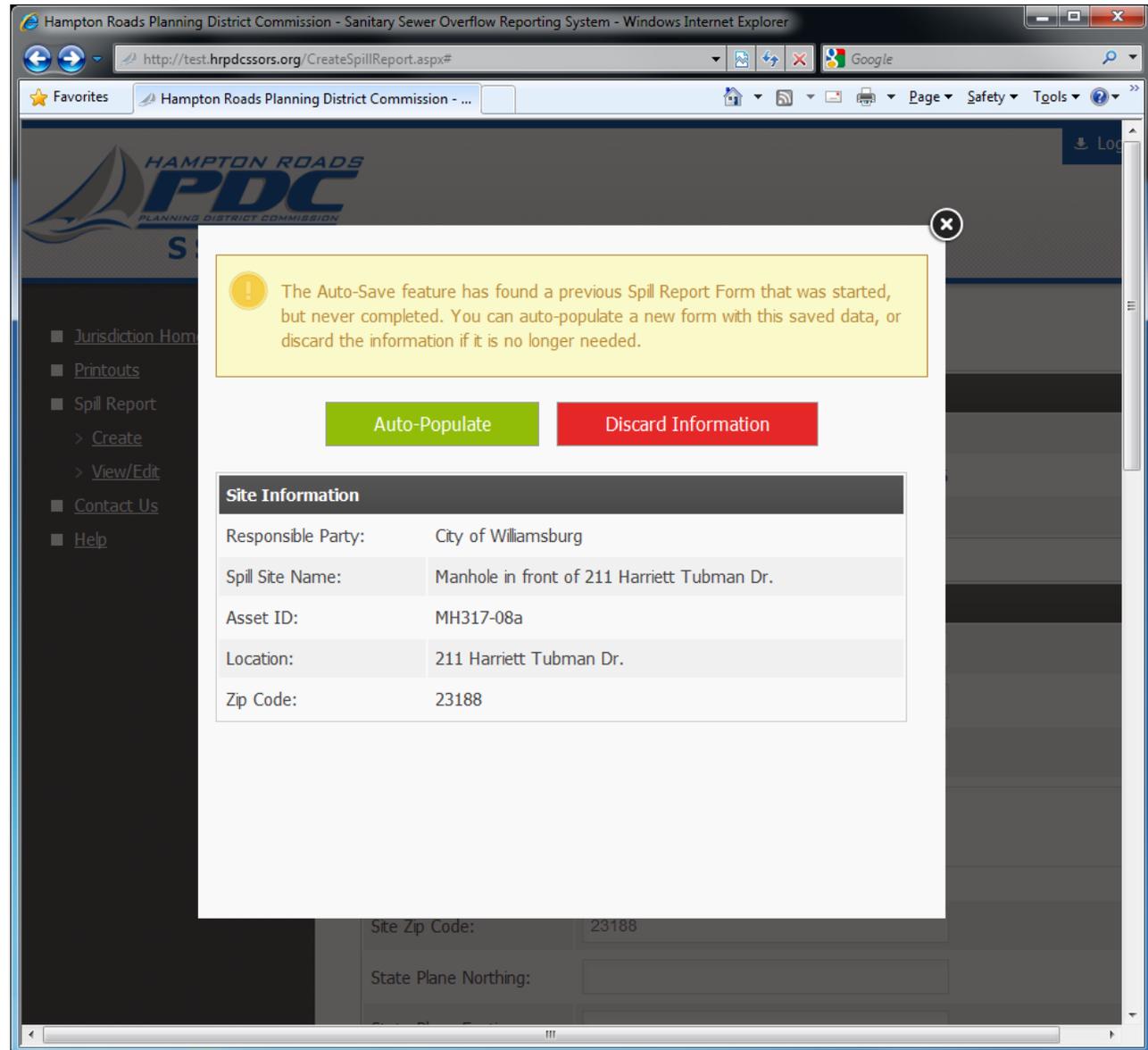
Creating a Spill Report (Initial Notification)

SSORS now has an auto-save feature.

If you get interrupted before processing all your data (for example by a phone call), SSORS will remember your data even if your browser session times out.

When you go back to create your report, the information you typed into SSORS will be presented in a pop-up asking if you wish to auto-populate the form with the auto-save data or discard it and start fresh.

Press **“Auto-Populate”** to restore the old data, or **“Discard Information”** to continue with a blank spill report form.



The screenshot shows a web browser window displaying the Hampton Roads Planning District Commission's Sanitary Sewer Overflow Reporting System. A yellow notification pop-up is centered on the screen, containing the following text: "The Auto-Save feature has found a previous Spill Report Form that was started, but never completed. You can auto-populate a new form with this saved data, or discard the information if it is no longer needed." Below the text are two buttons: "Auto-Populate" (green) and "Discard Information" (red). Below the buttons is a table titled "Site Information" with the following data:

| Site Information | |
|--------------------|---|
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Asset ID: | MH317-08a |
| Location: | 211 Harriett Tubman Dr. |
| Zip Code: | 23188 |

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

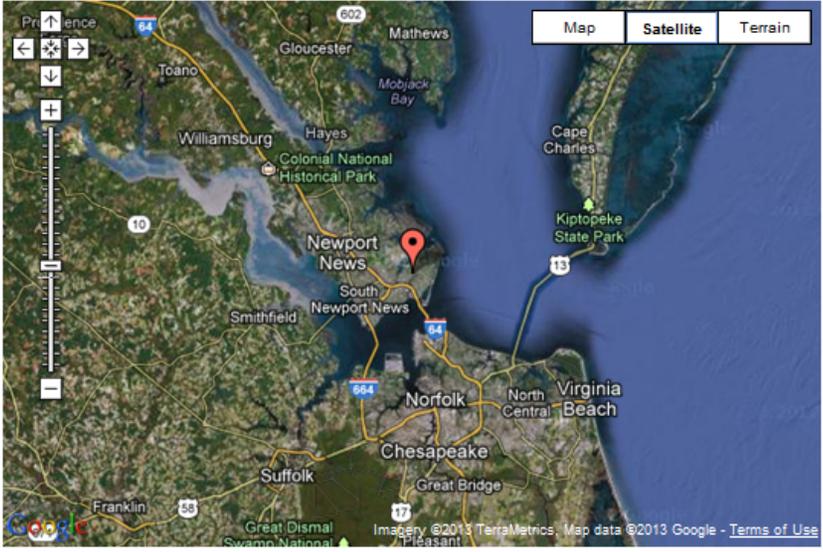
■ [Contact Us](#)

■ [Help](#)

Phone: 757.972.0550

You can drag the marker around to get new Lat/Long coordinates.

Map Satellite Terrain



Close Map

Site Zip Code:

State Plane Northing:

State Plane Easting:

Latitude:

Longitude:

[Show/Find On Map](#)

7. You can enter optional location coordinates (State Plane or Lat/Long) directly, or click on the **Show/Find On Map** link to bring up a Lat/Long coordinate finder.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Lat: 37.260938147754516
Lng: -76.74774169921875

[Click here to use these new coordinates.](#)

8. Drag the balloon marker to the general area, then zoom in by pressing the **+** button.

State Plane Easting:

Latitude:

Longitude:

[Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Map Satellite Terrain
Labels

Lat: 37.274872400526334
Lng: -76.7120361328125

[Click here to use these new coordinates.](#)

9. Drag the balloon marker closer to the general area, then zoom in again by pressing the **+** button.

State Plane Easting:

Latitude:

Longitude: [Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Lat: 37.27515840137759
Lng: -76.70943975448608

[Click here to use these new coordinates.](#)

10. Drag the bottom tip of the balloon marker to the exact location, then click on the **Click here to use these new coordinates** link...

Latitude:

Longitude:

[Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

12. The second set of editable fields pertain to the spill Incident.

13. If you phoned in the incident to DEQ enter the date and time of your phone call. **This is only for phone calls you made to DEQ, not calls that anyone made to you. This phone-in date/time is optional—your notification date/time will be set automatically when you submit this form to DEQ.**

16. In general, lengthy descriptions are not necessary, but DEQ wants complete information.

17. If you enter the date and time the incident was under control, the duration of the spill will be calculated for you.

11. ...and your Lat/Long coordinates will be entered automatically. (Sorry, this capability does not exist for State Plane Coordinates.)

14. Click in the text box to bring up a calendar control.

15. Continue entering the required information. If something is unknown, enter 'TBD'.

The screenshot displays the 'CreateSpillReport.aspx#' page in an Internet Explorer browser. The form contains the following fields and values:

- Latitude: 37.275173341690696
- Longitude: -76.70946657657623
- Description Of Incident: [Section Header]
- Date of Spill: 03/28/2013 6:27 PM
- Date Phoned Into DEQ: 03/28/2013 6:50 PM
- Date Under Control: 03/29/2013 8:31 AM
- Duration of Spill: 14 hour(s) 4 minute(s) (total seconds: 50640)
- Description Of Incident: Grease blockage caused SSO.

Annotations with yellow arrows point to specific fields: 11 points to the Latitude and Longitude fields; 12 points to the Description Of Incident section header; 13 points to the Date Phoned Into DEQ field; 14 points to the Date of Spill field; 15 points to the Description Of Incident text area; 16 points to the Description Of Incident text area; 17 points to the Date Under Control field.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

The screenshot shows a web browser window with the URL <http://test.hrpdcssors.org/CreateSpillReport.aspx#>. The page contains a form with the following fields:

- Possible Receptors:** Queens Creek, tributary of York River.
- SSO Classification:** Maintenance-Grease
- Description Of Material:** Raw Sewage
- Corrective Action Taken:** Blocked curb drain to confine spill. Used Vector truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. Used lime to disinfect area.

18. Select an SSO Classification to help comply with applicable consent order requirements.

19. Continue entering all the required data.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/CreateSpillReport.aspx#

to collect spill, then d...
surface area with water...
manhole. Used lime to d...

If the quantity is truly unknown and cannot be reasonably estimated, enter “-1” (without the quotes) for the amount. DEQ strongly prefers a “good guess” to a “-1” entry. An alert will be added to the outgoing e-mail subject line if a “-1” is entered.

20. Enter the units and material amounts.

Amount of Material

Unit of Measure: * Gallons Cubic Feet

Amount Released: * 1200

Amount Recovered: * 1150

Amount Reaching State Waters: * 50

Attachments

[Add New](#)

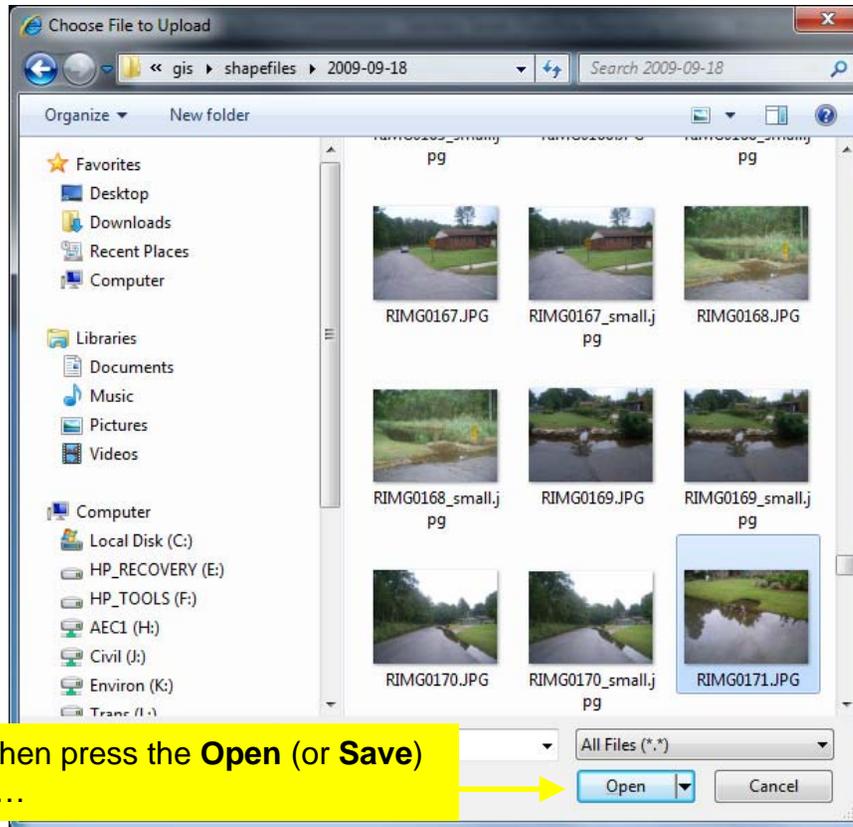
Preview Spill Report

21. After entering all the required data, you could preview this spill report, but you can also attach a photograph (or other digital document)...

22. You may edit this data later on, so numbers and text can be changed later if necessary.

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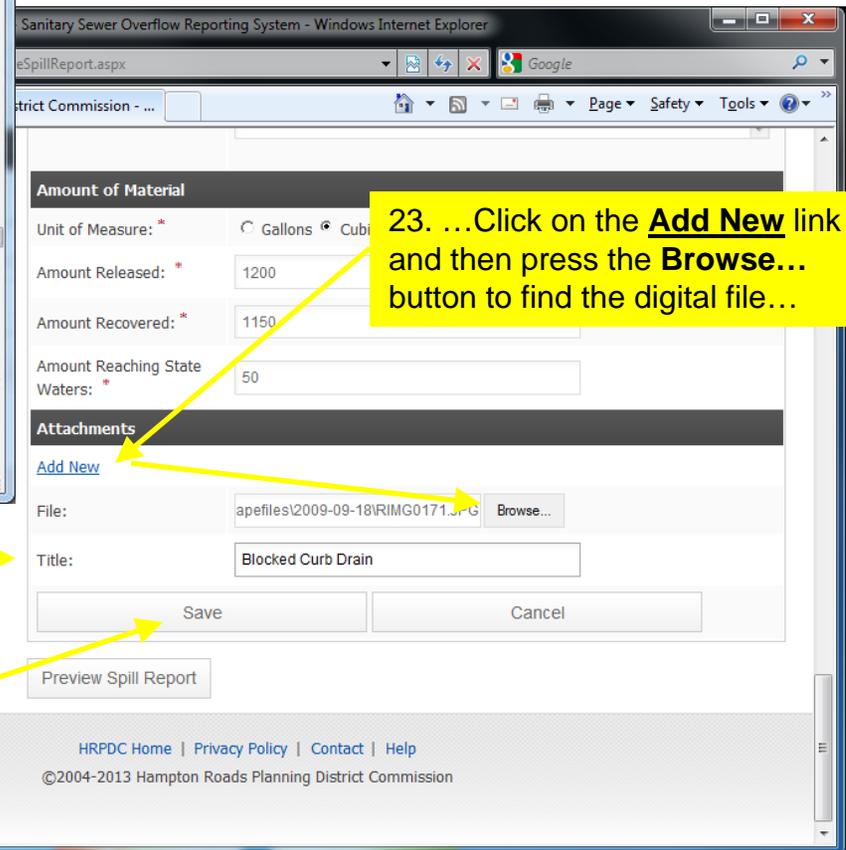
Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)



24. ...then press the **Open** (or **Save**) button...

25. ...then enter a title for the file. The title functions like a caption and should be descriptive to help you identify it later. No need to be overly descriptive.

26. ...then press the **Save** button to upload the file...



23. ...Click on the **Add New** link and then press the **Browse...** button to find the digital file...

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

27. ...and the attachment will be uploaded to the SSORS database, and linked to this report. Repeat the process to add more attachments. (Please do not overload the system with wastefully large documents.)

28 Press the **Preview Spill Report** button to proceed with the initial notification process (no e-mails will be sent while previewing).

Amount of Material

Unit of Measure: * Gallons Cubic Feet

Amount Released: *

Amount Recovered: *

Amount Reaching State Waters: *

Attachments

[Add New](#)

 Blocked Curb Drain [\[Remove\]](#)

HRPDC Home | [Privacy Policy](#) | [Contact](#) | [Help](#)
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Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

The screenshot shows a web browser window titled "Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer". The address bar shows "http://test.hrpdcssors.org/CreateSpillReport.aspx". The page header features the Hampton Roads PDC SSORS logo and a "Logout" button. A left-hand navigation menu includes links for "Jurisdiction Home Page", "Printouts", "Spill Report" (with sub-links for "Create" and "View/Edit"), and "Contact Us". The main content area is titled "SSO REPORT" and contains a "User Information" section with the following data:

| User Information | |
|------------------|--|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |

Below the user information is a red error box with a red 'X' icon and the text: "The following is a list of field validation issues that must be resolved before submission:"

- Spill Site Name is a required field

An asterisk indicates a required field.

The "Site Information" section contains the following form fields:

| Site Information | |
|----------------------|--|
| Responsible Party: * | <input type="text" value="City of Williamsburg"/> |
| Spill Site Name: * | <input type="text"/> *** Required |
| Asset ID: | <input type="text" value="MH317-08a"/> |
| Address/Location: * | <input type="text" value="211 Harriett Tubman Dr."/> |

29. If you make an error or omit required data, SSORS will prompt you to make corrections. Do so, then press the button at the bottom of the page when ready to proceed.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

30. If your data is valid, SSORS will present this preview screen.

At this point nothing has been submitted to the system, and no e-mails have been sent.

The screenshot shows a web browser window displaying the SSORS application. The browser address bar shows the URL: <http://test.hrpdcssors.org/CreateSpillReport.aspx>. The page header features the Hampton Roads PDC SSORS logo and a "Logout" button. A navigation menu on the left includes links for "Home Page", "Reports", "Create", "View/Edit", "Contact Us", and "Help". The main content area is titled "SSORS REPORT PREVIEW PRIOR TO SUBMITTAL" and contains a yellow warning box with an exclamation mark icon: "This is a preview page. Please review this information, then press the appropriate button at the bottom of this page." Below the warning box, the report details are displayed in a table format:

| | |
|------------------------------------|--|
| SSORS ID Number: Not yet Assigned. | |
| User Information | |
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |
| Site Information | |
| Asset ID: | MH317-08a |
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Address/Location: | 211 Harriett Tubman Dr. |
| Site Zipcode: | 23188 |

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/CreateSpillReport.aspx

Hampton Roads Planning District Commission - ...

| | |
|---|--|
| Date Incident Was Phoned Into DEQ: | 03/28/2013 6:50 PM |
| Date of Incident: | 03/28/2013 6:27 PM |
| Date Incident Under Control: | 03/29/2013 8:31 AM |
| Spill Duration: | 14 hour(s) 4 minute(s). |
| SSO Classification: | Maintenance-Grease |
| Description Of Incident: | Grease blockage caused SSO. |
| Possible Receptors / Affected Water Body: | Queens Creek, tributary of York River. |
| Description Of Material: | Raw Sewage |
| Amount Of Material Released: | 1,200 |
| Amount of Material Recovered: | 1,150 |
| Amount of Material Reaching State Waters: | 50 |
| Corrective Action Taken: | Blocked curb drain to confine spill. Used Vector truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. Used lime to disinfect area. |

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31. Simply review this data and click on the appropriate button to either submit the information as is, or to go back and correct the data.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

32. When this confirmation screen appears, a SSORS ID Number has been assigned, the information has been recorded into the database, and e-mail notifications have been sent. This is just the initial notification.

33. The appearance of this yellow box indicates you have submitted an initial notification, but NOT YET FINALIZED the report. This incident remains 'open' until you submit the final report.

If you do not reach this confirmation screen, your initial notification has not been recorded or transmitted to DEQ. Make sure you see this screen!

The screenshot shows a web browser window titled "Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer". The address bar shows "http://test2.hrpdcssors.org/CreateSpillReport.aspx". The page header includes the "HAMPTON ROADS PDC PLANNING DISTRICT COMMISSION SSORS" logo and a "Logout" button. The main content area features a green message box with a checkmark icon: "Spill Report successfully added to the database. You may wish to print this page for your records. E-mail notifications were sent." Below this is a yellow message box with an exclamation mark icon: "Your initial report has been submitted to DEQ. For your convenience, you may immediately finalize your report by clicking the button below." A "Finalize Now" button is located within the yellow box. Below the messages, the "SSORS ID Number: 103688" is displayed. The page is divided into two sections: "User Information" and "Site Information".

| User Information | |
|------------------|---------------------------------------|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport New |
| Phone: | 757.873.0559 |

| Site Information | |
|--------------------|----------------------|
| Asset ID: | MH317-08a |
| Responsible Party: | City of Williamsburg |

34. You may wish to print this screen from your browser to create a paper copy of your submittal.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2010 Version (Continued)

- On the submittal confirmation page, a link was added to “Finalize this report now,” to save users from having to re-enter information later when they want to finalize the report. This capability is only allowed if the fields for date/time incident was under control have been entered.
- The date/time incident was under control are *required fields* to submit a final report (as was the case in previous versions, but the labeling has been made more clear).
- Attachments can now be added with the initial report (not just with the final report).
- A separate SSORS Test Environment was created for user training and testing (so users can experiment without messing up the live SSORS Production Environment).
- Latitude and Longitude fields were added for coordinate location, with a tool for picking these coordinates off of Google Maps. State Plane coordinates are also maintained for those who wish to remain in that system. All coordinate data is optional.
- System backup procedures were verified with WHRO (who hosted the live SSORS Production Environment).
- The login page displays ‘open’ spill reports (that have not been finalized).
- All documentation was updated to reflect these changes.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2013 Version

Some of the changes listed below were implemented incrementally starting in 2012, but are listed here because the documentation was not updated at that time.

- HRPDC admin users can now send broadcast emails to all SSORS users.
- SSORS was migrated from its previous server at WHRO to a new commercial hosting service.
- Error and logic checking were improved for the reporting of incident date and date under control.
- Formatting is enabled for news items (previously news had to be text only).
- The entire SSORS site has been restyled, incorporating the new HRPDC logo.
- All documentation has been updated.
- An auto-save feature has been added to avoid having to re-enter data into a spill report form after interruptions (such as telephone distractions). The auto-save feature stores a copy of the report in the browser's local storage, every 30 seconds. If users leave the page before a spill report is completed, they will be notified the next time they attempt to create a new report. They can auto-populate the form with the previously saved data, or discard the previously saved data, and start with a blank form.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2013 Version (Continued)

- E-mail notifications have been limited for changes to final reports such that, once the initial notice of final report is sent, only changes or updates to “hot” fields (quantity, location, and date) will automatically generate a second e-mail notification. This avoids sending excessive e-mails when the changes are only minor or of an administrative nature. E-mails will be sent to internal distribution lists, but not to DEQ (**unless you have DEQ on your internal distribution list**).
- Date and Time stamps were added to “DEQ Comments” and “Corrective Action Taken” fields. These stamps are only a convenience, and should not be erased by the user. The history of each record is still maintained in the system, and should be checked if there is any question regarding who modified what, and when the modifications were made.
- E-mail notifications are sent as reminders when reports are left open for an extended period. Users do not have to be logged into the SSORS site to receive these reminder emails.
- The SSORS ID number is now included in the e-mail subject line.
- Help files have been converted to Adobe Acrobat (PDF) format, so Microsoft PowerPoint is no longer a system requirement.
- Many code, platform and environment enhancements were made to improve performance and backup processes.

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

2016 Version¹

- When a change is made to a SSORS report that has been finalized, if an email notification is required, the fields that had an update will show at the top of the email in red and a revision comment documented the reason for the change is required
- Two summary reports have been added, exportable in Excel and PDF format, that count the number of SSORS records that are not stricken, either for SSORS records reported by the jurisdiction or reported within the jurisdiction

¹2016 Update

2013 Update

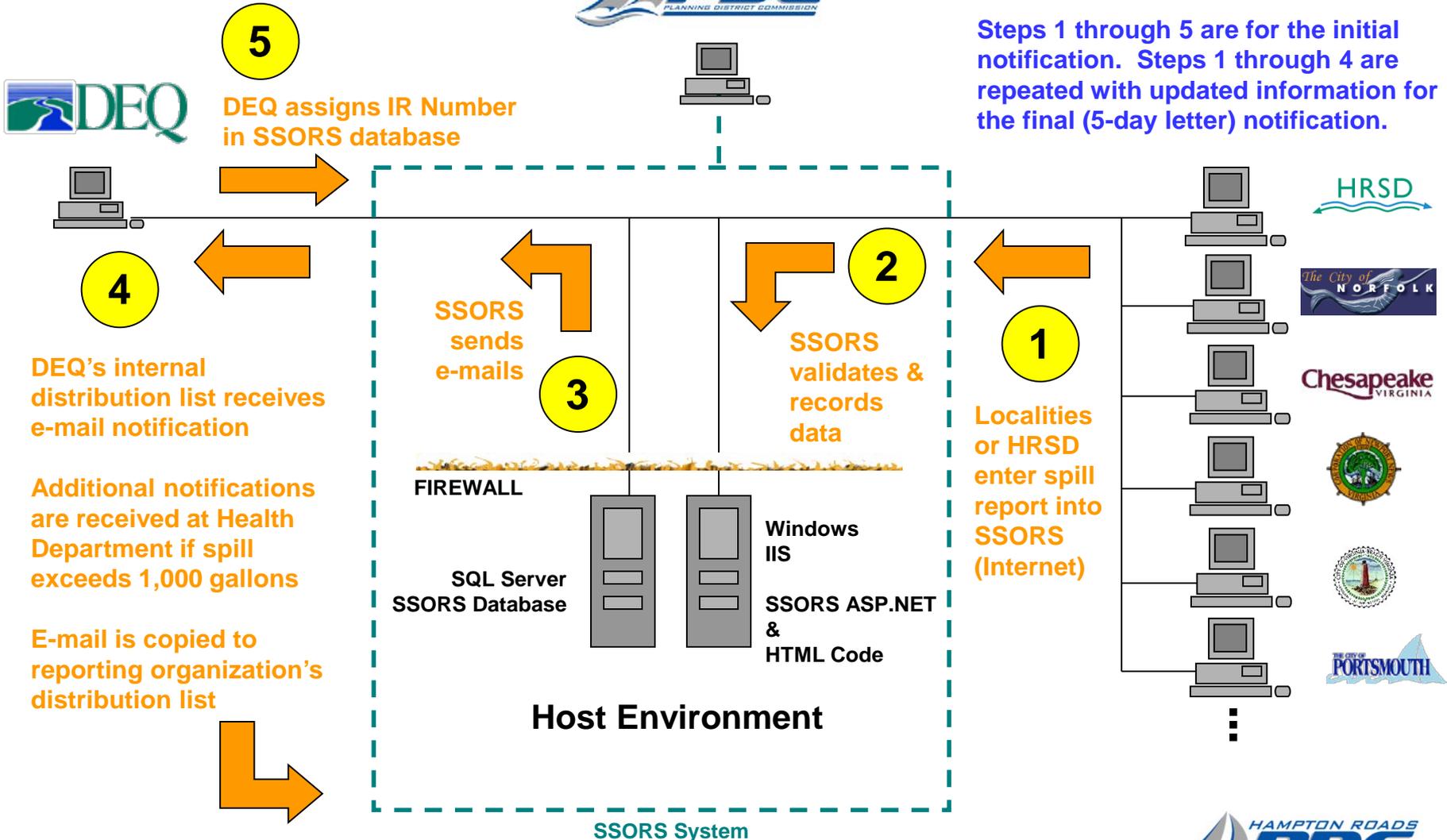


Sanitary Sewer Overflow Reporting System (SSORS)

Introduction



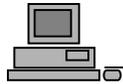
Process Diagram



Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

Capabilities Diagram



Within DEQ

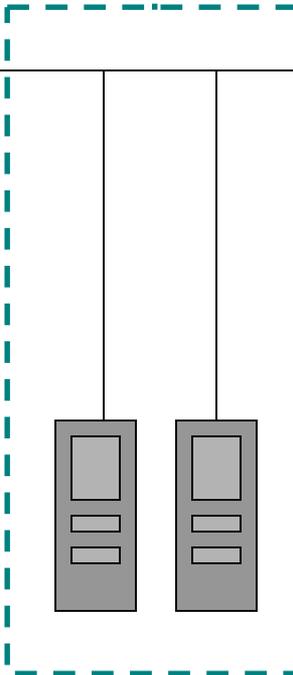
- Administer:
 - Users & Permissions
 - Distribution List
- View Reports
- Post DEQ News Items
- Assign IR Numbers
- Make Comments in response to spill notification.
- Strike records from SSORS

DEQ cannot edit spill report data entered by HRSD or the municipality.

Within HRPDC

- Administer:
 - SSORS Code
 - SSORS Database
 - Distribution List (not used currently)
- View Reports
- Post Regional News Items

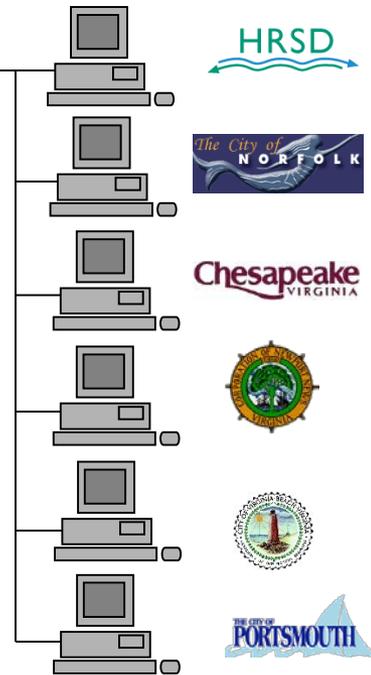
NOTE THAT EPA HAS BEEN GIVEN RIGHTS AS AN HRPDC USER IN THE SSORS SYSTEM.



SSORS System

Within HRSD or Municipality

- Administer:
 - Users & Permissions
 - Distribution List
- Enter Data
- Correct/Revise Data
- View Reports
- Submit Initial Notification
- Submit 5-Day Letter
- Post Local News Items (Local to HRSD or Municipality)
- Request record(s) to be Stricken



Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

SSORS Benefits

- **Simplifies and standardizes the SSO reporting process**
- **Keeps all spill report information in a central database**
- **Reduces reporting errors through simple data validation**
- **Provides flexibility in user privileges**
- **Allows local administrators to manage their own users and data**
- **Provides direct data export for ad-hoc analyses**
- **Provides data to verify that reporting requirements were met**
- **Permanently archives all spill report information**
- **Provides complete incident reporting history (nothing is erased)**
- **Reduces the current paperwork burden**
- **Allows for future expansion of capabilities, such as georeferencing**
- **Solves problems for regulators and system operators**

Sanitary Sewer Overflow Reporting System (SSORS)

Introduction

Getting Started

- Each participating municipality and HRSD is given an account on the system with local administrative privileges.
 - Before any individual can use SSORS, the local administrator must first create a user account for them in the system.
 - Users must log into the system (there is no guest or anonymous access).
-
- HRPDC will offer SSORS training periodically.
 - The SSORS Help page contains self-guided tutorials in the form of PowerPoint presentations.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

Spill Report, Create

Regular users and administrators can create, edit and submit spill report information.

Fields that are not marked as 'Optional' are required. If you don't know the information in a required field, enter text such as a question mark, 'TBD', or 'Unknown'. The point is **you must enter something in all the required fields**. Unknown information can be filled in later. For required date fields, you must enter a valid date (if unknown, make your best guess). Dates in the future are not valid.

Your user information is automatically pulled from the SSORS database when you log in.

There are several sets of optional data, including: zip code, 'phoned in' time and date, and location coordinates. The phoned in fields simply allow you to record the date and time that you phoned in the initial notification to DEQ (if you did). **If you didn't phone in the report to DEQ, leave these fields blank.**

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

All of the data fields have validation on them, so they should prompt you immediately if you mis-enter any data. For example, if you enter state plane coordinates, the northing must be in the range 3,336,100 to 4,441,000 and the easting must be in the range from 9,936,600 to 12,466,600.

Once the units (gallons or cubic feet) are set on this (create spill report) form, they cannot be changed later. This stipulation is to prevent mixed units from being entered in the subsequent reporting. (For example, we wouldn't want to see that 1,200 gallons were spilled, 110 cubic feet were recovered, and 20 gallons reached state waters.)

When the spill report is created, a SSORS ID number is automatically generated. That number will stay with the report forever, and will not change.

'Active' text boxes and controls can be written in or changed. If the text box or control is 'inactive' you cannot input or change the value.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

DEQ will receive the report notification by e-mail, and will assign an IR number. Until they do so, the IR number will be blank. Only DEQ can assign or edit the IR number.

E-mail notifications will be sent to DEQ's distribution list when the initial report is submitted through SSORS. E-mail copies will be sent to the sending party's distribution list. These distribution lists now include Health Department contacts. Previously there was a separate procedure where the Health Department would be notified if the spill quantity was larger than 1,000 gallons (or 133.7 cubic feet), but now the Health Department is receiving copies of the e-mail notifications for all spills, regardless of quantity.

None of the spill report information entered into the SSORS database will ever be over-written or erased. It is possible to track all of the edits made to a report over time by requesting a history in the printouts process.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

DEQ has decided to adopt the convention that if a quantity is truly unknown, and cannot be reasonably estimated, enter a negative one (“-1” without the quotes) for the ‘amount’ value on the form. Entering a -1 quantity should only be used in extreme situations where the quantity is truly unknown. **In almost all cases, DEQ strongly prefers that you make a reasonable guess than use a -1. VDH requests that you provide dry-weather flow estimates, as the agency uses on SSORS reports in determining the need for public health advisories.** If a quantity is reported as unknown (i.e. it is entered as a -1), an alert will be included in the e-mail subject line.

USERS may attach electronic files and documents to the initial or final spill reports. These items are not transmitted with any e-mails or reports, but remain on the SSORS server and can be accessed by clicking on the corresponding icon embedded in the report.

DEQ can provide comments on the specific spill reports when they assign their DEQ IR Number; comments will be e-mailed to your distribution list (and to DEQ’s distribution list).

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

(Cont.)

USERS must now choose an SSO Classification for the spill incident (to help achieve compliance with applicable consent order requirements).

The “Date/Time Incident was Under Control” is an optional item for the initial report, but is required for the final report.

Some overflow events are of unknown responsibility when the event occurs. **SSORS is NOT Intended to be used to track private spills.** If you have a private spill incident, report it to DEQ through other channels (phone call, e-mail or fax). **Do NOT use SSORS to create a spill report when you know the incident is a private spill.** But...

...If you enter an incident in SSORS, and later discover that the responsibility is private, you may request that DEQ strike the record, and note that the incident is a “Private Spill” in your strike request. Private spills will not show up in ordinary reports (after DEQ strikes the record). There is a separate report option for stricken records.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

1. Click the **Create** link.

2. Your user information was loaded when you completed the login.

3. These text boxes are 'active' which means you can edit these fields.

4. The first set of editable fields pertain to the spill Site.

SSO REPORT

User Information

Reported By: John Paine

Address: 11832 Rock Landing Drive, Newport News VA, 23606

Phone: 757.873.0559

* An asterisk indicates a required field.

Site Information

Responsible Party: * City of Williamsburg

Spill Site Name: * Manhole in front of 211 Harriett Tubman Dr.

Asset ID: MH317-08a

Address/Location: * 211 Harriett Tubman Dr.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/CreateSpillReport.aspx

Spill Site Name: * Manhole in front of 211 Harriett Tubman Dr.

Asset ID: MH317-08a

Address/Location: * 211 Harriett Tubman Dr.

Site Zip Code: 23188

State Plane Northing:

State Plane Easting:

Latitude:

Longitude: [Show](#)

5. Enter information in all required fields, marked by an asterisk (*).
HRSD users will also have to enter the jurisdiction in which the spill occurred.

6. You may leave 'OPTIONAL' fields blank (they do not have an asterisk).
However, you may want to enter this information anyway—see your local SSORS administrator.

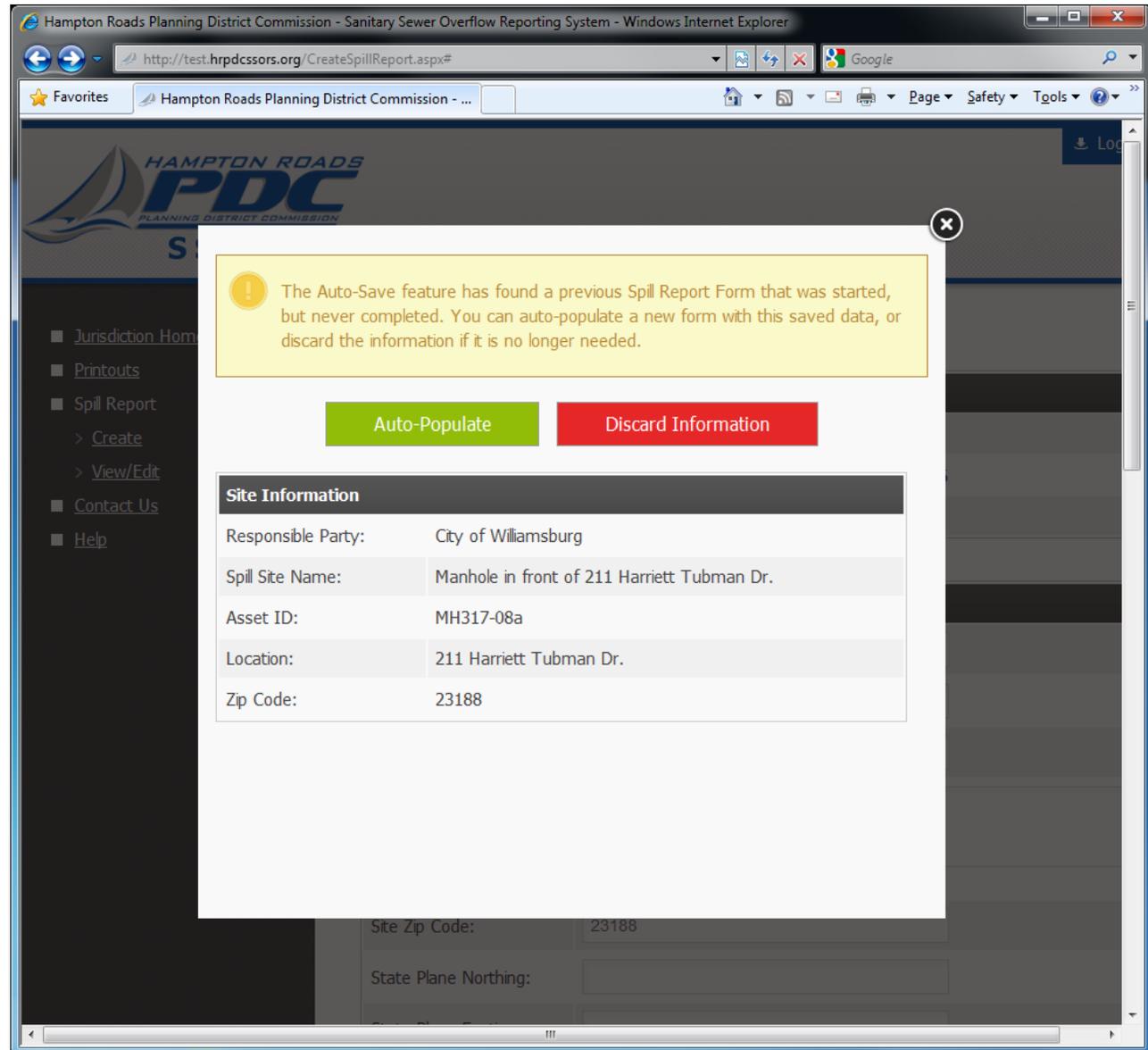
Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

SSORS now has an auto-save feature.

If you get interrupted before processing all your data (for example by a phone call), SSORS will remember your data even if your browser session times out.

When you go back to create your report, the information you typed into SSORS will be presented in a pop-up asking if you wish to auto-populate the form with the auto-save data or discard it and start fresh.

Press **“Auto-Populate”** to restore the old data, or **“Discard Information”** to continue with a blank spill report form.



The screenshot shows a web browser window displaying the Hampton Roads Planning District Commission's Sanitary Sewer Overflow Reporting System (SSORS). The browser address bar shows the URL: <http://test.hrpdcssors.org/CreateSpillReport.aspx#>. The page features the Hampton Roads PDC logo and a navigation menu on the left with items: Jurisdiction Home, Printouts, Spill Report (with sub-items Create and View/Edit), Contact Us, and Help. A yellow notification pop-up is centered on the screen, containing the following text: "The Auto-Save feature has found a previous Spill Report Form that was started, but never completed. You can auto-populate a new form with this saved data, or discard the information if it is no longer needed." Below the text are two buttons: "Auto-Populate" (green) and "Discard Information" (red). Below the buttons is a table titled "Site Information" with the following data:

| Site Information | |
|--------------------|---|
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Asset ID: | MH317-08a |
| Location: | 211 Harriett Tubman Dr. |
| Zip Code: | 23188 |

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

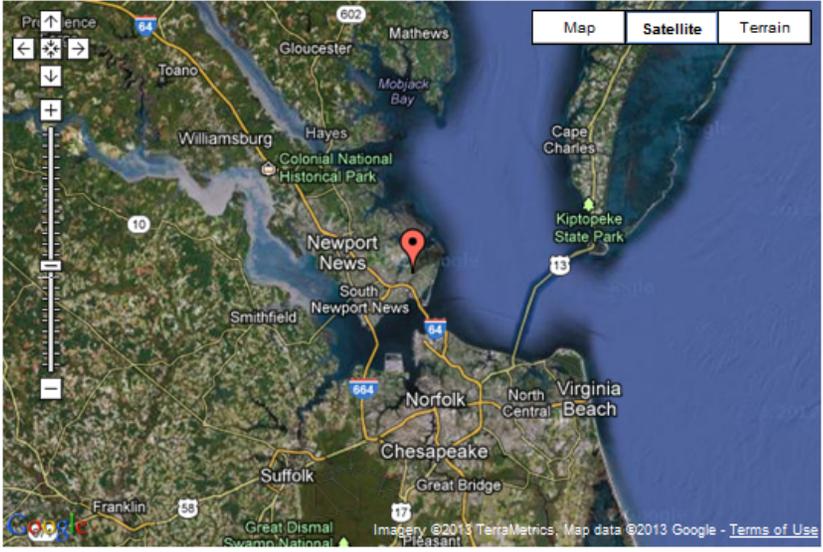
■ [Contact Us](#)

■ [Help](#)

Phone: 757.972.0550

You can drag the marker around to get new Lat/Long coordinates.

Map Satellite Terrain



Close Map

Site Zip Code:

State Plane Northing:

State Plane Easting:

Latitude:

Longitude:

[Show/Find On Map](#)

7. You can enter optional location coordinates (State Plane or Lat/Long) directly, or click on the **Show/Find On Map** link to bring up a Lat/Long coordinate finder.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Lat: 37.260938147754516
Lng: -76.74774169921875

[Click here to use these new coordinates.](#)

8. Drag the balloon marker to the general area, then zoom in by pressing the **+** button.

State Plane Easting:

Latitude:

Longitude: [Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Map Satellite Terrain
Labels

Lat: 37.274872400526334
Lng: -76.7120361328125
[Click here to use these new coordinates.](#)

9. Drag the balloon marker closer to the general area, then zoom in again by pressing the **+** button.

State Plane Easting:

Latitude:

Longitude: [Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

You can drag the marker around to get new Lat/Long coordinates.

Lat: 37.27515840137759
Lng: -76.70943975448608

[Click here to use these new coordinates.](#)

10. Drag the bottom tip of the balloon marker to the exact location, then click on the **Click here to use these new coordinates** link...

Latitude:

Longitude:

[Show/Find On Map](#)

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

12. The second set of editable fields pertain to the spill Incident.

13. If you phoned in the incident to DEQ enter the date and time of your phone call. **This is only for phone calls you made to DEQ, not calls that anyone made to you. This phone-in date/time is optional—your notification date/time will be set automatically when you submit this form to DEQ.**

16. In general, lengthy descriptions are not necessary, but DEQ wants complete information.

17. If you enter the date and time the incident was under control, the duration of the spill will be calculated for you.

11. ...and your Lat/Long coordinates will be entered automatically. (Sorry, this capability does not exist for State Plane Coordinates.)

14. Click in the text box to bring up a calendar control.

15. Continue entering the required information. If something is unknown, enter 'TBD'.

The screenshot displays the 'CreateSpillReport.aspx#' page in an Internet Explorer browser. The form contains the following fields and values:

- Latitude: 37.275173341690696
- Longitude: -76.70946657657623
- Description Of Incident: [Section Header]
- Date of Spill: 03/28/2013 6:27 PM
- Date Phoned Into DEQ: 03/28/2013 6:50 PM
- Date Under Control: 03/29/2013 8:31 AM
- Duration of Spill: 14 hour(s) 4 minute(s) (total seconds: 50640)
- Description Of Incident: Grease blockage caused SSO.

Annotations with yellow arrows point to specific fields: 11 points to the Latitude and Longitude fields; 12 points to the Description Of Incident section header; 13 points to the Date Phoned Into DEQ field; 14 points to the Date of Spill field; 15 points to the Description Of Incident text area; 16 points to the Description Of Incident text area; and 17 points to the Date Under Control field.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

The screenshot shows a web browser window with the URL <http://test.hrpdcssors.org/CreateSpillReport.aspx#>. The page contains a form with the following fields:

- Possible Receptors:** Queens Creek, tributary of York River.
- SSO Classification:** Maintenance-Grease
- Description Of Material:** Raw Sewage
- Corrective Action Taken:** Blocked curb drain to confine spill. Used Vector truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. Used lime to disinfect area.

18. Select an SSO Classification to help comply with applicable consent order requirements.

19. Continue entering all the required data.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/CreateSpillReport.aspx#

to collect spill, then d...
surface area with water...
manhole. Used lime to d...

If the quantity is truly unknown and cannot be reasonably estimated, enter “-1” (without the quotes) for the amount. DEQ strongly prefers a “good guess” to a “-1” entry. An alert will be added to the outgoing e-mail subject line if a “-1” is entered.

20. Enter the units and material amounts.

Amount of Material

Unit of Measure: * Gallons Cubic Feet

Amount Released: * 1200

Amount Recovered: * 1150

Amount Reaching State Waters: * 50

Attachments

[Add New](#)

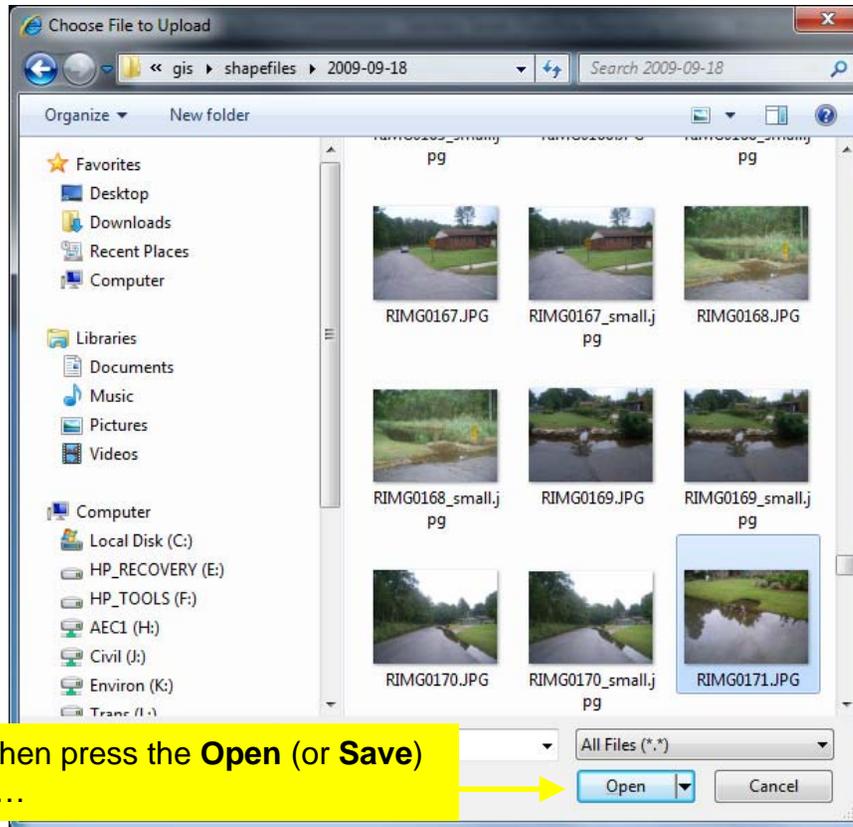
Preview Spill Report

21. After entering all the required data, you could preview this spill report, but you can also attach a photograph (or other digital document)...

22. You may edit this data later on, so numbers and text can be changed later if necessary.

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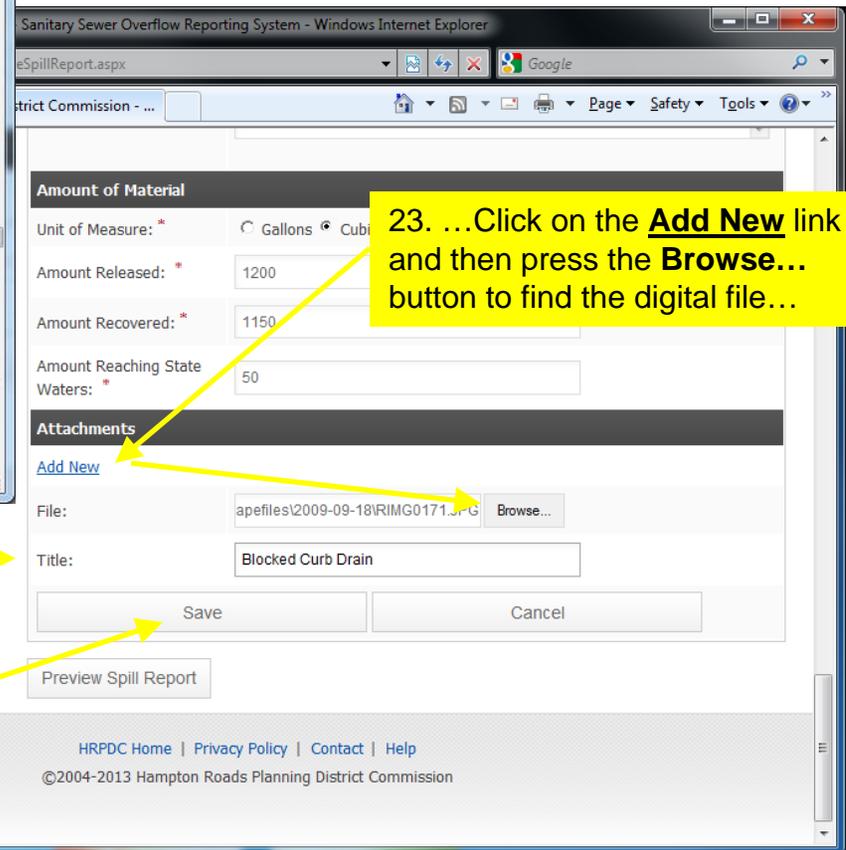
Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)



24. ...then press the **Open** (or **Save**) button...

25. ...then enter a title for the file. The title functions like a caption and should be descriptive to help you identify it later. No need to be overly descriptive.

26. ...then press the **Save** button to upload the file...



23. ...Click on the **Add New** link and then press the **Browse...** button to find the digital file...

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

27. ...and the attachment will be uploaded to the SSORS database, and linked to this report. Repeat the process to add more attachments. (Please do not overload the system with wastefully large documents.)

28 Press the **Preview Spill Report** button to proceed with the initial notification process (no e-mails will be sent while previewing).

Amount of Material

Unit of Measure: * Gallons Cubic Feet

Amount Released: *

Amount Recovered: *

Amount Reaching State Waters: *

Attachments

[Add New](#)

 Blocked Curb Drain [\[Remove\]](#)

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Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

The screenshot shows a web browser window titled "Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer". The address bar shows "http://test.hrpdcssors.org/CreateSpillReport.aspx". The page header features the Hampton Roads PDC SSORS logo and a "Logout" button. A left-hand navigation menu includes links for "Jurisdiction Home Page", "Printouts", "Spill Report" (with sub-links for "Create" and "View/Edit"), and "Contact Us". The main content area is titled "SSO REPORT" and contains a "User Information" section with the following details:

| | |
|--------------|--|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |

Below the user information is a red error message box with a red 'X' icon:

The following is a list of field validation issues that must be resolved before submission:

- Spill Site Name is a required field

An asterisk indicates a required field.

The "Site Information" section contains the following form fields:

| | |
|----------------------|--|
| Responsible Party: * | <input type="text" value="City of Williamsburg"/> |
| Spill Site Name: * | <input type="text"/> *** Required |
| Asset ID: | <input type="text" value="MH317-08a"/> |
| Address/Location: * | <input type="text" value="211 Harriett Tubman Dr."/> |

29. If you make an error or omit required data, SSORS will prompt you to make corrections. Do so, then press the button at the bottom of the page when ready to proceed.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

30. If your data is valid, SSORS will present this preview screen.

At this point nothing has been submitted to the system, and no e-mails have been sent.

The screenshot shows a web browser window displaying the SSORS application. The browser address bar shows the URL: <http://test.hrpdcssors.org/CreateSpillReport.aspx>. The page header features the Hampton Roads PDC logo and the text "SSORS". A "Logout" button is visible in the top right corner. The main content area is titled "SSORS REPORT PREVIEW PRIOR TO SUBMITTAL". A yellow warning box contains the text: "This is a preview page. Please review this information, then press the appropriate button at the bottom of this page." Below this, the report details are displayed in a table format:

| | |
|------------------------------------|--|
| SSORS ID Number: Not yet Assigned. | |
| User Information | |
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |
| Site Information | |
| Asset ID: | MH317-08a |
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Address/Location: | 211 Harriett Tubman Dr. |
| Site Zipcode: | 23188 |

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

The screenshot shows a web browser window with the URL <http://test.hrpdcssors.org/CreateSpillReport.aspx>. The page displays a spill report form with the following data:

| | |
|---|--|
| Date Incident Was Phoned Into DEQ: | 03/28/2013 6:50 PM |
| Date of Incident: | 03/28/2013 6:27 PM |
| Date Incident Under Control: | 03/29/2013 8:31 AM |
| Spill Duration: | 14 hour(s) 4 minute(s). |
| SSO Classification: | Maintenance-Grease |
| Description Of Incident: | Grease blockage caused SSO. |
| Possible Receptors / Affected Water Body: | Queens Creek, tributary of York River. |
| Description Of Material: | Raw Sewage |
| Amount Of Material Released: | 1,200 |
| Amount of Material Recovered: | 1,150 |
| Amount of Material Reaching State Waters: | 50 |
| Corrective Action Taken: | Blocked curb drain to confine spill. Used Vector truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. Used lime to disinfect area. |

At the bottom of the form, there are two buttons: "Submit Spill Report" and "I Need To Correct This Data First". A yellow callout box with an arrow points to the "Submit Spill Report" button.

HRPDC Home | [Privacy Policy](#) | [Contact](#) | [Help](#)
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31. Simply review this data and click on the appropriate button to either submit the information as is, or to go back and correct the data.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

32. When this confirmation screen appears, a SSORS ID Number has been assigned, the information has been recorded into the database, and e-mail notifications have been sent. This is just the initial notification.

33. The appearance of this yellow box indicates you have submitted an initial notification, but NOT YET FINALIZED the report. This incident remains 'open' until you submit the final report.

If you do not reach this confirmation screen, your initial notification has not been recorded or transmitted to DEQ. Make sure you see this screen!

The screenshot shows a web browser window with the URL <http://test2.hrpdcssors.org/CreateSpillReport.aspx>. The page header includes the logo for HAMPTON ROADS PDC PLANNING DISTRICT COMMISSION and SSORS. A navigation menu on the left lists: Home Page, Reports, Create Report, Edit Report, and Contact Us. The main content area features two messages: a green box with a checkmark stating "Spill Report successfully added to the database. You may wish to print this page for your records. E-mail notifications were sent." and a yellow box with an exclamation mark stating "Your initial report has been submitted to DEQ. For your convenience, you may immediately finalize your report by clicking the button below." with a "Finalize Now" button. Below these messages, the SSORS ID Number is 103688. The "User Information" section lists: Reported By: John Paine, Address: 11832 Rock Landing Drive, Newport News, VA, and Phone: 757.873.0559. The "Site Information" section lists: Asset ID: MH317-08a and Responsible Party: City of Williamsburg. A "Logout" button is in the top right corner.

34. You may wish to print this screen from your browser to create a paper copy of your submittal.

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

From: ssors@apps.hrpdc.org
To: troprep@deq.virginia.gov; prepadm@vdh.virginia.gov
Sent: Saturday, March 30, 2013 11:11 AM
Cc: bill.smith@wmbg.gov; Dtroiano@wmbg.gov
Subject: 103686 Initial SSORS Notification Maintenance-Grease from Williamsburg

SSORS ID: 103686
ASSET ID: MH317-08a
Reported Date: 3/30/2013 3:10:55 PM
Site Name: Manhole in front of 211 Harriett Tubman Dr.
Site Address: 211 Harriett Tubman Dr.
Responsible Party: City of Williamsburg
Spilled In Jurisdiction: Williamsburg
SSO Classification: Maintenance-Grease
IncidentDescription: Grease blockage caused SSO.
DatePhonedIn: 3/28/2013 6:50:00 PM
DateOfIncident: 3/28/2013 6:27:00 PM
DateUnderControl: 3/29/2013 8:31:00 AM
SpillDuration: 14 hour(s) 4 minute(s).
PossibleReceptor: Queens Creek, tributary of York River.
AmountOfMaterial: 1,200
MaterialUnits: Cubic Feet
MaterialDescription: Raw Sewage
ZipCode: 23188
AmountMaterialsRec: 1,150
AmountMaterialsWater: 50
Corrective Action: Blocked curb drain to confine spill. Used Vector truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. Used lime to disinfect area.

SP Northing:
SP Easting:
Latitude: 37.2751733416907
Longitude: -76.7094665765762
Last Edited By: Bill Smith

35. This is the information in a SSORS e-mail notification (the actual appearance depends on your email software settings).

36. The e-mail is sent to a list of recipients on DEQ's "Distribution List."

Only DEQ controls "To:" whom the e-mails are sent.

DEQ's distribution list includes Health Department contacts.

37. All users on your jurisdiction or organization's "Distribution List" (maintained by your administrator) will receive copies of the e-mail.

38. The subject line will note whether this is an 'initial' or 'final' (five-day letter), **or Revised Final** notification.

Sanitary Sewer Overflow Reporting System (SSORS)

Creating a Spill Report (Initial Notification)

Often you will not have all the information needed to finalize a report by the time you are required to submit an initial notification.

In those cases, just close the browser window after receiving your "OK" confirmation page that the initial notification was sent.

Later, when you do have all the required information, you can come back to SSORS and View/Edit the initial report, and submit it as a final notification.

The screenshot shows a web browser window with the URL <http://test.hrpdcssors.org/CreateSpillReport.aspx>. The page header features the Hampton Roads Planning District Commission (PDC) logo and the text "SSORS". A left-hand navigation menu includes links for "Jurisdiction Home Page", "Printouts", "Spill Report" (with sub-links for "Create" and "View/Edit"), "Contact Us", and "Help". The main content area displays a green success message: "Spill Report successfully added to the database. You may wish to print this page for your records. E-mail notifications were sent." Below this is a yellow warning message: "Your initial report has been submitted to DEQ. For your convenience, you may immediately finalize your report by clicking the button below." A "Finalize Now" button is positioned below the warning. A yellow arrow points from the text in the yellow box to the "Finalize Now" button. Below the messages, the "SSORS ID Number: 103686" is displayed. The page is divided into two sections: "User Information" and "Site Information".

| User Information | |
|------------------|--|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |

| Site Information | |
|--------------------|---|
| Asset ID: | MH317-08a |
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Address/Location: | 211 Harriett Tubman Dr. |

39. If you have entered all the appropriate information and submitted your initial notification, your confirmation page (that your initial notification was successfully sent) will present a **Finalize Now** button.

If you are ready to finalize the report, simply press the **Finalize Now** button...

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

40. ...and you should receive the final confirmation page.

At this point your initial and final SSO notification requirements have been satisfied.

The screenshot shows a web browser window titled "Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer". The address bar shows the URL "http://test.hrpdcssors.org/CreateSpillReport.aspx". The page features a navigation menu on the left with items: Printouts, Spill Report (with sub-items Create and View/Edit), Contact Us, and Help. A "Logout" button is in the top right. A green confirmation box at the top center contains a checkmark icon and the text: "Spill Report successfully added to the database. You may wish to print this page for your records. E-mail notifications were sent." Below this, the "SSORS ID Number: 103686" is displayed. The page is divided into two sections: "User Information" and "Site Information".

| User Information | |
|------------------|--|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |

| Site Information | |
|-----------------------|---|
| Asset ID: | MH317-08a |
| Responsible Party: | City of Williamsburg |
| Spill Site Name: | Manhole in front of 211 Harriett Tubman Dr. |
| Address/Location: | 211 Harriett Tubman Dr. |
| Site Zipcode: | 23188 |
| State Plane Northing: | |
| State Plane Easting: | |

Sanitary Sewer Overflow Reporting System (SSORS) Creating a Spill Report (Initial Notification)

41. SSORS will send weekly e-mail reminders to **you** and your **local SSORS administrators distribution list** to alert you when spill reports remain open.

Make sure to complete your notification details and finalize your report within the regulatory time requirements. Submitting the report as final 'closes' the open report (although regulators may have additional follow-up items to address with you).

E-mails sometimes get blocked for various reasons. Don't rely on these reminders—they are simply a check to help prevent you from forgetting about open reports.

If someone is receiving these reminders that shouldn't, please speak to your local SSORS administrator to get them removed from your local distribution list.

From: noreply@hrpdc.org [<mailto:noreply@hrpdc.org>]
Sent: Sunday, April 21, 2013 9:53 AM
To: Chris Stout
Subject: SSORS Weekly Open Report Summary for Chesapeake

SSORS Open Spill Reports

The following spill reports are still open:

| SSORS ID | Date Reported |
|------------------------|----------------------|
| 103673 | 2/22/2013 1:45:34 PM |
| 103670 | 2/19/2013 8:56:34 AM |

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

Spill Report, View/Edit

(This document explains how to submit a “Final Notification,” which satisfies your 5-Day Letter requirement.)

After the initial spill report notification has been created and submitted to DEQ, users may edit the report information and save it to the SSORS database. This capability allows users to add or correct information, without submitting the information every time it is updated. In 2008 the capability to attach files (photos, PDF files, etc.) was also added to the View/Edit form.

When all the information is complete, edit the report one last time, and submit it as a final (5-day letter) report. At the time of final submittal (or upon revising a report that has already been submitted as ‘Final’), e-mail notifications will be sent. Also, if you change the “Date Phoned Into DEQ,” e-mails will be sent to DEQ’s distribution list.

For any given incident, the SSORS ID number remains the same throughout the process.

DEQ’s edit process allows them to assign or edit the IR number.

An ‘Open’ report is one which has not yet been submitted as ‘Final’.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

(Cont.)

The “Save this Update (but do NOT Submit) ” option is to merely save the updated data that you just edited. If you only save the update, the information is saved to the SSORS database without sending any notifications to anyone (i.e. no e-mails will go out). This option allows you to revise data until you are ready to submit a final (5-day) notification. However, if you change the “Phoned Into DEQ Date” from a date/time to a different date/time, or revise a record that has already been submitted as ‘Final’, e-mails will be sent to DEQ’s distribution list.

The “Submit As Final” option submits the data as a final (5-day letter) report. When the data is processed as ‘Final’, a date stamp is added to the SSORS database indicating the time and date of the final submittal, and final e-mail notifications are sent out by SSORS.

DEQ or the Health Department may have some follow-up questions for you, but this process is intended to fulfill your reporting requirements. If you need to change something after you have sent a final submittal, simply re-edit the spill report , and re-submit it as a Final document.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

(Cont.)

Users may request that a record be stricken from the SSORS database (for example to eliminate duplicate or problematic reports, such as when a spill turns out to be a private party responsibility).

E-mail notifications will be sent to DEQ's distribution list when the final report is submitted through SSORS. E-mail copies will be sent to the sending jurisdiction/organization's distribution list. These distribution lists now include Health Department contacts. Previously there was a separate procedure where the Health Department would be notified if the spill quantity was larger than 1,000 gallons (or 133.7 cubic feet), but now the Health Department is receiving copies of the e-mail notifications for all spills, regardless of quantity.

Nothing is erased when spill report information is updated in SSORS. Every time someone updates the information, a new record is written to the SSORS database. You can use the "Printouts" features to review the complete editing history of each spill report. In other words, by requesting the history to be included in the printout, you can review who edited what, and when they did so.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

(Cont.)

To summarize, e-mail notifications will be sent when:

- User submits Initial Notification
- User submits Final Notification
- User changes “Phoned Into DEQ Date” (from a date to another date)
- User edits a report that has previously been submitted as ‘Final’

E-mail notifications will NOT be sent when:

- User updates information on a spill incident that has already been submitted in an “Initial Notification,” but has not yet submitted as the “Final Notification”

If a quantity is reported as a “-1” value (indicating that the user cannot make a reasonable guess as to the quantity), the subject line of the e-mail notification will include a warning to that effect.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

(Cont.)

With the 2013 update, after Final reports have been submitted, if reports are edited by the jurisdiction or HRSD, only changes to 'hot' fields will generate outgoing e-mails to DEQ's distribution list. Hot fields involving "Quantity, Location, or Date" that would generate another e-mail notification are:

- Address/Location
- Site Zip Code
- State Plane Northing
- State Plane Easting
- Latitude
- Longitude
- Date of Spill
- Date Under Control
- Possible Receptors
- Amount of Material Released
- Gallons or Cubic Feet
- Amount of Material Recovered
- Amount of Material Reaching State Waters
- Date of Final Submittal

E-mails will be sent to your internal distribution list.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

Spill Report, View/Edit

2. Select the report you wish to edit by entering the SSORS ID number and pressing the "Retrieve" button, or by selecting a report that does not yet have an assigned IR number from the pick list.

'Open' reports are those which have not yet been submitted as final.

Please be patient; loading the data from the SSORS database is not instantaneous (i.e. don't have clicky fingers).

1. Click the **View/Edit** link.

EDIT SSO REPORT

Enter SSORS ID:

-- OR --

Choose an Open Report:

| SSORS ID | Jurisdiction |
|---------------|---------------------|
| SSORS ID | Jurisdiction |
| 103683 | Williamsburg |
| 103685 | Williamsburg |
| 103687 | Williamsburg |
| 103689 | Williamsburg |
| 103690 | Williamsburg |
| 103691 | Williamsburg |
| 103692 | Williamsburg |
| 103693 | Williamsburg |

If you see reports listed in the "Open Report" dropdown, these are incidents for which No Final Notification has been sent, and you have not yet satisfied the 5-Day Letter Requirement for these incidents.

Sanitary Sewer Overflow Reporting System (SSORS) Editing a Spill Report (Updates and 5-Day Letter)

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/EditSpillReport.aspx?ssorsId=103687

Logout

HAMPTON ROADS PDC
PLANNING DISTRICT COMMISSION
SSORS

- [Jurisdiction Home Page](#)
- [Printouts](#)
- [Spill Report](#)
 - > [Create](#)
 - > [View/Edit](#)
- [Contact Us](#)
- [Help](#)

SSO REPORT

| User Information | |
|------------------|--|
| Reported By: | John Paine |
| Address: | 11832 Rock Landing Drive, Newport News VA, 23606 |
| Phone: | 757.873.0559 |

* An asterisk indicates a required field.

| Site Information | |
|------------------|--------|
| SSORS ID: * | 103687 |
| IR Number: * | |
| DEQ Comments: * | |

3. The SSORS ID number will never change once it is assigned to this incident (when the spill report is initially submitted).

4. An IR (internal record) number will appear only if DEQ has reviewed the report.

5. DEQ may or may not have made comments. If they have, those comments will appear here.

6. You may edit any of the information in the 'Active' text areas, below.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

Save this Update (but do NOT Submit) allows you to save the information to the SSORS database without submitting e-mail notifications (unless you are revising a record previously submitted as 'Final', or changing the date/time phoned into DEQ from a date/time to a different date/time). The status of the incident report remains as before, unless you are revising a report that was previously submitted as 'Final'.

Continue with Submittal Process (preview) takes you to a preview page from which you may submit this data to fulfill your 5-day letter requirement.

7. After editing any active data, press the **Save this Update (but do NOT Submit)** button to save the edits. If the incident has previously been submitted to DEQ as 'Final', you will be taken to a preview page. Otherwise the data is merely updated in the SSORS database and nothing is sent out. However, if you are changing the date/time phoned into DEQ from a date/time to a different date/time, an e-mail notification will be sent out.

8. To submit this record as a "Final Notification," in fulfillment of your 5-Day Letter requirement, press the **Continue with Submittal Process (preview)** button. Note that further action will be required to actually make the submittal.

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System

http://test.hrpdcssors.org/EditSpillRep

Hampton Roads Planning District Commission

Date of Final Submittal: * report not yet finalized

Amount of Material

Unit of Measure: * Gallons Cubic Feet

Amount Released: * 1,200

Amount Recovered: * 1,150

Amount Reaching State Waters: * 50

Attachments

[Add New](#)

Save this Update (but do NOT submit) Continue with Submittal Process (preview)

[Request this report be stricken from the records](#)

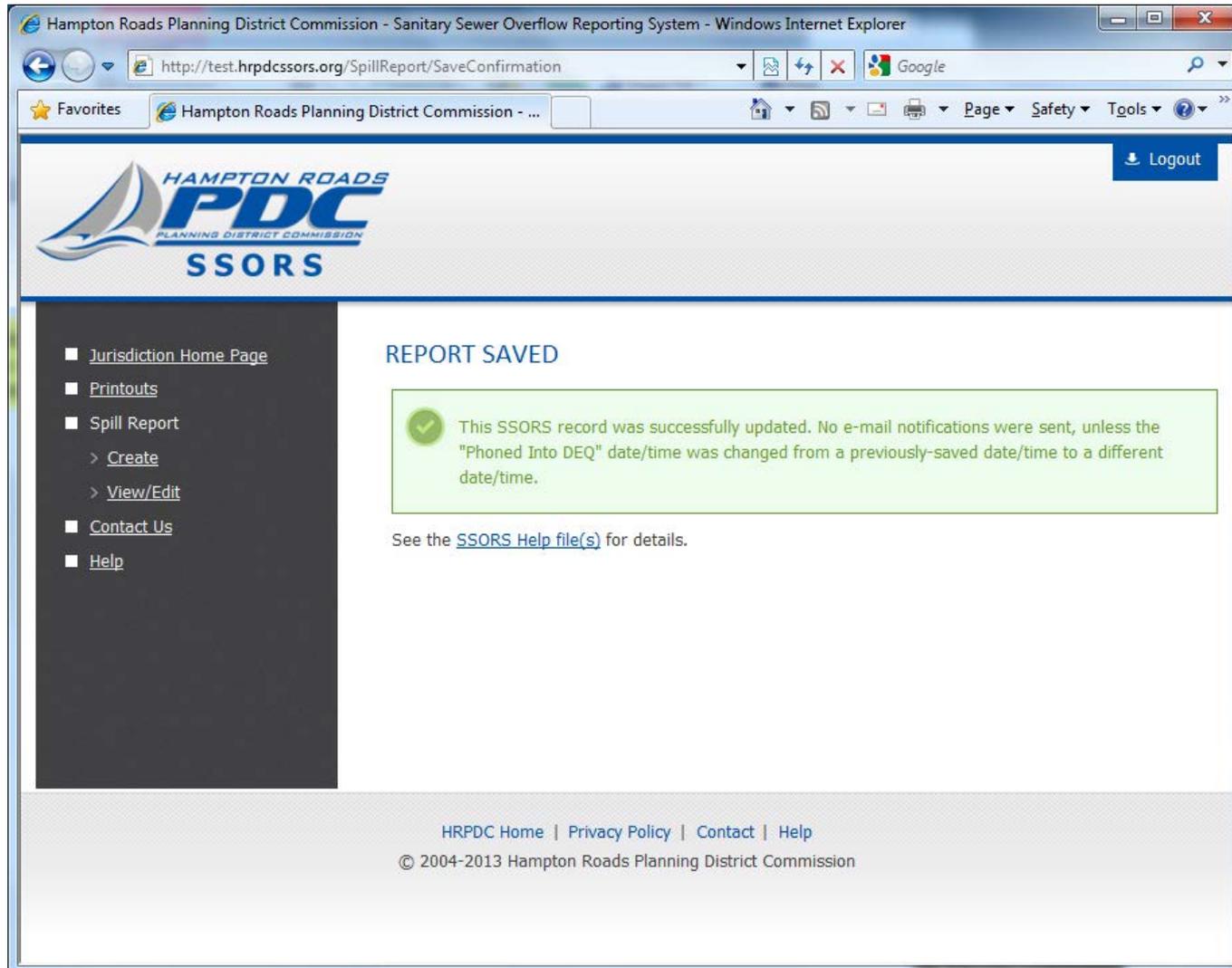
HRPDC Home | Privacy Policy | Contact | Help

©2004-2013 Hampton Roads Planning District Commission

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

9. If you are just updating this incident record—and it has not yet been submitted as ‘Final’ to DEQ—this is the confirmation page you will receive after pressing the **Save this Update (but do NOT Submit)** button. (If it has been previously submitted as a Final record, you will be taken instead to a preview screen.)

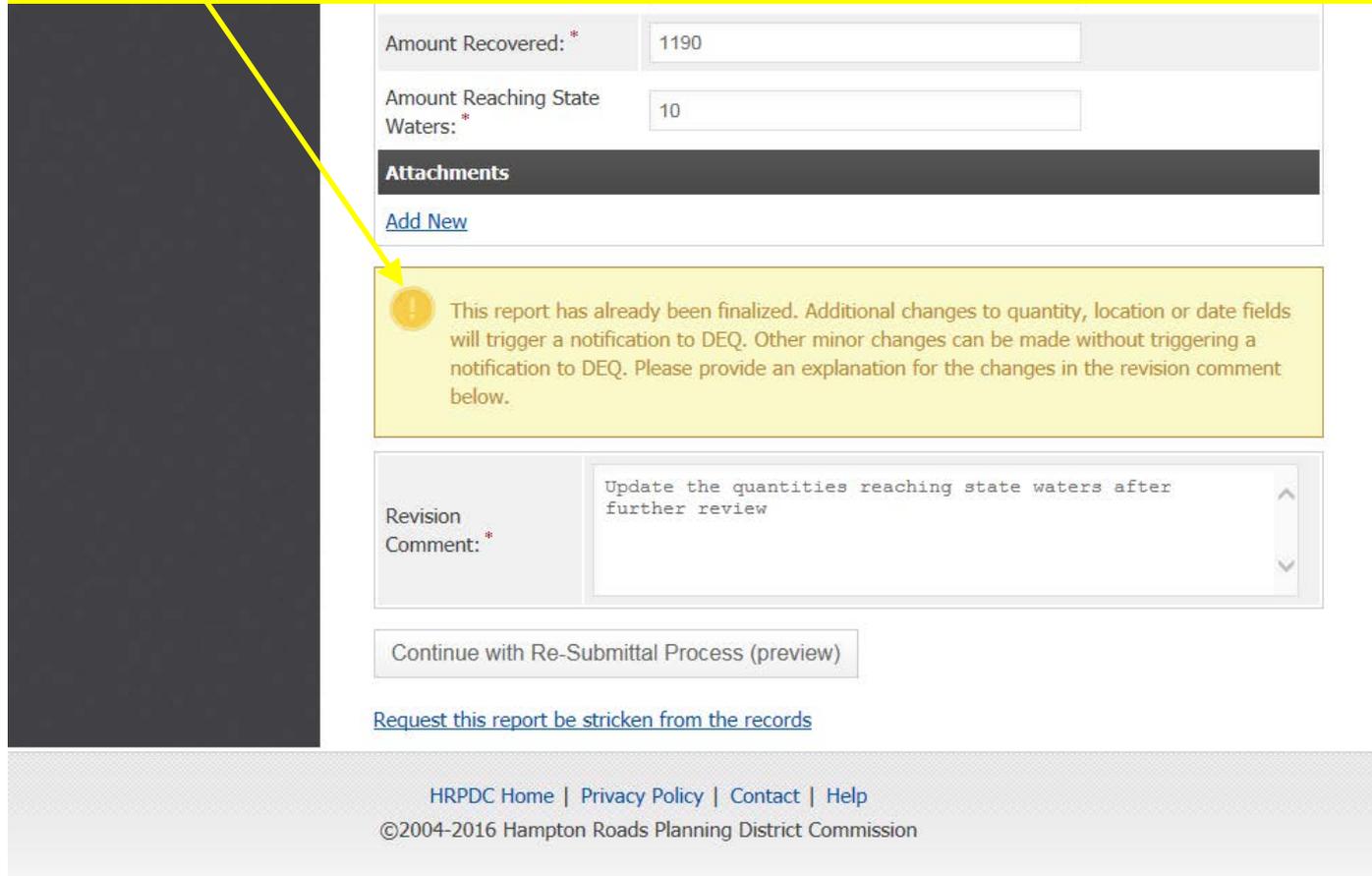


The screenshot shows a web browser window titled "Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer". The address bar shows the URL "http://test.hrpdcssors.org/SpillReport/SaveConfirmation". The page header features the Hampton Roads PDC SSORS logo and a "Logout" button. A left-hand navigation menu includes links for "Jurisdiction Home Page", "Printouts", "Spill Report" (with sub-links for "Create" and "View/Edit"), "Contact Us", and "Help". The main content area displays a green box with a checkmark icon and the text: "REPORT SAVED. This SSORS record was successfully updated. No e-mail notifications were sent, unless the 'Phoned Into DEQ' date/time was changed from a previously-saved date/time to a different date/time." Below this message, it says "See the [SSORS Help file\(s\)](#) for details." The footer contains links for "HRPDC Home", "Privacy Policy", "Contact", and "Help", along with the copyright notice "© 2004-2013 Hampton Roads Planning District Commission".

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

10. If you were updating a record that had previously been submitted as 'Final', the bottom of your edit page would note that situation and request a **Revision Comment**¹ to be entered into the textbox. The revision comment will track a reason for the change. After entering a revision comment, press the **Continue with Re-Submittal Process (preview)** button to proceed to the preview screen. This message is not intended to discourage you from re-submitting the record. There are times when you should re-submit, such as when you find out that previously submitted information was incorrect or deficient.



The screenshot displays a web form for editing a spill report. At the top, there are two input fields: 'Amount Recovered: *' with the value '1190' and 'Amount Reaching State Waters: *' with the value '10'. Below these is an 'Attachments' section with an 'Add New' link. A yellow warning box with an exclamation mark icon contains the text: 'This report has already been finalized. Additional changes to quantity, location or date fields will trigger a notification to DEQ. Other minor changes can be made without triggering a notification to DEQ. Please provide an explanation for the changes in the revision comment below.' Below the warning is a 'Revision Comment: *' field containing the text 'Update the quantities reaching state waters after further review'. At the bottom of the form is a button labeled 'Continue with Re-Submittal Process (preview)' and a link 'Request this report be stricken from the records'. The footer contains the text 'HRPDC Home | Privacy Policy | Contact | Help' and '©2004-2016 Hampton Roads Planning District Commission'.

¹Revision Comment requirement added as part of 2016 Update

2013 Update

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

11. If you intend to continue and submit this data, and your data entries are valid (i.e. you do not receive warning messages about missing required or erroneous data), SSORS will present you with this preview screen.

At this point the edits have not been submitted to the system, and final notification e-mails have not been sent.

Simply review this data and click on the appropriate button to either submit the information "As Is" or make corrections to this report.

| | |
|---|---|
| Into DEQ: | |
| Date of Incident: | 03/28/2013 6:27 PM |
| Date Incident Under Control: | 03/29/2013 8:31 AM |
| Spill Duration: | 14 hour(s) 4 minute(s). |
| SSO Classification: | Maintenance-Grease |
| Description Of Incident: | Grease blockage caused SSO |
| Possible Receptors / Affected Water Body: | Queens Creek, tributary to York River. |
| Description Of Material: | Raw Sewage |
| Amount Of Material Released: | 1,200 |
| Amount of Material Recovered: | 1,190 |
| Amount of Material Reaching State Waters: | 10 |
| Corrective Action Taken: | Blocked curb drain to confine spill. Used Vactor truck to collect spill, then broke grease plug. Washed surface area with water hose into sanitary sewer manhole. -----March 28, 2013 6:30 PM----- |

Revision Comments: Update the quantities reaching state waters after further review

Submit As Is I Need To Correct This Data

Sanitary Sewer Overflow Reporting System (SSORS) Editing a Spill Report (Updates and 5-Day Letter)

12. When this 'OK' confirmation screen appears, the edited information has been recorded into the database, and final e-mail notifications have been sent.

If you do not reach this screen, your Initial or 5-Day Final submittal has not been recorded or transmitted to DEQ. Make sure you see this screen!

13. You may wish to print this screen from your browser to create a paper copy of your final submittal.

Hampton Roads Planning District Commission - Sanitary Sewer Overflow Reporting System - Windows Internet Explorer

http://test.hrpdcssors.org/EditSpillReport.aspx?ssorsId=103687

Logout

Hampton Roads DC ORS

■ [Jurisdiction Home Page](#)

■ [Printouts](#)

■ [Spill Report](#)

 > [Create](#)

 > [View/Edit](#)

■ [Contact Us](#)

■ [Help](#)

✔ Spill Report successfully added to the database. You may wish to print this page for your records. E-mail notifications were sent.

DEQ Data

SSORS ID Number: 103687

DEQ Comments:

IR Number:

User Information

Reported By: John Paine

Address: 11832 Rock Landing Drive, Newport News VA, 23606

Phone: 757.873.0559

Site Information

Asset ID: MH317-08a

Responsible Party: City of Williamsburg

Spill Site Name: Manhole in front of 211 Harriett Tubman Dr.

Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

14. This is what a SSORS final e-mail notification looks like. The actual appearance depends upon your e-mail software settings.

15. The e-mail is sent to a list of recipients on DEQ's Distribution List.

Only DEQ controls "To:" whom the e-mails are sent.

From: ssors@apps.hrpdc.org
 To: troprep@deq.virginia.gov; prepadm@vdh.virginia.gov
 cc: bill.smith@wmbg.gov; [Dtroyano@wmbg.gov](mailto:Dtroiano@wmbg.gov)
 Date: Sun, Mar 31, 2013 at 9:52 PM
 Subject: SSORS ID: 103687 - Final SSORS Notification From Williamsburg

SSORS ID: 103687
 ASSET ID: MH317-08a
 Reported Date: 3/30/2013 5:36:34 PM
 Site Name: Manhole in front of 211 Harriett Tubman Dr.
 Site Address: 211 Harriett Tubman Dr.
 Responsible Party: City of Williamsburg
 Spilled In Jurisdiction: Williamsburg
 SSO Classification: Maintenance-Grease
 IncidentDescription: Grease blockage caused SSO.
 DatePhonedIn: 3/28/2013 6:50:00 PM
 DateOfIncident: 3/28/2013 6:27:00 PM
 DateUnderControl: 3/29/2013 8:31:00 AM
 SpillDuration: 14 hour(s) 4 minute(s).
 PossibleReceptor: Queens Creek, tributary to York River.
 AmountOfMaterial: 1,200
 MaterialUnits: Gallons
 MaterialDescription: Raw Sewage
 ZipCode: 23188
 AmountMaterialsRec: 1,150
 AmountMaterialsWater: 50
 Corrective Action: Blocked curb drain to confine spill. Used Vactor collect spill, then broke grease plug. Washed sur with water hose into sanitary sewer manhole.

DEQ Comments:

SP Northing:
 SP Easting:
 Latitude: 37.2751733416907
 Longitude: -76.7094665765762
 Last Edited By: John Paine

16. All users on your jurisdiction or organization's distribution list (maintained by your administrator) will receive copies of the e-mail.

17. The subject line will note that this is a 'Final' (five-day letter) notification, and the reporting jurisdiction or organization. If the record was previously submitted as 'Final', the e-mail subject line will note that this is a "Revised Final" notification. If a "-1" quantity is being reported, the subject line will contain an alert to that effect as well.

Note: If a revision was made, the fields that were revised will show up in red at the top of the email as shown in example¹.

EDITS WERE MADE TO THE FOLLOWING FIELD(S):

Amount Of Materials Recovered
 Revision Comments

SEE DETAILS BELOW

¹2016 Update

2013 Update



Sanitary Sewer Overflow Reporting System (SSORS)

Editing a Spill Report (Updates and 5-Day Letter)

18. Users may request that a record be stricken from the SSORS database (for example to eliminate duplicate or problematic reports, such as when a spill turns out to be a private party responsibility).

To make such a request, click on the **Request this report to be stricken from the records** link. This link may appear in several different places. One easy way to find it is to click the **View/Edit** menu link, and scroll to the bottom of the page.

Stricken records do not show up in future printouts, unless specifically requested.

Only DEQ can strike a record.

| Amount of Material | |
|---------------------------------|---|
| Unit of Measure: * | <input checked="" type="radio"/> Gallons <input type="radio"/> Cubic Feet |
| Amount Released: * | <input type="text" value="1200"/> |
| Amount Recovered: * | <input type="text" value="1190"/> |
| Amount Reaching State Waters: * | <input type="text" value="10"/> |

Attachments

[Add New](#)



This report has already been finalized. Additional changes to quantity, location or date fields will trigger a notification to DEQ. Other minor changes can be made without triggering a notification to DEQ. Please provide an explanation for the changes in the revision comment below.

| | |
|---------------------|---|
| Revision Comment: * | <input type="text" value="Update the quantities reaching state waters after further review"/> |
|---------------------|---|

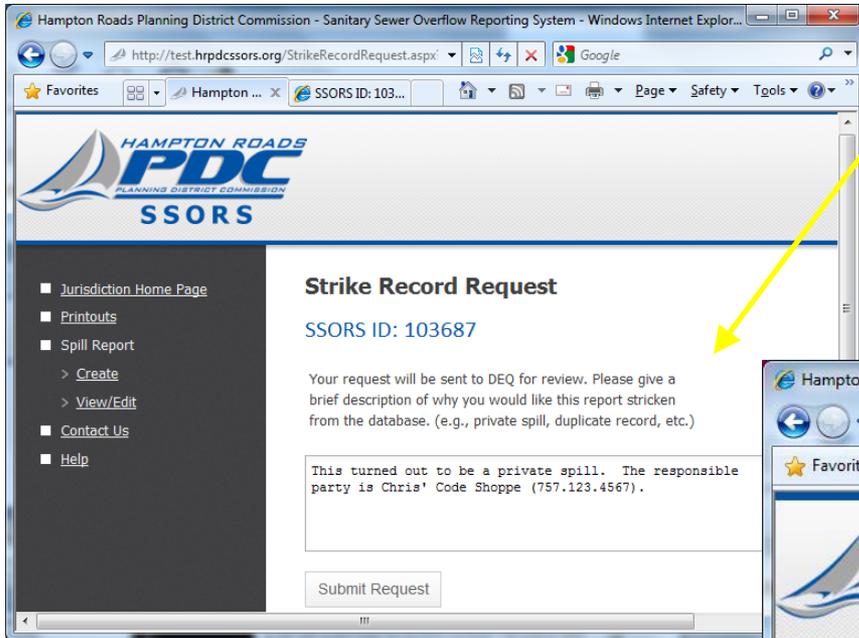
[Continue with Re-Submission Process \(preview\)](#)

[Request this report be stricken from the records](#)

[HRPDC Home](#) | [Privacy Policy](#) | [Contact](#) | [Help](#)

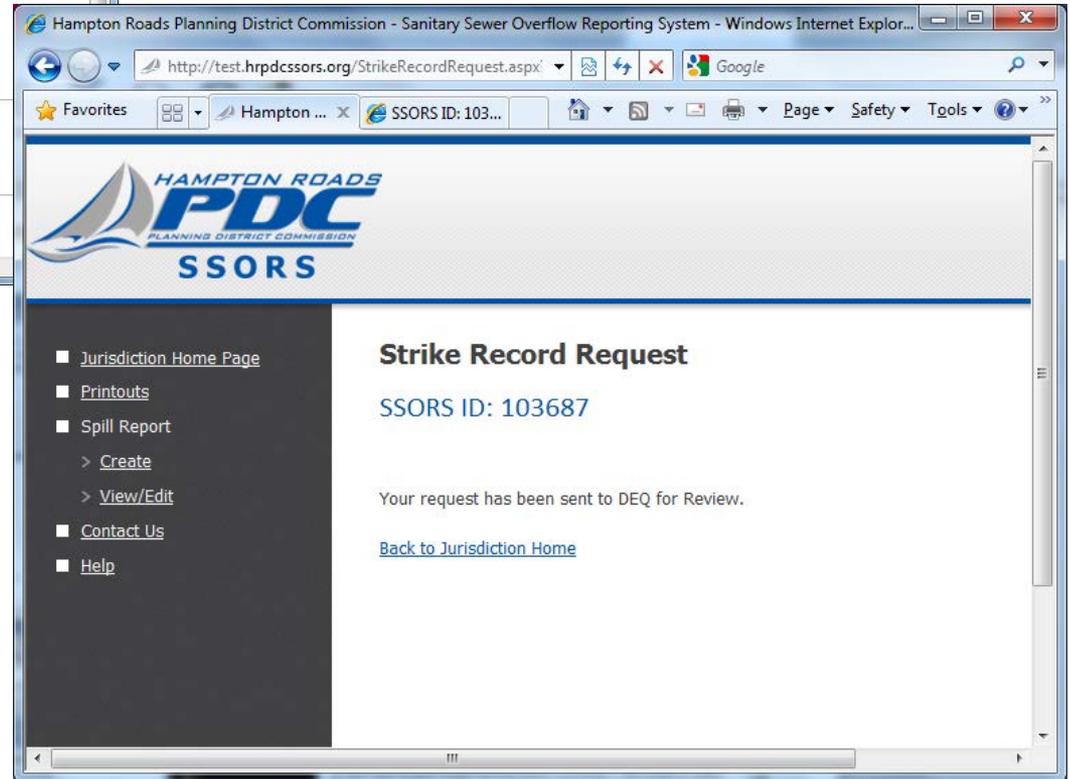
©2004-2016 Hampton Roads Planning District Commission

Sanitary Sewer Overflow Reporting System (SSORS) Editing a Spill Report (Updates and 5-Day Letter)



19. A Strike Record Request screen will appear. Simply state the reason for the request, and press the "Submit Request" button to send the request by e-mail to DEQ.

A confirmation screen will appear after the e-mail has been sent to DEQ.



This page left blank intentionally.

APPENDIX C: NON-HRSD SSO REPORTING PROCEDURES

This page left blank intentionally.

Reporting Procedures for Non-HRSD SSOs

When an HRSD employee observes a possible SSO that does not involve the HRSD system, the following must be done:

- HRSD's Responsible Person shall contact the appropriate Operations Center and report.
- The Interceptors Operations Center shall make every reasonable attempt to contact the owner of the sewer facility where the event is occurring.
- When an HRSD employee observes a possible SSO that does not involve the HRSD system, the following must be recorded:
 - Location of Release: Street Address, City, Map page and Grid number
 - Type of Problem (manhole overflow, air vent, etc.)
 - Date and Time Potential SSO was discovered
 - Owner of the sewer facility, if known.
- If the event occurs during business hours, contact the Permits Manager to report the incident. If it occurs outside of business hours, contact the Permits Manager the following business day.
- Complete the Non-District Spill Reporting form and send it to the Permits Manager within three calendar days of the problem regardless if the information has been gathered on the owner.

HRSD INTERCEPTOR NON-DISTRICT SPILL REPORTING FORM

ADDRESS _____

CITY _____

PERSON REPORTING _____

TYPE OF PROBLEM _____

DATE AND TIME PROBLEM DISCOVERED _____

WAS OWNER OF LINE NOTIFIED? _____

IF YES, GIVE DATE & TIME OF NOTIFICATION _____

PERSON CONTACTED _____

OWNER EMAIL ADDRESS _____

COMMENTS _____

LOCALITY CONTACT LIST FOR NON-DISTRICT SSOs

CHESAPEAKE

| Name | Title | Email Address | Phone Number |
|------------------|-------------------------------------|---------------------------------|--------------|
| Chris Scheible | Sewer Operations Manager | csheible@cityofchesapeake.net | 757-644-7499 |
| Heather Stanton | Water/Wastewater Administrator | hstanton@cityofchesapeake.net | 757-613-2775 |
| Jerry Hoddinott | Administrative Assistant III | jhoddinott@cityofchesapeake.net | 757-382-6356 |
| David Jurgens | Director | djurgens@cityofchesapeake.net | 757-382-6401 |
| Erin Trimyer | Deputy Director of Public Utilities | etrimyer@cityofchesapeake.net | 757-382-6529 |
| Sam Stensberg | Wastewater Pump Superintendent | sstensberg@cityofchesapeake.net | 757-382-3404 |
| Lamonte Banks | Engineering Tech III | lbanks@cityofchesapeake.net | 757-382-3417 |
| Danielle Watkins | | d Watkins@cityofchesapeake.net | 757-382-3400 |

JAMES CITY SERVICE AUTHORITY (JCSA)

| Name | Title | Email Address | Phone Number |
|---------------|---------------------------------------|-------------------------------------|---------------------------|
| James Canning | Civil Engineer III | james.canning@jamescitycountyva.com | 757-259-5452/757-259-4158 |
| Doug Lang | Wastewater Collections Superintendent | doug.lang@jamescitycountyva.com | |

NEWPORT NEWS

| Name | Title | Email Address | Phone Number |
|-----------------|------------------|----------------------|--------------|
| Bud Curtis | Project Director | lwcurtis@nnva.gov | 757-926-3530 |
| James Young | Administrator | youngjj@nnva.gov | 757-592-3966 |
| Eric Warren | | warrenel@nnva.gov | 757-592-4920 |
| Warren Landis | | landiswe@nnva.gov | 757-570-0804 |
| Kate Bernatitus | | bernatitusk@nnva.gov | 757-375-9570 |
| James Thorton | | thorntonje@nnva.gov | 757-592-5101 |
| Wayne Campbell | | campbellwf@nnva.gov | 757-327-6690 |
| 311 | N/A | 311@nnva.gov | 757-933-2311 |

NORFOLK

| Name | Title | Email Address | Phone Number |
|-------------|-----------------------------|-------------------------|--------------|
| Mary Keough | Utilities Operation Manager | mary.keough@norfolk.gov | 757-635-5098 |
| David Speer | Wastewater Superintendent | david.speer@norfolk.gov | 757-823-1023 |

PORTSMOUTH

| Name | Title | Email Address | Phone Number |
|-------------------|-----------------------------|-----------------------------|--------------|
| Shelton Morton | Sewer Superintendent | mortons@portsmouthva.gov | 757-273-8473 |
| Markyio Staton | Pump Station Superintendent | statonm@portsmouthva.gov | 757-737-5161 |
| Rotating | Emergency Dispatch | | 757-393-8561 |
| Richard Underhill | Assistant Director for P.U. | underhillr@portsmouthva.gov | |
| Brian McNamara | Interim Operations Manager | mcnamarab@portsmouthva.gov | |

SUFFOLK

| Name | Title | Email Address | Phone Number |
|---------------|--------------------------|-----------------------|--------------|
| Gene Weaver | Operations Manager | jweaver@suffolkva.us | 757-284-5100 |
| Paul Retel | Assistant Director | pretel@suffolkva.us | 757-504-8179 |
| Vidal Wilkins | Line Maintenance Manager | vwilkins@suffolkva.us | 757-618-9416 |

VIRGINIA BEACH

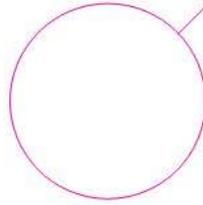
| Name | Title | Email Address | Phone Number |
|------------------|---------------------------------|--------------------|--------------|
| Jim Cherry | Operations Manager | jcherry@vbgov.com | 757-650-5058 |
| Barron McPherson | Sewer Collection Superintendent | bmcphers@vbgov.com | 757-510-8128 |
| Michael Vieira | Regulatory Compliance Manager | mvieira@vbgov.com | 757-469-1613 |
| Curtis Blunt | | cblunt@vbgov.com | |
| Antwan Young | Assistant Superintendent | ayoung@vbgov.com | 757-681-6130 |

WILLIAMSBURG

| Name | Title | Email Address | Phone Number |
|-------------|----------------------------|----------------------------|--------------|
| Paul Reeser | Water/Sewer Superintendent | preeser@williamsburgva.gov | 757-220-6140 |

APPENDIX D: DOOR HANGERS

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Our HRSD professionals have responded to a failure in the sewer system which resulted in a release of wastewater on or near your property. They have removed as much of the release as possible and cleaned the area.

Normal household activities such as laundry and bathing may continue uninterrupted. Wastewater is not corrosive and will not cause damage to property such as cars, buildings, fences, shrubs or lawns.

A small amount of lime, a natural soil conditioner, has been placed on the soil to reduce odors.

We offer the following general guidelines:

- Children and pets should avoid the spill area until it has dried.
- Wash your hands with clean water and soap after playing or working in your yard.
- If you have a garden, thoroughly wash any fruits or vegetables you pick before eating them.
- If your home uses a well for drinking water, please call the number below so we can determine whether precautions are necessary.

If you have questions, please call:

TO BETTER SERVE YOU

HRSD
Cleaning wastewater every day for a better Bay.

Date _____

HRSD representatives will be working in your neighborhood within the next few days. They may need to enter your property to:

- Inspect sewer lines
- Clean sewer lines
- Repair sewer lines
- Other

This work should be accomplished quickly and with as little disruption as possible. If you have questions or concerns, please call:

APPENDIX E: COMPREHENSIVE PHONE DIRECTORY

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The following phone directories are included in this Appendix:
 HRSD's Emergency Notification
 Locality Emergency Notification
 DEQ Emergency Notification

PUBLIC INFORMATION TELEPHONE LIST

| Name | Title | Contact Information | |
|------------|-------------------------------|---------------------|--------------|
| Leila Rice | Director of Communications | Office | 757-460-7056 |
| | | Cell Phone | 757-642-1321 |
| Lisa Bolen | Public Information Specialist | Office | 757-460-7000 |
| | | Cell Phone | 757-449-2982 |

INTERCEPTOR SYSTEMS TELEPHONE LIST

| Name | Title | Contact Information | |
|----------------|---|---------------------|--------------|
| Steve de Mik | Director of Operations | Office | 757-460-7240 |
| | | Cell Phone | 757-274-5340 |
| Shawn Heselton | Chief of South Shore Interceptor Operations | Office | 757-460-7016 |
| | | Cell Phone | 757-353-5464 |
| Chris Stephan | Chief of North Shore Interceptor Operations & Small Communities | Office | 757-833-1739 |
| | | Cell Phone | 757-777-7511 |
| Mike Hess | System Manager, South Shore | Office | 757-460-7093 |
| | | Cell Phone | 757-354-7383 |
| Ryan Brewster | System Manager, North Shore | Office | 757-833-1729 |
| | | Cell Phone | 757-284-5771 |

NORTH SHORE INTERCEPTORS TELEPHONE LIST

| Name | Title | Contact Information | |
|----------------|---------------------------------|---------------------|--------------|
| Sam McAdoo | Interceptor Engineer | Office | 757-234-7446 |
| | | Cell phone | 757-284-6315 |
| Eric Jackson | Superintendent | Office | 757-833-1723 |
| | | Cell phone | 757-613-6597 |
| Jon Shepherd | Chief System Operator | Office | 757-833-1724 |
| | | Cell phone | 757-613-6596 |
| Mark Garrison | Chief of Maintenance Management | Office | 757-833-1718 |
| | | Cell phone | 757-618-0260 |
| Kenneth Pierce | Interceptor Systems Supervisor | Office | 757-833-1726 |
| | | Cell phone | 757-613-6599 |
| Lynette Saylor | Miss Utility Admin | Office | 757-833-1721 |
| John Thomas | Chief Foreman | Office | 757-833-1727 |
| | | Cell phone | 757-618-7515 |
| Rotates | Standby Supervisor | Office | 757-613-6600 |
| | Operations Coordinator | Office | 757-833-1720 |

SOUTH SHORE INTERCEPTORS TELEPHONE LIST

| Name | Title | Contact Information | |
|-----------------|--------------------------------|---------------------|--------------|
| Jeff Scarano | Interceptor Engineer | Office | 757-460-7094 |
| | | Cell phone | 757-282-8086 |
| Buddy Beaman | Superintendent | Office | 757-460-7091 |
| | | Cell phone | 757-642-5883 |
| Robert Davis | Chief System Operator | Office | 757-460-7088 |
| | | Cell phone | 757-613-8031 |
| Bruce Lamm | Chief Maintenance Management | Office | 757-460-7022 |
| | | Cell phone | 757-284-8110 |
| Matt Tribble | Interceptor Systems Supervisor | Office | 757-460-7074 |
| | | Cell phone | 757-284-8112 |
| Travis Stevens | Pump Station Supervisor | Office | 757-460-7066 |
| | | Cell phone | 757-274-7078 |
| Charles Hawkins | Chief Foreman | Office | 757-460-7076 |
| | | Cell phone | 757-613-8028 |
| Rotates | Standby Supervisor | Cell phone | 757-284-8118 |
| Michelle Martin | Operations Coordinator | Office | 757-460-7072 |

TECHNICAL SERVICES AND P3 TELEPHONE LIST

| Name | Title | Contact Information | |
|----------------------------------|---|---------------------|---------------|
| Lauren Grimmer | Permits Manager/Environmental Scientist | Office | 757-460-4245 |
| | | After-hours | 757-419-8577 |
| Kevin Parker | Environmental Scientist | Office | 757-460-4244 |
| | | After-hours | 757-376-0886 |
| Dan Barker | Environmental Scientist | Office | 757-460-4247 |
| | | After-hours | 757-412-7212 |
| Kyle Curtis | Environmental Scientist | Office | 757-460-4252 |
| | | After-hours | 757-510-5880 |
| Mark Feltner | Environmental Scientist | Office | 757-460-4254 |
| | | After-hours | 757-359-8531 |
| Chris Burbage | Environmental Scientist | Office | 757-355-5013 |
| | | After-hours | 706-614-2184 |
| Jamie Mitchell | Chief of Technical Services | Office | 757-460-4220 |
| | | After-hours | 757-510-4153 |
| South Shore P3 Daytime Emergency | | Office | 757-318-4336 |
| North Shore P3 Daytime Emergency | | Office | 757--833-1707 |

During business hours, call office numbers in order listed.

During non-business hours, call after-hours phone numbers in order listed. If no one answers, leave a message on answering machine (if available). If you are not contacted within 30 minutes, then call the next number on the list. Continue procedure until your call is returned.

REGULATORY AGENCY TELEPHONE LIST

DEQ-Virginia Beach Office (8:00 am – 5:00 pm).....757-518-2000 or 757-518-2077.
Please note you may only leave a voicemail message when calling 757-518-2077.

Department of Emergency Services
Use for reporting during non-business hours.....1-800-468-8892

NORTH SHORE LOCALITIES EMERGENCY TELEPHONE LIST

| LOCALITY/ORGANIZATION | DURING BUSINESS HOURS | AFTER BUSINESS HOURS |
|--|--|--|
| York County | 757-890-3750 | 757-890-3773 |
| Gloucester County | 804-693-4044 | 804-693-3890 |
| City of Poquoson | 757-868-3590 | 757-868-3501 |
| City of Newport News | 757-933-2311 | 757-933-2311 |
| City of Hampton | 757-726-2994 | 757-727-8311 |
| College of William & Mary | 757-221-2270 | 757-221-2270 |
| VIMS Gloucester | 804-684-7013 (Mike Kershner) | 804-694-7300 or 804-684-7300 |
| City of Williamsburg | 757-220-6140 | 757-220-2331 |
| James City Service Authority | 757-229-7421 | 757-566-0112 |
| Langley AFB | 757-764-3987 or 757-764-3906 or 757-764-1046 (Carmichael Patton) | 757-764-4222 (Fire Dept.) |
| Naval Weapons Station Yorktown | 757-341-1700 | 757-341-1700 |
| Joint Base Langley-Eustis (formerly Fort Eustis) | 757-878-4123 or 757-878-1008 (24/7 – Fire & Emergency Dispatch) | 757-878-1008 (24/7 – Fire & Emergency Dispatch for Fort Eustis) |
| Camp Peary | 757-258-4300 | 757-229-2121 or 757-897-7142 (Gary Thompson Cell) |
| NWS Yorktown - Cheatham Annex | 757-636-4180 (Billy Pridgeon, Utilities Supervisor) | 757-341-1700 or 757-636-4180 (Billy Pridgeon, Utilities Supervisor) |
| York River Coast Guard Base | Office: 757-856-2243 or Cell: 757- 592-3920 (Lt. Kalmbacher) | 757-856-3500 (Dial 4 for Security) |
| Dominion Virginia Power | 866-366-4357 - remember to give station acct # when reporting power outage | 866-366-4357 - remember to give station acct # when reporting power outage |
| Verizon | 757-875-2710 or 804-644-3139 (Duty Supervisor) or 757-869-7398 (William Toler) | 757-274-2363 (Carl Moeser) or 804-644- 3139 (Duty Supervisor) |
| Anheuser Busch Inc. | 757-253-3691 (Jeff Osterloh) or 757-253-3607 (Jared Markwald) | 757-603-5250 (Jeff Osterloh) or 757-342-9636 (Jared Markwald) |
| Busch Gardens | 757-253-3888 (Security) | 757-253-3330 (Dispatch 24/7) |
| Patrick Henry Market Shopping Center | 757-249-2338 | 757-249-9107 |
| Great Wolf Lodge | 757-229-9700 Ext 739 or Ext 732 (Patti Banks, Monday – Friday) | 757-284-2570 or 757-784-6582 (Rick Stewart, Director of Engineering) |

SOUTH SHORE LOCALITIES EMERGENCY TELEPHONE LIST

| Locality | Phone | Hours/Comments |
|--------------------------------|-----------------------------|---|
| Chesapeake | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m, Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-382-6352 | Normal working hours 8:00 a.m. through 5 p.m. After-hours: 757-382-3550 |
| Traffic | 757-382-6101 | Normal working hours 8:00 a.m. through 5 p.m. After-hours: 757-641-6196 |
| Isle of Wight | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-365-6284 | Normal working hours 8:30 a.m. through 5 p.m. After-hours: 757-357-2151 |
| Traffic | 757-357-2151 | 24-hour# |
| Norfolk | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 3:30 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-823-1000 | Normal working hours 7:00 a.m. through 3:30 p.m. 24-hour # 757-823-1000 |
| Traffic/Engineering | 757-636-3774 | Normal working hours 8 a.m. through 5 p.m. After-hours: 757-823-1000 |
| Portsmouth | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-393-8561 | Normal working hours 7:30 a.m. through 4 p.m. 24-hour # |
| Traffic/Engineering | 757-393-8594 | Normal working hours 8 a.m. through 5 p.m. After-hours: 757-393-5300 |
| Smithfield | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-365-4200 | Normal working hours 8:00 a.m. through 5 p.m. After-hours: 757-357-2151 |
| Traffic | 757-357-3247 | Normal working hours 9:00 a.m. through 5 p.m. After-hours: 757-357-2151 |
| Suffolk | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-514-7000 | Normal working hours 8:30 a.m. through 5 p.m. 24-hour # 757-514-7034 |
| Traffic | 757-514-7603 | Normal working hours 8:30 a.m. through 5 p.m./ Signals (On-call 24/7) 757-514-7600 |
| Virginia Beach | | |
| Miss Utility | 811 in VA or 1-800-552-7001 | Normal working hours 7:00 a.m. through 5 p.m., Monday – Friday. Emergency requests are 24/7. |
| Public Utilities - Sewer/Water | 757-385-1400 | Normal working hours 7:30 a.m. through 5 p.m.; 24-hour #: 311 or 757-385-3111 |
| Traffic | 757-385-4131 | Normal working hours 8 a.m. through 5 p.m. After-hours: 311 or 757-385-3111 |

SOUTH SHORE MISCELLANEOUS EMERGENCY TELEPHONE LIST

| Locality | Phone | Hours/Comments |
|---|---|---|
| Joint Expeditionary Base Little Creek-Fort Story | 757-341-1700 (24/7) 757-462-5427 (O) 757-240-0954 (C) | Keith Clinchot, Utilities Supervisor |
| Dominion Virginia Power | 866-366-4357 | Remember to give station acct # when reporting power outage |
| Colonial Pipeline | 800-275-3004 | |
| Columbia Gas | 800-544-5606 | |
| Virginia Natural Gas | 877-572-3342 | |
| Cox Communications | 757-224-1111 | 24-hour # |

APPENDIX F: DEFINITIONS

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This section includes basic definitions of a sanitary sewer system and sanitary sewer overflow, which gives readers an overview to help understand the sections of this document.

Ad hoc Action Committee (AAC) shall mean a selection of HRSD staff identified by the HRSD Directors to address SSOs and generate action plans. Representatives on the AAC will likely be from Interceptor Systems (Operations and Interceptor Engineers), Engineering (Planning and Analysis), and Water Quality.

Building/Private Property Backups shall mean any release of wastewater from HRSD's sanitary sewer system into buildings or onto private property, except a release that: (1) is the result of blockages, flow conditions, or malfunctions of a building lateral or other piping/conveyance system that is not owned or operated by HRSD, or (2) is the result of overland, surface flooding not emanating from HRSD's Sanitary Sewer System.

Capacity-related overflow shall mean an SSO that occurs when the actual wastewater flow exceeds the hydraulic capacity of the collection system. Capacity-related overflows **cannot** be resolved through modified maintenance activities. Capacity-related overflows are SSOs **not** caused by grease, roots, structural defects (i.e., sags, off-set joints, loss of round, etc.), debris, and equipment or power failures.

CCTV shall mean closed-circuit television.

Collection System shall mean the sewage collection and transmission system (including all pipes, force mains, gravity sewer lines, lift stations, pumping stations, manholes, and appurtenances thereto) owned or operated by HRSD and designed to convey wastewater to any treatment plant (TP).

Force Main shall mean any pipe that receives and conveys, under pressure, wastewater from the discharge side of a pump. A Force Main is intended to convey wastewater under pressure.

GIS shall mean Geographic Information System.

Gravity Sewer Line shall mean a pipe that receives, contains and conveys wastewater not normally under pressure, but is intended to flow under the influence of gravity.

Locality or Localities is typically defined in the ongoing regulatory actions as the cities of Chesapeake, Hampton, Newport News, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg; the counties of Gloucester, Isle of Wight, James City, and York; and the town of Smithfield. For the purposes of this document, the term shall include any city, county, town, or other municipal wastewater service provider in the HRSD service area.

HRSD shall mean Hampton Roads Sanitation District, a political subdivision created by a 1940 Act of the General Assembly of Virginia and charged with the responsibility to provide sewage collection, conveyance, and treatment services for the communities in the Hampton Roads metropolitan area.

Infiltration shall mean water other than wastewater that enters a sewer system (including sewer service connections) from the ground through such means as defective pipes, pipe joints, connections, or manhole walls. Infiltration does not include, and is distinguished from, inflow.

Inflow shall mean water other than wastewater that enters a sewer system (including sewer service connections) from sources such as, but not limited to, roof leaders, cellar drains, yard drains, area drains, drains from springs and swampy areas, manhole covers, cleanouts, cross connections between storm sewers and sanitary sewers, catch basins, cooling towers, storm waters, surface runoff, street wash waters, or drainage. Inflow does not include, and is distinguished from, infiltration.

Inflow/Infiltration (I/I) shall mean the total quantity of water from Inflow, Infiltration, and Rainfall-Induced Infiltration without distinguishing the source.

Interceptor Sewer shall mean a sewer, typically without individual sewer customer connections, that is used to collect and carry flows from main and trunk sewers to a central point for treatment and discharge.

Non-District SSO is defined as an SSO which the discharge is from facilities privately owned or owned by a Locality.

Private Property shall mean land that is owned by a private entity.

Private Service Connection/Lateral shall mean that portion of the collection system used to convey wastewater from a building or buildings to that portion of the sanitary sewer system owned by the Locality or HRSD.

Pumping Station shall mean facilities comprised of pumps that lift wastewater to a point physically higher than the wastewater elevation in the wet well or into a pressurized force main, including all related electrical, mechanical, and structural systems necessary to the operation of that pumping station.

Recurring SSO shall mean an SSO that occurs more than once within the previous 5 years at the same location caused by the same problem.

Regional Sanitary Sewer System shall mean the collective sanitary sewer systems owned and operated by the localities, as well as the HRSD sanitary sewer system including gravity sewer lines, manholes, pump stations, lift stations, pressure reducing stations, force mains, wastewater treatment plants, and all associated appurtenances.

Regulatory Reporting Form (RRF) shall mean the initial document used by HRSD to record information related to SSOs. This information is largely stored in HRSD's SSO Database.

Reportable Sanitary Sewer Overflow (SSO) shall mean the unauthorized intentional or unintentional spill, release, or discharge to waters of the State or United States of untreated wastewater from any portion of a sanitary sewer system before the headworks of a wastewater treatment facility.

Resolved SSO shall mean an SSO that has a distinct solution which has been implemented, so as to limit the possibility of a Recurring SSO.

Sanitary Sewer Overflow (SSO) shall mean an overflow, spill, diversion, or release of wastewater from or caused by the Regional Sanitary Sewer (SS) System. This term shall include: (i) discharges to waters of the State or United States from the Regional SS System and (ii) any release of wastewater from the Regional SS System to public or private property that does not reach waters of the United States or the State, including Building/Private Property Backups.

Sanitary Sewer Discharge (SSD) shall mean any discharge to waters of the State or the United States from the HRSD Sanitary Sewer System through a point source not authorized in any Permit.

SSORS shall mean the Sanitary Sewer Overflow Reporting System administered by the Hampton Roads Planning District Commission for SSOs in the Tidewater Region. This is an online database system accessible through the Internet.

Sanitary Sewer System shall mean the wastewater collection and transmission system that is comprised of all portions of the individual Hampton Roads locality or HRSD collection systems, including manholes, gravity sewers and force mains, lift stations, pump stations, and associated appurtenances. Building sewer laterals are not considered part of the Locality's sanitary sewer system.

Sewer Basin shall mean all portions of the sanitary sewer system tributary to an interceptor sewer or pump station (also referred to as a pump station service area). Generally, the sewers within a sewer basin are hydraulically linked.

Supervisory Control and Data Acquisition (SCADA) shall mean a computer system for gathering and analyzing real-time data.

Surface Water shall mean waters of the State and United States as defined in 40 CFR 122.2.

VADPOR shall mean the Virginia Department of Professional and Occupational Regulation, an agency of the Commonwealth of Virginia as described in Code § 54.1-113.

VDEQ shall mean the Department of Environmental Quality, an agency of the Commonwealth of Virginia as described in Code § 10.1-1183.

VDH shall mean the Virginia Department of Health, an agency of the Commonwealth of Virginia.

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