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| DOCUMENT TYPE | <input type="checkbox"/> Administrative Directive | <input type="checkbox"/> Operating Procedure | |
| | <input type="checkbox"/> Guideline | <input checked="" type="checkbox"/> Standard | |
| DOCUMENT ID/VERSION | EUS-007 (1) | EFFECTIVE DATE: | 12/04/2024 |
| APPLIES TO | San José State University - All campuses | | |
| SUBJECT | SSO Field Guide for Scheduled Overtime (OT) Staff | | |
| RESPONSIBLE ADMINISTRATOR | Senior Director of Energy, Utilities & Sustainability | | |

Purpose

This Standard serves as a comprehensive reference for FD&O staff response to Sanitary Sewer Overflow (SSO) incidents. It ensures that responses are executed swiftly, effectively, and in strict adherence to the SSO Administrative Directive, minimizing environmental, operational, and public health impacts.

Objectives

The following steps outline best practices for managing and mitigating SSOs:

1. Stop the Incoming Water

- Identify the source of the overflow and shut off water to any fixtures contributing to the issue.
- Use available tools and methods (e.g., shutoff valves) to prevent further wastewater flow.

2. Determine the location of the Blockage

- Locate the blockage in the sewer system and take measures to isolate it from causing additional impact.
- Use containment methods, such as barriers or sandbags, if necessary.

3. Develop a Plan to Clear the Blockage from the Downstream Cleanout

- Assess the best approach to clear the blockage while minimizing disruption.
- Ensure the downstream cleanout is accessible and safe to use to clear the blockage.

4. Contact the City of San José for Downstream Cleanouts in the public right of way

- If the downstream cleanout belongs to the City of San José, call their 24-hour emergency response number at (408) 794-1900 and request immediate service.
- Provide clear details about the situation, including location and any actions taken.

5. Document the Response Timeline

- Maintain a detailed record of the response in the [Sanitary Sewer Overflow Log Entry](#) form, including:
 - Time of incident identification.
 - Actions taken and their corresponding times.
 - Communication with external agencies, including the City of San José.
 - Resolution time.
- Ensure documentation is accurate and complete for inclusion in the Overflow Report.

6. Report to on-call manager, Senior Director of Utilities & Environmental Health and Safety (EH&S)

- Notify the on-call manager and Senior Director of Utilities and EH&S promptly after managing the incident.
- Provide a summary of actions taken, including documentation of the timeline and any assistance requested from external agencies.

7. Signage:

- If the blockage was caused by misuse (FOG, foreign objects), FD&O trades staff will put up prepared signage relevant to the type of blockage and communicate with the users of the facility to reduce the potential for SSOs.

| ASSOCIATED FORMS | |
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| <i>Name of the Form</i> | |
| Sanitary Sewer Overflow Report | |
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| REFERENCE DOCUMENTS | |
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| <i>Document Title</i> | |
| Sanitary Sewer Overflow (SSO) Response | |
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| VERSION HISTORY | | |
|-----------------|--------------------|----------------------|
| <i>Version</i> | <i>Approved By</i> | <i>Revision Date</i> |
| (1) Original | | N/A |
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FD&O's commitment to process improvement

FD&O is committed to continuous improvement and providing facilities, development & operations services to the campus. Every Administrative Directive, Standard Operating Procedure, Guideline, and Standard accepts feedback from customers, FD&O employees, and leadership to facilitate continuous improvement.

FD&O accepts feedback continuously and conducts reviews when a particular procedure receives substantial feedback and periodic reviews.

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