

**RESOLUTION NO. 2022-174**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF HOLLISTER TO ADOPT THE SANITARY SEWER MANAGEMENT PLAN UPDATE AS REQUIRED BY STATE WATER RESOURCES CONTROL BOARD ORDER NO. 2006-0003-DWQ.**

**WHEREAS**, the City of Hollister is an operator of a sanitary sewer system; and

**WHEREAS**, California State Water Resources Control Board Order No. 2006-0003-DWQ requires operators of sanitary sewer systems to have a Sanitary Sewer Management Plan; and

**WHEREAS**, Order No. 2006-0003-DWQ requires Sanitary Sewer Management Plans to be updated every five years.

**NOW, THEREFORE, BE IT RESOLVED**, that the City Council adopts the updated Sanitary Sewer Management Plan.

**PASSED AND ADOPTED**, by the City Council of the City of Hollister at a Regular Meeting held this 3<sup>rd</sup> day of October, 2022, by the following vote:

AYES: Council Members Perez, Resendiz, Morales, Burns, and Mayor Velazquez.

NOES: None.

ABSTAINED: None.

ABSENT: None.



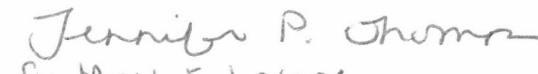
\_\_\_\_\_  
Ignacio Velazquez, Mayor

ATTEST:

  
\_\_\_\_\_  
Bonnie Gawf, CMC, Interim City Clerk

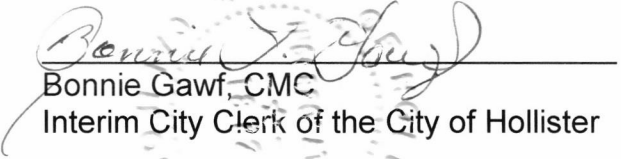
APPROVED AS TO FORM:

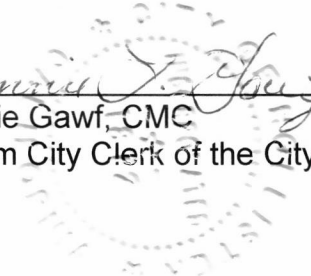
Lozano Smith Attorneys at Law

  
\_\_\_\_\_  
for Mary F. Lerner  
Mary F. Lerner, City Attorney

I, BONNIE GAWF, CMC, Interim City Clerk of the City of Hollister, do hereby certify that the attached Resolution No. 2022-174 is an original Resolution, or true and correct copy of a City Resolution, duly adopted by the Council of the City of Hollister at a regular meeting of said Council held on the 3<sup>rd</sup> day of October, 2022, at which meeting a quorum was present.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Official Seal of the City of Hollister this 3<sup>rd</sup> day of October, 2022.

  
Bonnie Gawf, CMC  
Interim City Clerk of the City of Hollister





# City of Hollister

## Sewer System Management Plan

WDID: 3SSO11408

Revision 2  
September 2022

Prepared by:



## **CERTIFICATION STATEMENT**

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I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.



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Michael Grzan  
*Environmental Programs Manager – City of Hollister*



## ACRONYMS AND ABBREVIATIONS

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ABS	Acrylonitrile Butadiene Styrene
BMP	Best Management Practices
CAP	Capacity Assessment Plan
Cal OES	California Office of Emergency Services
Cal/OSHA	California Division of Occupational Health and Safety
CCR	California Code of Regulations
CCTV	Closed Circuit Television
CDFW	California Department of Fish and Wildlife
CFR	Code of Federal Regulations
CIP	Capital Improvement Plan
City	City of Hollister
CIWQS	California Integrated Water Quality System
CWEA	California Water Environment Association
EHS	Environmental Health Services
ELAP	Environmental Laboratory Accreditation Program
EOP	Emergency Operating Procedure
EPA	Environmental Protection Agency
FOG	Fats, Oil, and Grease
FSE	Food Services Establishment
HMA	High Maintenance Area
I/I	Inflow & Infiltration
IIPP	Injury and Illness Prevention Program
LRO	Legally Responsible Official
mgd	Million Gallons per Day
MRP	Monitoring and Reporting Program (Used in this SSMP to reference MRP Order No. WQ 2013-0058-EXEC, which is the MRP to WDR Order No. 2006-0003-DWQ.)
OERP	Overflow Emergency Response Plan
OES	Office of Emergency Services
O&M	Operation and Maintenance
OSHA	Occupational Safety and Health Administration
PLSD	Private Lateral Sewage Discharge
PM	Preventative Maintenance

PPE	Personal Protective Equipment
PVC	Polyvinyl Chloride
R&R	Rehabilitation and Replacement
RWQCB	Central Coast Regional Water Quality Control Board
SCADA	Supervisory Control and Data Acquisition
SECAP	Sewer Evaluation and Capacity Assessment Plan
SCSMP	Sewer Collection System Master Plan
SOP	Standard Operating Procedure
SSOR	Sewer System Overflow Report
SSMP	Sewer System Management Plan
SSO	Sanitary Sewer Overflow
SSS	Sanitary Sewer System
SWRCB	State Water Resources Control Board
VCP	Vitrified Clay Pipe
WDR	Waste Discharge Requirements (Used in this SSMP to reference WDR Order No. 2006-0003-DWQ, the Statewide General WDR for SSSs.)

## SSMP UPDATE AND ADOPTION RECORD

The City of Hollister's SSMP has undergone the following revisions and formal updates.

Revision No.	Adoption/ Revision Date	Description of Revision and/or Five Year Update	Revision Completed By	Revision Approved By
0	2007	The City created a document entitled the Sewer System Management Plan (SSMP) Development Guide to address the requirements of the 2006 Sanitary Sewer System (SSS) Orders issued by the State Water Resources Control Board (SWRCB).	City of Hollister Staff	Unknown
1	February 2017	The SSMP was revised in accordance with the findings and recommendations of the November 2, 2015 SSMP Audit. This revision also served as the five (5) year update.	Wallace Group & City of Hollister Staff	City Council
2	September 2022	The SSMP was revised in accordance with the findings and recommendations of the August 2, 2021, SSMP Audit. This revision also served as the five (5) year update.	Wallace Group & City of Hollister Staff	City Council

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## INTRODUCTION

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The State Water Resources Control Board's (SWRCB's) Statewide General Waste Discharge Requirements (WDR) for Sanitary Sewer Systems, Order No. 2006-0003-DWQ, Amended Monitoring and Reporting Program (MRP), Order No. WQ 2008-0002-EXEC, and Order No. WQ 2013-0058-EXEC require the City of Hollister (City) to have and maintain a Sewer System Management Plan (SSMP), which provides "a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system" in order to "help reduce and prevent sanitary sewer overflows (SSOs), as well as mitigate any SSOs that do occur" [Order No. 2006-0003-DWQ Section D.13 (i)].

The SSMP must be updated every five (5) years and must include any significant program changes. Re-certification by the City Council is required in accordance with D.14 when significant updates to the SSMP are made. The City must enter the data in the Online SSO Database and mail the form to the State Water Board, as described above, to complete the re-certification process.

This Sewer System Management Plan was developed in compliance with the requirements of the SWRCB WDR Order No. 2006-0003-DWQ, Amended Monitoring and Reporting Program (MRP) Order No. WQ 2008-0002-EXEC, and Order No. WQ 2013-0058-EXEC which are included in **Appendix 0A1**. This SSMP was completed in August 2022 and certified by the City Council in September 2022.

### 0.1 Requirement Background

The WDRs require all public wastewater collection system agencies in California that own and operate sanitary sewer systems greater than one mile in length, which collect or convey untreated or partially treated wastewater to a publicly owned treatment facility, to develop, implement, and maintain a SSMP and report sanitary sewer overflows (SSOs) using the State's electronic reporting system, California Integrated Water Quality System (CIWQS).

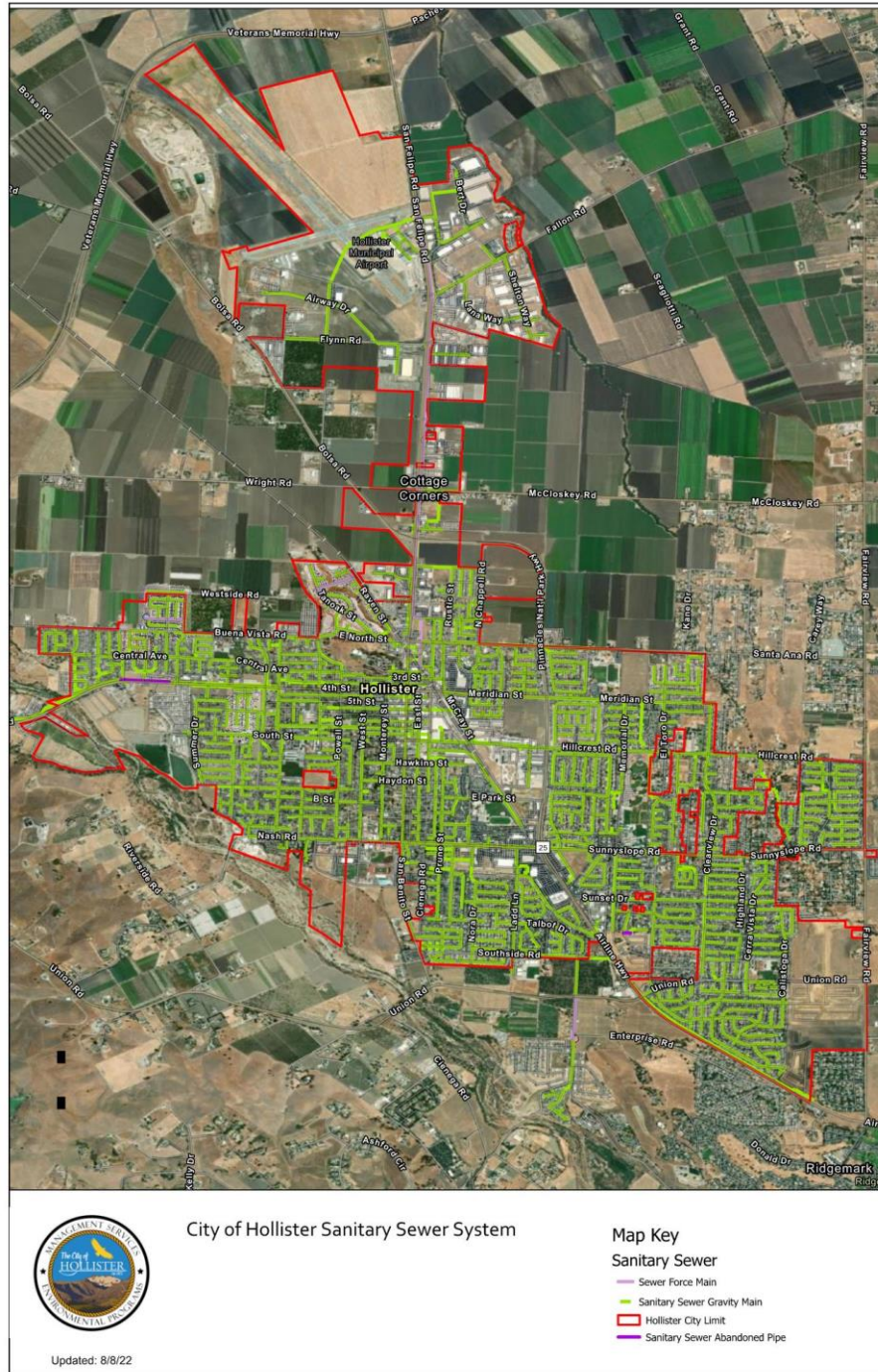
The City of Hollister SSMP includes the following eleven (11) Elements:

1. Goal
2. Organization
3. Legal Authority
4. Operation and Maintenance Program
5. Design and Performance Provisions
6. Overflow Emergency Response Plan
7. FOG Control Program
8. System Evaluation and Capacity Assurance Plan
9. Monitoring, Measurement, and Program Modifications
10. Sewer System Management Plan Program Audits
11. Communication Program

Each SSMP Element is prefaced with the associated WDR section and narrated with the City policies and procedures, which address the respective SWRCB requirement.

The City is located in San Benito County (County), 40 miles east of Monterey, and is intersected by State Highways 156 and 25. The City is currently responsible for the maintenance and operation of the wastewater collection system serving the City of Hollister. In addition, there are areas outside the City limits from which the City receives wastewater flow. These areas include a small housing development, the County public works/planning facility, and the labor camp located south of the City near Hospital Road and Southside Road.

The City owns and maintains approximately 108 miles of wastewater collection, interceptor and force main lines; and 6 lift stations. Operation and maintenance of the system is conducted by seven full-time personnel. The system is supervised by a Senior Maintenance Worker. The City of Hollister owns and operates a Regional Domestic Wastewater Treatment Plant (RDWWTP) providing wastewater treatment and disposal services to residential, industrial, and commercial customers.



**Figure 0-1: City of Hollister Service Area**

## 0.2 Governing Body

The City of Hollister is a General Law City and is governed by a “Council Manager” form of government. The Council, as the legislative body, represents the citizens of Hollister, and is empowered by the Municipal Code to formulate citywide policy, enact local legislation, adopt budgets, and appoint the City Manager and City Attorney. The City of Hollister has an operating budget of over \$35,000,000.



The City Council makes policy decisions with advice from the General Manager, City Engineer, and Legal Counsel. City Council Meetings are held on the First and Third Monday of each month at City Hall Council Chambers, located at 375 Fifth Street in Hollister. Meetings start at 6:30p.m.

The City Council's authority and responsibility includes the adoption and approval of the SSMP and any formal updates to the SSMP. The SSMP formal adoption record is included at the beginning of the SSMP, and the City Council Meeting Minutes for the adoption of the current SSMP is included in **Appendix 0A2**.

## EXECUTIVE SUMMARY

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The State Water Resources Control Board's (SWRCB's) Statewide General Waste Discharge Requirements (WDR) for Sanitary Sewer Systems, Order No. 2006-0003-DWQ, and Amended Monitoring and Reporting Program (MRP), Order No. WQ 2013-0058-EXEC, require the City of Hollister (City) to have, maintain and implement a Sewer System Management Plan (SSMP), which provides "a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system" in order to "help reduce and prevent sanitary sewer overflows (SSOs), as well as mitigate any SSOs that do occur" [Order No. 2006-0003-DWQ Section D.13(i)].

The SSMP is a living document which should be understood and implemented by City staff and assessed, modified and updated on a regular basis.

The SSMP includes the following eleven (11) Elements:

### 1. Goal

The City's goals, which are included in the SSMP, are:

- a) Have less than five (5) SSOs per calendar year with zero (0) SSOs in the same location over a two (2) year period.
- b) Analyze CCTV Data to develop a Rehabilitation and Replacement Program based on CCTV findings by the end of 2025/26 fiscal year.
- c) Clean the entire collection system every three (3) years.
- d) Provide NASSCO Training for two (2) sewer staff prior to February 2023 to enable a standardized approach to CCTV inspections and analysis.

### 2. Organization

The Organization Element of the SSMP identifies the City of Hollister Staff, who are responsible for implementing the SSMP, responding to SSOs, and meeting the SSO reporting requirements, and identifies the lines of authority of SSO responsibilities and chains of communication for SSO response and reporting. The Legally Responsible Official (LRO) is also designated in this SSMP Element in order to meet the SWRCB requirements for completing and certifying SSO reports in the SWRCB's online regulatory information database and tracking system, California Integrated Water Quality System (CIWQS).

### **3. Legal Authority**

This SSMP Element outlines the City Municipal Code Chapters that provide the City with the legal authority to:

- a. Prevent illicit discharges;
- b. Require that sewers and connections be properly design and constructed;
- c. Limit the discharge of fats, oils, and grease (FOG) and other debris that may cause blockages; and
- d. Enforce any violation of its sewer ordinances.

### **4. Operation and Maintenance Program**

The City's operation and maintenance of its collection system ensures that the system is kept in good working condition, and this SSMP Element outlines the work that will be conducted to accomplish operation and maintenance of the City's collection system. This SSMP Element details:

- a. Sanitary sewer and storm drain system maps, which is developed and maintained in GIS;
- b. Preventative Maintenance Program, which consists of activities such as cleaning of sewer lines and other regular maintenance;
- c. Rehabilitation and Replacement Plan, which focuses on sewer pipes at risk of collapse or prone to more frequent blockages due to pipe defects and includes a time schedule for funding and completing the capital improvement plan;
- d. Training program and records for City Staff and Contractor collection system operation and maintenance activities; and
- e. Equipment and replacement part inventory with critical replacement parts and equipment identified.

The Operation and Maintenance Program Element includes the recommended capital improvement plan (CIP), funding mechanisms, and CIP time schedule from the 2018 Sewer Collection System Master Plan (SCSMP).

Dedicated staff time will be required in order for the City to maintain compliance with the requirements for this SSMP Element and complete all of the work discussed in this SSMP Element.

Several work tasks are identified associated with; sewer line cleaning, CCTV and manhole assessments, training on new standard operating procedures, development and implementation of a GIS based work order/work history tracking system, sewer system staffing analysis, updates to CIP plans and rehabilitation and replacement

projects. The results of these work efforts are required to be incorporated into the SSMP on an ongoing basis.

## **5. Design and Performance Provisions**

The Design and Performance Provisions Element describes the standards and specifications for new construction, repair of the existing sanitary sewer system, and the inspection and testing of these assets. If new plans, specifications and/or testing methods are adopted by the City, they should be incorporated into the SSMP.

## **6. Overflow Emergency Response Plan**

The Overflow Emergency Response Plan (OERP) contains the following information in order to protect public health and the environment in the event of a SSO:

- a. Notification procedures for primary responders and regulatory agencies;
- b. Notification procedures for regulatory agencies and other potentially affected entities for SSOs that potentially affect public health or reach the waters of the State;
- c. OERP training procedures for City Staff and Contractors responsible for responding to SSOs;
- d. Emergency operations procedures for response activities, such as traffic and crowd control; and
- e. A SSO mitigation and impact assessment program.

The City should continually evaluate the effectiveness of this response plan and modify it as conditions change or as appropriate. City staff will require training on newly adopted Overflow Emergency Response Procedures and associated spill response templates.

## **7. FOG Control Program**

The goal of the FOG Control Program is to reduce the amount of FOG discharged to the sanitary sewer system. This SSMP Element includes the following information:

- a. Public education outreach implementation plan and schedule;
- b. FOG disposal plan and schedule;
- c. The legal authority to prohibit FOG discharges and prevent associated SSOs;
- d. Grease control device installation, maintenance, best management practices, and record keeping and reporting requirements and design standards;
- e. High maintenance area identification and cleaning maintenance schedule; and
- f. FOG source control measure development and implementation.

## **8. System Evaluation and Capacity Assurance Plan**

The System Evaluation and Capacity Assurance Plan consists of a sanitary sewer system hydraulic evaluation, which is used to establish appropriate design criteria and a short- and long-term Capital Improvement Program (CIP) with an implementation schedule and identification of funding sources.

The City of Hollister 2018 Sewer Collection System Master Plan (SCSMP) evaluates the collection system's capacity and maintains a CIP and implementation schedule in order to respond to problem areas identified in these evaluations. The City will be conducting additional staff investigations and evaluations on CCTV and system inspection data.

## **9. Monitoring, Measurement, and Program Modifications**

The City's plan provides a plan and information to monitor the implementation of the SSMP Elements in order to measure the effectiveness of the City's SSMP program in reducing SSOs.

This SSMP Element outlines the manner in which each SSMP Element is monitored and evaluated and the schedule with which the City completes associated tasks to conduct this monitoring and evaluation.

## **10. Sewer System Management Plan Program Audits**

The SSMP Program Audits Element outlines the audit process and identifies the City Staff responsible for conducting or participating in SSMP Program Audits and generating the required SSMP Program Audit Report. SSMP Program Audits must occur at a minimum of every \*two (2) years and are required to evaluate the City's SSMP Program, identify program deficiencies, and provide an improvement schedule based on the audit findings.

*\* It should be noted that the current Waste Discharge Requirements (WDRs) regulating Sanitary Sewer Systems are anticipated to be replaced with new WDRs which will change the current SSMP Audit schedule and SSMP Audit requirements. These new WDRs are anticipated to be adopted in December 2022. The City should monitor the adoption and new requirements associated with these new WDRs.*

## **11. Communication Program**

This SSMP Element describes the manner in which the City communicates the development, implementation, and performance of its SSMP with the public in order to provide them with the opportunity to provide input as the SSMP program is developed and implemented.

Additionally, the City will need to implement communications with Tributary Sewer Systems (San Juan Bautista and San Juan Oaks) and conduct other outreach efforts with the public through social media, newsletters and the City's website regarding sewer related matters.



This Sewer System Management Plan (SSMP) was developed in compliance with the requirements of the State Water Resources Control Board (SWRCB) Statewide General Waste Discharge Requirements (WDR), Order No. 2006-0003-DWQ, and Amended Monitoring and Reporting Program (MRP) Order No. WQ 2013-0058-EXEC, which are both included in **Appendix 0A**.

## **ELEMENT 1 - GOAL**

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The City of Hollister (City) has the following goals for the management and maintenance of the sanitary sewer collection system. These goals provide focus for City Staff to continue high-quality work to operate and maintain City facilities and to implement improvements for management of the collection system to prevent sanitary sewer overflows (SSOs). The role of the SSMP in supporting these goals is discussed below. These goals will be evaluated annually in Element 9: Monitoring, Measurement and Program Modification to assess the City's success in implementing and meeting the objectives of these goals.

### **1.1 Regulatory Requirement**

WDR Order No. 2006-0003-DWQ Section D.13(i) states:

The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that do occur.

### **1.2 Sanitary Sewer System Goals [WDR D.13(i)]**

The City seeks to provide high quality and reliable wastewater collection for its residents and businesses.

City SSMP Goals:

- Have less than five (5) SSOs per calendar year with zero (0) SSOs in the same location over a two (2) year period.
- Analyze CCTV Data to develop a Rehabilitation and Replacement Program based on CCTV findings by the end of 2025/26 fiscal year.
- Clean the entire collection system every three (3) years.
- Provide NASSCO Training for two (2) sewer staff prior to February 2023 to enable a standardized approach to CCTV inspections and analysis.

## **ELEMENT 2 - ORGANIZATION**

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The Organization Element of the SSMP identifies the City of Hollister's (City) Staff who are responsible for implementing this SSMP, responding to SSO events, and meeting SSO reporting requirements. The Legally Responsible Official (LRO) is also designated below in order to meet SWRCB requirements for completing and certifying SSO reports in the California Integrated Water Quality System (CIWQS).

This SSMP Element outlines the City organization, SSMP responsibilities of personnel, authorized representatives, and chains of communication for SSO response and reporting.

### **2.1 Regulatory Requirements**

WDR Order No. 2006-0003-DWQ Section D.13(ii) states:

The SSMP must identify:

- (a) The name of the responsible and authorized representative as described in Section J of this Order.
- (b) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and
- (c) The chain of communication for reporting SSOs, from receipt of a complaint or other information, including persons responsible for reporting SSOs to the State or Regional Water Board and other agencies if applicable (such as County Health Officers, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).

The aforementioned WDR Order No. 2006-0003-DWQ Section J states:

All applications, reports, or information shall be signed and certified as follows:

- (i) All reports required by this Order and other information required by the State or Regional Water Board shall be signed and certified by a person designated, for a municipality, state, federal or other public agency, as either a principal executive officer or ranking elected official, or by a duly authorized representative of that person, as described in paragraph (ii) of this provision. (For purposes of electronic reporting, an electronic signature and accompanying certification, which is in compliance with the Online SSO database procedures, meet this certification requirement.)
- (ii) An individual is a duly authorized representative only if:
  - (a) The authorization is made in writing by a person described in paragraph (i) of this provision; and
  - (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

## 2.2 Responsible and Authorized Representatives [WDR D.13(ii)(a)]

The name of the authorized representatives described in WDR Section J above is listed in Table 2-1:

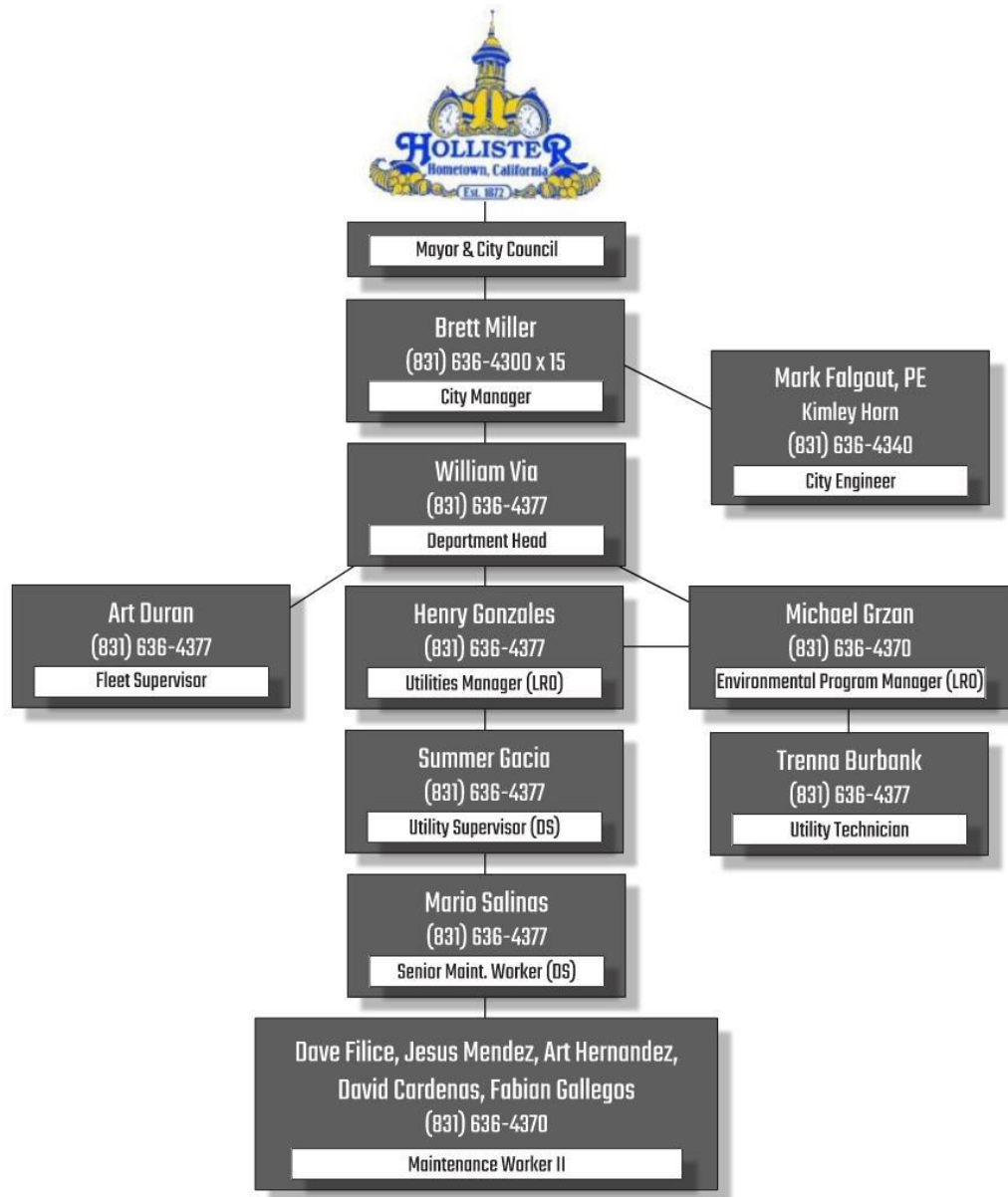
**Table 2-1: City of Hollister Authorized Representatives**

<b>Name</b>	<b>Title</b>	<b>CIWQS SSO Database</b>
Henry Gonzales	Utilities Manager	Legally Responsible Official
Michael Grzan	Environmental Programs Manager	Legally Responsible Official
Summer Garcia	Utility Supervisor	Data Submitter
Mario Salinas	Senior Maintenance Worker	Data Submitter

## 2.3 SSMP Program Implementation [WDR D.13(ii)(b)]

An organization chart showing the lines of authority for the City is described below in Figure 2-1. Updated Organization Charts can be found in Appendix 2A.

Figure 2-1: City of Hollister Organization Chart 2022





The names and contact information for management, administrative, and maintenance Staff who are responsible for implementing specific measures for the City's SSMP Program are presented in Table 2-3 below along with their specific responsibilities.

**Table 2-3: City of Hollister Staff and Contract Staff with SSMP Responsibilities and Contact Information**

Name, Title, Term Expires	SSMP Responsibilities	Contact Information
<p><b><u>City Council</u></b>            Ignacio Velazquez  <i>Mayor – Dec 2020</i></p> <p>Rick Perez  <i>District 1-Dec 2024</i></p> <p>Rolan Resendiz,  <i>Mayor Pro Tempore</i>  <i>District 2 – Dec 2022</i></p> <p>Dolores Morales  <i>District 3,– Dec 2022</i></p> <p>Tim Burns  <i>District 4 – Dec 2024</i></p> <p>Anietra Gomez  <i>City Treasurer – Dec 2022</i></p>	<p>The City Council directs the City Manager and Legal Counsel in the management of all eleven (11) SSMP Elements.</p>	<p>See City website for individual phone numbers:  <a href="http://hollister.ca.gov/government/city-council/">http://hollister.ca.gov/government/city-council/</a></p> <p>City Hall: (831) 636-4300</p>
<p>Brett Miller            City Manager</p> <p>David Mirrione            Assistant City Manager</p>	<p>The City Manager and Assistant City Manager (at direction of City Manager) directs the management of all eleven (11) SSMP Elements.</p>	<p>Office: (831) 636-4300 x15</p> <p>E-mail:  <a href="mailto:coh-manager@hollister.ca.gov">coh-manager@hollister.ca.gov</a></p> <p>E-mail:  <a href="mailto:david.mirrione@hollister.ca.gov">david.mirrione@hollister.ca.gov</a></p>

Name, Title, Term Expires	SSMP Responsibilities	Contact Information
		Office: (831) 636-4300 x 1014
Mary Lerner – Lozano Smith Attorneys at Law  City Attorney	The City Attorney assists in the management of Element 3, Legal Authority.	Office: (559) 431-5600  E-mail: <a href="mailto:jmlerner@Lozanosmith.com">jmlerner@Lozanosmith.com</a>
Mark Falgout, P.E.  Contract Engineer: Kimley Horn  City Engineer	The City Engineer directs the implementation of Element 5 – Design and Performance Provisions and assists the Utilities Manager with the implementation of Element 8 – System Evaluation and Capacity Assurance Plan.	Office: (925) 965-7701  E-mail: <a href="mailto:engineerring@hollister.ca.gov">engineerring@hollister.ca.gov</a>
Michael Grzan  Environmental Programs Manager	The Environmental Programs Manager Is responsible with the City Manager for the overall management of the SSMP and specifically directs the implementation of: <ul style="list-style-type: none"> <li>• Element 1 – Goal;</li> <li>• Element 2 – Organization;</li> <li>• Element 3 – Legal Authority;</li> <li>• Element 4 - Operation and Maintenance Program;</li> <li>• Element 6 – Overflow Emergency Response Plan; Element 7 – FOG Control Program;</li> <li>• Element 9 – Monitoring, Measurement, and Program Modifications; and</li> <li>• Element 10 – SSMP Audits.</li> </ul>	Office: (831) 636-4377 x1416  E-mail: <a href="mailto:michael.grzan@hollister.ca.gov">michael.grzan@hollister.ca.gov</a>
Henry Gonzalez  Utilities Manager	The Utilities Manager is responsible for the management and implementation of: <ul style="list-style-type: none"> <li>• Element 4 - Operation and</li> </ul>	Office: (831) 636-4377 Cell: (831) 524-1717

Name, Title, Term Expires	SSMP Responsibilities	Contact Information
	Maintenance Program; <ul style="list-style-type: none"> <li>• Element 6 – Overflow Emergency Response Plan;</li> <li>• Element 7 – FOG Control Program.</li> </ul>	E-Mail: <a href="mailto:Henry.Gonzalez@hollister.ca.gov">Henry.Gonzalez@hollister.ca.gov</a>
Trenna Burbank  Utility Technician	The Utility Technician assists in the implementation of: <ul style="list-style-type: none"> <li>• Element 4 - Operation and Maintenance Program;</li> <li>• Element 7 – FOG Control Program, and</li> <li>• Element 11 – Communication Program.</li> </ul>	Office: (831) 636-4377 x1422  E-Mail: <a href="mailto:Trenna.burbank@hollister.ca.gov">Trenna.burbank@hollister.ca.gov</a>
Mario Salinas  Senior Maintenance Worker	The Senior Maintenance Worker assists in the implementation of: <ul style="list-style-type: none"> <li>• Element 6 – Overflow Emergency Response Plan.</li> </ul>	Office: (831) 636-4377 Cell: (831) 580-7424 E-Mail: <a href="mailto:Mario.Salinas@hollister.ca.gov">Mario.Salinas@hollister.ca.gov</a>

## 2.4 Chain of Communication for Responding to SSOs [WDR D.13(ii)(b)]

SSO reports typically begin with a call from an observer to the City of Hollister or 911 dispatchers.

The City Utilities Division telephone contact number is (831) 636-4377. After hours, the voicemail directs callers to County of San Benito Emergency Line at (831) 636-4100, the after-hours line for the Utilities Division in the event of a sewer emergency.

During the process of responding to a SSO, the following actions are taken to verify the report and ensure the safety of the public:

1. During business hours, the Utilities Division receives the call from an observer, Law Enforcement, or the Fire Department and obtains the location of concern and a description of the problem. The name and phone number of the caller is requested and documented if not anonymous for follow-up information.
2. After hours, the on-call Utilities Division is contacted and directed to the described location. The Overflow Emergency Response Plan (OERP) contained in Element 6 is initiated.

3. Utilities Division Staff proceeds to the location to verify the report.
4. If a SSO is verified, Utilities Staff member notifies the Utilities Supervisor or Utilities Manager and requests support, if required.
5. The Senior Maintenance Worker will notify the Utilities Manager both during and after business hours of all SSOs.
6. California Office of Emergency Services (CalOES) and San Benito County Environmental Health must be contacted within two (2) hours of a Category 1 SSO, when the SSO is over 1,000 gallons or the SSO reaches a drainage channel or surface water. The Regional Water Quality Control Board (RWQCB) may also be notified if warranted.

SSMP Element 6 – Overflow Emergency Response Plan contains a chain of communication for reporting SSOs for use in the field by the Utilities/Maintenance Staff.

SSO notification is outlined in SSMP Element 6 – Overflow Emergency Response Plan. The contact information and notification requirements associated with notifying Cal OES and other applicable agencies, such as San Benito County Environmental Health Division, are included in that SSMP Element.

Upon completion of containment and clean-up, the Utilities Manager and Senior Maintenance Worker will initiate the Draft SSO Report in CIWQS.

A staff directory for contacting the Utilities Department are located in Element 6: Overflow Emergency Response Plan.

## ELEMENT 3 - LEGAL AUTHORITY

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The City of Hollister (City) maintains the legal authority for the sanitary sewer system in the City Municipal Code as listed below. The following are Municipal Code Sections and Standard Specifications that meet the requirements for this Element:

City Municipal Code:

- Title 13.04 Articles I - IX – Sewer Service System

See Website for Municipal Code:

[https://library.municode.com/ca/hollister/codes/code\\_of\\_ordinances?nodeId=TIT13PUSE\\_CH13.04\\_SESESY](https://library.municode.com/ca/hollister/codes/code_of_ordinances?nodeId=TIT13PUSE_CH13.04_SESESY)

Standard Specifications:

- City of Hollister Engineering Department Standard Plan
  - C-1-1: *Type 1 Standard Manhole Pipe 6" to 18"*
  - C-1-2: *Standard Manhole for Pipe Cover Less than 36"*
  - C-1-3: *Standard Manhole Sections and Notes*
  - C-1-4: *Standard Manhole Frame and Concrete Collar*
  - C-2-1: *Sewer Lateral and Cleanout*
  - C-2-2: *Sewer Cleanout Frame/Cover & Concrete Collar*
  - C-3: *Sewer Lateral Tapping to Existing VCP Sewer Mains*
  - C-4: *Backflow Prevention Devices*

See Website for Standard Specifications:

<http://hollister.ca.gov/government/city-departments/engineering/engineering-standards/>

### 3.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13 (iii) states:

Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

- (a). Prevent illicit discharges into its sanitary sewer system (examples may include storm water, chemical dumping, unauthorized debris and cut roots, etc.);
- (b). Require that sewers and connections be properly designed and constructed;
- (c). Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;
- (d). Limit the discharge of fats, oils, and grease and other debris that may cause blockages; and
- (e). Enforce any violation of its sewer ordinances.

### 3.2 SSMP Sanitary Sewer System Legal Authority [WDR D.13 (iii) (a) – (e)]

Table 3-1 below provides the mechanisms by which the City maintains the legal authorities required by WDR D.13 (iii) for public and private sewer systems.

**Table 3-1: City Legal Authority References**

WDR Requirement	City of Hollister Municipal Code Section
D.13(iii)(a) Prevent illicit discharges into its sanitary sewer system (examples may include storm water, chemical dumping, unauthorized debris and cut roots, etc.).	<p>City Code:</p> <p>Article II – Use of Public Sewers</p> <ul style="list-style-type: none"> <li>• Title 13.04.070 – Certain Water Prohibited from Sanitary Sewer</li> <li>• Title 13.04.090 - Materials Prohibited in Sewers</li> <li>• Title 13.04.100 – Materials Director May Prohibit</li> <li>• Title 13.04.220 – Surface Runoff Prohibited in Sewer</li> </ul>
D.13(iii)(b) Require that sewers and connections be properly designed and constructed;	<p>City Code:</p> <p>Article III – Building Sewers and Connections</p> <ul style="list-style-type: none"> <li>• Title 13.04.200 – Construction Codes and Standards</li> <li>• Title 13.04.210 – Sewer Elevation: Backflow and Check Device</li> <li>• Title 13.04.230 – Inspection of Construction</li> <li>• Title 13.04.240 – Protective Devices During Construction</li> </ul> <p>City of Hollister Standard Specifications: May 1992 City of Hollister Design Standards: May 1992 City of Hollister Engineering Department Standard Specifications July 2013 Standard Specifications: (See Appendix 05-1)</p> <ul style="list-style-type: none"> <li>○ City of Hollister Engineering Department Standard Plan <ul style="list-style-type: none"> <li>○ C-1-1: <i>Type 1 Standard Manhole Pipe 6" to 18"</i></li> <li>○ C-1-2: <i>Standard Manhole for Pipe Cover Less than 36"</i></li> <li>○ C-1-3: <i>Standard Manhole Sections and Notes</i></li> <li>○ C-1-4: <i>Standard Manhole Frame and Concrete Collar</i></li> <li>○ C-2-1: <i>Sewer Lateral and Cleanout</i></li> <li>○ C-2-2: <i>Sewer Cleanout Frame/Cover &amp; Concrete Collar</i></li> <li>○ C-3: <i>Sewer Lateral Tapping to Existing VCP Sewer Mains</i></li> <li>○ C-4: <i>Backflow Prevention Devices</i></li> </ul> </li> </ul>

WDR Requirement	City of Hollister Municipal Code Section
D.13(iii)(c) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;	<p>City currently does not own and therefore does not require access to maintain or repair any portion of a Lateral Sewer, House Sewer or House Drain.</p> <p>However, the City had codified the requirement that property owners are responsible for their laterals in:</p> <p>Article III – Building Sewers and Connections</p> <ul style="list-style-type: none"> <li>Title 13.04.170 – Responsibility for Costs and Expenses summarizes the property owner's responsibilities for sewer lateral ownership, maintenance and upkeep.</li> </ul>
D.13(iii)(d) Limit the discharge of fats, oils, and grease and other debris that may cause blockages;	<p>City Code:</p> <p>Article II – Use of Public Sewers</p> <ul style="list-style-type: none"> <li>Title 13.04.100 - Materials Director May Prohibit</li> <li>Title 13.04.120 - Grease Traps Required</li> </ul>
D.13(iii)(e) Enforce any violation of its sewer ordinances.	<p>City Code:</p> <p>Article VII Enforcement:</p> <ul style="list-style-type: none"> <li>Title 13.04.490 – Notification of Potential Problems</li> <li>Title 13.04.500 – Notices to Employees</li> <li>Title 13.04.520 – Issuance of Cease and Desist Orders</li> <li>Title 13.04.530 – Harmful Contributions</li> <li>Title 13.04.540 – Submission of Time Schedule</li> </ul> <p>Article VIII Abatement:</p> <ul style="list-style-type: none"> <li>Title 13.04.560 – Public Nuisance</li> <li>Title 13.04.570 - Injunction</li> <li>Title 13.04.580 – Damage to Facilities</li> <li>Title 13.04.590 – Correction of Violations: Collection of Costs - Injunction</li> <li>Title 13.04.600 – Civil Liabilities and Penalties</li> <li>Title 13.04.610 – Falsifying Information</li> <li>Title 13.04.620 – Termination of Service</li> </ul>

## ELEMENT 4 - OPERATION AND MAINTENANCE PROGRAM

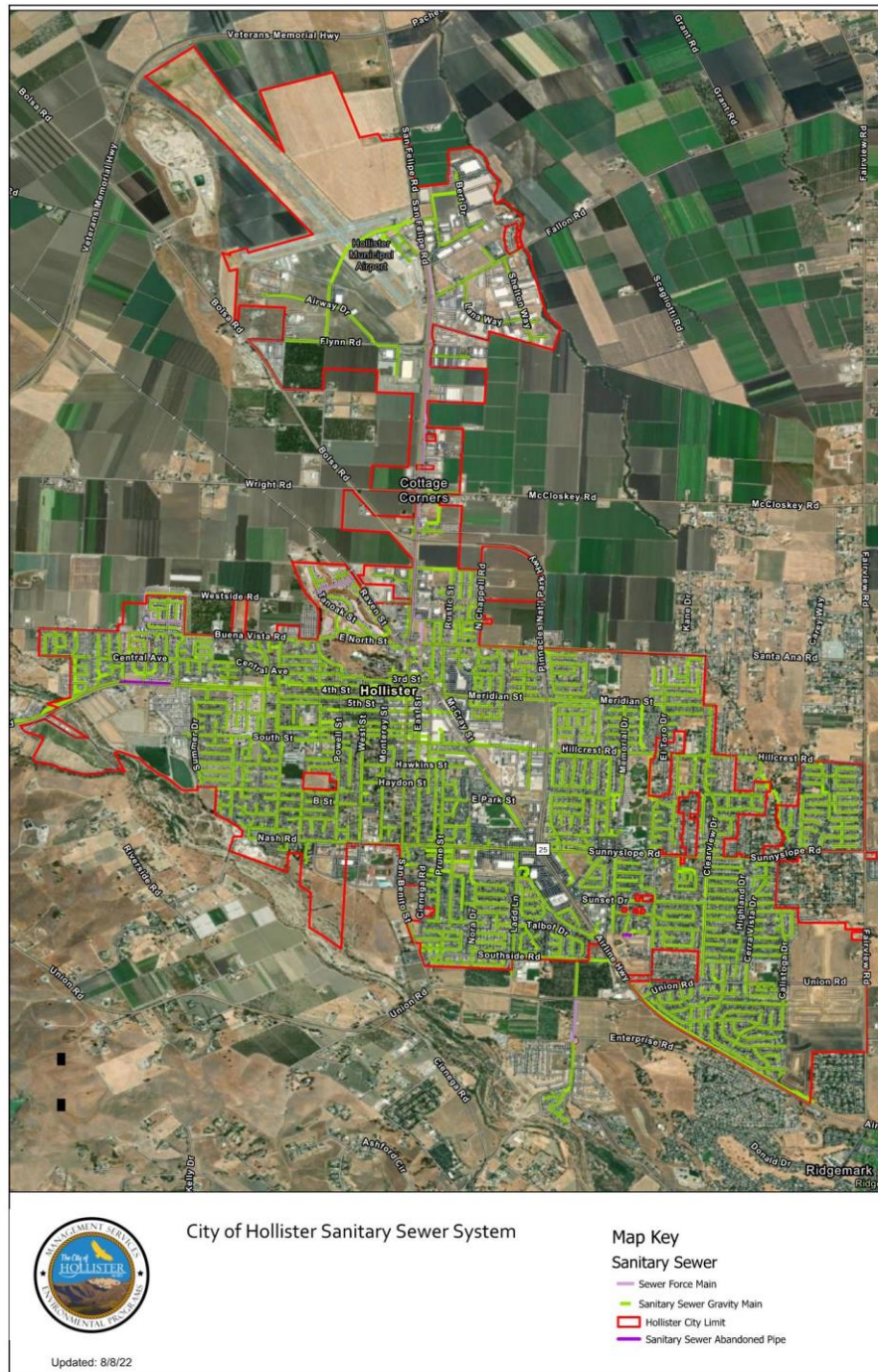
The City of Hollister (City) provides sanitary sewer collection and treatment services for the entire City. In addition there are two areas outside the City limits from which the City receives wastewater flow. These include the communities of San Juan Bautista and San Juan Oaks . The City also owns and operates an industrial wastewater treatment plant that provides collection service to one industrial facility within the City. The City service area consists of approximately 108 miles of wastewater collection, interceptor and force main lines. The City owns six (6) lift stations with corresponding force mains. The system includes sizes ranging from 4-inch diameter to 36-inch diameter lines. The system is comprised primarily of VCP, with sections of PVC pipe installed with newer construction. In addition to the collection and conveyance system described above, the City also operates and maintains a combined storm/sewer line. This combined line is operated as a storm drain conveyance system during the wet season and an industrial sewer line, conveying process wastewater from a local tomato processing plant to the City's Industrial Wastewater Treatment Plant during dry months. All operations and maintenance activities are conducted by City Staff. This SSMP Element 4 outlines the work that is conducted to accomplish the optimal operation and maintenance of the City's collection system. Table 4.1 shows an inventory of wastewater conveyance pipelines.

**Table 4-1: Existing Pipeline Inventory by Diameter**

Diameter (inches)	Length	
	Feet	Miles
4	596	0.11
6	135,416	25.65
8	314,345	59.54
10	33,616	6.37
12	21,200	4.02
14	2,790	0.53
15	26,199	4.96
18	11,443	2.17
21	5,919	1.12
24	3,301	0.63
27	2,596	0.49
30	5,468	1.04
36	8,973	1.70
<b>Total</b>	<b>571,864</b>	<b>108.31</b>

A general overview of the City Sewer System is provided in Figure 4-1: Collection System Overview Map.





**Figure 4-1: Collection System Overview Map**

City owns and maintains six (6) wastewater lift stations. Detailed Lift Station locations can be found in the Sewer Atlas Map on file at the City Community Services Department.

## 4.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13(iv) states:

The SSMP must include those elements listed below, which are appropriate and applicable to the Enrollee's system:

- (a) Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities;
- (b) Describe routine preventive operation and maintenance activities by Staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) program should have a system to document scheduled and conducted activities, such as work orders;
- (c) Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;
- (d) Provide training on a regular basis for Staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and
- (e) Provide equipment and replacement part inventories, including identification of critical replacement parts.

## 4.2 Collection System Map [WDR D.13(iv)(a)]

### 4.2.1 Sewer Collection and Conveyance

The City maintains a GIS database, which is a tool to store and geographically show data on the wastewater collection and storm water systems. This system can be accessed from any City workstation.

The City also maintains maps, which are based on GIS data and record drawings, and are prepared into Zone Atlas Maps. Zone Atlas Maps are distributed to field crew and engineering staff to map out and track field activities. The City has developed a wastewater layer of the GIS as a repository for work history, documenting various maintenance and rehabilitation and replacement activities. This work history layer of the GIS is planned for implementation in 2022/2023 Fiscal Year.

Corrections for Zone Atlas Maps are noted and submitted to Engineering Staff. Engineering Staff maintains a “Master” Zone Atlas Map and will show corrections here. Engineering Staff will also forward this information to the Engineering Technician for integration of new data in GIS layers as data is captured. Updated hard-copy maps are re-distributed to maintenance staff as appropriate and will display a date-stamp.

A general overview of the sewer collection and conveyance system is shown in Figure 4-1; a complete system atlas is on file at the City Community Services Department.

#### 4.2.2 Storm Water Conveyance Map

As stated above, the City owns and operates storm water conveyance facilities within the service area. Storm water maps are maintained in the City’s GIS. GIS and hard copy maps are utilized by City maintenance staff in the event of a Sanitary Sewer Overflow (SSO) to identify storm water inlets and outlets and isolate/capture wastewater that may enter the storm drain system.

A general overview of the storm water collection and conveyance system is shown in Figure 4-2. A complete storm water system atlas is on file at the City Community Services Department.



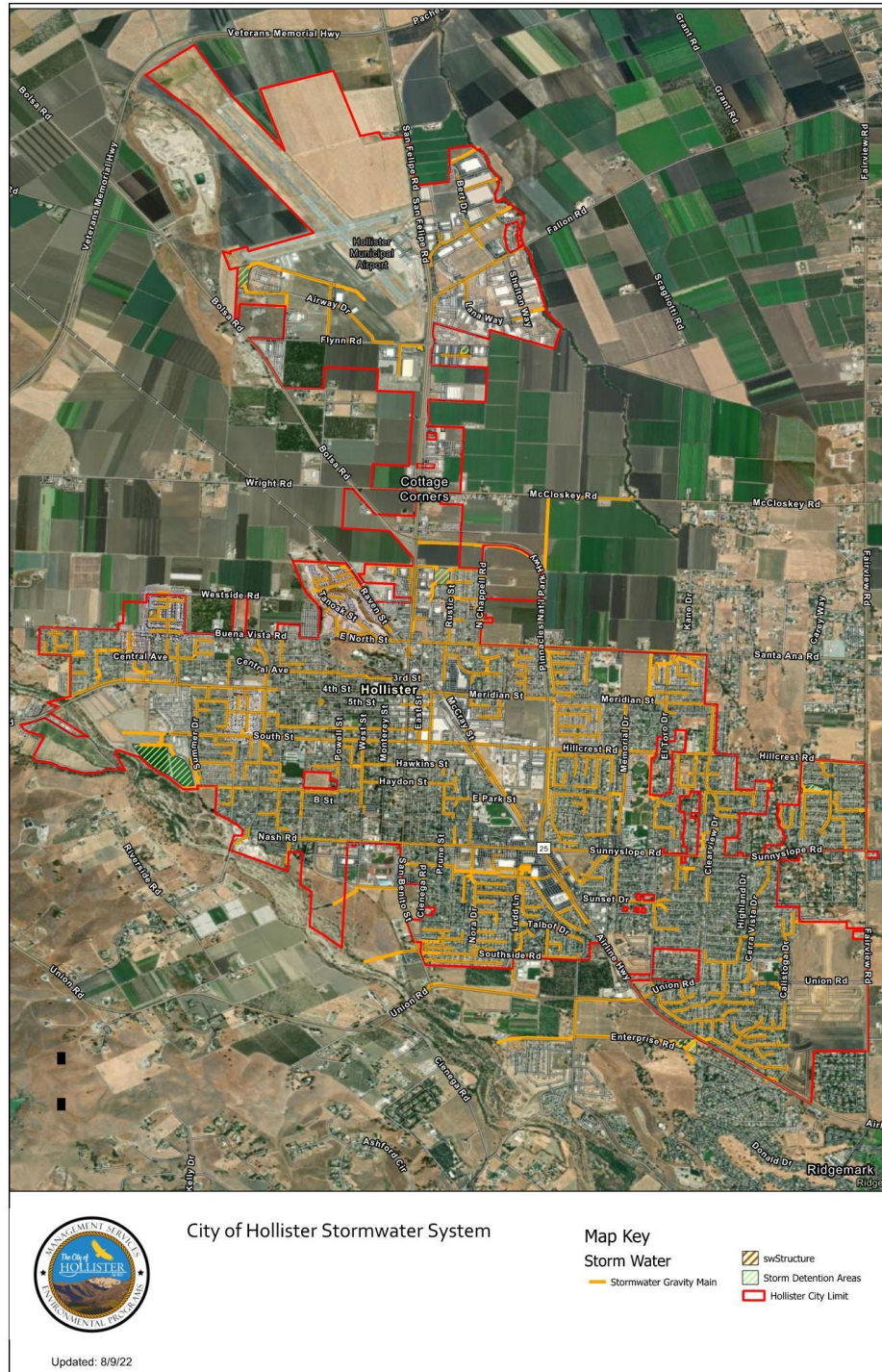


Figure 4-2: Storm Water System Overview Map

### **4.3 Preventative Maintenance Program [WDR D.13(iv)(b)]**

All routine preventative O&M and repair work is managed by the Maintenance Supervisor. The Maintenance Staff is comprised of seven (7) full time maintenance workers whose time is dedicated to sewer operations and maintenance. These staff members are responsible for performing routine preventative O&M and repair work.

City Public Works staff are responsible for systems other than wastewater collection. The City's routine preventative O&M plan extends beyond the wastewater collection system. The O&M procedures outlined in this section are a summary of the City's wastewater-related O&M Program. A summary of Routine Preventative Operations & Maintenance includes, but is not limited to, the following:

#### **4.3.1. CCTV Inspection**

The City owns and operates CCTV equipment to conduct Video Inspection of sewer lines. City staff conducts CCTV inspections on a varying percentage of sewer lines once they have been cleaned as part of a quality assurance plan for their sewer line cleaning program. City staff is in the process of developing a comprehensive CCTV investigation and assessment program to identify, rank and prioritize areas of the sewer system that require rehabilitation and replacement.

The City plans to invest in training for City staff to become certified by the National Association of Sewer Service Companies (NASSCO) with their Pipeline Assessment Certification Program (PACP) in the next 3 – 6 months. A plan and schedule to initiate this CCTV program will be included in this SSMP by the first quarter of 2023. The City is currently planning to complete CCTV investigations over a four (4) year period, completing ¼ of the system each year for the next four (4) years. A formal description of the City's CCTV Program will be included in **Appendix 4A** when completed.

#### **4.3.2 Line Cleaning**

The City sewer cleaning goal is to clean the entire gravity collection system every three (3) years and to clean problematic sewer lines known as High Maintenance Areas (HMAs) on an as needed basis depending on weekly observed conditions in the field. These HMAs are inspected every Friday. Sewer line condition assessments are based on historic CCTV and Line Cleaning Maps, sewer cleaning logs, and Staff's visual observations in the field. The City developed an updated format to record conditions observed during line cleaning activities. The City records line cleaning results and observations on a City "Sewer Line Cleaning and Manhole Inspection Form". Relevant information from these forms are planned to be incorporated into the City's GIS work history system when system upgrades are completed. An example of the City Sewer Line Cleaning and Manhole Inspection Form is located in **Appendix 4B**.

Annual sewer cleaning work history/progress is currently tracked on the City's Sewer Line Cleaning Map. Printed copies of the City's sewer atlas are used in the field for Staff to highlight as part of a weekly cleaning record.

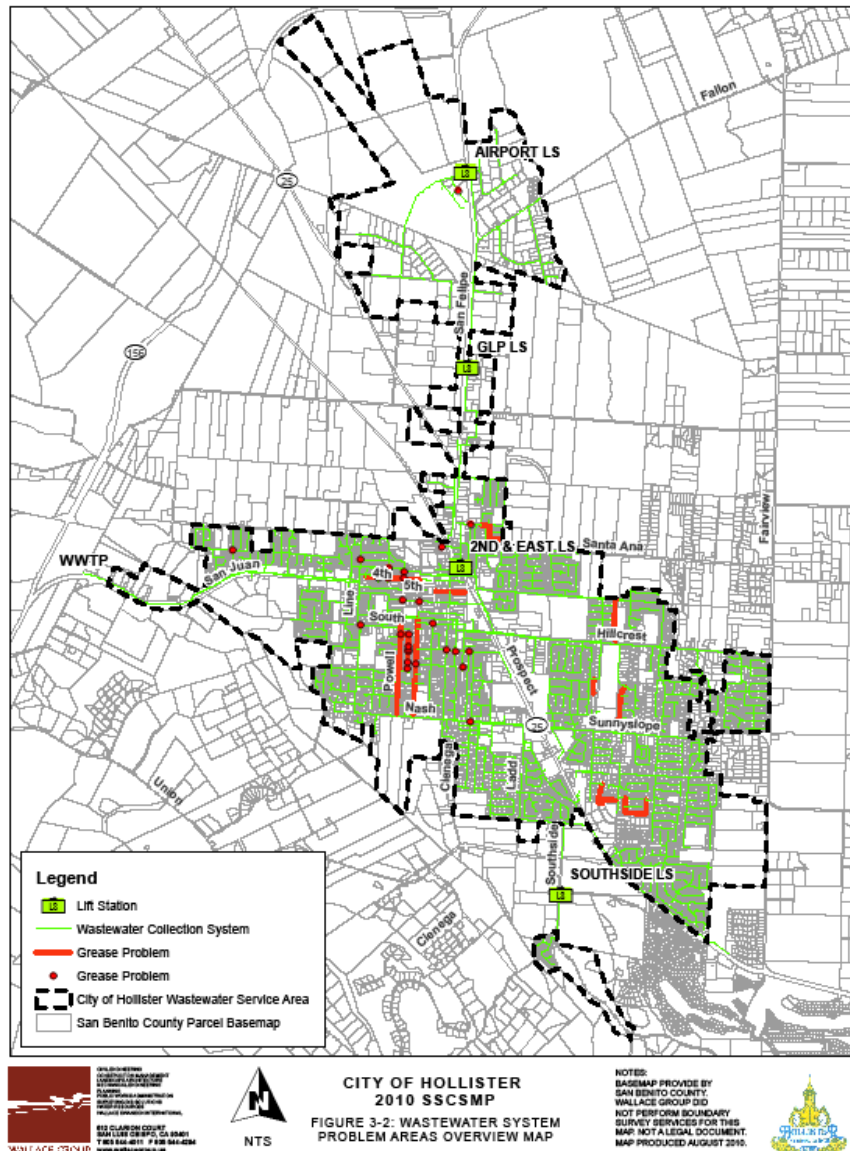
#### 4.3.3 Manhole Inspection

City Manholes are inspected in conjunction with annual sewer line cleaning activities. The City utilizes the Sewer Line Cleaning and Manhole Inspection Form for routine documentation of manhole conditions. When significant issues are observed during these routine manhole inspections, a more detailed inspection and assessment is requested by maintenance staff to the City Engineering Department. Detailed manhole inspections are documented on a “Detailed Manhole Inspection Form”. Relevant information from these sheets incorporated into the City’s GIS work history system. An example of the City Detailed Manhole Inspection Form is located in **Appendix 4C**. Applicable information from these inspections is planned to be utilized in the future development of City rehabilitation and replacement projects.

#### 4.3.4 High Maintenance Areas

The City identifies High Maintenance Areas (HMAs) through CCTV and Line Cleaning observations. These HMAs are added to the City’s “Daily List” sewer line cleaning list as they are identified. The current list of HMAs can be found in **Appendix 4D**. City maintenance staff inspects HMAs weekly and clean these areas on an as needed basis, based on these weekly observations. HMA inspection and cleaning results are documented on the “Daily List” sheet. An overview of the City’s High Maintenance Areas is shown in Figure 4-3.





**Figure 4-3: Sewer System High Maintenance Areas**

#### 4.3.5 Lift Station Operation and Maintenance

As previously referenced in the introduction to this SSMP Element, there are six (6) lift stations located in the City's service area. These stations are provided with a minimum of duplex pumping systems for redundancy and reliability. These redundant systems allow for continued operation of a lift station in the event of pump failure. The City has portable standby generators for all six (6) pump stations for continued operations in the event of a power failure. Stations are monitored remotely through a Supervisory Control and Data Acquisition (SCADA) system. Operational parameters and alarms for each station can be adjusted remotely utilizing the SCADA system.



Lift stations are inspected by City staff 7 days a week. Inspections consist of logging pump run times and performing a general inspection of major critical components of the station, such as pump operation, station controls, alarms, and hydrogen sulfide controls. Portable emergency power supplies for each lift station are checked monthly. Regular Lift Station inspection data is logged on the City's Lift Station Inspection Sheet found in **Appendix 4E**. Applicable information logged on these inspection logs are planned to be maintained in the City's GIS work history system. Specific data regarding each lift station can be found in **Appendix 4F**.

#### 4.3.6 Customer Requests/Complaints

The City utilizes a customer contact form to document customer requests and complaints. Staff investigates and completes associated sewer related tasks as appropriate. Completed contact forms are kept on file at the City's Community Services Department Office. If staff investigations result in significant discoveries in the field (ex: sewer line restriction or SSO) relevant data will be logged into the City GIS work history database to alert the City to past issues in a specific section of the collection system. A copy of these customer contact forms is found in **Appendix 4G**.

### 4.4 Rehabilitation and Replacement Plan [WDR D.13(iv)(c)]

In August 2010 the City adopted with resolution 2010-107 a Sanitary Sewer Collection System Master Plan (2010 Master Plan) to upgrade and rehabilitate the existing infrastructure within the City wastewater collection system. The 2010 Master Plan provides an estimate of City's short- and long-term capital improvements requirements. A list of projects from the Master Plan is located in **Appendix 4H**. The status of current and proposed projects is discussed in Element 8 System Evaluation and Capacity Assurance Plan, Tables 8-1 and 8-2.

The City's 5 Year Capital Improvement Plan includes a schedule for upgrade and replacement of facilities identified in the 2010 Master Plan beginning in 2017 and ending in 2021. Each of these projects is described in a project summary which identifies the nature of the project, year scheduled for completion and sources of funding. The City's 5-Year CIP addresses seven (7) of the ten (10) near term projects identified in the 2010 Master Plan. The three remaining Near-Term CIP (*Bridge Road Interconnect, Powell Street Sewer Pipe Upgrade and 2<sup>nd</sup> and East Lift Station Upgrade*) will be reevaluated in future fiscal year budgets with the Long-Term CIP identified in the 2010 Master Plan. Additional CIP planned for completion to address hydraulic capacity deficiencies are addressed in Element 8 – System Evaluation and Capacity Assurance Plan.

It is the responsibility of City Engineering Staff to manage the Capital Projects, from inception to completion.

A copy of the City's 5 Year Capital Improvement Program and 2021/2022 Budget can be found in **Appendix 4I**. The City will replace this 5 Year CIP and associated Budget in this appendix when an updated version is adopted.

In addition to the findings and projects identified in the 2010 Master Plan, the City is in the process of developing a plan and schedule to conduct additional CCTV investigations and analyze existing and future CCTV data in order to identify rehabilitation and replacement projects for future Capital Improvement Plans. As discussed in Section 4.3., a plan and schedule to initiate this CCTV program will be included in this SSMP by the 1<sup>st</sup> Quarter of 2023.

#### **4.5 Combined Industrial Sewer Line: Storm Water and Industrial Sewer**

The City utilizes a combined (dual purpose) line which ranges in size from 18” to 30 “ to convey process wastewater from an industrial tomato processing plant on the corner of Hawkins and East Street during Summer and Fall. The line is converted to a storm water conveyance line during the Winter and Spring seasons. Both sanitary sewer and storm water flows are conveyed to the City’s Industrial Wastewater Treatment Plant at the westernmost portion of South Street, bordering the San Benito River. The City is able to convert the use of this combined line through the use of a mechanical slide gate located in manhole F12-9 on West Street, immediately south of the Hawkins and West Street intersection. During the wet season (winter and spring) this line can be diverted to send storm water flow to an outfall on the San Benito River. City staff isolates and cleans industrial process waste lines after the summer and fall processing season to allow portions of these lines to be utilized for additional storm water conveyance.

##### **4.5.1 Operation and Maintenance**

The City cleans this combined line annually in October to prepare for the transition from conveying wastewater to conveying storm water. This is done to remove any residual process wastewater from areas of the storm water system that may flow to outfalls entering the San Benito River. This line is also cleaned prior to canning season to ensure the line is free of any residual debris that may impact sewer line performance. Manhole inspections are conducted during annual cleaning. Line cleaning and manhole observations are logged on the Line Cleaning-Manhole Inspection Log described earlier in section 4.3.2.

#### **4.6 Training [WDR D.13(iv)(d)]**

Training programs include formal classroom training and on-the-job training. Training is facilitated by both City Staff and outside training workshops. On-the-job cross training is pursued to ensure Staff has a proficient working knowledge of the sanitary sewer system and that critical tasks can be performed without interruption. Task proficiency is a requirement for all job positions and promotions. O&M related training is conducted on an ongoing and as needed basis. Operations and Maintenance Staff are initially trained in the proper operation and maintenance of all new major mobile equipment and facilities by the respective contractor or manufacturer. Written operation and maintenance manuals are used as resource material for equipment start-up training and new staff training. Operations and Maintenance Staff are initially trained in the proper operation and maintenance of all new major mobile equipment and facilities by the respective contractor or manufacturer. Written operation and maintenance manuals are used as resource material for equipment start-up training and new staff training. Training records are maintained by the Environmental Programs Manager and located at the Community Services Department Office.

The City developed Standard Operating Procedures for routine Operation and Maintenance activities conducted in the sewer collection and conveyance system. The following procedures have been developed to provide guidance and a uniform approach for the performance of these tasks:

- SOP- 1: Preventative Maintenance Program
- SOP- 2: Lift Station Operation and Maintenance
- SOP- 3: Annual Collection System Cleaning and High Maintenance Area Cleaning

- SOP- 4: Maps and Geographic Information System (GIS) Updates
- SOP- 5: Underground Service Alert (USA) Marking
- SOP- 6: Sewer Connection Requests
- SOP- 7: Routine Traffic and Crowd Control
- SOP- 8: Collection System Training Requirements

Copies of these Standard Operating Procedures are on file at the City's Community Services Office.

#### 4.6.1 Staffing

The City currently dedicates seven (7) staff for dedicated operation and maintenance of the sewer system. Maintenance staff are directed and supervised by a Senior Maintenance Worker for the majority of sewer related Operations and maintenance activities. Rehabilitation and/or Replacement projects conducted on City sewer assets are supervised by a Utilities Supervisor. The City plans to assess current staffing levels and determine if current levels are adequate to accomplish the goals set by the City for the operation and maintenance of the system.

### 4.7 Equipment and Replacement Parts Inventory [WDR D.13(iv)(e)]

Equipment and replacement parts inventories are provided as explained below.

#### 4.7.1 Critical Parts and Equipment

The City maintains an inventory of critical parts and equipment which are utilized for both routine and emergency operations. A critical parts and equipment list can be found in **Appendix 4J**. In the event of an emergency, local retailers and contractors are available to supply additional equipment and parts on short notice.

The following vendors and contractors are utilized for critical parts, equipment and services not normally maintained by the City:

#### Lift Station Parts and Service

1. Shape Inc.  
*Services - Lift Station Pumps and Controls*  
119 Val Dervin Street Suite 2  
Stockton CA 95206  
(209) 234-5909
2. Enterprise Electric  
*Services - Industrial Electrical*  
542 San Benito Street,  
Hollister, CA 95023  
(831) 637-6695
3. JM Electric  
*Services - Industrial Electrical*  
400 Griffin Street,  
Salinas, CA 93901

(831) 422-7819

4. Monterey Peninsula Engineering  
*Services – Mechanical & Underground*  
192 Healy Avenue,  
Marina, CA 93933  
(831) 384-4081

#### Sewer Pipelines Parts and Equipment

1. Ferguson (Familian Plumbing Supply)  
*Services - Pipe, Valve, Fittings and miscellaneous plumbing supplier*  
100 Briggs Road,  
Hollister, CA 95023  
(831) 636-1422
2. Brigantino Irrigation  
*Services - Pipe and miscellaneous supplies*  
910 Prospect Avenue,  
Hollister, CA 95023  
(831) 636-1188
3. Rain for Rent  
*Services – Sewer Bypass Pump Rental*  
469 El Camino Real  
Salinas, CA 93908  
(831) 422-7813

#### Emergency Equipment and Service

1. Greenline  
*Services - Commercial Hydro Jetting, Tanker Trucks, Maintenance 1128-A*  
Madison Lane, Salinas CA  
Business Hours: (831) 240-0685,  
After Hours: (831) 240-0685
2. Al's Septic Tank Service  
*Services - Tanker Trucks*  
13036 Arthur Street, Salinas CA  
Business Hours: (831) 637-3700,  
After Hours: (831) 637-3700

## **ELEMENT 5 - DESIGN AND PERFORMANCE PROVISIONS**

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The standards and specifications for new construction and repair of the existing sanitary sewer system described in this SSMP Element are utilized to ensure a high quality, well designed, and functioning sanitary sewer system.

Design Standards and Testing and Inspection procedures are located in the:

- November 2019 City Design Standards, and
- November 2019 City Standard Specifications.

### **5.1 Regulatory Requirements**

WDR Order No. 2006-0003-DWQ Section D.13(v) states that the SSMP must identify:

- (a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and
- (b) Procedures and standards for inspection and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

### **5.2 Design and Construction Standards and Specifications [WDR D.13(v)(a)]**

The City uses Construction Design Standards and Standard Specifications for the installation of new and existing sanitary sewer systems. The following Sections of the City Standards and Specifications apply to City sewer collection and conveyance systems. The three sets of Standards are located in the following City website: [http://hollister.ca.gov/wp-content/uploads/2020/01/Standards\\_Specifications\\_Plans\\_Nov2019Update.pdf](http://hollister.ca.gov/wp-content/uploads/2020/01/Standards_Specifications_Plans_Nov2019Update.pdf)

November 2019 City Standard Specifications:

- Section 2: General Construction Plans
- Section 5: Sanitary Sewers
- Section 5: Utilities

November 2019 City of Hollister Engineering Department

- C-1-1: Type 1 Standard Manhole Pipe 6" to 18"
- C-1-2: Standard Manhole for Pipe Cover Less than 36"
- C-1-3: Standard Manhole Sections and Notes
- C-1-4: Standard Manhole Frame and Concrete Collar
- C-2-1: Sewer Lateral and Cleanout
- C-2-2: Sewer Cleanout Frame/Cover & Concrete Collar
- C-3: Sewer Lateral Tapping to Existing VCP Sewer Mains
- C-4: Backflow Prevention Devices
- E-3-1: Pipe Bedding and Trench – Backfill
- E-6: Pipe Protection for Shallow Pipes Storm/Sewer/Water

Design standards, specifications, and testing requirements for new and replacement sewer pump stations and other Capital Projects are developed on a case-by-case basis to meet the requirements of each site and incorporated into each project plan set by a registered Professional Engineer.

### **5.3 Procedures and Standards for Inspection and Testing [WDR D.13(v)(b)]**

Procedures and standards for the acceptance testing and inspection of new and repaired sewer main and appurtenances are found in:

November 2019 City Standard Specifications

- Part 3: Section 306

## **ELEMENT 6 - OVERFLOW EMERGENCY RESPONSE PLAN**

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Sanitary Sewer Overflows (SSOs), or spills, can occur due to unforeseen accidents, unusual equipment failures, or other events not controllable by the City of Hollister. A SSO response plan is maintained by the City Community Services Department for City maintenance personnel to use as guidance in responding to SSOs. The SSO response plan defines procedures to:

- protect public health and the environment
- comply with local, state, and federal regulatory agency requirements
- provide appropriate customer service
- protect City personnel, the wastewater collection system, and private and public properties

The Overflow Emergency Response Plan (OERP) is summarized in this SSMP Element. The City recently developed emergency response procedures to address issues such as SSO response, detection, mitigation, clean up, investigation, documentation, and reporting which are discussed later in this section.

### **6.1 Regulatory Requirements**

WDR Order No. 2006-0003-DWQ Section D.13 (vi) states:

Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, the plan must include the following:

- (a). Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- (b). A program to ensure appropriate response to all overflows;
- (c). Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, Regional Water Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDRs or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification;
- (d). Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the OERP and are appropriately trained;
- (e). Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- (f). A program to ensure that all reasonable steps are taken to contain untreated wastewater and prevent discharge of untreated wastewater to waters of the United States and to minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.



## 6.2 Initial SSO Notification Procedures [WDR D.13 (vi)(a)]

If a member from the public witnesses a SSO, they contact the City of Hollister Community Services Department at (831) 636-4377. Calls to the Maintenance Department after hours are directed to the County Communications System at (831) 636-4100 which contacts Maintenance staff responsible for “On-Call” duty.

### 6.2.1 The City Maintenance Department as the First Responder

If the City Maintenance Department is contacted during **normal business hours**, which are **7:30 AM – 4:30 PM** Monday through Friday, excluding legal holidays, administrative staff at the City Office, calls the Senior Maintenance Worker, at (831) 580-7424 or the next available Maintenance Staff to investigate the situation utilizing the information found in Table 6-1 below. If City Staff needs assistance responding to the SSO, the first responder calls additional Maintenance staff utilizing the information found in Table 6-1.

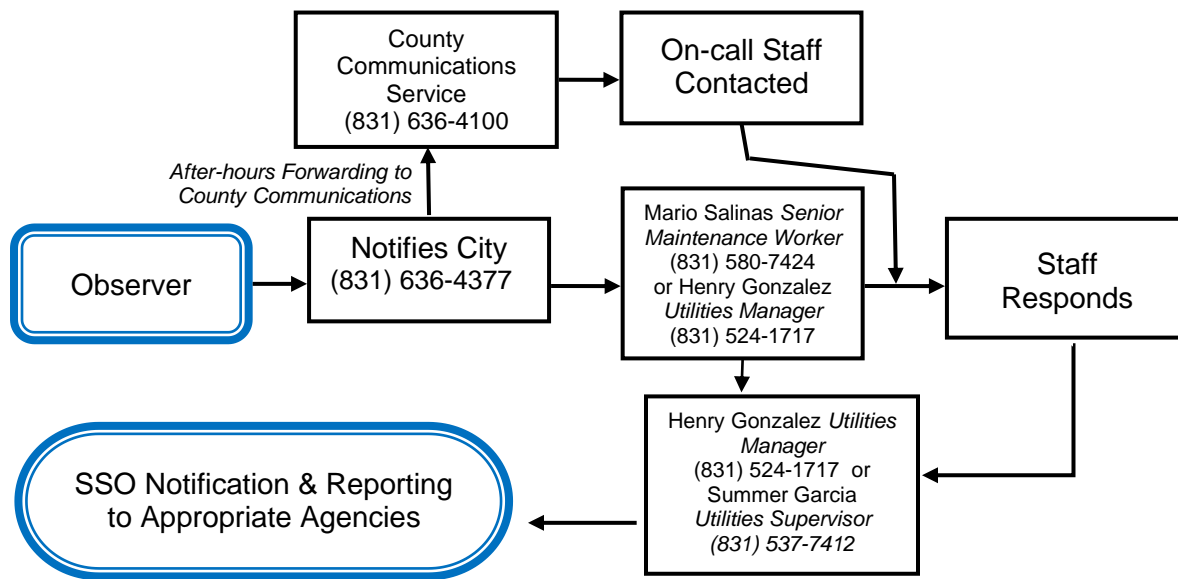
**Table 6-1: Maintenance Staff Contact Information**

Contact	Method of Contact	Number
Utilities Manager	Henry Gonzalez Cell Phone	(831) 524-1717
Maintenance Staff / On Call Responder	Mario Salinas (Senior Maintenance Worker) Cell Phone	(831) 580-7424
	Jesus Mendez Cell Phone	(831) 537-1260
	Art Hernandez Cell Phone	(831) 537-1268
	Fabian Gallegos Cell Phone	(831) 537-1251
	Dave Filice Cell Phone	(831) 902-8375
	Benjie Casarez Cell Phone	(831) 537-1255
	David Cardenas Cell Phone	(831) 902-8237

If the City Maintenance Department is contacted **after normal business hours**, on a holiday, or during the weekend, the County Communications System contacts On-Call maintenance staff who responds accordingly.

After normal operating hours, one member of the Maintenance Staff is on-call as a primary on-call wastewater emergency responder. On-call staff can be reached by dialing the above referenced phone numbers in Table 6-1: *Maintenance Staff Contact Information*.

Figure 6-1 illustrates the chain of command, which must be observed and followed when a SSO occurs:



**Figure 6-1: SSO Response Chain of Command**

### 6.3 SSO Response Program [WDR D.13 (vi)(b)]

The City has recently developed emergency response procedures as part of the SSO Response Program. These procedures were developed to provide emergency response staff with a standardized approach when responding to Sanitary Sewer Overflows (SSOs) or other emergencies that may result in a SSO. The City implements the following SSO Response Procedures as part of the Emergency Response Program:

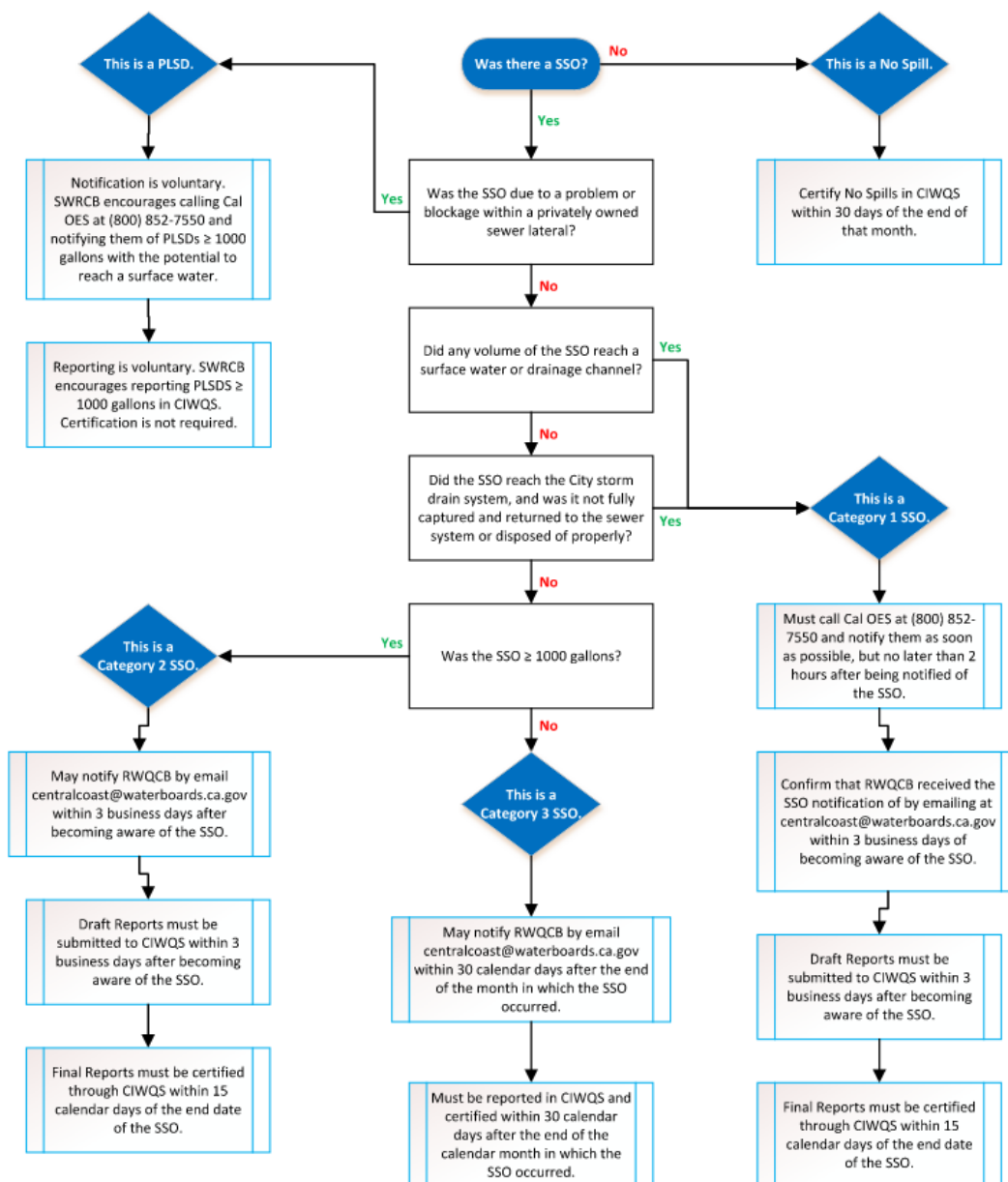
1. SS-EOP-01: Overflow Emergency Response Plan
2. SS-EOP-02: SSO Notification
3. SS-EOP-03: SSO Reporting
4. SS-EOP-04: SSO Traffic and Crowd Control
5. SS-EOP-05: SSO Volume Estimation
6. SS-EOP-06: SSO Mitigation and Cleanup
7. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
8. SS-EOP-08: SSO Response Documentation and Records
9. SS-EOP-09: SSO Training Requirements

These procedures are in binders maintained by emergency response staff. Copies are available at the Community Services office. Staff trains annually on the procedures or more frequently if changes or updates are made to modify these procedures. New staff responsible for emergency response will be trained as these duties are assigned.

## 6.4 SSO Notification and Reporting Procedures [WDR D.13(vi)(c)]

This section of the OERP ensures proper notification and reporting of SSOs, which occur in the City of Hollister sanitary sewer system, in order to protect public and environmental health.

An overview of the notification and reporting process is illustrated on the following page in Figure 6-2. This overview is not inclusive of all of the notification and reporting requirements and procedures. The following section of this SSMP Element corresponding to each SSO category for notifications and reporting must be referenced and followed.



**Figure 6-2: SSO Notification and Reporting Overview**

#### 6.4.1 SSO Regulatory Notification Procedure

SSO notification procedures vary based on whether the SSO is classified as a Category 1, Category 2, Category 3, or PLSD.

##### 1. Category 1 SSOs

- a. **Any** discharges of sewage that results in a **discharge** to a **drainage channel** or a **surface water** or to the **storm drain system** and is not fully captured and returned to the sewer system or disposed of properly.
- b. The City shall, as soon as possible, but no later than two (2) hours after becoming aware of the discharge (**> or equal to 1000 gallons or spilled to location that may discharge to surface water**), notify the California Governor's Office of Emergency Services (**Cal OES**) at **1-800-852-7550**. City Staff may also contact **San Benito County Health** at **(831) 636-4035** to inform them in the event of a Category 1 SSO. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

##### 2. Category 2 SSOs

- a. For a SSO **1,000 gallons or greater** in volume that does **not discharge** to a **drainage channel or surface water**.
- b. Within twenty-four (24) hours of becoming aware of a Category 2 SSO, the City may notify **San Benito Environmental Health Services** at **(831) 636-4035**. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

##### 3. Category 3 SSOs

- a. If a SSO occurs due to a problem in the City's sanitary sewer collection system and **does not reach a drainage channel, surface water, the storm drain system, or is fully captured from the storm drain system** and returned to the sewer system or disposed of properly and **is less than 1000 gallons** in volume.
- b. Within twenty-four (24) hours of becoming aware of a **Category 3 SSO**, the City may notify **San Benito Environmental Health Services** at **(831) 636-4035**. The Regional Water Quality Control Board (**RWQCB**) may also be contacted at **(805) 549-3147**.

##### 4. Private Sewer Lateral Discharges (PLSDs)

- a. The City may voluntarily notify regulatory agencies, such as the RWQCB, of a PLSD. SWRCB encourages notifying Cal OES of a PLSD if the PLSD is greater than or equal to 1,000 gallons with the potential to reach surface water.

- b. SWRCB also encourages notification of the appropriate regulatory agencies or notifying the responsible party that notification and reporting should be completed as required by Health and Safety Code Section 5410 et. seq. and Water Code Section 13271 if the PLSD is greater than or equal to 1,000 gallons regardless of the SSO destination or for any volume PLSD that reaches a surface water.

To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:

1. Name of person notifying Cal OES and direct return phone number.
2. Estimated SSO volume discharged (gallons).
3. If ongoing, estimated SSO discharge rate (gallons per minute).
4. SSO Incident Description:
  - a. Brief narrative.
  - b. On-scene point of contact for additional information (name and cell phone number).
  - c. Date and time enrollee became aware of the SSO.
  - d. Name of sanitary sewer system agency causing the SSO.
  - e. SSO cause (if known).
5. Indication of whether the SSO has been contained.
6. Indication of whether surface water is impacted.
7. Name of surface water impacted by the SSO, if applicable.
8. Indication of whether a drinking water supply is or may be impacted by the SSO.
9. Any other known SSO impacts.
10. SSO incident location (address, city, state, and zip code).

Additional information is required to finalize and certify a SSO Report for each Category of SSO. This additional information is found in City SS-EOP-3 and covers Mandatory SSO Information for Report Certification.

#### 6.4.2 SSO Reporting Procedure

SSO reporting procedures vary based on whether the SSO is classified as a Category 1, Category 2, Category 3, or PLSD.

##### **Category 1 SSOs**

1. The **Draft Category 1 SSO Report** must be submitted in CIWQS within **three (3) business days** of City Staff becoming aware of the SSO.
2. **Certified Category 1 SSO Report**
  - a. A final Category 1 SSO report shall be certified through CIWQS within **15 calendar days** of the end date of the SSO.
3. If SSO is **50,000 gallons or greater** and spilled into surface waters, a **SSO Technical Report** will also have to be submitted to CIWQS within **45 calendar days** of the

SSO end date. (See in SS-EOP-3, Section 9 – Procedure, Part 3 – SSO Technical Report for details).

4. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
5. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report. **Category 2 SSOs**
1. The **Draft Category 2 SSO Report** must be submitted in CIWQS within **three (3) business days** of the City becoming aware of the SSO.
2. **Certified Category 2 SSO Report**
  - a. A final Category 2 SSO report shall be certified through CIWQS within **15 calendar days** of the end date of the SSO.
3. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
4. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report.

### **Category 3 SSOs**

1. All Category 3 SSOs shall be reported to CIWQS and certified within 30 calendar days after the end of the calendar month in which the SSO occurs (e.g., all Category 3 SSOs occurring in the month of February shall be entered into the database and certified by March 30<sup>th</sup>).
2. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.
3. Upon certifying the SSO Report, document the SSO Identification Number and save a pdf and hard copy of the SSO Report.

### **Private Lateral Sewage Discharges (PLSDs)**

1. Private Lateral Sewage Discharges (PLSDs) resulting from blockages or other problems within a privately owned sewer lateral connected to the City's sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to CIWQS

### **No Spill Certification**

1. If there are no SSOs during a calendar month, the City must certify that there were no spills in CIWQS.
2. The “No Spill” Certification must be completed within thirty (30) calendar days after the end of the calendar month in which there were no SSOs.
3. If there are no SSOs during a calendar month but the City reported a PLSD, the City shall still certify a “No Spill” Certification statement for that month.
4. If CIWQS is not available, the aforementioned information must be faxed to RWQCB at (805) 543-0397.

### **Collection System Questionnaire**

1. The “Collection System Questionnaire” must be updated in CIWQS a minimum of every twelve (12) months from the last update.
2. Each time the “Collection System Questionnaire” is updated, the due date for the next date changes to one year from the date of the new certified update.

### **6.5 OERP Training [WDR D.13(vi)(d)]**

The City implements a formal Emergency Response training program which includes annual training of City Staff on this SSMP Element. The City will maintain a log of OERP Training at the Community Services office as training is completed.

### **6.6 Additional Emergency Resources**

In the event of an Emergency where a SSO may be eminent or when one is occurring and the City is in need of additional resources or services, a list of contractors and/or vendors may be contacted.

A full list of contractors and sewer critical parts and equipment suppliers can be found in **Appendix 6A**.

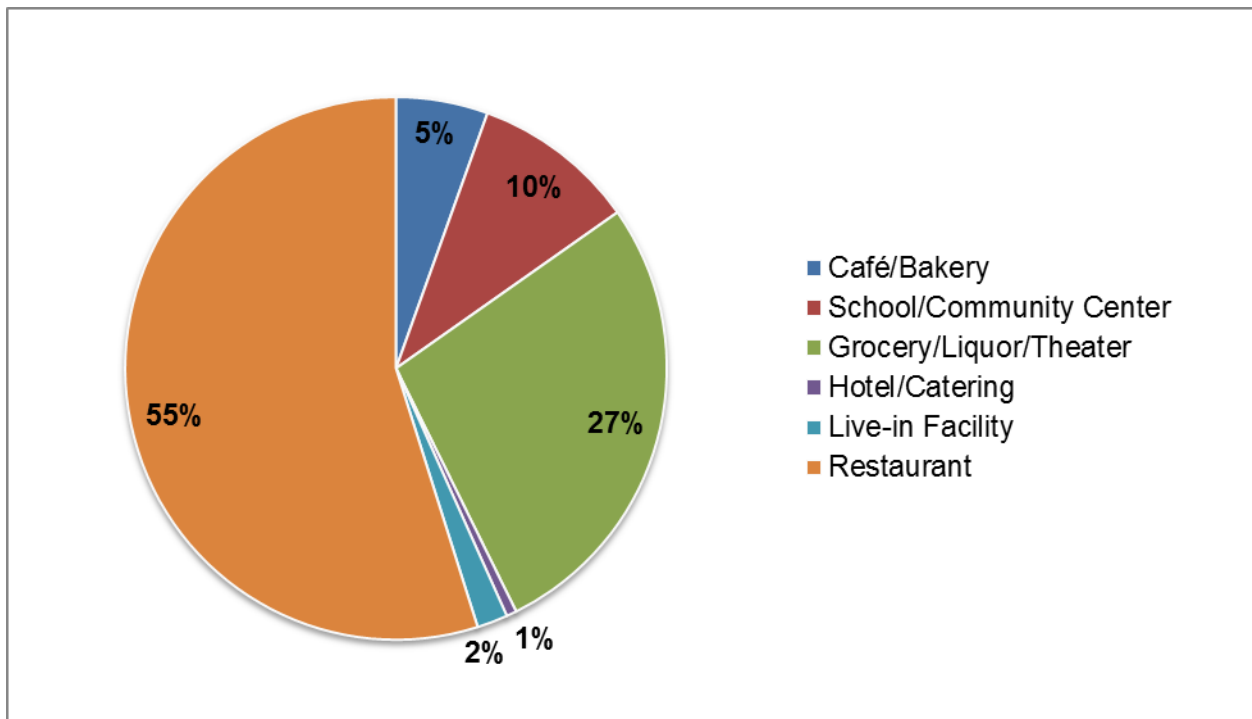


## ELEMENT 7 - FATS, OILS, AND GREASE CONTROL PROGRAM

The City of Hollister has over one hundred food service establishments (FSEs) within its jurisdiction. The breakdown of types of FSEs is graphically portrayed below in Figure 7-1. The City is in the process of developing a Fats, Oils and Grease (FOG) Control Program as FOG has been identified as a historical cause of Sanitary Sewer Overflows (SSOs) and maintenance issues.

The metrics that the City uses to monitor the effectiveness of the FOG Control Program are presented in Element 9 – Monitoring, Measurement, and Program Modifications.

The primary goal of the City of Hollister's FOG Control Program is to decrease the amount of FOG entering the sanitary sewer system to minimize the risk of SSOs.



**Figure 7-1: Types of Food Service Establishments in City of Hollister Service Area**

### 7.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13(vii) states:

Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification as to why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. This plan shall include the following as appropriate:

- (a). An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;



- (b). A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
- (c). The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;
- (d). Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
- (e). Authority to inspect grease producing facilities, enforcement authorities, and whether the Agency has sufficient staff to inspect and enforce the FOG ordinance;
- (f). An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and
- (g). Development and implementation of source control measures for all sources of FOG discharged to the sanitary sewer system for each section identified in (f) above.

## **7.2 FOG Control Program Public Education and Outreach [WDR D.13(vii)(a)]**

### **7.2.1 FSE Education and Outreach**

The City of Hollister recognizes that FOG is an ongoing challenge as a source of sewer system backups and SSOs. The City developed a FOG Control Program to address SSOs caused by FOG. This program was developed in 2017 and implemented in 2018. The program consists of both residential and commercial outreach and education through the following FOG Control information sources:

#### **Commercial Outreach and Education**

- FOG Disposal Contractors List
- FOG Program Packet containing outreach materials, operation and maintenance logs, grease interceptor sizing guide and best management practices for FSEs

Examples of these Outreach and Education materials are included in **Appendix 7A**.

### **7.2.2 FOG Control Program**

The City's FOG Program consists of outreach which will remain a major component throughout the program. The City firmly believes that by having Food Service Establishments (FSEs) and the residential community understand the value in reducing the amount of grease in the City's sewer lines the public can uniformly improve collection system efficiency and the costs associated with grease related overflows.

Formal Inspections for each FSE are conducted every two (2) years. Follow up inspections are conducted for facilities that are found to have non-compliant conditions that may contribute to

FOG discharges into the City sewer system. The City requires FSEs to follow all Best Management Practices (BMPs), maintain and operate a Grease Control Device and maintain a cleaning log on the premises. A review of the cleaning log and maintenance information is required during each inspection.

In cases where a facility does not currently maintain a grease trap or interceptor, installation may be required. Installation will be based upon current Uniform Plumbing Code (UPC) and the City's Municipal Code. The current UPC is utilized to determine the type and size of unit that will be required. Justification for trap versus interceptor installation will be based upon foods served and prepared, number of drains found within the facility, size and history of the establishment.

During routine site visits each FSE inspectors will provided the FSE owner with:

- FOG Control Program Packet;
- FOG Best Management Practices (BMP)
- Grease Hauler List;
- Cleaning Record Form

### 7.3 FOG Disposal Facilities [WDR D.13(vii)(b)]

The City does not own or operate a FOG disposal facility. Licensed FOG hauling contractors are available for the Hollister area and are required to dispose of grease to a certified disposal facility. The frequency of cleaning for a FSE's grease control device will be on a case-by-case basis and therefore a schedule for FOG disposal will also be on a case-by-case basis.

A list of FOG pumping and/or FOG waste hauling contractors in San Benito and Monterey Counties is provided in **Appendix 7B**.

### 7.4 Discharge Prohibition Legal Authority and SSO Prevention Measures [WDR D.13(vii)(c)]

The legal authority to prohibit discharges to the collection system and identify measures to prevent FOG-caused SSOs is found in the City's Municipal Code, Chapter 13.04, Sewer Service System.

Table 7-1 summarizes where the City has established the legal authorities to prohibit FOG discharges and where measures are identified to prevent SSOs and blockages caused by FOG.

**Table 7-1: City of Hollister FOG Legal Authority**

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
Prohibit FOG discharges to collection system	13.04.090 D	No person shall discharge or cause to be discharged any of the following into any public sewer:  D. Solid or viscous substances in quantities or of such size as to be capable of causing obstructions to the flow in sewers or the interference with the proper operation of the sewer works, such as, but not limited to, ashes,

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
		cinders, sand, mud, straw, shavings, metal, glass, rags, feathers, tar, plastic, wood, underground garbage, whole blood, parched manure, hair and fleshing, whole or ground paper, dishes, cups, milk containers, etc. (Editorially amended during 1998 codification; prior code § 16-9)
Prohibit FOG discharges to collection system	13.04.100 B	<p>No person shall discharge or cause to be discharged into any sewer any of the following if, in the opinion of the director, the same may damage or injure the sewer, sewage treatment plant, sewage treatment process, sewage treatment equipment, or have an adverse effect on the receiving stream, endanger the public or constitute nuisance. In determining the acceptability of the following, the director shall consider such factors as the quantity to be received in relationship to the flows and velocities in the sewer, the materials of construction of the sewers, the nature of the sewer treatment process, the capacity of the sewer treatment plant, the degree of treatability of the following in the sewer treatment plant and other related factors. The prohibited substances are as follows:</p> <p>B. Any water or waste containing fats, wax, grease or oils, whether emulsified or not, in excess of one hundred (100) milligrams per liter or containing substances which may solidify or become viscous at temperatures between thirty-two (32) degrees and one hundred fifty degrees (150) Fahrenheit (zero degrees and sixty-five (65) degrees centigrade);</p>
Identify measures to prevent SSOs and blockages caused by FOG	13.04.120	Grease, oil and sand interceptors shall be provided when, in the opinion of the director, they are necessary for the proper handling of liquid wastes containing grease, flammable waste, sand or other harmful ingredients, except that such interceptors shall not be required for dwelling units. All interceptors shall be of a type and capacity approved by the director and shall be located so as to be readily and easily

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
		accessible for cleaning and inspection. Failure to clean or maintain interceptors shall be grounds for discontinuance of service or other punitive action as provided in this chapter. (Prior code § 16-12)
Identify measures to prevent SSOs and blockages caused by FOG	13.04.110	<p>If any water or waste is discharged or is proposed to be discharged to the public sewers, which water contains the substances or processes and characteristics enumerated in Section 13.04.100 or which, in the judgment of the director, may have a deleterious effect upon the sewer treatment works, processes, equipment or receiving waters, or which constitutes a danger to public health, safety or welfare, or which constitutes a public nuisance, the director may:</p> <ul style="list-style-type: none"> <li>A. Reject the water or waste;</li> <li>B. Require pretreatment to an acceptable condition for discharge to the public sewer;</li> <li>C. Control quantity or rate of discharge;</li> <li>D. Require payment to cover the additional costs and expenses of handling and treating the wastes not covered by existing fees and charges under other provisions of this chapter;</li> <li>E. Refuse to furnish service or discontinue service. (Prior code § 16-11)</li> </ul>
Identify measures to prevent SSOs and blockages caused by FOG	13.04.110	<p>If any water or waste is discharged or is proposed to be discharged to the public sewers, which water contains the substances or processes and characteristics enumerated in Section 13.04.100 or which, in the judgment of the director, may have a deleterious effect upon the sewer treatment works, processes, equipment or receiving waters, or which constitutes a danger to public health, safety or welfare, or which constitutes a public nuisance, the director may:</p> <ul style="list-style-type: none"> <li>A. Reject the water or waste;</li> <li>B. Require pretreatment to an acceptable condition for discharge to the public sewer;</li> <li>C. Control quantity or rate of discharge;</li> </ul>

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
		<p>D. Require payment to cover the additional costs and expenses of handling and treating the wastes not covered by existing fees and charges under other provisions of this chapter;</p> <p>E. Refuse to furnish service or discontinue service. (Prior code § 16-11)</p>

## 7.5 Grease Removal Devices Design, Installation, and Maintenance Requirements [WDR D.13(vii)(d)]

The table below summarizes where the City has established the legal authorities to meet the above FOG Program requirements.

**Table 7-2: Grease Removal Device Design, Installation, and Maintenance Requirements [WDR D.13(vii)(d)]**

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
FSE to Install Grease Removal Device	13.04.120	Grease, oil and sand interceptors shall be provided when, in the opinion of the director, they are necessary for the proper handling of liquid wastes containing grease, flammable waste, sand or other harmful ingredients, except that such interceptors shall not be required for dwelling units. All interceptors shall be of a type and capacity approved by the director and shall be located so as to be readily and easily accessible for cleaning and inspection. Failure to clean or maintain interceptors shall be grounds for discontinuance of service or other punitive action as provided in this chapter. (Prior code § 16-12)

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
Grease Removal Devices – Design Standards	15.04.050	<p>The following codes, which are on file and available for public inspection at City Hall, are adopted by reference as fully as if set forth verbatim.</p> <p>A. 2013 Edition of the California Building Standards, Title 24 of the California Code of Regulations, in its entirety consisting of the following parts:</p> <p>-Part 5- California Plumbing Code;</p>
Grease Removal Devices – Maintenance	<i>Not in Municipal Code – Required by City FOG Control Program</i>	<i>Best Management Practice identified as part of FOG Control Program.</i>
Grease Removal Devices – Best Management Practices (BMPs)	<i>Not in Municipal Code – Required by City FOG Control Program</i>	<i>Best Management Practices identified as part of FOG Control Program.</i>
Grease Removal Devices – Record Keeping and Reporting	<i>Not in Municipal Code – Required by City FOG Control Program</i>	<i>Best Management Practice identified as part of FOG Control Program.</i>

## 7.6 FOG Control Program Inspection, Enforcement, and Staffing [WDR D.13(vii)(e)]

The City of Hollister's FOG Control Program Inspection and Enforcement legal authorities are described in Section 7.6.1 below and FOG Control Program staffing is described in Section 7.6.2 below.

### 7.6.1 FOG Control Program Inspection and Enforcement

Table 7-3 summarizes where the City has established the legal authorities to inspect grease producing facilities. The City is responsible for enforcement as outlined by City Municipal Code, Chapter 1.16.090 entitled Code Enforcement. The City Municipal Code Sections can be found on the City Website: [https://library.municode.com/ca/hollister/codes/code\\_of\\_ordinances](https://library.municode.com/ca/hollister/codes/code_of_ordinances).

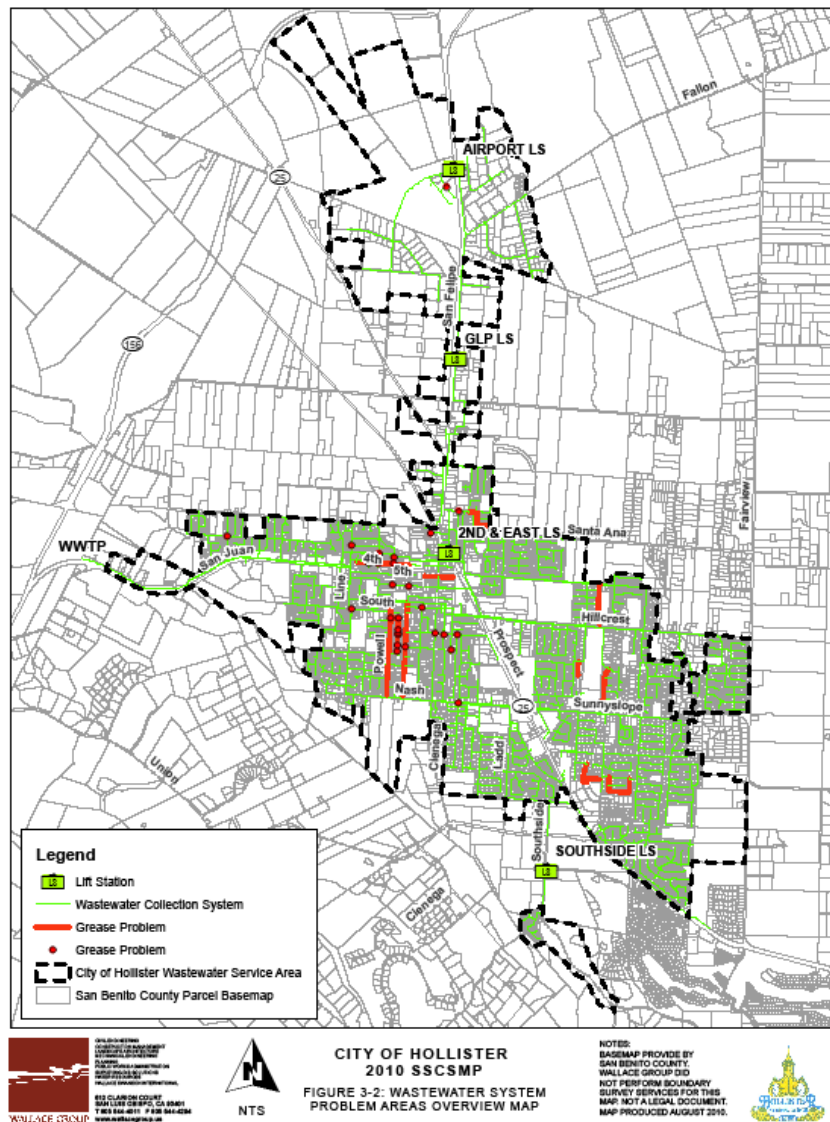
**Table 7-3: FOG Control Program Inspection and Enforcement Legal Authorities**

<b>WDR Requirement</b>	<b>City of Hollister Municipal Code</b>	<b>Specific Language</b>
Authority to inspect grease producing facilities	1.16.090	Enforcement officials are authorized to exercise the powers necessary to gain compliance with the provisions of city codes or applicable state law. These powers include the power to issue compliance orders and field citations, inspect public and private property, and use whatever judicial and administrative processes and remedies are available under city codes or state law. (Ord. 891 § 1, 1997: prior code § 1A-10)
Authority to enforce FOG Program Requirements	1.16.090	Enforcement officials are authorized to exercise the powers necessary to gain compliance with the provisions of city codes or applicable state law. These powers include the power to issue compliance orders and field citations, inspect public and private property, and use whatever judicial and administrative processes and remedies are available under city codes or state law. (Ord. 891 § 1, 1997: prior code § 1A-10)

#### **7.7 Grease Problem Area Identification and Sewer Cleaning [WDR D.13(vii)(f)]**

The City's goal is to clean the entire collection system every three (3) years, as described in Element 4 – Operation and Maintenance Program. Areas of the City that require more frequent cleaning (High Maintenance Areas (HMAs)) due to FOG are inspected weekly and cleaned when there is a visual indication of obstructed flow conditions or based on other conditions that may warrant cleaning. A general overview map of HMAs is located in Figure 7-2. A list of HMAs is located in Element 4 – Operations and Maintenance.





**Figure 7-2: City of Hollister FOG Related High Maintenance Areas**

## 7.8 Source Control Measure Development and Implementation [WDR D.13(vii)(g)]

As of this SSMP update, the City is not planning additional source control measure development and implementation in addition to the program listed above.



## **ELEMENT 8 - SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN**

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### **8.1 Regulatory Requirements**

WDR Order No. 2006-0003-DWQ Section D.13(viii) states:

The Enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

- (a). **Evaluation:** Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape the system) associated with conditions similar to those causing overflow events, estimates of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;
- (b). **Design Criteria:** Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and
- (c). **Capacity Enhancement Measures:** The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP may include an implementation schedule and may identify sources of funding.
- (d). **Schedule:** The Enrollee shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule may be reviewed and updated consistent with the SSMP requirements as described in [WDR Order 2006-0003-DWQ] Section D.14.

### **8.2 System Evaluation [WDR D.13(viii)(a)]**

Growth within the City jurisdiction has been intermittent. In 2002 the Central Coast Regional Water Quality Control Board issued a moratorium on all new buildings as the City Wastewater Treatment Plant had reached design capacity. In 2008 the moratorium was lifted after an upgrade was completed to the Domestic WWTP. The City also owns an Industrial WWTP which serves a local food processing facility.

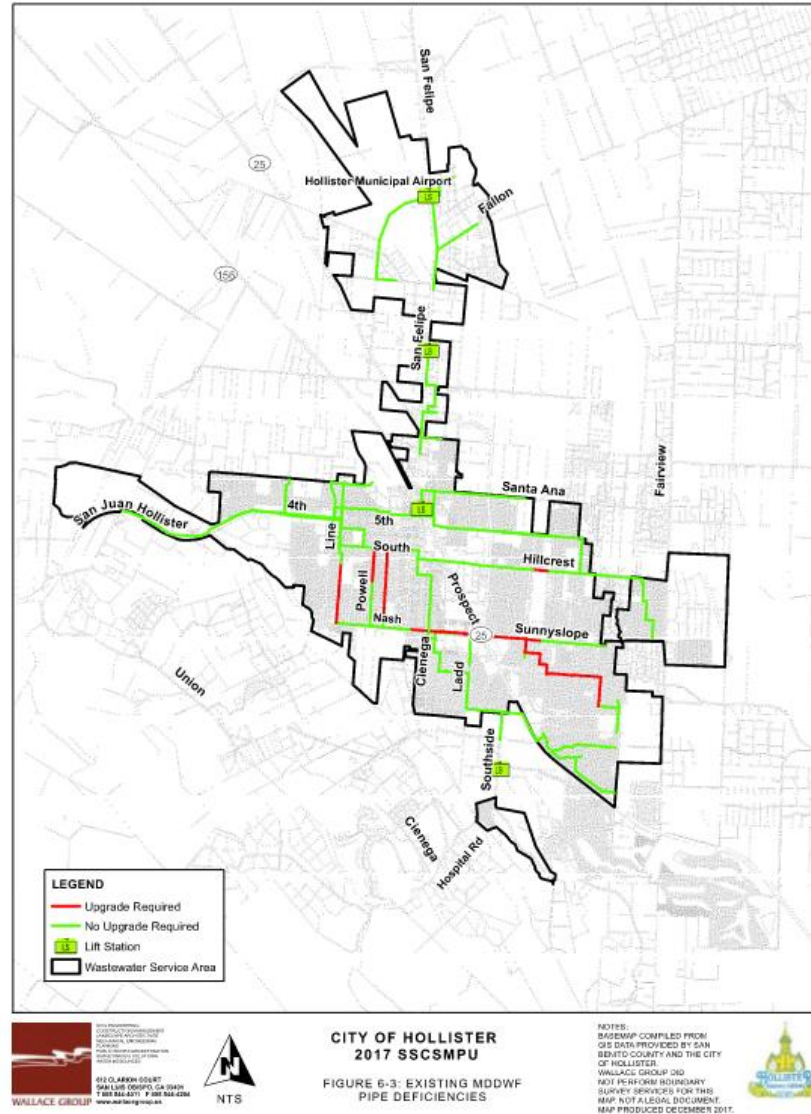
The City contracted to complete a Sanitary Sewer Collections System Master Plan (SSCSMP) which was completed in 2018. This 2018 SSCSMP included wastewater flow projections and facilities capacity evaluation.

The following areas and associated projects were identified in the 2018 Master Plan as requiring capacity enhancements:

**Table 8.1 - Existing Conditions**

Location	Extent of Project	Status
Sunset Drive	Sunnyslope Road to Sunset on Cerra Vista Drive	Survey started 7/6 as part of a bigger project. Estimated bid date of 12/2022.
Nash Road	San Benito Street to Freedom Road	San Benito to short of HWY 25 – Split to provide additional time for Caltrans coordination of Hwy crossing and paired with Line Street. Design to start in 8/2022. Estimated bid date of 2/2023.
Line Street	Nash Street to Peridot Court	Combined with Nash SS - San Benito to short of HWY 25 – Split to provide additional time for Caltrans coordination of Hwy crossing and paired with Line Street. Design started in 7/2022. Estimated bid date of 3/2023.
Powel Street	7 <sup>th</sup> Street to Glenmore Drive	Project completed
West Street	7 <sup>th</sup> Street to Haydon Street	Part of a bigger project. Design started March 2022. Estimated bid date of 12/22

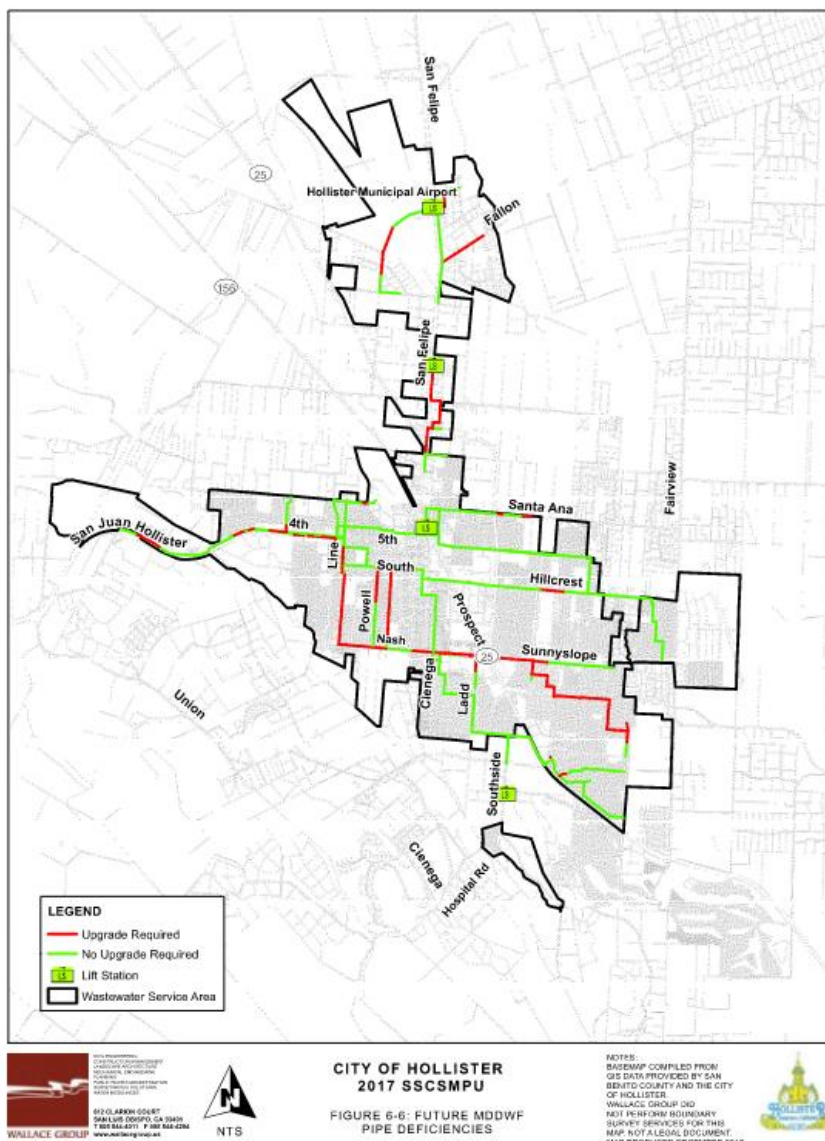
**Figure 8.1 – Locations of Pipe Deficiencies: Existing Conditions**



**Table 8.2 – Future Conditions**

Location	Extent of Project	Status
Aerostar Way	Airway Drive 1,800 ft North toward Airport Drive	The pipe was discovered to already be 15-inch pipe a few years ago. No replacement necessary.
Bridge Road	Valona Way to Graf Road	This is being included in the West Gateway RAB project currently in design.
Hillcrest Road	Memorial Drive to El Cerro Drive	Plans are at 100% and approved for bid.
Fallon Road	Frontage Road to Shelton Drive	Not in current project planning
Kirk Patrick to GLP Lift Station	425 ft South of Chappell Road to GLP Lift Station	Not in current project planning
Line Street	5 <sup>th</sup> Street to West Street	Combined with Nash SS - San Benito to short of HWY 25 – Split to provide additional time for Caltrans coordination of Hwy crossing and paired with Line Street. Design started in 7/2022. Estimated bid date of 3/2023.
Miller Road	San Juan Road, North 290 ft	Plans in progress as part of pavement and traffic calming project. Estimated bid date of 9/2022
Nash Road	San Benito Street to Memorial Drive	Hwy 25 to Memorial. Design to start in 7/2022. Estimated bid date of 3/2023.
Powell Street	7 <sup>th</sup> Street to Vali Way	Project was completed.
San Juan Road	San Juan Road at Westside Boulevard	Part of a larger project. Design started in March 2022. Estimated bid date of 12/22
Technology Parkway	San Felipe Road, 350 ft North of Technology Parkway	Not in current project planning
West Street	7 <sup>th</sup> Street to 8 <sup>th</sup> Street	This is part of a larger project that started design in 3/2022. Estimated bid date of 12/2022.

**Figure 8.2 - Locations of Pipe Deficiencies: Future Conditions**



It is important to note that the City has no record of any SSOs caused by hydraulic deficiencies in dry or wet weather since 2011; all SSOs have been caused by Fats, Oils, and Grease (FOG) and/or debris.

If dry or wet weather capacity related SSOs are encountered in the future, the City Engineer will assess the need for future rehabilitation projects, flow monitoring, or an update to the 2018 SSCSMP. The 2018 SSCSMP can be found on the City website: [http://hollister.ca.gov/wp-content/uploads/2018/04/1011-0003-03\\_FINAL-SSCSMP-Update-with-Sig-Page.pdf](http://hollister.ca.gov/wp-content/uploads/2018/04/1011-0003-03_FINAL-SSCSMP-Update-with-Sig-Page.pdf).

### **8.3 Capacity Enhancement Measures and Design Criteria [WDR D.13(viii)(b)]**

The City identified both Near-Term and Long-Term Capital Improvement Projects (CIP) in the 2018 SSCSMP to upgrade and rehabilitate the existing collection system infrastructure within the City wastewater collection system. The project descriptions, schedule and status of these projects are identified in Tables 8.1 & 8.2.

Design criteria for areas of the collection system identified as capacity deficient (current and future) are included in the 2018 SSCSMP.

It is the responsibility of the City Engineer to manage the projects, from inception to completion, outlined in the 2018 Master Plan.

## ELEMENT 9 - MONITORING, MEASUREMENT & PROGRAM MODIFICATIONS

The City monitors the implementation of the SSMP elements in order to measure the effectiveness of the City's SSMP program in reducing SSOs. The manner in which each SSMP element is monitored and evaluated and the schedule with which the City completes this monitoring and evaluation is described in this SSMP Element.

### 9.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13(ix) states:

The Enrollee shall:

- (a) Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
- (b) Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;
- (c) Assess the success of the preventative maintenance program;
- (d) Update program elements, as appropriate, based on monitoring or performance evaluations; and
- (e) Identify and illustrate SSO trends, including: frequency, location, and volume.

### 9.2 Establishing and Prioritizing SSMP Activities [WDR D.13(ix)(a)]

Table 9-1 outlines the relevant information maintained by the City to establish and prioritize appropriate SSMP activities:

**Table 9-1: SSMP Implementation Management**

SSMP Element	SSMP Information
1. Goal	This SSMP Element contains the City's goals for the operation, maintenance, and management of the sanitary sewer collection system, which provide focus to help reduce SSOs and mitigate SSOs that do occur.
2. Organization	A table containing names, job titles, roles, responsibilities, and contact information is contained in this SSMP Element, which allows the public, staff, and regulators to directly contact the person most knowledgeable for each aspect of the SSMP Program. An organization chart shows lines of authority.
3. Legal Authority	Links to City Website in this SSMP Element contain the complete City Ordinances governing the sewer collection and conveyance system.



SSMP Element	SSMP Information
4. Operation and Maintenance Program	Records on file should document the sanitary sewer system operation and maintenance activities, which are utilized to develop the City's Rehabilitation and Replacement Plan. These records include O&M forms, equipment and replacement part inventories, and the CIP and associated funding mechanisms.
5. Design and Performance Provisions	Links to City Web Site in this SSMP Element include City Design Standards and Specifications.
6. Overflow Emergency Response Plan	Emergency operations procedures, staff contact information, mandatory SSO reporting information, and response and mitigation programs are maintained and updated as necessary at the Community Services office.
7. FOG Control Program	Records on file should document ongoing FOG program inspections and outreach.
8. System Evaluation and Capacity Assurance Plan	This SSMP Element references the August 2018 Sanitary Sewer Collection System Master Plan. The 2018 Master Plan conducted hydraulic analyses and evaluation of the City's lift stations. There are existing capacity related concerns that require capital improvements. The City will review annual SSO data for any wet or dry weather capacity related issues.
9. Monitoring, Measurement, and Program Modifications	This SSMP Element will be updated annually with the number of SSOs that occur and their causes in a calendar year. This is the most important trend to document and the reason for the SSMP. (See Table 9-2 of this section)
10. SSMP Program Audits	SSMP Audit Reports will be appended to this SSMP Element when they are generated. Audits are due every two (2) years.
11. Communication Program	This Element identifies examples of public outreach articles, flyers and pertinent City of Hollister website addresses, as well as meeting agendas, pertinent Council reports and minutes from meetings with stakeholders.



### **9.3 SSMP Implementation Monitoring [WDR D.13(ix)(b)]**

The City's Environmental Programs Manager and Utilities Manager are responsible for overall management of this Element of the SSMP:

#### **9.3.1 Element 1 – Goals**

The City's Environmental Programs Manager and Utilities Manager are responsible for monitoring the implementation of this SSMP Element. The City's sanitary sewer system goals will be evaluated and progress toward meeting these goals will be measured on an annual basis. The Utilities Manager will submit a staff report to the City Council on an annual basis to communicate the City's progress toward achieving these goals and implementing the SSMP. Copies of these reports will be on file at the Community Services office.

#### **9.3.2 Element 2 – Organization**

The City's Environmental Programs Manager and Utilities Manager are responsible for monitoring the implementation of this SSMP Element. The organization charts will be reviewed and revised annually. The SSO response and notification process will be reviewed and revised annually with City staff to increase its effectiveness.

#### **9.3.3 Element 3 – Legal Authority**

The City's Environmental Programs Manager and Utilities Manager, Department Head and City Attorney is responsible for monitoring the implementation of this SSMP Element and the effectiveness of the City legal authorities in preventing SSOs. Information gathered will be documented annually for consideration in updates to the City Municipal Codes.

As of this revision to the SSMP the City maintains the Legal Authorities stated by WDR Section D.13(iii) with the exception of the right to operate and maintain sewer laterals. The City does not currently own any laterals except to City-owned properties and, therefore, does not require the legal authorities to operate and maintain laterals to private properties.

#### **9.3.4 Element 4 – Operation and Maintenance Program**

The City's Environmental Programs Manager and Utilities Manager are responsible for monitoring the implementation of this SSMP Element, which is to be reviewed and revised annually.

Operation and Maintenance activities are tracked in the City's work history logs. The results of routine maintenance will be tracked and assessed annually.

SSMP Element 4 – Operation and Maintenance Program includes funding and identification of fiscal year capital projects. Progress towards funding and completion of the short- and long-term capital projects beyond Fiscal Year 2022/23 and beyond will be tracked in this Element.

The City has a formal training program that incorporates operation, maintenance, and safety procedures. Annual training on all procedures and SSMP Element 4 – Operation and Maintenance Program conducted with City Staff and any contractors implementing portions of SSMP Element 4 – Operation and Maintenance Program. Training will be documented and tracked by the City.

#### 9.3.5 Element 5 – Design and Performance Provisions

The City Engineer is responsible for monitoring the implementation of this SSMP Element. The City of Hollister develops design and construction standards and specifications specific to the projects the City undertakes, such as the individual standards and specifications created and utilized for the City's CIP.

#### 9.3.6 Element 6 – Overflow Emergency Response Plan

The City's Environmental Programs Manager and Utilities Manager are responsible for monitoring the implementation of this SSMP Element. The City's OERP, which includes the development of emergency response procedures, once developed these procedures will be reviewed and revised on an annual basis by the Environmental Programs Manager and Utilities Manager.

If a SSO occurs, the City's Environmental Programs Manager and Utilities Manager will evaluate the effectiveness of the OERP to determine whether any modifications need to be made to the procedures and protocol contained in the OERP and make the revisions needed to improve the effectiveness of the City's SSO response and notification processes.

#### 9.3.7 Element 7 – FOG Control Program

The Environmental Programs Manager is responsible for monitoring the implementation of this SSMP Element and its effectiveness at reducing SSOs on an annual basis.

FOG Program changes necessitated by an increase in SSOs caused by FOG or an increase in number of FSE's in violation will be developed by the Environmental Programs Manager and Utilities Technician.

#### 9.3.8 Element 8 – System Evaluation and Capacity Assurance Plan

The City Engineer is responsible for the implementation of this SSMP Element, which is to be reviewed and revised annually with the status of CIP projects identified in the Capital Improvement Program. If dry or wet weather capacity related SSOs are encountered in the future, the City Engineer will assess the need for future flow monitoring or Sewer Master Planning Studies.

#### 9.3.9 Element 9 – Monitoring, Measurement, and Program Modifications

The Environmental Programs Manager and Utilities Manager are responsible for the implementation of this SSMP Element, which is to be reviewed and revised annually as necessary. The review and revisions are to be documented on the revision record, which is the first page of each element. The metrics contained in this SSMP Element are important tools in the determination of what tasks and projects contained in each element are a priority from fiscal year to fiscal year.

#### 9.3.10 Element 10 – SSMP Program Audits

The Environmental Programs Manager and Utilities Manager or their designee are responsible for assuring the next SSMP Audit is conducted and completed prior to SSSWDR regulatory deadlines.

*\*It is important to note that the State is planning to adopt new WDRs in December 2022 that are anticipated to change audit requirements and the audit schedule in the current SSSWDRs.*

SSMP Audits should be conducted with cooperation of all of the management, administrative, and maintenance, positions responsible for implementing specific measures in the SSMP program. When conducting the SSMP Audit, City Staff must evaluate the effectiveness of each element of the City's SSMP and the effectiveness of the City in implementing the directives in each Element. A comprehensive, effective review of the City's SSMP must be documented in a SSMP Audit Report.

Upon the completion of the next SSMP Audit, the City must evaluate the effectiveness of the SSMP Audit and the manner in which it was performed in this SSMP Element.

#### **9.3.11 Element 11 – Communication Program**

The Environmental Programs Manager and Utilities Manager are responsible for the implementation of this SSMP Element, which is to be reviewed and revised annually as necessary. Revisions should identify examples of public outreach articles, flyers and pertinent City website addresses, as well as meeting records from meetings with stakeholders and agreements/meeting documentation for systems that are tributary or satellite to the City's sewer system.

### **9.4 Preventative Maintenance Program Assessment [WDR D.13(ix)(b)]**

The City's Preventative Maintenance Program includes CCTV inspection, cleaning, visual manhole inspection, Lift Station maintenance, FOG Control, and HMA identification and maintenance. The City will review these operation and maintenance practices annually and compare them with annual SSO records. A summary of corrective actions for operations and maintenance will be developed as necessary in an attempt to reduce the causes of SSOs occurring in the associated calendar year.

### **9.5 SSMP Updates [WDR D.13(ix)(d)]**

The intention of the City is to use the SSMP for training, planning and regular maintenance of the collection system. As the document is utilized, any deficiencies or discrepancies will be corrected. Program elements will be updated based on performance evaluations, organizational, operational, and maintenance changes, new regulatory requirements, and repairs, replacements, and upgrades made to the collection system.

At a minimum, the City will review and revise the SSMP annually as appropriate. The Environmental Programs Manager and Utilities Manager are responsible for revising and maintaining the SSMP. A revision record will be maintained to track changes.

### **9.6 SSO Trends [WDR D.13(ix)(e)]**

The trends in the City of Hollister's SSOs for 2015 through 2021 are illustrated in Table 9-2. The cause categories identified in Table 9-2 are the causes available for use in the SSO Report in California Integrated Water Quality System (CIWQS). City Staff is responsible for determining which cause category is appropriate for each SSO when the SSO is reported in CIWQS.

**Table 9-2: City of Hollister SSOs per Indicator per Year**

Indicator		2015	2016	2017	2018	2019	2020	2021	2022	2023	Total
No. of SSOs		5	2	3	4	4	9	2			29
Locations with Multiple SSOs		0	0	0	0	0	0	0			0
Volume (gal)	Volume	485	684,124	390	1,148	27,123	1,723	278			715,271
	Volume Recovered	485	645,643	390	1,148	27,123	1,723	278			678,790
	Volume Reached Surface Water	0	38,481	0	0	0	0	0			38,481
Causes	Debris - Construction	0	0	0	0	1	0	0			1
	Debris – General	0	0	0	0	1	4	1			6
	Debris – Rags	1	0	0	0	0	0	0			1
	Flow Exceeded Capacity	0	0	0	0	0	0	0			0
	FOG	4	0	3	4	2	5	1			19
	Operator Error	0	0	0	0	1	0	0			1
	Other	0	0	0	0	0	0	0			0
	Pipe Structural Problem/Failure	0	2	0	0	0	0	0			0
	Pump Station Failure	0	0	0	0	1	0	0			1
	Rainfall Exceeded Design	0	0	0	0	0	0	0			0
	Root Intrusion	0	0	0	0	0	0	0			0
	Vandalism	0	0	0	0	0	0	0			0

Based on the historical data shown in Table 9-2 above between 2015 & 2021, the sources of City SSOs are as follows:

- 66% of the City's SSOs are the result of Fats, Oils and Grease (FOG),
- 28% are the result of Debris
- 3% are the result of Pump Station Failure, and
- 3% are the result of Operator Error.

The City expects to identify and work towards strategies to reduce the number of SSOs experienced on an annual basis based on the causes identified above through proactive Operations and Maintenance and the Implementation of a FOG Control Program. This Table will be updated annually to track the City's SSO related data and to assist the City in prioritizing SSO reduction strategies.

## **ELEMENT 10 - SEWER SYSTEM MANAGEMENT PLAN PROGRAM AUDITS**

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SSMP Audits are required to identify and correct deficiencies in the most current revision of the City's SSMP and provide a schedule to correct identified deficiencies. This SSMP Element outlines the audit process and identifies City Staff responsible for conducting or participating in SSMP Audits and generating the required SSMP Audit Report.

### **10.1 Regulatory Requirements**

WDR Order No. 2006-0003-DWQ Section D.13(x) requires:

As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the Enrollee's compliance with the SSMP requirements identified in this subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.

### **10.2 SSMP Program Audits [WDR D.13(x)]**

The Environmental Programs Manager or their designee is responsible for assuring the next SSMP Audit is conducted and complete prior to the \* **August 2, 2023** deadline and continuously on a two year interval following this date. Audits should be conducted with cooperation of the Utilities, Community Services, and Engineering Department Staff.

When conducting the SSMP Audit, City Staff must evaluate the effectiveness of each SSMP Element. A comprehensive, effective review of the City's SSMP must be documented in a SSMP Audit Report.

#### **10.2.1 \* Summary of Procedure:**

1. Gather appropriate documents using the SSMP Data & Records Request, which is provided in **Appendix 10A**.
2. Write Audit Report referencing all documents reviewed and used as evidence of compliance with the WDR. Create a implementation plan for revisions to the SSMP based on changes in operational strategies or deficiencies found in the SSMP.
3. Evaluate the effectiveness of the City's SSMP and compliance with each WDR requirement using the ranking methodology outlined in Table 10-1.

***\*It should be noted that the schedule referenced above, and the Summary of Procedure referenced in this Element are based on the current WDR Order No. 2006-0003-DWQ and associated 2013 Monitoring and Reporting Program (MRP).***

***A new WDR and MRP are anticipated for finalization and adoption in December 2022. Audit schedules and requirements associated with the new requirements are anticipated to change and should be followed accordingly when these new requirements are adopted.***

**Table 10-1: SSMP Audit Ranking Criteria**

Ranking	Ranking Basis
In Compliance	All requirements specified in the element are met.
Substantial Compliance	The majority of requirements in the element are met.
Partial Compliance	Half of the requirements in the element are met.
Marginal Compliance	Less than half of the requirements in the element are met.
Out of Compliance	None of the requirements in the element are met.

The next SSMP Audit Report must be signed and certified by a person designated as described in WDR Section J.1.(i) before August 2, 2023. WDR Section J states:

All applications, reports, or information shall be signed and certified as follows:

- (i) All reports required by this Order and other information required by the State or Regional Water Council shall be signed and certified by a person designated, for a municipality, state, federal or other public agency, as either a principal executive officer or ranking elected official, or by a duly authorized representative of that person, as described in paragraph (ii) of this provision. (For purposes of electronic reporting, an electronic signature and accompanying certification, which is in compliance with the Online SSO database procedures, meet this certification requirement.)
- (ii) An individual is a duly authorized representative only if:
  - (a) The authorization is made in writing by a person described in paragraph (i) of this provision; and
  - (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

The SSMP Audit Report must be hand signed and certified using the language provided below:

“I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.”

To assist in the audit process, the City should consider semiannual reviews and revisions to specific SSMP Elements and associated supporting documents as appropriate. These reviews and revisions will help ensure current operational practices and procedures are reflected in the SSMP and documentation of these activities is readily available during an audit by the Regional Water Quality Control Board, State Water Resources Control Board, or United States Environmental Protection Agency.

SSMP Audit Reports must be kept on file with the SSMP and available to regulators and the public upon request. The last City SSMP Audit Report is included in **Appendix 10B**.



## ELEMENT 11 - COMMUNICATION PROGRAM

Communicating the objectives of the SSMP and the importance of sanitary sewer system management practices to the public is essential. An informed public can assist and support the City by reducing customer caused blockages, which will potentially decrease SSOs.

### 11.1 Regulatory Requirements

WDR Order No. 2006-0003-DWQ Section D.13(xi) states:

The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee's sanitary sewer system.

### 11.2 Communication Program [WDR D.13(xi)]

The purpose of the City sanitary sewer system communication program is to educate stakeholders, which include residential, commercial, industrial, and satellite users of the collection system, about the SSMP. Public awareness of different components of the SSMP is accomplished through different mediums and they may reach different audiences. The following are activities that the City practices to increase awareness and education about the importance of having a properly constructed, maintained, and operated collection system.

**Table 11-1: City Communication Program Overview**

Activity	Frequency	Stakeholders	Year Completed		
			2022	2023	2024
City Website: www.hollister.ca.gov	Year-round	All	X		
City Council Meetings	First and third Monday of each month	All	X		
Social Media – Facebook	Year-round	All	X		
FOG Control Program Outreach	Annually	FSEs/Residents	X		
City Offices	Year-round	All	X		
Satellite/Tributary	Annually	San Juan Oaks and San Juan Bautista	*N/A		

\*Tributary Systems anticipated to be online in 2023.

#### 11.2.1 City Website

Information is posted on the City of Hollister website, [www.hollister.ca.gov](http://www.hollister.ca.gov) and includes links, City meeting minutes and agendas, flyers, education material, public service announcements, and the past and current City CIP. A link to the first SSMP is located here:

<http://hollister.ca.gov/government/city-departments/engineering/>. The Updated SSMP will be posted and maintained on the City website when completed.

#### 11.2.2 City Council Meetings

City Council Meetings are held on the first and third Monday of each month in the City Council Room. Utility sewer operation, SSO Reports, SSMP updates, significant revisions, and audits are presented quarterly at the Council meetings to receive input.

#### 11.2.3 Social Media

The City uses Facebook to post information about their City Council meetings and highlight items on the Council agenda. This page is located at City Clerk, City of Hollister. Additional local information is available on another Facebook public page located at City of Hollister, City Hall.

Copies of SSMP related outreach materials will be maintained at the Community Services office.

#### **FOG Control Program**

The City is in the process of developing a FOG Control Program that will include FOG Education and Outreach to the general public. The City FOG Control Program will be organized to provide regular communications with FSE owners and management regarding FOG Program requirements. Residential outreach will be included in flyers/handouts educating the general public on FOG control measures and programmatic requirements available on the City website.

#### 11.2.4 City Office

The City Office has copies of educational material, public service announcements, and staff that provide assistance and education to the public. Office hours are Monday- Friday from 8:30am to 5pm.

### **11.3 Satellite/Tributary System Communication Program [WDR D.13(xi)]**

The City of Hollister has two tributary systems that send wastewater to the City's system. The communities of San Juan Bautista and San Juan Oaks are both tributary systems to the City's wastewater collection and conveyance system.

The City has required wastewater agreements to receive wastewater from both agencies.

San Juan Bautista plans to convey wastewater directly to the City's Wastewater Treatment Plant through a Sanitary Sewer Force Main. There are no gravity sections in this conveyance system where SSOs or other routine operational concerns are anticipated to be encountered. The agreement identified maximum flows allowed for conveyance to the City and requires San Juan Bautista to provide an Operations and Maintenance Plan once the Force Main is completed and approved to convey wastewater. The City plans to track any required maintenance and communicate with San Juan Bautista on the status of required maintenance

tasks and/or any hydraulic concerns on an as needed basis once this force main is constructed and operational.

San Juan Oaks plans to convey wastewater through a sanitary sewer force main utilizing a connection to a small area of gravity trunk main immediately upstream of the City WWTP. The agreement with San Juan Oaks is currently in draft format but requires specific flow rates, maintenance activities and pretreatment requirements for San Juan Oaks to implement in order to protect the City Wastewater Plant and protect the City collection and conveyance system from additional operations and maintenance needs and conditions that may lead to a SSO. The City plans to track any required maintenance, flow rates, wastewater quality and communicate with San Juan Oaks on the status of these items on an as needed basis once this is constructed and connected to the City sewer system.

Copies of these agreements will be on file at the Community Services office once they are formally executed.

## **APPENDIX 0A**

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**0A1** SWRCB WDR Order No. 2006-0003-DWQ  
Amended Monitoring and Reporting Program (MRP) Order No. WQ 2013-0058-EXEC

**0A2** SSMP Adoption Documents (*PLACEHOLDER*)

**STATE WATER RESOURCES CONTROL BOARD  
ORDER NO. 2006-0003-DWQ**

**STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS  
FOR  
SANITARY SEWER SYSTEMS**

The State Water Resources Control Board, hereinafter referred to as "State Water Board", finds that:

1. All federal and state agencies, municipalities, counties, districts, and other public entities that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey untreated or partially treated wastewater to a publicly owned treatment facility in the State of California are required to comply with the terms of this Order. Such entities are hereinafter referred to as "Enrollees".
2. Sanitary sewer overflows (SSOs) are overflows from sanitary sewer systems of domestic wastewater, as well as industrial and commercial wastewater, depending on the pattern of land uses in the area served by the sanitary sewer system. SSOs often contain high levels of suspended solids, pathogenic organisms, toxic pollutants, nutrients, oxygen-demanding organic compounds, oil and grease and other pollutants. SSOs may cause a public nuisance, particularly when raw untreated wastewater is discharged to areas with high public exposure, such as streets or surface waters used for drinking, fishing, or body contact recreation. SSOs may pollute surface or ground waters, threaten public health, adversely affect aquatic life, and impair the recreational use and aesthetic enjoyment of surface waters.
3. Sanitary sewer systems experience periodic failures resulting in discharges that may affect waters of the state. There are many factors (including factors related to geology, design, construction methods and materials, age of the system, population growth, and system operation and maintenance), which affect the likelihood of an SSO. A proactive approach that requires Enrollees to ensure a system-wide operation, maintenance, and management plan is in place will reduce the number and frequency of SSOs within the state. This approach will in turn decrease the risk to human health and the environment caused by SSOs.
4. Major causes of SSOs include: grease blockages, root blockages, sewer line flood damage, manhole structure failures, vandalism, pump station mechanical failures, power outages, excessive storm or ground water inflow/infiltration, debris blockages, sanitary sewer system age and construction material failures, lack of proper operation and maintenance, insufficient capacity and contractor-caused damages. Many SSOs are preventable with adequate and appropriate facilities, source control measures and operation and maintenance of the sanitary sewer system.

### **SEWER SYSTEM MANAGEMENT PLANS**

5. To facilitate proper funding and management of sanitary sewer systems, each Enrollee must develop and implement a system-specific Sewer System Management Plan (SSMP). To be effective, SSMPs must include provisions to provide proper and efficient management, operation, and maintenance of sanitary sewer systems, while taking into consideration risk management and cost benefit analysis. Additionally, an SSMP must contain a spill response plan that establishes standard procedures for immediate response to an SSO in a manner designed to minimize water quality impacts and potential nuisance conditions.
6. Many local public agencies in California have already developed SSMPs and implemented measures to reduce SSOs. These entities can build upon their existing efforts to establish a comprehensive SSMP consistent with this Order. Others, however, still require technical assistance and, in some cases, funding to improve sanitary sewer system operation and maintenance in order to reduce SSOs.
7. SSMP certification by technically qualified and experienced persons can provide a useful and cost-effective means for ensuring that SSMPs are developed and implemented appropriately.
8. It is the State Water Board's intent to gather additional information on the causes and sources of SSOs to augment existing information and to determine the full extent of SSOs and consequent public health and/or environmental impacts occurring in the State.
9. Both uniform SSO reporting and a centralized statewide electronic database are needed to collect information to allow the State Water Board and Regional Water Quality Control Boards (Regional Water Boards) to effectively analyze the extent of SSOs statewide and their potential impacts on beneficial uses and public health. The monitoring and reporting program required by this Order and the attached Monitoring and Reporting Program No. 2006-0003-DWQ, are necessary to assure compliance with these waste discharge requirements (WDRs).
10. Information regarding SSOs must be provided to Regional Water Boards and other regulatory agencies in a timely manner and be made available to the public in a complete, concise, and timely fashion.
11. Some Regional Water Boards have issued WDRs or WDRs that serve as National Pollution Discharge Elimination System (NPDES) permits to sanitary sewer system owners/operators within their jurisdictions. This Order establishes minimum requirements to prevent SSOs. Although it is the State Water Board's intent that this Order be the primary regulatory mechanism for sanitary sewer systems statewide, Regional Water Boards may issue more stringent or more

prescriptive WDRs for sanitary sewer systems. Upon issuance or reissuance of a Regional Water Board's WDRs for a system subject to this Order, the Regional Water Board shall coordinate its requirements with stated requirements within this Order, to identify requirements that are more stringent, to remove requirements that are less stringent than this Order, and to provide consistency in reporting.

## **REGULATORY CONSIDERATIONS**

12. California Water Code section 13263 provides that the State Water Board may prescribe general WDRs for a category of discharges if the State Water Board finds or determines that:

- The discharges are produced by the same or similar operations;
- The discharges involve the same or similar types of waste;
- The discharges require the same or similar treatment standards; and
- The discharges are more appropriately regulated under general discharge requirements than individual discharge requirements.

This Order establishes requirements for a class of operations, facilities, and discharges that are similar throughout the state.

13. The issuance of general WDRs to the Enrollees will:

- a) Reduce the administrative burden of issuing individual WDRs to each Enrollee;
- b) Provide for a unified statewide approach for the reporting and database tracking of SSOs;
- c) Establish consistent and uniform requirements for SSMP development and implementation;
- d) Provide statewide consistency in reporting; and
- e) Facilitate consistent enforcement for violations.

14. The beneficial uses of surface waters that can be impaired by SSOs include, but are not limited to, aquatic life, drinking water supply, body contact and non-contact recreation, and aesthetics. The beneficial uses of ground water that can be impaired include, but are not limited to, drinking water and agricultural supply. Surface and ground waters throughout the state support these uses to varying degrees.

15. The implementation of requirements set forth in this Order will ensure the reasonable protection of past, present, and probable future beneficial uses of water and the prevention of nuisance. The requirements implement the water quality control plans (Basin Plans) for each region and take into account the environmental characteristics of hydrographic units within the state. Additionally, the State Water Board has considered water quality conditions that could reasonably be achieved through the coordinated control of all factors that affect



water quality in the area, costs associated with compliance with these requirements, the need for developing housing within California, and the need to develop and use recycled water.

16. The Federal Clean Water Act largely prohibits any discharge of pollutants from a point source to waters of the United States except as authorized under an NPDES permit. In general, any point source discharge of sewage effluent to waters of the United States must comply with technology-based, secondary treatment standards, at a minimum, and any more stringent requirements necessary to meet applicable water quality standards and other requirements. Hence, the unpermitted discharge of wastewater from a sanitary sewer system to waters of the United States is illegal under the Clean Water Act. In addition, many Basin Plans adopted by the Regional Water Boards contain discharge prohibitions that apply to the discharge of untreated or partially treated wastewater. Finally, the California Water Code generally prohibits the discharge of waste to land prior to the filing of any required report of waste discharge and the subsequent issuance of either WDRs or a waiver of WDRs.
17. California Water Code section 13263 requires a water board to, after any necessary hearing, prescribe requirements as to the nature of any proposed discharge, existing discharge, or material change in an existing discharge. The requirements shall, among other things, take into consideration the need to prevent nuisance.
18. California Water Code section 13050, subdivision (m), defines nuisance as anything which meets all of the following requirements:
  - a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
  - b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
  - c. Occurs during, or as a result of, the treatment or disposal of wastes.
19. This Order is consistent with State Water Board Resolution No. 68-16 (Statement of Policy with Respect to Maintaining High Quality of Waters in California) in that the Order imposes conditions to prevent impacts to water quality, does not allow the degradation of water quality, will not unreasonably affect beneficial uses of water, and will not result in water quality less than prescribed in State Water Board or Regional Water Board plans and policies.
20. The action to adopt this General Order is exempt from the California Environmental Quality Act (Public Resources Code §21000 et seq.) because it is an action taken by a regulatory agency to assure the protection of the environment and the regulatory process involves procedures for protection of the environment. (Cal. Code Regs., tit. 14, §15308). In addition, the action to adopt

this Order is exempt from CEQA pursuant to Cal.Code Regs., title 14, §15301 to the extent that it applies to existing sanitary sewer collection systems that constitute “existing facilities” as that term is used in Section 15301, and §15302, to the extent that it results in the repair or replacement of existing systems involving negligible or no expansion of capacity.

21. The Fact Sheet, which is incorporated by reference in the Order, contains supplemental information that was also considered in establishing these requirements.
22. The State Water Board has notified all affected public agencies and all known interested persons of the intent to prescribe general WDRs that require Enrollees to develop SSMPs and to report all SSOs.
23. The State Water Board conducted a public hearing on February 8, 2006, to receive oral and written comments on the draft order. The State Water Board received and considered, at its May 2, 2006, meeting, additional public comments on substantial changes made to the proposed general WDRs following the February 8, 2006, public hearing. The State Water Board has considered all comments pertaining to the proposed general WDRs.

**IT IS HEREBY ORDERED**, that pursuant to California Water Code section 13263, the Enrollees, their agents, successors, and assigns, in order to meet the provisions contained in Division 7 of the California Water Code and regulations adopted hereunder, shall comply with the following:

#### **A. DEFINITIONS**

1. **Sanitary sewer overflow (SSO)** - Any overflow, spill, release, discharge or diversion of untreated or partially treated wastewater from a sanitary sewer system. SSOs include:
  - (i) Overflows or releases of untreated or partially treated wastewater that reach waters of the United States;
  - (ii) Overflows or releases of untreated or partially treated wastewater that do not reach waters of the United States; and
  - (iii) Wastewater backups into buildings and on private property that are caused by blockages or flow conditions within the publicly owned portion of a sanitary sewer system.
2. **Sanitary sewer system** – Any system of pipes, pump stations, sewer lines, or other conveyances, upstream of a wastewater treatment plant headworks used to collect and convey wastewater to the publicly owned treatment facility. Temporary storage and conveyance facilities (such as vaults, temporary piping, construction trenches, wet wells, impoundments, tanks, etc.) are considered to be part of the sanitary sewer system, and discharges into these temporary storage facilities are not considered to be SSOs.

For purposes of this Order, sanitary sewer systems include only those systems owned by public agencies that are comprised of more than one mile of pipes or sewer lines.

3. **Enrollee** - A federal or state agency, municipality, county, district, and other public entity that owns or operates a sanitary sewer system, as defined in the general WDRs, and that has submitted a complete and approved application for coverage under this Order.
4. **SSO Reporting System** – Online spill reporting system that is hosted, controlled, and maintained by the State Water Board. The web address for this site is <http://ciwqs.waterboards.ca.gov>. This online database is maintained on a secure site and is controlled by unique usernames and passwords.
5. **Untreated or partially treated wastewater** – Any volume of waste discharged from the sanitary sewer system upstream of a wastewater treatment plant headworks.
6. **Satellite collection system** – The portion, if any, of a sanitary sewer system owned or operated by a different public agency than the agency that owns and operates the wastewater treatment facility to which the sanitary sewer system is tributary.
7. **Nuisance** - California Water Code section 13050, subdivision (m), defines nuisance as anything which meets all of the following requirements:
  - a. Is injurious to health, or is indecent or offensive to the senses, or an obstruction to the free use of property, so as to interfere with the comfortable enjoyment of life or property.
  - b. Affects at the same time an entire community or neighborhood, or any considerable number of persons, although the extent of the annoyance or damage inflicted upon individuals may be unequal.
  - c. Occurs during, or as a result of, the treatment or disposal of wastes.

## **B. APPLICATION REQUIREMENTS**

1. **Deadlines for Application** – All public agencies that currently own or operate sanitary sewer systems within the State of California must apply for coverage under the general WDRs within six (6) months of the date of adoption of the general WDRs. Additionally, public agencies that acquire or assume responsibility for operating sanitary sewer systems after the date of adoption of this Order must apply for coverage under the general WDRs at least three (3) months prior to operation of those facilities.
2. **Applications under the general WDRs** – In order to apply for coverage pursuant to the general WDRs, a legally authorized representative for each agency must submit a complete application package. Within sixty (60) days of adoption of the general WDRs, State Water Board staff will send specific instructions on how to

apply for coverage under the general WDRs to all known public agencies that own sanitary sewer systems. Agencies that do not receive notice may obtain applications and instructions online on the Water Board's website.

3. Coverage under the general WDRs – Permit coverage will be in effect once a complete application package has been submitted and approved by the State Water Board's Division of Water Quality.

## **C. PROHIBITIONS**

1. Any SSO that results in a discharge of untreated or partially treated wastewater to waters of the United States is prohibited.
2. Any SSO that results in a discharge of untreated or partially treated wastewater that creates a nuisance as defined in California Water Code Section 13050(m) is prohibited.

## **D. PROVISIONS**

1. The Enrollee must comply with all conditions of this Order. Any noncompliance with this Order constitutes a violation of the California Water Code and is grounds for enforcement action.
2. It is the intent of the State Water Board that sanitary sewer systems be regulated in a manner consistent with the general WDRs. Nothing in the general WDRs shall be:
  - (i) Interpreted or applied in a manner inconsistent with the Federal Clean Water Act, or supersede a more specific or more stringent state or federal requirement in an existing permit, regulation, or administrative/judicial order or Consent Decree;
  - (ii) Interpreted or applied to authorize an SSO that is illegal under either the Clean Water Act, an applicable Basin Plan prohibition or water quality standard, or the California Water Code;
  - (iii) Interpreted or applied to prohibit a Regional Water Board from issuing an individual NPDES permit or WDR, superseding this general WDR, for a sanitary sewer system, authorized under the Clean Water Act or California Water Code; or
  - (iv) Interpreted or applied to supersede any more specific or more stringent WDRs or enforcement order issued by a Regional Water Board.
3. The Enrollee shall take all feasible steps to eliminate SSOs. In the event that an SSO does occur, the Enrollee shall take all feasible steps to contain and mitigate the impacts of an SSO.
4. In the event of an SSO, the Enrollee shall take all feasible steps to prevent untreated or partially treated wastewater from discharging from storm drains into

flood control channels or waters of the United States by blocking the storm drainage system and by removing the wastewater from the storm drains.

5. All SSOs must be reported in accordance with Section G of the general WDRs.
6. In any enforcement action, the State and/or Regional Water Boards will consider the appropriate factors under the duly adopted State Water Board Enforcement Policy. And, consistent with the Enforcement Policy, the State and/or Regional Water Boards must consider the Enrollee's efforts to contain, control, and mitigate SSOs when considering the California Water Code Section 13327 factors. In assessing these factors, the State and/or Regional Water Boards will also consider whether:
  - (i) The Enrollee has complied with the requirements of this Order, including requirements for reporting and developing and implementing a SSMP;
  - (ii) The Enrollee can identify the cause or likely cause of the discharge event;
  - (iii) There were no feasible alternatives to the discharge, such as temporary storage or retention of untreated wastewater, reduction of inflow and infiltration, use of adequate backup equipment, collecting and hauling of untreated wastewater to a treatment facility, or an increase in the capacity of the system as necessary to contain the design storm event identified in the SSMP. It is inappropriate to consider the lack of feasible alternatives, if the Enrollee does not implement a periodic or continuing process to identify and correct problems.
  - (iv) The discharge was exceptional, unintentional, temporary, and caused by factors beyond the reasonable control of the Enrollee;
  - (v) The discharge could have been prevented by the exercise of reasonable control described in a certified SSMP for:
    - Proper management, operation and maintenance;
    - Adequate treatment facilities, sanitary sewer system facilities, and/or components with an appropriate design capacity, to reasonably prevent SSOs (e.g., adequately enlarging treatment or collection facilities to accommodate growth, infiltration and inflow (I/I), etc.);
    - Preventive maintenance (including cleaning and fats, oils, and grease (FOG) control);
    - Installation of adequate backup equipment; and
    - Inflow and infiltration prevention and control to the extent practicable.
  - (vi) The sanitary sewer system design capacity is appropriate to reasonably prevent SSOs.



- (vii) The Enrollee took all reasonable steps to stop and mitigate the impact of the discharge as soon as possible.
7. When a sanitary sewer overflow occurs, the Enrollee shall take all feasible steps and necessary remedial actions to 1) control or limit the volume of untreated or partially treated wastewater discharged, 2) terminate the discharge, and 3) recover as much of the wastewater discharged as possible for proper disposal, including any wash down water.

The Enrollee shall implement all remedial actions to the extent they may be applicable to the discharge and not inconsistent with an emergency response plan, including the following:

- (i) Interception and rerouting of untreated or partially treated wastewater flows around the wastewater line failure;
  - (ii) Vacuum truck recovery of sanitary sewer overflows and wash down water;
  - (iii) Cleanup of debris at the overflow site;
  - (iv) System modifications to prevent another SSO at the same location;
  - (v) Adequate sampling to determine the nature and impact of the release; and
  - (vi) Adequate public notification to protect the public from exposure to the SSO.
8. The Enrollee shall properly, manage, operate, and maintain all parts of the sanitary sewer system owned or operated by the Enrollee, and shall ensure that the system operators (including employees, contractors, or other agents) are adequately trained and possess adequate knowledge, skills, and abilities.
9. The Enrollee shall allocate adequate resources for the operation, maintenance, and repair of its sanitary sewer system, by establishing a proper rate structure, accounting mechanisms, and auditing procedures to ensure an adequate measure of revenues and expenditures. These procedures must be in compliance with applicable laws and regulations and comply with generally acceptable accounting practices.
10. The Enrollee shall provide adequate capacity to convey base flows and peak flows, including flows related to wet weather events. Capacity shall meet or exceed the design criteria as defined in the Enrollee's System Evaluation and Capacity Assurance Plan for all parts of the sanitary sewer system owned or operated by the Enrollee.
11. The Enrollee shall develop and implement a written Sewer System Management Plan (SSMP) and make it available to the State and/or Regional Water Board upon request. A copy of this document must be publicly available at the Enrollee's office and/or available on the Internet. This SSMP must be approved by the Enrollee's governing board at a public meeting.

12. In accordance with the California Business and Professions Code sections 6735, 7835, and 7835.1, all engineering and geologic evaluations and judgments shall be performed by or under the direction of registered professionals competent and proficient in the fields pertinent to the required activities. Specific elements of the SSMP that require professional evaluation and judgments shall be prepared by or under the direction of appropriately qualified professionals, and shall bear the professional(s)' signature and stamp.
13. The mandatory elements of the SSMP are specified below. However, if the Enrollee believes that any element of this section is not appropriate or applicable to the Enrollee's sanitary sewer system, the SSMP program does not need to address that element. The Enrollee must justify why that element is not applicable. The SSMP must be approved by the deadlines listed in the SSMP Time Schedule below.

### **Sewer System Management Plan (SSMP)**

- (i) **Goal:** The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that do occur.
- (ii) **Organization:** The SSMP must identify:
  - (a) The name of the responsible or authorized representative as described in Section J of this Order.
  - (b) The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and
  - (c) The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services (OES)).
- (iii) **Legal Authority:** Each Enrollee must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:
  - (a) Prevent illicit discharges into its sanitary sewer system (examples may include I/I, stormwater, chemical dumping, unauthorized debris and cut roots, etc.);



- (b) Require that sewers and connections be properly designed and constructed;
  - (c) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;
  - (d) Limit the discharge of fats, oils, and grease and other debris that may cause blockages, and
  - (e) Enforce any violation of its sewer ordinances.
- (iv) **Operation and Maintenance Program.** The SSMP must include those elements listed below that are appropriate and applicable to the Enrollee's system:
- (a) Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities;
  - (b) Describe routine preventive operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) program should have a system to document scheduled and conducted activities, such as work orders;
  - (c) Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed for the capital improvement plan;
  - (d) Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and

- (e) Provide equipment and replacement part inventories, including identification of critical replacement parts.

(v) **Design and Performance Provisions:**

- (a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and
  - (b) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.
- (vi) **Overflow Emergency Response Plan** - Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, this plan must include the following:
- (a) Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
  - (b) A program to ensure an appropriate response to all overflows;
  - (c) Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, Regional Water Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDRs or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification;
  - (d) Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
  - (e) Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
  - (f) A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to waters of the United States and to minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

- (vii) **FOG Control Program:** Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification for why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. This plan shall include the following as appropriate:
- (a) An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;
  - (b) A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
  - (c) The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;
  - (d) Requirements to install grease removal devices (such as traps or interceptors), design standards for the removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
  - (e) Authority to inspect grease producing facilities, enforcement authorities, and whether the Enrollee has sufficient staff to inspect and enforce the FOG ordinance;
  - (f) An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and
  - (g) Development and implementation of source control measures for all sources of FOG discharged to the sanitary sewer system for each section identified in (f) above.
- (viii) **System Evaluation and Capacity Assurance Plan:** The Enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:
- (a) **Evaluation:** Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs

that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;

- (b) **Design Criteria:** Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and
  - (c) **Capacity Enhancement Measures:** The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.
  - (d) **Schedule:** The Enrollee shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D. 14.
- (ix) **Monitoring, Measurement, and Program Modifications:** The Enrollee shall:
- (a) Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
  - (b) Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;
  - (c) Assess the success of the preventative maintenance program;
  - (d) Update program elements, as appropriate, based on monitoring or performance evaluations; and
  - (e) Identify and illustrate SSO trends, including: frequency, location, and volume.
- (x) **SSMP Program Audits** - As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the

Enrollee's compliance with the SSMP requirements identified in this subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.

- (xi) **Communication Program** – The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

The Enrollee shall also create a plan of communication with systems that are tributary and/or satellite to the Enrollee's sanitary sewer system.

14. Both the SSMP and the Enrollee's program to implement the SSMP must be certified by the Enrollee to be in compliance with the requirements set forth above and must be presented to the Enrollee's governing board for approval at a public meeting. The Enrollee shall certify that the SSMP, and subparts thereof, are in compliance with the general WDRs within the time frames identified in the time schedule provided in subsection D.15, below.

In order to complete this certification, the Enrollee's authorized representative must complete the certification portion in the Online SSO Database Questionnaire by checking the appropriate milestone box, printing and signing the automated form, and sending the form to:

State Water Resources Control Board  
Division of Water Quality  
Attn: SSO Program Manager  
P.O. Box 100  
Sacramento, CA 95812

The SSMP must be updated every five (5) years, and must include any significant program changes. Re-certification by the governing board of the Enrollee is required in accordance with D.14 when significant updates to the SSMP are made. To complete the re-certification process, the Enrollee shall enter the data in the Online SSO Database and mail the form to the State Water Board, as described above.

15. The Enrollee shall comply with these requirements according to the following schedule. This time schedule does not supersede existing requirements or time schedules associated with other permits or regulatory requirements.

### Sewer System Management Plan Time Schedule

<u>Task and Associated Section</u>	<b>Completion Date</b>			
	Population > 100,000	Population between 100,000 and 10,000	Population between 10,000 and 2,500	Population < 2,500
Application for Permit Coverage <b>Section C</b>	6 months after WDRs Adoption			
Reporting Program <b>Section G</b>	6 months after WDRs Adoption <sup>1</sup>			
SSMP Development Plan and Schedule <b>No specific Section</b>	9 months after WDRs Adoption <sup>2</sup>	12 months after WDRs Adoption <sup>2</sup>	15 months after WDRs Adoption <sup>2</sup>	18 months after WDRs Adoption <sup>2</sup>
Goals and Organization Structure <b>Section D 13 (i) &amp; (ii)</b>	12 months after WDRs Adoption <sup>2</sup>		18 months after WDRs Adoption <sup>2</sup>	
Overflow Emergency Response Program <b>Section D 13 (vi)</b>	24 months after WDRs Adoption <sup>2</sup>	30 months after WDRs Adoption <sup>2</sup>	36 months after WDRs Adoption <sup>2</sup>	39 months after WDRs Adoption <sup>2</sup>
Legal Authority <b>Section D 13 (iii)</b>				
Operation and Maintenance Program <b>Section D 13 (iv)</b>				
Grease Control Program <b>Section D 13 (vii)</b>				
Design and Performance <b>Section D 13 (v)</b>	36 months after WDRs Adoption	39 months after WDRs Adoption	48 months after WDRs Adoption	51 months after WDRs Adoption
System Evaluation and Capacity Assurance Plan <b>Section D 13 (viii)</b>				
Final SSMP, incorporating all of the SSMP requirements <b>Section D 13</b>				



1. In the event that by July 1, 2006 the Executive Director is able to execute a memorandum of agreement (MOA) with the California Water Environment Association (CWEA) or discharger representatives outlining a strategy and time schedule for CWEA or another entity to provide statewide training on the adopted monitoring program, SSO database electronic reporting, and SSMP development, consistent with this Order, then the schedule of Reporting Program Section G shall be replaced with the following schedule:

Reporting Program <b>Section G</b>	
Regional Boards 4, 8, and 9	8 months after WDRs Adoption
Regional Boards 1, 2, and 3	12 months after WDRs Adoption
Regional Boards 5, 6, and 7	16 months after WDRs Adoption

If this MOU is not executed by July 1, 2006, the reporting program time schedule will remain six (6) months for all regions and agency size categories.

2. In the event that the Executive Director executes the MOA identified in note 1 by July 1, 2006, then the deadline for this task shall be extended by six (6) months. The time schedule identified in the MOA must be consistent with the extended time schedule provided by this note. If the MOA is not executed by July 1, 2006, the six (6) month time extension will not be granted.

#### **E. WDRs and SSMP AVAILABILITY**

1. A copy of the general WDRs and the certified SSMP shall be maintained at appropriate locations (such as the Enrollee's offices, facilities, and/or Internet homepage) and shall be available to sanitary sewer system operating and maintenance personnel at all times.

#### **F. ENTRY AND INSPECTION**

1. The Enrollee shall allow the State or Regional Water Boards or their authorized representative, upon presentation of credentials and other documents as may be required by law, to:
  - a. Enter upon the Enrollee's premises where a regulated facility or activity is located or conducted, or where records are kept under the conditions of this Order;
  - b. Have access to and copy, at reasonable times, any records that must be kept under the conditions of this Order;



- c. Inspect at reasonable times any facilities, equipment (including monitoring and control equipment), practices, or operations regulated or required under this Order; and
- d. Sample or monitor at reasonable times, for the purposes of assuring compliance with this Order or as otherwise authorized by the California Water Code, any substances or parameters at any location.

## **G. GENERAL MONITORING AND REPORTING REQUIREMENTS**

1. The Enrollee shall furnish to the State or Regional Water Board, within a reasonable time, any information that the State or Regional Water Board may request to determine whether cause exists for modifying, revoking and reissuing, or terminating this Order. The Enrollee shall also furnish to the Executive Director of the State Water Board or Executive Officer of the applicable Regional Water Board, upon request, copies of records required to be kept by this Order.
2. The Enrollee shall comply with the attached Monitoring and Reporting Program No. 2006-0003 and future revisions thereto, as specified by the Executive Director. Monitoring results shall be reported at the intervals specified in Monitoring and Reporting Program No. 2006-0003. Unless superseded by a specific enforcement Order for a specific Enrollee, these reporting requirements are intended to replace other mandatory routine written reports associated with SSOs.
3. All Enrollees must obtain SSO Database accounts and receive a "Username" and "Password" by registering through the California Integrated Water Quality System (CIWQS). These accounts will allow controlled and secure entry into the SSO Database. Additionally, within 30 days of receiving an account and prior to recording spills into the SSO Database, all Enrollees must complete the "Collection System Questionnaire", which collects pertinent information regarding a Enrollee's collection system. The "Collection System Questionnaire" must be updated at least every 12 months.
4. Pursuant to Health and Safety Code section 5411.5, any person who, without regard to intent or negligence, causes or permits any untreated wastewater or other waste to be discharged in or on any waters of the State, or discharged in or deposited where it is, or probably will be, discharged in or on any surface waters of the State, as soon as that person has knowledge of the discharge, shall immediately notify the local health officer of the discharge. Discharges of untreated or partially treated wastewater to storm drains and drainage channels, whether man-made or natural or concrete-lined, shall be reported as required above.

Any SSO greater than 1,000 gallons discharged in or on any waters of the State, or discharged in or deposited where it is, or probably will be, discharged in or on any surface waters of the State shall also be reported to the Office of Emergency Services pursuant to California Water Code section 13271.

#### **H. CHANGE IN OWNERSHIP**

1. This Order is not transferable to any person or party, except after notice to the Executive Director. The Enrollee shall submit this notice in writing at least 30 days in advance of any proposed transfer. The notice must include a written agreement between the existing and new Enrollee containing a specific date for the transfer of this Order's responsibility and coverage between the existing Enrollee and the new Enrollee. This agreement shall include an acknowledgement that the existing Enrollee is liable for violations up to the transfer date and that the new Enrollee is liable from the transfer date forward.

#### **I. INCOMPLETE REPORTS**

1. If an Enrollee becomes aware that it failed to submit any relevant facts in any report required under this Order, the Enrollee shall promptly submit such facts or information by formally amending the report in the Online SSO Database.

#### **J. REPORT DECLARATION**

1. All applications, reports, or information shall be signed and certified as follows:
  - (i) All reports required by this Order and other information required by the State or Regional Water Board shall be signed and certified by a person designated, for a municipality, state, federal or other public agency, as either a principal executive officer or ranking elected official, or by a duly authorized representative of that person, as described in paragraph (ii) of this provision. (For purposes of electronic reporting, an electronic signature and accompanying certification, which is in compliance with the Online SSO database procedures, meet this certification requirement.)
  - (ii) An individual is a duly authorized representative only if:
    - (a) The authorization is made in writing by a person described in paragraph (i) of this provision; and
    - (b) The authorization specifies either an individual or a position having responsibility for the overall operation of the regulated facility or activity.

#### **K. CIVIL MONETARY REMEDIES FOR DISCHARGE VIOLATIONS**

1. The California Water Code provides various enforcement options, including civil monetary remedies, for violations of this Order.
2. The California Water Code also provides that any person failing or refusing to furnish technical or monitoring program reports, as required under this Order, or

falsifying any information provided in the technical or monitoring reports is subject to civil monetary penalties.

**L. SEVERABILITY**

1. The provisions of this Order are severable, and if any provision of this Order, or the application of any provision of this Order to any circumstance, is held invalid, the application of such provision to other circumstances, and the remainder of this Order, shall not be affected thereby.
2. This order does not convey any property rights of any sort or any exclusive privileges. The requirements prescribed herein do not authorize the commission of any act causing injury to persons or property, nor protect the Enrollee from liability under federal, state or local laws, nor create a vested right for the Enrollee to continue the waste discharge.

**CERTIFICATION**

The undersigned Clerk to the State Water Board does hereby certify that the foregoing is a full, true, and correct copy of general WDRs duly and regularly adopted at a meeting of the State Water Resources Control Board held on May 2, 2006.

AYE: Tam M. Doduc  
Gerald D. Secundy

NO: Arthur G. Baggett

ABSENT: None

ABSTAIN: None



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Song Her  
Clerk to the Board

STATE OF CALIFORNIA  
WATER RESOURCES CONTROL BOARD  
ORDER NO. WQ 2013-0058-EXEC

AMENDING MONITORING AND REPORTING PROGRAM  
FOR  
STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR  
SANITARY SEWER SYSTEMS

The State of California, Water Resources Control Board (hereafter State Water Board) finds:

1. The State Water Board is authorized to prescribe statewide general Waste Discharge Requirements (WDRs) for categories of discharges that involve the same or similar operations and the same or similar types of waste pursuant to Water Code section 13263(i).
2. Water Code section 13193 *et seq.* requires the Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) to gather Sanitary Sewer Overflow (SSO) information and make this information available to the public, including but not limited to, SSO cause, estimated volume, location, date, time, duration, whether or not the SSO reached or may have reached waters of the state, response and corrective action taken, and an enrollee's contact information for each SSO event. An enrollee is defined as the public entity having legal authority over the operation and maintenance of, or capital improvements to, a sanitary sewer system greater than one mile in length.
3. Water Code section 13271, *et seq.* requires notification to the California Office of Emergency Services (Cal OES), formerly the California Emergency Management Agency, for certain unauthorized discharges, including SSOs.
4. On May 2, 2006, the State Water Board adopted Order 2006-0003-DWQ, "Statewide Waste Discharge Requirements for Sanitary Sewer Systems"<sup>1</sup> (hereafter SSS WDRs) to comply with Water Code section 13193 and to establish the framework for the statewide SSO Reduction Program.
5. Subsection G.2 of the SSS WDRs and the Monitoring and Reporting Program (MRP) provide that the Executive Director may modify the terms of the MRP at any time.
6. On February 20, 2008, the State Water Board Executive Director adopted a revised MRP for the SSS WDRs to rectify early notification deficiencies and ensure that first responders are notified in a timely manner of SSOs discharged into waters of the state.
7. When notified of an SSO that reaches a drainage channel or surface water of the state, Cal OES, pursuant to Water Code section 13271(a)(3), forwards the SSO notification information<sup>2</sup> to local government agencies and first responders including local public health officials and the applicable Regional Water Board. Receipt of notifications for a single SSO event from both the SSO reporter

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<sup>1</sup> Available for download at:

[http://www.waterboards.ca.gov/board\\_decisions/adopted\\_orders/water\\_quality/2006/wqo/wqo2006\\_0003.pdf](http://www.waterboards.ca.gov/board_decisions/adopted_orders/water_quality/2006/wqo/wqo2006_0003.pdf)

<sup>2</sup> Cal OES Hazardous Materials Spill Reports available Online at:

[http://w3.calema.ca.gov/operational/mal haz.nsf/\\$defaultview](http://w3.calema.ca.gov/operational/mal haz.nsf/$defaultview) and <http://w3.calema.ca.gov/operational/mal haz.nsf>



and Cal OES is duplicative. To address this, the SSO notification requirements added by the February 20, 2008 MRP revision are being removed in this MRP revision.

8. In the February 28, 2008 Memorandum of Agreement between the State Water Board and the California Water and Environment Association (CWEA), the State Water Board committed to re-designing the CIWQS<sup>3</sup> Online SSO Database to allow "event" based SSO reporting versus the original "location" based reporting. Revisions to this MRP and accompanying changes to the CIWQS Online SSO Database will implement this change by allowing for multiple SSO appearance points to be associated with each SSO event caused by a single asset failure.
9. Based on stakeholder input and Water Board staff experience implementing the SSO Reduction Program, SSO categories have been revised in this MRP. In the prior version of the MRP, SSOs have been categorized as Category 1 or Category 2. This MRP implements changes to SSO categories by adding a Category 3 SSO type. This change will improve data management to further assist Water Board staff with evaluation of high threat and low threat SSOs by placing them in unique categories (i.e., Category 1 and Category 3, respectively). This change will also assist enrollees in identifying SSOs that require Cal OES notification.
10. Based on over six years of implementation of the SSS WDRs, the State Water Board concludes that the February 20, 2008 MRP must be updated to better advance the SSO Reduction Program<sup>4</sup> objectives, assess compliance, and enforce the requirements of the SSS WDRs.

**IT IS HEREBY ORDERED THAT:**

Pursuant to the authority delegated by Water Code section 13267(f), Resolution 2002-0104, and Order 2006-0003-DWQ, the MRP for the SSS WDRs (Order 2006-0003-DWQ) is hereby amended as shown in Attachment A and shall be effective on September 9, 2013.

8/6/13  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Thomas Howard  
Executive Director

<sup>3</sup> California Integrated Water Quality System (CIWQS) publicly available at  
<http://www.waterboards.ca.gov/ciwqs/publicreports.shtml>

<sup>4</sup> Statewide Sanitary Sewer Overflow Reduction Program information is available at:  
[http://www.waterboards.ca.gov/water\\_issues/programs/ssol/](http://www.waterboards.ca.gov/water_issues/programs/ssol/)

## ATTACHMENT A

### STATE WATER RESOURCES CONTROL BOARD ORDER NO. WQ 2013-0058-EXEC

#### AMENDING MONITORING AND REPORTING PROGRAM FOR STATEWIDE GENERAL WASTE DISCHARGE REQUIREMENTS FOR SANITARY SEWER SYSTEMS

This Monitoring and Reporting Program (MRP) establishes monitoring, record keeping, reporting and public notification requirements for Order 2006-0003-DWQ, "Statewide General Waste Discharge Requirements for Sanitary Sewer Systems" (SSS WDRs). This MRP shall be effective from September 9, 2013 until it is rescinded. The Executive Director may make revisions to this MRP at any time. These revisions may include a reduction or increase in the monitoring and reporting requirements. All site specific records and data developed pursuant to the SSS WDRs and this MRP shall be complete, accurate, and justified by evidence maintained by the enrollee. Failure to comply with this MRP may subject an enrollee to civil liabilities of up to \$5,000 a day per violation pursuant to Water Code section 13350; up to \$1,000 a day per violation pursuant to Water Code section 13268; or referral to the Attorney General for judicial civil enforcement. The State Water Resources Control Board (State Water Board) reserves the right to take any further enforcement action authorized by law.

#### A. SUMMARY OF MRP REQUIREMENTS

Table 1 – Spill Categories and Definitions

CATEGORIES	DEFINITIONS [see Section A on page 5 of Order 2006-0003-DWQ, for Sanitary Sewer Overflow (SSO) definition]
CATEGORY 1	Discharges of untreated or partially treated wastewater of <b><u>any volume</u></b> resulting from an enrollee's sanitary sewer system failure or flow condition that: <ul style="list-style-type: none"><li>• Reach surface water and/or reach a drainage channel tributary to a surface water; or</li><li>• Reach a Municipal Separate Storm Sewer System (MS4) and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).</li></ul>
CATEGORY 2	Discharges of untreated or partially treated wastewater of <b><u>1,000 gallons or greater</u></b> resulting from an enrollee's sanitary sewer system failure or flow condition that <b><u>do not</u></b> reach surface water, a drainage channel, or a MS4 unless the entire SSO discharged to the storm drain system is fully recovered and disposed of properly.
CATEGORY 3	All other discharges of untreated or partially treated wastewater resulting from an enrollee's sanitary sewer system failure or flow condition.
PRIVATE LATERAL SEWAGE DISCHARGE (PLSD)	Discharges of untreated or partially treated wastewater resulting from blockages or other problems <b><u>within a privately owned sewer lateral</u></b> connected to the enrollee's sanitary sewer system or from other private sewer assets. PLSDs that the enrollee becomes aware of may be <u>voluntarily</u> reported to the California Integrated Water Quality System (CIWQS) Online SSO Database.

**Table 2 – Notification, Reporting, Monitoring, and Record Keeping Requirements**

ELEMENT	REQUIREMENT	METHOD
<b>NOTIFICATION</b> (see section B of MRP)	<ul style="list-style-type: none"> <li>Within two hours of becoming aware of any Category 1 SSO <b><u>greater than or equal to 1,000 gallons discharged to surface water or spilled in a location where it probably will be discharged to surface water</u></b>, notify the California Office of Emergency Services (Cal OES) and obtain a notification control number.</li> </ul>	Call Cal OES at: <b>(800) 852-7550</b>
<b>REPORTING</b> (see section C of MRP)	<ul style="list-style-type: none"> <li>Category 1 SSO: Submit draft report within three business days of becoming aware of the SSO and certify within 15 calendar days of SSO end date.</li> <li>Category 2 SSO: Submit draft report within 3 business days of becoming aware of the SSO and certify within 15 calendar days of the SSO end date.</li> <li>Category 3 SSO: Submit certified report within 30 calendar days of the end of month in which SSO the occurred.</li> <li>SSO Technical Report: Submit within 45 calendar days after the end date of any Category 1 SSO in which 50,000 gallons or greater are spilled to surface waters.</li> <li>“No Spill” Certification: Certify that no SSOs occurred within 30 calendar days of the end of the month or, if reporting quarterly, the quarter in which no SSOs occurred.</li> <li>Collection System Questionnaire: Update and certify every 12 months.</li> </ul>	Enter data into the CIWQS Online SSO Database ( <a href="http://ciwqs.waterboards.ca.gov/">http://ciwqs.waterboards.ca.gov/</a> ), certified by enrollee’s Legally Responsible Official(s).
<b>WATER QUALITY MONITORING</b> (see section D of MRP)	<ul style="list-style-type: none"> <li>Conduct water quality sampling <b><u>within 48 hours</u></b> after initial SSO notification for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.</li> </ul>	Water quality results are required to be uploaded into CIWQS for Category 1 SSOs in which 50,000 gallons or greater are spilled to surface waters.
<b>RECORD KEEPING</b> (see section E of MRP)	<ul style="list-style-type: none"> <li>SSO event records.</li> <li>Records documenting Sanitary Sewer Management Plan (SSMP) implementation and changes/updates to the SSMP.</li> <li>Records to document Water Quality Monitoring for SSOs of 50,000 gallons or greater spilled to surface waters.</li> <li>Collection system telemetry records if relied upon to document and/or estimate SSO Volume.</li> </ul>	Self-maintained records shall be available during inspections or upon request.



**B. NOTIFICATION REQUIREMENTS**

Although Regional Water Quality Control Boards (Regional Water Boards) and the State Water Board (collectively, the Water Boards) staff do not have duties as first responders, this MRP is an appropriate mechanism to ensure that the agencies that have first responder duties are notified in a timely manner in order to protect public health and beneficial uses.

1. For any Category 1 SSO greater than or equal to 1,000 gallons that results in a discharge to a surface water or spilled in a location where it probably will be discharged to surface water, either directly or by way of a drainage channel or MS4, the enrollee shall, as soon as possible, but not later than two (2) hours after (A) the enrollee has knowledge of the discharge, (B) notification is possible, and (C) notification can be provided without substantially impeding cleanup or other emergency measures, notify the Cal OES and obtain a notification control number.
2. To satisfy notification requirements for each applicable SSO, the enrollee shall provide the information requested by Cal OES before receiving a control number. Spill information requested by Cal OES may include:
  - i. Name of person notifying Cal OES and direct return phone number.
  - ii. Estimated SSO volume discharged (gallons).
  - iii. If ongoing, estimated SSO discharge rate (gallons per minute).
  - iv. SSO Incident Description:
    - a. Brief narrative.
    - b. On-scene point of contact for additional information (name and cell phone number).
    - c. Date and time enrollee became aware of the SSO.
    - d. Name of sanitary sewer system agency causing the SSO.
    - e. SSO cause (if known).
  - v. Indication of whether the SSO has been contained.
  - vi. Indication of whether surface water is impacted.
  - vii. Name of surface water impacted by the SSO, if applicable.
  - viii. Indication of whether a drinking water supply is or may be impacted by the SSO.
  - ix. Any other known SSO impacts.
  - x. SSO incident location (address, city, state, and zip code).
3. Following the initial notification to Cal OES and until such time that an enrollee certifies the SSO report in the CIWQS Online SSO Database, the enrollee shall provide updates to Cal OES regarding substantial changes to the estimated volume of untreated or partially treated sewage discharged and any substantial change(s) to known impact(s).
4. PLSDs: The enrollee is strongly encouraged to notify Cal OES of discharges greater than or equal to 1,000 gallons of untreated or partially treated wastewater that result or may result in a discharge to surface water resulting from failures or flow conditions within a privately owned sewer lateral or from other private sewer asset(s) if the enrollee becomes aware of the PLSD.

### **C. REPORTING REQUIREMENTS**

1. **CIWQS Online SSO Database Account:** All enrollees shall obtain a CIWQS Online SSO Database account and receive a “Username” and “Password” by registering through CIWQS. These accounts allow controlled and secure entry into the CIWQS Online SSO Database.
2. **SSO Mandatory Reporting Information:** For reporting purposes, if one SSO event results in multiple appearance points in a sewer system asset, the enrollee shall complete one SSO report in the CIWQS Online SSO Database which includes the GPS coordinates for the location of the SSO appearance point closest to the failure point, blockage or location of the flow condition that caused the SSO, and provide descriptions of the locations of all other discharge points associated with the SSO event.
3. **SSO Categories**
  - i. **Category 1** – Discharges of untreated or partially treated wastewater of any volume resulting from an enrollee’s sanitary sewer system failure or flow condition that:
    - a. Reach surface water and/or reach a drainage channel tributary to a surface water; or
    - b. Reach a MS4 and are not fully captured and returned to the sanitary sewer system or not otherwise captured and disposed of properly. Any volume of wastewater not recovered from the MS4 is considered to have reached surface water unless the storm drain system discharges to a dedicated storm water or groundwater infiltration basin (e.g., infiltration pit, percolation pond).
  - ii. **Category 2** – Discharges of untreated or partially treated wastewater greater than or equal to 1,000 gallons resulting from an enrollee’s sanitary sewer system failure or flow condition that does not reach a surface water, a drainage channel, or the MS4 unless the entire SSO volume discharged to the storm drain system is fully recovered and disposed of properly.
  - iii. **Category 3** – All other discharges of untreated or partially treated wastewater resulting from an enrollee’s sanitary sewer system failure or flow condition.
4. **Sanitary Sewer Overflow Reporting to CIWQS - Timeframes**
  - i. **Category 1 and Category 2 SSOs** – All SSOs that meet the above criteria for Category 1 or Category 2 SSOs shall be reported to the CIWQS Online SSO Database:
    - a. Draft reports for Category 1 and Category 2 SSOs shall be submitted to the CIWQS Online SSO Database within three (3) business days of the enrollee becoming aware of the SSO. Minimum information that shall be reported in a draft Category 1 SSO report shall include all information identified in section 8.i.a. below. Minimum information that shall be reported in a Category 2 SSO draft report shall include all information identified in section 8.i.c below.
    - b. A final Category 1 or Category 2 SSO report shall be certified through the CIWQS Online SSO Database within 15 calendar days of the end date of the SSO. Minimum information that shall be certified in the final Category 1 SSO report shall include all information identified in section 8.i.b below. Minimum information that shall be certified in a final Category 2 SSO report shall include all information identified in section 8.i.d below.

- ii. **Category 3 SSOs** – All SSOs that meet the above criteria for Category 3 SSOs shall be reported to the CIWQS Online SSO Database and certified within 30 calendar days after the end of the calendar month in which the SSO occurs (e.g., all Category 3 SSOs occurring in the month of February shall be entered into the database and certified by March 30). Minimum information that shall be certified in a final Category 3 SSO report shall include all information identified in section 8.i.e below.
- iii. **“No Spill” Certification** – If there are no SSOs during the calendar month, the enrollee shall either 1) certify, within 30 calendar days after the end of each calendar month, a “No Spill” certification statement in the CIWQS Online SSO Database certifying that there were no SSOs for the designated month, or 2) certify, quarterly within 30 calendar days after the end of each quarter, “No Spill” certification statements in the CIWQS Online SSO Database certifying that there were no SSOs for each month in the quarter being reported on. For quarterly reporting, the quarters are Q1 - January/ February/ March, Q2 - April/May/June, Q3 - July/August/September, and Q4 - October/November/December.  
  
If there are no SSOs during a calendar month but the enrollee reported a PLSD, the enrollee shall still certify a “No Spill” certification statement for that month.
- iv. **Amended SSO Reports** – The enrollee may update or add additional information to a certified SSO report within 120 calendar days after the SSO end date by amending the report or by adding an attachment to the SSO report in the CIWQS Online SSO Database. SSO reports certified in the CIWQS Online SSO Database prior to the adoption date of this MRP may only be amended up to 120 days after the effective date of this MRP. After 120 days, the enrollee may contact the SSO Program Manager to request to amend an SSO report if the enrollee also submits justification for why the additional information was not available prior to the end of the 120 days.

## 5. **SSO Technical Report**

The enrollee shall submit an SSO Technical Report in the CIWQS Online SSO Database within 45 calendar days of the SSO end date for any SSO in which 50,000 gallons or greater are spilled to surface waters. This report, which does not preclude the Water Boards from requiring more detailed analyses if requested, shall include at a minimum, the following:

- i. **Causes and Circumstances of the SSO:**
  - a. Complete and detailed explanation of how and when the SSO was discovered.
  - b. Diagram showing the SSO failure point, appearance point(s), and final destination(s).
  - c. Detailed description of the methodology employed and available data used to calculate the volume of the SSO and, if applicable, the SSO volume recovered.
  - d. Detailed description of the cause(s) of the SSO.
  - e. Copies of original field crew records used to document the SSO.
  - f. Historical maintenance records for the failure location.
- ii. **Enrollee’s Response to SSO:**
  - a. Chronological narrative description of all actions taken by enrollee to terminate the spill.
  - b. Explanation of how the SSMP Overflow Emergency Response plan was implemented to respond to and mitigate the SSO.

- c. Final corrective action(s) completed and/or planned to be completed, including a schedule for actions not yet completed.

iii. **Water Quality Monitoring:**

- a. Description of all water quality sampling activities conducted including analytical results and evaluation of the results.
- b. Detailed location map illustrating all water quality sampling points.

6. **PLSDs**

Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee's sanitary sewer system or from other private sanitary sewer system assets may be voluntarily reported to the CIWQS Online SSO Database.

- i. The enrollee is also encouraged to provide notification to Cal OES per section B above when a PLSD greater than or equal to 1,000 gallons has or may result in a discharge to surface water. For any PLSD greater than or equal to 1,000 gallons regardless of the spill destination, the enrollee is also encouraged to file a spill report as required by Health and Safety Code section 5410 et. seq. and Water Code section 13271, or notify the responsible party that notification and reporting should be completed as specified above and required by State law.
- ii. If a PLSD is recorded in the CIWQS Online SSO Database, the enrollee must identify the sewage discharge as occurring and caused by a private sanitary sewer system asset and should identify a responsible party (other than the enrollee), if known. Certification of PLSD reports by enrollees is not required.

7. **CIWQS Online SSO Database Unavailability**

In the event that the CIWQS Online SSO Database is not available, the enrollee must fax or e-mail all required information to the appropriate Regional Water Board office in accordance with the time schedules identified herein. In such event, the enrollee must also enter all required information into the CIWQS Online SSO Database when the database becomes available.

8. **Mandatory Information to be Included in CIWQS Online SSO Reporting**

All enrollees shall obtain a CIWQS Online SSO Database account and receive a "Username" and "Password" by registering through CIWQS which can be reached at [CIWQS@waterboards.ca.gov](mailto:CIWQS@waterboards.ca.gov) or by calling (866) 792-4977, M-F, 8 A.M. to 5 P.M. These accounts will allow controlled and secure entry into the CIWQS Online SSO Database. Additionally, within thirty (30) days of initial enrollment and prior to recording SSOs into the CIWQS Online SSO Database, all enrollees must complete a Collection System Questionnaire (Questionnaire). The Questionnaire shall be updated at least once every 12 months.

i. **SSO Reports**

At a minimum, the following mandatory information shall be reported prior to finalizing and certifying an SSO report for each category of SSO:

- a. **Draft Category 1 SSOs**: At a minimum, the following mandatory information shall be reported for a draft Category 1 SSO report:
1. SSO Contact Information: Name and telephone number of enrollee contact person who can answer specific questions about the SSO being reported.
  2. SSO Location Name.
  3. Location of the overflow event (SSO) by entering GPS coordinates. If a single overflow event results in multiple appearance points, provide GPS coordinates for the appearance point closest to the failure point and describe each additional appearance point in the SSO appearance point explanation field.
  4. Whether or not the SSO reached surface water, a drainage channel, or entered and was discharged from a drainage structure.
  5. Whether or not the SSO reached a municipal separate storm drain system.
  6. Whether or not the total SSO volume that reached a municipal separate storm drain system was fully recovered.
  7. Estimate of the SSO volume, inclusive of all discharge point(s).
  8. Estimate of the SSO volume that reached surface water, a drainage channel, or was not recovered from a storm drain.
  9. Estimate of the SSO volume recovered (if applicable).
  10. Number of SSO appearance point(s).
  11. Description and location of SSO appearance point(s). If a single sanitary sewer system failure results in multiple SSO appearance points, each appearance point must be described.
  12. SSO start date and time.
  13. Date and time the enrollee was notified of, or self-discovered, the SSO.
  14. Estimated operator arrival time.
  15. For spills greater than or equal to 1,000 gallons, the date and time Cal OES was called.
  16. For spills greater than or equal to 1,000 gallons, the Cal OES control number.
- b. **Certified Category 1 SSOs**: At a minimum, the following mandatory information shall be reported for a certified Category 1 SSO report, in addition to all fields in section 8.i.a :
1. Description of SSO destination(s).
  2. SSO end date and time.
  3. SSO causes (mainline blockage, roots, etc.).
  4. SSO failure point (main, lateral, etc.).
  5. Whether or not the spill was associated with a storm event.
  6. Description of spill corrective action, including steps planned or taken to reduce, eliminate, and prevent reoccurrence of the overflow; and a schedule of major milestones for those steps.
  7. Description of spill response activities.
  8. Spill response completion date.
  9. Whether or not there is an ongoing investigation, the reasons for the investigation and the expected date of completion.

10. Whether or not a beach closure occurred or may have occurred as a result of the SSO.
  11. Whether or not health warnings were posted as a result of the SSO.
  12. Name of beach(es) closed and/or impacted. If no beach was impacted, NA shall be selected.
  13. Name of surface water(s) impacted.
  14. If water quality samples were collected, identify parameters the water quality samples were analyzed for. If no samples were taken, NA shall be selected.
  15. If water quality samples were taken, identify which regulatory agencies received sample results (if applicable). If no samples were taken, NA shall be selected.
  16. Description of methodology(ies) and type of data relied upon for estimations of the SSO volume discharged and recovered.
  17. SSO Certification: Upon SSO Certification, the CIWQS Online SSO Database will issue a final SSO identification (ID) number.
- c. **Draft Category 2 SSOs:** At a minimum, the following mandatory information shall be reported for a draft Category 2 SSO report:
1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO.
- d. **Certified Category 2 SSOs:** At a minimum, the following mandatory information shall be reported for a certified Category 2 SSO report:
1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-9, and 17 in section 8.i.b above for Certified Category 1 SSO.
- e. **Certified Category 3 SSOs:** At a minimum, the following mandatory information shall be reported for a certified Category 3 SSO report:
1. Items 1-14 in section 8.i.a above for Draft Category 1 SSO and Items 1-5, and 17 in section 8.i.b above for Certified Category 1 SSO.
- ii. **Reporting SSOs to Other Regulatory Agencies**
- These reporting requirements do not preclude an enrollee from reporting SSOs to other regulatory agencies pursuant to state law. In addition, these reporting requirements do not replace other Regional Water Board notification and reporting requirements for SSOs.
- iii. **Collection System Questionnaire**
- The required Questionnaire (see subsection G of the SSS WDRs) provides the Water Boards with site-specific information related to the enrollee's sanitary sewer system. The enrollee shall complete and certify the Questionnaire at least every 12 months to facilitate program implementation, compliance assessment, and enforcement response.
- iv. **SSMP Availability**
- The enrollee shall provide the publicly available internet web site address to the CIWQS Online SSO Database where a downloadable copy of the enrollee's approved SSMP, critical supporting documents referenced in the SSMP, and proof of local governing board approval of the SSMP is posted. If all of the SSMP documentation listed in this subsection is not publicly available on the Internet, the enrollee shall comply with the following procedure:

- a. Submit an **electronic** copy of the enrollee's approved SSMP, critical supporting documents referenced in the SSMP, and proof of local governing board approval of the SSMP to the State Water Board, within 30 days of that approval and within 30 days of any subsequent SSMP re-certifications, to the following mailing address:

State Water Resources Control Board  
Division of Water Quality  
Attn: SSO Program Manager  
1001 I Street, 15<sup>th</sup> Floor, Sacramento, CA 95814

**D. WATER QUALITY MONITORING REQUIREMENTS:**

To comply with subsection D.7(v) of the SSS WDRs, the enrollee shall develop and implement an SSO Water Quality Monitoring Program to assess impacts from SSOs to surface waters in which 50,000 gallons or greater are spilled to surface waters. The SSO Water Quality Monitoring Program, shall, at a minimum:

1. Contain protocols for water quality monitoring.
2. Account for spill travel time in the surface water and scenarios where monitoring may not be possible (e.g. safety, access restrictions, etc.).
3. Require water quality analyses for ammonia and bacterial indicators to be performed by an accredited or certified laboratory.
4. Require monitoring instruments and devices used to implement the SSO Water Quality Monitoring Program to be properly maintained and calibrated, including any records to document maintenance and calibration, as necessary, to ensure their continued accuracy.
5. Within 48 hours of the enrollee becoming aware of the SSO, require water quality sampling for, at a minimum, the following constituents:
  - i. Ammonia
  - ii. Appropriate Bacterial indicator(s) per the applicable Basin Plan water quality objective or Regional Board direction which may include total and fecal coliform, enterococcus, and e-coli.

**E. RECORD KEEPING REQUIREMENTS:**

The following records shall be maintained by the enrollee for a minimum of five (5) years and shall be made available for review by the Water Boards during an onsite inspection or through an information request:

1. General Records: The enrollee shall maintain records to document compliance with all provisions of the SSS WDRs and this MRP for each sanitary sewer system owned including any required records generated by an enrollee's sanitary sewer system contractor(s).
2. SSO Records: The enrollee shall maintain records for each SSO event, including but not limited to:
  - i. Complaint records documenting how the enrollee responded to all notifications of possible or actual SSOs, both during and after business hours, including complaints that do not



result in SSOs. Each complaint record shall, at a minimum, include the following information:

- a. Date, time, and method of notification.
  - b. Date and time the complainant or informant first noticed the SSO.
  - c. Narrative description of the complaint, including any information the caller can provide regarding whether or not the complainant or informant reporting the potential SSO knows if the SSO has reached surface waters, drainage channels or storm drains.
  - d. Follow-up return contact information for complainant or informant for each complaint received, if not reported anonymously.
  - e. Final resolution of the complaint.
- ii. Records documenting steps and/or remedial actions undertaken by enrollee, using all available information, to comply with section D.7 of the SSS WDRs.
  - iii. Records documenting how all estimate(s) of volume(s) discharged and, if applicable, volume(s) recovered were calculated.
3. Records documenting all changes made to the SSMP since its last certification indicating when a subsection(s) of the SSMP was changed and/or updated and who authorized the change or update. These records shall be attached to the SSMP.
  4. Electronic monitoring records relied upon for documenting SSO events and/or estimating the SSO volume discharged, including, but not limited to records from:
    - i. Supervisory Control and Data Acquisition (SCADA) systems
    - ii. Alarm system(s)
    - iii. Flow monitoring device(s) or other instrument(s) used to estimate wastewater levels, flow rates and/or volumes.

## **F. CERTIFICATION**

1. All information required to be reported into the CIWQS Online SSO Database shall be certified by a person designated as described in subsection J of the SSS WDRs. This designated person is also known as a Legally Responsible Official (LRO). An enrollee may have more than one LRO.
2. Any designated person (i.e. an LRO) shall be registered with the State Water Board to certify reports in accordance with the CIWQS protocols for reporting.
3. Data Submitter (DS): Any enrollee employee or contractor may enter draft data into the CIWQS Online SSO Database on behalf of the enrollee if authorized by the LRO and registered with the State Water Board. However, only LROs may certify reports in CIWQS.
4. The enrollee shall maintain continuous coverage by an LRO. Any change of a registered LRO or DS (e.g., retired staff), including deactivation or a change to the LRO's or DS's contact information, shall be submitted by the enrollee to the State Water Board within 30 days of the change by calling (866) 792-4977 or e-mailing [help@ciwqs.waterboards.ca.gov](mailto:help@ciwqs.waterboards.ca.gov).

5. A registered designated person (i.e., an LRO) shall certify all required reports under penalty of perjury laws of the state as stated in the CIWQS Online SSO Database at the time of certification.

### CERTIFICATION

The undersigned Clerk to the Board does hereby certify that the foregoing is a full, true, and correct copy of an order amended by the Executive Director of the State Water Resources Control Board.

Date

7/30/13

  
Jeanine Townsend  
Clerk to the Board

## **APPENDIX 4A – 4J**

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- 4A** City CCTV Program Description (*Placeholder*)
- 4B** City Sewer Line Cleaning and Manhole Inspection Form
- 4C** City Detailed Manhole Inspection Form
- 4D** High Maintenance Area List
- 4E** City Lift Station Inspection Sheet
- 4F** Lift Station Descriptions/Technical Data
- 4G** City Customer Contact Form
- 4H** City Near-Term and Long-Term CIP List
- 4I** City 2021-2022 CIP and Budget
- 4J** City Critical Parts and Equipment List

*Appendix 4 Placeholder – CCTV Program Description*



# City of Hollister

## Sewer Line Cleaning and Routine Manhole Inspection Log

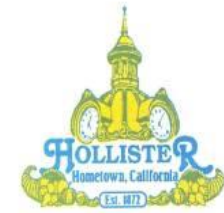
Date: YYYY/ MM/ DD	Sewer Line Size & Material	Location	Manhole # Start/End	Footage	Observed Sewer Line Conditions	Manhole Observations: Flow/Debris/Surcharge/Damage/Etc...



# City of Hollister

## Sewer Line Cleaning and Routine Manhole Inspection Log

[illegible]



# City of Hollister

## Sewer Line Cleaning and Routine Manhole Inspection Log

[illegible]





# City of Hollister

## Sewer Line Cleaning and Routine Manhole Inspection Log

[illegible]

**MH No.** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **Inspector:** \_\_\_\_\_

**Elevation:** \_\_\_\_\_ **Depth To Invert:** \_\_\_\_\_ **Cleanliness:** \_\_\_\_\_

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_

	<u>Pipe Size</u>	<u>Length</u>	<u>From MH# to MH#</u>	<u>Est. Flow</u>	<u>Type of Flow</u>	<u>Depth of Flow</u>	<u>Velocity of Flow</u>
A.							
B.							
C.							
D.							



## City of Hollister Manhole Observation and Inspection Report

### MH Initial Inspection

*Circle Description of Each Asset*

#### **A. Location**

1. Road
2. Gutter
3. Alley
4. Easement
5. Other \_\_\_\_\_

#### **B. Cover**

1. Serviceable
2. Damaged
3. Displaced
4. Missing
5. Loose
6. Sealed

#### **C. Ring/Frame**

1. Serviceable
2. Loose
3. Displaced
4. Missing Grout
5. Needs Raising
6. Needs Lowering

#### **D. Manhole Material**

1. Cast in Place
2. Pre-Cast

#### **E. Manhole Cover**

1. 24-inch
2. 30-inch

#### **F. Manhole Size**

1. 4-Foot
2. 5-Foot

### Structural Inspection

*Circle Description of Each Asset*

#### **A. Rungs**

1. Serviceable
2. Unsafe
3. Missing
4. Corroded

#### **B. Cone**

1. Serviceable
2. Broken
3. Corroded
4. Misaligned
5. Leaking/Bad Joints

#### **C. Riser**

1. Serviceable
2. Broken
3. Corroded
4. Misaligned
5. Leaking/Bad Joints

#### **D. Shelf**

1. Serviceable
2. Broken
3. Dirty
4. Misaligned
5. Bad Base Joints

#### **E. Channel**

1. Serviceable
2. Obstructed
3. Corroded
4. Bad Pipe Joint
5. Silt/Dirt
6. Poor Condition

### Hydraulic Inspection

*Circle Description of Each Asset*

#### **A. Inflow Indications**

1. Stains on Rungs
2. Stains on Bench

#### **B. Surcharge Indications**

1. Debris on Shelf
2. Debris on Rungs

#### **C. Clarity of Flow**

1. Turbid/Cloudy
2. Clear

#### **D. Flow Type**

1. Steady
2. Pulsing
3. Turbulent
4. Surcharging
5. Sluggish

#### **E. Flow Depth Compared to Adjacent MHs**

1. Same
2. Lower
3. Higher

#### **F. Approximate Flow Depth**

1. \_\_\_\_\_ inches
2. Time \_\_\_\_\_ AM/PM



**City of Hollister Manhole Observation and Inspection Report**  
**Observation Summary (Inspector):**

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**Recommendations (Inspector):**

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**Inspector's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Recommendations (Engineering Staff):**

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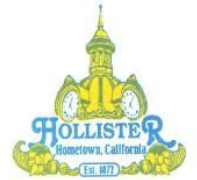
Name: \_\_\_\_\_

Date: \_\_\_\_\_

2022

## Daily List

LOCATION	TIME	FLOWING	PLUGGED	ACTION TAKEN
Line & South St				
Monterey & Swope Alley				
West & between 5 <sup>th</sup> & 6 <sup>th</sup>				
Powell & Briggs (Alley)				
College & Fremont Way				
Mapleton & Fremont Way				
Fremont Alley				
College & Locust Ave.				
Locust & Virginia				
Locust Ave & Fremont Way (Com Center)				
Community Center				
Locust Ave & West 2 <sup>nd</sup> St				
Line St & Canal Alley				
Central Ave & Ranchito Ct				
Graf & Fourth St				
Powell & Wentz Alley				
Suiter & Powell				
Powell & B St				
Suiter Alley				
West St & O'Neil St				
West St & Haydon St				
Monterey St (Health Foundation)				
San Benito St & Hawkins				
Hawkins & East St				
Hawkins & Nolte Alley				
Prune St & Nash Rd				
Caputo Ct				
Hermosa Way (off Westwood Dr)				
Crescent Lane				
Scenic Circle				
Cerra Vista & Vallejo Dr				
El Toro Dr				
Busby Ct off Hillcrest				
McKinnon Lumber Alley				
Veterans Building				
Paines & Briggs Alley				
Burger Factory & Main St				
San Juan Dr & Chappell				
San Juan Dr & Maple				
Sally St & Maple (DMV)				
Astro & Mars (Airport)				
Nora Ave (Los Cuates)				
Thompson St (Behind Ranchers Feed)				



## City of Hollister Lift Station Log

**Lift Station:** \_\_\_\_\_

Complete all columns daily. Log the date and initials for staff completing inspections. Record pump run times and respond to additional columns with Yes/No response. Summarize additional observations/conditions and maintenance performed in appropriate column.

[illegible]

## CITY OF HOLLISTER LIFT STATION INFORMATION

*\*Information in Appendix 04-2 is taken from the City of Hollister 2010 Sanitary Sewer Collection System Master Plan: Chapter 5 – Lift Station Evaluation and additional information on newer lift stations constructed after 2010 provided by City staff.*

The City owns and operates six lift stations located throughout the collection system. Their features are summarized in Table 5-1. The six lift stations are as follows:

### LIFT STATION LOCATIONS

#### **Airport Lift Station**

The Airport Lift Station is located off of Highway 156 (San Felipe Road) on Hollister Municipal Airport property near Armory Drive. This lift station collects flow from the airport, commercial and industrial parcels near the airport, and a small number of homes east of San Felipe Road.

#### **GLP Lift Station**

The GLP Lift Station is located on Frontage Road between Park Center Drive to the north and McCloskey Road to the south. This lift station collects flow from residential customers between San Felipe Road and North Chappell Road, commercial and industrial customers along San Felipe Road, including the Best Western and Wiebe Motel. This station also receives flow directly from the Airport Lift Station force main.

#### **2<sup>nd</sup> & East Lift Station**

The 2<sup>nd</sup> & East Lift Station is located at the intersection of Second Street and East Street. This lift station collects flow from residential customers between Highway 156 and Monte Carlo Drive, Gabilan Hills Elementary School and Maze Middle School, commercial customers along Highway 156 and McCray Street, and the Hollister Inn and Cinderella Motel.

#### **Sunnyside Lift Station**

The Sunnyside Lift Station is located on Klamath Way, outside the City limits, the nearest cross street is Sacramento Way. This lift station collects flow from the 56 unit Riverview Estates I subdivision, the 24 unit Riverview Estates II subdivision, the 200 unit Sunnyside Estates subdivision, San Benito County public works facility, and the County owned labor camp near Hospital Road and Southside Road.

#### **Allendale Lift Station**

The Allendale Lift Station is located at the corner of Raven Street and Sparrow Street. This lift station collects flow from the 279-unit Allendale subdivision.

#### **Mirabella Lift Station**

The Mirabella Lift Station is located at the corner of Prancer Road and Carriage Road. This lift station collects flow from the 157-unit Mirabella II subdivision.



## **LIFT STATION PHYSICAL DESCRIPTIONS**

Information regarding the physical characteristics of the six lift stations was provided by City staff. The lift station features are summarized in Table 5-1.

### **Airport Lift Station**

The Airport lift station is a duplex submersible pump configuration within a 6-foot by 10-foot rectangular wet well. The station was refurbished in 2001. At this time the station does not have dedicated back-up power. The wet well is equipped with a Bioxide® system to minimize formation of hydrogen sulfide gas and a 4-inch PVC vent pipe. The station pumps into a 10-inch PVC force main that is routed directly to the GLP lift station. This lift station is located within a fenced in area at the municipal airport.

### **GLP Lift Station**

GLP is Hollister's largest lift station. The station is a triplex submersible pump configuration within a 10-foot diameter wet well. The station was refurbished in 2021. The wet well is equipped with a Bioxide® system to minimize formation of hydrogen sulfide gas. The station pumps into a 12-inch PVC force main that flows to a manhole on 2<sup>nd</sup> Street adjacent to the 2<sup>nd</sup> & East lift station. This lift station is located on Frontage Road.

### **2nd & East Lift Station**

The 2<sup>nd</sup> & East lift station is a triplex submersible pump configuration within a 10-foot diameter wet well. The station was refurbished in 1993. The lift station piping interior to the wet well was replaced in 2010 due to corrosion. The City has installed a Biocube® filtration system onsite to treat gas released from the lift station due to odor issues. At this time the lift station does not have dedicated back-up power. The station pumps into an 8-inch ductile iron force main, which transition to 10-inch and then discharges a short distance to a manhole in 2<sup>nd</sup> Street. This lift station is located within a fenced in area at the intersection of 2<sup>nd</sup> Street and East Street.

### **Sunnyside Lift Station**

The Sunnyside lift station is a duplex submersible pump configuration within a 12-foot diameter wet well. The station was constructed in 2019. The wet well is equipped with a Biorem® system to minimize formation of hydrogen sulfide gas. This lift station is located at 674 Klamath Way.

### **Allendale Lift Station**

The Sunnyside lift station is a duplex submersible pump configuration within a 10-foot diameter wet well. The station was constructed in 2019. The wet well is equipped with a Biorem® system to minimize formation of hydrogen sulfide gas. The station is located at the corner of Raven Street and Sparrow Street.

### **Mirabella Lift Station**

The Sunnyside lift station is a duplex submersible pump configuration within a 6-foot diameter wet well. The station was constructed in 2020. The wet well is equipped with a Bioxide® system to minimize formation of hydrogen sulfide gas. The station is located at the corner of Prancer Road and Carriage Road.

Table 5-1. Lift Station Summary

		Lift Station					
		Airport	GLP	2 <sup>nd</sup> & East	Sunnyside	Allendale	Mirabella
Date Constructed		NA	NA	NA	2019	2019	2020
Date Refurbished		2001	2021	1993	---	---	---
Type		submersible	submersible	submersible	submersible	submersible	submersible
Pump Manufacturer		Wemco	Flygt	Flygt	Flygt	Flygt	Flygt
Number of Pumps		2	2	3	2	2	2
Horsepower (HP), each		25	20	10	N/A	N/A	N/A
Impeller Trim (in) OR Impeller Code		10.375	454	434	N/A	N/A	N/A
Pump Model #		E5K-ST-EEXZ4	3152-091-9144	3127-093-0850072	N/A	N/A	N/A
Motor Model #		EEXZ4	NA	NA	N/A	N/A	N/A
Motor Serial #		01DW03318-01, -02, -03	NA	NA	N/A	N/A	N/A
Voltage		460	460	460	N/A	N/A	N/A
Speed (rpm)		1750	1750	1750	N/A	N/A	N?A
Motor Type		Constant Speed	Constant Speed	Constant Speed	Constant Speed	Constant Speed	Constant Speed
Pump Design Point	gpm	800	N/A	600	N/A	220	N/A
	TDH (ft)	70	N/A	14.5	N/A	143	N/A
Total Hours of Operation <sup>1</sup>	Pump 1	Unknown	952	8,100	2070	887	410
	Pump 2	Unknown	13,217	5,977	1883	741	517
	Pump 3	---	11,773	5,329	---	---	---
Permanent Standby Generator		no	yes	no	Yes	yes	no
Portable Generator Power Receptacle		yes	yes	yes	Yes	yes	yes
Bypass Capabilities		no	no	yes		yes	N/A
Wet Pit Coating		NA	NA	epoxy	Epoxy	N/A	N/A
Wet Well Diameter or Length (ft)		10	10	10	8	6	6
Wet Well Width (ft)		6	---	---	---	6	---
Wet Well Invert Elevation (ft)		191.38	229.40	258	N/A	250.37	N/A
Wet Well Total Depth (ft)		28.10	20	25	20	17	17
Wet Well-Set Points (feet) <sup>2</sup>	Low Alarm	0.4	0.2	2.0	1.0	1.42	1.0
	Off	3.0	2.6	2.7	1.8	1.92	2.51
	Lead On	5.9	5.7	5.0	4.0	4.53	4.0
	Lag On	6.3	6.7	5.2	N/A	5.03	N/A
	Last On	---	7.2	5.6	N/A	---	N/A
	High Alarm	9.0	8.0	8.0	5.0	6.36	5.0
	Overflow	---	---	15.0	N/A	---	---
Wet Well Operating Volume (gal) <sup>3</sup>		1,302	1,821	1,351	N/A	N/A	N/A
Wet Well Maximum Volume (gal) <sup>4</sup>		3,860	4,406	3,525	N/A	N/A	N/A
Force Main Diameter (inches)		10	12	8 & 10	12	10	N/A
Force Main Material		PVC	PVC	DI	PVC	PVC	PVC
Force Main Length (feet)		6,992	7,128	37	N/A	1,912	887
Force Main Start Elevation (feet) <sup>5</sup>		193.03	231.00	260.00	N/A	257.38	267.76
Force Main End Elevation (feet)		244.67	280.12	273.72	N/A	340.60	274.70
Force Main Total Static Head (feet)		51.6	49.1	13.7	N/A	N/A	N/A

NA - Not Available

1. Total pumping hours as of July 6, 2022. Information provided by City Staff.

2. Information provided by City staff.

3. Wet well operating volume calculated based on operating range from Pump Off to Lead On

4. Wet well maximum volume calculated based on maximum desired operating range (Low Alarm to High Alarm)

5. Elevation assumed for 2nd & East Lift Stations, based on low wet well alarm.



## City of Hollister Customer Contact Report

<b>Route To:</b> Utilities Manager	Utilities Supervisor	Senior Maintenance Worker
	Maintenance	Engineering

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name of Contact: \_\_\_\_\_

Address: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

\_\_\_ Sewer Inspection

\_\_\_ Sewer Spill (See back of Contact Report)

\_\_\_ Sewer Connection

\_\_\_ Report of Sale/Transfer

\_\_\_ Emergency H2O Turn Off

\_\_\_ Backflow Required?

\_\_\_ Change of Address

\_\_\_ End H2O Meter Read

\_\_\_ Odor Complaint

\_\_\_ H2O Service: On/Off

\_\_\_ High Water Use

**Reason for Call:**


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**Office Comments:**


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**Supervisors Comments:**


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Staff Generating Report: _____		
Problem Corrected? _____	Inspected By: _____	Date: _____
Follow Up Activities: _____		
Correspondence sent out? _____ Dated: _____		



City of Hollister  
Customer Contact Report: Sewer Spill Contact Information

SPILL START TIME NOTES

Caller Interview: Is sewage spilling? ☐ Yes ☐ N If Yes, From: Manhole ☐ PLCO ☐ Two-Way C/O ☐  
Inside Building ☐ Wet Well ☐

Time Caller noticed spill: \_\_\_\_\_:\_\_\_\_\_ ☐ AM ☐ PM ☐ N/A

Comments:

If spill is Yes: Last time Caller observed NO Spill occurring: \_\_\_\_\_:\_\_\_\_\_ ☐ AM ☐ PM Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Comments:

Ask Caller to describe spill:

*Suggested Questions: Is it currently spilling? How would you compare it to a garden hose running full? How big would you say the wet stain is – compared to your driveway? What else can you tell me?*

Arrival Time: \_\_\_\_\_:\_\_\_\_\_ ☐ AM ☐ PM  
SSO Discovery \_\_\_\_\_:\_\_\_\_\_ ☐ AM ☐ PM



On Site Interview 1: Name/Address:

Observation Description:

\_\_\_\_\_ Time Observed Spill: \_\_\_\_\_:\_\_\_\_\_  
☐ AM ☐ PM ☐ N/A

On Site Interview 2: Name/Address:

Observation Description:

\_\_\_\_\_ Time Observed Spill: \_\_\_\_\_:\_\_\_\_\_  
☐ AM ☐ PM ☐ N/A

Table 7-2. City of Hollister Near Term Capital Improvement Program

Project #	Title	Description	Quantity	Length (Ft)	Old Diameter (in)	New Diameter (in)	Street	Location	Upstream Manhole Number	Downstream Manhole Number	Upgrade to Meet Future Needs*	Traffic Control	Construction Cost (\$)		Subtotal (\$)	Total Project Cost (\$)**	
1	Bridge Road Interconnect	New Pipe	--	30	--	21	Bridge Road	Northeast of Azul Court	WG549	549	Yes	Light	\$315	LF	\$9,450	\$13,230	
2	Powell Street Sewer Pipe Upgrade	Pipe Upgrade	--	800	6	10	Powell Street	From Wiebe Way to 7th Street	462	427	Yes	Light	\$245	LF	\$196,000	\$274,400	
				400	6	8	Powell Street	From Vali Way to Wiebe Way	459	462	Yes	Light	\$225	LF	\$90,000	\$126,000	
Total Pipe Length				1,200												Total	\$400,400
3	West Street Sewer Pipe Upgrade	Pipe Upgrade	--	800	6	10	West Street	From SMH 471 to 7th Street	471	428	Yes	Light	\$245	LF	\$196,000	\$274,400	
				1,600	6	8	West Street	From B Street to SMH 471	475	471	Yes	Light	\$225	LF	\$360,000	\$504,000	
Total Pipe Length				2,400												Total	\$778,400
4	Nash Road Sewer Pipe Upgrade	Pipe Upgrade	--	1,000	12	15	Nash Road	From San Benito Street to Prune Street	268	271	Yes	Heavy	\$350	LF	\$350,000	\$490,000	
				2,700	12	15	Tres Pinos Road	From Prune Street to Airline Highway	290	268	Yes	Heavy	\$350	LF	\$945,000	\$1,323,000	
				1,700	12	15	Sunnyslope Road	From Airline Highway to SMH 259	259	290	Yes	Heavy	\$350	LF	\$595,000	\$833,000	
				400	8	12	Sunnyslope Road	From SMH 259 to Memorial Drive	245	259	Yes	Heavy	\$330	LF	\$132,000	\$184,800	
Total Pipe Length				5,800												Total	\$2,830,800
5	Sunset Drive Sewer Pipe Upgrade	Pipe Upgrade	--	600	8	12	Memorial Drive	From Sunnyslope Road to Cedar Street	207	245	Yes	Heavy	\$330	LF	\$198,000	\$277,200	
				700	6	12	Cedar Street	From Memorial Drive to Iris Street	204	207	Yes	Heavy	\$330	LF	\$231,000	\$323,400	
				500	6	12	Iris Street	From Cedar Street to Valley View Road	202	204	Yes	Heavy	\$330	LF	\$165,000	\$231,000	
				800	6	12	Valley View Drive	From Iris Street to Sunset Drive	188	202	Yes	Heavy	\$330	LF	\$264,000	\$369,600	
				600	6	12	Sunset Drive	From Valley View Drive to SMH 190	190	188	Yes	Heavy	\$330	LF	\$198,000	\$277,200	
				1,900	6	10	Sunset Drive	From Valley View Drive to Ciera Vista Drive	197	190	Yes	Heavy	\$320	LF	\$608,000	\$851,200	
				1,300	6	10	Ciera Vista Drive	From Sunset Drive to Tiburon Drive	199	197	Yes	Heavy	\$320	LF	\$416,000	\$582,400	
Total Pipe Length				6,400												Total	\$2,912,000
6	GLP LS Upgrades	Facility Upgrades	1	--	--	--	Frontage Road	Frontage Road 1,500 feet north of McCloskey Road	--	--	No	Light	\$349,800	LS	\$349,800	\$489,720	
7	Line Street Near Term Sewer Pipe Upgrade	Pipe Upgrade	--	3,000	15	18	Line Street	From Nash Road to Mica Court	274	414	Yes	Heavy	\$405	LF	\$1,215,000	\$1,701,000	
8	2nd and East LS Upgrades	Facility Upgrades	1	--	--	--	East Street	At the intersection of 2nd Street and East Street	--	--	No	--	\$9,000	LS	\$9,000	\$12,600	
9	Aiport LS Upgrades	Facility Upgrades	1	--	--	--	San Felipe Road	At Hollister municpal airport	--	--	No	--	\$211,200	LS	\$211,200	\$295,680	
TOTAL NEAR TERM PROJECT COSTS																\$9,433,830	
* If noted "Yes", then the proposed project has existing deficiencies. In addition, upgrades are necessary for future development. The proposed pipe diameter noted in this Table is to meet the capacity needs of future development.																	
** Total includes construction cost plus preliminary engineering, design engineering, administration construction management and inspection costs. Construction costs were developed based on engineering judgment, confirmed bid prices for similar work in the Central Coast area, consultation with vendors and contractors, established budgetary unit prices for the work, and other reliable sources.																	

Table 7-3. City of Hollister Long Term Capital Improvement Program

Project #	Title	Description	Quantity	Length (Ft)	Old Diameter (in)	New Diameter (in)	Street	Location	Upstream Manhole Number	Downstream Manhole Number	Traffic Control	Construction Cost (\$)		Subtotal (\$)	Total Project Cost (\$)**
1	Hillcrest Road Sewer Pipe Upgrade	Pipe Upgrade	--	1,400	8	10	Hillcrest Road	From El Cerro Drive to Memorial Drive	335	330	Heavy	\$320	LF	\$448,000	\$627,200
2	Fallon Road Sewer Pipe Upgrade	Pipe Upgrade	--	2,200	10	12	Fallon Road	From Shelton Drive to Technology Parkway	485	480	Heavy	\$330	LF	\$726,000	\$1,016,400
3	Kirk Patrick to GLP LS	Pipe Upgrade	--	1,600	10	12	Frontage Road	From McCloskey Road To GLP Lift Station	WG373	GLP LS	Light	\$255	LF	\$408,000	\$571,200
		Pipe Upgrade	--	500	10	12	McCloskey Road	From McCloskey Road to Frontage Road	WG372	WG373	Light	\$255	LF	\$127,500	\$178,500
		Pipe Upgrade	--	1,700	10	12	Kirk Patrick	From Chappel Road to McCloskey Road	525	WG372	Light	\$255	LF	\$433,500	\$606,900
		Pipe Upgrade	--	500	10	12	San Felipe Road	From SMH 524 to Chappell Road	524	525	Light	\$255	LF	\$127,500	\$178,500
Total Pipe Length				4,300										Total	\$1,535,100
4	Line Street Long Term Sewer Pipe Upgrade	Pipe Upgrade	--	1,600	15	18	Line Street	From Peridot Court to 5th Street	414	406	Heavy	\$405	LF	\$648,000	\$907,200
		Pipe Upgrade	--	1,800	15	18	Nash Road	From West Street to Line SMH 274	281	274	Heavy	\$405	LF	\$729,000	\$1,020,600
Total Pipe Length				3,400										Total	\$1,927,800
5*	Aerostar Way Sewer Pipe Upgrade	Pipe Upgrade	--	1,900	12	15	Aerostar Way	From Airway Drive to SMH 503	494	503	Light	\$275	LF	\$522,500	\$731,500
6*	Miller Road Sewer Pipe Upgrade	Pipe Upgrade	--	300	8	12	Miller Road	From Shelton Drive to Technology Parkway	485	480	Light	\$255	LF	\$76,500	\$107,100
7*	San Juan Road Sewer Pipe Upgrade	Pipe Upgrade	--	30	27	36	San Juan Road	At the intersection of Westside Boulevard	543	542	Heavy	\$500	LF	\$15,000	\$21,000
8*	Technology Parkway Sewer Pipe Upgrade	Pipe Upgrade	--	700	10	12	Technology Parkway	From SMH 488 to SMH 510	488	510	Light	\$255	LF	\$178,500	\$249,900
9*	Aiport LS VFD Upgrade	Facility Upgrades	1	--	--	--	San Felipe Road	At Hollister municpal airport	--	--	Minimal	\$277,500	LS	\$277,500	\$388,500
10*	GLP LS VFD Upgrade	Facility Upgrades	1	--	--	--	Frontage Road	Frontage Road 1,500 feet north of McCloskey Road	--	--	Light	\$375,000	LS	\$375,000	\$525,000
11*	2nd and East LS Upgrades	Facility Upgrades	1	--	--	--	East Street	At the intersection of 2nd Street and East Street	--	--	Light	\$8,125	LS	\$8,125	\$11,375
12*	Cushman Street Sewer Pipe Upgrade	Pipe Upgrade	--	600	15	18	Cushman Street	From Velado Street to Andrews Drive	177	179	Light	\$295	LF	\$177,000	\$247,800
TOTAL LONG TERM PROJECT COSTS														\$7,388,675	
*Long Term CIPs are not triggered by the 2017 Sewer Model due to decreased sewer flow; however, they are still recommended should sewer flows rebound to the 2010 Sewer Model. ** Total includes construction cost plus preliminary engineering, design engineering, administration construction management and inspection costs. Construction costs were developed based on engineering judgment, confirmed bid prices for similar work in the Central Coast area, consultation with vendors and contractors, established budgetary unit prices for the work, and other reliable sources.															



**Fund: 660 Wastewater Fund**

**GOAL MISSION STATEMENT:**

To provide customers with an efficient and effective waste collection, transport, and disposal operations for residential and commercial customers within the City of Hollister; to provide the highest quality customer service when dealing with the public.

**FUNCTION DESCRIPTION:**

The wastewater operations are responsible for operations including the collection and transportation of wastewater generated by residential and commercial discharges. The waste water department is responsible for the collection, pumping, treatment, and final discharge of all the wastewater produced by the region. All expenses and outlays are funded entirely by wastewater system revenues or specifically authorized capital contributions for specified improvements. It includes the Utility business office, treatment, distribution, and capital expenditures.

**DEMAND PERFORMANCE INDICATORS:**

	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>
<b>Description</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
Sewer customers	12,043	12,339	12,821

**AUTHORIZED PERSONNEL:**

	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>
<b>Total Personnel Count</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
City Manager	0.10	0.10	0.10
Finance	2.45	2.45	2.75
Information Systems	0.50	0.50	0.50
Engineering	1.00	1.00	1.00
Code Enforcement	0.15	0.15	0.15
Building/parks	2.02	2.02	2.02
Vehicle Maintenance	1.10	1.10	1.31
Sewer Collection	9.33	9.83	11.83



# 2021-2022 Annual Budget

	2018-2019 Total Budget	2018-2019 Total Activity	2019-2020 Total Budget	2019-2020 Total Activity	2020-2021 Total Budget	2020-2021 YTD Activity	Adopted 2021-2022
<b>Fund: 660 - SEWER ENTRPRISE FUND</b>							
<b>Revenue</b>							
<b>Department: 1000 - NON DEPARTMENT</b>							
410 - FRANCHISES	-	285	-	-	-	-	-
420 - LICENSES & PERMITS	800	1,375	1,500	800	1,500	1,075	1,500
440 - CHARGES FOR SERVICES	12,328,000	13,643,962	13,408,000	13,957,747	13,453,000	13,568,296	15,263,000
450 - USES OF ASSETS	40,000	214,101	40,000	157,168	40,000	15,119	45,000
460 - FINES & FORFEITURES	175,000	163,806	175,000	123,453	175,000	-	185,000
490 - OTHER	-	179,511	7,000	30,305	-	2,025	-
<b>Revenue Total:</b>	<b>12,543,800</b>	<b>14,203,040</b>	<b>13,631,500</b>	<b>14,269,473</b>	<b>13,669,500</b>	<b>13,586,516</b>	<b>15,494,500</b>
<b>Expense</b>							
<b>Department: 1100 - NON DEPARTMENT</b>							
740 - CONTRACTUAL	5,193,576	2,630,396	7,755,056	2,527,131	5,187,450	153,072	4,803,700
764 - OTHER EXPENSES	392,909	4,916,430	392,909	4,071,461	392,909	392,909	392,909
<b>Department: 1100 - NON DEPARTMENT Total:</b>	<b>5,586,485</b>	<b>7,546,825</b>	<b>8,147,965</b>	<b>6,598,592</b>	<b>5,580,359</b>	<b>545,981</b>	<b>5,196,609</b>
<b>Department: 1120 - CITY MANAGER</b>							
701 - PERSONNEL	15,227	14,907	16,438	16,435	23,795	7,600	22,371
735 - SERVICES & SUPPLIES	60,000	1,263	68,738	4,838	67,028	4,808	17,500
<b>Department: 1120 - CITY MANAGER Total:</b>	<b>75,227</b>	<b>16,169</b>	<b>85,176</b>	<b>21,272</b>	<b>90,823</b>	<b>12,408</b>	<b>39,871</b>
<b>Department: 1155 - FINANCE</b>							
701 - PERSONNEL	269,693	178,651	298,054	134,831	322,001	192,632	402,131
735 - SERVICES & SUPPLIES	43,725	28,925	63,763	30,453	46,473	35,456	37,513
740 - CONTRACTUAL	74,147	88,731	73,966	94,106	96,500	147,976	119,800
<b>Department: 1155 - FINANCE Total:</b>	<b>387,565</b>	<b>296,308</b>	<b>435,783</b>	<b>259,390</b>	<b>464,974</b>	<b>376,063</b>	<b>559,444</b>
<b>Department: 1157 - INFORMATION SYSTEMS</b>							
701 - PERSONNEL	94,761	98,881	103,687	106,120	114,318	112,603	116,635
735 - SERVICES & SUPPLIES	6,600	5,958	7,242	4,876	8,300	8,313	15,000
740 - CONTRACTUAL	41,910	32,333	59,857	48,292	84,400	70,267	102,860
750 - CAPITAL	15,400	7,136	(94)	222	40,000	38,701	16,500
<b>Department: 1157 - INFORMATION SYSTEMS Total:</b>	<b>158,671</b>	<b>144,307</b>	<b>170,692</b>	<b>159,510</b>	<b>247,018</b>	<b>229,884</b>	<b>250,995</b>
<b>Department: 4000 - ENGINEERING</b>							
701 - PERSONNEL	174,481	18,117	112,584	3,484	135,840	4,190	140,090
735 - SERVICES & SUPPLIES	20,390	342,377	(300,978)	3,828	-	11,599	4,279
740 - CONTRACTUAL	15,000	13,216	16,785	-	800	13,470	15,000
<b>Department: 4000 - ENGINEERING Total:</b>	<b>209,871</b>	<b>373,709</b>	<b>(171,609)</b>	<b>7,312</b>	<b>136,640</b>	<b>29,259</b>	<b>159,369</b>
<b>Department: 4100 - RISK MANAGEMENT</b>							
735 - SERVICES & SUPPLIES	-	-	-	3,300	-	35	-
<b>Department: 4100 - RISK MANAGEMENT Total:</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3,300</b>	<b>-</b>	<b>35</b>	<b>-</b>
<b>Department: 4300 - CODE ENFORCEMENT</b>							
701 - PERSONNEL	14,458	13,541	16,005	8,605	15,941	8,359	16,537
735 - SERVICES & SUPPLIES	13,675	3,621	23,729	1,623	9,200	2,610	5,400
740 - CONTRACTUAL	120	114	126	114	125	29	125
<b>Department: 4300 - CODE ENFORCEMENT Total:</b>	<b>28,253</b>	<b>17,276</b>	<b>39,860</b>	<b>10,342</b>	<b>25,266</b>	<b>10,997</b>	<b>22,062</b>
<b>Department: 4990 - SEWER DOMESTIC</b>							
701 - PERSONNEL	7,668	8,145	8,028	10,033	1,680	11,735	1,750
735 - SERVICES & SUPPLIES	1,116,786	1,377,708	1,190,160	1,353,526	1,529,989	1,543,578	1,500,627
740 - CONTRACTUAL	3,434,933	2,005,233	3,108,968	2,395,042	2,143,000	1,386,871	2,165,000
750 - CAPITAL	220,000	8,725	822,590	(0)	1,083,364	179,130	974,964
<b>Department: 4990 - SEWER DOMESTIC Total:</b>	<b>4,779,387</b>	<b>3,399,810</b>	<b>5,129,746</b>	<b>3,758,600</b>	<b>4,758,033</b>	<b>3,121,314</b>	<b>4,642,341</b>
<b>Department: 4991 - SEWER INDUSTRIAL</b>							
701 - PERSONNEL	-	-	-	1,046	-	4,119	7,000
735 - SERVICES & SUPPLIES	74,877	502,821	214,880	266,666	814,156	265,078	289,760
740 - CONTRACTUAL	515,000	52,424	160,576	53,809	85,000	123,395	87,000
750 - CAPITAL	-	-	-	-	13,400	13,590	150,000
<b>Department: 4991 - SEWER INDUSTRIAL Total:</b>	<b>589,877</b>	<b>555,244</b>	<b>375,456</b>	<b>321,520</b>	<b>912,556</b>	<b>406,182</b>	<b>533,760</b>

# 2021-2022 Annual Budget

	2018-2019 Total Budget	2018-2019 Total Activity	2019-2020 Total Budget	2019-2020 Total Activity	2020-2021 Total Budget	2020-2021 YTD Activity	Adopted 2021-2022
<b>Department: 4995 - SEWER COLLECTION</b>							
701 - PERSONNEL	1,290,166	990,813	1,205,883	1,142,833	1,266,133	1,125,052	1,420,732
735 - SERVICES & SUPPLIES	364,063	379,795	372,920	454,432	495,411	552,298	498,116
740 - CONTRACTUAL	23,078	36,351	12,809	57,974	75,232	59,446	65,084
750 - CAPITAL	5,000	77,103	(67,003)	4,715	1,907,342	1,616,188	717,085
<b>Department: 4995 - SEWER COLLECTION Total:</b>	<b>1,682,307</b>	<b>1,484,062</b>	<b>1,524,609</b>	<b>1,659,954</b>	<b>3,744,118</b>	<b>3,352,984</b>	<b>2,701,017</b>
<b>Department: 5005 - VEHICLE MAINTENANCE</b>							
701 - PERSONNEL	146,148	139,972	160,928	161,737	166,258	135,966	240,925
735 - SERVICES & SUPPLIES	38,588	421,027	45,462	(248,160)	77,031	48,260	46,521
<b>Department: 5005 - VEHICLE MAINTENANCE Total:</b>	<b>184,736</b>	<b>560,999</b>	<b>206,390</b>	<b>(86,423)</b>	<b>243,289</b>	<b>184,226</b>	<b>287,446</b>
<b>Department: 7000 - BUILDINGS, GROUNDS, &amp; PARKS</b>							
701 - PERSONNEL	256,965	244,829	273,549	256,110	275,553	279,208	307,796
735 - SERVICES & SUPPLIES	64,413	49,725	81,011	60,331	72,085	64,370	67,153
740 - CONTRACTUAL	4,000	-	8,000	-	4,000	-	4,000
750 - CAPITAL	-	(0)	-	-	-	-	-
<b>Department: 7000 - BUILDINGS, GROUNDS, &amp; PARKS Total:</b>	<b>325,378</b>	<b>294,553</b>	<b>362,560</b>	<b>316,441</b>	<b>351,638</b>	<b>343,578</b>	<b>378,949</b>
<b>Department: 9000 - CONSTRUCTION IN PROGRESS</b>							
750 - CAPITAL	3,493,830	2,073	3,329,913	(136)	-	41,756	-
<b>Department: 9000 - CONSTRUCTION IN PROGRESS Total:</b>	<b>3,493,830</b>	<b>2,073</b>	<b>3,329,913</b>	<b>(136)</b>	<b>-</b>	<b>41,756</b>	<b>-</b>
<b>Expense Total:</b>	<b>17,501,587</b>	<b>14,691,336</b>	<b>19,636,541</b>	<b>13,029,676</b>	<b>16,554,714</b>	<b>8,654,667</b>	<b>14,771,863</b>
<b>Fund: 660 - SEWER ENTRPRISE FUND Surplus (Deficit):</b>	<b>(4,957,787)</b>	<b>(488,296)</b>	<b>(6,005,041)</b>	<b>1,239,796</b>	<b>(2,885,214)</b>	<b>4,931,848</b>	<b>722,637</b>

**Fund:                661      Wastewater Expansion Impact Fund**

**GOAL MISSION STATEMENT:**

To administer the Wastewater Expansion Impact fees received for expansion of wastewater service throughout the City of Hollister.

**FUNCTION DESCRIPTION:**

This fund was established as depositories for wastewater expansion development impact fees. The fees are levied against all new development in the City in order to pay for wastewater related construction or improvements as a result of City growth.

**AUTHORIZED PERSONNEL:**

	<b>Actual</b>	<b>Actual</b>	<b>Adopted</b>	
<b>Total Personnel Count</b>	<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>	
City Manager	0.10	0.10	0.10	

# 2021-2022 Annual Budget

	2018-2019 Total Budget	2018-2019 Total Activity	2019-2020 Total Budget	2019-2020 Total Activity	2020-2021 Total Budget	2020-2021 YTD Activity	Adopted 2021-2022
<b>Fund: 661 - SEWER EXPANSION ENTPRS</b>							
<b>Revenue</b>							
<b>Department: 1000 - NON DEPARTMENT</b>							
440 - CHARGES FOR SERVICES	540,000	4,043,473	540,000	3,823,297	540,000	4,459,862	345,000
450 - USES OF ASSETS	5,000	233,697	5,000	269,723	5,000	51,130	10,000
490 - OTHER	-	-	-	93	-	-	-
<b>Revenue Total:</b>	<b>545,000</b>	<b>4,277,170</b>	<b>545,000</b>	<b>4,093,114</b>	<b>545,000</b>	<b>4,510,993</b>	<b>355,000</b>
<b>Expense</b>							
<b>Department: 1100 - NON DEPARTMENT</b>							
735 - SERVICES & SUPPLIES	-	7,598	(6,513)	1,085	-	-	-
740 - CONTRACTUAL	3,000	-	7,000	301	-	4,513	7,000
764 - OTHER EXPENSES	-	211,802	-	27,699	-	-	-
<b>Department: 1100 - NON DEPARTMENT Total:</b>	<b>3,000</b>	<b>219,401</b>	<b>487</b>	<b>29,085</b>	<b>-</b>	<b>4,513</b>	<b>7,000</b>
<b>Department: 1120 - CITY MANAGER</b>							
701 - PERSONNEL	15,227	14,825	16,438	16,960	20,795	7,599	22,371
<b>Department: 1120 - CITY MANAGER Total:</b>	<b>15,227</b>	<b>14,825</b>	<b>16,438</b>	<b>16,960</b>	<b>20,795</b>	<b>7,599</b>	<b>22,371</b>
<b>Department: 4000 - ENGINEERING</b>							
735 - SERVICES & SUPPLIES	8,000	300	15,700	-	-	-	-
750 - CAPITAL	122,520	-	-	-	-	-	-
<b>Department: 4000 - ENGINEERING Total:</b>	<b>130,520</b>	<b>300</b>	<b>15,700</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Department: 9000 - CONSTRUCTION IN PROGRESS</b>							
750 - CAPITAL	2,338,808	0	2,286,849	-	-	-	-
<b>Department: 9000 - CONSTRUCTION IN PROGRESS Total:</b>	<b>2,338,808</b>	<b>0</b>	<b>2,286,849</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expense Total:</b>	<b>2,487,555</b>	<b>234,526</b>	<b>2,319,474</b>	<b>46,046</b>	<b>20,795</b>	<b>12,113</b>	<b>29,371</b>
<b>Fund: 661 - SEWER EXPANSION ENTPRS Surplus (Deficit):</b>	<b>(1,942,555)</b>	<b>4,042,644</b>	<b>(1,774,474)</b>	<b>4,047,068</b>	<b>524,205</b>	<b>4,498,880</b>	<b>325,629</b>

# CITY OF HOLLISTER

## 5 Year CIP Program

FY 2017/2018 thru FY 2021/2022

### Wastewater Projects-Appropriations by Fund

June 9, 2017

CAPITAL IMPROVEMENT PROJECT	Total Activity Per Fiscal Year	Request by Fund per Fiscal Year		Total All Funds
		660	661	
<b>GLP Lift Station Upgrade CIP #C1608</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	60,000	60,000		60,000
Fiscal Year 2018/2019 Request	0			0
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	0			0
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>60,000</b>	<b>60,000</b>	<b>0</b>	<b>60,000</b>
<b>Airport Lift Station Upgrade CIP #C1621</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	106,700	106,700	0	106,700
Fiscal Year 2018/2019 Request	0			0
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	0			0
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>106,700</b>	<b>106,700</b>	<b>0</b>	<b>106,700</b>
<b>Line St. Sewer Pipe Upgrade</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	0			0
Fiscal Year 2018/2019 Request	1,365,000	955,500	409,500	1,365,000
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	0			0
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>1,365,000</b>	<b>955,500</b>	<b>409,500</b>	<b>1,365,000</b>

<b>Nash Road Sewer Pipe Upgrade</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	0			0
Fiscal Year 2018/2019 Request	0			0
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	2,265,200	1,585,640	679,560	2,265,200
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>2,265,200</b>	<b>1,585,640</b>	<b>679,560</b>	<b>2,265,200</b>
<b>Sunset Drive Sewer Pipe Upgrade</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	0			0
Fiscal Year 2018/2019 Request	0			0
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	2,321,200	1,392,760	928,440	2,321,200
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>2,321,200</b>	<b>1,392,760</b>	<b>928,440</b>	<b>2,321,200</b>
<b>West Street Sewer Pipe Upgrade</b>				
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0			0
Fiscal Year 2017/2018 Request	0			0
Fiscal Year 2018/2019 Request	0			0
Fiscal Year 2019/2020 Request	0			0
Fiscal Year 2020/2021 Request	621,600	559,600	62,000	621,600
Fiscal Year 2021/2022 Request	0			0
<b>Estimated Project Total:</b>	<b>621,600</b>	<b>559,600</b>	<b>62,000</b>	<b>621,600</b>

### Summary

	Total Activity Per Fiscal Year	Funding Request by Fund for each F		Total All Funds
		660	661	
<b>Capital Improvement Project Totals</b>	0	0	0	0
YTD Expense through FY 2016/2017 (thru 6/7/2017)	0	0	0	0
Fiscal Year 2017/2018 Request	166,700	166,700	0	166,700
Fiscal Year 2018/2019 Request	1,365,000	955,500	409,500	1,365,000
Fiscal Year 2019/2020 Request	0	0	0	0
Fiscal Year 2020/2021 Request	5,208,000	3,538,000	1,670,000	5,208,000
Fiscal Year 2021/2022 Request	0	0	0	0
<b>Estimated Projects Total:</b>	<b>6,739,700</b>	<b>4,660,200</b>	<b>2,079,500</b>	<b>6,739,700</b>



City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 TO 2021/2022**

**SECTION 1**

Project Name **GLP Lift Station Upgrade**  
CIP Number: **C1608** Fiscal Year: **2017/2018**  
Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water  
Project Contact: **Development Services -Engineering** Department: **9000**  
Scheduling: **Duration: 2 Weeks**  
Funding Source: **660** Estimated Amount **\$60,000.00**  
Is the estimated amount for Construction Only? ☒ Yes ☐ No  
If no, what does project include?

**SECTION 2**

Status: ☒ New ☐ Continuing ☐ Warranty  
Project Benefit: ☒ Existing Development ☐ New Development  
Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

**Description:**

The GLP Lift Station near term project proposes to evaluate the existing SCADA control system for failure to send an alarm signal when one or both of the pumps is not operating. In addition, the project proposes to reconfigure SCADA controls at the lift station to disable the pumps at the Airport Lift Station if the GLP Lift Station pumps are not operating. The SCADA controls will help to prevent overflow a the GLP Lift Station by minimizing inflow during a power outage or pump failure.

☒ Justification or ☐ Status Update

Existing conditions limits O&M.

**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$	660	\$60,000.00
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	<b>\$0</b>	<b>Total</b>	<b>\$60,000.00</b>





City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 TO 2021/2022**

**SECTION 1**

Project Name: **Airport Lift Station Upgrade**  
 CIP Number: **C1621** Fiscal Year: **2017/2018**  
 Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water  
 Project Contact: **Development Services-Engineering** Department: **9000**  
 Scheduling: **Duration: 3 Weeks**  
 Funding Source: **660** Estimated Amount: **\$106,700.00**  
 Is the estimated amount for Construction Only? ☐ Yes ☐ No  
 If no, what does project include?

**SECTION 2**

Status: ☐ New ☐ Continuing ☐ Warranty  
 Project Benefit: ☒ Existing Development ☐ New Development  
 Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

Description:  
**The Airport Lift Station near term project proposes to install a blower and odor scrubber adjacent to the wet well to help prevent corrosion of the wet well, pumps, and piping. In addition, it is proposed to prepare a feasibility and cost analysis to determine if the Airport lift station could be upgraded in the future to bypass the GLP lift station and flow to the gravity collection system.**

☒ Justification or ☐ Status Update  
**Existing condition limits O&M. Upgrade will prevent corrosion of well equipment.**

**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$	<b>660</b>	<b>\$106,700.00</b>
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	<b>\$0</b>	<b>Total</b>	<b>\$106,700.00</b>



City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 to 2021/2022**

**SECTION 1**

Project Name **Line Street Sewer Pipe Upgrade**

CIP Number: \_\_\_\_\_ Fiscal Year: **2018/2019**

Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water

Project Contact: **Development Services-Engineering** Department: **9000**

Scheduling: **Duration: 12 Weeks**

Funding Source: **660 (70%) & 661 (30%)** Estimated Amount **\$1,365,000.00**

Is the estimated amount for Construction Only? ☐ Yes ☐ No

If no, what does project include?

**SECTION 2**

Status: ☐ New ☐ Continuing ☐ Warranty

Project Benefit: ☒ Existing Development ☒ New Development

Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

Description:

**The Line Street Near term project proposes to replace approximately 3,000 feet of 15-inch pipe with 18-inch pipe on Line Street from Nash Road to Mica Court. These pipe segments run 75% full during existing peak flow conditions. Although these pipes will receive future flow, the pipes will not need to be upsized further to accept future flow conditions.**

☒ Justification or ☐ Status Update

**Insufficient capacity for existing and future flow.**

**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$		\$
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	\$	<b>Total</b>	\$



City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 TO 2021/2022**

**SECTION 1**

Project Name **Nash Road Sewer Pipe Upgrade**

CIP Number: \_\_\_\_\_ Fiscal Year: **2020/2021**

Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water

Project Contact: **Development Services-Engineering** Department: **9000**

Scheduling: **Duration: 24 Weeks**

Funding Source: **660 (70%) & 661 (30%)** Estimated Amount **\$2,265,200.00**

Is the estimated amount for Construction Only? ☐ Yes ☐ No

If no, what does project include?

**SECTION 2**

Status: ☒ New ☐ Continuing ☐ Warranty

Project Benefit: ☒ Existing Development ☒ New Development

Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

Description:

**The Nash Road near term project proposed to replace approximately 5,400 feet of 12-inch pipe and 400 feet of 8-inch pipe with 15-inch pipe and 12-inch pipe on Nash Rod from San Benito Street to Memorial Drive. These pipe segments run 70% to 100% full during existing peak flow conditions. Although these pipes will receive future flow, the pipes will not need to be upsized further to accept future flow conditions since future pipe recommendation are being used for this near term project.**

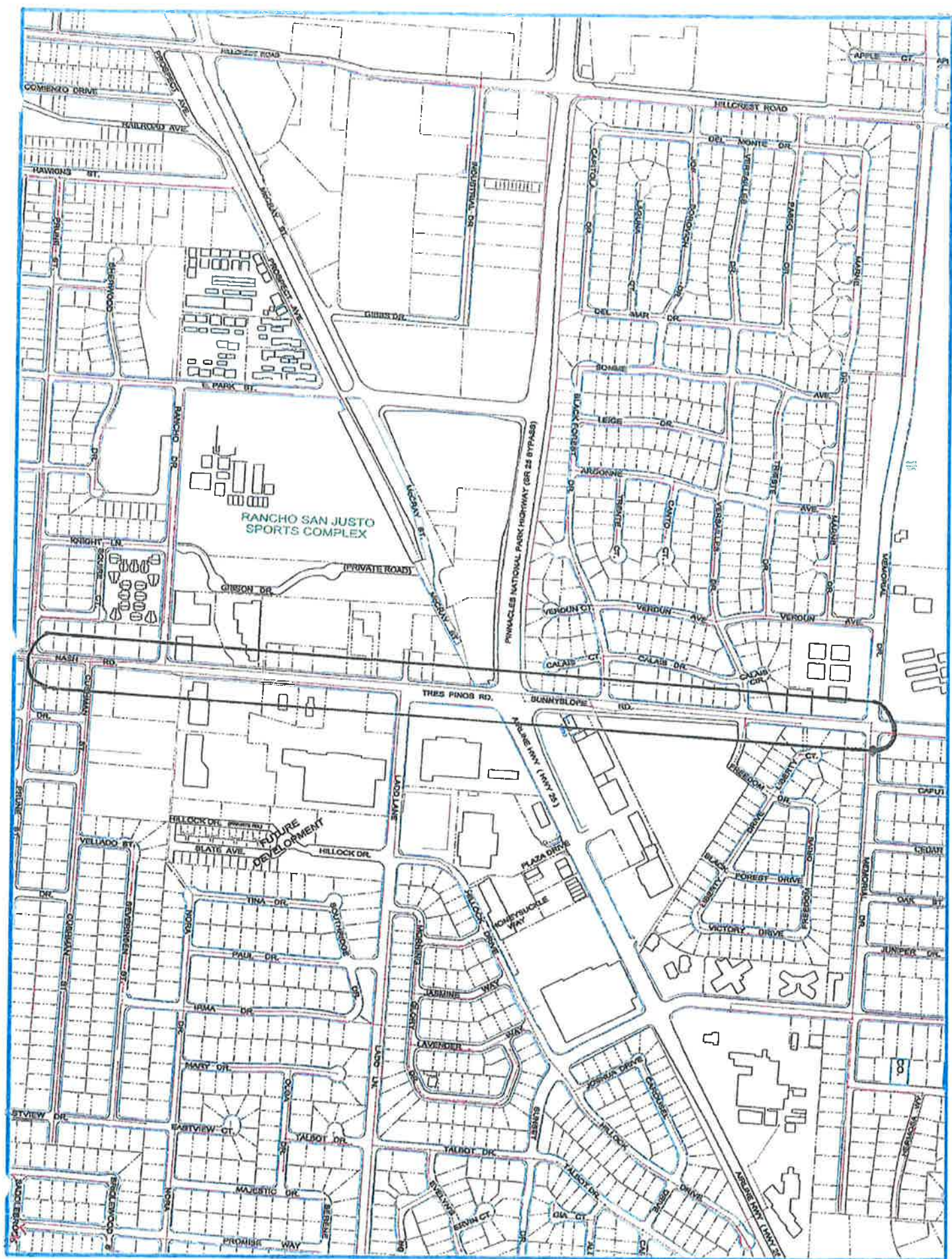
☒ Justification or ☐ Status Update

**Insufficient capacity for existing and future flow.**

**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$		\$
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	\$	<b>Total</b>	\$









City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 to 2021/2022**

**SECTION 1**

Project Name **Sunset Drive Sewer Pipe Upgrade**

CIP Number: Fiscal Year: **2020/2021**

Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water

Project Contact: **Development Services-Engineering** Department: **9000**

Scheduling: **Duration: 24 weeks**

Funding Source: **660 (60%) & 661 (40%)** Estimated Amount **\$2,321,200.00**

Is the estimated amount for Construction Only? ☐ Yes ☐ No

If no, what does project include?

**SECTION 2**

Status: ☒ New ☐ Continuing ☐ Warranty

Project Benefit: ☒ Existing Development ☒ New Development

Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

Description:

**The Sunset Drive near term project proposes to replace approximately 5,800 feet of 6-inch pipe and 600 feet of 8-inch pipe with 10-inch pipe and 12-inch pipe along Sunset Drive from Sunnyslope Road to Tiburon Drive. These pipe segments run 50% to 100% full during existing peak flow conditions. Although these pipes will receive future flow, the pipes will not need to be upsized further to accept future flow conditions since future pipe size recommendations are being used for this near term project.**

☒ Justification or ☐ Status Update

**Insufficient capacity for existing and future flow.**

**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$		\$
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	\$	<b>Total</b>	\$



City of Hollister  
5 -Year  
Capital Improvement Project  
Program



**FISCAL YEARS:**  
**2017/2018 TO 2021/2022**

**SECTION 1**

Project Name **West Street Sewer Pipe Upgrade**

CIP Number: \_\_\_\_\_ Fiscal Year: **2020/2021**

Project Index: ☐ Drainage ☐ Facility Improvements ☐ Streets/Roads ☒ Wastewater ☐ Water

Project Contact: **Development Services-Engineering** Department: **9000**

Scheduling: **Duration: 10 Weeks**

Funding Source: **660 (90%) / 661 (10%)** Estimated Amount **\$621,600.00**

Is the estimated amount for Construction Only? ☐ Yes ☐ No

If no, what does project include?

**SECTION 2**

Status: ☐ New ☐ Continuing ☐ Warranty

Project Benefit: ☒ Existing Development ☒ New Development

Project Triggers: ☒ Existing Condition ☐ Future Condition

**SECTION 3**

Description:

**The West Street Near term project proposes to replace approximately 2,400 feet of 6-inch pipe with 8-inch and 10-inch pipe on West Street from 7<sup>th</sup> Street to Haydon Street. West Street is a known problem area and has insufficient capacity for existing conditions. These pipe segments run 90% to 100% full during existing peak flow conditons. Although these pipes will receive future flow, the pipes will not need to be upsized further to accept future flow conditons since future pipe size recommendations are being used for this near term project.**

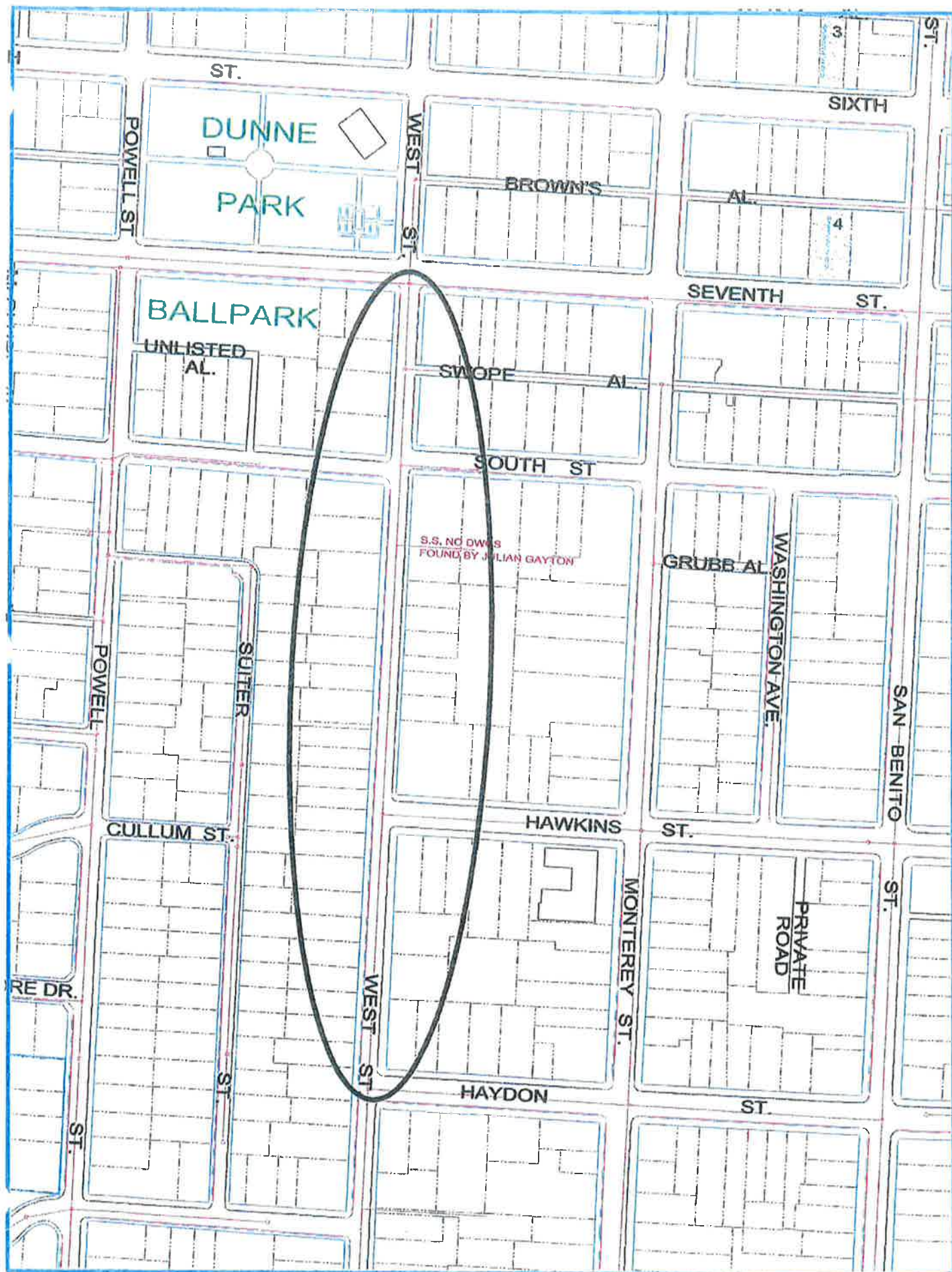
☒ Justification or ☐ Status Update

**Insufficient capacity for existing and future flow.**

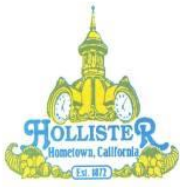
**SECTION 4**

Fund	Previous Year Expenditure	Fund	Current FY Request
	\$		\$
	\$		\$
	\$		\$
	\$		\$
<b>Total</b>	\$	<b>Total</b>	\$









## CITY OF HOLLISTER – CRITICAL PARTS AND EQUIPMENT LIST

Parts/Equipment	Manufacturer	Location	Quantity
<b>Lift Stations</b>			
<b>Portable Generators</b>	Whisper Watt OCA-45SSIU3	Maintenance Yard 1321 South Street	3
<b>Pumps</b>	Wemco: 25 HP, Model # E5K-ST-EEXZ4, Motor Serial # 01DW03318-01,-02, -03 Motor Model # EEXZ4	Maintenance Yard 1321 South Street	1
	FLYGT: 20 HP, Model # 3152-091-9144 Motor Serial # & Model: N/A	Maintenance Yard 1321 South Street	1
	FLYGT 10 HP, Model # 3127-093-0850072 Motor Serial # & Model: N/A	Maintenance Yard 1321 South Street	1
	FLYGT 7.5 HP, Model # 3127-090-439MT Motor Serial # & Model: N/A	Maintenance Yard 1321 South Street	1
<b>Gravity System</b>			
<b>Pipe</b>	4" & 6" SDR 35 Sewer Pipe – 20 ft lengths	Maintenance Yard 1321 South Street	2
	4" ABS Sewer Pipe 20 ft lengths	Maintenance Yard 1321 South Street	1
	Manhole Covers	Maintenance Yard 1321 South Street	6



## CITY OF HOLLISTER – CRITICAL PARTS AND EQUIPMENT LIST

Parts/Equipment	Manufacturer	Location	Quantity
	Galvanized Grates	Maintenance Yard 1321 South Street	4
	Iron Grates	Maintenance Yard 1321 South Street	5
	Concrete Risers	Maintenance Yard 1321 South Street	2
	Manhole Frames/Risers	Maintenance Yard 1321 South Street	2
<b>Maintenance Equipment</b>			
<b>Vac-Con</b>	2019 Vac Con Model #V311LHAEG-P	Maintenance Yard 1321 South Street	1
	2001 Vac Con 4700 T444E Blue 1087401 LIC	Maintenance Yard 1321 South Street	1
	1999 Vac Con Navistar 2554 1019972 LIC	Maintenance Yard 1321 South Street	1
<b>Rodder</b>	HSRS516TR 1992 Sreco Flexible Rodder	Maintenance Yard 1321 South Street	1
<b>CCTV Equipment</b>	2021 Aris WinCan Case Unit w/ Clever Scan Video Display and Keyboard	Maintenance Yard 1321 South Street	1
	2021 Aris Pathfinder 1611607 LIC	Maintenance Yard 1321 South Street	1



## CITY OF HOLLISTER – CRITICAL PARTS AND EQUIPMENT LIST

Parts/Equipment	Manufacturer	Location	Quantity
<b>Misc Equipment</b>			
Sandbags	N/A	Maintenance Yard 1321 South Street	variable
Cones	N/A	Maintenance Yard 1321 South Street	variable
Traffic Signs	N/A	Maintenance Yard 1321 South Street	variable

## **APPENDIX 6A**

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### **6A Emergency Contractors and Vendors List**



**City of Hollister  
Emergency Contractors and Rental Equipment**

The following vendors and contractors are utilized for critical parts, equipment and services not normally maintained by the City:

**Lift Station Parts and Service**

1. Shape Inc.  
Services - *Lift Station Pumps and Controls*  
119 Val Dervin Street Suite 2  
Stockton CA 95206  
(209) 234-5909
2. Enterprise Electric  
Services - *Industrial Electrical*  
542 San Benito Street,  
Hollister, CA 95023  
(831) 637-6695
3. JM Electric  
Services - *Industrial Electrical*  
400 Griffin Street,  
Salinas, CA 93901  
(831) 422-7819
4. Monterey Peninsula Engineering  
Services – *Mechanical & Underground*  
192 Healy Avenue,  
Marina, CA 93933  
(831) 384-4081

**Sewer Pipelines Parts and Equipment**

1. Ferguson (Familian Plumbing Supply)  
Services - *Pipe, Valve, Fittings and miscellaneous plumbing supplier*  
100 Briggs Road,  
Hollister, CA 95023  
(831) 636-1422
2. Brigantino Irrigation  
Services - *Pipe and miscellaneous supplies*  
910 Prospect Avenue,  
Hollister, CA 95023  
(831) 636-1188
3. Rain for Rent  
Services – *Sewer Bypass Pump Rental*  
469 El Camino Real  
Salinas, CA 93908  
(831) 422-7813



**City of Hollister**  
**Emergency Contractors and Rental Equipment**

**Emergency Equipment and Service**

1. Greenline  
Services - *Commercial Hydro Jetting, Tanker Trucks, Maintenance* 1128-A  
Madison Lane, Salinas CA  
Business Hours: (831) 240-0685,  
After Hours: (831) 240-0685
2. Al's Septic Tank Service  
Services - *Tanker Trucks*  
13036 Arthur Street, Salinas CA  
Business Hours: (831) 637-3700,  
After Hours: (831) 637-3700

## **APPENDIX 7A – 7B**

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**7A** FOG Outreach and Education Materials

**7B** FOG Haulers



## CITY OF HOLLISTER FATS, OILS, AND GREASE PROGRAM

### About the Fats, Oils, and Grease Program

#### WHAT IS FOG?

FOG is a combination of fats, oils, and grease. FOG includes cooking oil, animal fat and lard, grease, butter, tallow, shortening, and margarine which are all used in food processing and in the preparation of food. Kitchen wastes, along with water that has been used to wash kitchen equipment and floors, contain FOG.

Protecting public health and safety is a prime responsibility of the City of Hollister. Sewer blockages and subsequent sewage spills pose a threat to public health and safety which can be prevented with proper grease management. When FOG or food and wastewater containing FOG are poured down the drain, it cools and solidifies on the walls of the sewer pipes, restricting or clogging the wastewater flow. This can result in a wastewater backup into homes and businesses or discharge to the environment. The most effective way to minimize FOG accumulation in sewers is to prevent the introduction of FOG into the sanitary sewer system in the first place. To realize this goal, the City of Hollister has developed the Grease Management Program to regulate food service facilities.



### Grease Capture Device Maintenance and Kitchen Best Management Practices

#### CLEANING FREQUENCY

- Grease interceptors shall be cleaned at least once every 90 days. More frequent cleaning may be necessary to keep your interceptor operating properly.

#### TWENTY-FIVE PERCENT RULE

- Your interceptor must be on a set schedule to ensure FOG and solids levels are consistently less than twenty-five percent (25%) of the unit's liquid operating depth or within 90 days of the last pumping, whichever comes first.

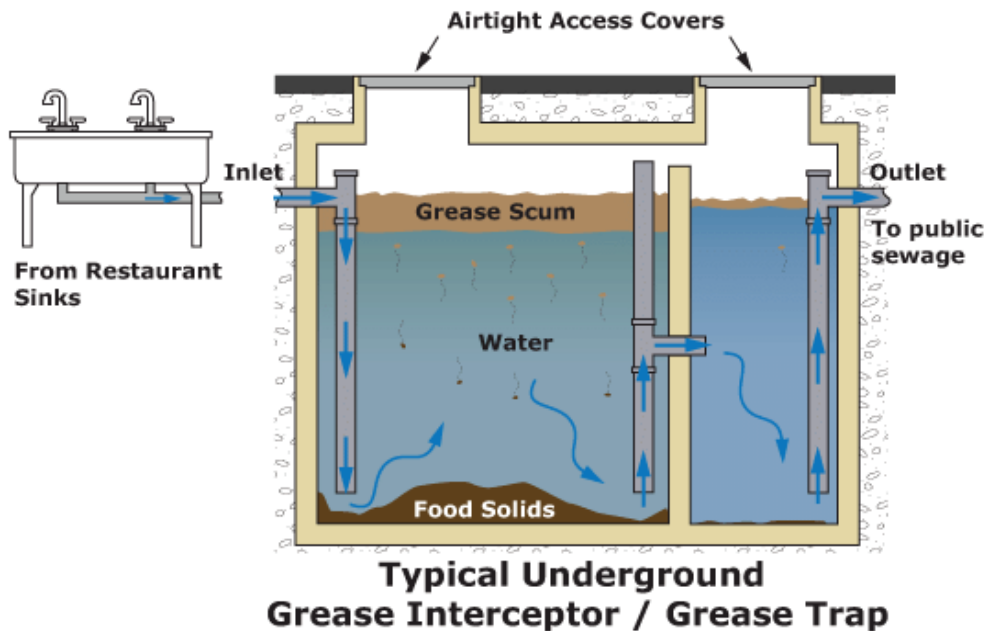
#### STANDARDS FOR EVALUATING GREASE CAPTURE DEVICES

- Manhole and sample box lids should be easily removable for cleaning and inspections.
- The baffle wall and all three tees/standpipes must be in place and unbroken, above and below the water and grease levels.
- If any standpipes are under water or grease, they must be raised above the grease level. High water or grease level could result from a blockage in the downstream pipes.
- Downstream blockages could indicate inadequate interceptor cleaning frequency.

## CITY OF HOLLISTER FATS, OILS, AND GREASE PROGRAM

### Grease Capture Device Maintenance and Kitchen Best Management Practices (cont.)

Example: Typical Grease Interceptor



#### GREASE AND OIL RECEPTACLE

- Store grease in leak-proof containers with tight-fitting lids. DO NOT pour down sinks or drains. DO NOT pour into storm drain or on the ground. This will clog the drains and pollute streams.
- Use only containers in good condition.
- Secure containers to prevent accidental spills, vandalism, or unauthorized use.
- Conduct regular inspections of the storage area and regularly maintain the container and storage area.
- Ensure devices are stored on secondary containment, and are covered.
- Store containers away from storm drains
- Locate oil and grease containers under a covered area and far away from storm drains.
- Utilize secondary containment methods on outdoor grease bins to capture spills.

## CITY OF HOLLISTER FATS, OILS, AND GREASE PROGRAM

### Grease Capture Device Maintenance and Kitchen Best Management Practices (cont.)

#### KITCHEN BEST MANAGEMENT PRACTICES

- Ensure drain screens are installed on all drainage pipes in food preparation areas.
- All garbage and food waste shall be disposed of properly in trash bins or containers, and not in sinks.
- Kitchen exhaust filters shall be cleaned as frequently as necessary to be maintained in good operating condition. The wastewater generated from cleaning kitchen exhaust filters, floor mats and kitchen equipment shall be disposed of properly.
- DO NOT use chemicals, or enzymes to inject into your grease capture device for alleviating blockages. This may provide temporary relief to your facility, but only sends blockages further into the sewer system.



Example: enzyme injection

#### In the Event of a Spill

- Begin cleanup immediately.
- Do not use detergents or degreasers.
- Block or seal off nearby storm drains.
- Contact a clean-up contractor and the Hollister Public Works Department (831-636-4377) for assistance, or the Hollister Fire Department (911) if the spill is unmanageable and entering the storm water sewer system.
- Never wash leaks, spills, or used clean-up materials onto nearby streets or into drains.
- Dispose of all used clean-up materials properly.

## CITY OF HOLLISTER FATS, OILS, AND GREASE PROGRAM

### Routine Grease Capture Device Tips

- The pumping service should wash and scrape all sides, standpipes, and surfaces inside the interceptor and completely pump out all contents.
- The pumping service shall not decant (return) wastewater back into the interceptor; the grease concentration in interceptor wastewater is very high.
- Make sure your pumping service cleans the sample box and effluent standpipe of the interceptor. You may need to pump more often if you see fresh grease being discharged into your sample box.
- Require the pumping service to show the disposal destination for your waste on the pumping invoice. Your business may be liable for any illegal dumping or discharge of waste from your facility.
- Do visual inspections after pumping services are performed or when plumbers snake or hydro-jet plumbing or laterals to make sure the interceptor standpipes are not damaged.
- Keep grease interceptor pumping records on site for a minimum of three years.

Example: Poorly maintained, and failing grease trap



Example: Good condition, and working grease trap





Management Services Department, Utilities  
1321 South St, Hollister, CA 95023  
Ph: (831) 636-4377

## GREASE INTERCEPTOR & GREASE TRAP OPERATIONS AND MAINTENANCE LOG

Business Name: \_\_\_\_\_

Facility Address (Street, Unit): \_\_\_\_\_

Grease Interceptor or Trap Location: \_\_\_\_\_

**OWNER/MANAGER:** Initials on this form acknowledge that the Food Service Establishment (FSE) has disposed of its fats, oils and grease (FOG) in a lawful manner, accounts accurately for the volume of FOG disposed of and that the interceptor or trap has been properly maintained.

If the total amount of FOG and solids combined is equal to or greater than 25 percent of the interceptor's liquid capacity, the FSE shall perform a full cleaning of the grease interceptor or trap. Cleaning shall be performed by a licensed pumping company with an approved permit from the City of Hollister. Grease interceptor cleaning procedures shall be performed as specified in the "Grease Interceptor Cleaning Procedures Checklist" (reverse side).

Since the FSE is the generator of the FOG waste and is liable for the condition of their pretreatment devices, the FSE owner or manager should witness all pumping and maintenance activities to verify that the grease interceptor is being properly cleaned and maintained.

### GREASE INTERCEPTOR OR TRAP PUMPING RECORD

Date	Pumping Company	Volume Pumped (Gal)	Percent of FOG to Liquid operating depth	Attached Checklist Procedures Performed		Owner/Manager Initials
				Yes	No	

### GREASE INTERCEPTOR OR TRAP MAINTENANCE RECORD

Date	Pumping Company	Owner/Manager Initials

*Note: Completion of this form does not in any way guarantee that the facilities, equipment, procedures, or plan will meet City of Hollister standards, nor shall it relieve the owner of the business from the responsibility of modifying such facilities, equipment, procedures, or plan to accomplish the intended purpose and meet the applicable standards.*

## GREASE INTERCEPTOR OR TRAP CLEANING PROCEDURES CHECKLIST

Remove access covers.	
Skim entire grease layer from the top of each compartment.	
Place vacuum hose all the way into each compartment and remove remaining solids from the bottom.	
Vacuum water out of each compartment.	
Clean the sides of each compartment.	
Remove all solids from the bottom of each compartment.	
Vacuum any remaining water out of each compartment.	
Make sure each compartment is completely clean and the entire contents removed.	
Check that the sanitary tees on the inlet and outlet sides of the interceptor or trap compartments are not clogged, loose, or damaged.	
Make sure that the baffle(s) are secure and in place and cleaned.	
Inspect interceptor or trap for any cracks or defects, check for visual signs of H <sub>2</sub> S or corrosion.	
If interceptor or trap is equipped with a sample box, open it and clean inside.	
Check that access covers are securely and properly seated after completion of cleaning.	
Clean grease spills on the ground that might occur during the cleaning.	
If a large spill occurs, protect the storm drain. Clean spill immediately using dry method if possible (absorbent pads). Notify the food service facility manager.	
Keep records on site for three years, including grease interceptor or trap cleaning, maintenance logs, and grease hauler manifests and invoices.	

**DECANTING IS NOT PERMITTED.** Decanting means the practice of returning wastewater from a grease hauler truck back into the grease interceptor after it is pumped out.



DFU WORKSHEET FOR GRAVITY GREASE INTERCEPTOR (GGI) SIZING

	Type	Usage	Comments	Grease Removal Equipment Required?	QTY	Total DFU's
1	1-COMP SINK	ANY EXCEPT NOTED BELOW	3 DFU	DETERMINED AT PLAN CHECK		
2	1-COMP SINK	BAR/DRINKS	2 DFU	OPTIONAL		
3	1-COMP SINK	DUMP (COFFEE)	2 DFU	YES		
4	1-COMP SINK	HAND	1 DFU	DETERMINED AT PLAN CHECK		
5	2-COMP SINK	ANY EXCEPT NOTED BELOW	3 DFU	DETERMINED AT PLAN CHECK		
6	2-COMP SINK	BAR/DRINKS	2 DFU	OPTIONAL		
7	3-COMP SINK	ANY EXCEPT NOTED BELOW	3 DFU	YES		
8	3-COMP SINK	BAR/DRINKS	2 DFU	OPTIONAL		
9	4-COMP SINK	ANY EXCEPT NOTED BELOW	3 DFU	YES		
10	4-COMP SINK	BAR/DRINKS	2 DFU	OPTIONAL		
11	GARBAGE DISPOSAL		ADD 3 DFU TO SINK DFU	YES (CITY DOES NOT ALLOW GARBAGE DISPOSALS)		
12	BRAISING PAN		1 DFU IF DISCHARGES TO FLOOR SINK OR TROUGH	YES		
13	COLD TABLE	PLUMBED TO FLOOR SINK	1 DFU	DETERMINED AT PLAN CHECK		
14	COMBI OVEN		1 DFU	DETERMINED AT PLAN CHECK		
15	CAN WASH		3 DFU	YES		
16	DIPPER WELL		1 DFU	DETERMINED AT PLAN CHECK		
17	PRE-RINSE		3 DFU	YES		
18	DISHWASHER		UNDER COUNTER	DO NOT CONNECT TO GGI PER 2016 CALIFORNIA PLUMBING CODE		
19	DISHWASHER		COMMERCIAL			
20	DISHWASHER		LARGE COMMERCIAL			
21	ESPRESSO MACHINE	PLUMBED TO FLOOR SINK	1 DFU	YES		
22	FLOOR DRAIN	COOKLINE	0 DFU	YES		
23	FLOOR DRAIN	SCULLERY	0 DFU	YES		
24	FLOOR DRAIN	UTILITY	0 DFU	YES		
25	FLOOR DRAIN		0 DFU IF EMERGENCY DRAIN	DETERMINED AT PLAN CHECK		
26	FLOOR SINK	CONDENSATE	0 DFU	DETERMINED AT PLAN CHECK		
27	FLOOR TROUGH	CONDENSATE	0 DFU	DETERMINED AT PLAN CHECK		
28	FLOOR TROUGH		2 DFU IF FOR WASHDOWN	DETERMINED AT PLAN CHECK		
29	GLASS DRAIN RACK		0 DFU	OPTIONAL		
30	MOP SINK		3 DFU	DETERMINED AT PLAN CHECK		
31	QUICK DRAIN	DISHWASHER	2 DFU	YES		
32	QUICK DRAIN	POT SINK	2 DFU	YES		
33	QUICK DRAIN	PRE-RINSE	3 DFU	YES		
34	ROTISSERIE	PLUMBED TO FLOOR SINK	1 DFU	YES		
35	STEAM TABLE	PLUMBED TO FLOOR SINK	1 DFU	YES		
36	SOUP KETTLE	PLUMBED TO FLOOR SINK OR FLOOR TROUGH	1 DFU IF WASTEWATER IS ONLY FROM CLEANING	YES		
37	SOUP KETTLE	PLUMBED TO FLOOR SINK OR FLOOR TROUGH	3 DFU IF FULL KETTLE IS DISCHARGED (LIKE BAGELS)			
38	STEAMER	PLUMBED TO FLOOR SINK	1 DFU	DETERMINED AT PLAN CHECK		
39	WASHER		2 DFU CLOTHES WASHER OF GLASS SANITIZER	DETERMINED AT PLAN CHECK		
40	WATER WASH HOOD		2 DFU	DETERMINED AT PLAN CHECK		
41	WOK RANGE		4 DFU	YES		

2016 CALIFORNIA PLUMBING CODE  
TABLE 10-3 GRAVITY GREASE INTERCEPTOR SIZING

Maximum Allowable DFU's	Interceptor Volume
8	500 Gallons
21	750 Gallons
35	1000 Gallons
90	1250 Gallons
137	1500 Gallons
216	2000 Gallons
307	2500 Gallons
342	3000 Gallons
428	4000 Gallons
576	5000 Gallons
720	7500 Gallons
2112	10000 Gallons
2640	15000 Gallons



# STOP AND *THINK*

## DON'T PUT IT IN THAT SINK

### KITCHEN BEST MANAGEMENT PRACTICES FOR FATS, OILS, AND GREASE

#### DOs



**DO** wipe and scrape plates, pans, and utensils before washing (and put the waste into the bin).



**DO** collect waste oil in a suitable container.



**DO** arrange for oil to be collected by a licensed waste contractor.



**DO** clean mats inside over a utility sink.

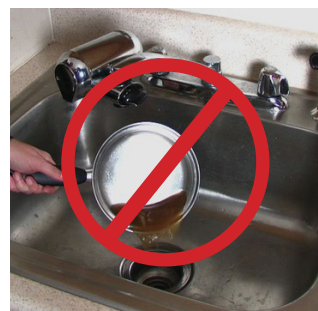


**DO** maintain grease control devices regularly.

#### DON'Ts



**DO NOT** put cooking fat, oil, or grease down the sink.



**DO NOT** pour waste fat, oil, or grease down the drain.



**DO NOT** put food scrapings into the sink (place into waste bin).



**DO NOT** sweep waste into floor drains.



**DO NOT** use special enzymes in plumbing to break down fat, oil, or grease. This is prohibited (it will cause issues further down system).

These simple guidelines will significantly help maintain free flowing pipes both within the drains and in our sewer system.

Brought to you by the City of Hollister Public Works Department  
For more information,, questions, or reporting please call  
(831) 636-4377 or email [michael.grzan@hollister.ca.gov](mailto:michael.grzan@hollister.ca.gov)



# DETENTE Y PIENSA NO LO PONGAS EN EL FREGADERO

## LAS MEJORES PRÁCTICAS DE MANEJO DE COCINA PARA GRASAS, ACEITES Y GRASA

### HACER



**HACER**, limpie y raspe los platos, los sartenes y los utensilios antes de lavarlos (y deposite los desechos en el contenedor).



**HACER**, recoga el aceite usado en un recipiente adecuado.



**HACER**, hacer arreglos para que el aceite sea recogido por un contratista autorizado de residuos



**HACER**, limpie las alfombras dentro de un fregadero.



**HACER**, de mantenimiento a los dispositivos de control de grasa regularmente.

### NO HACER



**NO HACER**, poner la grasa para cocinar, el aceite o la grasa en el fregadero.



**NO HACER**, vierta la grasa residual, aceite o grasa en el desagüe.



**NO HACER**, coloque los restos de comida en el fregadero (colóquelos en el contenedor de basura).



**NO HACER**, barrer los desechos en los desagües del piso.



**NO HACER**, use enzimas especiales en la plomería para descomponer la grasa, el aceite o la grasa. Esto está prohibido (causará problemas más abajo del sistema).

Estas simples pautas ayudarán significativamente a mantener las tuberías que fluyen libremente tanto dentro de los desagües como en nuestro sistema de alcantarillado.

Presentado por el Departamento de Obras Públicas de la Ciudad de Hollister

Para más información, preguntas o informes, por favor llame (831) 636-4377 o envíe un correo electrónico a [michael.grzan@hollister.ca.gov](mailto:michael.grzan@hollister.ca.gov)



## Grease Hauling & Rendering Companies

This list is provided to Food Service Establishments (FSEs) only as a convenience, and does not imply an endorsement of the services provided by any of the listed companies. The City of Hollister (City) makes no claims or representations, explicit or implied, regarding the performance of the following service providers. The City encourages FSEs to exercise due diligence when hiring a pumping and/or waste hauling contractor. The list is based upon information available at the time and may not include every company offering such services.

Liquid Waste Haulers	
All Valley Environmental, Inc.	(559) 498-8378
Ameriguard Maintenance Services	(800) 347-7876 ext 14
Bay Pumping	(831) 320-5229
Greenline/Tom's Septic Tank Service	(831) 422-2298
One More Time	(800) 624-5504
Peninsula Septic Tank Service	(831) 659-2465
One More Time	(800) 624-5504
Salinas Tallow	(800) 621-9000
Trap Recyclers Inc.	(800) 994-7867

IN NO EVENT SHALL THE CITY BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER WITH RESPECT TO THE SERVICES PROVIDED BY THE LISTED COMPANIES.

## **APPENDIX 10A – 10B**

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**10A** SSMP Audit Data and Records Request

**10B** SSMP Audit

SSMP DATA & RECORDS REQUEST						
A. SSMP ADMINISTRATIVE		YES	LOCATED WHERE?	NO	N/A	COMMENTS
A1	a. Has your agency enrolled in the State-wide GWDR and designated the responsible or authorized representative (LRO)?					
	b. Provide a copy of the SSMP Certification in CIWQS.					
	c. Provide a copy of the CIWQS print-out for all LROs and Data Submitters.					
	d. Provide a copy of your Operational Report from CIWQS.					
A2	a. Has your agency adopted a SSMP?					
	b. Provide a copy of the SSMP.					
	c. Provide a copy of the Meeting Minutes for the agency governing body's meeting during which the SSMP was adopted.					
A3	a. Does your agency have a copy of the GWDRs available to agency staff? Where is it kept?					
B. GOALS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
B1	a. Has your agency developed SSMP and SSO reduction goals?					
	b. Provide documentation that your agency has made progress toward meeting these goals.					

SSMP DATA & RECORDS REQUEST						
C. ORGANIZATION		YES	LOCATED WHERE?	NO	N/A	COMMENTS
C1	a.	Does your SSMP clearly identify the names and job titles the LROs?				
C2	a.	Does your SSMP have an organizational chart or table showing individual roles and responsibilities for implementation of the SSMP?				
	b.	Are names, titles, and telephone numbers provided in this chart or table?				
C3	a.	Is the chain of communication for reporting SSOs included in the SSMP?				
	b.	Are names, titles, and telephone numbers provided in this chain of communication?				

SSMP DATA & RECORDS REQUEST						
D. LEGAL AUTHORITY		YES	LOCATED WHERE?	NO	N/A	COMMENTS
D1 a.	Provide the sanitary sewer system use ordinances, service agreements, or other legally binding procedures or documents, which demonstrates the agency's legal authority:					
b.	Prohibit illicit discharges					
c.	Require that sewers and connections be properly designed and constructed					
d.	Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency					
e.	Limit the discharge of fats, oils, and grease and other debris that may cause blockages					
f.	Enforce any violation of its sewer ordinances					
E. OPERATIONS AND MAINTENANCE (O&M)		YES	LOCATED WHERE?	NO	N/A	COMMENTS
E1 a.	Provide the following documents:					
b.	An updated map of the agency's sanitary sewer system and storm drain system.					
c.	A schedule for maintenance and cleaning of the sanitary sewer system.					
d.	Documentation for maintenance and cleaning of the sanitary sewer system.					



SSMP DATA & RECORDS REQUEST						
e.	Documentation for scheduled and conducted activities, such as work orders and/or reports and invoices from contractors.					
f.	The O&M contract if the agency's collection system is operated and maintained by a contract operations firm.					
g.	The agency's Rehabilitation and Replacement Plan					
h.	» Summary of the agency's CCTV program and schedule. Include samples of inspections and summary of findings.					
i.	» List of current and planned projects					
j.	» Time schedule for planned projects					
k.	» Schedule for developing the funds needed for rehabilitation and replacement projects					
l.	Standard Operating Procedures for Sewer System Operations and Maintenance activities.					
m.	Training records for staff operations and maintenance activities and contractor operations and maintenance activities.					
n.	» All applicable licenses and certifications required for agency or contract staff. Provide documents stating this requirement.					
o.	Assessment of O&M Staff "Core Competencies" (Skills, Knowledge and Abilities)					

SSMP DATA & RECORDS REQUEST						
E. OPERATIONS AND MAINTENANCE (O&M) [CONTINUED]		YES	LOCATED WHERE?	NO	N/A	COMMENTS
p.	Equipment and replacement part inventories, including identification of critical replacement parts.					
q.	» If critical replacement parts are not kept in stock, identify and provide method in which these parts are acquired when needed (List of emergency contractors and/or suppliers).					
r.	» If critical replacement parts are not kept in stock, provide applicable mutual aid agreements.					
F. DESIGN & PERFORMANCE STANDARDS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
F1 a.	Provide the following documents:					
b.	Design and construction standards and specifications for:					
c.	» the installation of new sanitary sewer systems					
d.	» pump stations and other appurtenances specific to the agency's collection and conveyance system					
e.	» the rehabilitation and repair of existing sanitary sewer systems					

SSMP DATA & RECORDS REQUEST						
f.	Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances specific to the agency's collection and conveyance system and for rehabilitation and repair projects.					
G. OVERFLOW EMERGENCY RESPONSE PLAN		YES	LOCATED WHERE?	NO	N/A	COMMENTS
G1 a.	Provide the agency's Overflow Emergency Response Plan					
b.	Notification procedures ensuring that the primary responders and regulatory agencies are informed of all SSOs in accordance with the Monitoring and Reporting Program, Order No. 2013-0058-EXEC.					
c.	A program to ensure an appropriate response to all overflows.					
d.	Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Emergency Response Plan and are appropriately trained.					
e.	Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities.					
f.	Procedures to address spill volume estimation.					
g.	A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to waters of the United States.					
h.	A program to ensure that all reasonable steps are taken to minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.					

SSMP DATA & RECORDS REQUEST						
H. FOG CONTROL PROGRAM		YES	LOCATED WHERE?	NO	N/A	COMMENTS
H1	a. Provide the agency's Fats, Oils, and Grease (FOG) Control Program.					
	b. If applicable: justification for why the agency does not have a FOG Control Program, because one is not needed.					
	c. Evidence of the agency's public education outreach program that promotes proper disposal of FOG.					
	d. List of acceptable FOG disposal facilities.					
	e. Ordinance demonstrating the agency's legal authority to prohibit FOG discharges to the system and inspect FOG producing facilities.					
	f. Evidence of FOG Control Program inspection and enforcement activities.					
	g. Documentation of hot spots in the collection system, which are caused by FOG.					
I. SYSTEM EVALUATION AND CAPACITY ASSURANCE PLAN		YES	LOCATED WHERE?	NO	N/A	COMMENTS
I1	a. Provide the agency's System Evaluation and Capacity Assurance Plan (SECAP).					
	b. Evaluation determining whether the SECAP is necessary.					

SSMP DATA & RECORDS REQUEST						
c.	The agency's capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event.					
d.	Program for the evaluation of system hydraulic deficiencies.					
e.	Evidence of design criteria utilized to address hydraulic deficiencies.					
f.	Short- and long-term CIP schedule necessary to address hydraulic deficiencies. Sources of funding for these long and short term projects.					

SSMP DATA & RECORDS REQUEST						
J. MONITORING, MEASUREMENT & PROGRAM MODIFICATIONS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
J1	a.					Provide the following documentation, which demonstrates the following:
	b.					Prioritization of appropriate SSMP activities.
	c.					Efforts to monitor implementation and measure the effectiveness of the SSMP.
	d.					Assessment of the preventative maintenance program.
	e.					Updates to program elements.
	f.					Identification of SSO trends.

SSMP DATA & RECORDS REQUEST						
	g.	Evidence of mandatory information required by the Monitoring and Reporting Program, Order No. 2013-0058-EXEC, such as the CIWQS SSO supporting documentation.				
K. SSMP PROGRAM AUDITS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
	K1 a.	Provide historical SSMP Program Audit Reports.				
L. COMMUNICATION PROGRAM		YES	LOCATED WHERE?	NO	N/A	COMMENTS
	L1 a.	Provide the agency's Communication Program and evidence of its implementation.				





**City of Hollister  
Sewer System Management Plan  
Revision 1 – January 2017  
Audit Report**

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August 2, 2021

Prepared By:



WALLACE GROUP®

## CERTIFICATION

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations.

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Henry Gonzalez  
*Interim Public Works Director - City of Hollister*

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Michael Grzan  
*Environmental Programs Manager - City of Hollister*



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## SCOPE AND PURPOSE

The State Water Resources Control Board (SWRCB) Statewide General Waste Discharge Requirements for Sanitary Sewer Systems, Order No. 2006-0003-DWQ as amended by WQ 2013-0058-EXEC (herein SSSWDR Orders) require municipalities that own or operate sanitary sewage collection systems greater than one mile in length to implement and maintain a Sewer System Management Plan (SSMP). The City of Hollister sewage collection system is greater than one mile in length and discharges to a publicly owned treatment works therefore the City is required to comply with the terms of the Statewide Order.

The City has contracted with Wallace Group to complete an Audit of the City's current SSMP in order to evaluate the effectiveness of the SSMP and its implementation.

The SSMP Audit measures compliance with section D.13 of the SSSWDR Orders and the effectiveness of the City's implementation of the current certified SSMP; Revision 1 dated January 2017

- 1.0 [SSSWDR, Section D.13.i]: Goals
- 2.0 [SSSWDR, Section D.13.ii]: Organization
- 3.0 [SSSWDR, Section D.13.iii]: Legal Authority
- 4.0 [SSSWDR, Section D.13.iv]: Operation and Maintenance Program
- 5.0 [SSSWDR, Section D.13.v]: Design and Performance Provisions
- 6.0 [SSSWDR, Section D.13.vi]: Overflow Emergency Response Plan
- 7.0 [SSSWDR, Section D.13.vii]: Fats, Oils, and Grease Control Program
- 8.0 [SSSWDR, Section D.13.viii]: System Evaluation and Capacity Assurance Plan
- 9.0 [SSSWDR, Section D.13.ix]: Monitoring, Measurement, and Program Modifications
- 10.0 [SSSWDR, Section D.13.x]: Sewer System Management Plan Program Audits
- 11.0 [SSSWDR, Section D.13.xi]: Communication Program

## AUDIT FORMAT

This SSMP Audit separately evaluates each SSMP Section using the following format:

- Applicable SSSWDR Section
- Audit Finding
- Ranking
- Reference Information
- Deficiencies
- Recommended steps and schedule to correct deficiencies.

The ranking criteria utilized in the Audit are provided in Table 1 below:

**Table 1: SSMP Audit Ranking Criteria**

Ranking	Ranking Basis
In Compliance	All requirements specified in the section are met.
Substantial Compliance	The majority of requirements in the section are met.
Partial Compliance	Half of the requirements in the section are met
Marginal Compliance	Less than half of the requirements in the section are met.
Out of Compliance	None of the requirements in the section are met.

## SSMP AUDIT PARTICIPANTS AND SCHEDULE

This SSMP Audit assesses the effectiveness of the City's SSMP Revision 1, dated January 2017, and compliance with the SSSWDR Section D.13 requirements. The purpose of the Audit is to recognize accomplishments, identify deficiencies, and recommend corrective actions and a schedule to complete them.

The Audit was conducted by the following Wallace Group Staff:

- Bill Callahan  
*Senior Environmental Compliance Specialist – Wallace Group*

Hollister Staff participating in the SSMP Audit:

- Michael Grzan  
*Environmental Programs Manager – City of Hollister*

The SSMP Audit was conducted in May & June 2021; the following table summarizes key dates and locations:

**Table 2: City of Hollister SSMP, Revision 1: 2021 Audit Key Dates**

Date	Location	Topic	Staff
April 22, 2021	WG Office	Submitted Data and Records Request to City.	Bill Callahan, Michael Grzan
May 25, 2021	City Community Development Office	SSMP Audit Kick Off, SSMP Data and Records Request, Audit interviews gathered and reviewed records, begin drafting Audit Report.	Bill Callahan, Michael Grzan
June 25, 2021	City Community Development Office	SSMP Draft Audit Report Submitted for Review	Bill Callahan, Henry Gonzalez, Michael Grzan
September 2, 2021	City Community Development Office	SSMP Audit Final Report	Bill Callahan, Henry Gonzalez, Michael Grzan



## CITY 2021 SSMP AUDIT RESULTS

The SSMP Audit resulted in a finding that the City of Hollister SSMP dated January 2017 is in compliance with four (4) out of eleven subsections (elements) of SSSWDR Section D.13, partial compliance in seven (7) of the elements. The City has been partially effective in the implementation of the SSMP.

A summary of the results is presented in Table 3 below:

**Table 3: City of Hollister SSMP January 2017: Rev 1 - Audit Results 2021**

<b>SSSWDR Section D.13</b>	<b>SSMP Compliance with Required Subsection</b>	<b>City Effectiveness in the Implementation of SSMP Subsections</b>	<b>Recommendations &amp; Schedule</b>
<b>1.0 Goals [SSSWDR D.13(i)]</b>	<b>Partial Compliance</b>	The goals provided are measurable and specific to the City's system. The City has been partially effective taking steps to meet these goals since January 2017 and should continue to track and assess these Goals as stated in Element 9: of the SSMP.	Continue to track and assess these Goals as stated in Element 9: of the SSMP.
<b>2.0 Organization [SSSWDR D.13(ii)]</b>	<b>Partial Compliance</b>	The City has been partially effective in implementing this section however portions are out of date to show current staff positions and responsibilities.	Update all City staff contact information on an ongoing basis, so this information is current and up to date. Remove staff identified in CIWQS who no longer have responsibilities as Data Submitters and add staff that has new responsibilities (if any) based on City reorganization. Complete these updates within 30 days of final Audit Report.

SSSWDR Section D.13	SSMP Compliance with Required Subsection	City Effectiveness in the Implementation of SSMP Subsections	Recommendations & Schedule
<b>3.0 Legal Authority [SSSWDR D.13(iii)]</b>	<b>In Compliance</b>	The City Municipal Code currently contains the required legal authorities to manage discharges to the Public Sewers. Staff utilizes these Codes to manage the City's system. These Code sections are identified in the City SSMP.	N/A
<b>4.0 Operation and Maintenance Program [SSSWDR D.13(iv)]</b>	<b>Partial Compliance</b>	The City was partially effective in implementing this section.  Portions of a formal program for O&M activities as identified in the SSMP are in the process of being implemented however the City is behind schedule and does not provide clear documentation of continued program development and documentation of work completed.	See recommendations located in this Element and complete corrections within 2 months of final Audit Report.
<b>5.0 Design and Performance Provisions [SSSWDR D.13(v)]</b>	<b>In Compliance</b>	The City utilizes current design standards and testing requirements for sewer related CIP and Rehabilitation and Replacement Projects.	N/A
<b>6.0 Overflow Emergency Response Plan [SSSWDR D.13(vi)]</b>	<b>Partial Compliance</b>	The City has been marginally effective at implementing a comprehensive Overflow Emergency Response Program (OERP) based on available training records and staff interviews.	Train staff on the OERP and associated procedures. Document all staff training within 2 months of the date of the final audit report. Develop a program to inform/train

<b>SSSWDR Section D.13</b>	<b>SSMP Compliance with Required Subsection</b>	<b>City Effectiveness in the Implementation of SSMP Subsections</b>	<b>Recommendations &amp; Schedule</b>
			contractors on the City's OERP within 3 months of final audit report.
<b>7.0 Fats, Oils and Grease (FOG) Control Program [SSSWDR D.13(vii)]</b>	<b>Partial Compliance</b>	The City has been partially effective in developing and implementing portions of the FOG Program identified in the 2017 SSMP. While there have been improvements (reduction in in FOG related SSOs), FOG continues to be the primary cause of the City's SSOs and should be a focus as part of the City's SSO reduction strategy.	Continue to develop and implement a comprehensive FOG Control Program in the next fiscal year. Include a description of the program in the SSMP Update. See specific program recommendations in the FOG section of this report.
<b>8.0 System Evaluation and Capacity Assurance Plan (SECAP) [SSSWDR D.13(viii)]</b>	<b>In Compliance</b>	The City has been effective at implementing this section as identified in the 2017 SSMP	An updated schedule summarizing the status of capacity related projects should be included annually in the SSMP.
<b>9.0 Monitoring, Measurement, and Program Modifications [SSSWDR D.13(ix)]</b>	<b>Partial Compliance</b>	The City was ineffective at implementing this section as identified in the 2017 SSMP	Complete the assessments identified in this section and incorporate a formal Annual SSMP Assessment into the Appendix of this SSMP annually.
<b>10.0 SSMP Program Audits [SSSWDR D.13(x)]</b>	<b>In Compliance</b>	In the past three Audit cycles the City has been substantially effective at implementing this section. The 2015 SSMP Audit was due on or before August 2,	Schedule the next SSMP Program Audit for completion prior to August 2, 2023.

SSSWDR Section D.13	SSMP Compliance with Required Subsection	City Effectiveness in the Implementation of SSMP Subsections	Recommendations & Schedule
		2015 but completed on November 2, 2015. The 2017 Audit, due on August 2, 2017 was completed in July 2017 and the 2019 Audit was completed prior to August 2, 2019.	
11.0 Communication Program [SSSWDR D.13(xi)]	Partial Compliance	The City has been marginally effective in implementing this section of the SSMP as of the date of this Audit.	Implement the Communication Program identified in this Element of the SSMP and include documentation of these activities in the appendix of this SSMP Element. If changes/updates are required to better reflect necessary communications efforts, update this section to reflect these changes.

## Regulatory Compliance Schedule and Compliance Summary

The following sections describe findings from Table 3 in detail and address future additions and updates recommended for the City to make to its SSMP. The table provided above is a summary and is not intended to replace the detailed findings and recommendations identified in the SSMP Audit Report. These SSMP Audit Report recommendations should be implemented in a reasonable time frame and should be included as revisions or updates to the SSMP to ensure compliance with the SSSWDR Orders.

Based on the City's population and the schedule identified in the 2006 SSSWDRs, the City is required to conduct their next Audit on or before August 2, 2023. The City should schedule the next formal 5-Year Update and recertify the updated SSMP with the City Council on or before August 2, 2022, to maintain compliance with the schedule identified by the SWRCB. Updates and recertification may be required earlier than 2022 if the City makes significant changes to the SSMP before this time.

The City has invested a significant amount of effort to develop a comprehensive Sewer System Management Plan (SSMP) for compliance with the Statewide Waste Discharge Requirements for Sanitary Sewer Systems (SSSWDRs).

The primary areas recommended for compliance with these SSSWDRs and to meet commitments identified in the SSMP are based on Audit interviews and data available at the time of the audit:

- 1) Development/Updates and implementation of plans that show the City is assessing the condition of sewer lines, lift stations and manholes.
- 2) After a review of City's CIWQS data, it appears that improvements in CIWQS Reporting should be implemented. Historically the cause of SSOs have not been identified in these reports. Tracking this data is critical to allow the City to trend SSO information as part of Element 9 Monitoring Measurement and Program Modifications.
- 3) Updates to City organizational structure relating to SSMP responsibilities, Operations and Maintenance activities and Emergency Response.
- 4) Documentation of Operations and Maintenance activities and assessments of these efforts (ex: Manhole assessments, sewer line cleaning assessments, CCTV assessments, etc....).
- 5) Implementation of training materials and documentation of staff training for SSO Response and assessment of staff performance relating to sewer system operations and maintenance.
- 6) Documentation on the status of sewer system rehabilitation/replacement projects, sewer CIP, and funding for these efforts.
- 7) Continued development/implementation of a FOG Control Program (FOG appears to be a primary cause of City's SSOs).
- 8) Implement Element 9 Monitoring, Measurement and Program Modifications and Element 11 Communication Program as it appears the City has not met the commitments identified in the 2017 SSMP.

Additional recommendations are specified in each of the eleven Elements of this Audit report.

It should be noted that the City's Sewer System Overflow (SSO) history shows a low incidence of SSOs for Category 1 SSOs when compared to State and Regional municipalities. The City has a higher Spill Rate (number of spills) with a lower net volume of spills for Category 2 & Category 3 SSOs when compared to similar State and Municipal systems as shown in the tables below:

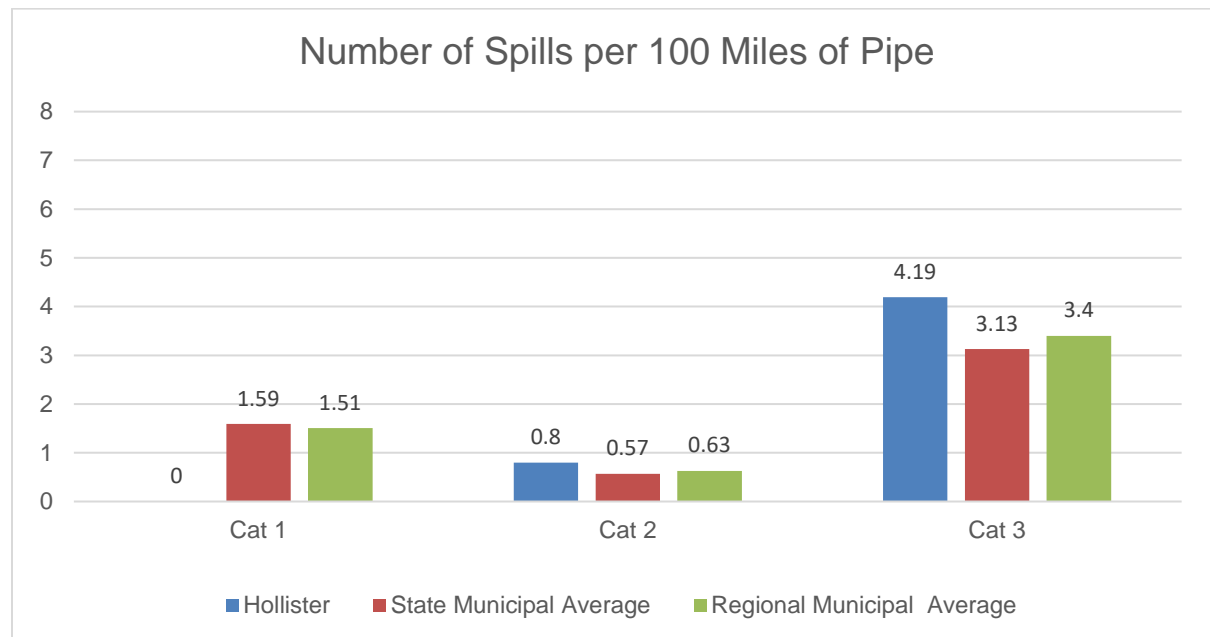
### Comparison to Municipal Agencies 2010- 2021 (June)

Spill Rate: Number of Spills per 100 miles of Pipe per Year			
	Category 1	Category 2	Category 3
City of Hollister	0	0.8	4.19
State Municipal Average	1.59	0.57	3.13
Region Municipal Average	1.51	0.63	3.4

Category 1 = Spills of any volume that reach surface water.

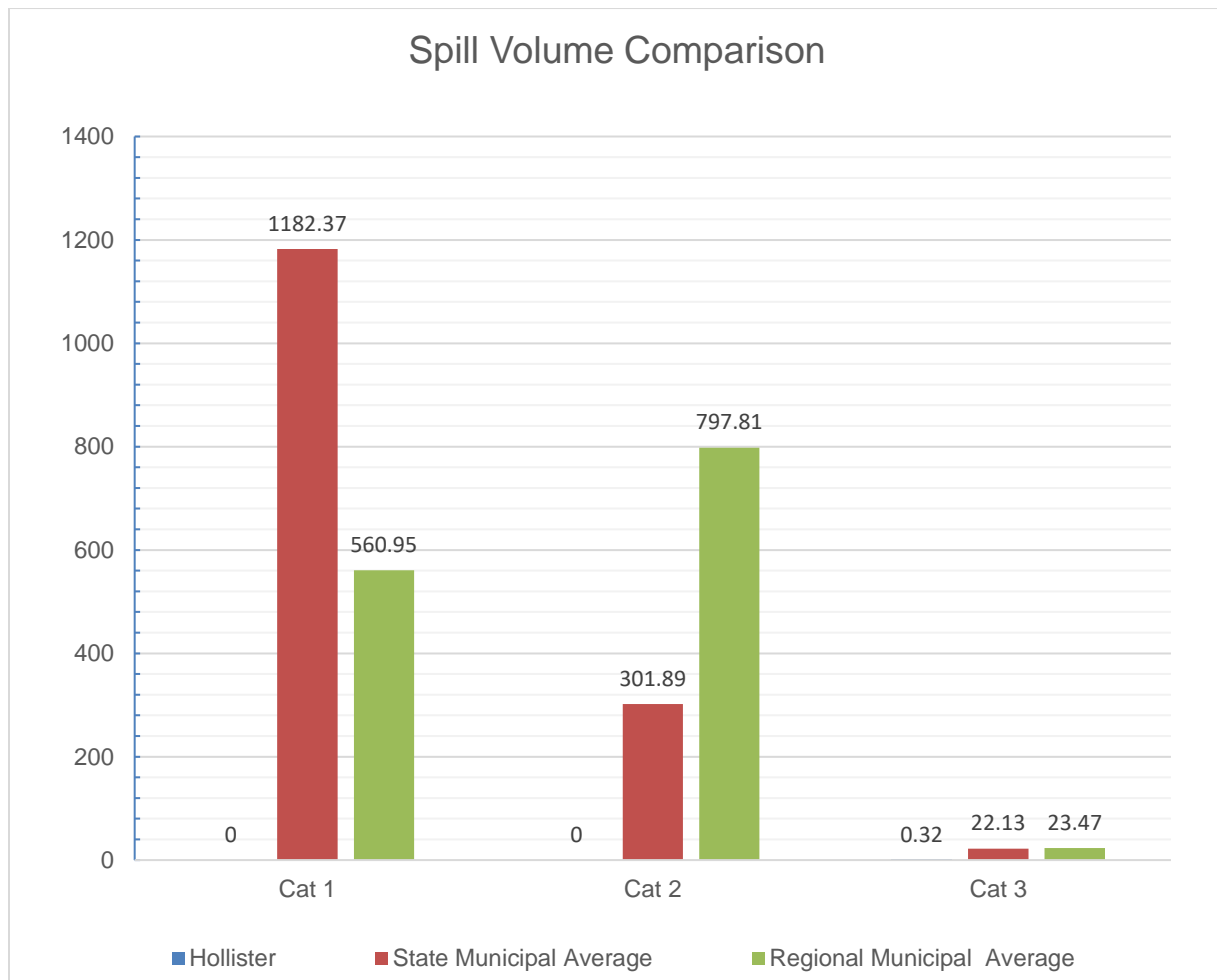
Category 2 = Spills greater than or equal to 1,000 gallons that do not reach surface water.

Category 3 = Spills less than 1,000 gallons that do not reach surface water.



### Comparison to Municipal Agencies 2010-2021 (June)

<b>Net Volume of Spills in gallons per Capita per Year</b> <i>Net Volume (volume spilled minus volume recovered) of SSOs, for which the reporting Enrollee is responsible, per capita (i.e. the population served by your agency's sanitary sewer system), per year.</i>			
	Category 1	Category 2	Category 3
<b>City of Hollister</b>	0	0	0.32
<b>State Municipal Average</b>	1182.37	301.89	22.13
<b>Region Municipal Average</b>	560.95	797.81	23.47





## 1.0 Goal [SSSWDR D.13(i)]

SSSWDR D.13(i) states:

The goal of the SSMP is to provide a plan and schedule to properly manage, operate, and maintain all parts of the sanitary sewer system. This will help reduce and prevent SSOs, as well as mitigate any SSOs that do occur.

*Section D.13(i):* The City of Hollister (City) SSMP, Revision 1 dated January 2017 includes five (5) goals listed below.

City SSMP Goals:

- Have less than 5 SSOs in 2016 and 2017 calendar years.
- Purchase a Vac Con truck that is dedicated to the sewer system. The current Vac Con is used for both sewer and storm drain cleaning.
- Evaluate hiring 1-2 FTE Utility Maintenance staff dedicated to sewer system operations, maintenance and management.
- Analyze CCTV Data to develop a Rehabilitation and Replacement Program based on CCTV findings by the end of 2016/17 fiscal year.
- Clean the entire collection system on a biennial (2year) schedule.

The City commits to annual evaluation of these goals in Element 9: Monitoring, Measurement and Program Modification.

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### Element 1 Sufficiency: Partial Compliance

**Reference:** City SSMP, Rev 1 January 2017, Page 1-1.

**Deficiencies:** The City's SSMP goals are appropriate, specific to the City's operations and maintenance of the sewer system and measurable. The following is evidence supporting the implementation or achievement of one (1) of the goals identified above and a discussion of goals that have not been met:

- 1) As of the date of this audit, the City's SSO history shows four (4) SSOs in 2019, nine (9) SSOs occurring in 2020 and zero (0) SSOs in 2021 as of June 2021).
- 2) The City purchased a new Vac Con that is dedicated to the sewer system in Fiscal Year (FY) 2017/18.
- 3) The City completed a staffing analysis for the Sanitary Sewer System to evaluate future sewer system staffing needs. At the time of this audit, it was unclear if the City implemented the recommendations found in this plan such as hiring additional staff to enhance sanitary sewer maintenance crews.
- 4) While approximately 23,000 linear feet of sewer lines received CCTV inspection, the City has not developed a CCTV program as discussed in the O&M section for the SSMP and does not appear to have moved forward with a formal evaluation of the system to identify rehabilitation and replacement projects. This goal was scheduled for completion by May 2017.

- 5) The City planned to clean the entire collection system on a biennial (2 year) schedule. This was identified as a goal in the SSMP and in the Staffing Assessment that was planned for completion in late July or early August 2017. There was no documentation showing this goal was met.

**Recommendation:** The City should continue to review these goals and make sure they are applicable to the operation, maintenance and management of the City's sewer system. Continue to update and work toward the completion of goals that have not been achieved in the next two years. Document how these goals have been met in Element 9: Monitoring, Measurement and Program Modification.

## 2.0 Organization [SSSWDR D.13(ii)]

SSSWDR D.13(ii) states:

The SSMP must identify:

- (a). The name of the responsible or authorized representative as described in Section J of this Order;
- (b). The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program. The SSMP must identify lines of authority through an organization chart or similar document with a narrative explanation; and
- (c). The chain of communication for reporting SSOs, from receipt of a complaint or other information, including the person responsible for reporting SSOs to the State and Regional Water Board and other agencies if applicable (such as County Health Officer, County Environmental Health Agency, Regional Water Board, and/or State Office of Emergency Services).

**Finding:** *Section D.13 (ii)(a):* The Interim Public Works Director: Henry Gonzalez and Environmental Programs Manager, Michael Grzan are the named Legally Responsible Officials (LROs) for the City on the City's CIWQS Facility-At-A-Glance Report. The City's SSMP only identifies Henry Gonzalez as a LRO in this section. The SSMP should also include a memo from the City's Principal Executive Officer formally designating Henry Gonzalez and Michael Grzan as a Legally Responsible Officials (LROs).

Pete Galvan is listed in the SSMP as a Data Submitter. The City's CIWQS report shows Data submitters as; Mario Salinas. These staff members are not listed in the Authorized Representatives section of the SSMP and Danny Hillstock is identified in the SSMP (Table 2-2 and Appendix 2A) as a LRO.

The City has recently reorganized with new staff members who may have responsibilities as Data Submitters or LROs. Revise the current SSMP and assign LRO and Data Submitters in CIWQS as applicable based on reorganization.

**Conclusion:** The section above is in partial compliance with *Section D.13 (ii)(a)*.

**Finding:** *Section D.13(ii)(b):* The SSMP identifies lines of authority through an organization table; Table 2-2 and Table 2-3 on pages 2-3 through 2-7 give a narrative explanation of staff descriptions and responsibilities for implementation and management of the SSMP.

Appendix 2A contains information and Organization charts showing lines of authority. This information is out of date and does not reflect current staff positions.

Table 2-2, 2-3 and Appendix 2A require updating to reflect current staffing positions and responsibilities for the management and implementation of the SSMP.

**Conclusion:** The section above is partial compliance with *Section D.13(ii)(b)*.

**Finding:** *Section D.13(ii)(c)*: The City SSMP; Section 2.4, provides a chain of communication utilized for responding to a SSOs. Staff is further directed to procedures developed for SSO Emergency Response in appendix 6B for staff directories and protocols for responding to these emergencies.

**Conclusion:** The section above is in compliance with *Section D.13(ii)(c)*. See recommendations below.

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## **Element 2 Sufficiency: Partial Compliance**

**Reference:** City SSMP, Revision 1 dated January 2017, CIWQS Facility At-A-Glance Report (May 28, 2021).

**Deficiencies:** Staff roles and responsibilities for the management and implementation for the SSMP are required to be updated based on changes in staffing (resignations and reorganizations). The SSMP does not include a memo from the City's Principal Executive Officer formally designating Henry Gonzalez and Michael Grzan as the LRO. Danny Hillstock is identified in the SSMP as a LRO but identified in CIWQS as a Data Submitter. Mario Salinas should be identified as a data submitter in the SSMP.

**Recommendation:** Update all City staff contact information on an ongoing basis, so this information is current and up to date. Add staff identified in CIWQS who have responsibilities as Data Submitters based on the City reorganization. The SSMP should also include a memo from the City's Principal Executive Officer formally designating Henry Gonzalez and Michael Grzan as Legally Responsible Officials (LROs) per Section J of the WDRs. Include this memo from the City's Principal Executive Officer formally designating staff members selected as a Legally Responsible Official (LRO) in the SSMP.

### 3.0 Legal Authority [SSSWDR D.13(iii)]

SSSWDR D.13(iii) states:

Each Enrollee must demonstrate, through sanitary system use ordinances, service agreements, or other legally binding procedures, that it possesses the necessary legal authority to:

- (a). Prevent illicit discharges into its sanitary sewer system (examples include I/I, storm water, chemical dumping, unauthorized debris and cut roots, etc.);
- (b). Require that sewers and connections be properly designed and constructed;
- (c). Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;
- (d). Limit the discharge of fats, oils, and grease and other debris that may cause blockages; and
- (e). Enforce any violation of its sewer ordinances.

This section was reviewed against the following sections of the City of Hollister Municipal Code which are referenced in the City SSMP Revision 1, January 2017:

- City Municipal Code:
  - Title 13.04 Articles I – IX: Sewer Service System

**Finding:** *Section D.13(iii)(a):* Illicit discharges such as storm water, debris, chemicals, waste, debris that obstruct, etc. are addressed in the following sections of City Municipal Code and referenced on page 13 of the City SSMP:

- City Municipal Code Referenced in SSMP:
  - Title 13.04 Article II: 13.04.220 – Surface Runoff Prohibited in Sewer
- Portions of City Municipal Code not referenced in SSMP that meet requirements for this section:
  - Title 13.04 Article II: 13.04.070 – Certain Water Prohibited from Sanitary Sewer
  - Title 13.04 Article II: 13.04.090 - Materials Prohibited in Sewers
  - Title 13.04 Article II: 13.04.100 – Materials Director May Prohibit

**Conclusion:** The section above is in compliance with *Section D.13(iii)(a)*.

**Finding:** *Section D.13(iii)(b):* Proper design and construction of private connections are addressed in the following City Municipal Code Sections:

- City Municipal Code Sections Referenced in SSMP:

- Title 13.04 Article III: 13.04.200 – Construction Codes and Standards
- Title 13.04 Article III: 13.04.210 – Sewer Elevation: Backflow and Check Device
- Title 13.04 Article III: 13.04.230 – Inspection of Construction
- Title 13.04 Article III: 13.04.240 – Protective Devices During Construction
- City of Hollister Standard Specifications: May 1992
- City of Hollister Design Standards: May 1992
- City of Hollister Engineering Department Standard Specifications
- July 2013 Standard Specifications:
  - City of Hollister Engineering Department Standard Plan
  - C-1-1: Type 1 Standard Manhole Pipe 6” to 18”
  - C-1-2: Standard Manhole for Pipe Cover Less than 36”
  - C-1-3: Standard Manhole Sections and Notes
  - C-1-4: Standard Manhole Frame and Concrete Collar
  - C-2-1: Sewer Lateral and Cleanout
  - C-2-2: Sewer Cleanout Frame/Cover & Concrete Collar
  - C-3: Sewer Lateral Tapping to Existing VCP Sewer Mains
  - C-4: Backflow Prevention Devices

**Conclusion:** The section above is in compliance with *Section D.13(iii)(b)*.

**Finding:** *Section D.13(iii)(c)*: The City SSMP and Municipal Code demonstrates that the City does not own and therefore does not require access to maintain or repair any portion of a Lateral Sewer, House Sewer or House Drain. Article III of Title 13.04.170 – Responsibility for Costs and Expenses summarizes the property owners’ responsibilities for sewer lateral ownership, maintenance and upkeep.

**Conclusion:** The section above is in compliance with *Section D.13(iii)(c)*.

**Finding:** *Section D.13(iii)(d)*: City has the authority to limit the discharge of FOG and other debris that may cause blockages into the system in the sections of code specified below:

- City Municipal Code Section Referenced in SSMP:
  - Title 13.04.100 - Materials Director May Prohibit
  - 13.04.120 - Grease Traps Required

**Conclusion:** The section above is in compliance with *Section D.13(iii)(d)*.

**Finding:** *Section D.13(iii)(e)*: City has the authority to enforce any violation of its sewer ordinances in the sections of the Municipal Code specified below:

- Article VII Enforcement:
  - Title 13.04.490 – Notification of Potential Problems
  - Title 13.04.500 – Notices to Employees

- Title 13.04.520 – Issuance of Cease and Desist Orders
- Title 13.04.530 – Harmful Contributions
- Title 13.04.540 – Submission of Time Schedule
- Article VIII Abatement:
  - Title 13.04.560 – Public Nuisance
  - Title 13.04.570 – Injunction
  - Title 13.04.580 – Damage to Facilities
  - Title 13.04.590 – Correction of Violations: Collection of Costs - Injunction
  - Title 13.04.600 – Civil Liabilities and Penalties
  - Title 13.04.610 – Falsifying Information
  - Title 13.04.620 – Termination of Service

**Conclusion:** The section above is in compliance with *Section D.13(iii)(e)*.

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**Element 3.0 Sufficiency: In Compliance**

**Reference:** City SSMP, Revision 1 dated January 2017, Pages 3-1 to 3-3, City of Hollister Municipal Code Title 13.04 Articles I – IX: Sewer Service System, City of Hollister Standard Specifications.

**Deficiencies:** No deficiencies identified.

**Recommendation:** If the City develops new sections or updates to the Municipal Code that provide additional or new sewer related legal authorities, incorporate these changes into the SSMP by reference and include this data in the appendix of this section.



## 4.0 Operation and Maintenance Program [SSSWDR D.13(iv)]

SSSWDR D.13(iv) states:

The SSMP must include those sections listed below that are appropriate and applicable to the Enrollee's system:

- (a). Maintain an up-to-date map of the sanitary sewer system, showing all gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable storm water conveyance facilities;
- (b). Describe routine preventive and operation and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer system with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance (PM) Program should have a system to document scheduled and conducted activities, such as work orders;
- (c). Develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual and TV inspections of manholes and sewer pipes, and a system for ranking the condition of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure assets. The plan shall include a time schedule for implementing the short- and long-term plans plus a schedule for developing the funds needed to the capital improvement plan;
- (d). Provide training on a regular basis for staff in sanitary sewer system operations and maintenance, and require contractors to be appropriately trained; and
- (e). Provide equipment and replacement part inventories, including identification of critical replacement parts.

**Finding:** *Section D.13(iv)(a):* All major sewer assets and appurtenances are identified in the City's GIS Sewer Atlas Map: 2010. City staff utilizes paper sewer atlases to locate specific sewer assets and track sewer line cleaning. The City also maintains a storm water collection conveyance map for storm water assets that may be impacted by a SSO. Sewer and Storm Water maps are maintained in the City GIS System and updated when the City Engineering Department completes updates to the Master Atlas map.

**Conclusion:** The section above is in compliance with *Section D.13(iv)(a)*. See recommendations section below.

**Finding:** *Section D.13(iv)(b):* The 2017 City SSMP provides a detailed overview of Routine Preventative Operation and Maintenance (O&M) for Pipelines, Manholes, and Lift Stations.

Sewer line cleaning and routine visual inspections are performed by City staff. Samples of documentation tracking the results of these activities for sewer lines and manholes were not available at the time of this audit. The City SSMP discusses sewer line cleaning occurring on a rotational schedule with High Maintenance Areas (HMAs) inspected and cleaned as warranted on a weekly basis. City staff has increased the frequency for inspecting/cleaning these HMAs to a Daily basis (Monday – Friday). Due to COVID-19, the City did put these inspection and maintenance activities on hold for a period of time.

The entire sewer system was previously planned to be cleaned over a two-year period as a goal of the SSMP once staffing levels are increased. It is unclear if staffing levels increased to the levels anticipated based on the results of a Sewer System Staffing Analysis completed in 2017 to help achieve this goal. Sewer line cleaning efforts and routine manhole inspections were proposed to be tracked on a Sewer Line Cleaning and Manhole Inspection Form; it was unclear at the time of this Audit if staff started to utilize this form. No documentation of sewer cleaning was available at the time of this Audit. System wide sewer cleaning objectives are not currently being met to comprehensively clean the system over a two-year period. As previously stated, there were interruptions in inspection and maintenance activities due to COVID-19 during part of the Audit period (2019-2021).

The City should evaluate its annual goals for line cleaning and develop a plan to provide the necessary resources to achieve comprehensive cleaning of the system on a bi-annual basis or some other interval based on staff knowledge, CCTV data and historical sewer data for the sewer collection and conveyance system.

The City's SSMP discusses staff conducting CCTV inspections on a varying percentage of sewer lines once they have been cleaned as part of a quality assurance plan for their sewer line cleaning program. Additionally, the SSMP commits to developing a comprehensive CCTV investigation and assessment program to identify, rank and prioritize areas of the sewer system that require rehabilitation and replacement by May 2017. No program, schedule or criteria for conducting these inspections was in place at the time of this audit. Records were available showing CCTV conducted between 2018-2020, however it was unclear what is being done with these CCTV records and what the plan and schedule is for inspecting and analyzing the remaining portions of the City Sewer System.

Operation and Maintenance for the (4) four City Lift Stations is conducted by City staff daily. Daily lift station observations are logged in a "lift station log". As of the date of this Audit, there was no evidence that staff has incorporated a new lift station log sheet to record additional data on each station to better track lift station performance and maintenance. Annual maintenance has historically been performed by an outside contractor to evaluate and maintain lift station pumps and controls; records were provided demonstrating this annual maintenance has occurred over the past two (2) years. Data and specifications for each lift station are also included in the appendix of this element to support staff on specific lift station system components. Upgrades to these lift stations has occurred in the past 2 years, this data should be updated and incorporated in the SSMP for staff reference.

The results of future sewer line cleaning and manhole inspections should be tracked and summarized on a semi-annual basis. This summary should include flow conditions, cleaning activities and their effectiveness, and the physical condition of each manhole if applicable. A summary of; visual and CCTV investigations, sewer line cleaning, manhole and other pertinent inspection records should be documented, summarized and analyzed to assist in the development of future rehabilitation and replacement projects within the collection system.

The City has also adopted a Work Order System to assist with required maintenance in various areas of the collection and conveyance system and for tracking of all staff time and service. Staff reports that these work orders are currently reactive in nature with the majority of these work orders being generated based on incoming calls or requests for O&M activities such as USA locates, sewer line backups, odor complaints, etc....

**Conclusion:** The section above is in partial compliance with *Section D.13(iv)(b)*. See recommendations section below.

**Finding:** *Section D.13(iv)(c)*: The City SSMP provides a formal Rehabilitation and Replacement Plan which is based on the results of two investigative efforts:

- The City 2018 Sanitary Sewer Collection System Master Plan (SSCSMP)
- CCTV Investigative Program; scheduled for completion April 2017

A Capital Improvement Plan was developed by the City to address areas of the collection system requiring rehabilitation or replacement based on structural defects and deficient capacity. These projects were scheduled to begin in 2017 and end in 2021. The City has completed two of the six pipeline projects identified in the SSCSMP and upgrades to the GLP and Airport Lift Stations per City records provided at the time of this Audit.

The City's budget for CIP between 2018/9 and 2022/23 includes \$5.6 million dollars for sewer line upgrades and pipeline upgrades identified in the SSCSMP. The City has adequate funding through their sewer enterprise fund to complete these six remaining CIPs. The City plans to re-evaluate the need for additional sewer improvement projects and funding in future fiscal years.

The City did not develop a formal CCTV Program by the April 2017 due date identified in the SSMP. It was unclear at the time of this audit if the City was planning to develop and implement a CCTV Investigation program in the future to collect additional data to develop its Rehabilitation and Replacement Program.

**Conclusion:** The section above is in substantial compliance with *Section D.13(iv)(c)*. See recommendations section below.

**Finding:** *Section D.13(iv)(d)*: The 2017 SSMP states that staff are trained through several different methods such as formal classroom training and physical on the job training to assess staff member working knowledge of job duties.

The City developed Standard Operating Procedures for several sewer collection system tasks in 2017. A list of these procedures is as follows:

- o SOP- 1: Preventative Maintenance Program
- o SOP- 2: Lift Station Operation and Maintenance
- o SOP- 3: Annual Collection System Cleaning and High Maintenance Area Cleaning
- o SOP- 4: Maps and Geographic Information System (GIS) Updates
- o SOP- 5: Underground Service Alert (USA) Marking
- o SOP- 6: Sewer Connection Requests
- o SOP- 7: Routine Traffic and Crowd Control
- o SOP- 8: Collection System Training Requirements

During this audit there were records demonstrating training had occurred over the course of the past two years for topics outside the above-mentioned procedures. Records indicated that the last training on standard operating procedures conducted was in 2020 for Vac Con Training and Generator Training.

**Conclusion:** The section above is in marginal compliance with *Section D.13(iv)(d)*. See recommendations section below.

**Finding:** *Section D.13(iv)(e)*: A list of collection system critical parts and equipment is provided in the City's SSMP. The City describes the maintenance of critical parts and equipment as a "use and reorder" system where parts and equipment are kept in sufficient quantity to allow for "multiple emergency and routine usages". The City's list includes parts and equipment for Lift Stations, pipelines and mobile equipment such as generators and Vac Con trucks. Contact information for suppliers of critical parts and equipment that may not be in stock and contracted services that may be critical to the City's operations are also included in this list.

**Conclusion:** The section above is in compliance with *Section D.13(iv)(e)*. See recommendations section below.

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### **Sufficiency: Partial Compliance**

**Reference:** City SSMP Revision 1 dated January 2017, Critical Parts and Equipment List, Hot Spot List, Lift Station Log Template, Sewer Line Cleaning Log Template, Sewer System O&M SOPs, 2018 SSCSMP, 2019 & 2020 CCTV logs.

**Deficiencies:** It was unclear at the time of the audit if a formal program for O&M activities as identified in the SSMP had been implemented. There was not clear documentation that identified tasks have been performed. Implementation of training, and other programs identified in the subsections of this Element were not completed such as; bi-annual cleaning of the sewer system, tracking and analysis of O&M activities such as line, cleaning, manhole inspections and routine Lift Station operation logs.

**Recommendation:** Sections of the O&M Program to be created and documented in the next SSMP revision include:

- Implement the O&M Program for all sewer assets and appurtenances and update the plan and schedule to maintain these assets. Keep a work history record of these activities.

- Develop a program for implementing a CCTV and manhole assessment program. Include documentation and a summary of CCTV, and manhole inspection results as they occur over the course of future calendar years.
- The results of future sewer line cleaning and manhole inspections should be tracked and included in the SSMP on a semi-annual basis.
- Update the Rehabilitation and Replacement (R&R) with CCTV sewer line condition assessments and future manhole inspection data when complete. Develop a short- and long-term CIP completion schedule based on the results of these inspections along with methods to fund these projects.
- Update lists associated with critical parts and equipment necessary for the operation and maintenance of City assets when new facilities or equipment are installed or purchased.
- Implement the O&M training procedures and train on these procedures annually. Maintain documentation of this training.

## 5.0 Design and Performance Provisions [SSSWDR D.13(v)]

SSSWDR D.13(v) states:

- (a). Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations, and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and
- (b). Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

**Finding:** *Section D.13(v)(a)*: The City states in the SSMP that it utilizes the following for design and construction standards:

May 1992 City Standard Specifications:

- Section 4: Control of Material
- Section 5: Utilities
- Part 2 Construction Materials – Section 100, 200 and 300.

May 1992 City Design Standards

- Section 2: Construction Plans
- Section 5: Sanitary Sewers

July 2013 City of Hollister Engineering Department

- C-1-1: Type 1 Standard Manhole Pipe 6" to 18"
- C-1-2: Standard Manhole for Pipe Cover Less than 36"
- C-1-3: Standard Manhole Sections and Notes
- C-1-4: Standard Manhole Frame and Concrete Collar
- C-2-1: Sewer Lateral and Cleanout
- C-2-2: Sewer Cleanout Frame/Cover & Concrete Collar
- C-3: Sewer Lateral Tapping to Existing VCP Sewer Mains
- C-4: Backflow Prevention Devices

Copies of the design and construction standards identified above are included in the appendix of the City's SSMP.

The City also ensures that Design standards, specifications, and testing requirements for new and replacement sewer pump stations and other Capital Projects are developed on a case by case basis to meet the requirements of each site and incorporated into each project plan set by a registered Professional Engineer.

**Conclusion:** The section above is in compliance with *Section D.13(v)(a)*.

**Finding:** *Section D.13(v)(b)*: Procedures and standards for the acceptance testing and inspection of new and repaired sewer main and appurtenances are also found in the previously mentioned; Design Standards, Standard Specifications, and Standard Plans: Section 306- Underground Conduit Construction. Testing methods for additional sewer appurtenances are developed on a case-by-case basis and incorporated into individual plan sets for each project.

**Conclusion:** The section above is in compliance with *Section D.13(v)(b)*.

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**Element 5.0 Sufficiency: In Compliance**

**Reference:** City SSMP, Revision 1 dated January 2017, City of Hollister Design Standards, Standard Specifications and Standard Plans: 2013, May 1992 City Standard Specifications and Design Standards,

**Deficiencies:** No deficiencies identified.

**Recommendation:** Any future updates to the City's Design Standards, Standard Specifications and Standard Plans should be included by reference in the next update to the SSMP for compliance with this section. Updates to these standards should be incorporated into the Appendix of the SSMP in future updates.



## 6.0 Overflow Emergency Response Plan (OERP) [SSSWDR D.13(vi)]

SSSWDR D.13(vi) states:

Each Enrollee shall develop and implement an overflow emergency response plan that identifies measures to protect public health and the environment. At a minimum, the plan must include the following:

- (a). Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSOs in a timely manner;
- (b). A program to ensure appropriate response to all overflows;
- (c). Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. health agencies, Regional Water Boards, water suppliers, etc.) of all SSOs that potentially affect public health or reach the waters of the State in accordance with the MRP. All SSOs shall be reported in accordance with this MRP, the California Water Code, other State Law, and other applicable Regional Water Board WDRs or NPDES permit requirements. The SSMP identifies the officials who will receive immediate notification;
- (d). Procedures to ensure that appropriate staff and contract personnel are aware of and follow the Emergency Response Plan and are appropriately trained;
- (e). Procedures to address emergency operations, such as traffic and crowd control and other necessary response activities; and
- (f). A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated or partially treated wastewater to waters of the United States and minimize or correct any adverse impact on the environment resulting from the SSOs, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

**Finding:** *Section D.13 (vi)(a):* The City's SSMP provides information for a notification process to ensure primary responders and regulatory agencies are informed of a SSO in a timely manner. Specific procedures related to primary response and regulatory notifications are provided in the appendix of the SSMP. A flow chart is provided showing the City's SSO Response Chain of Command. This flow chart should be updated showing current staffing and staff responsibilities.

**Finding:** *Section D.13 (vi)(b):* The City's 2017 OERP includes nine (9) SSO Emergency Response Procedures as part of the overall Emergency Response Program to assist City staff in the event of a SSO. The procedures are as follows and are included in the appendix of the SSMP:

- 1. SS-EOP-01: Overflow Emergency Response Plan
- 2. SS-EOP-02: SSO Notification
- 3. SS-EOP-03: SSO Reporting
- 4. SS-EOP-04: SSO Traffic and Crowd Control

5. SS-EOP-05: SSO Volume Estimation
6. SS-EOP-06: SSO Mitigation and Cleanup
7. SS-EOP-07: Water Quality Monitoring and SSO Impact Assessment
8. SS-EOP-08: SSO Response Documentation and Records
9. SS-EOP-09: SSO Training Requirements

**Finding:** *Section D.13 (vi)(c):* A overview and flowchart showing the current notification process is included in this section of the SSMP. This notification and reporting procedure was updated in 2017 to comply with State Board Order 2013-0058-EXEC adopted in July 2013 (2013 Monitoring and Reporting Requirements). The following procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities were reviewed during the audit:

- SS-EOP: SSO Notification
- SS-EOP: SSO Reporting

**Finding:** *Section D.13 (vi)(d):* The SSMP discusses development of a formal program to train City staff on the OERP and associated procedures. As of this date of this audit, the City had initiated only a small portion of this training. Contractors are not currently utilized for City O&M projects; therefore, the City has not developed/included a program to ensure contractor awareness and training on the OERP. Contractors working for the City who may be working on sewer line replacements or lift station improvements should be informed/trained on applicable sections of the City's OERP in the event a SSO occurs during a contracted project.

**Finding:** *Section D.13 (vi)(e-f):* Procedures to address emergency operations, such as emergency traffic and crowd control, surface water quality monitoring, and other necessary response activities are identified and included in the 2017 SSMP. These procedures are as follows:

- SS-EOP: Overflow Emergency Response Plan
- SS-EOP: SSO Traffic and Crowd Control
- SS-EOP: SSO Volume Estimation
- SS-EOP: SSO Mitigation and Cleanup
- SS-EOP: Water Quality Monitoring and SSO Impact Assessment

**Conclusions:** The sections above are in partial compliance with *Sections D.13 (vi)(a-f)*. See recommendations below.

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## **Element 6.0 Sufficiency: Partial Compliance**

**Reference:** City SSMP Revision 1 dated January 2017, City of Hollister SSO EOPS #1-9, Spill response Reference Guide.

**Deficiencies:** The City should include a program for contractor awareness and training on the City's OERP. City staff should focus on completion of annual training on emergency response procedures to help ensure a standardized approach to SSO response. Procedures require updating based on current staff positions and staff responsibilities which have changed since last SSMP Update.

**Recommendation:** Update each Emergency Operating Procedure and the OERP as conditions warrant based on staffing changes and changes in operational conditions or changes in response protocols. Implement the emergency response program and supporting SSO response procedures identified and provided in the 2017 SSMP. Train staff annually on this OERP and the associated procedures. Document all staff training. Develop a program for contractor awareness and training on the City's OERP.

## 7.0 Fats, Oils, and Grease (FOG) Control Program [SSSWDR D.13(vii)]

SSSWDR D.13(vii) states:

Each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an Enrollee determines that a FOG program is not needed, the Enrollee must provide justification for why it is not needed. If FOG is found to be a problem, the Enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged to the sanitary sewer system. This plan shall include the following as appropriate:

- (a). An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;
- (b). A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
- (c). The legal authority to prohibit discharges to the system and identify measures to prevent SSOs and blockages caused by FOG;
- (d). Requirements to install grease removal devices (such as traps or interceptors) and the development of design standards for such devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
- (e). Authority to inspect grease producing facilities, enforcement authorities, and whether the City has sufficient staff to inspect and enforce the FOG ordinance;
- (f). An identification of sewer system sections subject to FOG blockages and establishment of a cleaning maintenance schedule for each section; and
- (g). Development and implementation of source control measures for all sources of FOG discharged to the sewer system for each section identified in (f) above.

After the issuance of the Statewide General WDRs in 2006, the City determined that FOG is an on-going problem in the sewer collection system and a FOG Program was needed. The City estimates there are over One Hundred and Twenty-Five (125) Food Service Establishments (FSEs) in its service area. *A review of City SSOs Field Reports between 2019 and 2021 shows 50% of SSOs have been caused by FOG.* This is an improvement from the prior two-year period in which FOG was the cause of approximately 80% of City SSOs.

**Finding:** *Section D.13(vii)(a):* The City SSMP Revision 1, 2017, pages 7-2 to 7-3, discusses a plan to develop an Outreach and Education Program for Food Service Establishments (FSEs) and Residents within the City's service area by April 2017 with implementation of this outreach program by May 2017. Additionally, the City committed to beginning the process of visiting FSEs in May 2017 to begin the process of informing business owners about the FOG Control Program and initiating the process of permitting these facilities.

Due to reorganizations within City departments, staffing constraints, and restrictions associated with COVID 19, the City has not met these objectives. The City began the process of collecting data from FSEs within their service area in May 2017 by utilizing a “Food Service Establishment Grease Control Device Survey”. The City also conducted initial training for sewer system maintenance and code compliance staff on the components of FOG Control Programs in preparation for contact with City FSEs. There was no evidence demonstrating the additional components of the program discussed in the SSMP have been initiated at the time of this Audit.

**Conclusion:** The section above is in marginal compliance with *Section D.13(vii)(a)*. See recommendations below.

**Finding:** *Section D.13(vii)(b)*: The City SSMP Revision 1, 2017, does not provide a plan and schedule for the disposal of FOG generated within the sanitary sewer system service area as there are no FOG disposal facilities in the vicinity. The SSMP does identify a list of licensed FOG hauling contractors who are required to dispose of FOG at a certified disposal facility.

**Conclusion:** The section above is in compliance with *Section D.13(vii)(b)*.

**Finding:** *Section D.13(vii)(c)*: The legal authority to prohibit discharges to the collection system and identify measures to prevent FOG-caused SSOs is located in the following City Municipal Code Sections:

- 13.04.090 - Materials Prohibited in Sewers
- 13.04.100 - Materials Director May Prohibit
- 13.04.120 - Grease Traps Required

**Conclusion:** The section above is in compliance with *Section D.13(vii)(c)*.

**Finding:** *Section D.13(vii)(d)*: The City Municipal Code Section 13.04.120 *Grease Traps Required*, requires FSEs to install a Fats, Oils, and Grease Control Device when it is determined by the Director of Public Works a trap or interceptor is necessary. Municipal Code Section 15.04.050 requires facilities to install grease traps or interceptors based on the 2013 Edition of the California Building Standards – Part 5: California Plumbing Code. The City did develop; maintenance requirements, BMP requirements, record keeping and reporting requirements for individual FSEs as required by this subsection of the GWDRs.

**Conclusion:** The section above is in compliance with *Section D.13(vii)(d)*.

**Finding:** *Section D.13(vii)(e)*: The City Municipal Code Title 8.32.070 gives the City the authority to inspect and enforce violations of its Municipal Code. Applicable conditions specific to FOG control are included in Title 13.04. It was unclear at the time of this Audit if the City has sufficient staff to develop and implement a comprehensive FOG Control Program. A program has not been developed as of the date of this Audit. The City completed a staffing assessment as an amendment to the current Sewer Master Plan. Implementation of a FOG Control Program was included as part of this assessment but as of the date of this Audit, a formal plan for staffing a FOG Control Program was not available.

**Conclusion:** The section above is in partial compliance with *Section D.13(vii)(e)*.

**Finding:** *Section D.13(vii)(f):* The City SSMP, Revision 1, 2017 discusses High Maintenance Areas (HMAs) which are subject to grease blockages. These forty-three (43) areas are inspected daily and cleaned when there is a visual indication of an obstruction. A general overview of these areas is provided in the SSMP in addition to an inspection/cleaning log for these locations. Staff tracks activity at these hot spots based on visual observations that require cleaning over the course of each year.

**Conclusion:** The section above is in compliance with *Section D.13(vii)(f)*.

**Finding:** *Section D.13(vii)(g):* The City SSMP Revision 1, 2017, states that the City is not planning to develop and/or implement additional source control measures for FOG control other than the measures indicated in Sections a-f of the SSMP.

**Conclusion:** The section above is in compliance with *Section D.13(vii)(g)*.

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**Sufficiency: Partial Compliance**

**Reference:**

- SSMP Revision 1 dated January 2017 p. 7-1 to 7-10;
- City Municipal Code Chapter 13.04, 15.04 and 8.32
- CIWQS SSO Public Report – City of Hollister: Detail Page
- City Grease Control Outreach Materials
- FOG Scheduling System Spreadsheet
- FOG BMP Handout

**Deficiencies:** The City is behind schedule with the commitments discussed in this Element of the 2017 SSMP for the development and implementation of a FOG Control Program. Current CIWQS data shows that FOG has contributed to approximately 50% of the SSOs experienced by the City between 2019 and 2021.

**Recommendation:** The City should continue to develop a formal FOG Control Program and summarize this program in applicable subsections of this SSMP Element. Components of this program should:

- Update the plan and schedule in the current SSMP to better reflect the development and implementation of a formal FOG Control Program when this plan is developed, and implementation is under way.
- Develop a program for the regular inspection of FSEs
- Update applicable portions of the City Municipal Code relevant to FOG Control
- Clearly state FOG specific enforcement measures, when necessary,
- Include a control mechanism such as a FOG discharge permit,
- If it is determined that residential areas of town are contributing to FOG related SSOs and/or additional maintenance, increase efforts for residential FOG Control outreach,
- Adopt design standards for FOG Control Devices such as Grease Traps and Interceptors
- Provide a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area

## 8.0 System Evaluation and Capacity Assurance Plan [SSSWDR D.13(viii)]

SSSWDR D.13(viii) states:

The Enrollee shall prepare and implement a capital improvement plan (CIP) that will provide hydraulic capacity of key sanitary sewer system sections for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

- (a). **Evaluation:** Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to a SSO discharge deficiency. The evaluation must provide estimates of peak flows (including flows from SSOs that escape from the system) associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacity) and the major sources that contribute to the peak flows associated with overflow events;
- (b). **Design Criteria:** Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and
- (c). **Capacity Enhancement Measures:** The steps needed to establish a short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternatives analysis, and schedules. The CIP may include increases in pipe size, I/I reduction programs, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify sources of funding.
- (d). **Schedule:** The Enrollee shall develop a schedule of completion dates for all portions of the capital improvement program developed in (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in Section D.14.

**Findings:** *Section D.13(viii)(a-d):* The City has identified areas of the collections system that are currently or projected to have inadequate capacity as a result of build out within the City. These areas were identified in a Sanitary Sewer Collection System Master Plan (SSCSMP), completed in 2018 which provides an analysis of existing and future dry weather flow conditions for sewer lines and lift stations. Wet weather flow conditions were not included as part of this analysis as the City has not observed any significant Inflow and Infiltration in their system and there have been no records of capacity related SSOs since 2011. Wet weather estimates gathered from the City WWTP show a 2% increase in flows due to Inflow and Infiltration which has not had a negative effect on the collection and conveyance system. The City SSCSMP includes design criteria, and capital projects which are ranked to determine priority for future construction.



### Lift Stations

The analysis concludes that all (4) four City owned lift stations are adequate to meet existing capacity needs and (2) two of the (4) will require capacity related upgrades to meet future development demands.

### Sewer Lines

The City SSCSMP identifies (6) six areas of the existing collection and conveyance system that are capacity deficient under existing maximum flow conditions and (9) nine areas of the existing collection and conveyance system that will be capacity deficient under future build out conditions.

The City has developed a 5-year schedule for implementation of capital improvement projects as outlined in the 2010 Master Plan and associated City 2018/19 to 2022/23 CIP Program approved in 2018 by the City Council. The City plans to reevaluate the CIP Program and prioritize capacity related projects on an ongoing basis.

**Conclusion:** The section above is in compliance with *Section D.13(viii)(a-d)*. See recommendations below.

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### **Sufficiency: In Compliance**

**Reference:** City Revision 1 dated January 2017; City of Hollister Sanitary Sewer Collection System Master Plan 2018. Capital Improvements Projects Program: Wastewater – 2018/19 to 2022/23.

**Deficiencies:** None at this time.

**Recommendation:** An updated schedule summarizing the status of capacity related projects should be included or referenced in the SSMP.

## 9.0 Monitoring, Measurement, and Program Modifications [SSSWDR D.13(ix)]

SSSWDR D.13(ix) states:

The Enrollee shall:

- (a). Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
- (b). Monitoring the implementation and, where appropriate, measure the effectiveness of each section of the SSMP;
- (c). Assess the success of the preventative maintenance program;
- (d). Update program sections, as appropriate, based on monitoring or performance evaluations; and
- (e). Identify and illustrate SSO trends, including frequency, location and volume.

**Finding:** *Section D.13(ix)(a):* The City has not maintained relevant information necessary to establish and prioritized SSMP activities in the SSMP and has not, as of the date of this audit, maintained and assessed records associated with O&M activities, such as sewer cleaning records, emergency callout records, and emergency work reports. The City should implement the plan and schedule identified in the 2017 SSMP to further assess the condition of the collection system and to help evaluate the effectiveness of SSMP related activities.

**Conclusion:** The section above is out of compliance with *Section D.13(ix)(a)*. See recommendations below.

**Finding:** *Section D.13(ix)(b) and (c):* The City does not formally evaluate on an annual basis the implementation or effectiveness of each section of the SSMP or preventative maintenance activities.

**Conclusion:** The section above is out of compliance with *Section D.13(ix)(b) and (c)*. See recommendations below.

**Finding:** *Section D.13(ix)(d):* The City SSMP was updated in 2017 based on the findings of the 2016 SSMP Audit, however sections of the SSMP are now out of date and require updates.

**Conclusion:** The section above is in partial compliance with *Section D.13 (ix)(d)*. See recommendations below.

**Finding:** *Section D.13(ix)(e):* The City SSMP began tracking the frequency, location, and cause, of SSOs in 2017 and has included historical data between 2010 and 2015 in Table 9-2 of the SSMP. Data is required to be entered and analyzed from 2016 – 2020 and future years to allow the City to trend this SSO data. A review of recent CIWQS reports do not document the cause of SSOs. This data should be entered into CIWQS in the future to enable the City to better trend the causes of SSOs.

**Conclusion:** The section above is in partial compliance with *Section D.13(ix)(e)*. See recommendations below.

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**Sufficiency: Partial Compliance**

**Reference:** City SSMP Revision 1 dated January 2017. CIWQS Report 5/28/21.

**Deficiencies:** The City has not demonstrated that it has taken steps to implement the plan identified in their 2017 SSMP to formally evaluate and update their SSMP based on the directives included in this element. The SSMP and this Element of the WDRs requires enrollees to evaluate the implementation or effectiveness of each SSMP Section. At the time of this Audit, the City had not demonstrated that they were collecting and reviewing the necessary data to conduct these evaluations.

**Recommendation:** Implement the written program to schedule, track, and evaluate the effectiveness of preventative maintenance for the sanitary sewer system. Review and assess the effectiveness of each SSMP section annually. Update the written record of SSO trend evaluation and identification at the end of each calendar year. Collect necessary data, assess this data and incorporate annual findings into this SSMP Element annually.

## 10.0 Sewer System Management Plan Program Audit [SSSWDR D.13(x)]

SSSWDR D.13(x) states:

As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSOs. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the Enrollee's compliance with the SSMP requirements identified in this subsection (D.13), including identification of any deficiencies in the SSMP and steps to correct them.

**Finding:** *Section D.13(x):* The City developed a formal schedule and procedure to complete SSMP Audits on a two (2) year interval prior to the required August 2<sup>nd</sup> deadline in the identified calendar year. The City identifies the following as part of the Audit process:

- 1) Data that should be reviewed in a SSMP Audit Data and Records Request,
- 2) A summary of the Audit Procedure, and
- 3) Ranking Criteria for the Audit

The City completed the required 2019 Audit prior to the August 2, 2019 due date. The Audit Report assesses the City SSMP compliance with the SSGWDRs and the City's effectiveness in implementing their SSMP.

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### Sufficiency: In Compliance

**Reference:** City SSMP Revision 1 dated January 2017, Pages 10-1 thru 10-3.

**Deficiencies:** In the past three audit cycles the City has been substantially effective at implementing this section. The 2015 SSMP Audit was due on or before August 2, 2015 but completed on November 2, 2015. The 2019 Audit was completed prior to the August 2, 2019 deadline and the 2021 Audit is forecasted to be completed prior to August 2, 2021.

**Recommendation:** The next bi-annual audit is due prior to August 2, 2023, based on the August 2, 2009 required date of adoption. Schedule future SSMP Audits prior to the bi-annual date to ensure compliance with this section utilizing a format that meets the requirements found in Section D. 13 of the SSSWDRs.

## 11.0 Communication Program [SSSWDR D.13(xi)]

SSSWDR D.13(i) states:

The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communication system shall provide the public the opportunity to provide input to the Enrollee as the program is developed and implemented.

The Enrollee shall also create a plan of communications with systems that are tributary and/or satellite to the Enrollee's sanitary sewer system.

*Section D.13 (xi):* The City SSMP identifies the necessary components and methods to ensure adequate communications with stakeholders, the general public and interested parties regarding the development and implementation of the SSMP. The City presented the SSMP to the City council in February 2017 at a regular Council Meeting, discussing all eleven (11) elements and supporting programs.

The SSMP is also posted on the City website: <http://hollister.ca.gov/government/city-departments/engineering/>. Additional communication efforts were planned to occur on an ongoing basis however there was no evidence of additional communication program implementation occurring at the time of this audit. The City should calendar the communication tasks outlined in the SSMP to ensure they are carried out for compliance with the requirements in this element of the SSMP.

The City identifies one satellite/tributary system (San Benito County Labor Camp) connected to the City sewer system in the SSMP. Annual meetings are identified to be conducted in October with this entity to discuss sewer best management practices and FOG control. At the time of this Audit, these communications had not occurred.

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### Sufficiency: Partial Compliance

**Reference:** City SSMP Revision 1 dated January 2017, City of Hollister website: [www.Hollister.ca.gov](http://www.Hollister.ca.gov).

**Deficiencies:** There was no evidence documenting communication efforts with San Benito County Labor Camp as prescribed in the City's SSMP. Additionally, there was no evidence that Social Media outreach and annual City Council meeting outreach regarding the SSMP and sewer O&M occurred.

**Recommendation:** Implement the plan and schedule identified in the SSMP Communication Program involving the City Council, interested stakeholders and members of the public. Keep a record of all outreach efforts and coordination as supporting documentation for this section of the SSMP. Follow through with outreach efforts involving satellite/tributary sewer systems to your collection system and document any communications conducted with them relevant to the City's SSMP and supporting programs.

## Records List by SSMP Section

- 1.0 Goals – See Records under Sections 3 - 11**
- 2.0 Organization**
  - a. SWRCB CIWQS Facility at a Glance City of Hollister: June 2021
  - b. City Council Meeting Minutes (SSMP Adoption), 2/21/17
- 3.0 Legal Authority**
  - a. City of Hollister Municipal Code, Chapter 13.
- 4.0 Operation and Maintenance Program**
  - a. City Critical Parts, Equipment, Vendor and Contractor List 2021
  - b. Sewer Line Daily Route (Hot Spot) List & Cleaning Log Templates
  - c. Lift Station Log Templates
  - d. Sewer Line Cleaning Log Templates
  - e. Lift Station Invoices – 2019 – 2021 – Upgrades, Maintenance and Service Calls
  - f. 2010 Sanitary Sewer Collection System Master Plan
  - g. City of Hollister Capital Improvement Program 2018/19 – 2022/23
  - h. CCTV Logs 2018-2020
  - i. O&M & Safety Training Logs 2020
- 5.0 Design and Performance Standards**
  - a. City of Hollister Design Standards, Standard Specifications and Standard Plans: 2013,
  - b. City Municipal Code, Chapter 13
- 6.0 Overflow Emergency Response Plan**
  - a. CIWQS Operations Report 5/28/21
  - b. SSO Reports 2019 & 2020
- 7.0 Fats, Oils, and Grease Program**
  - a. City Municipal Code: Chapter 13
  - b. CIWQS SSO Public report – City of Hollister Detail Page: June 2021
  - c. City FOG BMP Handout
- 8.0 System Evaluation and Capacity Assurance Plan (SECAP)**
  - a. City of Hollister Sanitary Sewer Collection System Master Plan 2010
  - b. City of Hollister Capital Improvement Program 2018/19 – 2022/23
- 9.0 Monitoring, Measurement, and Program Modifications**
  - a. SWRCB CIWQS Facility at a Glance and City Operational Report: June 2021
  - b. City of Hollister SSMP Task List, 2017 Rev 1
- 10.0 SSMP Audits**
  - a. City of Hollister 2019 SSMP Audit Report
  - b. SSMP Audit: 2021 Data and Records Request
- 11.0 Communication Program**
  - a. City of Hollister Website: [www.Hollister.ca.gov](http://www.Hollister.ca.gov)