

September 15, 2022

# Public Spill Notification Plan

RUSSIAN RIVER COUNTY SANITATION DISTRICT

PREPARED BY SONOMA COUNTY WATER AGENCY



# RUSSIAN RIVER COUNTY SANITATION DISTRICT SPILL NOTIFICATION PLAN

## Purpose

The purpose of this plan is to ensure that members of the community who might be affected, or potentially affected, by a sanitary sewer overflow (SSO) are notified in a timely manner and through clear communications.

Public notifications will be issued for any reportable dry weather SSO that is the responsibility of the Russian River County Sanitation District (District) when there is a potential to impact the public.

Noticing of anticipated or active SSOs due to predicted flood events or extreme weather will be coordinated with the Sonoma County's Emergency Operation Center, which is the lead entity in issuing flood alerts and in disseminating information regarding extreme weather events and potential flood dangers (including sewage spills).

The type of notification could include signage, flyers, press releases, and alerts, depending on the size, location and duration of the event (see "How and when notification will occur" and Table 1 for additional information).

## Who is notified

People who could be impacted by the SSO, or by the actions taken to respond to and/or correct the SSO, will be notified as follows:

Dry weather and non-flood wet-weather incidents:

- **Residents and businesses** in the local neighborhood and/or downstream of the SSO. The extent of the notification area will depend on the size, duration, and/or resolution of the SSO. (See Table 1 for details.)
- **The general public**, if SSO occurs near a facility, park, shopping center, or any area that is publicly accessible. (In regard to notifications involving public beaches, the district immediately notifies CalOES of confirmed SSOs. This notification triggers notification of Sonoma County Public Health, which is the agency responsible for beach closures and signage.)
- **The general public**, if SSO and/or response has the potential to interrupt services (sewer, water, power) or traffic.

Notification of SSOs during floods and/or extreme weather events that result in the activation of Sonoma County's Emergency Operation Center (EOC), will be coordinated with the EOC which is the lead entity in issuing flood and weather alerts and in disseminating information regarding potential flood dangers (including sewage spills).

In general, notification of dry weather and non-flood SSOs will be targeted to people who are directly impacted by the SSO or have the potential to be impacted because of the incident's size, duration, location, flow or resolution. For example:

- A small SSO that is confirmed to be the District's responsibility, is contained to the immediate incident area, has no or minimal runoff, and is quickly contained and repaired: Notification will be signage at the incident location until the clean-up is completed and personal outreach to homes/businesses in the immediate vicinity of the SSO.
- A medium SSO (a few hundred to less than 5,000 gallons) that is confirmed to be the District's responsibility, has some runoff, requires a few hours to contain and repair but does not require a shut-down of the system or a call for reduced usage: Notification will be signage at the incident location until the clean-up is completed, flyers to homes/businesses in the vicinity that could be impacted by the SSO, and/or repaired, and website updates.
- A larger SSO (more than 5,000 gallons) that is confirmed to be the District's responsibility, has runoff, is in a location frequented by general public, cannot be immediately contained, requires several hours/days to repair, or requires a system shut-down or reduction in use: Notification will include signage, flyers to homes/businesses in the vicinity, website updates, press release(s), and social media updates, and, if appropriate, an alert issued through either the Sonoma Water Alert Notification System (SWANS) or the County of Sonoma alert notification system.

#### When notification will occur

The notification process will begin immediately upon staff confirmation of the SSO location and District responsibility. Updates and additional notifications will be provided as the situation is resolved, and/or develops, and when accurate information is available regarding the location, potential impacts of, and planned resolution to the SSO.

Timing of the notifications will partially depend on the communication methodology used. For example, signage, which is carried in District trucks, will be erected immediately. Personal outreach to immediate residents/businesses will begin as soon as maintenance staff has assessed the situation and is available to talk to neighbors. Flyers will be delivered to surrounding neighbors and press releases/social media will be issued as soon as public information staff can update and distribute the materials. If appropriate and necessary, alerts via email/text/phone may be issued within minutes during larger emergencies.

Notification during wet weather SSOs (due to flooding or extreme weather events) will be coordinated with Sonoma County's Emergency Operation Center, which is the lead entity in issuing flood and weather alerts and in disseminating information regarding potential flood dangers (including sewage spills).

### How notifications will occur

The methods used to notify people of dry weather and non-flood SSOs will be dependent on the location, duration, and size of the incident, and may include the following tools:

- Signage: To be carried in maintenance vehicles and to be erected at the incident location, immediately upon confirmation that a SSO is occurring and is the responsibility of the district.
- Personal contact: Maintenance supervisor or staff will reach out to immediate businesses and residents to inform them of the SSO and to provide contact information.
- Flyers: For medium-to-large SSOs, flyers in both English and Spanish, will be distributed by public information staff to homes and businesses in the vicinity.
- Social media: For larger SSOs, when overflow and location have been confirmed, the District will provide information via social media. Social media will be updated as more information becomes available.
- Website: For medium-to-large SSOs, informational updates will be provided at <https://sonomawater.org>.
- Press releases: For larger SSOs, when overflow and location have been confirmed, the District will provide information via a press release.
- Email/text/phone alert notifications: For larger SSOs, with potential impacts beyond the incident location, the District is working with Sonoma Water and the County of Sonoma to develop a notification system and protocols for use. Options include the Sonoma Water Alert Notification System (SWANS) and/or the county alert notification system (via Nixle).

Wet weather notifications (during floods or extreme weather events) will be coordinated with the county Emergency Operations Center and could include a combination of the above notification methodologies.

**TABLE 1: Notification methodology and timing**

INCIDENT	WHO NOTIFIED	COMMUNICATION METHOD	TIMING
SSO, non-district responsibility	Communicate with property owner regarding spill and obligations	<ul style="list-style-type: none"> <li>• Personal communication</li> </ul>	<ul style="list-style-type: none"> <li>• As soon as property owner can be reached</li> </ul>
Small dry-weather and non-flood SSO	Immediate residents and businesses	<ul style="list-style-type: none"> <li>• Signage, carried in vac trucks and maintenance vehicles (Attachment A)</li> <li>• Personal communication</li> </ul>	<ul style="list-style-type: none"> <li>• Signage posted immediately and to be removed when SSO has been cleaned-up.</li> <li>• Personal communication as soon as feasible.</li> </ul>
Medium dry-weather and non-flood SSO	Immediate residents and businesses Residents/businesses that could be impacted by SSO flow or repair	<ul style="list-style-type: none"> <li>• Signage, personal communication</li> <li>• One-page flyers, in English and Spanish (Attachment B)</li> <li>• Website updates</li> </ul>	<ul style="list-style-type: none"> <li>• Signage posted immediately (and removed when SSO has been cleaned-up).</li> <li>• Personal communication as soon as feasible.</li> <li>• Flyers, distributed by public information staff, as soon as updated and printed.</li> <li>• Web information updated as new information is available, including resolution.</li> </ul>
Large and/or uncontrolled dry-weather or non-flood SSO	Immediate residents and businesses and those who could be impacted by SSO flow, location or repair	<ul style="list-style-type: none"> <li>• Signage, personal communication</li> <li>• One-page flyers, in English and Spanish (Attachment B)</li> <li>• Website updates</li> <li>• Social media describing incident location and warning people to avoid area to be posted on Sonoma Water’s social media channels, including Facebook (sonomawater), Instagram (Sonoma-water), Twitter (@sonomawater) and Nextdoor (Attachment D)</li> <li>• Press release(s) describing incident location, cause (if/when known), possible impacts (avoiding area, system shut down, traffic control) and anticipated resolution (if known). (Attachment C)</li> <li>• Email/text/phone alert issued, if appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Signage posted immediately (and removed when SSO has been cleaned-up).</li> <li>• Personal communication as soon as feasible.</li> <li>• Flyers, distributed by public information staff, as soon as updated and printed.</li> <li>• Web information updated as new information is available, including resolution.</li> <li>• Social media issued when location and potential impacts have been verified.</li> <li>• Initial press release issued when location and potential impacts have been verified. Additional press release(s) issued when new information is available and incident has been resolved.</li> </ul>
Anticipated or active SSO during flood, extreme weather	Wet weather notifications (during floods or extreme weather events) will be coordinated with the county Emergency Operations Center and could include a combination of the methodologies listed above.		

# WARNING

## Raw Sewage!



NO WADING



NO PLAYING



NO PETS

**Avoid all contact with nearby water until further notice.**

# CUIDADO

## ¡Aguas Negras!



NO TOCAR



NO JUGAR



NO MASCOTAS

**Evite el contacto con el agua hasta un nuevo aviso.**

**ATTACHMENT B: Template of flyer to be delivered to neighboring residents and businesses**



**Sanitary Sewer Overflow in Your Neighborhood**

Posted: **DATE/TIME**

A temporary sanitary sewer overflow (SSO) due to heavy rainfall/a pipe blockage/pipe breakage occurred on the following date and time, \_\_\_\_\_.

The overflow occurred at the following location, \_\_\_\_\_.

The SSO has/has not been contained...

*(If contained)* at approximately **TIME**. Updates will be provided at [www.Sonomawater.org](http://www.Sonomawater.org), at facebook.com/sonomawater or by calling **EMERGENCY LINE**.

*(If not contained)* Containment is anticipated at **ESTIMATED TIME**. Updates will be provided at [www.Sonomawater.org](http://www.Sonomawater.org), at facebook.com/sonomawater or by calling (707) 521-1867. For specific questions, contact **PROJECT MANGER NAME/PHONE NUMBER**.

**Exposure to raw sewage may cause a health risk.**

**Avoid wading, playing, drinking or contact with untreated wastewater.**

**Keep pets inside or restrained to avoid contact with untreated wastewater.**



## ANEXO B: Modelo de volante para ser entregado a vecinos y comerciantes



### Derrame de Alcantarillado Sanitario en su Vecindario

Publicado: **FECHA/HORA**

Un desbordamiento temporal de alcantarillado sanitario (SSO) debido a **fuertes lluvias/un bloqueo de tubería/rotura de tubería** ocurrió en la siguiente fecha y hora, \_\_\_\_\_ . El desbordamiento ocurrió en la siguiente ubicación,

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El SSO **ha/no ha** sido controlado ...

(Si está controlado) aproximadamente a la/las **HORA**. Se proporcionarán actualizaciones en [www.Sonomawater.org](http://www.Sonomawater.org), en [facebook.com/sonomawater](https://facebook.com/sonomawater) o llamando a la **LÍNEA DE EMERGENCIA**.

(Si no está controlado) Se anticipa que sea controlado a las/la **HORA ESTIMADA**. Se proporcionarán actualizaciones en [www.Sonomawater.org](http://www.Sonomawater.org), en [facebook.com/sonomawater](https://facebook.com/sonomawater) o llamando al (707) 521-1867. Para preguntas específicas, contacte **NOMBRE DEL GERENTE DEL PROYECTO/NÚMERO DE TELÉFONO**.

**El ser expuesto a aguas negras puede causar riesgos a la salud.**

**Evite tocar, beber o jugar con aguas negras  
Mantenga a sus mascotas adentro o bajo control para evitar que entren en contacto con aguas negras.**

## ATTACHMENT C: Template of SSO Press release

### LOCATION Sanitary Sewer Overflow



(GUERNEVILLE, CA) – (CAUSE AND LOCATION) Heavy rainfall/a blocked sewer pipe/a broken sewer line/ resulted in a temporary release of untreated wastewater at ADDRESS/WITH CROSS STREET.

(WHEN REPORTED, SSO CONTAINMENT – Choose one and modify as needed)

- A. Crews responded to the sanitary sewer overflow (SSO), which was reported at TIME, and have isolated/removed the wastewater.
- B. Crews are working to isolate and repair the sanitary sewer overflow (SSO), which was reported at TIME.

(REPAIRS, IF APPROPRIATE; UPDATES – Choose one and modify as needed)

- A. Sonoma Water, which operates the Russian River County Sanitation District, assessed the site, and repairs were completed at TIME AND DATE.
- B. Sonoma Water, which operates the Russian River County Sanitation District, is assessing the site and will provide updates at [SonomaWater.org](http://SonomaWater.org).

(IMPACTS – Choose one or more and modify as needed)

- A. Exposure to untreated wastewater may cause a health risk. Residents and businesses in the vicinity of the SSO have been notified and the public is asked to avoid wading, playing, drinking or contact with untreated wastewater and to keep pets inside or restrained.
- B. Untreated wastewater was released into WATER BODY, which flows into the Russian River. Biologists found/found no evidence of impacts to fish or wildlife.
- C. Traffic at LOCATION/CROSS STREET could be impacted by response and repairs.

(NOTIFICATION)

Russian River County Sanitation District reported the SSO to the state Office of Emergency Services which in turn notifies the California Department of Fish & Wildlife and the North Coast Regional Water Quality Control Board.

(INFORMATION ABOUT DISTRICT)

The Russian River County Sanitation District provides sanitation services to approximately 3,200 customers in the Guerneville area. The system is managed and operated by Sonoma Water. More information can be found at [Sonomawater.org/RRCSD](http://Sonomawater.org/RRCSD).

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*Sonoma Water provides water supply, flood protection and sanitation services for portions of Sonoma and Marin counties. Visit us on the Web at [www.sonomawater.org](http://www.sonomawater.org)*

**ANEXO C: Modelo de Comunicado de Prensa de SSO**  
**UBICACIÓN Desbordamiento de Alcantarillado Sanitario**



**(GUERNEVILLE, CA) –(CAUSA Y UBICACIÓN)** Fuertes lluvias/una tubería de alcantarillado bloqueada/una línea de alcantarillado rota/resultó en una descarga temporal de aguas residuales sin tratar en **DIRECCIÓN/CON CRUCE DE CALLE.**

(CUANDO FUE REPORTADO, CONTENCIÓN DE SSO: Elija una y modifíquela según sea necesario)

- A. Los equipos respondieron al desbordamiento del alcantarillado sanitario (SSO), que se reportó a la/las **HORA**, y aislaron/eliminaron las aguas residuales.
- B. Nuestro personal está trabajando para aislar y reparar el desbordamiento del alcantarillado sanitario (SSO), que se reportó a la/las **HORA**.

(REPARACIONES, SI ES APROPIADO; ACTUALIZACIONES: Elija una y modifíquela según sea necesario)

- A. Sonoma Water, que opera el Distrito de Saneamiento del Condado en Russian River, evaluó el sitio y las reparaciones se completaron en la **FECHA Y LA HORA**.
- B. Sonoma Water, que opera el Distrito de Saneamiento del Condado en Russian River, está evaluando el sitio y proporcionará actualizaciones en SonomaWater.org.

(IMPACTOS: Elija una o más y modifíquelas según sea necesario)

- A. La exposición a aguas residuales sin tratar puede causar un riesgo a la salud. Se ha notificado a los residentes y negocios en las inmediaciones del SSO y se le pide al público que evite tocar, jugar, beber o tener contacto con aguas residuales no tratadas y que mantenga a las mascotas adentro o bajo control.
- B. Las aguas residuales sin tratar se derramaron en el **CUERPO DE AGUA**, que desemboca en el Russian River. Los biólogos **encontraron/no encontraron** evidencia de impactos que afectan a peces o la vida silvestre.
- C. El tráfico en **LUGAR/CRUCE DE CALLE** podría verse afectado por el proyecto y las reparaciones.

(NOTIFICACIÓN)

El Distrito de Saneamiento del Condado en Russian River informó acerca del SSO a la Oficina de Servicios de Emergencia del estado, que a su vez le notifica al Departamento de Pesca y Vida Silvestre de California y a la Junta Regional de Control de Calidad del Agua de la Costa Norte.

(INFORMACIÓN SOBRE EL DISTRITO)

El Distrito de Saneamiento del Condado en Russian River brinda servicios de saneamiento a aproximadamente 3200 clientes en el área de Guerneville. El sistema es administrado y operado por Sonoma Water. Se puede encontrar más información en [Sonomawater.org/RRCSD](http://Sonomawater.org/RRCSD).

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*Sonoma Water brinda servicios de suministro de agua, protección contra inundaciones y saneamiento en partes de los condados de Sonoma y Marin. Visítenos en la Web en [www.sonomawater.org](http://www.sonomawater.org)*

## **Attachment D: Social Media Channels**

<https://www.sonomawater.org/>

<https://www.facebook.com/sonomawater> (or on the Facebook app).

Twitter: @sonomawater, with 4,659 followers

Instagram: sonoma\_water, with 1,697 followers

Nextdoor RRCSD neighborhood with 2,000 subscribers