



Metropolitan Sewerage District of Buncombe County Standard Operating Procedure

Title: Sanitary Sewer Overflow First Assessment	
Document #: SOP-TS-17	ISO Procedure #: EMSSOPSS-19
Division: System Services	Department: Technical Services
Author: Grady Brooks	Approval by: Jason Capizzi
Issue Date: 10/1/09	Revision Date: 10/20/21

Purpose: Emergency response, assessment, and reporting requirements for all Sanitary Sewer Overflows. ***Reduction of Sanitary Sewer Overflows, correction, and remediation when they occur is the number one priority of System Services.***

Procedure:

1. Response to possible Sanitary Sewer Overflow overrides all other duties and is the number one priority.
2. Verify the reported overflow is genuinely affecting any water source and/or exceeds 1,000 gallons.
3. If the situation is determined to indeed be a Sanitary Sewer Overflow, notify other persons to assist with corrective action. Document time.
4. Notify supervisor on call and/or Operator in Responsible Charge to determine if special requirements for additional testing of water source is affected.
5. Begin attempts to correct problem using available means, i.e., striker, sewer tape. Continue attempts until assistance arrives or the problem is resolved. Document time Sanitary Sewer Overflow is corrected.
6. Initiate Code Red if flow cannot be restored.
7. Notify appropriate agency of Sanitary Sewer Overflow. Normal business hours: notify NC Division of Environment and Natural Resources. After hours: notify The Division of Water Quality as soon as possible. Must be within 24 hours.
8. If Sanitary Sewer Overflow volume reaching surface waters is over 1000 gallons, a press release must be made within 24 hours of determination. If Sanitary Sewer Overflow volume reaches 15000 gallons an ad must be placed in the local newspaper within 10 days of incident.
9. Within 5 business days complete and submit written documentation of the Sanitary Sewer Overflow to the agency originally reported to verbally. Once follow up procedures have been completed, review work done to evaluate actual cause of overflow and complete Sanitary Sewer Overflow written report.

Follow Up Work:

- **RODDING LINE** to remove possible root blockage, if necessary.
- **SEWER LINE CLEANING** to ensure entire section of line is clear of debris. Clean multiple sections above and below problem section.
- **CCTV INSPECTION** to inspect and video section of pipe where blockage occurred.



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- **SL RAT post testing for acoustic assessment**
- **SEWER SPILL REMEDIATION** to restore and minimize impact to surrounding environment.

Special Conditions: All written documentation of Sanitary Sewer Overflows is the responsibility of the First Responder or Supervisor who originally responds to the overflow.

DATE	NUMBER	CHANGES
10/20/21	2	Added change log at the end of procedure