City of Hollister
Sewer System Management Plan

Revision 3 – August 2025

WDID: 3SSO11408

Prepared By:

WALLACE GROUP®

City of Hollister

SEWER SYSTEM MANAGEMENT PLAN

Revision 3

WDID: 3SSO11408

August 2025

The Sewer System Management Plan, Revision 3 was created with the assistance of the following City of Hollister and Wallace Group Staff:

City of Hollister Staff

William Via, Public Works Director

Michael Grzan, Environmental Programs Manager

Summer Garcia, Utilities Supervisor

Mario Salinas, Senior Maintenance Worker

Wallace Group Staff

Bill Callahan, Senior Environmental Compliance Specialist

CERTIFICATION STATEMENT

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.

William Via
Public Works Director / LRO

SSMP – REVISION RECORD

City of Hollister SSMP has undergone the following revisions:

Revision No.	Revision Date	Description of Revisions	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
3	August 2025	The SSMP was updated based on the findings of the 2024 SSMP Audit and based on regulatory requirements in the 2022 WDRs.	City Staff and Wallace Group	City Public Works Director and City Council

TABLE OF CONTENTS

TABLE OF CONTENTS

TABLE OF CONTENTS

TABLE OF CONTENTS

Appendices

ACRONYMS AND ABBREVIATIONS

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
CMMS	Computerized Maintenance Management System
CWEA	California Water Environment Association
EHS	Environmental Health Services
ELAP	Environmental Laboratory Accreditation Program
EOP	Emergency Operating Procedure
ENROLLEE	City of Hollister
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
IWF	Industrial Waste Facility
LRO	Legally Responsible Official
mgd	Million Gallons per Day
MRP	Monitoring and Reporting Program (Used in this SSMP to reference MRP Order No. 2022-0103-DWQ.)
SERP	Spill Emergency Response Plan
OES	Office of Emergency Services
O&M	Operation and Maintenance
OSHA	Occupational Safety and Health Administration

ACRONYMS AND ABBREVIATIONS

PLSD	Private Lateral Sewage Discharge
PM	Preventative Maintenance
PPE	Personal Protective Equipment
R&R	Rehabilitation and Replacement
RWQCB	Central Coast Regional Water Quality Control Board
SCADA	Supervisory Control and Data Acquisition
SECACIP	Sewer Evaluation, Capacity Assurance and Capital Improvement Plan
SMP	Sewer Master Plan
SOP	Standard Operating Procedure
SSMP	Sewer System Management Plan
SPILL	Sanitary Sewer Spill
SSS	Sanitary Sewer System
SWRCB	State Water Resources Control Board
WDR	Waste Discharge Requirements (Used in this SSMP to reference WDR Order No. 2022-0103-DWQ, the Statewide General WDR for SSSs.)

INTRODUCTION

This Sewer System Management Plan (SSMP) six (6) year update was performed in compliance with the requirements of the State Water Resources Control Board (SWRCB) Statewide General Waste Discharge Requirements (WDR), Order No. 2022-0103-DWQ, which are available at the City Wastewater Division Office and on the State Water Resources Control Board website: **https://www.waterboards.ca.gov/water_issues/programs/sso/** .

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 spills(Spills) using the State's electronic reporting system, California Integrated Water Quality System (CIWQS).

The City of Hollister (City) 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. Spill Emergency Response Plan
7. Pipe Blockage Control Program
8. System Evaluation, Capacity Assurance and Capital Improvement 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's policies and procedures, which address the respective SWRCB requirement.

EXECUTIVE SUMMARY

The State Water Resources Control Board's (SWRCB's) Statewide General Waste Discharge Requirements (WDR) for Sanitary Sewer Systems, Order No. 2022-0103-DWQ 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 spills (Spills), as well as mitigate any Spills that do occur.

The SSMP includes the following eleven (11) Elements:

Goal

City goals, which are included in the SSMP, are:

- Have less than five (5) Spills per calendar year with zero (0) Spills in the same location over a two (2) year period.
- Respond to all sewer spills within fifteen (15) minutes of receiving a call.
- CCTV Entire system by the end of 2029 and develop a rehabilitation and replacement plan based on CCTV findings.
- Clean the entire collection system every four (4) years.
- Reinstate FOG Program outreach and inspections by the end of 2025.

Organization

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

Legal Authority

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

a. Prevent illicit discharges into its sanitary sewer system from inflow and infiltration (I&I); unauthorized stormwater; chemical dumping; unauthorized debris; roots; fats, oils, and grease; and trash, including rags and other debris that may cause blockages;

b. Collaborate with storm sewer agencies to coordinate emergency spill responses, ensure access to storm sewer systems during spill events, and prevent unintentional cross connections of sanitary sewer infrastructure to storm sewer infrastructure;

c. Require that sewer system components and connections be properly designed and constructed;

d. Ensure access for maintenance, inspection, and/or repairs for portions of the service lateral owned and/or operated by the Enrollee;

e. Enforce any violation of its sewer ordinances, service agreements, or other legally binding procedures; and

f. Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable.

Operation and Maintenance Program

City 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 is conducted to accomplish the optimal operation and maintenance of the City collection and conveyance system. This SSMP Element details a:

a. Up-to-date maps of the sanitary sewer system, and procedures for maintaining and providing State and Regional Water Board staff access to the maps. The maps must show gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities within the sewer system service area boundaries.;

b. A scheduling system and a data collection system for preventive operation and maintenance activities conducted by staff and contractors.

    a. The scheduling system includes:
        i. Inspection and maintenance activities;
        ii. Higher-frequency inspections and maintenance of known problem areas, including areas with tree root problems;
        iii. Regular visual and closed-circuit television (CCTV) inspections of manholes and sewer pipes.

    The data collection system documents data from system inspection and

maintenance activities, including system areas/components prone to root-intrusion potentially resulting in system backup and/or failure.

c. In-house and external training provided on a regular basis for sanitary sewer system operations and maintenance staff and contractors. The training covers:

    i. The requirements of this General Order;
    ii. The Enrollee's Spill Emergency Response Plan procedures and practice drills;
    iii. Skilled estimation of spill volume for field operators; and
    iv. Electronic CIWQS reporting procedures for staff submitting data.

d. An inventory of sewer system equipment, including the identification of critical replacement and spare parts.

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 items.

Spill Emergency Response Plan

The Spill Emergency Response Plan (SERP) contains the following information in order to protect public health and the environment in the event of a sewer spill:

a. Notify primary responders, appropriate local officials, and appropriate regulatory agencies of a spill in a timely manner;

b. Notify other potentially affected entities (for example, health agencies, water suppliers, etc.) of spills that potentially affect public health or reach waters of the State;

c. Comply with the notification, monitoring and reporting requirements of this General Order, State law and regulations, and applicable Regional Water Board Orders;

d. Ensure that appropriate staff and contractors implement the Spill Emergency Response Plan and are appropriately trained;

e. Address emergency system operations, traffic control and other necessary response activities;

f. Contain a spill and prevent/minimize discharge to waters of the State or any drainage conveyance system;

g. Minimize and remediate public health impacts and adverse impacts on beneficial uses of waters of the State;

h. Remove sewage from the drainage conveyance system;

i. Clean the spill area and drainage conveyance system in a manner that does not inadvertently impact beneficial uses in the receiving waters;

j. Implement technologies, practices, equipment, and interagency coordination to expedite spill containment and recovery;

k. Implement pre-planned coordination and collaboration with storm drain agencies and other utility agencies/departments prior, during, and after a spill event;

l. Conduct post-spill assessments of spill response activities;

m. Document and report spill events as required in this General Order; and

n. Annually, review and assess effectiveness of the Spill Emergency Response Plan, and update the Plan as needed.

Pipe Blockage Control Program

The goal of the Pipe Blockage Control Program is to reduce and/or eliminate the amount of pipe blocking materials such as fats, oils and grease wipes, roots, etc., that may be discharged to the sanitary sewer system. This is implemented through public outreach, operations and maintenance activities, investigations and FOG Program inspections.

System Evaluation, Capacity Assurance, and Capital Improvement Plan

The City completed a Sewer Master Plan Update (SMPU) in 2018 to assess the existing, near term and long-term capacity needs and the condition of the system to safely collect and convey wastewater. The SMPU identified capital improvement projects which included staff O&M based projects, hydraulicly deficient projects, lift station evaluation projects and ongoing CCTV data. The City prioritized these projects based on the following criteria:

- Overflow to Waters of the State
- Hydraulic Capacity
- O&M Hot Spots
- Community Impacts
- Cost

These analyses identify areas that are capacity deficient and/or structurally deficient under existing and future conditions. Recommended capital improvement projects are prioritized as a result of this analysis. An additional Vulnerability Assessment will be required to meet some of the additional (2022) requirements included in the WDRs.

Monitoring, Measurement, and Program Modifications

The City monitors the implementation of the SSMP Elements in order to measure the effectiveness of the City SSMP program in reducing sewer spills. This SSMP Element outlines the manner in which each SSMP Element is monitored and evaluated and the schedule with which the City completes this monitoring and evaluation.

Sewer System Management Plan Program Audits

The SSMP Program Audits Element outlines the audit process and identifies 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 three (3) years and are required to evaluate the City SSMP Program, identify program deficiencies, and provide an improvement schedule based on the audit findings.

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.

ELEMENT 1 - GOALS, REGULATORY CONTEXT, ASSET OVERVIEW AND SCHEDULE

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 spills (Spills). 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. 2022-0103-DWQ Attachment D1 states:

> The goal of the Sewer System Management Plan (Plan) is to provide a plan and schedule to: (1) properly manage, operate, and maintain all parts of the Enrollee's sanitary sewer system(s), (2) reduce and prevent spills, and (3) contain and mitigate spills that do occur.

1.2 Sanitary Sewer System Goals

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

City SSMP Goals:

- Have less than five (5) Spills per calendar year with zero (0) Spills in the same location over a two (2) year period.
- Respond to all sewer spills within fifteen (15) minutes of receiving a call.
- CCTV Entire system by the end of 2029 and develop a rehabilitation and replacement plan based on CCTV findings.
- Clean the entire collection system every four (4) years.
- Reinstate FOG Program outreach and inspections by the end of 2025.

1.3 Regulatory Context and Schedule for Audits and Updates

As required by Statewide Sanitary Sewer Systems General Order 2022-0103-DWQ, the SSMP contains several elements which are referenced in the table of contents that will help the City accomplish the goals mentioned in this element. The City is dedicated to implementing each Element of the SSMP and tracking any revisions that may be necessary as program implementation progresses. The current 2025 SSMP update was completed prior to the due date of *August 2, 2025*.

The table below shows additional regulatory due dates for compliance with the 2022 WDRs.

Task	Due Date
SSMP Audit	Begin after Audit period end date of August 2, 2027. Audit period 8/2/25 – 8/2/28. Audit due 2/2/29.
SSMP Update	Begin SSMP update on or before March 2031. SSMP Update due August 2, 2031
Annual Report of Category 4 Non-Lateral Spills	February 1st of each calendar year
CIWQS Annual Report	April 1st each year
Review and evaluate the SSMP, Preventative Maintenance Program, and Spill Trends to identify areas of their sewer operations that may need to be modified.	Quarterly reviews and annual report to City Council (see Element 9 MMPM).

1.4 System Asset Overview and Service Area

The City sewer collection and conveyance system is located in San Benito County, serving a population of approximately 44,218 in an 8.9 square mile service area. The system consists of approximately 117 miles of gravity pipelines consisting of vitrified clay and polyvinyl chloride pipe, which vary in diameter from 4-inches to 36-inches, seven (7) City-owned lift stations, and six (6) miles of force mains. There are no air/vacuum relief valves associated with these force mains.

There are approximately 2,457 Manholes throughout the system. The sewer system is restricted to providing sanitary sewer flows only with no diversion of stormwater into the sewer system.

The following table shows the various pipeline sizes:

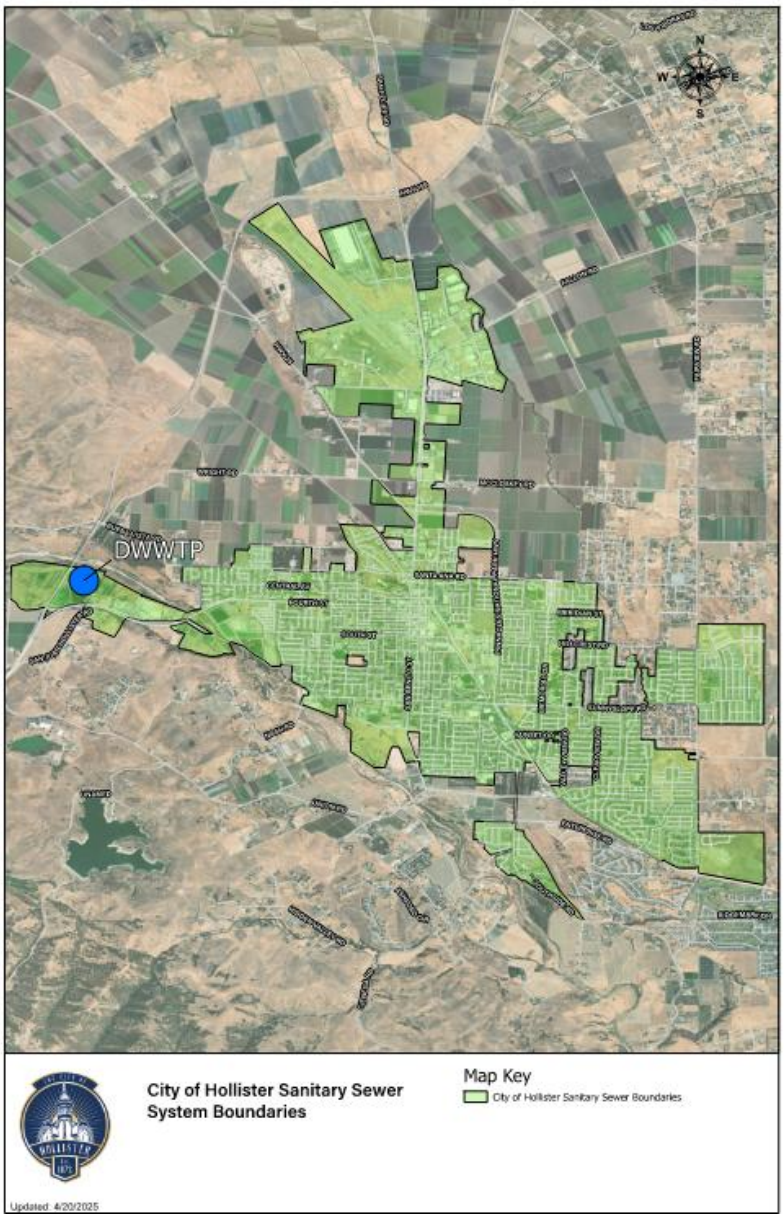
Diameter (inches)	Length	
	Feet	Miles
4	1,305	0.25
6	137,701	26.07
8	357,556	67.71
10	34,516	6.54
12	23,184	4.39
14	2,789	0.53
15	26,114	4.95
18	11,444	2.17
21	4,730	.90
24	3,852	0.73
27	2,044	0.39
30	5,468	1.04
36	8,972	1.70
Total	**619,675**	**117.37**

There are also 11,484 feet of “unidentified” pipe within the City sewer system.

The City serves a population of approximately 44,218 people. Sewer system customers are broken down as follows:

Type of Connection	% of Total Connections
Residential	93%
Commercial	5%
Industrial	2%
Total	**100%**

A general overview showing the service area boundaries is provided below.



Data management for the operations and maintenance of the sewer systems is provided utilizing Cartegraph, the City's Computerized Maintenance Program. The web-based application includes map updates, data storage and produces tasks for sewer inspections and maintenance.

Sewer laterals are owned, operated and maintained by individual property owners from the wye connection at the sewer main, back to each building. The City does not own or maintain any sewer laterals within the service area other than laterals on City owned property.

ELEMENT 2 - ORGANIZATION

The Organization Element of the SSMP identifies the City of Hollister (City) staff that are responsible for its management and implementation. It identifies staff's responsibilities for responding to sewer spill events, and meeting sewer spill reporting requirements. The Legally Responsible Officials (LRO) are designated below to meet SWRCB requirements for completing and certifying sewer spill reports in the California Integrated Water Quality System (CIWQS).

This Element also outlines City organizational structure, responsibilities of personnel, authorized representatives, and chains of communication for sewer spill response and reporting.

2.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Attachment D 2 states:

The collection system agency's SSMP must identify:

a) The name of the Legally Responsible Official defined in this Order;

b) The position titles, telephone numbers, and email addresses for management, administrative, and maintenance positions responsible for implementing specific Sewer System Management Plan elements;

c) Organizational lines of authority; and

d) Chain of communication for reporting spills from receipt of complaint or other information, including the person responsible for reporting spills to the State and Regional Water Boards and other agencies, as applicable. (For example, county health officer, county environmental health agency, and State Office of Emergency Services.)

WDR Order No. 2022-0103-DWQ Section 5.1 states:

> The Enrollee shall designate a Legally Responsible Official that has authority to ensure the enrolled sanitary sewer system(s) complies with this Order and is authorized to serve as a duly authorized representative. The Legally Responsible Official must have responsibility over management of the Enrollee's entire sanitary sewer system and must be authorized to make managerial decisions that govern the operation of the sanitary sewer system, including having the explicit or implicit duty of making major capital improvement recommendations to ensure long-term environmental compliance. The Legally Responsible Official must have direct authority over individuals that:
>
> - Possess a recognized degree or certificate related to operations and maintenance of sanitary sewer systems, and/or
>
> - Have professional training and experience related to the management of sanitary sewer systems, demonstrated through extensive knowledge, training and experience.

2.2 Responsible and Authorized Representatives

The name of the authorized representatives described in WDR Section 5.1 above is listed in Table 2-1:

Table 2-1: City of Belmont Authorized Representatives

Name	Title	CIWQS Database
William Via	Public Works Director	Legally Responsible Official
Michael Grzan	Environmental Programs Manager	Legally Responsible Official
Summer Garcia	Utilities Manager	Legally Responsible Official
Mario Salinas	Senior Maintenance Worker	Data Submitter

2.3 SSMP Program Implementation

An organization table showing the lines of authority for the City is described below in Table 2-2 and updated City Organization Charts which show lines of authority can be found in **Appendix 2A**.

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

Name and Title	SSMP Responsibilities	Contact Information
City Council Roxanne Stephens *Mayor* Rudy Picha *District 1 Council Member* Rolan Resendiz *District 2 Council Member* Dolores Morales *District 3 Council Member* Pricilla De Anza *District 4 Council Member* Gordon Machado *City Treasurer*	The City Council annually adopts a budget in which funding would be allocated for SSMP related tasks. The City Council is also responsible for considering and approving updates to the City's SSMP.	(831) 673-3375 Rstephens.mayor@hollister.ca.gov (831) 673-3366 Rpicha.dist1@hollister.ca.gov (831) 537-7488 Coh.dist2@hollister.ca.gov (831) 673-3367 Coh.dist3@hollister.ca.gov (831) 673-3368 Pedanda.dist4@hollister.ca.gov (831) 673-3365 Coh.treasurer@hollister.ca.gov
William Via *Public Works Director*	The City Public Works Director directs City Staff who manage all eleven (11) SSMP Elements.	(831) 636-4370 william.via@hollister.ca.gov
Mary Lerner – Lozano Smith Attorneys at Law *City Attorney*	The City Attorney assists in the management of Element 3, Legal Authority.	(559) 431-5600 mlerner@Lozanosmith.com

Name and Title	SSMP Responsibilities	Contact Information
Michael Grzan *Environmental Programs Manager* Summer Garcia *Utilities Supervisor*	The Environmental Programs Manager and Utilities Supervisor are responsible for the overall management of the SSMP and specifically directs the implementation of: • Element 1 – Goal; • Element 2 – Organization; • Element 3 – Legal Authority; • Element 4 - Operation and Maintenance Program; • Element 5 – Design and Performance Provisions; • Element 6 – Spill Emergency Response Plan; • Element 7 – Pipe Blockage Control Program; • Element 8 – System Evaluation, Capacity Assurance and Capital Improvement Plan; • Element 9 – Monitoring, Measurement, and Program Modifications; • Element 10 – SSMP Audits; and • Element 11 – Communication Program The Environmental Programs Manager and Utilities Supervisor are assisted by Sanitation Lead and Maintenance Staff to manage and implement these Elements.	(831) 636-4377 x: 1416 michael.grzan@hollister.ca.gov (831) 636-4377 x: 1419 summer.garcia@hollister.ca.gov

2.4 Chain of Communication for Responding to Sewer Spills

Spill 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 Spill, the following actions are taken to verify the report and ensure the safety of the public:

1. During business hours, the Utilities Division receives a 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 location described. The Spill Emergency Response Plan (SERP) contained in Element 6 is initiated.

3. Utilities Division Staff proceeds to the location to verify the report.

4. If a Spill is verified, Utilities Staff member notifies the Sanitation Lead or Utilities Supervisor and requests support, if required.

5. The Sanitation Lead will notify the Utilities Supervisor both during and after business hours of all sewer spills.

California Office of Emergency Services (CalOES) and San Benito County Environmental Health must be contacted within two (2) hours of a Category 1 Spill, when the Spill is over 1,000 gallons or the Spill reaches a drainage channel or surface water. The Regional Water Quality Control Board (RWQCB) may also be notified if warranted.

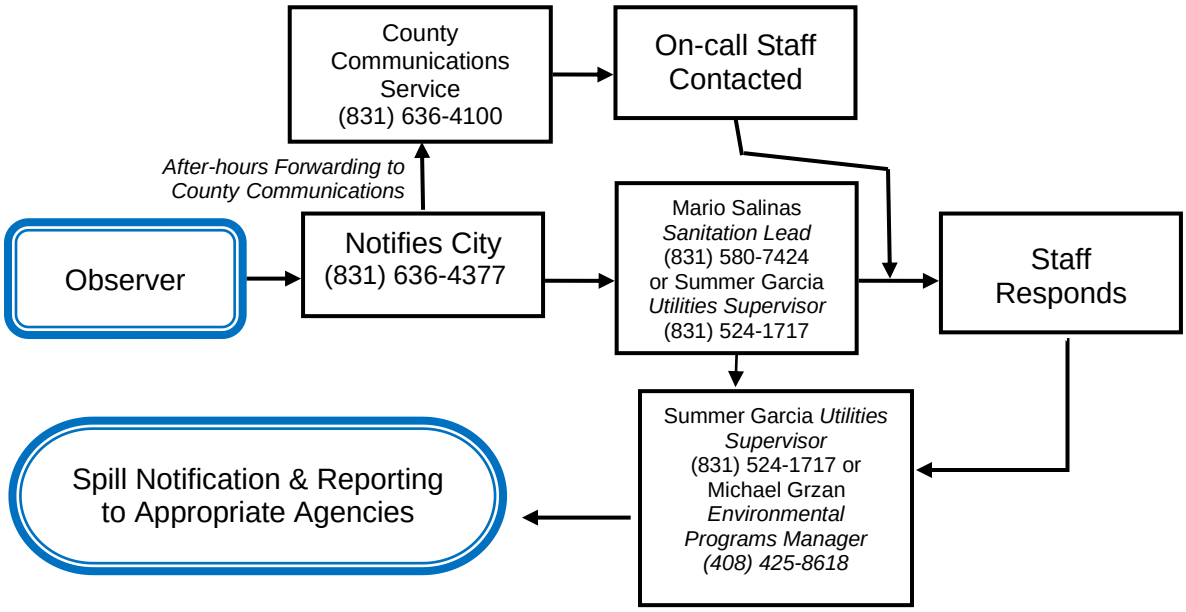


Figure 2-1: Sewer Spill Response Chain of Command

SSMP Element 6 – Spill Emergency Response Plan contains a chain of communication for reporting Spills for use in the field by the Operations Staff in Figure 6—1 which is similar to Figure 2-1 above.

Sewer Spill notification is outlined in the City's – Spill Emergency Response Plan. The contact information and notification requirements associated with notifying Cal OES and other applicable agencies, such as San Mateo County Environmental Health Division, are included in that SSMP Element.

Upon completion of containment and clean-up, the Supervisor initiates the Draft Sewer Spill Report in CIWQS.

ELEMENT 3 - LEGAL AUTHORITY

The City of Hollister (City) maintains the legal authority for the sanitary sewer system in the City Municipal Code sections listed below. These Codes are on file at the City Office and can also be located on the City Website: https://library.municode.com/ca/hollister/codes/code_of_ordinances?nodeId=TIT13PUSE.

3.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Attachment D 3 states:

The wastewater collection system agency must include copies or an electronic link to the Enrollee's current sewer system use ordinances, service agreements and/or other legally binding procedures to demonstrate the Enrollee possesses the necessary legal authority to:

(a). Prevent illicit discharges into its sanitary sewer system from inflow and infiltration (I&I); unauthorized stormwater; chemical dumping; unauthorized debris; roots; fats, oils, and grease; and trash, including rags and other debris that may cause blockages;

(b). Collaborate with storm sewer agencies to coordinate emergency spill responses, ensure access to storm sewer systems during spill events, and prevent unintentional cross connections of sanitary sewer infrastructure to storm sewer infrastructure;

(c). Require that sewer system components and connections be properly designed and constructed;

(d). Ensure access for maintenance, inspection, and/or repairs for portions of the service lateral owned and/or operated by the Enrollee;

(e). Enforce any violation of its sewer ordinances, service agreements, or other legally binding procedures; and

(f). Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable.

3.2 SSMP Sanitary Sewer System Legal Authority [WDR D 3 (a) – (f)]

Table 3-1 below provides the mechanisms by which the City maintains the legal authorities required by the WDRs for public and private sewer systems.

Table 3-1: City Legal Authority References

WDR Requirement	City Code
D 3 (a) Prevent illicit discharges into its sanitary sewer system (examples may include Inflow & Infiltration (I/I), storm water, chemical dumping, unauthorized debris and cut	City Code: Article II – Use of Public Sewers • Title 13.04.070 – Certain Water Prohibited from Sanitary Sewer • Title 13.04.090 - Materials Prohibited in Sewers

WDR Requirement	City Code
roots, etc.).	• Title 13.04.100 – Materials Director May Prohibit • Title 13.04.220 – Surface Runoff Prohibited in Sewer
D 3 (b) Collaborate with storm sewer agencies to coordinate emergency spill responses, ensure access to storm sewer systems during spill events, and prevent unintentional cross connections of sanitary sewer infrastructure to storm sewer infrastructure	The City coordinates internally as necessary for any sewer spills that may impact any stormwater facilities as it has jurisdiction over sewer and stormwater systems. Cross connections between sewer and stormwater are not allowed and are monitored by the City through their Cross Connection Control Plan.
D 3 (c) Require that sewers and connections be properly designed and constructed;	City Code: Article III – Building Sewers and Connections • Title 13.04.200 – Construction Codes and Standards • Title 13.04.210 – Sewer Elevation: Backflow and Check Device • Title 13.04.230 – Inspection of Construction • Title 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 2019 Standard Specifications: (See Appendix 05-1) ○ 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*

WDR Requirement	City Code
D 3 (d) Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained by the Public Agency;	The 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. However, the City had codified the requirement that property owners are responsible for their laterals in: Article III – Building Sewers and Connections • Title 13.04.170 – Responsibility for Costs and Expenses summarizes the property owner's responsibilities for sewer lateral ownership, maintenance and upkeep.
D 3 (e) Enforce any violation of its sewer ordinances.	City Code: 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
D 3 (f) Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable	Title 16 – Subdivisions Chapter 16.24 – Improvements • 16.24.090 Easements

ELEMENT 4 - OPERATION AND MAINTENANCE PROGRAM

The City of Hollister (City) provides sanitary sewer collection and conveyance services the City's sewer system. The City service area consists of approximately 119 miles of gravity pipelines, which vary in diameter from 4-inch to 36-inches, seven (7) City-owned lift stations, and 3.9 miles of force mains. Approximately 48% of the City's collection system was constructed before 1980, with 50% of the system constructed between 1980-1999. The remaining 2% of the system was constructed from 1999 to present. Most of the existing collection system piping material is Vitrified Clay Pipe (VCP). The majority of day-to-day 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 illustrates the current age of sewer lines in the system.

A general overview of the City Sewer System is provided in Figure 4-1: Collection System Overview Map. Electronic access to City utility maps are available to City staff for access in the field.

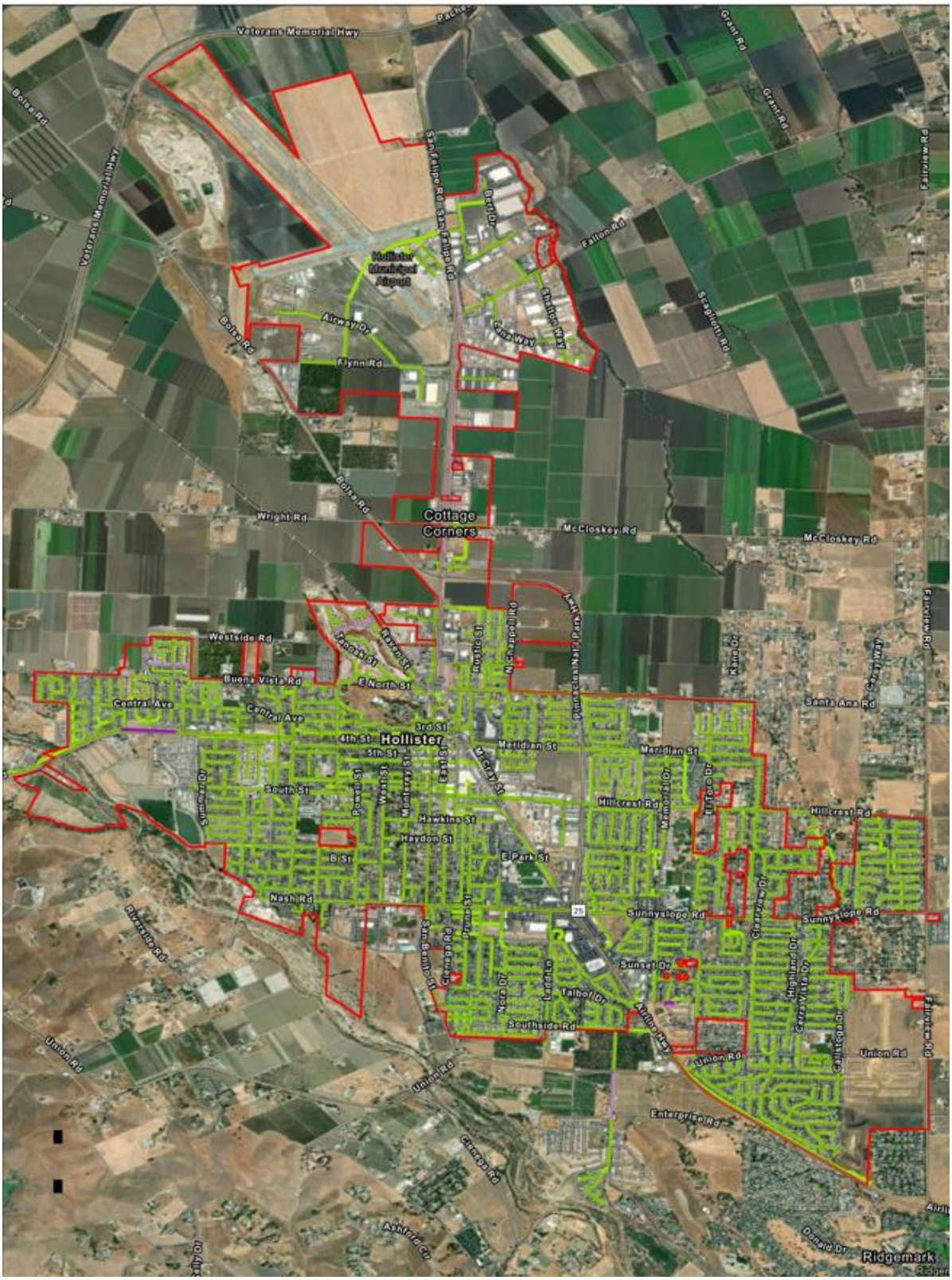


Figure 4-1: Collection System Overview Map

City owns and maintains seven (7) wastewater lift stations. Lift Stations locations are identified in the GIS Sewer Atlas Map maintained at the City Public Works.. A System overview for the entire City sewer system is included on the City website: **https://hollister.ca.gov/government/departments/community_services/sewer.php#outer-27**.

4.1 Regulatory Requirements

Attachment D 4. states:

The SSMP must include those sections listed below that are appropriate and applicable to the Enrollee's system:

(a) Up-to-date map(s) of the sanitary sewer system, and procedures for maintaining and providing State and Regional Water Board staff access to the map(s). The map(s) must show gravity line segments and manholes, pumping facilities, pressure pipes and valves, and applicable stormwater conveyance facilities within the sewer system service area boundaries.;

(b) A scheduling system and a data collection system for preventive operation and maintenance activities conducted by staff and contractors.
   a. The scheduling system must include:
      i. Inspection and maintenance activities;
      ii. Higher-frequency inspections and maintenance of known problem areas, including areas with tree root problems;
      iii. Regular visual and closed-circuit television (CCTV) inspections of manholes and sewer pipes.

   The data collection system must document data from system inspection and maintenance activities, including system areas/components prone to root-intrusion potentially resulting in system backup and/or failure.

(c) In-house and external training provided on a regular basis for sanitary sewer system operations and maintenance staff and contractors. The training must cover:
      i. The requirements of this General Order;
      ii. The Enrollee's Spill Emergency Response Plan procedures and practice drills;
      iii. Skilled estimation of spill volume for field operators; and
      iv. Electronic CIWQS reporting procedures for staff submitting data.

(d) An inventory of sewer system equipment, including the identification of critical replacement and spare parts.

4.2 Collection System and Storm Water Maps

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 City workstations and on staff cell phones and tablets.

Corrections for GIS Maps are noted by Operations and Maintenance staff and submitted to the Environmental Programs Manager for update.

A general overview of the sewer collection and conveyance system is shown in Figure 4-1 and is available online.

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 maps are utilized by City maintenance staff in the event of a Sewer Spill (Spill) 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 available online for review in the field. The City recently identified some San Benito County stormwater assets within the City sewer area. The City has requested maps for these assets from the County and will issue paper maps to operations and maintenance staff for use in the field during a sewer spill when this data is received from the County.

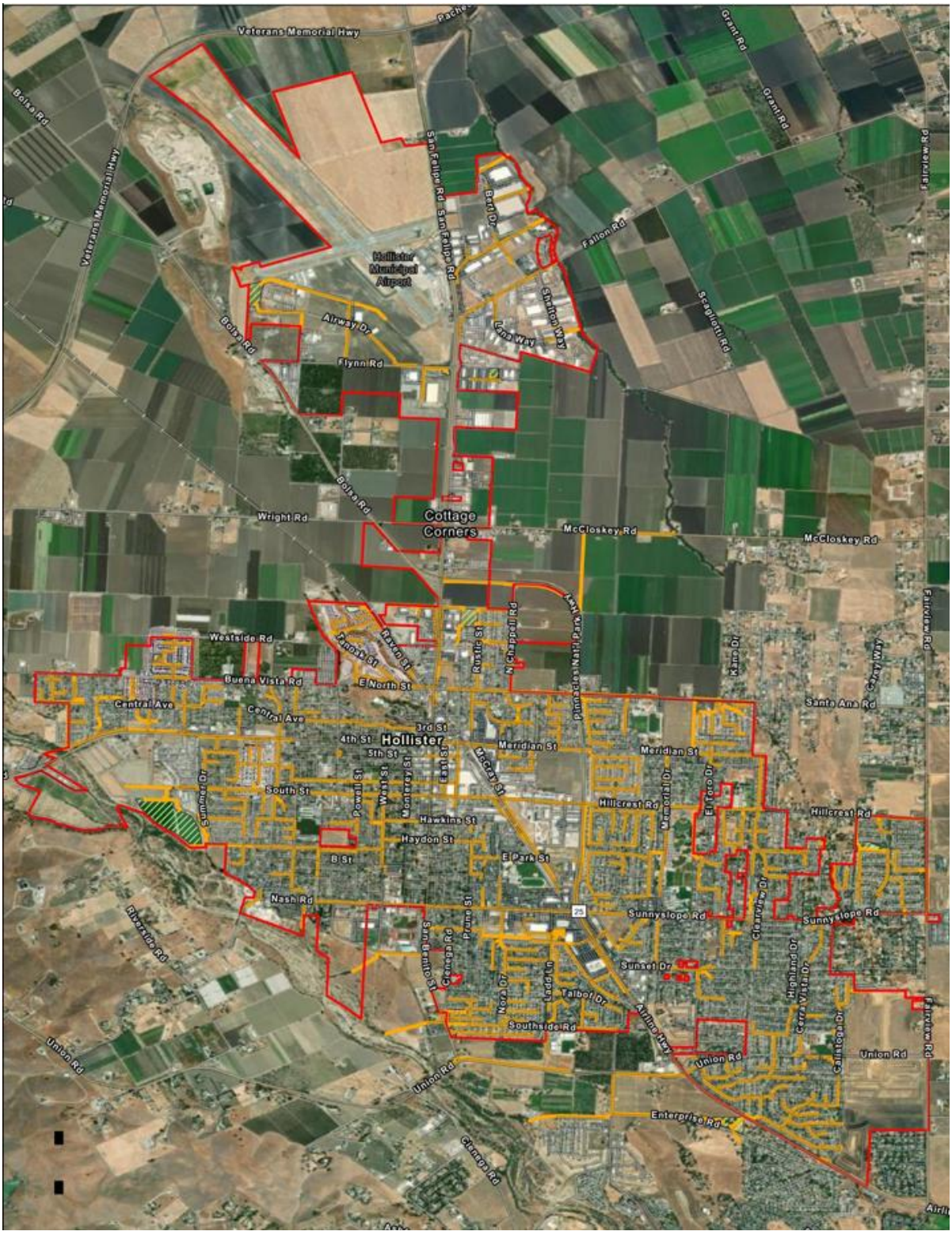


Figure 4-2: Storm Water System Atlas

4.3 Preventative Maintenance Program

All routine preventative O&M and repair work is managed by the Maintenance Supervisor and managed electronically in the Cartegraph asset management system. 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 has staff certified by the National Association of Sewer Service Companies (NASSCO) with their Pipeline Assessment Certification Program (PACP). 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 decision tree informing future CCTV reinspection after the initial City wide inspection referenced above is provided below in **Figure 4-2**:

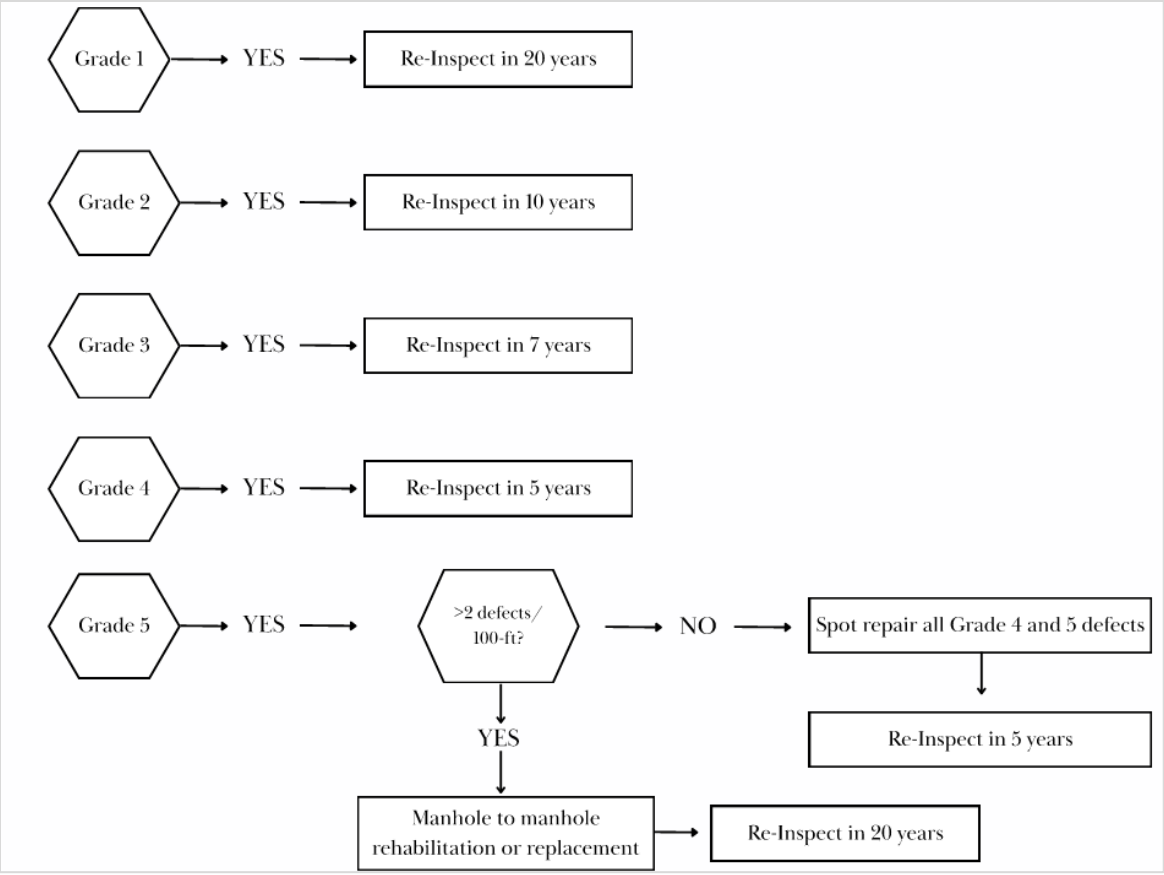


Figure 4-2 CCTV Grades above based on NASSCO defect ranking codes

The City will evaluate CCTV data annually as part of an ongoing condition assessment to rank and schedule future rehabilitation and replacement projects.

4.3.2 Line Cleaning

The City sewer cleaning goal is to clean the entire gravity collection system every four (4) 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 seven (7) days per week with observed conditions documented on a Sewer Hotspot Daily Rounds form. Sewer line condition assessments are based on historic CCTV, 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 Cartegraph work history system when system upgrades are completed. An example of the City Sewer Line Cleaning and Manhole Inspection Form is located in **Appendix 4A**.

Annual sewer cleaning work history/progress is currently tracked on the City's Sewer Line Cleaning Map. Changes in sewer line cleaning and prioritization of sewer repairs based on sewer line cleaning observations follow the following protocol in Figure 4-3 below:

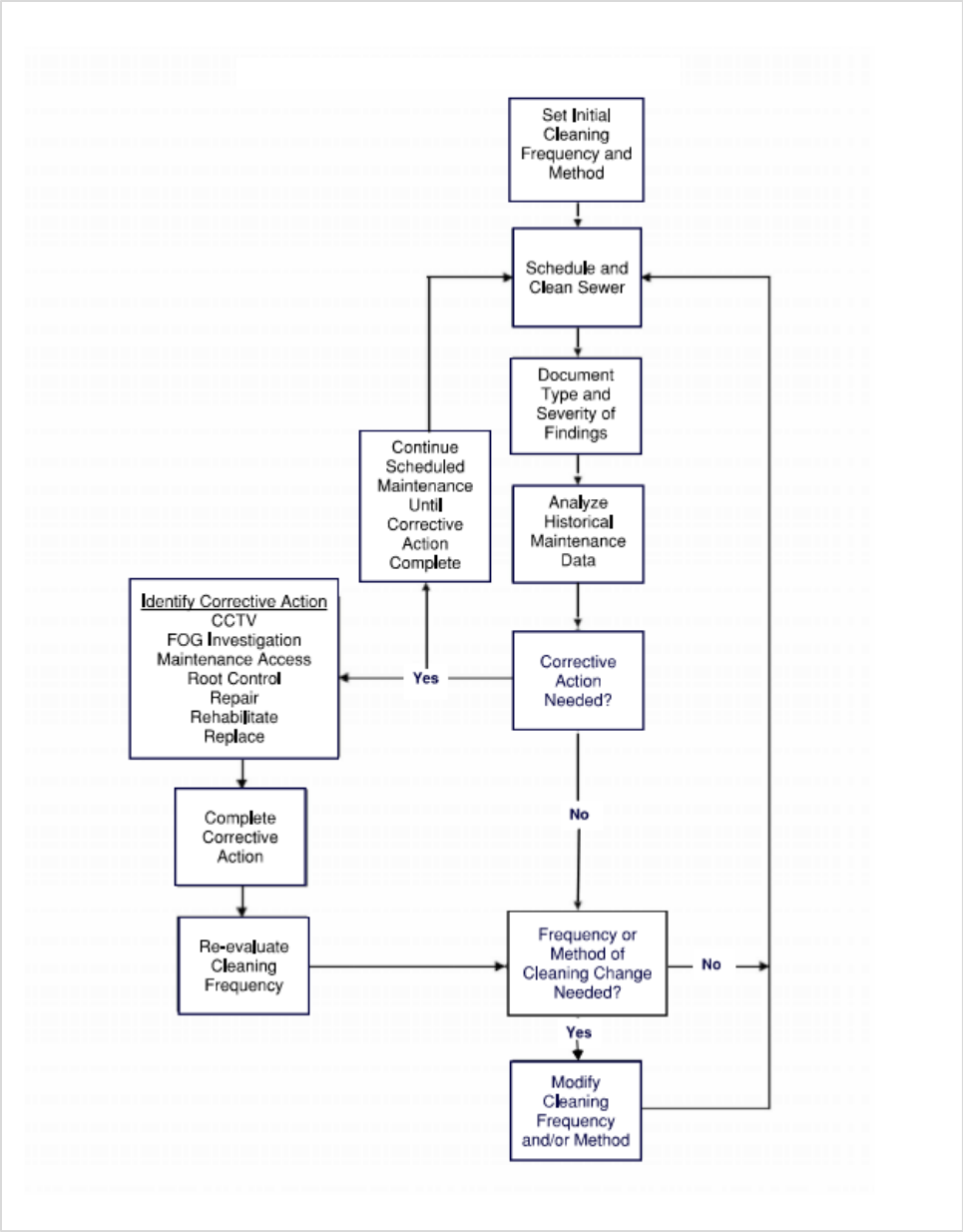


Figure 4-3: Sewer Line Cleaning Flow Chart

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 contracted Engineering consultants. Detailed manhole inspections are documented on a "Detailed Manhole Inspection Form". Relevant information from these sheets is incorporated into the City's Cartegraph work history system. An example of the City Detailed Manhole

Inspection Form is located in **Appendix 4B**. 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 4C**. City maintenance staff inspects HMAs daily and clean these areas on an as needed basis, based on these daily 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 4-4.

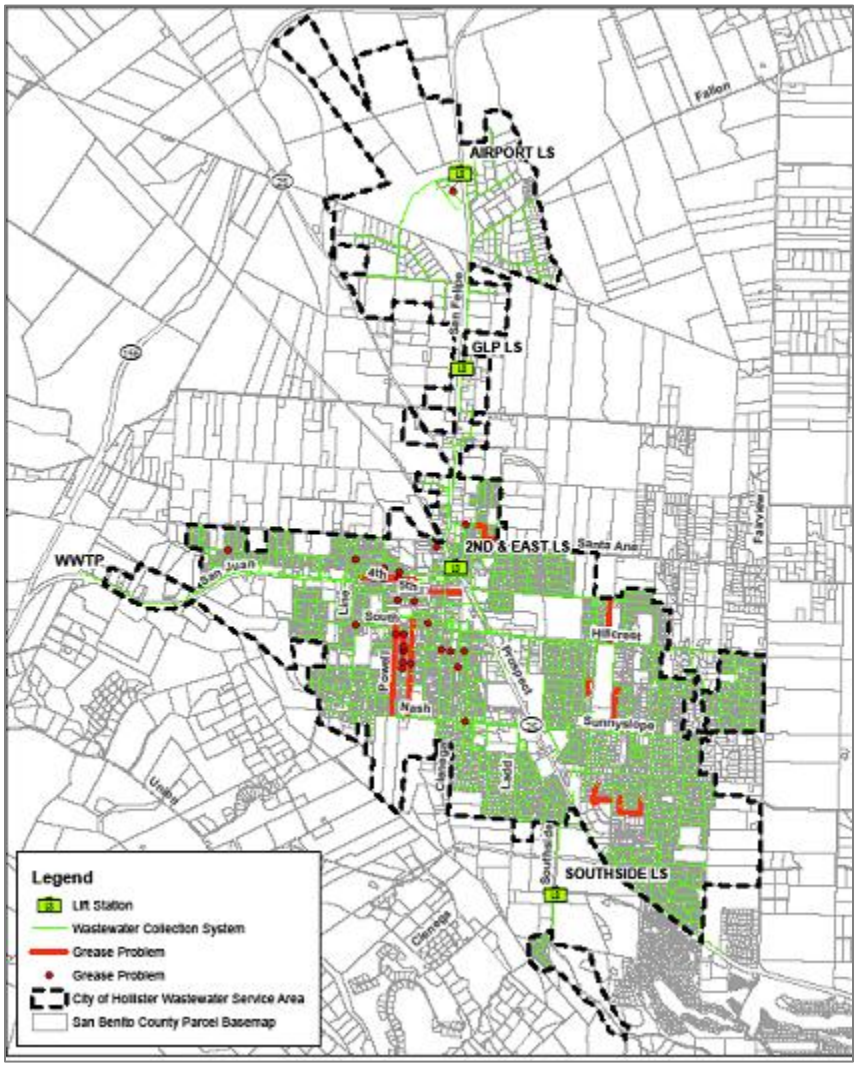


Figure 4-4: Sewer System High Maintenance Areas

4.3.5 Lift Station Operation and Maintenance

As previously referenced in the introduction to this SSMP Element, there are seven (7) 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 seven (7) lift 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 seven (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 4D**. Applicable information logged on these inspection logs are planned to be maintained in the City's Cartegraph work history system. Specific data regarding each lift station can be found in **Appendix 4E**.

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 Public Works Department Office. If staff investigations result in significant discoveries in the field (ex: sewer line restriction or sewer spill) relevant data will be logged into the City Cartegraph 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 4F**.

4.4 Training

Training programs include formal classroom, tailgate 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. Operations and Maintenance (O&M) related training is conducted on an ongoing and as needed basis. O&M staff are initially trained in the proper operation and maintenance of all major new mobile equipment and facilities by the respective contractor or manufacturer. Written O&M manuals are used as resource material for equipment start-up training and new staff training. In addition to these resource materials, the City has developed the following O&M Standard Operating Procedures applicable to the wastewater collection and conveyance system:

- 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

The City also conducts regular training in the following areas:

- The requirements of General Order WQ 2022-0103-DWQ;
- Spill Emergency Response Plan procedures and practice drills;

- Estimation of spill volume and spill response/mitigation; and
- Electronic CIWQS reporting procedures for staff submitting data.

Training records are maintained by the Environmental Programs Manager at the Public Works Office.

4.5 Equipment and Replacement Parts Inventory

Equipment and replacement parts inventories are provided as discussed below.

4.5.1 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 is maintained in the office of the Utilities Manager. In the event of an emergency, local retailers and contractors are available to supply additional equipment and parts on short notice. A list of 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

3. Able Sewer
   Services - Sewer Cleaning, Tanker Trucks, Pump Stations, Construction, CCTV
   1020 Ruff Drive, San Jose CA 95110
   (408) 377-9990

4. Nicholson Inc.
   Services – General Engineering Contractor
   701 McCray Street, Hollister CA 95023
   (831) 637-5728

ELEMENT 5 - DESIGN AND PERFORMANCE PROVISIONS

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.

5.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Section D 5 states that the SSMP must identify:

(a) Updated design criteria, and construction standards and specifications, for the construction, installation, repair, and rehabilitation of existing and proposed system infrastructure components, including but not limited to pipelines, pump stations, and other system appurtenances. If existing design criteria and construction standards are deficient to address the necessary component-specific hydraulic capacity as specified in section 8 (System Evaluation, Capacity Assurance and Capital Improvements), the procedures must include component-specific evaluation of the design criteria.;

(b) Procedures, and standards for the inspection and testing of newly constructed, newly installed, repaired, and rehabilitated system pipelines, pumps, and other equipment and appurtenances

5.2 Design and Construction Standards and Specifications

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**

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 Inspection and Testing Procedures and Standards

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 - SPILL EMERGENCY RESPONSE PLAN

Sanitary Sewer Spills (Spills), or spills, can occur due to unforeseen accidents, unusual equipment failures, or other events not controllable by the City. A Spill response plan is maintained by the City Public Works Office for maintenance personnel to use as guidance in responding to Spills. The Spill response plan defines procedures to:

- Protect public health and the environment
- Comply with local, state, and federal regulatory agency requirements
- Protect City personnel, the wastewater collection system, and private and public properties

The Spill Emergency Response Plan (SERP) is summarized in this SSMP Element. The City has developed this comprehensive plan to address emergency response and follow up activities for Spills experienced in the City's collection and conveyance system. This plan is located at the City's Public Works Office. This document is the primary reference for staff to use during all Spills.

6.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Attachment D 6 states:

The Plan must include an up-to-date Spill Emergency Response Plan to ensure prompt detection and response to spills to reduce spill volumes and collect information for prevention of future spills. The Spill Emergency Response Plan must include procedures to:

a) Notify primary responders, appropriate local officials, and appropriate regulatory agencies of a spill in a timely manner;

b) Notify other potentially affected entities (for example, health agencies, water suppliers, etc.) of spills that potentially affect public health or reach waters of the State;

c) Comply with the notification, monitoring and reporting requirements of this General Order, State law and regulations, and applicable Regional Water Board Orders;

d) Ensure that appropriate staff and contractors implement the Spill Emergency Response Plan and are appropriately trained;

e) Address emergency system operations, traffic control and other necessary response activities;

f) Contain a spill and prevent/minimize discharge to waters of the State or any drainage conveyance system;

g) Minimize and remediate public health impacts and adverse impacts on beneficial uses of waters of the State;

h) Remove sewage from the drainage conveyance system;

i) Clean the spill area and drainage conveyance system in a manner that does not inadvertently impact beneficial uses in the receiving waters;

j) Implement technologies, practices, equipment, and interagency coordination to expedite spill containment and recovery;

k) Implement pre-planned coordination and collaboration with storm drain agencies and other utility agencies/departments prior, during, and after a spill event;

l) Conduct post-spill assessments of spill response activities;

m) Document and report spill events as required in this General Order; and

n) Annually, review and assess effectiveness of the Spill Emergency Response Plan, and update the Plan as needed.

6.2 Initial Spill Notification Procedures

If a member of the public witnesses a Spill, they contact the Utilities Division of the Public Works Office (831) 636-4377 during normal business hours. Calls to the City after hours or on weekends and holidays are directed to San Benito County Communications (831) 636-4100 which contacts staff responsible for “On-Call” duty. If office personnel are not available during normal work hours, a voicemail directs the caller to call the sewer truck directly at (831) 524-1814.

6.2.1 The City Staff as the First Responder

If City staff is contacted during normal business hours Monday through Friday, excluding legal holidays, administrative staff ,contacts the Utilities Supervisor or the next available wastewater staff to investigate the situation utilizing the contact information found in the SERP. If City staff needs assistance responding to the Spill, the first responder contacts additional wastewater staff utilizing the information found in Table 6-1.

Table 6-1: Maintenance Staff Contact Information

City Office Phone Number for Normal and After Working Hours: **Normal Hours (831) 636-4377 After Hours (831-636-4100**		
Utilities Supervisor Summer Garcia Office: (831) 636-4377 Cell: (831) 524-1717	**Environmental Programs Manager** Michael Grzan Office: (831) 636-4377 Cell: (408) 425-8618	**Senior Maintenance Worker** Mario Salinas Office: (831) 636-4377 Cell: (831) 580-7424

		Staff Contact	**Number**
City Staff Contact Information		**Wastewater**	
		Jesus Mendez Cell Phone	(831) 537-1260

On Call Staff should be contacted first – only contact additional staff if conditions require additional staff. **Streets Department should only be called if Wastewater, Water and Stormwater Staff are unavailable or if there is a major emergency that requires additional staff.**		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
		Stormwater	
		Echevarria, Andrew	831-537-1266
		Garcia, Frank	831-537-1256
		Hernandez, Frank	831-537-1713
		Jacinto, Joey	831-537-1743
		Martinez, Leonard	831-207-8520
		Water	
		Aguilera, Rodrigo	831-537-1075
		Aleman, Caleb	831-537-1219
		Becerra, Ramon	831-5371089
		Camarillo, Julian	831-537-1091
		Hernandez, Isaiah	831-537-1130
		Perez, Daniel	831-537-1165
		Sanchez, Johnny	831-902-8467
		Torres, Jorge	831-537-1265
Streets Department **(Backup Staff for Emergencies)**		On Call #	(831) 902-7453

If City staff are contacted ***after normal business hours***, on a holiday, or during the weekend, on-call maintenance staff are contacted by dialing the San Benito County Communications line. The call will be routed to the City On-Call phone, and staff responds accordingly.

After normal operating hours, one member of Maintenance Staff is on-call as a primary wastewater emergency responder.

The sewer spill reporting chain of command follows the flowchart shown in the SERP. Reporting process and responsibilities are described in detail in the document.

6.3 Spill Response Program

The City SERP documents provide a comprehensive Emergency Response Program consisting of the following:

- Spill Detection and Notification;
- Spill Response Procedures;
- Spill Recovery and Cleanup;
- Traffic Control;
- Pump Station and Force Main Failure;
- Water Quality Monitoring/Sampling;
- Notification, Reporting and Record Keeping Requirements;
- Post Spill Debriefing / Failure Analysis Investigation;
- Spill Response Training (training records maintained at City office);
- Spill Response Workbook.

6.4 Spill Notification and Reporting Procedures

This section of the SERP ensures proper notification and reporting of Spills, which occur in the City's sanitary sewer system, to protect public and environmental health.

An overview of the notification and reporting process is illustrated on the following page in Table 6-1. This overview is not inclusive of all the notification and reporting requirements and procedures. The following section of this SSMP Element corresponding to each Spill category for notifications and reporting must be referenced and followed.

Spill Category 1: Spills to Surface Waters and/or SW Conveyance System		
Spill Requirement	**Schedule**	**Method**
Notification	**Within two (2) hours** of the Enrollee's knowledge of a Category 1 spill of 1,000 gallons or greater, discharging or threatening to discharge to surface waters: Notify the California Office of Emergency Services and obtain a notification control number.	California Office of Emergency Services at: (800) 852-7550
Reporting	• Submit Draft Spill Report **within three (3) business days** of the Enrollee's knowledge of the spill; • Submit Certified Spill Report **within 15 calendar days** of the spill end date; • Submit Technical Report **within 45 calendar days** after the spill end date for a Category 1 spill in which **50,000 gallons or greater** discharged to surface waters; and • Submit Amended Spill Report within **90 calendar days** after the spill end date.	CIWQS
Spill Category 2: Spills of 1,000 Gallons of Greater That Do Not Discharge to Surface Waters		
Spill Requirement	**Schedule**	**Method**
Notification	**Within two (2) hours** of the Enrollee's knowledge of a Category 2 spill of 1,000 gallons or greater, discharging or threatening to discharge to waters of the State: Notify California Office of Emergency Services and obtain a notification control number.	California Office of Emergency Services at: (800) 852-7550
Reporting	• Submit Draft Spill Report **within three (3) business days** of the Enrollee's knowledge of the spill; • Submit Certified Spill Report **within 15 calendar days** of the spill end date; and • Submit Amended Spill Report **within 90 calendar days** after the spill end date.	CIWQS

Spill Category 3: Spills of Equal or Greater than 50 Gallons and Less than 1,000 Gallons That Does Not Discharge to Surface Waters		
Spill Requirement	**Schedule**	**Method**
Notification	Not Applicable	Not Applicable
Reporting	• Submit monthly Certified Spill Report to the online CIWQS Sanitary Sewer System Database within **30 calendars days** after the end of the month in which the spills occur; and • Submit Amended Spill Reports **within 90 calendar days** after the Certified Spill Report due date.	CIWQS
Spill Category 4: Spills Less Than 50 Gallons That Do Not Discharge to Surface Waters		
Spill Requirement	**Schedule**	**Method**
Notification	Not Applicable	Not Applicable
Reporting	• If, during any calendar month, Category 4 spills occur, certify monthly, the estimated total spill volume exiting the sanitary sewer system, and the total number of all Category 4 spills into the online CIWQS Sanitary Sewer System Database, within 30 days after the end of the calendar month in which the spills occurred. • Upload and certify a report, in an acceptable digital format, of all Category 4 spills to the online CIWQS Sanitary Sewer System Database, by February 1st after the end of the calendar year in which the spills occur.	CIWQS

Enrollee Owned and/or Operated Lateral Spills That Do Not Discharge to Surface Waters		
Spill Requirement	**Schedule**	**Method**
Notification	**Within two (2) hours** of the Enrollee's knowledge of a spill of 1,000 gallons or greater, from an enrollee- owned and/or operated lateral, discharging or threatening to discharge to waters of the State: Notify California Office of Emergency Services and obtain a notification control number. Not applicable to a spill of less than 1,000 gallons.	California Office of Emergency Services at: (800) 852-7550
Reporting	• Upload and certify a report, in an acceptable digital format, of all lateral spills (that do not discharge to a surface water) to the online CIWQS Sanitary Sewer System Database, by February 1st after the end of the calendar year in which the spills occur. • Report a lateral spill of any volume that discharges to a surface water as a Category 1 spill.	CIWQS

Table 6-1: Spill Notification and Reporting Overview

6.4.1 Spill Notification Procedure

Spill notification procedures vary based on whether the Spill is classified as a Category 1, Category 2, Category 3, Category 4 or Enrollee Owned Lateral and are the SERP: Spill Notification section.

Notification of Spills of 1,000 Gallons or Greater to the California Office of Emergency Services

Per Water Code section 13271, for a spill that discharges in or on any waters of the State, or discharges or is deposited where it is, or probably will be, discharged in or on any waters of the State, the City shall notify the California Office of Emergency Services and obtain a California Office of Emergency Services Control Number as soon as possible **but no later than two (2) hours** after:

- The City has knowledge of the spill; and
- Notification can be provided without substantially impeding cleanup or other emergency measures.

The notification requirements in this section apply to individual spills of 1,000 gallons or greater, from an Enrollee-owned and/or operated laterals, to a water of the State.

Spill Notification Information

The Enrollee shall provide the following spill information to the California Office of Emergency Services before receiving a Control Number, as applicable:

- Name and phone number of the person notifying the California Office of Emergency Services;
- Estimated spill volume (gallons);
- Estimated spill rate from the system (gallons per minute);
- Estimated discharge rate (gallons per minute) directly into waters of the State or indirectly into a drainage conveyance system;
- Spill incident description:
    - Brief narrative of the spill event, and
    - Spill incident location (address, city, and zip code) and closest cross streets and/or landmarks;
- Name and phone number of contact person on-scene;
- Date and time the Enrollee was informed of the spill event;
- Name of sanitary sewer system causing the spill;
- Spill cause or suspected cause (if known);
- Amount of spill contained;
- Name of receiving water body receiving or potentially receiving discharge; and
- Description of water body impact and/ or potential impact to beneficial uses.

Notification of Spill Report Updates

Following the initial notification to the California Office of Emergency Services and until such time that the Enrollee certifies the spill report in the online CIWQS Sanitary Sewer System Database, the Enrollee shall provide updates to the California Office of Emergency Services regarding substantial changes to:

- Estimated spill volume (increase or decrease in gallons initially estimated);
- Estimated discharge volume discharged directly into waters of the State or indirectly into a drainage conveyance system (increase or decrease in gallons initially estimated); and
- Additional impact(s) to the receiving water(s) and beneficial uses.

6.4.1.1 **Category 1 Spills** (Spills to Surface Waters)

Within **two (2) hours** of the City's knowledge of a Category 1 spill of 1,000 gallons or greater, discharging or threatening to discharge to surface waters:

- Notify the California Office of Emergency Services and obtain a notification control number.

Table 6-2: Regulatory Agency Notification Information for a Spill to Surface Water

Regulatory Agency Contacts

California Office of Emergency Services (Cal OES)	Within two (2) hours of the City's knowledge of a Category 1 spill of 1,000 gallons or greater, discharging or threatening to discharge to surface waters notify the California Office of Emergency Services and obtain a notification control number at (800) 852-7550
Regional Water Quality Control Board (RWQCB)	***Optional*** – If spill is over 1,000 gallons, reaches waterway, or occurred in area with likely public contact, call (805) 549-3147 or (805) 542-4638.
San Benito County Environmental Health	***Optional***- If spill reaches waterway, call (831) 636-4035. Give the spill information.
California Department of Fish and Wildlife	***Optional*** -If spill reaches waterway, call state office (559) 243-4005.

6.4.1.2 **Category 2 Spills**

(Spills of 1,000 Gallons or Greater That Do Not Discharge to Surface Waters)

Within **two (2) hours** of the City's knowledge of a Category 2 spill of 1,000 gallons or greater, discharging or threatening to discharge to waters of the State:

- Notify California Office of Emergency Services and obtain a notification control number.

6.4.1.3 **Category 3 Spills**

(Spills of Equal or Greater than 50 Gallons and Less than 1,000 Gallons That Does Not Discharge to Surface Waters)

- Not Applicable

6.4.1.4 **Category 4 Spills**

(Spills Less Than 50 Gallons That Do Not Discharge to Surface Waters)

- Not Applicable

6.4.1.5 **Enrollee Owned and or Operated Lateral Spills that do not Discharge to Surface Waters**

Within two (2) hours of the City's knowledge of a spill of 1,000 gallons or greater, from an enrollee- owned and/or operated lateral, discharging or threatening to discharge to waters of the State:

- Notify California Office of Emergency Services and obtain a notification control number.
- Not applicable to a spill of less than 1,000 gallons.

6.4.2 Spill Reporting Procedure

Spill reporting procedures vary based on whether the Spill is classified as Category 1, Category 2, Category 3, Category 4 or City Owned Lateral. A full description of Spill reporting requirements is found in the City SERP.

Category 1 Spills

- Submit Draft Spill Report within three (3) business days of the City's knowledge of the spill;
- Submit Certified Spill Report within 15 calendar days of the spill end date;
- Submit Technical Report within 45 calendar days after the spill end date for a Category 1 spill in which 50,000 gallons or greater discharged to surface waters; and
- Submit Amended Spill Report within 90 calendar days after the spill end date.
  Spill Technical Report

Category 2 Spills

- Submit Draft Spill Report within **three (3) business days** of the City's knowledge of the spill;
- Submit Certified Spill Report within **15 calendar days** of the spill end date; and
- Submit Amended Spill Report within **90 calendar days** after the spill end date.

Category 3 Spills

- Submit monthly Certified Spill Report to the online CIWQS Sanitary Sewer System Database within **30 calendars days** after the end of the month in which the spills occur; and
- Submit Amended Spill Reports **within 90 calendar days** after the Certified Spill Report due date.

Category 4 Spills

- If, during any calendar month, Category 4 spills occur, certify monthly, the estimated total spill volume exiting the sanitary sewer system, and the total number of all Category 4 spills into the online CIWQS Sanitary Sewer System Database, within **30 days** after the end of the calendar month in which the spills occurred.

- Upload and certify a report, in an acceptable digital format, of all Category 4 spills to the online CIWQS Sanitary Sewer System Database, by **February 1st** after the end of the calendar year in which the spills occur.

Enrollee Owned and/or Operated Lateral Spills That Do Not Discharge to Surface Waters

- Upload and certify a report, in an acceptable digital format, of all lateral spills (that do not discharge to a surface water) to the online CIWQS Sanitary Sewer System Database, by **February 1st** after the end of the calendar year in which the spills occur.
- Report a lateral spill of any volume that discharges to a surface water as a Category 1 spill.

6.5 SERP Training

The City implements a formal training program which will include annual training of City Staff on this SSMP Element and SERP. The City will also require contractor personnel to train on and follow SERP through their contracts. The City will maintain a log of SERP Training as training is completed.

6.6 Spill Impact Mitigation Program

The Spill Mitigation Program is comprised of the mitigation practices contained in the SERP, which is on file at the City Public Works Office.

The SERP includes Water Quality Monitoring, Beneficial Uses identification and Spill Impact Mitigation section providing information to post water body warning and closure signs in the event that a spill reaches a surface water, and City Public Works conducts water quality sampling for the spill impact assessment.

6.7 Spill Coordination with Stormwater Management Agencies and Public Water Systems

City Public Works manages the MS4 Stormwater Program which includes the entire City service area. Maps of the stormwater collection and conveyance system are available to City staff which allows them to isolate any areas impacted by a sewer spill, recover this wastewater and return it to the sewer system. Municipal water system contacts are identified for notification of spills that may occur within 1000 ft of a surface water intake in the City SERP.

6.8 Post Spill Investigations

The City conducts Post Spill Investigations for Cat 1, 2, 3, and 4 spills as warranted per instructions in Section 11 of the 2023 SERP.

ELEMENT 7 – PIPE BLOCKAGE CONTROL PROGRAM

The City of Hollister has identified a significant number of commercial facilities that contribute Fats, Oils and Grease (FOG) into the City's sanitary sewer system. FOG has been a contributing factor in sanitary sewer spills and requires the City to conduct additional maintenance. Roots and disposable wipes have also been identified as pipe blocking sources.

7.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Attachment D 7 states:

> The Sewer System Management Plan must include procedures for the evaluation of the Enrollee's service area to determine whether a sewer pipe blockage control program is needed to control fats, oils, grease, rags and debris. If the Enrollee determines that a program is not needed, the Enrollee shall provide justification in its Plan for why a program is not needed. The procedures must include, at minimum:
>
> (a). An implementation plan and schedule for a public education outreach program that promotes proper disposal of pipe blocking substances;
>
> (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 spills and blockages;
>
> (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). Implementation of source control measures for all sources of fats, oils, and grease reaching the sanitary sewer system for each section identified above

7.2 Pipe Blockage Control Program Public Education and Outreach

The City of Hollister service area includes a variety of residential, commercial and industrial facilities. The focus of an effective Pipe Blockage Control Program includes residential customers, commercial and industrial facilities and commercial and industrial food service/preparation facilities.

The City conducts outreach and educational efforts utilizing the following documents which can be found on the City website:

- FOG Program Outreach Packet which consists of the following information for commercial facilities:
  - FOG Program Description

- FOG Best Management Practices
- FOG Application
- Grease Hauling Companies

- Residential FOG Outreach on the City's Website regarding how to properly dispose of FOG
- "What Not to Flush Flyer" educating all facilities on items that cause problems in the City sewer system and are prohibited from being discharged to the City sewer system.

Copies of educational outreach documents for food service establishments are posted and available on the City's website:

https://hollister.ca.gov/government/departments/community_services/new_page.php.

The City refers the appropriate businesses to the available information, to assist them with FOG compliance. Examples of these outreach materials are also included in **Appendix 7A, 7B, & 7C**.

7.3 FOG Disposal Facilities

The City does not own nor operate a FOG disposal facility; however, licensed FOG hauling contractors are identified as part of the City's FOG Pipe Blockage Control Program, and the City provides a list of these licensed haulers to each food service establishment (FSE).

A list of grease trap and interceptor vendors, pumping and waste hauling contractors in the City service area that haul FOG to licensed facilities for disposal is available in the City's Sanitary Sewer website link identified above and is also provided below.

Grease Hauling Companies	
All Valley Environmental, Inc.	(559) 498-8378
Ameriguard Maintenance Services	(800) 347-7876 x 14
Bay Pumping	(831) 320-5229
Greenline Liquid Waste Company	(831) 422-2298
P.S.T.S (Peninsula Septic Tank Service)	(831) 574-2958
Trap Recyclers Inc.	(800) 994-7867

7.4 Discharge Prohibition Legal Authority and Spill Prevention Measures

The legal authority to prohibit discharges to the collection system and identify measures to prevent FOG-caused sewer spills 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 sewer spills and blockages caused by FOG.

Table 0-1: 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, 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	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: 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

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
		become viscous at temperatures between thirty-two (32) degrees and one hundred fifty degrees (150) Fahrenheit (zero degrees and sixty-five (65) degrees centigrade);
Identify measures to prevent Spills 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 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 Spills and blockages caused by FOG	13.04.110	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: A. Reject the water or waste; B. Require pretreatment to an acceptable condition for discharge to the public sewer; C. Control quantity or rate of discharge; 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; E. Refuse to furnish service or discontinue service. (Prior code § 16-11)

7.5 Requirements to Install Grease Removal Devices

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

Table 0-2: Grease Removal Device Design, Installation, and Maintenance Requirements

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)
Grease Removal Devices – Design Standards	15.04.050	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. A. 2013 Edition of the California Building Standards, Title 24 of the California Code of Regulations, in its entirety consisting of the following parts: -Part 5- California Plumbing Code;
Grease Removal Devices – Maintenance	*Not in Municipal Code – Required by City FOG Control Program*	*Best Management Practice identified as part of FOG Control Program.*
Grease Removal Devices – Best Management	*Not in Municipal Code – Required by City FOG*	*Best Management Practices identified as part of FOG Control Program.*

WDR Requirement	City of Hollister Municipal Code Section	Specific Language
Practices (BMPs)	*Control Program*	
Grease Removal Devices – Record Keeping and Reporting	*Not in Municipal Code – Required by City FOG Control Program*	*Best Management Practice identified as part of FOG Control Program.*

7.6 FOG Control Program Inspection, Enforcement, and Staffing

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.

3.1.1 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**. The City does not currently have sufficient budget and staff to implement the existing FOG Program due to budget constraints.

One of the goals in the SSMP is to fund and reactivate the FOG inspection and permitting program by the end of 2025.

Table 0-3: FOG Control Program Inspection and Enforcement Legal Authorities

WDR Requirement	City of Hollister Municipal Code	Specific Language
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

WDR Requirement	City of Hollister Municipal Code	Specific Language
		remedies are available under city codes or state law. (Ord. 891 § 1, 1997: prior code § 1A-10)

7.7 Problem Area Identification and Sewer Cleaning

The City's goal is to clean the entire collection system every four (4) years, as described in Element 4 – Operation and Maintenance Program. Areas of the City that require more frequent cleaning are designated as High Maintenance Areas (HMAs) due to FOG. These areas 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 below. A list of HMAs is located in Element 4 – Operations and Maintenance.

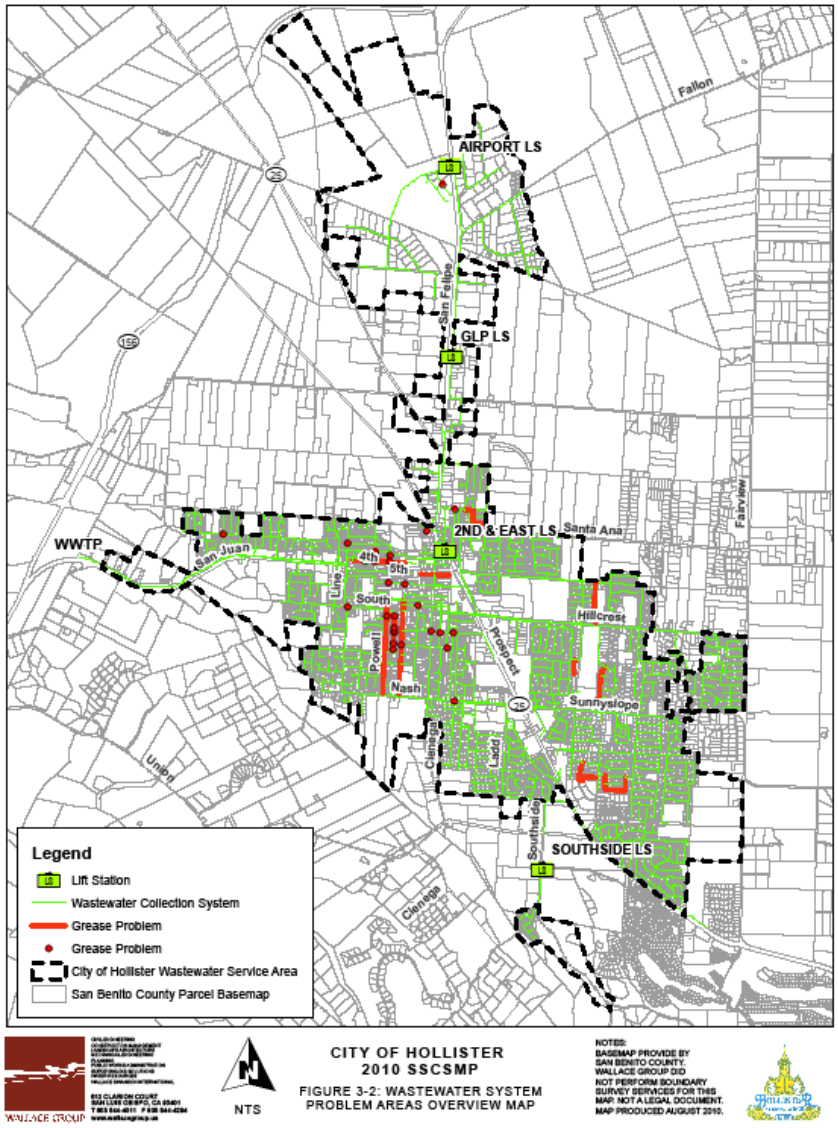


Figure 7-2: City of Hollister FOG Related High Maintenance Areas

7.2 Source Control Measure Development and Implementation

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, CAPACITY ASSURANCE AND CAPITAL IMPROVEMENT PLAN

8.1 Regulatory Requirements

Attachment D 8 states:

The Plan must include procedures and activities for:

- Routine evaluation and assessment of system conditions;
- Capacity assessment and design criteria;
- Prioritization of corrective actions; and
- A capital improvement plan.

(a). **System Evaluation & Condition Assessment**: The Plan must include procedures to:

- Evaluate the sanitary sewer system assets utilizing the best practices and technologies available;
- Identify and justify the amount (percentage) of its system for its condition to be assessed each year;
- Prioritize the condition assessment of system areas that:
  - Hold a high level of environmental consequences if vulnerable to collapse, failure, blockage, capacity issues, or other system deficiencies;
  - Are located in or within the vicinity of surface waters, steep terrain, high groundwater elevations, and environmentally sensitive areas;
- Are within the vicinity of a receiving water with a bacterial-related impairment on the most current Clean Water Act section 303(d) List;
- Assess the system conditions using visual observations, video surveillance and/or other comparable system inspection methods;
- Utilize observations/evidence of system conditions that may contribute to exiting of sewage from the system which can reasonably be expected to discharge into a water of the State;
- Maintain documents and recordkeeping of system evaluation and condition assessment inspections and activities; and
- Identify system assets vulnerable to direct and indirect impacts of climate change, including but not limited to: sea level rise; flooding and/or erosion due to increased storm volumes, frequency, and/or intensity; wildfires; and increased power disruptions.

(b). **Capacity Assessment & Design Criteria**: The Plan must include procedures to identify system components that are experiencing or contributing to spills caused by hydraulic deficiency and/or limited capacity, including procedures to identify the appropriate hydraulic capacity of key system elements for:

- Dry-weather peak flow conditions that cause or contributes to spill events;
- The appropriate design storm(s) or wet weather events that causes or contributes to spill events;
- The capacity of key system components; and
- Identify the major sources that contribute to the peak flows associated with sewer spills.
- The capacity assessment must consider:
  - Data from existing system condition assessments, system inspections, system audits, spill history, and other available information;
  - Capacity of flood-prone systems subject to increased infiltration and inflow, under normal local and regional storm conditions;
  - Capacity of systems subject to increased infiltration and inflow due to larger and/or higher-intensity storm events as a result of climate change;
  - Increases of erosive forces in canyons and streams near underground and above- ground system components due to larger and/or higher-intensity storm events;
  - Capacity of major system elements to accommodate dry weather peak flow conditions, and updated design storm and wet weather events; and
  - Necessary redundancy in pumping and storage capacities.

(c). **Prioritization of Corrective Action**: The findings of the condition assessments and capacity assessments must be used to prioritize corrective actions. Prioritization must consider the severity of the consequences of potential spills.

(d). **Capital Improvement Plan**: The capital improvement plan must include the following items:

- Project schedules including completion dates for all portions of the capital improvement program;
- Internal and external project funding sources for each project; and
- Joint coordination between operation and maintenance staff, and engineering staff/consultants during planning, design, and construction of capital improvement projects; and Interagency coordination with other impacted utility agencies.

8.2 System Evaluation & Condition Assessment

The City completed a Sanitary Sewer Collections System Master Plan (SCSMP) which was completed in 2018. This 2018 SSCSMP included wastewater flow projections and facilities capacity evaluation. The associated system evaluation and condition assessment consisted of the following:

- Review of prior Master Plan (2010) manhole data,
- Evaluations of the City's four (4) lift stations to establish signs of corrosion and recommendations based on structural investigation of the wet wells. Evaluation of the condition of piping and internal components, documentation of the size of the wet well/pumping station, approximate depth and size of inverts, perform a pump

draw down test and determine approximate flow from each pump, full load amperage and Meg-ohm readings on each motor, verification of automation of controls, evaluation of the electrical system deficiencies/code violations, documentation of pumps and motors make/model number, inspection of pumps for signs of wear and tear including inspecting pump seals and fittings, electrical components for code violations, evaluation of pump seals, fittings, and overall condition, and pump tests to determine approximate flow, and measure amperage/power draws to check for signs of pump motor concerns. Evaluation of the system's ability to meet existing and future demands based on the pumping capacity and lift station upgrade recommendations.

- Updates to the City's GIS system to include new developments and upgrades to the City sewer system.
- City staff observations and recommendations for sewer system repairs.
- City staffing/resource assessment

Capital improvement projects were identified as part of the condition assessment. These projects are identified in Section 8.5 of this Element.

The SCSMP is on the City website:
https://hollister.ca.gov/government/community_services/engineering/index.php#outer-612

8.3 Capacity Evaluation & Design Criteria

The City's collection system in 2018 consisted of 108 miles of gravity pipes, which vary in diameter from 4-inch to 36- inches, and four (4) lift stations, providing service throughout the City. The sewer system was analyzed to evaluate performance of the wastewater collection system under both existing and future flow conditions.

Results of the flow Peaking Factor Analysis is listed below:

- Average Daily Flow: 2.18 MGD based on recorded flow from City WWTP, January 2012 – December 2016
- Maximum Dry Weather Flow: 2.82 MGD with a Peaking Factor of 1.29 based on recorded daily flows form WWTP, average of three Max Day Dry Weather Flows occurring on September 7, 2012, March 4, 2013,and December 6, 2014.
- Peak Hour Dry Weather Flow: Residential Peaking Factor of 2.32 and Commercial of 2.17 based on flow monitoring from August 28, 2009 through September 30, 2009.

Design criteria, as shown in Table 8-1 below, were applied in the analysis of the trunk sewer collection model. Gravity pipe performance was analyzed based on maximum percent full depth over diameter (d/D) ratio, defines as the depth of flow in a pipe divided by the diameter of the pipe.

Table 8-1: Hydraulic Criteria for Existing Systems

Standard	Criteria
Velocity	Minimum: 2.0 ft/s for average flows Maximum: 10.0 ft/sec
Minimum Slope	8-inch: 0.35 10-inch: 0.25 12-inch: 0.20 15-inch: 0.15 18-inch: 0.12 21-inch: 0.10 24 to 60-inch: 0.08
Friction Factor	n = 0.013 for VCP and RCP n = 0.011 for PVC
Minimum Pipe Size	8-inch
Maximum Allowable Flow Depth	10-inch or less: d/D=0.5 12-inch or greater: d/D=0.67

8.4 Prioritization of Corrective Actions

The SCSMP identified capital improvement projects which included staff O&M based projects, hydraulic deficient projects, lift station improvement projects and CCTV data. The City prioritized these projects based on the following criteria:

- Overflow to Waters of the State
- Hydraulic Capacity
- O&M Hot Spots
- Community Impacts
- Cost

Each of these categories was provided with a weighted importance factor and each project received an overall ranking score. The importance factor was multiplied by the overall score of the project and then these two (2) factors were added together for a final score/ranking. The City reviews these projects to assess if rankings require adjustment regularly.

8.5 Capital Improvement Plan

The current City Capital Improvement Plan is based on the findings of the 2018 Sanitary Sewer Master Plan Update and City staffs field investigations These projects and sources of funding are included in Table 8-2 below:

Table 8-2: City of Hollister Capital Projects ***Last Updated 7/30/25***

Lift Stations				
Ranking	Title	Description Summary	Project Status	Source of Funding
1	East Airport Lift Station Upgrade	Installation of a permanent standby generator and overflow wet well to prevent emergency overflows. Installation of odor scrubber. Installation of new VFD operated submersible pumps to meet future flows. Budget: $2,324,340 (*Includes 2nd and East Lift Station Upgrade*)	Fiscal Year 2026/27	Sewer Enterprise/Expansion Fund
2	2nd and East Lift Station Upgrade	Redesign and upgrade of this lift station for future flows.	Fiscal Year 2026/27	Sewer Enterprise/Expansion Fund
Pipelines and Manholes				
Ranking	Title	Description Summary	Project Status	Source of Funding
1	Citywide Sewer Collection Project	This is a combination of projects that include manhole replacements, upgrades to undersized sections of gravity pipelines, check valve installations and sewer line relocations. Budget: $3,000,000	Fiscal Year 2025/26	Sewer Enterprise/Expansion Fund
2	Line and Nash Street Sewer Line Upgrade	The Line Street Near Term project proposes replacing approximately 3,000 feet of 15-inch pipe with 18-inch pipe on Line Street from Nash Road to Mica Court. These pipes segments run 75% full during existing peak flow conditions.	Fiscal Year 2029/30	Sewer Enterprise Fund

		Although these pipes will receive future flow, the pipes will not need to be upsized further to accept future flow conditions. Project considered to be moved to Westside. Under review. The Nash Road Near Term project proposes 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 Road 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 size recommendations are being implemented for this near-term project. Budget: $5,500,000		
3	Sunset Drive Sewer Upgrade	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 implemented for this near-term project. Budget $100,000	Fiscal Year 2029/30	Sewer Enterprise Fund
4	Tres Pinos/Sunnyslope Sewer Pipe	Sewer Upgrade consists of replacing approximately 4,010 LF of 12-inch pipe with 15-inch pipe	Fiscal Year	Sewer Enterprise Fund

	Upgrade	from Cushman Street to Memorial Drive and replacing approximately 2,920 LF of 36-inch storm drain with 48-inch storm drainpipe. Budget: $1,500,000	2029/30	

8.6 Additional WDR Requirements

The City plans to conduct a Vulnerability Assessment to address the following WDR requirements:

- Prioritize the condition assessment of system areas that:
  - Hold a high level of environmental consequences if vulnerable to collapse, failure, blockage, capacity issues, or other system deficiencies;
  - Are located in or within the vicinity of surface waters, steep terrain, high groundwater elevations, and environmentally sensitive areas;
- Are within the vicinity of a receiving water with a bacterial-related impairment on the most current Clean Water Act section 303(d) List;
- Assess the system conditions using visual observations, video surveillance and/or other comparable system inspection methods;
- Utilize observations/evidence of system conditions that may contribute to exiting of sewage from the system which can reasonably be expected to discharge into a water of the State;
- Identify system assets vulnerable to direct and indirect impacts of climate change, including but not limited to: sea level rise; flooding and/or erosion due to increased storm volumes, frequency, and/or intensity; wildfires; and increased power disruptions.
- Outline how capacity assessment considers:
  - Data from existing system condition assessments, system inspections, system audits, spill history, and other available information;
  - Capacity of flood-prone systems subject to increased infiltration and inflow, under normal local and regional storm conditions;
  - Capacity of systems subject to increased infiltration and inflow due to larger and/or higher-intensity storm events as a result of climate change;
  - Increases of erosive forces in canyons and streams near underground and above- ground system components due to larger and/or higher-intensity storm events;
- Capital Improvement Plan that includes:
  - Project schedules including completion dates for all portions of the capital improvement program;
  - Internal and external project funding sources for each project; and
  - Joint coordination between operation and maintenance staff, and engineering staff/consultants during planning, design, and construction of capital

improvement projects; and Interagency coordination with other impacted utility agencies.

The Vulnerability Assessment is planned for completion by 2027. Capital Projects associated with this Vulnerability Assessment will be incorporated into the Capital Projects list referenced earlier in this Element.

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 sewer spills. 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. 2022-0103-DWQ Section D 9 states:

The Plan must include an Adaptive Management section that addresses Plan-implementation effectiveness and the steps for necessary Plan improvement, including:

(a). Maintaining relevant information, including audit findings, to establish and prioritize appropriate Plan activities;

(b). Monitoring the implementation and measuring the effectiveness of each Plan Element;

(c). Assess the success of the preventative maintenance activities;

(d). Updating Plan procedures and activities, as appropriate, based on results of monitoring and performance evaluations; and

(e). Identifying and illustrating spill trends, including spill frequency, locations and estimated volumes.

9.2 Data Management

The City manages, schedules, and tracks preventative maintenance activities in their Cartegraph Computerized Maintenance and Management System. The system covers the following:

- Sewer Line Cleaning;
- High Priority Area Cleaning and Inspections;
- Manhole Inspections and Maintenance;
- Lift Station Inspection and Maintenance;
- Customer Complaints;
- Work Orders;
- CCTV Inspections;
- FOG Program Inspections.

Triennial SSMP Audit Reports are maintained at the City's Public Works office. Corrective actions from Audit Reports are generally addressed in updates of the City's SSMP or more immediate actions are completed per the recommended corrective action schedule in each triennial audit.

9.3 Establishing and Prioritizing SSMP Activities

Table 9-1 outlines the relevant information maintained by the City to establish and prioritize appropriate sewer collection system activities and the staff who are responsible for monitoring and measuring the effectiveness of each element when appropriate.

Table 9-1: SSMP Implementation Management

SSMP Element	SSMP Relevant Information	Responsible Party
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 reduce Spills and mitigate Sewer Spills that do occur.	Environmental Programs Manger
2. Organization	A table containing names, job titles, roles, responsibilities, and contact information is contained in this SSMP Element, which identifies the person most knowledgeable for each aspect of the SSMP Program. An organization chart shows lines of authority.	Environmental Programs Manger
3. Legal Authority	Web Links in this SSMP Element contain the sections of City Policies & Ordinances governing the sewer collection and conveyance system.	Environmental Programs Manger and Utilities Manager
4. Operation and Maintenance Program	Information in the SSMP Element document the sanitary sewer system operation and maintenance activities.	Utilities Supervisor
5. Design and Performance Provisions	City Website links in this SSMP Element include City Design Standards/Specifications and Testing requirements.	Environmental Programs Manger
6. Spill Emergency Response Plan	The City updated a Spill Emergency Response Plan in 2023 which include staff contact information, mandatory Spill reporting information, and response and mitigation programs.	Environmental Programs Manger and Utilities Supervisor
7. Pipe Blockage Control Program	Monitor any changes in system that may require modification to the City's program.	Environmental Programs Manger and Utilities Supervisor
8. System Evaluation, Capacity Assurance, and Capital Improvements	The City will review and update this element as applicable to update project schedules, status of projects and sources of funding for associated projects.	Environmental Programs Manger and Public Works Director
9. Monitoring, Measurement, and Program Modifications	This SSMP Element will be updated annually with the data in Tables 9-2 and 9-3 in a calendar year.	Environmental Programs Manger
10. SSMP Program Audits	SSMP Audit Reports are required triennially. Corrective actions should be implemented and tracked.	Environmental Programs Manger
11. Communication Program	Examples of public outreach materials and pertinent City website addresses, as well as meeting agendas, pertinent Council reports and minutes are found on the City Website and City office.	Environmental Programs Manger

9.3 Preventative Maintenance Program Assessment

The City's Preventative Maintenance Program includes CCTV inspection, line cleaning, visual manhole inspection, Lift Station maintenance, and High Priority Area identification and maintenance. The City will review these operation and maintenance practices annually and compare them with annual Spill records. A summary of performance metrics of monitoring and measurement to inform corrective actions for operations and maintenance will be developed annually using Table 9-2 below.

Table 9-2: Sanitary System Performance Metrics for Monitoring and Measurement

	Performance Measure	Source
System Statistics	Total Miles of Gravity Sewer	Atlas Maps
	Total Miles of Pressure Sewer	Atlas Maps
	Total Number of Manholes	Atlas Maps
	Total Number of Sewer Lift Stations	Atlas Maps
Operations and Maintenance	Linear Feet of Sewer Line Cleaned *Goal: 25% of system per year*	Work Order Requests and Staff Field Notes
	Linear Feet of High Priority Lines Cleaned	Work Order Requests and Staff Field Notes/Inspection Forms
	Number of Blockages/Backups not resulting in sewer spill	Work Order Requests and Staff Field Notes/Inspection Forms
	Linear Feet of CCTV *Goal: 25% of system per year*	Work Order Requests, Staff Field Notes, CCTV Reports
	Number of Manholes Inspected *Goal: 25% of system per year (general observations)*	Work Order Requests and Staff Field Notes/Inspection Forms
	Lift Station Inspections	Field Notes/Inspection Forms
	FOG Inspections # of Inspections and Reinspection's *Goal: Minimum annual inspections with reinspection's where necessary until issue is resolved.*	Inspection Forms & FOG Database
	Root Control Linear Feet	Root Control Invoices and Reports

	Performance Measure	Source
Measures Based on Sewer Spill Numbers	Number and Percentage of dry weather vs. wet weather Spills	CIWQS
	Number of Spills by cause (Operational, Capacity, System, Other)	CIWQS
	Number of Spills per 100 miles per Year	CIWQS
	Total Volume of Spills	CIWQS
	Average Spill Volume	CIWQS
	Total volume recovered and percentage of overall total Spill Volume	CIWQS
	Net volume of Spills (total minus recovered) and percentage of overall total Spill volume	CIWQS
	Total volume reaching storm drainage channel and not recovered or reaching surface waters and percentage of overall total Spill volume.	CIWQS
Spill Response Time	Average response time during business hours	CIWQS
	Average response time outside of business hours.	CIWQS
Condition Assessment, Rehabilitation, and I/I Control	Amount of CCTV inspection performed (Linear Feet) *Goal; 25%, with assessment of CCTV results and identification of projects for CIP.*	CCTV Reports
	Number of manholes inspected	Field Notes/Inspection Forms
	Number of inflow sources detected and corrected.	Field Notes/Inspection Forms & Studies
Capital Projects	Summary of short- and long-term projects, sources of funding and status of each project.	Capital Projects Schedule
Outreach	Pipe Blockage Control Program summary of outreach efforts. *Goal: Outreach to all commercial and residential customers (annual minimum).*	City Outreach Materials and distributions

	Performance Measure	Source
Goals	Summary of how Goals are being met and areas of improvement where Goals have not been achieved.	Element 1 Goals and Supporting data to demonstrate performance.
Training	Summary of Training to meet Element 4 training requirements and other City training programs.	Training Records

9.4 SSMP Updates

The City will use the SSMP for management, training, planning and regular maintenance of its 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, repairs, replacements, and upgrades made to the collection system.

At a minimum, the City will review and revise the SSMP annually as warranted. The Environmental Programs Manager is responsible for revising and maintaining the SSMP.

A revision record will be maintained to track changes.

9.5 Spill Trends

The trends in the City sewer spills for a three-year period should be summarized utilizing the criteria in Table 9-3. The cause categories identified in Table 9-3 are the causes available for use in the Sewer Spill Report provided in California Integrated Water Quality System (CIWQS). City staff are responsible for determining which cause category is appropriate for each Spill when the Spill is reported in CIWQS.

Table 9-3 City of Hollister per Indicator per Year

Criteria	Indicator
Spills	No. of Spills
Multiple Spills at Same Location	# of Locations with Multiple Spills
Spill Volume (gal)	Volume
	Volume Recovered
	Volume Reached Surface Water
Spill Causes	Debris - Construction
	Debris – General

Criteria	Indicator
	Debris – Rags
	Flow Exceeded Capacity
	FOG
	Operator Error
	Other
	Pipe Structural Problem/Failure
	Pump Station Failure
	Rainfall Exceeded Design
	Root Intrusion
	Vandalism
Comparison with Regional and State Averages	Average Spill Volume
	Average # of Spills

ELEMENT 10 - SEWER SYSTEM MANAGEMENT PLAN PROGRAM AUDITS

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 staff responsible for conducting or participating in SSMP audits and generating the required SSMP Audit Report.

10.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Section D 10 requires:

The Plan shall include internal audit procedures, appropriate to the size and performance of the system. Additionally, the General Order requires;

The internal audit shall be appropriately scaled to the size of the system(s) and the number of spills. The Enrollee's sewer system operators must be involved in completing the audit. At minimum, the audit must:

- Evaluate the implementation and effectiveness of the Enrollee's Sewer System Management Plan in preventing spills;
- Evaluate the Enrollee's compliance with this General Order;
- Identify Sewer System Management Plan deficiencies in addressing ongoing spills and discharges to waters of the State; and
- Identify necessary modifications to the Sewer System Management Plan to correct deficiencies.

The Enrollee shall submit a complete audit report that includes:

- Audit findings and recommended corrective actions;
- A statement that sewer system operators' input on the audit findings has been considered; and
- A proposed schedule for the Enrollee to address the identified deficiencies.

10.2 SSMP Program Audits

The Environmental Programs Manager is responsible for ensuring the SSMP audit is conducted and completed based on the schedule outlined on the SWRCB lookup website which requires audits to be conducted at a three-year interval from the prior audit. Audits should be conducted with the cooperation of the City staff responsible for sewer system operations and maintenance, administrative staff, and engineering 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 Audit Data & Records Request, which is provided in **Appendix 10A**.

2. Interview City staff responsible for the administration, operations, maintenance and engineering associated with system performance information.

3. Develop Audit Report and reference all documents reviewed and used as evidence of compliance with the WDR. Create a plan and schedule for updates to the SSMP based on changes in operational strategies or deficiencies found in the SSMP.

4. Evaluate the effectiveness of the City's SSMP and compliance with each WDR requirement using the ranking methodology outlined in Table 10-1.

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 SSMP Audit Report must be signed and certified by the Legally Responsible Official (LRO).

The SSMP Audit Report must be 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."

Subsequent SSMP audits must be conducted continuously on a three-year interval following the schedule outlined below which is based on the dates required by the 2022 WDR:

- SSMP Audit Period: August 2, 2024 - August 2, 2027 (Audit report due 2/2/27)
- SSMP Update: Update due 8/2/31.

Additional SSMP Audit and SSMP Update regulatory schedules required after the dates shown above should be identified in the following link:
https://www.waterboards.ca.gov/water_issues/programs/sso/lookup/

To assist in the audit process, the City should consider quarterly reviews in October, January, April, and July and revisions to specific SSMP Elements and associated supporting documents. 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, and/or State Water Resources Control Board.

SSMP Audit Reports must be kept on file and submitted to the online CIWQS Sanitary Sewer Database within six (6) months after the end of the 3-year audit period.

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 decrease sewer spills.

11.1 Regulatory Requirements

WDR Order No. 2022-0103-DWQ Section D 11 states:

The Plan must include procedures for the Enrollee to communicate with:

- The public for:
  - Spills and discharges resulting in closures of public areas, or that enter a source of drinking water, and
  - The development, implementation, and update of its Plan, including opportunities for public input to Plan implementation and updates.

- Owners/operators of systems that connect into the Enrollee's system, including satellite systems, for:
  - System operation, maintenance, and capital improvement-related activities.

11.2 Communication Program

The purpose of the City sanitary sewer system communication program is to educate stakeholders, which include residential and commercial users of the collection system, about the SSMP. Public awareness of different components of the SSMP is accomplished through different mediums and 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 sewer collection system.

Table 11-1: City Communication Program Overview

Activity	Frequency	Stakeholders
City Website: **https://hollister.ca.gov/**	Year-round	All
City Council Meetings	1st and 3rd Monday of each month @ 6:30pm	All
Social Media – Facebook, Instagram and Twitter (X)	Year-round	All
City Office	Year-round	All

11.2.1 City Website

Information is posted on the City website, **https://hollister.ca.gov/** and includes reports, documents, maps, links, City meeting minutes and agendas, educational material and public

service announcements. The SSMP can be found on the City website. Sewer spill emergency contact information is also provided on the City website.

Updates and revisions to the SSMP will be posted and maintained on the City website when completed.

11.2.2 City Council Meetings

City Council Meetings are generally held on the 1st and 3rd Monday of each month @ 6:30pm. Utility sewer operation, Sewer Spill Reports, SSMP updates, significant revisions, audits and SSMP status reports may be presented at the Council meetings to receive input.

11.2.3 Social Media

The City uses social media to post information about utility projects, public education and outreach, and highlight items on the Council agenda.

11.2.4 City Public Works Office

The City Office located at 1321 South Street, has copies of educational material, public service announcements, and staff that provide assistance and education to the public. Office hours are Monday- Friday from 7:30am to 4:30pm.

11.2.5 Public Notices for Spills – Public Areas

The public is notified of spills and discharges that result in closures of public areas (including streets and surface waters) by erecting cones and barricades, and by posting warning signs in accordance with the Spill Emergency Response Plan. The necessary equipment and signage are kept in the City's emergency response vehicles.

11.2.6 Public Notices for Spills – Public Areas

The City has not identified any water purveyors that should be notified in the event of a sewer spill in the vicinity of a source of drinking water due to the fact that private or public water system assets in the City sewer service area are not anticipated to be in locations that can be impacted by a sewer spill.

11.3 Satellite and Tributary Systems

The wastewater collection systems of the communities of San Juan Bautista, San Juan Oaks, Gavilan College, County Subdivisions (Cielo Vista, Fairview Corners, Lands of Lee) and John Smith Road Landfill are tributary to the City of Hollister sewer system. Communication with these systems are conducted annually in February and on an as needed basis when conditions are warranted. Typical scenarios that require communication are:

- FOG Control Program;
- Capital Improvement Projects;
- Sewer Spills;
- Required Sewer System Maintenance;
- Maintenance of Hydrogen Sulfide levels in these systems.

APPENDIX 2

2A City Sewer Organization Chart

Mayor & City Council

David Mirrione
(831) 636-4300
City Manager

Mark Falgout, PE
Kimley Horn
(831) 636-4340
City Engineer

William Via
(831) 636-4377
Public Works Director

Derrick Speights
(831) 636-4377
Streets and Fleet Supervisor

Summer Garcia
(831) 636-4377
Utilities Manager

Michael Grzan
(831) 636-4370
Environmental Program Manager (LRO)

Mario Salinas
(831) 636-4377
Senior Maint. Worker (DS)

Ricardo Arevalos
David Cardenas
Benjie Casarez
Dave Filice
Fabian Gallegos
Art Hernandez
Jesus Mendez
Jose Munoz
Philip Rodriguez
(831) 636-4300
Maintenance Worker

APPENDIX 4A – 4F

4A City Sewer Line Cleaning and Manhole Inspection Form
4B City Detailed Manhole Inspection Form
4C City Sewer Hot Spot List
4D Lift Station Daily Log
4E Lift Station Descriptions & Data
4F City Customer Contact Form

VAC-CON JETTING LOG

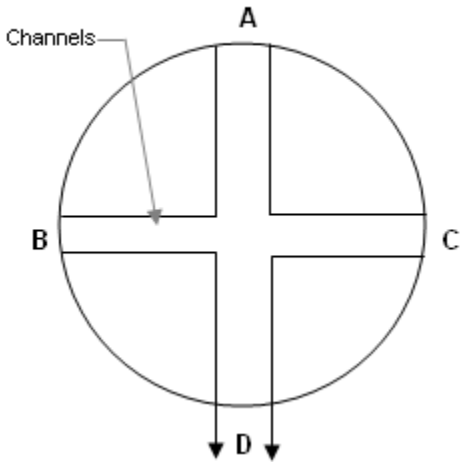
Date	Time	Reason for Cleaning		Beginning Manhole ID	Ending Manhole ID	Street	Comments	Feet Cleaned	Employee Initials
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						
			Plug						
			PM						
			Complaint						
			Other:						

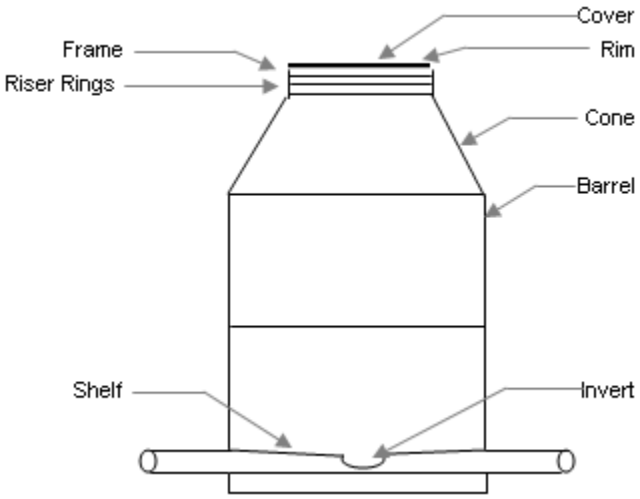
City of Hollister Manhole Observation and Inspection Report

MH No. _____ **Date:** _____ **Time:** _____ **Inspector:** _____

Elevation: _____ **Depth To Invert:** _____ **Cleanliness:** _____

Type of Construction: _____ **Street Reference:** _____





Defects Observed: (cover, frame, grout, riser rings, steps, shelf, pipes, channels, etc.)

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

(Use Reverse Side For Additional Defects To Be Noted)

	Pipe Size	Length	From MH# to MH#	Est. Flow	Type of Flow	Depth of of Flow	Velocity of Flow
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):

_____
_____
_____
_____
_____
_____
_____
_____

Recommendations (Inspector):

_____
_____
_____
_____
_____
_____
_____
_____

Inspector's Signature: _____
Date: _____

Recommendations (Engineering Staff):

_____
_____
_____
_____
_____
_____
_____
_____

Sanitary Sewer Daily Hotspot Checklist

Name _____

Date: _____

Location	Time	Flowing		Plugged		Action Taken/Comment
Line & South St			Yes		Yes	
			No		No	
Monterey and Swope Alley			Yes		Yes	
			No		No	
West & between 5th & 6th			Yes		Yes	
			No		No	
Powell & Briggs (Alley)			Yes		Yes	
			No		No	
College & Fremont Way			Yes		Yes	
			No		No	
Mapleton & Fremont Way			Yes		Yes	
			No		No	
Fremont Alley			Yes		Yes	
			No		No	
College & Locust Ave			Yes		Yes	
			No		No	
Locust & Virginia			Yes		Yes	
			No		No	
Locust Ave & Fremont Way (Com Center)			Yes		Yes	
			No		No	
Community Center			Yes		Yes	
			No		No	
Locust Ave & West 2nd St			Yes		Yes	
			No		No	
Line St & Canal Alley			Yes		Yes	
			No		No	
Central Ave & Ranchito Ct			Yes		Yes	
			No		No	
Graf & Fourth St			Yes		Yes	
			No		No	
Powell & Wentz Alley			Yes		Yes	
			No		No	
Suiter & Powell			Yes		Yes	
			No		No	

Sanitary Sewer Daily Hotspot Checklist

Name _____

Date: _____

Location	Time	Flowing		Plugged		Action Taken/Comment
Powell & B St			Yes		Yes	
			No		No	
Suiter Alley			Yes		Yes	
			No		No	
West St & O'Neil St			Yes		Yes	
			No		No	
West St & Haydon St			Yes		Yes	
			No		No	
Monterey St (Health Foundation)			Yes		Yes	
			No		No	
San Benito St & Hawkins			Yes		Yes	
			No		No	
Hawkins & East St			Yes		Yes	
			No		No	
Hawkins & Nolte Alley			Yes		Yes	
			No		No	
Prune St & Nash Rd			Yes		Yes	
			No		No	
Caputo Ct			Yes		Yes	
			No		No	
Hermosa Way (off Westwood Dr)			Yes		Yes	
			No		No	
Crescent Lane			Yes		Yes	
			No		No	
Scenic Circle			Yes		Yes	
			No		No	
Cerra Vista & Vallejo Dr			Yes		Yes	
			No		No	
El Toro Dr			Yes		Yes	
			No		No	
Busby Ct off Hillcrest			Yes		Yes	
			No		No	
McKinnon Lumber Alley			Yes		Yes	
			No		No	

Sanitary Sewer Daily Hotspot Checklist

Name _____

Date: _____

Location	Time	Flowing		Plugged		Action Taken/Comment
Veterans Building			Yes		Yes	
			No		No	
Paines & Briggs Alley			Yes		Yes	
			No		No	
Burger Factory & Main St			Yes		Yes	
			No		No	
San Juan Dr & Chappell			Yes		Yes	
			No		No	
San Juan Dr & Maple			Yes		Yes	
			No		No	
Sally St & Maple (DMV)			Yes		Yes	
			No		No	
Astro & Mars (Airport)			Yes		Yes	
			No		No	
Nora Ave (Los Cuates)			Yes		Yes	
			No		No	
Thompson St (Behind Ranchers Feed)			Yes		Yes	
			No		No	
End of Park Center Dr			Yes		Yes	
			No		No	

LIFT STATION DAILY CHECK LOG

Lift Station Name: ____

Date and Initial	Pump #1 Hours	Pump #2 Hours	Pump #3 Hours	Wet Well Level	Bioxide Level	Were Pumps Tested in Hand?		Was Control Panel Tested?		Was Emergency Power Supply Tested?		Comments
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	
							Yes		Yes		Yes	
							No		No		No	

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 seven lift stations located throughout the collection system. Their features are summarized in Table 5-1. The seven 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 List 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.

2nd & East Lift Station

The 2nd & 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.

Clearist Park Lift Station

The Clearist Park Lift Station is located at the north corner of Minh Rd and Michael Dr. This lift station collects flow from approximately 60 lots from the Clearist Park subdivision (Tract 359).

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 2nd Street adjacent to the 2nd & East lift station. This lift station is located on Frontage Road.

2nd & East Lift Station

The 2nd & 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 2nd Street. This lift station is located within a fenced in area at the intersection of 2nd 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.

Clearist Park

The Clearist Park lift station is a duplex submersible pump configuration within a 6- foot diameter wet well. The station was constructed in 2024. The wet well is equipped with a Bioxide® system to minimize formation of hydrogen sulfide gas. The station is at the corner of Minh Rd and Michael Dr.

Table 5-1. Lift Station Summary

		Lift Station						
		Airport	**GLP**	**2nd & East**	**Sunnyside**	**Allendale**	**Mirabella**	**Clearist Park**
Date Constructed		NA	NA	NA	2019	2019	2020	2024
Date Refurbished		2001	2021	1993	---	---	---	---
Type		submersible	submersible	submersible	submersible	submersible	submersible	submersible
Pump Manufacturer		Wemco	Flygt	Flygt	Flygt	Flygt	Flygt	Flygt
Number of Pumps		2	2	3	2	2	2	2
Horsepower (HP), each		25	20	10	N/A	N/A	N/A	11
Impeller Trim (in) OR		10.375	454	434	N/A	N/A	N/A	N/A
Pump Model #		E5K-ST-EEXZ4	3152-091-9144	3127-093-0850072	N/A	N/A	N/A	N 3127
Motor Model #		EEXZ4	N/A	N/A	N/A	N/A	N/A	N/A
Motor Serial #		01DW03318-01, -02, -03	N/A	N/A	N/A	N/A	N/A	N/A
Voltage		460	460	460	N/A	N/A	N/A	230
Speed (rpm)		1750	1750	1750	N/A	N/A	N/A	3495
Motor Type		Constant Speed	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	133
	TDH (ft)	70	N/A	14.5	N/A	143	N/A	103.2
Total Hours of Operation[1]	**Pump 1**	Unknown	952	8,100	2070	887	410	N/A
	Pump 2	Unknown	13,217	5,977	1883	741	517	N/A
	Pump 3	---	11,773	5,329	---	---	---	N/A
Permanent Standby		no	yes	no	yes	yes	no	no
Portable Generator		yes	yes	yes	yes	yes	yes	yes
Bypass Capabilities		no	no	yes		yes	N/A	No
Wet Pit Coating		N/A	N/A	epoxy	epoxy	N/A	N/A	N/A
Wet Well Diameter or		10	10	10	8	6	6	6
Wet Well Width (ft)		6	---	---	---	6	---	---
Wet Well Invert		191.38	229.40	258	N/A	250.37	N/A	180.75
Wet Well Total Depth (ft)		28.10	20	25	20	17	17	25
Wet Well-Set Points (feet)[2]	**Low Alarm**	0.4	0.2	2.0	1.0	1.42	1.0	2
	Off	3.0	2.6	2.7	1.8	1.92	2.51	3, 4
	Lead On	5.9	5.7	5.0	4.0	4.53	4.0	6
	Lag On	6.3	6.7	5.2	N/A	5.03	N/A	7
	Last On	---	7.2	5.6	N/A	---	N/A	---
	High Alarm	9.0	8.0	8.0	5.0	6.36	5.0	8.5
	Overflow	---	---	15.0	N/A	---	---	---
Wet Well Operating		1,302	1,821	1,351	N/A	N/A	N/A	339.3
Wet Well Maximum		3,860	4,406	3,525	N/A	N/A	N/A	1,375
Force Main Diameter		10	12	8 & 10	12	10	N/A	4
Force Main Material		PVC	PVC	DI	PVC	PVC	PVC	PVC
Force Main Length (feet)		6,992	7,128	37	N/A	1,912	887	N/A
Force Main Start		193.03	231.00	260.00	N/A	257.38	267.76	180.75
Force Main End		244.67	280.12	273.72	N/A	340.60	274.70	N/A
Force Main Total Static		51.6	49.1	13.7	N/A	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

Route To: 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:

_____
_____
_____
_____
_____
_____
_____
_____

Office Comments:

_____
_____
_____
_____

Supervisor Comments:

_____
_____
_____
_____
_____

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

City of Hollister
Customer Contact Report

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

APPENDIX 7A – 7D

7A FOG Education Packet
7B Grease Huling Contractor List
7C What Not to Flush Flyer
7D Stop The Clog Flyer

The City of HOLLISTER Est. 1872
Management Services Department, Utilities
1321 South St, Hollister, CA 95023
Ph: (831) 636-4377

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

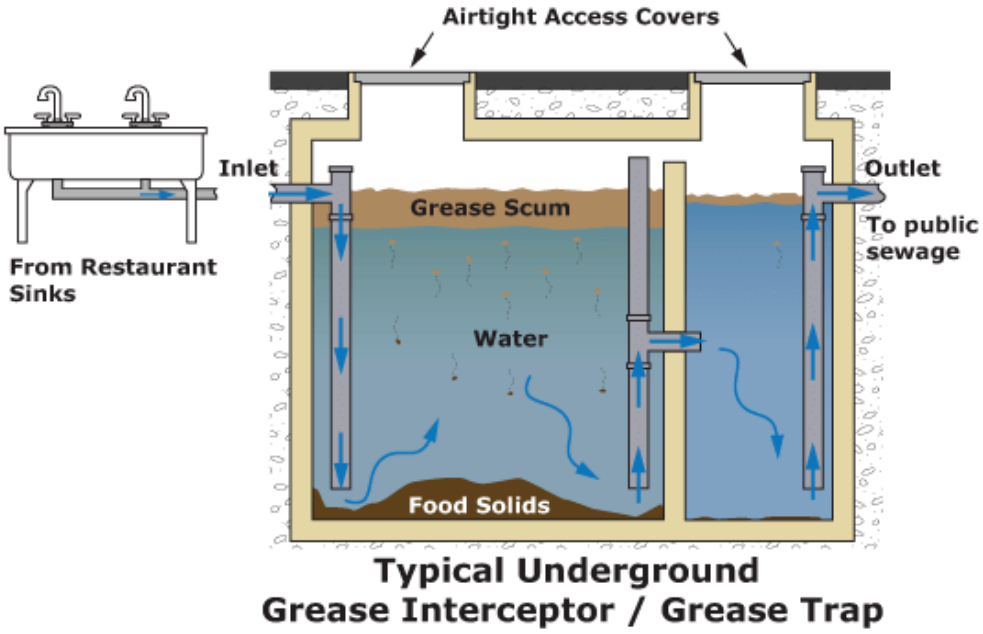
- Manhole and sample box lids should be easily removable for cleaning and inspections.
- The baffle wall and all three tees/standpipes must be in place and unbroken, above and below the water and grease levels.
- If any standpipes are under water or grease, they must be raised above the grease level.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

The City of HOLLISTER Est. 1872
Management Services Department, Utilities
1321 South St, Hollister, CA 95023
Ph: (831) 636-4377

CITY OF HOLLISTER FATS, OILS, AND GREASE PROGRAM

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

Example: Typical Grease Interceptor



Typical Underground Grease Interceptor / Grease Trap

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.

The City of HOLLISTER Est. 1872
Management Services Department, Utilities
1321 South St, Hollister, CA 95023
Ph: (831) 636-4377

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.


Example: enzyme injection

- DO NOT use chemicals, or enzymes to inject into your grease capture device for alleviating blockages. This maybe provide temporary relief to your facility, but only sends blockages further into the sewer system.

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.

The City of HOLLISTER Est. 1872
Management Services Department, Utilities
1321 South St, Hollister, CA 95023
Ph: (831) 636-4377

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

The City of HOLLISTER Est. 1872
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 Preformed		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 H2S 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.

The City of HOLLISTER Est. 1872
Management Services Department, Utilities
1321 South St, Hollister, CA 95023
Ph: (831) 636-4377

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

The City of HOLLISTER
Est. 1872

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).

The City of HOLLISTER Est. 1872

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

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.

We need everyone's help…

Many household cleaning products are labeled and marketed as disposable; many baby hygiene products are labeled both disposable and flushable. And while these products may be marketed as a convenience item in this way, the truth is that these household wipes and cleaning towelettes have the ability to clog and stop up not only the sewer line on your property, but also can cause blockage and service problems in the public sewer system and pump stations. Unlike toilet paper, these products don't break down once they are flushed. They can cause blockages in your private sewer lateral, especially older pipelines that may have grease, roots, or other obstructions already existing.

The following items should never be flushed into the sewer system:

- Disinfecting wipes, Baby wipes.
- Q-tips.
- Toilet cleaning pads.
- Mop or "Swiffer" type refills.
- Paper towels.
- Moist towelettes.
- "Disposable" Kitty Litter
- Dental Floss
- Any consumer item that is not toilet paper.

A repair of the private sewer lateral can leave the homeowner with an expensive repair bill. On a larger scale when these products make their way into the public sewer system they collect together and cause clogs in the sewer main lines and get tangled in pump stations requiring repair or replacement of equipment.

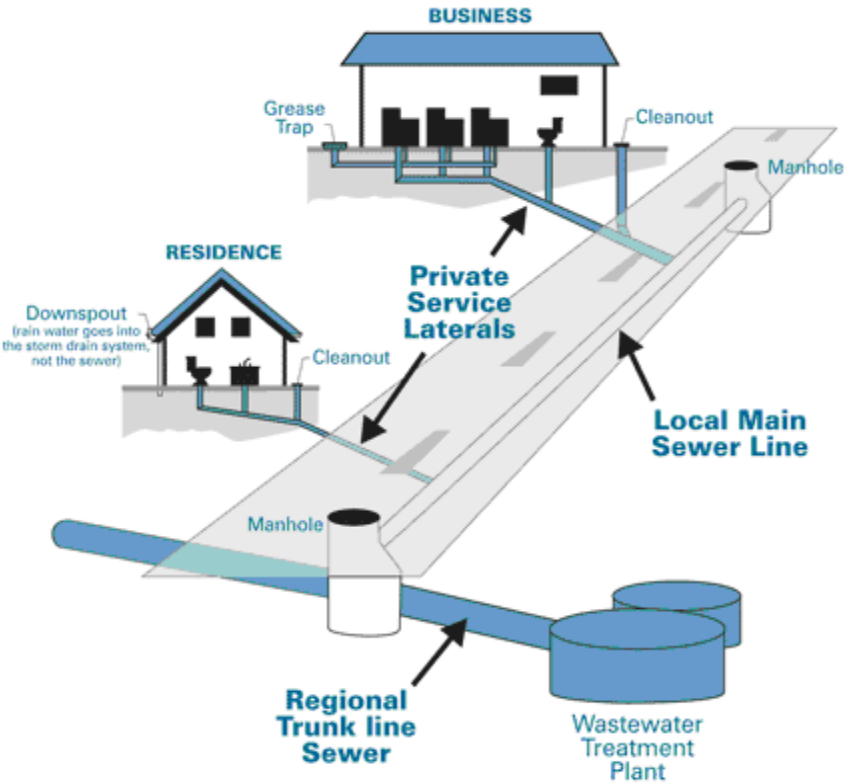


Diagram of a sanitary sewer system

City of Hollister
Pipe Blockage Control Program
(831) 636-4377

STOP THE CLOG!

Fats, Oil and Grease (FOG) are a natural part of cooking.

FOG includes: cooking oils, shortening, fat renderings, dairy products, sauces and salad dressings.

FOG creates a huge problem for our sewer system. FOG poured down the drain can build up in pipes, solidifying and causing backups and sanitary sewer overflows. Garbage disposals, hot water and detergents do **NOT** enable you to wash FOG down the drain. These methods simply allow the problem to move farther down the sewer line.

Do your part & help us STOP THE CLOG!

SAVE THE DRAIN!

- ✓ Never pour oil or grease down the sink.
- ✓ Scrape grease into a disposable container and put it in the garbage.
- ✓ After scraping, wipe out pans with a paper towel to remove the last of the grease and put the paper towel in the garbage
- ✓ Cooled FOG can be placed in a milk carton or other sturdy container to be thrown in the garbage.
- ✓ Minimize the use of your garbage disposal, which adds large solids to your pipes.

FOR MORE INFORMATION PLEASE CONTACT

Environmental Programs Division
City of Hollister

(831) 636-4377

DETENGA LAS OBSTRUCIONES!

Grasas y aceites (FOG) son algo natural a la hora de cocinar.

FOG incluye aceites para cocinar, manteca, productos lácteos, salsas y aderezos.

FOG crea un gran problema en nuestro sistema de drenaje. FOG que es desechado en el drenaje puede causar acumulación y solidificación que causan desbordamientos. Aun con trituradores, agua caliente y jabones no es permitido desecharlo en el fregadero. Estos métodos simplemente hacen que el problema se mueva más rápido en la línea de drenaje.

¡Haga su parte y ayúdenos a detener las obstrucciones!

¡PROTEJA EL DRENAJE!

- ✓ Nunca vacié aceite o grasa en el fregadero
- ✓ Remueva la grasa en un contenedor desechable y deposítelo en la basura
- ✓ Después de remover la grasa con una toalla de papel remueva lo que allá quedado de grasa en la olla.
- ✓ FOG que ya se hallan enfriado puede ser depositado en un cartón de leche o algo similar, el contenedor puede ser tirado a la basura.
- ✓ Minimice el uso de su triturador de basura, esta causa solidos grandes en sus pipas.

PARA MÁS INFORMACIÓN POR FAVOR DE CONTACTAR A

Environmental Programs Division
City of Hollister

(831) 636-4377

APPENDIX 10

10A SSMP Data and Records Request

SSMP AUDIT 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(s) from CIWQS.					
	e.	Does the SSMP include a narrative that discusses; summary of plan and associated schedules, sewer system asset overview, updated maps?					
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?					
A4	a.	How does agency ensure revenues and expenditures related to sanitary sewer system are available to; comply with General Order, fully implement the SSMP, conduct O&M and necessary repairs, ensure proper spill response?					

SSMP AUDIT DATA & RECORDS REQUEST

B. GOALS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
B1 a.	Has your agency developed SSMP and Spill reduction goals?					
b.	Provide documentation that your agency has made progress toward meeting these goals.					
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 Spills included in the SSMP?					
b.	Are names, titles, and telephone numbers provided in this chain of communication?					

SSMP AUDIT 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.	Collaborate w/ Stormwater Agencies for sewer spill response and prevent cross connections of sanitary sewer and storm sewer infrastructure.					
	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.	Enforce any violation of its sewer ordinances					
	f.	Obtain easement accessibility agreements for locations requiring sewer system operations and maintenance, as applicable.					

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.					

SSMP AUDIT DATA & RECORDS REQUEST						
d.	How do O&M and R&R schedules enhance System Resilience?					
e.	Documentation for maintenance and cleaning of the sanitary sewer system.					
f.	Documentation for scheduled and conducted activities, such as work orders and/or reports and invoices from contractors.					
g.	The O&M contract if the agency's collection system is operated and maintained by a contract operations firm.					
h.	The agency's Rehabilitation and Replacement Plan					
i.	» Summary of the agency's CCTV program and schedule. Include samples of inspections and summary of findings.					
j.	» List of current and planned projects					
k.	» Time schedule for planned projects					
l.	» Schedule for developing the funds needed for rehabilitation and replacement projects					
m.	Standard Operating Procedures for Sewer System Operations and Maintenance activities.					
n.	Training records for staff operations and maintenance activities and contractor operations and maintenance activities. Training records for CIWQS reporting, Spill volume estimation, Spill response training.					

SSMP AUDIT DATA & RECORDS REQUEST						
o.	» All applicable licenses and certifications required for agency or contract staff. Provide documents stating this requirement.					
p.	Assessment of O&M Staff "Core Competencies" (Skills, Knowledge and Abilities)					
q.	Equipment and replacement part inventories, including identification of critical replacement parts.					
r.	» 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).					
s.	» If critical replacement parts are not kept in stock, provide applicable mutual aid agreements.					

q.	Equipment and replacement part inventories, including identification of critical replacement parts.					
r.	» 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).					
s.	» If critical replacement parts are not kept in stock, provide applicable mutual aid agreements.					

F. DESIGN & PERFORMANCE PROVISIONS		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					

SSMP AUDIT DATA & RECORDS REQUEST						
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					
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.					

SSMP AUDIT DATA & RECORDS REQUEST

G. SPILL EMERGENCY RESPONSE PLAN		YES	LOCATED WHERE?	NO	N/A	COMMENTS
G1 a.	Provide the agency's Spill Emergency Response Plan					
b.	Notification procedures ensuring that the primary responders, regulatory agencies, and potentially affected entities are informed of all Spills in accordance with the Monitoring and Reporting Program, Order No. 2022-0103.					
c.	A program to ensure an appropriate response to all spills.					
d.	Procedures to ensure that appropriate staff and contractor personnel are aware of and follow the Spill 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 Spills, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.					
i.	Plan to coordinate with storm drain agencies and other impacted utilities in the event of a Spill. Plan to conduct Post Spill Assessments.					

SSMP AUDIT DATA & RECORDS REQUEST

H. SEWER PIPE BLOCKAGE CONTROL PROGRAM			YES	LOCATED WHERE?	NO	N/A	COMMENTS
H1	a.	Public Education and Outreach Program for pipe blocking substances.					
	b.	Disposal facilities for pipe blocking substances.					
	c.	Ordinance demonstrating the agency's legal authority to prohibit discharges to the sewer system and prevent spills and blockages.					
	d.	Requirements to install grease removal devices, design standards for these devices, maintenance requirements, BMPs, recordkeeping and reporting requirements.					
	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, CAPACITY ASSURANCE, AND CIP			YES	LOCATED WHERE?	NO	N/A	COMMENTS
I1	a.	Provide procedures to evaluate the sanitary sewer system assets.					
	b.	Percentage of system assessed annually and rationale for this frequency.					

SSMP AUDIT DATA & RECORDS REQUEST						
c.	Provide information that demonstrates condition assessment prioritizes areas that: 1) Have high level of environmental consequences if vulnerable to failure or are deficient for any reason; 2) Are located in or within the vicinity of surface waters, steep terrain, high groundwater elevations, and environmentally sensitive areas; 3) Are within the vicinity of a receiving water with a bacterial-related impairment on the most current Clean Water Act section 303(d) List					
d.	Provide information demonstrating system is assessed using visual observations, video surveillance and/or other comparable system inspection methods.					
e.	Provide information demonstrating corrective actions for areas that may contribute to exiting of sewage from the system which can reasonably be expected to discharge into a water of the State.					
f.	Provide information that demonstrates you have identified system assets vulnerable to direct and indirect impacts of climate change, including but not limited to: sea level rise; flooding and/or erosion due to increased storm volumes, frequency, and/or intensity; wildfires; and increased power disruptions					
g.	Provide analysis and procedures to identify system components that are experiencing or contributing to spills caused by hydraulic deficiency and/or limited capacity, including procedures to identify the appropriate hydraulic capacity of key system elements for: • Dry-weather peak flow conditions that cause or contributes to spill events; • The appropriate design storm(s) or wet weather events that causes or contributes to spill events; • The capacity of key system components; and • Identify the major sources that contribute to the peak flows associated with sewer spills.					

SSMP AUDIT DATA & RECORDS REQUEST						
h.	Information that demonstrates the capacity assessment considers: • Data from existing system condition assessments, system inspections, system audits, spill history, and other available information; · Capacity of flood-prone systems subject to increased infiltration and inflow, under normal local and regional storm conditions; · Capacity of systems subject to increased infiltration and inflow due to larger and/or higher-intensity storm events as a result of climate change; · Increases of erosive forces in canyons and streams near underground and above- ground system components due to larger and/or higher-intensity storm events; · Capacity of major system elements to accommodate dry weather peak flow conditions, and updated design storm and wet weather events; and · Necessary redundancy in pumping and storage capacities.					
i.	Demonstrate how corrective actions are prioritized based on these condition assessments based on the severity of the consequences of potential spills.					
j.	Capital Improvement Plans: based on the results of these condition assessments provide the following: 1) project schedules, including completion dates for all rehabilitation and replacement projects or CIP; 2) Internal and External project funding sources for each project; 3) Information demonstrating coordination between operations and maintenance staff, engineering staff, and consultants during the planning, design and construction of CIP. If other utility agencies are impacted, document coordination efforts.					

SSMP AUDIT DATA & RECORDS REQUEST

J. MONITORING, MEASUREMENT & PROGRAM MODIFICATIONS		YES	LOCATED WHERE?	NO	N/A	COMMENTS
J1 a.	Adaptive Management strategies					
b.	· Provide relevant information, including audit findings, to establish and prioritize appropriate Plan activities;					
c.	· Provide relevant information demonstrating the implementation and measuring the effectiveness of each Plan Element;					
d.	· Provide relevant information demonstrating the success of the preventive operation and maintenance activities;					
e.	· Provide relevant information demonstrating update of plan procedures and activities, as appropriate, based on results of monitoring and performance evaluations;					
f.	Identification of SSO trends.					

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.					