



# **ANNUAL REPORT OF SANITARY SEWER OVERFLOWS**

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# 2021 SANITARY SEWER OVERFLOWS (SSO)

26 Overflows

1.69 Overflows per 100 Miles

No Capacity Overflows



# COMPARATIVE DATA FOR 2021 FROM STATE DATABASE

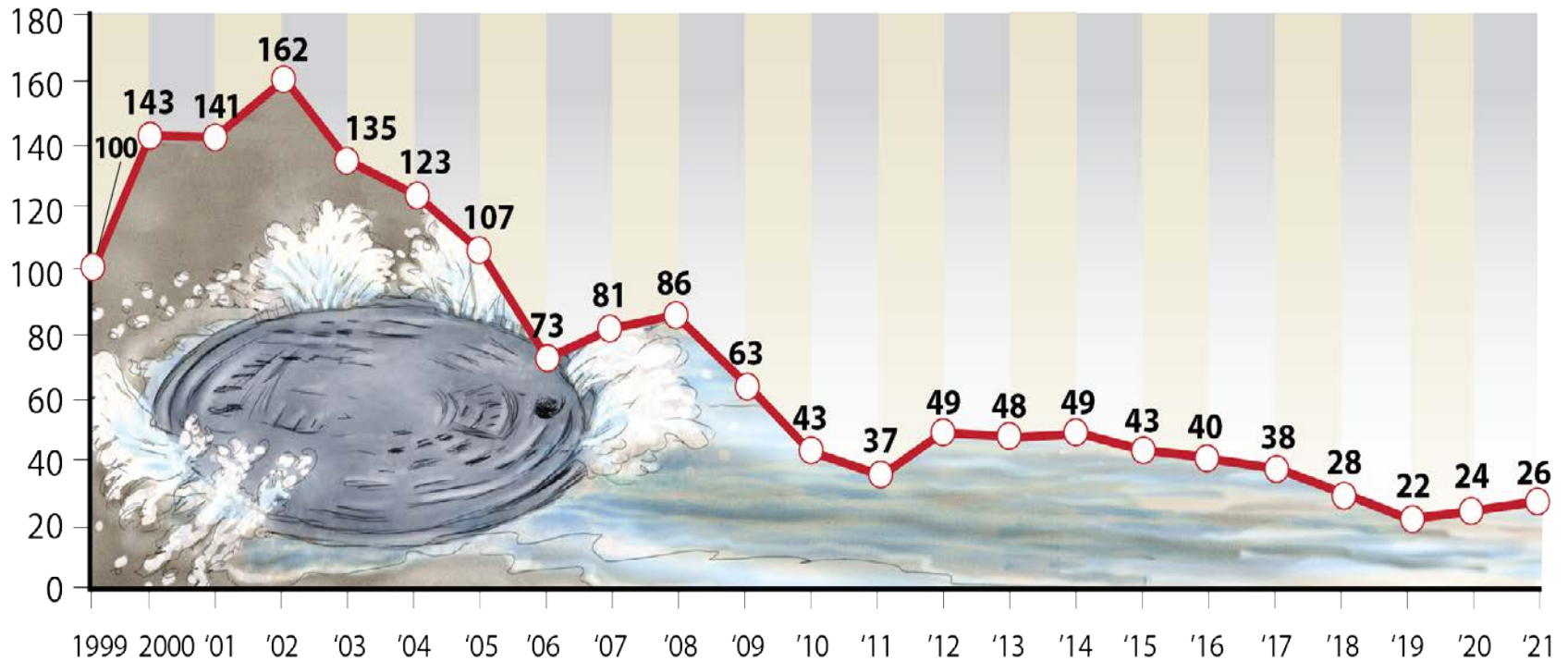
	STATEWIDE*	REGION 2*	CCCSD
Number of Overflows	2,847	838	26
Total Volume (Gallons)	30,237,266	15,891,067	6,811
Overflows per 100 Miles	3.90	5.29	1.69
Average Volume per SSO (Gallons)	10,621	18,963	262

\* Information from California Integrated Water Quality System (CIWQS) Public Spill Report – Summary Page on January 20, 2022



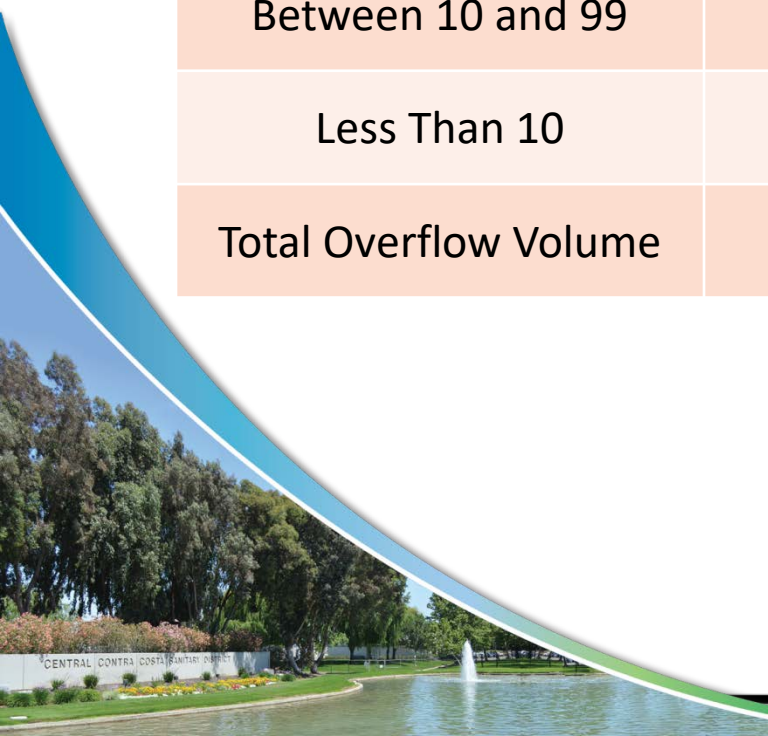
# OVERFLOWS COMPARISON

## NUMBER OF OVERFLOWS



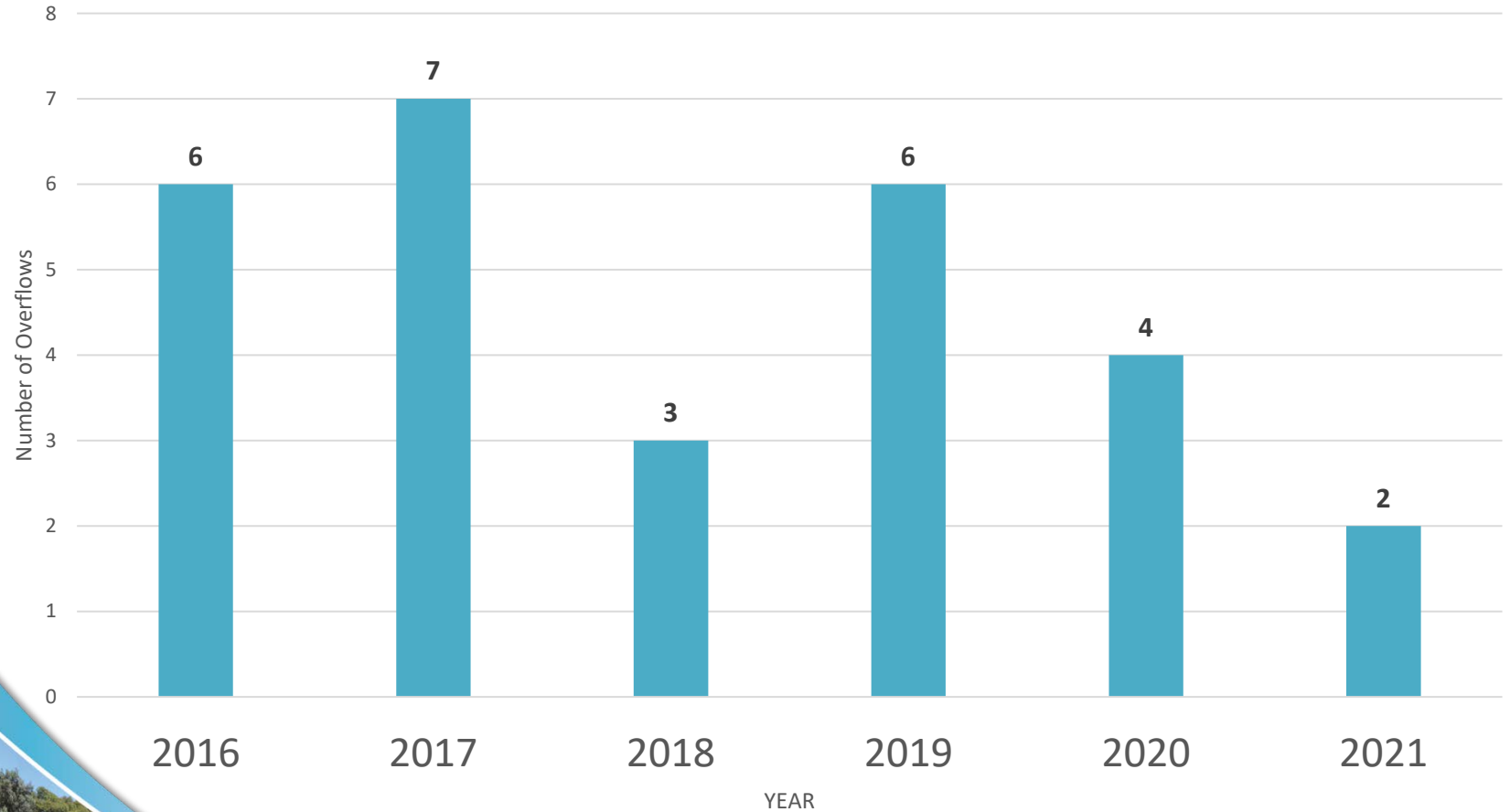
# OVERFLOW QUANTITIES

Size of SSO (Gallons)	Number in 2020	Number in 2021
Greater Than or Equal to 1,000	5	1
Between 100 and 999	5	10
Between 10 and 99	11	9
Less Than 10	3	6
Total Overflow Volume	49,089 gallons	6,811 gallons



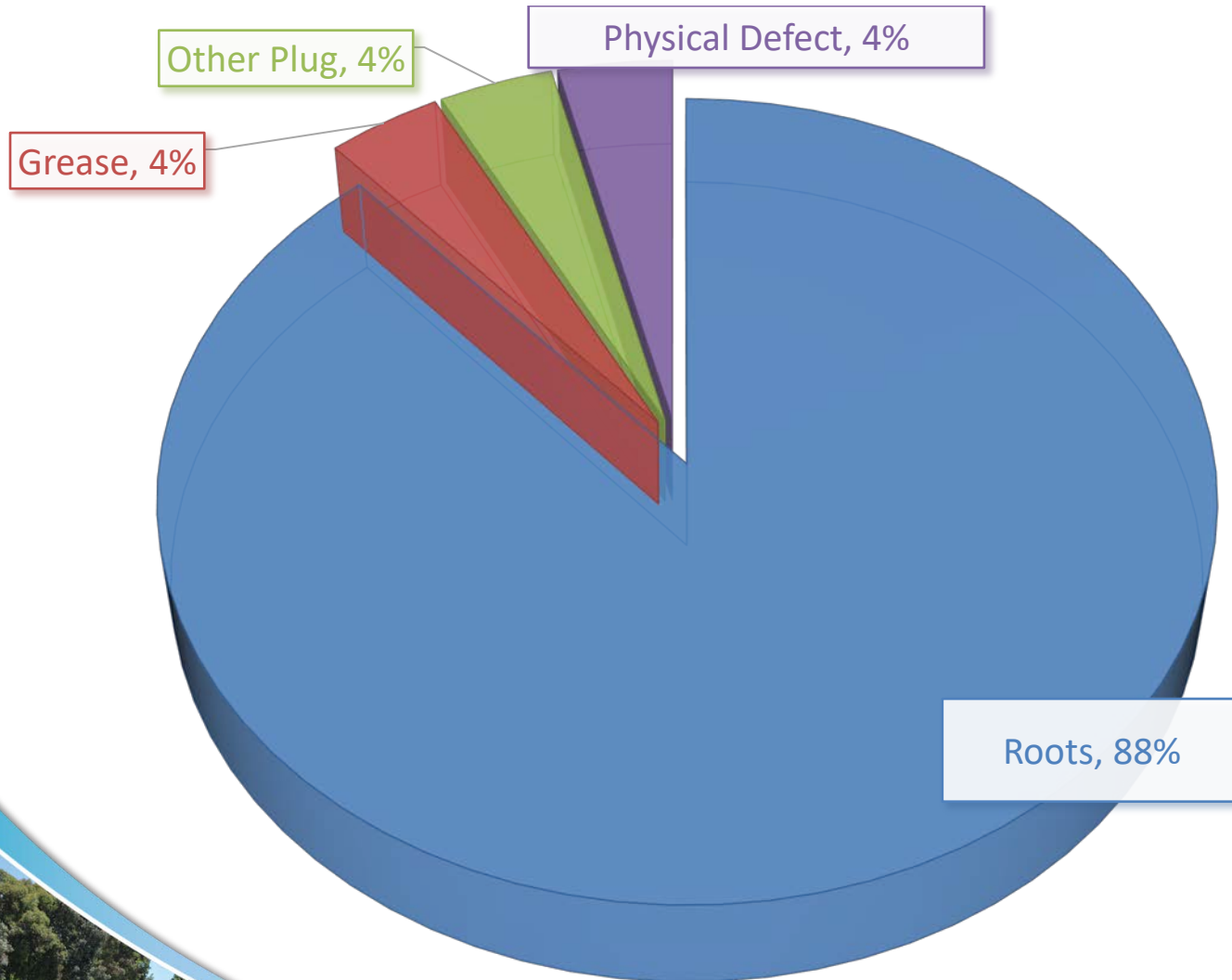
# CATEGORY 1 OVERFLOWS

(ANY VOLUME OF WASTEWATER THAT REACHES THE WATERS OF THE STATE)

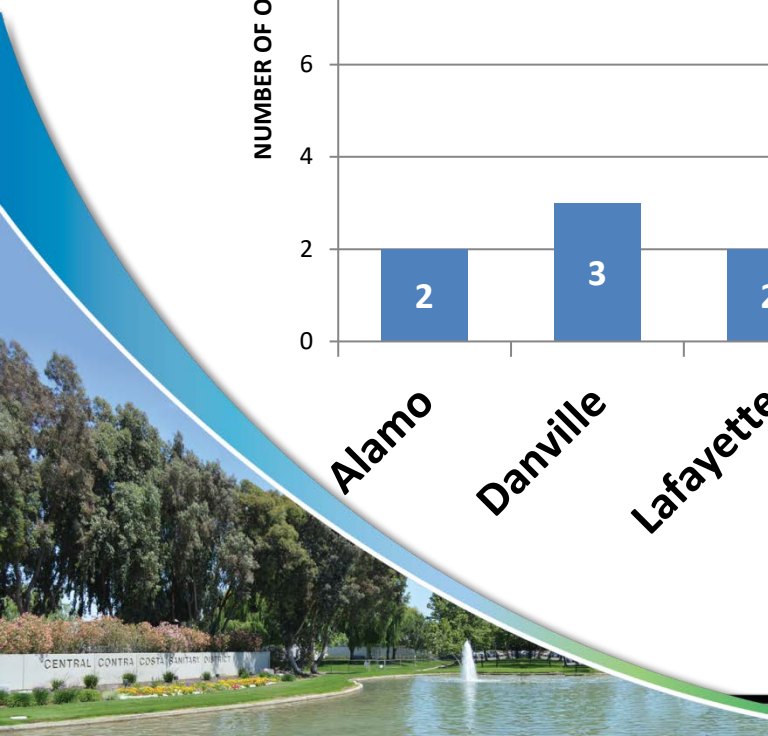
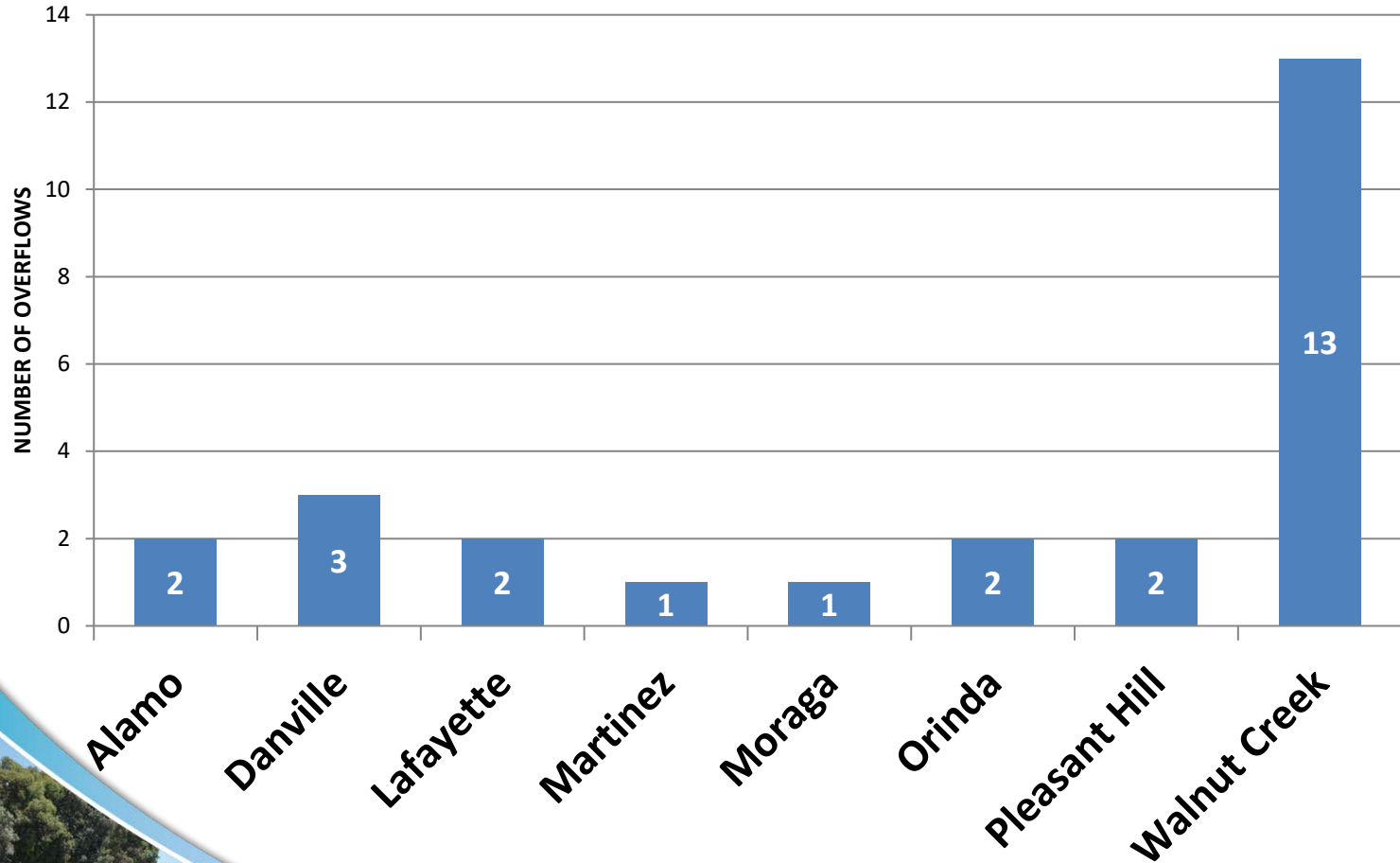




# 2021 OVERFLOW CAUSES



# 2021 OVERFLOWS BY CITY





# ORINDA CROSSROADS FORCEMAIN DAMAGE

On November 10, 2020, a contractor damaged one of the Orinda Crossroads 30" force mains resulting in a 22,000-gallon Category 1 overflow.

Collection System Operations (CSO) Crews responded and installed bypass pumping. Final repairs to the damaged force main were completed on November 12, 2020.

An investigation by Safety Division determined that there was a fault with the design, Underground Service Alert (USA) requests, and the marking of the District's force main.

Locating Standard Operating Procedure (SOP) was revised to mandate a District staff member be present when excavating within 50' of any force main, ReW pipeline, and Pumping Station.

Staff was present for three separate excavations that were near or adjacent to our force mains since revising the SOP.

In the last six years, there have been 147,418 locating requests and this is the first line that has been damaged by a contractor who made a request. A success rate of 99.99932%.



# CSO HIGHLIGHTS

Cleaned 750 miles of scheduled and routine sewers. 17,112 work orders were completed on schedule, 99% of the time.

Closed-circuit televised (CCTV'd) 116 miles of sewers.

Completed 75 spot repairs and 220 structure adjustments.

Received and cleared over 30,560 USA requests on time.

Completed 874 services on vehicles and equipment. Department of Transportation (DOT) regulated services were completed on schedule, 100% of the time. Uptime for vehicles was 100%.

# CSO CUSTOMER SERVICE

Conducted survey of 100% of all customers' emergency calls.

196 Customer Surveys were sent to ratepayers. 49 surveys were submitted for a return rate of 25%.

Average Customer Service rating was 3.85 out of 4.0.

Received a rating of 4.0 for 7 months of the year.

Average response time was 30.6 minutes.

# Questions?

