

Sewage Overflow Response

Power and Water Work Instruction

This work instruction applies to all instances of sewage overflow whether from pump station failure, sewer pipe blockage, sewer pipe collapse, or inadequate capacity (during high inflows). It does **not** apply to the operation or activation of dedicated system overflow points.

Hazards	Personal Protective Equipment	Tools & Equipment
Wet surfaces. Biological agents (ie bacteria, viruses, parasites). Clean up chemicals. Toxic, irritant, asphyxiating or flammable substances.	Safety glasses. Goggles if hosing or using chemicals. Rubber boots. Rubber gloves. Respiratory protection. Impervious coveralls.	Detergent and disinfectant chemicals. Material Safety Data Sheets. Lime. Shovel. Robust plastic bags. Safety barriers and signs. Hoses and nozzles. Traffic control devices.

Contain



1. Arrive on site, control traffic and other immediate dangers associated with establishing a work zone.
2. Demarcate overflow area and work zone using 'witches hats'.
3. Keep unauthorised vehicles, personnel and public at a safe distance from the overflow area and work zone.
4. Investigate the cause of the overflow.
5. If there is any evidence that adjacent water supply pipes are damaged or sewage may have in any way come in contact with or contaminated any water supply infrastructure, **immediately** isolate water infrastructure and contact either;



- Manager Operations, Maintenance & Monitoring (Water Services),
- Manager Water South (Water Services),
- Manager Water and Sewerage Operations North (Remote Ops), or
- Manager Remote Operations South.

6. Where an overflow cannot be immediately controlled, attempt to contain the overflow (using sandbags or a dug drain) and direct into the nearest surface drainage, stormwater system.



7. If the overflow is causing backup within premises, keep occupants at a safe distance from the overflow area, and open all windows and doors to increase ventilation.



Danger



Caution



Tag



Environmental



Permit



Document

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Andrew Macrides Managing Director	Nadine Riethmuller Senior Environmental Officer	File No: F2005/104	Version: 2



8. If the overflow is causing backup within a confined space, enter only in accordance with the Safe Working in a Confined Space Procedure.

Control

9. If overflow cannot be immediately controlled and is impacting on a significant area, advise the relevant Branch/Section Manager, and engage assistance and specialist equipment as required.
 - Senior Sewerage Coordinator (Water Services),
 - Manager Operations, Maintenance & Monitoring (Water Services),
 - Manager Water South (Water Services),
 - Manager Water and Sewerage Operations North (Remote Ops), or
 - Manager Remote Operations South.
10. If required, the Manager Operations, Maintenance & Monitoring; Manager Water South; Manager Water and Sewerage Operations; or Manager Remote Operations South shall advise and/or engage the assistance of Police, Transport and Works (in the event of road services being impacted), Local Council and Department of Health and Community Services.
11. Overflow control may include:
 - Ceasing pumping operations (in the event of rising main failure);
 - Diversion of sewage flows at upstream manhole using pipe plug and pump out truck,
 - Temporary diversion line,
 - Dedicated overflow point, or
 - Creation of more appropriate temporary overflow point.
12. If the overflow is in a public area and cannot be controlled, establish barrier fencing and advisory signage including barrier lighting if appropriate around overflow area. Signage shall warn of the pathogenic nature of sewage and that contact should be avoided.
13. If the overflow affects a large or high-usage public area, the Manager Operations, Maintenance & Monitoring; Manager Water South; Manager Water and Sewerage Operations; or Manager Remote Operations South shall contact Manager Media regarding public notification of location and area of spillage.

Clean up

14. Commence overflow clean up as soon as practicable after control.
15. Remove any gross contamination, place in a robust plastic bag, and dispose of appropriately.

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16. Clean external sealed surfaces (eg paving, concrete or bitumen) with water. **Only use upstream fire hydrants away from any potential contact with overflowed sewage.** Following clean-up, apply diluted sodium hypochlorite (5:1) to sealed surface areas (using a bucket) until the affected area is wet.
17. In unsealed public areas and where practicable, establish barrier fencing and advisory signage around any contaminated area to restrict access. Leave barriers in place for 5 days after clean-up. In all unsealed areas apply lime until surface ponding is eliminated and then apply 50mm imported topsoil. Advise landholders not to enter upon affected areas for minimum 5 days after clean-up.
18. Clean all equipment and PPE used with detergent then disinfect. If PPE is unfit to be used again, place in a robust plastic bag and dispose of appropriately.

Report

19. Any overflow in a treatment plant, pump station or bunded area which is less than 1000 litres, that has not entered a drain or unsealed area, and has been contained and cleaned up does **not** need to be reported.
20. Report all other spills **immediately** to Manager Environmental Services and your Supervisor.
21. Report any incidence of overflows causing damage to private property to Manager Operations, Maintenance & Monitoring; Manager Water South; Manager Water and Sewerage Operations; or Manager Remote Operations South; and the Insurance Officer.



22. Register reported spills in RISQ before the end of your shift.