

	<b>Standard Operating Instruction: PWU-0100.003</b> <b>Name: Spill/Overflow Reporting Procedure</b>	<b>Corresponding Requirements:</b> EMS Manual: 5-3, 6-7 ISO Standard: 4.3.2 & 4.4.7 NBP Element: 11 <b>Revision #: 1</b>
<b>Updated By:</b> David Shellenbarger, WWTD Asst. Division Manager and Arlene Roman, EMS Coordinator		<b>Revision Date:</b> 9/15/08
<b>Approved By:</b> Matt Bernhardt, Director Public Works and Utilities		<b>Effective Date:</b> 3/7/08
<b>Signature:</b>		Page 1 of 17

## Spill/Overflow Reporting Procedure

**1.0 Purpose:** This procedure outlines the steps to take when reporting a wastewater spill involving the wastewater collection system, wastewater lift stations, and the wastewater treatment plants. It also includes the steps to take when reporting a Biosolids spill in North Carolina and/or South Carolina. The post-spill creek sampling procedure is also noted.

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### 3.0 Associated References

- 3.1 Clean Water Act of 1999; House Bill 1160
- 3.2 Public Notice template – wwtppshare\$\ISO\PWU\Forms\PWU-0101.003 Sewer Overflow Forms\ PWU-0101.003D Public Notice.
- 3.3 Press Release template – wwtppshare\$\ISO\PWU\Forms\ PWU-0101.003 Sewer Overflow Forms \PWU-0101.003C Press Release.
- 3.4 Spill reporting forms:
  - 3.4.1 Collections system overflow - State spill report is in PDF format located on wwtppshare\$\ISO\ PWU\Forms\ PWU-0101.003 Sewer Overflow Forms\ State Spill Report. Because of the PDF Format, the file will not show up as an office document and must be opened by selecting “all files” under “type of file” or through using “My Computer” or “Windows Explorer”. This form can also be found at the collection systems area of the Non-Discharge Compliance and Enforcement Unit website at <http://h2o.enr.state.nc.us/ndceu>.
  - 3.4.2 Overflows that occur at the WWTP- State Response Evaluation (PWU-0101.003A)
  - 3.4.3 All overflows that reach a stream - Spill Investigation Sampling Report form (PWU-0101.003B).
- 3.5 WWTD Master Contact List – WWEMS-0102.002C
- 3.6 CityNet After Hours Contact List - <http://citynet/contact/index.cfm>
- 3.7 DO calibration and analysis procedure available in laboratories
- 3.8 pH calibration and analysis procedure available in laboratories
- 3.9 City of Gastonia Environmental Policy
- 3.10 City of Gastonia Environmental Management System Manual
- 3.11 National Biosolids Partnership Manual of Good Practice
- 3.12 National Biosolids Partnership EMS Elements
- 3.13 ISO 14001 Standard
- 3.14 Permits with spill reporting requirements:
  - 3.14.1 WQS00017 System-wide Wastewater Collection System Permit
  - 3.14.2 NC0020184 NPDES Discharge Permit – Long Creek WWTP
  - 3.14.3 NC0074268 NPDES Discharge Permit – Crowders Creek WWTP
  - 3.14.4 NC0040070 NPDES Discharge Permit – Water Supply & Treatment Plant
  - 3.14.5 WQ0001793 Land Application of Residuals Solids Permit (NC)
  - 3.14.6 ND0084883 Land Application of Wastewater Sludge Permit (SC)

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## 4.0 Associated Equipment

### 4.1 Sampling Kit

- 4.1.1 6 1-liter plastic sample bottles
- 4.1.2 6 100 ml sterilized fecal containers
- 4.1.3 4 1-liter glass sample bottles for Oil and Grease
- 4.1.4 6 glass VOA bottles
- 4.1.5 Chain of Custody forms
- 4.1.6 Spill Investigation Report form (PWU-0101.003B)
- 4.1.7 Label Tape
- 4.1.8 Permanent (water proof) marker
- 4.1.9 2 Sampling jugs on a rope (1 sterilized and 1 cleaned with soap and water)
- 4.1.10 City of Gastonia Map
- 4.1.11 Disposable gloves
- 4.1.12 Safety glasses
- 4.1.13 Flashlights for sampling at night (may be stored at plants or in trucks)
- 4.1.14 Reflective safety vests (may be stored in individual trucks)

### 4.2 Additional equipment needed for sampling

- 4.2.1 Cooler filled with ice
- 4.2.2 DO meter and probe, obtain from either Crowders or Long Creek Laboratory.  
pH meter with electrode, obtain from either Crowders or Long Creek Laboratory.

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## 5.0 Internal Notification

- 5.1 See Table 2 for contact information
- 5.2 Notify Matt Bernhardt, Director of Public Works and Utilities of all size spills in a timely manner during business hours unless directed by the below requirements.
- 5.3 If spill has reached a water way contact WWT Laboratory, or if after hours, WWTD Operator On-Call **immediately** so stream samples can be taken in a timely manner.
- 5.4 If it is determined that notification to the news media will be required (See page 10 & 11), immediately contact Director of Communications and Marketing: Rachel Bagley and Matt Bernhardt, Director of Public Works & Utilities or his designated back up.
- 5.5 If at a WWTP also contact Larry Cummings, WWT Division Manager.
- 5.6 If in the collection system call Dale Denton, Field Operations Division Manager and Jim Klenovic, FOP Superintendent.
- 5.7 If at a lift station call Mike Walczak, Facility Maintenance Superintendent or Marvin Moose, FM Supervisor.
- 5.8 If the cause of the overflow is determined to be related to fats, oils, and grease notify Tabitha Messer, Industrial Chemist to conduct a source investigation of the problem.
- 5.9 See WWEMS-0102.002C WWTD Master Contact List or the City Phone Directory for additional contact information.

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## 6.0 Collecting Stream Samples

- 6.1 Once the spill has been determined to have reached a waterway, samples must be obtained.
- 6.2 For spills occurring during normal working hours (8-5 M-F): Sampling request will be made to the Wastewater Sampling Personnel (Bobby Hanna or John Copeland) to coordinate sampling efforts.
- 6.3 At times, sampling personnel may be unavailable or only one person available to obtain samples. In this case, WWT Operations, Facility Maintenance, or Field Operations personnel may be requested to either obtain samples or accompany the samplers.
- 6.4 Personnel obtaining samples will notify Crowders laboratory that spill samples will be coming in.
- 6.5 For spills occurring after hours:  
The Operator on-call for the WWTD (Wastewater Treatment Division) will be contacted and asked to obtain samples.
  - 6.5.1 A sampling kit for spills must be kept in the WWTD on-call truck at all times. Prior to going off-call any materials used from the spill kit must be replaced so that the kit is ready for the next spill (see Section 4.0 for required spill kit contents).
  - 6.5.2 The operator on-call may request the assistance of Field Operations or Facility Maintenance personnel in obtaining samples.
  - 6.5.3 A sampling kit for spills must be available at the laboratories and/or the sampling and on-call trucks. Any material used during a spill must be replaced to ensure that the spill kit is ready for the next spill.
- 6.6 For safety reasons, no single person shall try to obtain samples at spill locations by themselves. The cooperation of all Utilities Department employees is requested to assure that no one is placed in a position where he or she may be tempted to obtain spill samples alone.
- 6.7 Prior to leaving for a spill, the samplers must make sure that they have DO and pH meters which can be obtained from either laboratory. These meters must have documented calibration prior to analysis of the samples. If meter has not been calibrated within 24 hours refer to appropriate calibration procedure available in laboratory near meters.
  - 6.7.1 Compare the contents of your sampling kit with the required contents in Section 3.0 prior to leaving to go collect samples.
- 6.8 Once the sampler arrives at the spill site, he/she must determine where to obtain samples. Upstream samples should be obtained first.
  - 6.8.1 Use the jug on a rope provided in the sampling kit to obtain a sample of the stream upstream of the spill location.
  - 6.8.2 Rinse the jug thoroughly with the stream water and pour it out downstream of where you wish to sample.
  - 6.8.3 Fill the sampling jug again and pour this water into the 1-liter sample bottle provided. (It may take lowering the jug and obtaining samples of the stream several times to fill the 1-liter jug, since it sometimes is difficult to completely fill the sampling jug.)
  - 6.8.4 Use the sterile sampling jug to get a sample and pour this water into the 100 ml fecal container to the line on the container.

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- 6.8.5 Obtain another stream sample in the jug on a rope and take it to the DO and pH meters.
- 6.8.6 Analyze the sample for DO, pH and temperature immediately sample, using the appropriate procedure.
- 6.8.7 Record the results in the appropriate column on the Spill Investigation Report (PWU-0101.003B).
- 6.8.8 Record the date, time, location, and analysis needed of the sample on the sample bottle. Label tape should be provided in the sampling kit.
- 6.8.9 Secure lids on both samples and place in a cooler of ice.
- 6.8.10 Downstream samples must then be obtained. It is recommended that 3-4 downstream samples be obtained approximately ¼ mile apart.
- 6.8.11 Repeat the above steps obtaining and analyzing the downstream samples. (Sterile jug is only sterile during upstream sampling.)
- 6.9 Samples must then be taken to the Crowders laboratory for analysis. (Fecal must be set up within 6 hours of obtaining the first sample.)
- 6.10 Complete a chain of custody, for Fecal Coliform and NH<sub>3</sub>-N, and relinquish samples to laboratory personnel if available.
- 6.11 If after hours, place the 1-liter samples in the refrigerator, sign the chain of custody to relinquish the samples, and clip the chain of custody and Spill Investigation Report to the clipboard provided beside the laboratory door.
  - 6.11.1 At this point the operator on-call or another trained person (several of the Crowders operations staff have been trained) must set up the fecal samples. (See procedure WCR-0100.128 Fecal Coliform Analysis)
  - 6.11.2 If samples were obtained after normal working hours arrangements must be made for either the Operator on-call or another trained person to return the following day to read the fecal samples and record the results on the Spill Investigation Report.
- 6.12 Clean spill sampling equipment and replace in kit along with replenishing supplies.
- 6.13 Once all analyses have been completed, the results must be recorded on the Spill Investigation Report (PWU-0101.003B).
- 6.14 When lab analyses are complete, the laboratory supervisor must notify the ORC of the appropriate area (Collections – Jim Klenovic or Dale Denton; Lift Station – Mike Walczak or Marvin Moose; Biosolids – Nelson Jenkins; or WWTP – Operator on-call) and provide them with the Spill Investigation Report.
- 6.15 The ORC should attach the Spill Investigation Report to the State Spill Report when submitted to the State, if paper copies are filed.

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## 7.0 Spill Reporting

- 7.1 See Table 1 for a reporting requirement summary.
- 7.2 See Table 2 for contact information
- 7.3 **State Agency Notification:**  
ORC for the impacted area is responsible to ensure that spills/overflows are reported appropriately. In the event that the ORC is not available, Back-up ORC will assume responsibilities. If the ORC knows that they will be unavailable (due to vacations, etc) the back-up ORC should be notified so they may be available in the event of a spill.
- 7.4 Notification of State agencies must be within 24 hours of first knowledge of spill. A live person must be spoken to - voice mail messages are not sufficient.
  - 7.4.1 Mooresville office of DWQ ( fax # 704-663-6040) are: Barbara Sifford, Alan Johnson, Dee Browder or another available member of the DWQ staff. If the overflow occurs outside of normal business hours, it may be reported to the Division of Emergency Management
  - 7.4.2 Biosolids spills in North Carolina should be reported to Ellen Huffman
  - 7.4.3 Biosolids spills in South Carolina should be reported to SC DHEC
- 7.5 All notifications to DWQ of a reportable spill must be followed up within 5 days of first knowledge of spill by an electronic or written report.
  - 7.5.1 **Lift Stations:** Notification of spills which occur in the collection system including lift stations should be made using the form: State Spill Report, which is located in PDF format under: wwtppshare\$\ISO\PWU\Forms\PWU-0101.003 Sewer Overflow Forms\State\_Spill\_Report
  - 7.5.2 **WWTPs and Water Plant:** Notification of spills that occur at one of the wastewater treatment plants or the WS&T sludge plant should be made using form: PWU-0101.003A: State Response Evaluation.
  - 7.5.3 **Biosolids:** Notification of spills or runoff of biosolids shall be made by a written report in letter form that outlines the actions taken or proposed to be taken to ensure that the problem does not recur. Biosolids spills are regulated under different regulations from sanitary sewer overflows and do not fall under the media notification requirements.
    - 7.5.3.1 *North Carolina:* Reports of biosolids spills or run off in North Carolina must be made in accordance to the requirements of Land Application Permit WQ001793 section IV 4. Within 5 days of first knowledge of spill, the reports must be sent to the attention of a Water Quality Staff Member at fax # 704-663-6040; or mailed to NC DWQ at 919 N. Main Street, Mooresville, NC 28115.
    - 7.5.3.2 *South Carolina:* Reports of biosolids spills or run off in South Carolina must be made in accordance to the requirements of Land Application Permit ND0084883 Part II B. Within 5 days of first knowledge of spill the reports must be sent to SC DHEC Bureau of Water Compliance Assurance Division 2600 Bull Street, Columbia, SC 29201. Send a copy of this report to NC DWQ also.
- 7.6 Prior to filing a spill report, the responsible ORC must check with applicable staff to ensure that all actions taken in response to the spill are included in the report.

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## 7.7 Electronic Reporting

- 7.7.1 Electronic reporting is the preferred method of notification and should be used whenever possible. Only spills occurring in the collection system may be made using this system. Someone with access to this site must be contacted to submit the report. Currently people with computers that can access this site include Debby Cloninger, Ron Cook, Dale Denton, Beth Helton, Jim Klenovic, Marvin Moose, David Shellenbarger and Diane Shumate.
- 7.7.2 Website: <http://bims.enr.state.nc.us:7001/login.do>
- 7.7.3 Login into the BIMS system is username: WQCS00017 and password: gastonia
- 7.7.4 Click the “View/Complete Reports” tab to report the overflow.
- 7.7.5 The next screen will be a listing of all spills reported by Gastonia in the last several years.
- 7.7.6 State staff should have already input the 24-hour date/ time of the report when the ORC, or designee, reported the spill. Find this date and location and click on the sheet of paper beside the appropriate date and location.
- 7.7.7 This will take you to the spill report form.
- 7.7.8 The form is in the same format as the paper report that is completed by the ORC.
- 7.7.9 Complete each question and be sure to click the “yes” box at the bottom of the 1<sup>st</sup> page of the form saying that we acknowledge that if the spill requires a press release and /or public notice we realize that this information must be completed and maintained on file. If this box is not checked the report does not update on their system as meeting your 5-day date.
- 7.7.10 When completing dates and times the format is as following 03/28/06 09:30 AM. The “/” and the “:” will be added by the computer you only type the numbers.
- 7.7.11 When you reach the bottom of the report click the submit button.
- 7.7.12 Then click the “View/Complete Reports” tab to view what you entered.
- 7.7.13 At this point click the PDF file beside the report date and location you just filed.
- 7.8 The report will pull up in Adobe and can be printed using the printer icon in the BIMS screen (not the one on the Explorer toolbar). Signed hard copies should be sent to Debbie Cloninger - MOC, Diane Shumate - Long Creek and Tabitha Messer - Catawba.
- 7.9 For All Re-Occurring Overflows:**
- If there are any follow-up actions taken that were not included in the spill report, a brief summary of those actions must be sent to Barbara Sifford with the DWQ Surface Water Protection Section. Ms. Sifford can be contacted by email at [barbara.sifford@ncmail.net](mailto:barbara.sifford@ncmail.net). This information is used by DWQ to ensure that appropriate follow-up actions, which may take longer than five days to complete, have been taken to prevent future overflows at the same location.
- 7.9.1 The ORC of the area where the overflow was located is responsible for determining if the overflow is “re-occurring”. This means that another overflow has previously taken place at this same location. When appropriate, such as with overflows due to FOG, the ORC must inform applicable personnel of previous overflows in the same location to ensure they are aware that the overflow is reoccurring.

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- 7.9.2 After all follow-up actions are completed, appropriate personnel must review the spill report to determine if any follow-up actions were conducted in addition to those listed in the original spill report. If so, a brief summary of those actions along with the spill date and location must be sent to Ms. Sifford. Copies of the correspondence are sent to Diane Shumate; Tabitha Messer; Dale Denton & Jim Klenovic (if spill was in the collection system); Larry Cummings & Mike Walczak (if the spill was at a lift station); and Larry Cummings & David Shellenbarger (if the spill was at a WWTP). The correspondence shall be attached to the copies of the original spill report. The correspondence should be sent to additional personnel as necessary.
- 7.9.3 After allowing time for Ms. Sifford to update the BIMS database, request for city personnel to access the database and print and distribute copies of the updated spill report.

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## 8.0 Media Notification:

The ORC for the impacted area is responsible to ensure that spills/overflows (SSOs) are reported appropriately. In the event that the ORC is not available, the back-up ORC will assume responsibilities.

### 8.1 Spills/Overflows that have 1,000 gallons or more that reach a storm drain or surface water

- 8.1.1 Require a press release, which is located at  
wwtpshare\$\ISO\PWU\Foms\PWU-0101.003 Sewer Overflow Forms\PWU-0101.003C PRESS RELEASE.
- 8.1.2 Tab to bracketed areas and fill in the appropriate information.
- 8.1.3 Print
- 8.1.4 ORC will be responsible for sending the notifications to ALL internal personnel listed in Section I of the media list (Table 3) for Approval. Please reference *Schedule of Publication Days* (Table 4) to ensure timely notifications to the media are made to meet the reporting requirement timeframe.
- 8.1.5 Once approval has been received from internal personnel the ORC will coordinate with the appropriate administrative staff (Diane Shumate for WWTP's and lift stations, Field Operations staff for collection system SSOs) to send the press release to all persons listed in Section II of the media list (Table 3).

### 8.2 Spills/Overflows that have 15,000 gallons or more that reach a storm drain or surface water.

- 8.2.1 Follow all steps for the above 1,000-gallon spill.
- 8.2.2 In addition a public notice must be published in the Gaston Gazette and Rock Hill Herald within 10 days of discharge, which is located at  
wwtpshare\$\ISO\PWU\Foms\PWU-0101.003 Sewer Overflow Forms\PWU-0101.003D PUBLIC NOTICE.
- 8.2.3 Prior to submission to the media for publication the ORC, or designee, will get the Public Notice approved by Rachel Bagley, Matt Bernhardt, Director of Public Works & Utilities and Ash Smith, City Attorney or their assigned back up.
- 8.2.4 Once the Public Notice is approved, the ORC will coordinate with appropriate administrative staff (Diane Shumate for WWTP's and lift stations, Field Operations staff for collection system SSOs) to publish a public notice in the required newspapers within 10 days of the notification.
- 8.2.5 The ORC will coordinate with the appropriate administrative staff (Diane Shumate for WWTP's and lift stations, Field Operations staff for collection system SSOs) to ensure that copies of the published notice and proof of publication (notarized copies) are sent to Non-Discharge Compliance Unit – DWQ 1617 Mail Service Center, Raleigh, NC 27699-1617 to the attention of Steve Lewis, within 30 days of discharge.

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**8.3 Spills/Overflows that have 1,000,000 gallons or more that reach a storm drain or surface water.**

- 8.3.1 Follow all steps for the above 1,000 to 15,000 gallon spill.
- 8.3.2 The ORC shall call Steve Lewis of NCDWQ-NDCEU in Raleigh at (919) 733-5083 ext. 539 to inform him that we have had a spill in excess of 1,000,000 gallons. Inform him of what counties the City is issuing public notices and ask if NCDWQ request any additional counties to be notified.
- 8.3.3 Once the City has been informed by NCDWQ of any other counties, the ORC will coordinate with the appropriate administrative staff (Diane Shumate for WWTP’s and lift stations, Operations Center staff for collection system SSOs) to publish a public notice in a newspaper in each of the required counties within 10 days of notification.
- 8.3.4 The ORC will coordinate with the appropriate administrative staff (Diane Shumate for WWTP’s and lift stations, Operations Center staff for collection system SSOs) to obtain proof of publication (notarized copies) to be submitted to Non-Discharge Compliance Unit – DWQ 1617 Mail Service Center, Raleigh, NC 27699-1617 within 30 days of the discharge.
- 8.3.5 Following any spill notification a fax journal, copies of relevant e-mails, and any other documentation produced during the spill notification process must be attached to the spill documentation.

8.4 Copies of all spill reports, media/State notifications with records of submittal, and/or laboratory analyses must be provided to the WWTD Administrative Assistant (Diane Shumate) for recordkeeping.

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## 9.0 Environmental Impact Section

- 9.1 This procedure affects compliance with sewer overflow and reporting requirements.
- 9.2 Following this procedure will result in the City of Gastonia meeting all reporting requirements to regulatory agencies, media and the public.
- 9.3 Following this procedure will also allow the City of Gastonia to effectively monitor and measure the number, amounts, and significance of overflows within the collection system, lift stations, and at the WWTPs in order to determine if further procedures and/or corrective actions are needed to effectively eliminate and/or minimize the impact of the wastewater delivery and treatment systems within the City of Gastonia.
- 9.4 Not following this procedure will result in overflows not being properly reported to regulatory agencies. Thus the City of Gastonia will be in non-compliance and may receive substantial monetary fines and/or notices of violation.
- 9.5 Not following this procedure will also result in the City of Gastonia not being able to effectively monitor and measure the impact of its wastewater delivery and treatment system on the environment. Without proper monitoring and measuring, inappropriate decisions may be made with regard to corrective actions being taken or not which could result in an increase in the number of overflows thus increasing the negative impact of the wastewater delivery and treatment system on the receiving streams.

## 10.0 Deviations from this procedure must be documented by completing a Corrective/Preventative Action Report (EMS-0101.004).

## 11.0 Revision History

Revision		C/PAR #	Reason for Revision	Description of Revision
Date	#			
7/31/02	11	EMS-0111	Update	Revised State contacts for spill reporting.
10/14/02	12	EMS-0120 EMS-0122	Update Deviation	Clarification of responsibilities. Emphasizing reporting timeframes for media notification.
5-9-03	13	Internal Audit	Update	Removed obsolete "Gastonia Slug and Spill Reporting Book" from associated reference list. Updated contacts. Updated list of directories for computer files.
		122	O&G program	Required notification of Neal Klimek to investigate FOG related overflows.
9-8-03	14	Internal Audit	Update	Broadened the method for contacting media from just fax to allow for other methods such as email or hand delivery.
		N/A	Update	Updated document number of master contact list.
4/1/04	15	N/A	Draft Collection System Permit	Updated to reference a Water Quality Staff member as contact in the Mooresville Regional office and to incorporate in the new spill reporting forms.
4/16/04	16	N/A	Update	Updated phone number for WAAK radio station.
1/12/06	17	728	New System of Electronic Filing	Incorporated electronic filing of spill reports as option
		N/A	Update	Updated internal contact names

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		EMS-0116	CPAR	Compared to Manual of Good Practice and added NBP references.
7/21/06	18	796	DWQ auditor requested that additional information be submitted for instances of re-occurring overflows.	Added sections 5.4, 5.6 & 5.7 to the DWQ Notification section.
<b>3/7/08 Document control number changed from EMS-0100.012 to PWU-0100.003</b>				
3/7/08	0	958, 1027	Beginning land application in SC; change of personnel; widened access to BIMS, form name and locations incorrect.	Modified section for reporting biosolids spills in South Carolina. Replaced names of Field Operations Division Manager, FOG Industrial Chemist and Public Works Director. Included Director of Communications and Marketing in notification process. Modified the electronic reporting sections to reflect additional personnel with access to BIMS. Updated form names and form locations. Changed document control number, and document control number of forms to PWU. Added Purpose section to beginning and Deviations section to the end.
9/15/08	1	1062	Correct and clarify wording, update personnel with BIMS access, update state contact, update PWU Director	Modified electronic reporting section, 24-hour reporting and biosolids spills sections for clarity and accuracy. Added Ron Cook to list of persons with BIMS access. Updated FOG industrial chemist. Added new PWU Director, Matt Bernhardt to document. He requested to be notified of all size spills. Changed references from U: drive to \\wtpshare\$: drive; Added Contact List and Table of Contents, added immediate notification to sample streams

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**Table 1: Reporting Requirements Summary**

Amount of Spill	<1000 gallons did not reach creek	≥1000 gallons did not reach creek	1 to 999 gallons reached creek	1000 to 14,999 gallons reached creek	15,000 and up reached creek
Step 1	Notify Matt Bernhardt, Director of Public Works and Utilities  Not a reportable spill to DWQ	Notify Matt Bernhardt, Director of Public Works and Utilities  Notify DWQ within 24 hours of first knowledge of incident	Notify Matt Bernhardt, Director of Public Works and Utilities  Notify DWQ within 24 hours of first knowledge of incident	Notify Matt Bernhardt, Director of Public Works and Utilities and Rachel Bagley as well as Larry Cummings, if at WWTP, Mike Walczak if at lift station, or Jim Klenovic and Dale Denton if in the collection system, that there has been a spill that requires a press release	Notify Matt Bernhardt, Director of Public Works and Utilities and Rachel Bagley as well as Larry Cummings, if at WWTP, Mike Walczak if at lift station, or Jim Klenovic and Dale Denton if in the collection system, that there has been a spill that requires a press release and a public notice
Step 2	Complete spill report	Submit spill report to DWQ within 5 days of first knowledge of incident to the attention of A Water Quality Staff member	Normal working hours: Notify Long Creek Lab to obtain samples; After hours contact WWT Operator on-call	Normal working hours: Notify Long Creek Lab to obtain samples; After hours contact WWT Operator on-call	Normal working hours: Notify Long Creek Lab to obtain samples; After hours contact WWT Operator on-call
Step 3	Send copy to Diane Shumate and Tabitha Messer	Send all documentation of incident and records of reporting to Diane Shumate and Tabitha Messer	Submit spill report to DWQ within 5 days of first knowledge of incident to the attention of A Water Quality Staff member	Notify DWQ within 24 hours of first knowledge of incident (Mooresville Regional Office A Water Quality Staff member)	Notify DWQ within 24 hours of first knowledge of incident (Mooresville Regional Office A Water Quality Staff member)
Step 4			Send all documentation of incident and records of reporting to Diane Shumate and Tabitha Messer	Submit press release to internal personnel listed in Section I of media list	Submit press release to internal personnel listed in Section I of media list
Step 5				Receive approval from the Director of Public Works and Utilities	Receive approval from the Director of Public Works and Utilities
Step 6				Submit press release to news media listed in Section II of media list within 48 hours of first knowledge of incident	Submit press release to news media listed in Section II of media list within 48 hours of first knowledge of incident
Step 7				Submit spill report to DWQ within 5 days of first knowledge of incident to the attention of A Water Quality Staff member	Submit public notice to the Director of Public Works and Utilities and Ash Smith for approval
Step 8				Submit all documentation of incident and records or reporting to Diane Shumate and Tabitha Messer	Submit spill report to DWQ within 5 days of first knowledge of incident to the attention of A Water Quality Staff member
Step 9					*Publish public notice in Gaston Gazette and Rock Hill Herald within 10 days of discharge
Step 10					Obtain copies of public notice and proof of publication and submit to DWQ within 30 days of the discharge
Step 11					Submit all documentation of incident and records or reporting to Diane Shumate and Tabitha Messer

\* Any discharge equal to or greater than 1,000,000 gallons you must do all requirements for 15,000 and call Steve Lewis in Raleigh NC-NDCEU – 919-733-5083 ext 539 to inform him and get direction of whether NCDWQ will require public notices in any additional counties. Public notices in any additional counties must be published within 10 days of notification from NCDWQ.

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**Table 2. Spill/Overflow Reporting Contact List**

Position/Title	Name	Office phone	Mobile phone
Asst. City Manager-Operations	Flip Bombardier	704-866-6763	704-214-9137
Director of Communications and Marketing	Rachel Bagley	704-866-6749	704-214-1463
City Attorney	Ash Smith	704-866-6735	704-214-9175
Director of Public Works and Utilities	Matt Bernhardt	704-866-6777	704-214-9111
WWT Division Manager	Larry Cummings	704-866-6991	704-214-9146
WWT Asst Division Manager - Compliance	David Shellenbarger	704-842-5106	704-214-9145
WWT Asst Division Manager - Operations	Stephanie Scheringer	704-866-6726	704-214-9159
WWT Administrative Asst.	Diane Shumate	704-854-6668	
WWT Facility Maintenance Superintendent	Mike Walczak	704-866-6829	704-214-9120
WWT Facility Maintenance Supervisor	Marvin Moose	704-866-6831	704-214-9121
WWT FOG Industrial Chemist	Tabitha Messer	704-854-6669	704-214-9117
WWT Laboratory at Crowders WWTP	Steve Oakley	704-854-6658	
WWT Sampling Technicians	Bobby Hanna John Copeland	704-866-5106	704-214-9143
WWT- Biosolids ORC	Nelson Jenkins	704-922-4086	704-214-9148
WWT Operator On-Call			704-214-9144
FOP Division Manager	Dale Denton	704-866-6028	704-214-9132
FOP Superintendent	Jim Klenovic	704-866-6818	704-214-9130
FOP Supervisor Water/WW	Jon Purkey	704-866-6940	704-214-9126
FOP Field Supervisor	Ron Cook	704-869-1050	704-214-9126
FOP- Administrative Assistants	Debby Cloninger Beth Helton	704-866-6040 704-866-6857	
FOP- Crew Chief/Supervisor On-Call		704-866-6843	
NC DENR - DWQ Mooresville Office	Barbara Sifford (x 2196) Alan Johnson (x 2200) Dee Browder (x 2203)	704-663-1699	
NC Division of Emergency Management (after hours)		800-858-0368 919-733-3300	
NC DENR - DWQ-NDCEU Raleigh Office	Steve Lewis	(919) 733-5083 ext. 539	
NC DENR – Biosolids	Ellen Huffman	704-663-1699	
SC DHEC – Biosolids		803-898-4300 803-253-6488 (24 hr)	

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**Table 3.**

### Media List for Spill/Overflow Notification

Outlet	Fax	Contacts
<b>Section I</b>		
Director of Public Works & Utilities	(704) 867-0120	Matt Bernhardt
Assistant City Manager	(704) 867-0120	Flip Bombardier
Legal Department	(704) 854-6607	Ash Smith
Director of Communication and Marketing	(704) 866-6749	Rachel Bagley
<b>Section II</b>		
<b>Newspapers</b>		
Gaston Gazette	(704) 867-5751	Miriam Clemmer
Charlotte Observer Gaston Observer	(704) 868-7755	Tony Necia
Cherryville Eagle	(704) 435-8293	Todd Hagan
Bessemer City Record	(704) 739-0611	
Belmont Banner & Mt. Holly News	(704) 825-0894	Dwight Frady
<b>Radio Stations</b>		
WCGC	(704) 825-2127	
WAAK	(704) 922-6998	Regina Murray Garnell Hayes
WGAS	(704) 393-1527	Cynthia Neely
WGNC	(704) 435-1217	Michael Medlin
<b>Section III</b>		
Gaston Gazette	(704) 867-6988	Holly Picket
Rock Hill Herald	(803)-329-4028	Kathy Markley

WLTC-WGCD Radio Stations – the phone and fax numbers supplied by NCDWQ for this station are no longer in service. The phone company does not have a listing for either station; therefore, no faxes will be sent to these stations.

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**Table 4.**

<b>Schedule of Publication Days</b>		
Newspaper	Submission Day	Publication Day
Gaston Gazette	Tuesday	Saturday & Sunday
	Wednesday	Following Monday
	Thursday	Following Tuesday & Wednesday
	Friday	Following Thursday
	Monday	Friday
Rock Hill Herald	Any day	Within 2 – 3 days