



Standard Operating Procedures: Sanitary Sewer Overflow Response

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Scope

This procedure applies to the UVA employees responding to sanitary sewer overflows (SSOs) on UVA property.

Responsibility

All Utilities Distribution division employees responding to an SSO, or contractors hired to respond, are responsible for following these procedures.

Environmental Resources (ER) is responsible for responding to the scene of the SSO to document the event, its cause, and its clean up. ER staff will report the SSO to the DEQ as required and following DEQ reporting information as described in Step 5.

Procedures

1. **Notification** - Immediately notify ER in the event of a sewage spillage or overflow and remediation efforts will be coordinated with that office. Call the Facilities Management Customer Support Center at 434- 924-1777 and provide the following information:
 - a. Location of the spillage/overflow
 - b. Estimated quantity and extent of spillage
 - c. A brief description of measures that have been taken to confine and/or treat the sewage and prevent further spillage
 - d. Identify if spillage/overflow is entering a water course or storm drain

ER will notify the DEQ of the release and follow-up with any required reporting.

2. Stop Flow Releases – Primary Response

- a. Flowing releases from sanitary sewers are to be stopped as soon as possible by removing blockages or other means. Pumps can be employed to move sewage from the overflowing manhole to a functioning manhole nearby until the blockage can be removed or line repaired. It is important to stop releases from reaching storm drains and waterways.

3. Clean Up Overflow– Secondary Response

- a. **Overflow Cleanup – Paved Surfaces:** In the event the overflow is partially or completely located on a paved surface, the paved area may be cleaned up by washing the affected area and collecting the wash water with the Vactor truck. The collected wash water may then be discharged from the truck into a sanitary sewer structure.
- b. **Small Overflow Cleanup – Grass, Wooded, or Landscape Areas:** Trained personnel shall use materials such as agricultural lime to contain and treat small SSOs. Small SSOs are defined as those in which sufficient resources (personnel and equipment) are onsite to contain and cleanup the spilled material without it getting in storm drains or surface water drainageways.
- c. **Large Overflow Cleanup – Grass, Wooded, or Landscape Areas:** Cleanup of overflow should consist of sweeping or raking of the area to remove debris discharged by the sewer overflow followed by a light covering of the area with lime. The cleaned up debris is to be placed in sealed plastic bags and disposed of in a UVA dumpster.
- d. In the event of a large overflow, an outside contractor may be called in to manage cleanup efforts.
- e. Lime and response materials are located in the Energy & Utilities storage area at the Forestry lay down area at the west end of Fontaine Avenue. One pallet of fifty pound bags of lime should be in inventory at all times.

4. Corrective Action

- a. Corrective actions taken to remedy the cause of the overflow/spill are to be documented to ER for inclusion in the reporting to the DEQ.
- b. UVA staff should evaluate each situation to determine the cause of each overflow. This evaluation should determine if any infrastructure issues need to be corrected or if a long-term maintenance schedule needs to be adopted to prevent further releases or if additional staff training or student education is needed.

5. DEQ Reporting information

- a. ER staff are responsible for making the following reports as appropriate:
 - i. SSOs that may impact the Albemarle County MS4 should be reported to the Water Resources Program.
 - ii. SSOs that may impact the City of Charlottesville MS4 should be reported to the Water Resources Specialist.
 - iii. SSOs resulting from the operation of a contractor working on behalf of UVA should be reported to UVA Risk Management at orm-frm@virginia.edu.
 - iv. SSOs that enter UVA's MS4 or state waters should be reported to DEQ within 24 hours of discovery as follows. Current reporting information was obtained from the MS4 Permit, DEQ website and via instructions from the Pollution Response Coordinator of DEQ VRO.
 - 1. All initial pollution reports should be made on-line using DEQ's [Pollution Data and Reporting Form](#). Once the form is completed, a unique reference number is provided. Make note of this number, as the number will be required for follow-up on any pollution report. Take screenshots of the report for recordkeeping and/or request a copy of the final report from DEQ (one is not automatically sent to the reporter).

Sanitary Sewer Overflow Response

2. In the event of a situation that can be considered a significant pollution incident that presents an imminent threat to human health or the environment, phone calls shall be made as listed below. Phone calls may be made before online reports, but an online report should also be made to provide documentation that a report was made.
 - a. During normal work hours call the [Pollution Response Program \(PREP\)](#) number for the Valley Regional Office, 540-574-7800.
 - b. *Nights, holidays, and weekends*, call the Virginia Emergency Operations Center 24-hour reporting number, 1 800 468-8892.
 - c. Send a written report to VRO.SSO-UD@deq.virginia.gov, which includes distribution to DEQ VRO and VDH staff. A blank copy of the reporting form is attached to this SOP.