Overflow Emergency Response Plan
Albuquerque Bernalillo County Water Utility Authority

Note: All Emergency responses are initiated by a call to Dispatch at 842-WATR (842-9287). Please call there first. If you do not, the emergency responders have to call and delay the response.

Customer calls dispatch with issue

Dispatch collects data and creates a Service Request; Task elevated to supervisor

Collection Response

Follow up study and mitigation. Pg. 6
Notification process. Pg. 7
Alert Media. Pg. 10

Supervisor creates a work order and sends crew to location. Status of work order is updated to DISPATCHED

Spill to pervious areas. Pg. 3
Spill entered / entering storm drain collection system. Pg. 4
Private vs. public SSO. Pg. 5
Spill has entered storm pump station. Pg. 9
Spill entering Waterway. Pg. 11

Unblock and Clean up. Pg. 2

Tech confirms asset and fills out required information in the work order

Supervisor reviews work order for quality assurance. Status of work order is updated to COMPLETE AND READY FOR REVIEW

Planner / Scheduler does quality control and updates status of work order to COMPLETE

Applies only to Collection System sewer problems.

Note: Applies only to Collection System sewer problems.
Immediately begin collecting spill with Vactor truck.

When SSO stopped, apply washwater & HTH to spill area & allow to flow to pervious area and remove washwater.

Supervisor or Superintendent to determine / recommend remediation. Consult with Chief Engineer if required.

Implement

Yes

No

Supervisor or Superintendent to determine if public access to pervious area is a concern.

Allow to dry.

Remediation Complete. Pg. 1
Spill entered / entering storm drain collection system. Pg. 2

If possible, position 2nd Vactor to remove spill prior to reaching inlet.

Determine how far downstream the spill has reached.

Add wash water & remove at downstream manhole. Remove immediately if rain is imminent. If not, remove next normal work day.

Wash water to street and inlet.

SSO Reaches COA storm drain.

SSO Reaches

<table>
<thead>
<tr>
<th>Facility</th>
<th>Name</th>
<th>Position</th>
<th>Office</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMAFCA Facility</td>
<td>Jerry Lovato*</td>
<td>Executive Engineer</td>
<td>884-2215</td>
<td>362-0020</td>
</tr>
<tr>
<td>Bernalillo County Facility</td>
<td>Patrick E. Chavez*</td>
<td>Storm Drainage Maintenance Manager</td>
<td>848-1505</td>
<td>934-2704</td>
</tr>
<tr>
<td>NMDOT Facility</td>
<td>Thomas Kratochvil</td>
<td>District 3: Assistant District Engineer-Maintenance</td>
<td>N/A</td>
<td>228-8169</td>
</tr>
<tr>
<td>COA Facility</td>
<td>Kevin Daggett **</td>
<td>Storm Water Section Manager</td>
<td>768-2778</td>
<td>803-8058</td>
</tr>
</tbody>
</table>

Remediation Complete. Pg. 1

Wash water to street and inlet.

SSO Reaches COA storm drain.

Assist in clean up as requested.

Note: Process shown is for typical spills. Spills that are not appropriate for Vactor removal may require a joint response with the impacted MS4 Permittee in which the spill is captured, treated, and determined appropriate for release.

*If Jerry Lovato is not immediately available, call:
Nolan Bennett: Field Engineer (505) 301-6941
Herman Gabaldon: Superintendent (505) 366-8209

**If Kevin Daggett is not immediately available, call:
David Harrison: Engr. Div. Manager (505) 238-4158
Carl Rinkenberger: O&M Manager (505) 250-4334
Daniel Tapia: O&M Supt (505) 228-6874

*If Patrick E. Chavez is not immediately available, call:
David Harrison: Engr. Div. Manager (505) 238-4158
Carl Rinkenberger: O&M Manager (505) 250-4334
Daniel Tapia: O&M Supt (505) 228-6874
Kali Bronson: Stormwater Program Compliance Manager (505) 401-1779
Private vs. Public SSOs.  Pg. 2

Ask Supervisor.

Clearly Public?

Yes

Resolve if Public?

No

Elevate to Superintendent.

Clearly Private?

No

Inform Public

Do not clean sewer

Depending on jurisdiction, follow up with City of Albuquerque, Bernalillo County, Village of Las Ranchos or NMED (See table for contacts)

Remediation Complete.  Pg. 1

Clean Sewer.  Pg. 2

Note: The identified code enforcement contacts will also be utilized to report private service lines issues resulting in sewage spills to private or public property.

Public and private lines may be differentiated on the Water Authority GIS Mapping.

Private lines that may be confused with Water Authority mains should be identified to the Collection Section Research Analyst for inclusion in the “Waste Water Non-Authority” layer.

City of Albuquerque Code Enforcement
(505) 924-3450

Bernalillo County Natural Resource Services Review & Permitting Section
(505) 314-0375

Village of Los Ranchos
(505) 344-6582
Code Enforcement office

NMED Liquid Waste Program (505) 222-9500
(505) 827-1840

For non-Authority spills in the County, in addition to calling Natural Resources Services, contact Patrick E. Chavez at 934-2704. For any non-Authority that impact an AMAFCA or NMDOT facility, alert the appropriate contact listed on page 4.

For non-Authority spills in the City limits, in addition to calling the appropriate portion of COA Code Enforcement, also alert: Kevin Daggett- (505) 803-8058

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Follow up study and mitigation. Pg. 1

Research Analyst/GIS Intern creates a follow-up cleaning and CCTV work orders for gravity 10-40s, -42s, and 48s.

Sewer line is televised.

Research Analyst compiles maps and data associated with all unstudied 10-42s and -48s for SSO Study Team Meeting.

Is a defect identified as Grade 7 or 8?

Yes → Will it be assigned in-house or to on-call contractor?*

Forward to Centralized Engineering and copy Collection Section Manager, Gravity Superintendent, and Research Analyst.

No → In-House

Create Maximo Work Order.

Consent List SSO Team accepts/requests further study

Accepted Cause. Accepted Mitigation.

Consensus cause. Consensus mitigation.

Research Analyst studies SSOs. Obvious cause?

Yes → Research Analyst compiles SSO cause and mitigation

Review with Collection Section Manager for suggestions and approval.

Non-FOG

Mitigation

FOG

End of Pretreatment involvement. Pg. 8

Submit to Pretreatment for enforcement. Pg. 8

SSO Tracking Table

Collection Section Manager approves and routes for implementation.*

Compile data in SSO Analysis Table for inclusion in CMOM Report.

*If the defect is due to corroded concrete, rehab of the manhole to manhole pipe segment is typically forwarded directly to Centralized Engineering for assignment to an On-Call contractor or inclusion in planned rehab project. If the defect is in a VCP line, Assistant Superintendent/Gravity Superintendent/Construction Supervisor will make the determination.
Pending sewage on a pervious area may require additional reporting to the Ground Water Quality Bureau (GWQB). Circumstances presumed to require this reporting will be:
1. A sewage spill that:
   a. Is ponded for more than 24 hours and,
   b. At a depth of more than 12 inches over an area of more than 0.1 acre.

The normal 24-hour call to NMED Surface Water is presumed to meet the requirement for a 24-hour notification to the GWQB. The Collection Section Manager shall be notified and shall be responsible for preparing the following additional reporting:
1. One week written report. Presumed the same as the five day report provided to NMED Surface Water.
2. 15-day Corrective Action Report.

For system breaks resulting in release on KAFB: Call Kirtland AFB Command Post at (505) 846-3777 within 12 hours.

For spills on the UNM Main and North Campus contact the Work Control Center (M-F 7:00 a.m. to 4:30 p.m.) at (505) 277-1600 and all other times contact the Campus Police at (505) 277-2241.
Overflow Emergency Response Plan
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Supervisor calls Pretreatment Office Assistant (289-3419)

- Address
- Date
- Time
- Supervisor Name
- Estimated Volume

Is P2 spec. available?

Yes → P2 spec. investigates

No → Pretreatment Engineer Investigates

Submit to Pretreatment for enforcement. Pg. 6

Proceed to SSO Location

Observe site, fill out form, take pictures, and collect sample if possible

Use mapping resources to establish upstream basin area

Develop list of FSEs in area

Note any problem FSEs.

Visit FSEs and check GRSs and manifests

LINKO Generated Notice of Violation (NOV)

Start Enforcement Process

Is a FSE responsible?

Yes → Update SSO Tracking Table. Pg. 6

No →

Submit to Pretreatment for enforcement. Pg. 6
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Albuquerque Bernalillo County Water Utility Authority

Spill has entered a COA storm pump station. Pg. 2

Shut down pumps

Remove sewage with Vactor or pump to SAS

Wash down wet well and remove wash water

Remediation Complete. Pg. 1

Note: Process shown is for typical spills. Some spills may require a joint response with the City of Albuquerque in which the spill is captured, treated, and determined appropriate for release.
For large or significant spills, alert Media. Pg. 1.

Superintendent, Chief Engineer, or Division Manager to contact Public Affairs Manager (PAM), Dave Morris, or Chief Operating Officer (COO), John Stomp. Provide required information.

Media alerted by PAM, COO, or designee.
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10-10-2018

If possible, stop the flow from entering the waterway and collect wastewater.

Contact (In sequence until contacted)
- Jason Casuga Engineering (505) 259-1005
- Joe Brem ABQ Division Manager (505) 249-5780
- Mike Hamman CEO / Chief Engineer (505) 206-6378

Pueblo of Isleta

1. First, call Emergency Dispatch and Wildland Law Enforcement
   Emergency Dispatch (505) 869-3030 (Voice Message OK)

2. Next Call
   Wildland Law Enforcement
   Lieutenant Arnold Chavez
   Cellular: (505) 269-6811
   Or
   Office: (505) 869-7561

3. Finally, call in sequence the following numbers until a live person is reached:

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>Office</th>
<th>Cellular</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment Division Manager</td>
<td>Ruben Lucero</td>
<td>(505) 869-9819</td>
<td>(505) 917-8346</td>
</tr>
<tr>
<td>Environmental Technician</td>
<td>Michael Jojola</td>
<td>(505) 869-9814</td>
<td>NA</td>
</tr>
<tr>
<td>Water Quality Specialist</td>
<td>Cody Walker</td>
<td>(505) 869-9623</td>
<td>(505) 220-4595</td>
</tr>
</tbody>
</table>

Pg. 2
Spill has entered a waterway.

Pg. 1
Remove debris.

Pg. 1
Reaches Rio Grande?

Pg. 1
Yes
Assist in cleanup as requested.

Pg. 12
Sample MRGCD facility for E. coli upstream and downstream of SSO.

Pg. 1
No
Reaches MRGCD Facility?

Pg. 1
No
Yes
Reaches Rio Grande?

Pg. 1
No
Remove debris.

Pg. 1
Yes
Contact (In sequence until contacted)

Pg. 2
If possible, stop the flow from entering the waterway and collect wastewater.

Pg. 2
Yes
Spill has entered a waterway.
Sample MRGCD facility for E. coli upstream and downstream of SSO.

Contact NPDES Program Manager (505) 274-0271 cell

Pretreatment Sampling Staff Meet On-Site

Agree on Sampling Location in Coordination with Collection Section and/or MRGCD Staff

Obtain Sample Upstream and Downstream of SSO

Transport to SWRP Water Quality Lab

Test per E. coli Method SM9223-B-2004 or Other Approved EPA Method

Provide Results to Collection Section Manager