PROCEDURE FOR REPORTING SEWER-RELATED ISSUES OR EMERGENCIES TO THE CITY

EXCERPTED FROM THE CITY’s:

“EMERGENCY RESPONSE PLAN” FOR PROCEDURES FOR RESPONDING TO SANITARY SEWER OVERFLOWS AND DRY-WEATHER COMBINED SEWER OVERFLOW DISCHARGES

Chapter 1: Introduction

Section 1.7: SSOs and Dry-Weather CSO Outfall Discharge Event Reporting

The City’s protocol for sanitary sewer overflows (SSOs) and dry-weather combined sewer overflow (CSO) outfall discharging events is to funnel all event reporting to the Fitchburg Wastewater Division collection system personnel through a single point of contact.

The City has established that all reporting shall be directed to the Fitchburg DPW Dispatch desk (telephone no.: 1-978-829-1900).

Calls received by Fitchburg Highway Dispatch during normal working hours (Monday through Friday, between the hours of 6:30 AM and 3:00 PM) get relayed to the Wastewater Collection System Manager, who then dispatches wastewater collection system personnel to respond to the SSO or dry-weather CSO outfall discharging event.

Calls to the Fitchburg Highway Dispatch outside normal working hours are routed to a call answering service, and the answering service then contacts the on-call wastewater collection crew person to respond to the reported SSO or dry-weather CSO outfall discharging event.

- To best help, when callers contact the Fitchburg DPW Dispatch to report observed sewer-issues or overflows, callers should provide the Fitchburg DPW Dispatch desk with:
  1. Caller’s name and contact telephone number;
  2. Address (if sewer service backup), or location of the overflow (nearest address, or intersection); and
  3. Approximate time the sewer service backup or overflow was first observed.