

1. Record the date and time the overflow began. This will be the time the initial report was received, or earlier if there is credible testimony to support the earlier time.
2. Report the overflow to the Superintendent of Distribution, the Collections Supervisor, and the Environmental Manager.
3. Advise the Collections Supervisor or standby supervisor of conditions and what equipment may be needed to stop the overflow
4. Check downstream manholes to determine if there is a blockage and to identify the approximate position of any blockage.
5. Document the overflow with pictures before removing the manhole cover, these pictures will be used to help estimate the rate of flow. When taking pictures of the overflow:
 - a. Use a digital camera on automatic settings
 - b. The camera must be set to the correct date and time, the date stamp option must be on so that the date will appear on the picture
 - c. Take at least one picture from the side of the manhole with a ruler in place to display the height of the sewage coming from the vents or around the manhole frame. If there are multiple vents discharging then more than one picture should be taken measuring the height of flow at different locations along the arc of the manhole cover.
 - d. Take one picture from above the manhole lid to document the number of vents releasing sewage or the percentage of the frame involved in the overflow.
 - e. Takes pictures of the sewage stream leaving the manhole, any ponds or pools of sewage for documentation. The size of these pools will be measured to estimate the volume in the pool.
6. Document information necessary to help determine the volume of the overflow. Since the conditions at each overflow will be different, there is no single method of determining total volume of sewage discharged that will be appropriate for all events. One or more of the following methods will be used. Appendix 1 contains detailed instructions for determining total volume.
 - i. For overflows from a manhole with the lid still in place, measure the depth of the spout of water at the rim or at the pick holes. Make a note of the depth measurement and where it was taken. Using a clock face record the areas overflowing and the measured height of the water at each five minutes of circumference. (Example: height of 1 inch from 1:00 to 2:00, height of ½ inch from 2:00 to 3:00, etc.
 - ii. For contained overflows map the containment area and measure the wetted area, including depth measurements.
 - iii. For runoff in a defined channel such as against a curb measure the width of the channel, the average depth, and the velocity of flow.
7. Follow the sewage stream to determine if the sewage is reaching waters of the state or entering the storm sewer system
8. Document any place sewage is entering waters of the state or the storm sewer system with pictures