

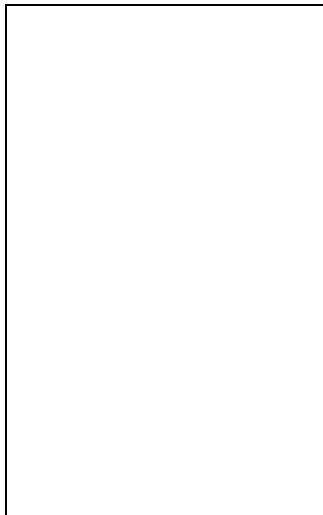
INTERIM  
POLLUTION INCIDENT RESPONSE  
MANAGEMENT PLAN

BEGA VALLEY SHIRE COUNCIL

REVISION DATE 15/09/14

**CONTACT DETAILS, COMMUNICATING WITH NEIGHBOURS AND THE LOCAL COMMUNITY,  
ACTIONS TO BE TAKEN DURING OR IMMEDIATELY AFTER AN EVENT.**

<u>STEPS</u>	<u>NOTES/RISKS</u>	<u>WHO</u>
<b>SEWERAGE SYSTEMS</b>		
<b>Report of unlicensed sewage discharge</b>	<p><i>Report may be received via:</i></p> <ul style="list-style-type: none"> <li>· After hours Duty Officer (6499 2222), or</li> <li>· Water &amp; Sewerage Services (W&amp;SS) operator,</li> <li>· Bega office front counter staff</li> </ul>	From staff or members of the public.
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1. Advise W&SS operator immediately	<p>Refer to BVSC On-Call Duty Roster and advise W&amp;SS Area On-Call operator by mobile phone. <i>(Person to person voice contact must be made – do not leave voice messages).</i></p>	Report recipient >> W&SS On-Call Operator
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2. Note time of notification, name and contact details of notifying person, location and nature of discharge.	Record information in Customer Action Request System (CARS)	Report recipient
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3. Attend site and assess situation	<p align="center"><b>*** High priority to be given to achieving minimum response time ***</b></p> <p><i>Assess event - Where sewage overflows are of significant volume (ie &gt;100L), or may remain uncontained, or have discharged to or adjacent to a body of water, the event is to be considered <u>Significant</u>.</i></p> <p align="center"><b>&gt;&gt;&gt; FOR ALL OTHER EVENTS &gt;&gt;&gt; MOVE TO STEP 8 &gt;&gt;&gt;</b></p>	W&SS Operator(s)
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4. Advise BVSC Environmental Health Surveyor & W&SS Operations Supervisor & Manager	<p><u>For Significant Events -</u></p> <ul style="list-style-type: none"> <li>· <u>In Hours</u> - contact Call Centre (02 6499 2222), who will request Environmental Health Officer (EHO) attendance.</li> <li>· <u>Out of Hours</u> - contact the Duty Officer (649 2222). Duty Officer is to request attendance of on call EHO.</li> </ul> <p><i><u>Note - EHO notification and subsequent EHO response to the discharge must take place as a priority.</u></i></p>	W&SS Operator/ BVSC Duty Officer



*Duty Officer to then contact -*

the W&SS Operations Supervisor or Manager in accordance with on-call roster, directly on mobile phone or after hours on home phone numbers as follows;

- W&SS Ops Supervisor - 0427 919 709 (m) / or *where unavailable*;
- W&SS Ops Manager - 0408 068 120 (m)

*W&SS Operations Supervisor or Manager to then contact -*

The W&SS Manager on 0428 489 372.

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5. If discharge has potential to affect waterways, oyster beds or public contact areas or if volume discharged is significant. Notify external authorities

Notify external authorities immediately if discharge is affecting a waterway/oyster beds or has the potential to do so.

Environmental Health Officer

Contact

- EPA Pollution Line (131 555)
- EPA Queanbeyan Office (02 6122 3100),
- NSW Food Authority (1300 552 406),
- WorkCover NSW (131 050)
- Fire & Rescue Brigade (update number)

*And - where a waterway or shellfish beds are potentially affected, contact -*

- NSW Fisheries 02 6496 1377

*And - where the discharge has the potential to affect public health, contact –*

- Dept of Health 02 6080 8900

*And, where shellfish beds may be also be affected, contact the local Shellfish Program Coordinator, as follows -*

- Merimbula Lake - 0427 609 822
- Pambula River – 6495 6704 or 0414 524 064
- Bermagui River – 6493 4000
- Twofold Bay – 6496 1116

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6. Notify Group Manager Infrastructure

Notify Councillors if required

Notify Group Manager Infrastructure on 0418 644 339 if discharge is significant in terms of public health, environmental health, media interest or if the discharge has resulted in or likely to result in a beach or waterway closures.

W&SS Manager/ Operations Manager

Group Manager Infrastructure to notify General Manager and Councillors if required.

Infrastructure Group Manager

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7. Arrange Water Quality Samples if required	Liaise direct with external authorities and agree on sampling program.	Environmental Health Officer
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8. Isolate public from contamination	Use safety fencing and erect signage if required. <i>Signage type, number and location to be agreed in consultation with EHO. Consider all likely points of site access for recreational and commercial site users.</i>	W&SS Operator and Environmental Health Surveyor
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9. Contain discharge if possible	Turn off any contributing upstream pump stations and monitor wet well levels. Use straw bales or other sediment arresting materials to contain spill.	W&SS Operator
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10. Deploy staff & equipment to rectify problem	<p>Call in mobile pumps/ Gensets and Vacuum Trucks as required</p> <ul style="list-style-type: none"> <li>· <u>The Waste People</u> – 6492 1664</li> <li>· <u>Essential Energy</u> - 132 356</li> </ul> <p>Deploy suitable traffic control, if roadway affected. Call in Tech Services electrical or mechanical technicians if any Sewerage pumping station fault cannot be rectified.</p> <p>Notify TENIX operations if a sewer choke or high flow situation could be possible at the appropriate STP due to this problem.</p> <ul style="list-style-type: none"> <li>· <u>On-Call STP operator</u> - 0458 952 876 (still current?), or where no direct voice contact,</li> <li>· <u>STP Supervisor</u> - 0428 103 586 (Still current?)</li> </ul>	W&SS Operator
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11. Clear mains blockages if applicable	Use sewer rods, motor driven flexible rods or jet blaster as required. Adhere to work method statements and associated hygiene practices.	W&SS Operator
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12. Retrieve solids on site.	Place all solids or contaminated clean up materials in containers or bags for disposal at BVSC landfill site.	W&SS Operator
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13. Disinfect site including gutters and downstream areas.	Disinfect site including gutters and downstream areas. <i>Where event declared significant, consult Environmental Health Surveyor for appropriate methods of disinfection.</i>	W&SS Operator / Environmental Health Officer
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14. Determine extent of environmental impact/pollution	Check for extent of contamination travel in drains and gutters. Check for discharge to waterways.	Environmental Health Officer
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15. Final inspection	Check all public health issues completely covered. Complete EHO action form template (electronically) and forward to Manager for notation and Dataworks registration	Environmental Health Surveyor

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16. Document incident	<p>Complete “Unlicensed Sewage Discharge Report” form and submit paper copy to W&amp;SS Admin staff. Update CRM received from Customer Services with details of response. Reassign CRM to W&amp;S admin staff for upload of USD Report paperwork.</p> <p>W&amp;SS admin staff to reassign CRM to attending EHO.</p> <p>EHO to attach EHO response form and update CRM comments before CRM close out.</p>	<p>W&amp;SS Operator</p> <p>W&amp;SS Admin</p> <p>EHO</p>	
ß	17. Draft the EPA incident report if required.	<p>Create EPA Report using Word template in accordance with EPA EP Licence Condition R3.3.</p> <p>Reference details described within “Unlicensed Sewage Discharge Report” form.</p> <p><i>Report template located at Q:\ENG\Water and Sewerage Services\W&amp;SS Operations\3. Safety &amp; Emergency\3.12 Incident Reports\Unlicensed Sewage Discharge Events\Report Templates</i></p>	<p>W&amp;SS Operations Manager</p>
Fax details of incident to DOH if risk to public health is considered significant.	<p>Send a copy of incident report to NSW Food Authority.</p> <p>Send a copy of incident report to DOH (if necessary) on fax (02) 6124 9946 on the next working day.</p>	<p>Environmental Health Officer</p>	

## SEWAGE TREATMENT PLANT

<b>If Incident occurs at an STP</b>		
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<b>Incidents where effluent is, or is likely to be discharged which may - or have potential to - cause material harm to the environment.</b>	<b>POEO Reporting Obligations are described within the following link;</b>  <a href="http://www.environment.nsw.gov.au/legislation/aboutpoeo.htm#P106_7848">http://www.environment.nsw.gov.au/legislation/aboutpoeo.htm#P106_7848</a>	
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Advise the NSW Office of the Environment & Heritage's Pollution Line. <i>(obligations described under POEO Act 1997).</i>	Report the event to STP Licensor -  <u>NSW EPA Pollution Line</u> · 131 555  <i>Record EPA Event Number on event log and quote on report correspondence.</i>	Tenix Operator/ Tenix Operations Supervisor/ Tenix Manager
Advise W&SS Operations Manager.	Notify <u>W&amp;SS Operations Manager</u> directly on mobile phone / or after hours on home phone as follows;  <u>BVSC W&amp;SS Ops Manager</u> – · Mobile - 0408 068 120 · Home - 6493 2729.	Tenix Operations Manager/ Tenix Operations Supervisor
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Commence Site Incident Log	Commence Site Incident Log of all events, for preparation of the Incident Notification to Council & TENIX SQE Staff as required.	TENIX plant operator
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Complete necessary regulator / stakeholder reporting.  (Apart from EOH reporting where completed by Tenix staff above).	<b><u>Refer Steps 4, 5, 6 per Notification of Significant Unlicensed Sewage Discharges, above.</u></b>  <b><i>Step 4 – Contact with Duty Officer and EHS to be managed by W&amp;SS Operations Manager.</i></b>  <b><i>Step 5 - Contacts under Step 5 to be managed by BVSC EHS staff.</i></b>  <b><i>Step 6 – Contact with Infrastructure Group Manager to be managed by W&amp;SS Operations Manager.</i></b>	W&SS Operations Manager / BVSC Duty Officer / BVSC EHS.
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Incident Management,  
Incident Response,  
Sampling and Testing,  
Incident Clean Up,  
Incident Reporting and  
Record Keeping.

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Notify in Writing/  
Prepare Written  
Reports

**Step 7 + - Incident Management responsibilities, including the provision and coordination of incident resources, sampling and testing, reporting and record keeping etc, rests with Tenix.**

Tenix Staff.

Prepare Standardised BVSC-Tenix Bypass / Overflow / Incident notification form.

TENIX Operations  
Manager/TENIX  
Supervisor

Email form to W&SS Operations Manager within 24 hours of initial event notification, together with scanned copy of site incident log.

Prepare EPL R3.3 Formal Report

Where event has been reported to EPA, can be considered significant, or where requested by BVSC &/or EPA; prepare written formal responses in an MS Word file, addressing Environment Protection Licence Condition R3.3, in that format. Email file to W&SS Operations Manager within 72 hours of initial event notification.

Prepare C2 EPL Non-Compliance Report

Prepare "C2 – Details of Non-Compliance with Licence" BVSC standard report form. Email C2 form to W&SS Operations Manager, with others occurring in current month, by month's end.