



OH NO YOU'VE GOT AN SSO!

Steps for SSO response

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Intro

The Environmental Department's role in SSO response is to ensure that the discharge is stopped and the impacted area is properly cleaned.

One of the primary sources of pollution from multi-family housing is sanitary sewer overflows (SSO's).

If it is determined that the discharge is the responsibility of the property management company, we will provide guided steps on what to do when an SSO event occurs.

SANITARY SEWER OVERFLOW

- Sewer manhole covers
- Cleanouts
- Toilets



Property Management SSO Response

Contact water utilities and report the SSO.

Stop the flow of water.

Did the wastewater enter a storm drain?

How much was discharged?

Begin the cleanup process.



Clean Up

- Ensure the flow has stopped.
- Do Not pour any cleaning solutions on the waste.
- Do Not enter the storm drain to attempt cleaning.
- Do Not wash any waste to storm drain.
- Remove all discharged solids from the area.
- Dispose of the waste properly.



Example 1

Cleanout overflow. The cleanout discharged about 0.5gal of waste a minute. The complex reported the discharge and stopped the water shortly after the SSO began so only about 20gals of the waste was released. The clean up consisted of removing the solids from the ground and spreading lye in the impacted area.



Example 2





Example 3

Missing section of sewer pipe. The contents of the pipe was continuously discharging into the creek.

Summary

If your property experiences an SSO, contact our Action Center @ (817) 459-6777. If the SSO occurs after hours, contact the after hours line @ (817) 459-5900

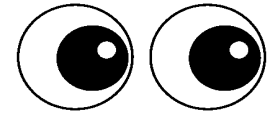
It is your responsibility to contact water utilities whenever an SSO occurs.

The main goal of an SSO response is to stop the water and clean the impacted area.

The environmental department will be on site to provide guidance for what steps need to be taken.

In the event that waste is discharged into the storm drain, the property management company is responsible for the clean up. It is recommended that a hazardous waste remediation company is used in these cases.

Questions



HAVE ANY QUESTIONS??

Important Contacts

City of Arlington Action Center – (817) 459-6777

City of Arlington After Hours Phone – (817) 459-5900