Regulatory
INTRODUCTION/PURPOSE:

DETAILS:

1. Contact the AFD Haz-Mat/Rescue Office, located at 25 E. Thornton St., ext.2164, and verify a time when the Lieutenant on duty will be in to receive meters for repair or calibration.

2. Sign out each air monitor from service for calibration every 30 days per the Fire Department's request and the manufacturer's recommendation. There is a sign out form in the dispatcher's office. The same form is used to sign out a meter for repair that has been reported as malfunctioning by the work crews. (see attachment)

3. Sign out two air monitors from dispatch at a time for calibration so that there are enough air monitors left in service for use by the maintenance crews.

4. Fill out a service request form for each air monitor taken to be recalibrated or repaired. Blank forms are located in the bottom file drawer labeled “Confined Space Entry Forms” A service request form must accompany each air monitor removed for calibration or repair. (see attachment)

5. Transport air monitors with attached service request form to the Haz-Mat Fire Station unit located at 25 E. Thornton St., #375-2164. Pick up air monitors that have been serviced. Sign and date the service request form for each air monitor picked as a change of custody procedure. Make a copy of the service request form with your signature and bring the original back to be filed. The file is located in the “Confined Space Entry Forms” drawer and labeled meter calibration records. In addition, a calibration schedule is maintained in the “Excel” program under “metermaintYY” (example: metermaint04) in Joe Harbeson’s computer. Lt. Clarence Tucker is currently responsible for the calibration/repair of Sewer’s air monitors.

6. Repeat this process until all air monitors are calibrated and start over after 30 days.

7. Secure Purchase Order for “D.A. Casto & Associates” through Pam Pollock at Sewer Maintenance for Haz-Mat to purchase test gas and parts for monitors. Sewer Maintenance uses the same air monitors and vendor as the Fire Dept. Test gas is purchased about once a year. Sensors are warranted for the first five years,
beginning 2003, then purchased as needed. PO usage is tracked in Banner with original packing slips for purchases returned to Pam Pollock at Sewer Maintenance.

EQUIP.

METIER #__________
RADIO #____________
Received By:

EQUIP.
Received By:

APPROVAL/ROUTING PROCESS:
INTRODUCTION/PURPOSE:
Under the 2009 Consent Decree, Attachment C, Paragraph 2. C.i., the City of Akron is required to perform a CCTV Inspection of “each gravity sewer pipe that experiences a blockage leading to an SO “no later than two (2) weeks following the SO.” The goal of this requirement is to identify any structural or maintenance defects that lead to the overflow so it can be resolved to minimize the recurrence of overflows. Based on these requirements, this SOP is developed to outline the steps necessary to initiate the inspection and must be followed at all times.

DETAILS:

1. When a report of a possible SO is received by the City of Akron, the steps outlined in the Sewer Overflow Response and Notification Plan (as approved by USEPA and OEPA) will be followed.

2. Once the SO has been confirmed and resolved, CMOM Coordinator or designee will review the findings of the field crews to determine which sewer section will require CCTV inspection to determine the cause.

3. The CMOM Coordinator or designee, will generate a Work Order in Infor and GIS map highlighting the sections that are to be CCTV inspected and forwarded to the Supervisor of the CCTV crews.

4. The CCTV crew will conduct the inspection following established procedures and use PACP coding to identify all structural and maintenance defects.

   NOTE: If at all possible, pre-cleaning of the pipe should not be conducted prior to CCTV, unless absolutely necessary to conduct the inspection.

5. The inspection log and video will be forwarded to CMOM Coordinator or designee for review.

6. If the cause of the overflow is determined to be due to a structural defect, and is likely to cause another overflow in the future (an “Acute" defect.), a Work Order will be generated and forwarded (as a high priority) to the Supervisor/Foreman over Construction to perform the repair.

   NOTE: The repair MUST be completed within one year of discovery.

7. If the cause of the overflow is determined to be due to a maintenance defect, and is likely to cause another overflow in the future, the location will be forwarded to the Infor Administrator to include on the Speed Rodder route in Datastream for future, proactive cleaning. NOTE: If the...
cause is determined to be due to grease discharge from a Food Service Establishment, the location will be forwarded to the Health Department to enforce source control measures. (See Fats, Oils and Grease (FOG) Trouble Spot Investigation and Speed Rodder List Maintenance SOP.)

8. The CMOM Coordinator or designee will transfer the information regarding the SO and follow-up activities to the “Semi-Annual Report - Tracking Sheet”, as required under Attachment D of the Consent Decree and due to EPA February 15 and August 14 of each year.
INTRODUCTION / PURPOSE:
Confined Spaces can be dangerous to anyone entering without proper precautions and training. Any person who will be entering a Confined Space shall receive training prior to performing any work in a Confined Space and annual re-training thereafter.

DETAILS:
1. Check equipment: Air Monitor, Entry Form, Harness, Tripod, Retrieval Hoist
2. Check PPE: Hard Hat, Safety Glasses, Work Gloves, Safety Vest, Explosion-Proof Flashlight
3. Set up traffic control zone.
4. Sample air around manhole rim before removing cover and record reading.
5. Set up tripod with retrieval hoist.
6. Remove manhole cover and install rim guard.
7. Take and record air sample reading for every 3-4 feet of depth inside manhole.
8. Complete entry form verifying entry is authorized.
9. Attach retrieval line to designated entrant wearing safety harness and all PPE.
10. Lower entrant with air monitor into manhole to perform work duties.
11. If work time in manhole extends past 30 minutes, have entrant call out air monitor reading to attendant for recording purposes. DO NOT remove air monitor from manhole while entrant is in the manhole.
12. Retrieve entrant from manhole and unhook safety line.
13. Remove rim guard and replace manhole cover.
14. Put equipment and tools away.
15. Reopen traffic lanes.

APPROVAL / ROUTING PROCESS:
INTRODUCTION / PURPOSE:

This report shows the daily and monthly flow totals being pumped across the Continental Divide. The Continental Divide traverses through the City of Akron service area whereas the northern part of the service area flows to the Lake Erie drainage basin, and the southern part of the service area drains to the Ohio River Basin. The City is required by the Great Lakes Compact to report any flow that is pumped from one drainage basin, over the Continental Divide to the other drainage basin.

DETAILS:

1. Copy the sum of the daily run times for pumps 1 and 2 for the Manchester Road Pump Station (P28) from the Excel spreadsheet "AkronSSM" into the Excel spreadsheet "Manchesteryyy". This spreadsheet then multiplies the daily run times by the rated capacity to show daily and monthly flow totals being pumped across the continental divide.

2. Save the file and e-mail it to the Sewer Bureau Business Services Office.

Note: The Business Services Office reports that other diversion areas are reported based on water billing accounts, not sewage pumping.

APPROVAL/ROUTING PROCESS:
INTRODUCTION / PURPOSE:

All dry weather overflows are prohibited in our NPDES permit. Therefore, all dry weather overflows must be verified, documented, and properly reported to the US and Ohio Environmental Protection Agency (EPA).

What is a Dry Weather Overflow? Any dry weather combined sewer rack overflow to the waters of the United States.

How do we know these are occurring? The Dispatcher shall monitor the CSO SCADA system in the dispatch office. In the event of a rack overflow alarm, the Dispatcher shall dispatch a foreman or supervisor and/or a crew to verify the occurrence.

When do they occur? These happen during dry weather on non-rainfall days.

Who do we notify? When an overflow has been verified, it must be immediately reported to a Foreman, Supervisor, Engineer, Superintendent and the Ohio EPA @ 1-800-282-9378

Why do we report these events? We notify the EPA of these events to stay in compliance with our NPDES permit requirements and Sewer System Consent Decree.

What data is required to be reported? The estimated time that the overflow began and ended, the preliminary reason for the overflow, how the overflow was resolved, the estimated total gallons of sewage discharged, and the location of the overflow event.

DETAILS:

1. Monitor SCADA system for overflow alarms.

2. During regular working hours, dispatch a Foreman or Supervisor and/or crew to verify that an event is actually occurring.

3. During after working hours, dispatch a Foreman or Supervisor to verify that an event is actually occurring.

4. Upon verification that an event is actually occurring, take all necessary steps to resolve the overflow event in a prompt and safe manner.

5. The Dispatcher, Foreman/Supervisor, and crew must gather all pertinent data, notify Supervision/Management that an overflow event is occurring and complete the Dry Weather Rack Overflow Responses form. (see attached form).
6. After notifying Supervision/Management, the Dispatcher must call the Ohio EPA Division of Emergency and Remedial Response at 1-800-282-9378 to report the overflow event. The EPA will assign an incident number for each event. It is critical to document the incident number because it will have to be included in the written follow-up response letter.

7. Supervision/Management will prepare a follow-up letter within five (5) business days (reviewed and approved by the Law Department) to be signed by the Bureau Manager and mailed to the following address:

   Ohio Environmental Protection Agency  
   Northeast District Office  
   Division of Surface Water  
   2110 East Aurora Road  
   Twinsburg, Ohio 44087

8. After each event, all applicable parties shall review what caused the event and how to prevent it from reoccurring in the future.

**APPROVAL/ROUTING PROCESS:**
INTRODUCTION / PURPOSE:

DETAILS:

1. Determine location of excavation.

2. Call 1-800-362-2764 (OUPS) to have all underground utilities marked within 48 hours.
   
   Company Identification Number is **1070**.
   
   Note: Do **not** start work until street has been marked.

3. Call the following numbers for any known **advance** street closing.
   - Service Director - (330) 375-2270
   - Traffic Engineering - (330) 375-2581
   - Police & Fire (580) - Dispatcher calls this number
   - Metro - (330) 762-0341
   - Plans & Permits - (330) 375-2010

4. Call the following numbers for any **emergency** street closing.
   - Traffic Engineering - (330) 375-2581
   - Police & Fire (580)
   - Metro (330) 762-0341

5. When it is discovered that another utility has damaged the existing sewer system, the offending utility must be notified and given the first rights of repair or they may elect to have Sewer Maintenance's crew make the repair and receive a bill from the Public Utilities Bureau.

6. If a Sewer Maintenance crew damages an existing utility, the work must be stopped and the construction foreman, construction supervisor, sewer dispatcher, and the offended utility notified.

7. Mark on the construction foreman's Work Order if a utility is damaged for future reference.
INTRODUCTION/PURPOSE:

The City of Akron has developed Flood Response Plans for Canal Park Stadium and the O'Neil's Parking Garage. These plans require us to notify them every time that we have an overflow at Lock 2 from either Rack 16 or 17. Based on these requirements, this SOP is developed to outline the steps necessary to provide this notification and must be followed at all times.

DETAILS:

1. When the SCADA system registers an overflow alarm, dry or wet, at Rack 16 or Rack 17, the dispatcher on duty shall notify the Randy Rose of Building Maintenance by phone at 330-812-7541 and e-mail at RoseRa@ci.akron.oh.us to inform him that the racks are overflowing in the Lock 2 area. Both verbal and e-mail notifications are required as part of this SOP when the event occurs (24/7/365)

2. After the dispatcher notifies Randy Rose of the overflow, the dispatcher shall log the overflow into the non-sewer related Access database as outlined in the Work Order/Phone Call Log SOP.

3. At this time, the Building Maintenance Division will be required to perform the flood prevention precautions outlined in the Flood Response Plan for Canal Park Stadium and the O'Neil's parking garage.
INTRODUCTION / PURPOSE:
To establish a procedure to respond to a Hazardous Material (HAZMAT) spill affecting the sanitary or combined sewer system.

DETAILS:
Call may come into the Sewer Maintenance Division at anytime, 7 days/24 hours. Get as much information from the Dispatcher as possible.

1. Check with the Dispatcher to see if the Water Pollution Control Station was notified on what material may be coming down the sewer to the plant. Also ask the Dispatcher if Akron Fire Department (AFD) has notified Industrial Pretreatment. If not, have the Dispatcher notify Industrial Pretreatment.
   1) Have the Dispatcher look up the underground sheet. This saves time upon arrival.
   2) Let the dispatcher know the approximate time the supervisor will be on site for AFD.
   3) Let the Dispatcher know that you will inform him/her ASAP if a crew is needed.
      i. If crew is needed, remind crew to bring air monitor, metal detector, and personal protective equipment (PPE).
      ii. Crew shall check vehicle for gas; fill if it is less than ½ full.
      iii. If at night, crew to bring flashlight and check its operation before leaving.

2. AFD will notify Ohio EPA, if needed.
   1) Location of spill?
   2) What was spilled?
   3) How much was spilled?

3. Report to AFD Command Post (get to the site as soon as possible—safely)
   1) Let the Commander know you are there. (Stand by)
      i. Do not leave the site until told to leave by the Commander in charge.
      ii. Let the Commander in charge have a business card, if possible. This will aid in his report.
   2) Have an up-to-date Underground Book & Engineer’s Scale.
SEWER MAINTENANCE STANDARD OPERATING PROCEDURE

3) AFD will usually want to know which system the product is entering/exiting – storm or sanitary/combined.
   i. Trace or follow the product through the system. Make/take air monitor readings.
   ii. If product is explosive, do not beat on manhole covers.
   iii. If manhole cover is buried, it may have to be uncovered.

4) AFD will decide whether to flush or set up boom.
   i. They will want a location to flush or to set up the boom.
   ii. Have traffic cones available.

5) Time sheet should be thorough for documentation and billing purposes. Answer as many of the questions above as possible.

6) If an area is evacuated, AFD will make the determination.
   i. In very extreme circumstances, you may want to contact the Division Manager with information for potential communication with the Service Director.

7) AFD will fill out an Incident Report for the spill that goes on file and to the EPA.

8) If the media is on site, all questions are answered by the Commander in charge.

APPROVAL/ROUTING PROCESS:
INTRODUCTION/PURPOSE:
To research claims regarding a sewer-related incident and represent Akron Sewer Bureau in claims hearings.

DETAILS:
1. Once the NOTICE OF INVESTIGATION is received, read it to see if it is ours. If the complaint involving a sewer was the result of another department’s work, i.e. highway resurfacing project, send it back to the Law Department noting the responsible department.

2. If it is the responsibility of Sewer Maintenance, have ______ run a query for the address listed in the claim. Use this information to establish the dates Sewer Maintenance did work at or near the site identified by the Notice of Investigation.

3. Gather information: Dispatch radio logs, time sheets, work orders, damage reports, and lateral reports.

4. Respond to the questions on the Notice of Investigation.
   1) We were specifically notified of this incident on -
   2) We did the following things as a result of the notification -
   3) We last performed service or work at this area (or in the vicinity) prior to notification in No. 1 above on -

COMMENTS
Note: On occasion, a claim will be received whereby the incident was not reported. If the information is not on file, don’t make it up. Prepare each claim as if it was going to go to Small Claims Court; be thorough and conscientious.

5. Attend claims hearing as requested.

On most occasions, notification is sent by City mail a few days before the hearing. If the claims agent forgot to notify someone from your department, you may get a phone call to come down immediately while the claimant is waiting.

There are two types of claim hearings:
   ♦ Claims for less than $1000 (typical)
SEWER MAINTENANCE STANDARD OPERATING PROCEDURE

Hearing location - Ocasek Building, Room 202
(with your City I.D. badge, you do not have to sign in or out)
♦ Claims for more than $1000 (infrequent)

Hearing location - City Municipal Building, various rooms
Format: Five or six member panel present
      Claimant with or without a lawyer
      Facts presented and discussed
      Panel reaches a decision by vote

If the claimant is not happy with the decision, he can go to Small Claims Court. If the City agrees to pay the claim, the claimant is notified by mail within two weeks of the decision.
INTRODUCTION / PURPOSE:

DETAILS:

1. Engineering Technician II is responsible for marking sewer locations to protect the City’s sewer utility (storm and sanitary) from damage due to excavation by private entities.
2. Check OUPS notifications sent by e-mail (harbejo@ci.akron.oh.us) each morning, except weekends and holidays. Joe’s computer is not password protected.
3. Visually scan the “Work” line on each request saving only those requests marked “pole, anchor, boring, or drilling” since these activities could possibly be deep enough to damage the City’s sewer system.
4. Next, visually check the location of the work to verify that it is in an area with Akron Sewer.
5. Send each request that will need marked to the OUPS folder in the e-mail program. Open the OUPS folder after sending all the selected morning’s marking request there. Choose “Edit”, “Select all”, then choose “Print”. This will print all the OUPS locations sent to the OUPS folder.
6. Delete unused OUPS tickets from the e-mail. Purge the delete file also.
7. Preview each location to be marked by locating the general area on the underground sheets in the office and write the underground sheet number on the ticket.
8. Using underground record maps, mark all sewers in the locations selected with green paint. Include sanitary laterals.
9. Record locations marked in diary, OUPS is not in the confirmation business, only notification.
10. Discard OUPS notification tickets after the diary entry.

APPROVAL/ROUTING PROCESS:
INTRODUCTION / PURPOSE:

To comply with National Pollution Discharge Elimination Survey (NPDES) permit requirements for Combined Sewer Overflows (CSOs), this report keeps track of the wet/dry weather overflows in combined sewer racks. It is updated daily, tallied monthly via computer by Dan Joseph, Civil Engineer II.

DETAILS:

1. Review daily the telemetry information located on dispatch telemetry computer and/or Dan Joseph's computer in the Excel spreadsheet "Akron SSM".

2. Edit out any communication errors: repeated data, incorrect data (due to testing, calibration, maintenance/cleaning, debris, or equipment malfunctions), or other anomalies. These are identified by checking the "Dry Weather Rack Overflow Responses" sheet kept by Dispatch and by reviewing the FIX32 alarm files which identify communication failures.

3. Manually add Rack 40 data into this spreadsheet. This data is received from the City of Akron WPCS (Water Pollution Control Station).

4. Use rainfall data to verify any wet weather overflows and any reported overflows on dry days.

5. Edit out overflows on dry days not verified by maintenance crews as maintenance work under the sensor or a brief signal spike. These are typically short duration overflows that are confirmed to be a false alarm. Occasionally, sites lose calibration and send false overflow signals for weeks until the sites are recalibrated.

6. Goodyear Retention Tank overflows must be calculated/estimated utilizing any available tank level information and entered manually. The tank level information is stored in historical trends for the retention tank (P30).

7. Prepare wet weather overflow totals monthly and put in an Excel file named "MORyymm" to report all wet weather overflows. Any outages or other anomalies are noted at the bottom of this file.

8. Prepare wet weather overflow totals monthly and put in a Word file named "MORyymm" to report any known dry weather overflows or bypasses. *See Dry Weather Overflows/Bypasses SOP.

9. E-mail Excel "MORyymm" and Word "MORyymm" reports to the Public Utilities Administration office. (See attachment.)
APPROVAL/ROUTING PROCESS:
INTRODUCTION/PURPOSE:

Details:

Safety Consultant assisted in creating a manual to direct safety training at Sewer Maintenance. Manual is located in Joe Harbeson's office in file drawer labeled "Safety Manual." Annual topics required: Confined Space Training, Trench Safety, and Fire Safety. These classes are typically given in the spring after the seasonal workers are hired.

1. Option 1 - Select several videos from Bureau of Workers' Compensation (BWC) video catalog, 30-day advance reservation is required. This is a free service to BWC members. Order forms are available for reproduction in the BWC catalog. Fax in the order using the number provided on the form. (See attachment.) Catalogs are located in the "Safety Files" drawer filed under "Video List" in Joe Harbeson's office. Scheduling several videos for different months in advance keeps the safety training on track. Videos usually have only five days of viewing opportunities before the due date arrives. BWC videos are returned via UPS shipped out of the fire station at 2474 Triplett Boulevard with $500 shipping insurance requested per video returned. The person who orders the video is responsible for seeing that it is returned. The person who orders the video is responsible for seeing that it is returned. The Triplett fire station packages and labels the videos for shipment. Sewer Maintenance is billed for only UPS charges through the Fire Department.

Option 2 - Select video from compiled list of Water Department, WPC, Sewer Maintenance, Water Supply. This list is located in the "Safety Files" drawer under "Video List" and includes the location of the videos. Johnston St. Water Distribution owns, stores, and lends the majority of the available videos. The video list was compiled and updated by the Central Safety Committee in 2003. The Central Safety Committee is comprised of the safety contact person from each division. Inform the safety contact person of your desire to borrow a video from their library. The safety contact people are:

Mary Ann Trumphour - Johnston St. Water Distribution - 300-375-2420
Joe Harbeson - Sewer Maintenance - 330-375-2666
John Jelus - Kent Water Supply - 300-678-0077
Kim Franks - WPC - 330928-1164

2. Select a week for safety classes to occur. This usually depends upon when the video arrives from BWC.
3. Wait for video to arrive or procure the video you want from the department that already has one covering the topic desired.

4. Create and distribute a safety class sign-up schedule to all supervisors so that they may choose the time slot that accommodates their work force when the video arrives. Times are allotted for four sessions. One class is held each morning for four days. Supervisors are given the schedule in advance and choose the training day for their personnel.

5. Remind and gather each supervisor, foreman, and crew for their scheduled safety class opportunity.

6. Provide attendance confirmation sheet for each safety class held.

7. Send copies of safety class attendance sheets to Michael Testa in Operations Research through the city mail after each monthly safety class. Also provide a copy of attendance records for the Superintendent, Jim Hewitt.

8. File original attendance sheets in "Safety Files" drawer located in Joe Harbeson's office under the "Jan 98 thru" tab in the rear of the folder.

APPROVAL/ROUTING PROCESS:
INTRODUCTION/PURPOSE:

DETAILS:
A. Arrive at location. Document time of arrival; advise Dispatch.
   1. Check Underground Sheets (UGS)
      a. Size of sewer
      b. Direction of flow
      c. Location of sewers and manholes
   2. Check out sewers - upstream and downstream of house
      a. Use meter to monitor
      b. Is sewer open and flowing?
         • If sewer is plugged, get open.
   3. Check house (at least two employees)
      a. Determine if odors are in house or outside
         • If inside house, use meter in house to determine if a hazardous condition exists.
            ✓ If hazardous, evacuate building, call 911, and assist.
         b. If determined to be non-hazardous,
            • Locate where odors are coming into building; i.e., missing clean-out cap, dry trap, broken stack.
            • If unable to locate, advise owner to set up smoke test appointment.

B. Depart. Document time of departure; advise Dispatch.
INTRODUCTION / PURPOSE:

This report details all time off due to injuries or illness for the previous year. It is prepared annually by Paul Cory, Civil Engineer II, as mandated by the State of Ohio (PERRP). The report is posted by the time clock.

DETAILS:

1. Maintain Excel spreadsheet "SMosha200xls." located in Paul Cory's computer at c:/mydocuments/excelwork/sewer. This spreadsheet shows the date, employee's name and classification, the body part affected, description of injury or illness, and the number of days away from work. The number of illness or injury days used is obtained from the monthly injury report prepared by the payroll clerk. This report shows:
   
   Name of Employee injured
   
   Date of injury
   
   Injury leave - From:______ To:______ Work days:
   
   Workers' Comp - From:______ To:______ Work days:
   
   Total Work days:
   
   Est. Return-to-Work Date: 
   
   Next Appt. Date: 
   
   Nature of Injury:
   
   How Injury Occurred:
   
   Notes:

2. Fill out OSHA 300 form using data from Excel spreadsheet.

3. **Post** completed OSHA 300 form by **February 1st** annually near the time clock.

   *May be revised as Personnel Department provides new PERRP training classes.*

APPROVAL/ROUTING PROCESS:
INTRODUCTION/PURPOSE:

To comply with National Pollution Discharge Elimination Survey (NPDES) permit requirements for Combined Sewer Overflows (CSOs), this SOP must be followed at all times.

DETAILS:

1. When the SCADA system registers an overflow alarm, dry or wet, at Rack 16, the dispatcher on duty shall notify the WPC console operator at 330-928-1164 ext. 416 and let them know that the rack is overflowing.

2. After the dispatcher notifies WPC of the overflow, the dispatcher shall log the overflow into the non-sewer related Access database.

3. At this time, the WPC console operator will relay the information to the environmental compliance field crew who will then take water quality samples at the following locations: Cedar Street, Lock 15, Otto Street, Massillon Road, and Old Portage.
DEFINITION / PURPOSE:

Root Cause Analysis (RCA) is a process applied to failure incidents which proactively seeks the fundamental causes that lead to a failure of any asset within the City’s sewer system. For the purpose of this SOP, the RCA process will be applied to an event in which the City’s sewer system has failed to perform as designed and/or resulted in a SSO, a property backup, or a CSS release. RCA will provide a systematic means to document the approach used to determine what caused a failure and then select a solution(s) to reduce the chance of a reoccurrence of the same or similar events within the City’s sewer system.

The goals of the RCA process are:

- To collect relevant information on the cause of a failure promptly, efficiently and economically
- To initiate activities to correct the cause(s) of the problem, not just the effect
- To analyze the available information and formulate strategies or actions that will help prevent a reoccurrence of the problem

RCA analysis will be performed on failures of the City’s sewer system assets to perform as they were designed. Structured investigations that aim to identify the true cause for a problem and the actions necessary to correct the cause of the problem include the following components:

- Assemble a team to perform the RCA
  - For a typical maintenance-caused failure (e.g. due to FOG, roots, debris, pump station mechanical problem, etc.) the RCA team consists of the Sewer Maintenance Division staff
  - For structural and operational failures (e.g. due to broken pipe, collapsed sewer, surcharging of a sewer, manhole or wet well, etc.), the RCA team includes members of the Sewer Maintenance Division and the Akron Engineering Bureau's Environmental and Construction Divisions
- Determine the nature of the problem and collecting data necessary to determine the cause
- Analyze the collected data to identify the root cause
- Determine the appropriate solution to reduce the likelihood of the failure to reoccur
  - Determine if a one time activity is needed
SEWER MAINTENANCE STANDARD OPERATING PROCEDURE

- Determine if a programmatic solution is needed
  - Implement the chosen solution

PROCEDURE: (Work in Progress)
INTRODUCTION / PURPOSE:

The City of Akron and Summit County Combined General Health District (SCHD) have developed a Protocol regarding the inspection of Food Service Establishment(s) (FSE) that are suspected of causing property back-ups and/or sewer overflows as a result of an unauthorized Fats, Oils or Grease (FOG) discharge.

In the event of a property back-up and/or sewer overflow, determined to be caused by a FOG release and suspected to have originated from any licensed FSE. An FSE is defined as “Any commercial or industrial facility that meets both of the following criteria: 1) the facility is required by Ohio Revised Code 3717 to maintain a Food Service Operation License or a Retail Food Establishment License (or equivalent) and 2) the facility is required by the applicable plumbing code to have a three compartment sink and/or Grease Trap or Grease Interceptor.”

The SCHD shall perform an inspection of the suspected FSE(s) within 48 hours of being notified by Sewer Maintenance.

* Examples of FSEs include but are not limited to: bakeries, butcher shops, cafes, commercial kitchens, delicatessens, hospitals, pizza shops, restaurants, schools, etc. If you are unsure if the facility is a licensed FSE, please notify the SCHD.

PROCEDURE:

1. Respond to the property back-up and/or sewer overflow and clean the main sewer to remove the blockage.
   a. If the location is currently on the FOG Route, check with the SCHD before mobilizing to the location, to determine if an on-going investigation is being conducted and therefore, the cleaning activities may need to be deferred.
   b. If there is an investigation in progress, the crew should open the blockage enough to let sewage flow; monitor the location to ensure the blockage does not recur, and if possible finish cleaning the sewer once the investigation is completed.

2. Determine the cause of the blockage during the cleaning process.

3. If the blockage is found to have been caused by FOG material, perform a closed circuit televised (CCTV) inspection of the main sewer to determine from which lateral the FOG was discharged.
SEWER MAINTENANCE STANDARD OPERATING PROCEDURE

a. If the discharger cannot be definitely identified, a follow-up CCTV inspection should be conducted one (1) month after the complete cleaning, to identify evidence of a potential discharger.

4. Identify and record the potential source(s) of the FOG discharge by: business name and address of the property. (Look specifically for FSEs tied into the affected sewer segment).

5. If the suspected source is believed to be a FSE, the SCHD shall be notified immediately by telephone of the suspected FOG violation.

6. Provide the SCHD with the name(s) and address(es) of the suspected FSE(s).

7. The SCHD shall be notified by calling the following numbers:
   (330) 375-2405, SCHD Food Safety Office Monday – Friday 8:00 AM – 4:00 PM
   (330) 313-4950, SCHD Bob Hasenyager, Environmental Health Director – Weekends &
   Before/After normal work hours, if no response, contact the after-hours manager on call at pager number: (330) 710-2770

8. A follow-up e-mail to the SCHD shall be sent to provide a written confirmation of the notification. E-mails shall be sent to the EH Administrative Secretary, Jill Easterling: jeasterling@schod.org

9. The SCHD will respond to the notification in accordance with the Sewer Use Ordinance, and the Contract between the City of Akron and SCHD.

10. Include the name and address of the suspected FSE on the Work Order and time the SCHD was notified of the potential FOG control violation.

11. If the source of the FOG discharge is determined **not** to be an FSE, report the following information on the Work Order for further action by Sewer Maintenance:
   a. Name of business/facility (if residential structure, state “Residential”)
   b. Type of business (e.g. auto repair, apartment complex, office complex, etc.)
   c. Address of the property

12. If the source of the FOG discharge **cannot** be determined, Sewer Maintenance personnel will provide FOG educational material to potential FOG dischargers.

13. Refer to the Root Cause Analysis SOP for potential resolution to the FOG discharge in 11. and 12. above.
INTRODUCTION/PURPOSE:
To respond to sewer back-up complaints reported by homeowners.

DETAILS:
1. Arrive At Location: Typically with a Vac Truck or Water Truck and a Service Van. After normal working hours, a Foreman/Supervisor is also on site with another city vehicle.
   a. Notify homeowner that we are there, we will be checking our sewers, and we will notify them of our findings.
   b. Foreman/Supervisor documents time of arrival.
2. Check Underground Sheets (UGS) and/or GIS for needed information.
   a. Size of sewer.
   b. Flow direction.
   c. Location of sewer and manholes.
3. Check Upstream Manhole.
   a. If line is plugged, locate dry downstream manhole; use necessary equipment to open sewer.
   b. If line is not plugged, dye test past house.
   c. If not sure, rod past house.
4. Check House.
   a. At least two (2) employees should check the basement after main line is done.
      1. Discuss problem with all other workers and what work was done. (All must have and give the same accurate description.)
      2. Make sure all houses involved are notified.
5. Statements.
   a. “We have checked or rodded our main sewer and found it to be okay.” “You may have a problem in your lateral, and it is your responsibility to have it checked further.”
   b. When investigating a property owner’s problem, DO NOT recommend a specific drain service.
c. Do not admit City liability or fault.

1. Present facts only to customer/tenant.

2. If news agencies ask questions, refer them to your supervisor.

3. If a resident asks if the City will pay for their damages, tell them we are here to investigate the problem and that they will have to contact the Akron Law Department.

6. Clean basement if the problem was in our line when asked, and only after resident has signed release.

   a. If more than one basement needs cleaned, clean them in order of calls.

   b. Clean basements only during day shift, Monday through Friday.

7. Call and advise Dispatcher of findings, and document your time. Use proper codes on time sheet.
INTRODUCTION/PURPOSE:

DETAILS:

The OHIO MANUAL of UNIFORM TRAFFIC CONTROL DEVICES (OMUTCD) is the standard for all city employees to use when guiding the movement of traffic in and through work areas in the public right of way.

Part 6. Temporary Traffic Control of the OMUTCD has been provided to all supervisors and foremen.

Make a site visit to the proposed work area, then use the index for Part 6 in the OMUTCD to find the appropriate traffic control instructions for each job site activity in the public right of way.

Inform and provide co-workers with the knowledge and materials they will need to set up the traffic control pattern properly.
Safety
INTRODUCTION / PURPOSE:
To set a standard for the sign out, care and use of air monitoring equipment

SAFETY CONSIDERATIONS:
Air monitoring is only a part of the confined space entry requirements that must be met before entry.

All air monitoring situations require a minimum of 2 Sewer Service Workers.

RESOURCE REQUIREMENTS:
Air monitor and case

PROCEDURE:
1. Sign out air monitor from the dispatch office at the beginning of your shift
2. Turn air monitor on immediately and leave on all day
3. Insert air monitor into its carrying case provided by the dispatch office
4. Check air monitor readings in a clean air environment. Example: the office
   a. Typical clean air readings should be as follows
      i. $O_2$ (Oxygen) – between 19.5 and 23.5
      ii. CO (Carbon Monoxide) – at or near 0
      iii. $H_2S$ (Hydrogen Sulfide) – at or near 0
      iv. LEL (Lower Explosive Limit) – at or near 0
5. If air monitor does not give correct clean air readings return it to dispatcher
6. Protect air monitor from the following
   a. Dust, dirt, liquids and food spills
   b. Liquid saturation, drops, bangs and bumps
7. Monitor the air in the confined space before and during entry
8. Report the air monitor readings on the confined space entry form
9. Report any air monitor malfunctions or damage and turn in air monitor for re-calibration or repair to the safety contact person
10. Return the air monitor to the dispatcher at the end of your shift and put in the charger
INTRODUCTION / PURPOSE:
Confined Spaces can be dangerous to anyone entering without proper precautions and training. Any person who will be entering a Confined Space shall receive training prior to performing any work in a Confined Space and annual re-training thereafter.

DETAILS:
1. Check equipment: Air Monitor, Entry Form, Harness, Tripod, Retrieval Hoist
2. Check PPE: Hard Hat, Safety Glasses, Work Gloves, Safety Vest, Explosion-Proof Flashlight
3. Set up traffic control zone.
4. Sample air around manhole rim before removing cover and record reading.
5. Set up tripod with retrieval hoist.
6. Remove manhole cover and install rim guard.
7. Take and record air sample reading for every 3-4 feet of depth inside manhole.
8. Complete entry form verifying entry is authorized.
9. Attach retrieval line to designated entrant wearing safety harness and all PPE.
10. Lower entrant with air monitor into manhole to perform work duties.
11. If work time in manhole extends past 30 minutes, have entrant call out air monitor reading to attendant for recording purposes. DO NOT remove air monitor from manhole while entrant is in the manhole.
12. Retrieve entrant from manhole and unhook safety line.
13. Remove rim guard and replace manhole cover.
14. Put equipment and tools away.
15. Reopen traffic lanes.

APPROVAL / ROUTING PROCESS:
INTRODUCTION / PURPOSE:
A monthly inspection is a “quick check” to give reasonable assurance that a fire extinguisher is available, fully charged and operable. Inspections should be conducted at 30-day intervals.

SAFETY CONSIDERATIONS:
Recharge all extinguishers immediately after use regardless of how much they were used.

SPECIAL CONDITIONS:
Know the type of extinguisher you are checking and its requirements

PROCEDURE:
1. Inspect fire extinguishers at least once a month (more often in severe environments).
2. Check the card attached to the extinguisher to make sure that it does not need the yearly maintenance check.
3. Make sure the extinguisher is not blocked by equipment, coats or other objects that could interfere with access in an emergency.
4. Check that the pressure is at the recommended level. On extinguishers equipped with a gauge, the needle should be in the green zone - not too high and not too low.
5. Check that the nozzle and other parts are not hindered in any way.
6. Look to see that the pin and tamper seal (if it has one) are intact.
7. Inspect for dents, leaks, rust, chemical deposits and/or other signs of abuse/wear.
8. Wipe off any corrosive chemicals, oil, gunk etc. that may have deposited on the extinguisher.
9. Invert or shake dry chemical extinguishers to prevent the powder from settling/packing.
10. If the fire extinguisher is acceptable, initial and date the back side of card.
11. If the fire extinguisher is unacceptable, is damaged or needs recharging, contact your foreman/supervisor so it can be replaced as soon as possible. Turn the unacceptable or used extinguisher into the garage foreman.
12. If you use a fire extinguisher, please follow the replacement instructions in step 11 of this SOP.
INTRODUCTION/PURPOSE:

This SOP deals with how to properly read Material Safety Data Sheets (MSDS). The MSDS is designed to tell the hazards and safeguards of working with a particular hazardous material. It is important to remember that all chemicals are potentially hazardous and should be treated and handled with respect.

DETAILS:

1. **Chemical Identification.** The first section of the Material Safety Data Sheet identifies the chemical. It lists the chemical name, any trade name, manufacturer's name, address, and telephone number. Also the CAS number (Chemical Abstract Service number) will be listed.

2. **Hazardous Ingredients.** This section shows what is in the chemical that can be harmful. It also shows what concentration you might be safely exposed to. This listing is shown as "Permissible Exposure Limit" (PEL) or Threshold Limit Value (TLV). (These values are based on an average work day, from medical studies. These values can and will changes as we learn more about various chemicals.)

3. **Physical Data.** This section describes the chemical's appearance, color, odor, and other identifying characteristics. This shows such items as *Percent Volatile by Volume, Evaporation Rate*, etc.

4. **Fire and Explosion Data.** This is where you can find at what temperature the chemical ignites. This is called "Flash Point." If the chemical is to be listed as "Flammable," it ignites at temperatures below 100 degrees F. If "Combustible," it ignites above 100 degrees F. This section also shows what fire extinguishing agent will control this chemical.

5. **Health Hazards.** This section lists symptoms of over-exposure, tells what to do for first aid and/or emergencies. This area may also list any medical conditions that can be aggravated by this chemical.

6. **Reactivity Data.** This section identifies if this chemical will "react" with other materials and/or conditions while "incompatibility" shows reactions we might expect when the chemical combines with another material that should be avoided.

7. **Spill of Leak Procedure.** This section helps you with needed information to clean up an accidental spill or leak. Notification to supervisory personnel must be made immediately. This section also may have special precautions for disposal.
8. **Special Protection.** This section covers what personal protective equipment is needed to handle this chemical safely.

9. **Special Precautions.** This section lists any other precautions that must be followed when handling this chemical.
INTRODUCTION / PURPOSE:

To make known the availability of Personal Protective Equipment and to give guidance in when and what should be used.

SAFETY CONSIDERATIONS:

Personal Protective Equipment can only be effective if the equipment is used as intended, and properly tested and maintained.

RESOURCE REQUIREMENTS:

PPE that is available for use:
- Hard Hat
- Gloves: rubber, leather
- Paper coveralls
- Filter masks
- Etc.

PROCEDURE:

Head Protection
1. Head protection must be worn where falling object hazards are present
   a. Falling hazard
   b. Working below other workers
   c. Working under machinery
2. Do not
   a. Wear backwards without reversing suspension system
   b. Wear ball cap under helmet
   c. Paint Head Protection
   d. Alter Head Protection
3. Before each use, inspect head gear for cracks or other impact damage in shell
4. Inspect webbing for worn, loose or torn/broken suspension straps
5. Wash hard hat shells with soapy water liner and webbing cleaned at least once a month

Eye Protection/Face protection
1. Must be used when a potential for injury to eyes or face exists from
   a. Flying particles
   b. Molten metal
c. Liquid chemicals
d. Gases or vapors

2. Safety glasses or goggles must be worn when exposed to flying particles or splashing liquids

3. Safety goggles have more protection than eyeglasses against splashes keep from reaching eyes from any direction

4. Face shield protects your face and neck from flying particles and prevents splashes from reaching face

Filter Mask, Paper or Canister
1. Used for filtering out hazardous material
   a. Gases and vapors
   b. Particles in the air
   c. Dusts
   d. Fumes and smoke
   e. Sprays and mists

2. Inspected
3. Kept clean
   a. Wash in warm water
   b. Sanitize
   c. Dry

4. Stored in plastic bag

Hand Protection
1. Use different gloves for different hazard - no one glove will give protection for everything, for example:
   a. Protection from chemicals use rubber gloves
   b. Cleaning hosing use rubber gloves
   c. Grinding wheel use leather gloves
   d. Wood work use leather gloves

Select Jobs and PPE Needed
1. Cleaning Hosing Wet Wells / CSO’s
   a. Face shield
   b. Gloves (rubber)
   c. Boots (in the tank)

2. Using power tools
   a. Glasses
   b. Ear protectors
   c. Hat/hair net

3. Welding
   a. Gloves
   b. Shield with filter
   c. Apron

4. Weed Whacking
   a. Ear protectors
   b. Face shield

5. Working with chemicals (insecticide, weed killer)
   a. Face shield
   b. Dust mask?

6. Hoisting material over head
   a. Hard Hat
7. Working on or around electric (exposed wires)
   a. Glasses
   b. Hard hat
8. Working with wood
   a. Leather gloves (handling)
   b. Glasses (nailing)
9. Grinding with grinding wheel
   a. Face Shield
   b. Glasses
   c. Leather gloves
   d. (hat, hair net)
INTRODUCTION/PURPOSE:

Each Bureau/Division in the Public Service Department is required to hold Safety Contacts with employees on a monthly basis. Safety Contact topics may be tailored to each location as necessary or may be general information. Safety Contact Signature Sheets are expected to be signed by all employees and forwarded to the Service Director’s office on the first working day of the following month.

DETAILS:

1. Each Division’s Safety Officer or other appointed person will be responsible for assuring Contact topics, Contact Signature Sheets, and Unsafe Condition Sheets are available for distribution by at least the 15th of the month. Once the Safety Contact topic has been determined and written, the safety officer or appointed person shall hold a meeting with their respective co-workers to pass on the Contact Topic and information.

2. After the contact has been made, all employees must sign the Safety Contact Signature Sheet. On the reverse side of the Safety Contact Signature Sheet is an Unsafe Conditions report form to allow employees to report any unsafe working conditions.

3. The original signature sheets and unsafe conditions reports must be returned to the Service Director’s office with a Safety Contact Memo.

APPROVAL/ROUTING PROCESS:

Employees receive topic and sign signature sheet.

Original Contact Sheet and Notice of Unsafe Conditions are returned to safety office or other appointed person.

Original Contact Sheet and Unsafe Working Conditions Sheet are forwarded with cover memo to the Service Director’s office on or before the first working day of the following month.

Keep one copy for your file.
Sewer Laterals
INTRODUCTION / PURPOSE:
Based on our limited resources and reduced staff, we need to closely monitor the difference between a commercial sewer lateral and a residential sewer lateral. In the past, we have been called to repair laterals for multiple unit apartment buildings. Prior to making these repairs, we would check with Business Services to determine if the property was paying residential or commercial rates. If they were paying residential rates, we repaired the lateral in accordance with our Sewer ordinance. This SOP details the steps necessary to determine if a property is considered residential or commercial. The City will repair private residential laterals in the Right of Way only, at no cost to the homeowner. This is done to ensure quality restoration in the roadway. The City does not repair laterals from commercial/industrial properties.

DETAILS:
1. Determine the number of units in the subject building. If the building has less than four units, it is considered a residential lateral. If the building has four units or more, the lateral is to be considered as a commercial lateral.
2. Contact the Business Services office at ext. 2027 and determine what rate is being paid.
3. The City of Akron does not repair commercial/industrial sewer laterals.
4. If you come across a commercial sewer lateral that is listed as a residential lateral in MUPS, contact the Sewer Bureau Business Services office at ext. 2027 and inform them so that they can make the applicable changes to the billing rate.
INTRODUCTION/PURPOSE:

A smoke test can be used for I/I studies, but usually is used for a follow-up to odor calls.

DETAILS:

1. When calls come in, owners are asked if odors are inside or outside of the dwelling. If the odors are outside, we get a location for the system to be flushed. Flushing is done by water truck or the use of a hydrant. If the odors are inside, opening a window or turning on a fan will help with the venting. Please do not light a cigarette or turn on the gas stove.

2. A sewer crew is dispatched, day or night, to take a meter reading and to call the Akron Fire Department, if needed. The Sewer Department does not light or turn off any pilot lights. If readings are normal, the crew will look for the obvious - dry trap, clean-out cap off, crack in the soil stack, puddle of sewage, animal waste, etc. If the problem cannot be found, a smoke test is called for.

3. Smoke testing is done by placing a smoke machine over the manhole and placing a can of smoke agent to the unit. The smoke agent is a non-toxic vegetable oil which turns to smoke when dripped on a hot manifold inside the machine. The smoke is pushed through a tube down the manhole and will travel through the main sewer pipe for a city block or two. Smoke will then travel up laterals and into the plumbing of the buildings or houses connected to the sewer. While this process is going on, the crew is looking for the white smoke to show. Small cracks, loose fittings, dry traps under carpet or unused bathroom or clean-out caps not sealed correctly are some of the culprits. Also, while testing, damaged or missing caps in the yard, downspouts connected to the lateral, open joints, smoke coming from rat holes or sink holes can also be detected. This test is a free service to help the homeowner find their problem so it can be addressed.

4. A report is written up with the address, date, condition found, and any additional comments that might be useful. At some locations, more than one problem might be found, so a follow-up smoke test may be needed. There are some isolated instances where a lateral might be blocked by roots or debris and the smoke won't make it to the building. In these cases, a drain company will be needed. If all the plumbing is okay, no smoke will show in the house and smoke will exit from the soil stack on or just off the roof.

5. In some rare cases, no smoke will show in the house and will not be seen coming out of the stack. This problem is due to a blocked soil stack, which the owner needs to correct. This problem can be from leaves, a bird nest, or a dead bird or rodent. Prior to testing, notices can be placed in mail boxes around the neighborhood a day or two ahead but it's not always needed. The dispatchers do
call the Akron Fire Department and 311 just before the testing begins and again when testing is over. Smoke test reports, like laterals, are put into Work 91 and filed in alphabetical order by unit number (low to high).
INTRODUCTION/PURPOSE:

The purpose of televising sewer laterals is to determine the condition of the sewer: good, broken, cracked, tree roots, grease, mineral deposits, swales, obstructions, etc.

DETAILS:

1. This is a free service for anyone inside the City of Akron corporation limits. Appointments are set up every hour by the dispatchers. When appointments are made for televising sewer laterals, the dispatcher will create a work order for that appointment in Datastream by using the standard work order titled “TVLATR” and fill out all appropriate required and custom fields. Then print out the work order for the television technician.

2. Usually, televising is done by recommendations from our service workers, supervision, drain companies, neighbors, friends, or real estate companies. Cards are also left on doors when cave-ins, depressions or other problems are found.

3. During the televising the sewer line can be located, assessed, marked, and problem areas can be identified. Prior to televising, the property owner or resident shall make access to the clean-out cap or remove the toilet, if needed. No clean-out caps will be chiseled or hammered off. Property owners paying commercial water rates will be responsible for their lateral from the dwelling to the main sewer. Residential paying owners will be responsible for their portion on the property owner's property. The City's portion is from the right-of-way, property line to the main sewer, including the stack.

4. If a blockage is found in the line, the owner is responsible to call a drain company to open the line. If the line is still blocked, the owner shall get a second drain company. If sewer is still blocked or found to be defective on our portion, a construction crew will repair the line within 30 days. Commercial paying property owners are responsible for the whole sewer line.
Timesheets
INTRODUCTION / PURPOSE:

To comply with current and future EPA regulations, we need to accurately document all of the work that we perform on a daily basis. In addition to this, we need this information to help prepare our responses for law claims. Every single timesheet is considered a legal document in a court of law. Therefore, the SOP will specify how to accurately fill them out.

DETAILS:

1. On the first line, “Timesheet for:”, enter the date for that day’s timesheet.
2. On the second line, “Crew:”, print the names of the persons working on that truck or crew.
3. On the third line, “Equipment:”, enter either the piece of equipment or truck number.
4. On the fourth line, “Vehicle Mileage/hours start:”, at the beginning of each shift, enter the beginning mileage or hours on that piece of equipment or truck. At the end of a shift, enter the ending mileage or hours on that piece of equipment or truck. (Used for scheduling fleet maintenance.)
5. On the fifth line, “Time left the yard:”, enter the exact time that you left the yard on your shift. Also, give an explanation on the Reason line for why you left the yard; i.e., “start of shift, CMS, etc.”
6. On the sixth line, “Time returned to yard:”, enter the exact time that you returned to the yard on your sheet. Also, give an explanation on the Reason line for why you returned to the yard; i.e., “end of shift, wash truck, pick up supplies, etc.”
7. In the information section, the following information is required for all tasks performed throughout the day:
   - **Code:** Insert the applicable code number for the task performed. This is used to track our yearly quantities.
   - **Location and Description of Work:** Include all applicable details for the work performed; i.e., address/location, work performed, time arrived and completed, special circumstances, etc.
   - **Equipment Used:** Please note the vehicle number and the amount of time it was used for all equipment used to complete the task shown in the Description of Work line.
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- **Quantity**: Please note the quantity of work that was performed for the work shown in the **Description of Work** line; i.e., include the number of inlets cleaned, lineal feet of sewer cleaned, the quantity of manholes inspected, etc.

8. Next, enter the list of materials used and miscellaneous notes if any apply:
   - rope rings, manhole castings, barricades, sewer dye, etc.
   - main needs cleaned, need to schedule lateral appointment, etc.

9. At the end of each shift, everyone working on each particular crew needs to sign, enter their employee ID number, and date the timesheet before turning it in. By signing the timesheet, you agree that all of the information noted is accurate and legally binding.

10. For your reference, several sample timesheets have been included with this SOP.

**APPROVAL/Routing PROCESS:**

1. Once you have completed all of the steps in the Details section, you must turn your timesheet in to your foreman/supervisor for review and approval. If it is not correctly filled out, it will be given back to you so that you can make the appropriate changes.

2. If anyone is caught falsifying their timesheet, they will be subject to disciplinary actions by management.
INTRODUCTION/PURPOSE:

To comply with current and future EPA regulations, we need to accurately document all of the work that we perform on a daily basis. In addition to this, we need this information to help prepare our responses for law claims. Every single overtime timesheet is considered a legal document in a court of law. Therefore, the SOP will specify how to accurately fill them out.

DETAILS:

1. On the first line, “Date:” enter the date for that day’s overtime.
2. On the second line, “Crew:” print the names of the persons working on that truck or crew.
3. On the third line, “Equipment:” enter either the piece of equipment or truck number.
4. On the fourth line, “Location:” enter the address/location.
5. On the fifth line, “Start Time:” and “Finish Time” enter the exact time that you started the work for the overtime and the exact finish time for the completed overtime.
6. Next, in the “Reason for overtime/alarm:” give an explanation for the overtime; i.e., “water in basement, check rack overflow alarm, etc.” Also include the work order number and the underground tile number.
7. In the “Cause for overtime/alarm:” section, give an explanation of what caused the overtime; i.e., “check main sewer, check rack, etc.” Also include the applicable code numbers for the overtime in this section.
8. In the “Action taken to correct cause:” section, give a detailed explanation on what was performed to correct the cause for the overtime; i.e., “cleaned rack, rodded one section of 8” sanitary sewer 270 feet south of 364 Beechwood. Opened main sewer caused by rags and other debris, etc.”
9. In the “Parts and Materials used:” section, give an explanation on what parts or material used to correct the cause for the overtime; i.e., tracing dye, water truck, etc.”
10. In the “Comments/Additional work needed:” section, add any additional comments or additional work needed; i.e., “notified owner own trouble and advised to get drain company, need to schedule lateral appointment, etc.”
11. At the end of the overtime, the foreman/supervisor working on each crew needs to enter the names and their ID number for each person on the crew. The foreman/supervisor then signs and enters their employee ID number in the “Approved:” section. By signing the overtime sheet, you agree that all of the information noted is accurate and legally binding.

12. For your reference, several sample timesheets have been included with this SOP.

APPROVAL/ROUTING PROCESS:

1. Once you have completed all of the steps, you must turn your overtime timesheet into the payroll clerk by placing it in the overtime timesheet in-box located in the Dispatcher’s office. If it is not correctly filled out, it will be given back to you so that you can make the appropriate changes.

2. If anyone is caught falsifying their overtime timesheet, they will be subject to disciplinary actions by management.
Work Order Database
INTRODUCTION / PURPOSE:

Based on our limited resources and reduced staff, we need to closely monitor work orders and phone calls. To achieve this, an access database was created to monitor the work orders and phone calls. This SOP details the steps necessary to complete this from conception to completion.

DETAILS:

1. All Supervisors/Foremen must inform the dispatcher on duty of all work orders that need to be issued either by e-mailing the dispatcher or writing a note to the dispatcher. The dispatcher will then type all work orders. Bill Rhodes will create the work orders for main line sewer repairs and the dispatcher will handle the work orders for lateral repairs.

2. Double click on the WorkOrder1 Icon on the desktop to open the database.

3. When the database opens, it will show a switchboard on the screen. Select the work order form from the switchboard.
4. To create a new work order scroll down to the bottom of the form and select the button named **New Work Order**. After that scroll back to the top of the form and begin entering the information.

5. When entering data into the fields, the use of the Tab key on the keyboard will allow you to scroll through all of the fields.

6. First thing to do is enter the name who ordered the work order. This can be accomplished by either typing the last name of the person or use the pull down menu attached to this field.

7. The next field is the **Date**. This is automatically selected for this field. You can change the date if needed.
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8. The next field is the **Work Order Number**. This is also an auto number field. However, you will **not** be able to change this number. This field is locked in order not to create duplicate work order numbers.

9. In the next field, **Location**, type in the location of the work order. For example, “Home 1055”. Make sure you enter the street name first and then the house number. This is needed for tracking purposes. This is required for both a work order and a phone call that was deferred to another department.

10. Next, enter the time that the call came in or the time you entered the work order into the database (e.g. 4:00 PM).

11. The next field is only required for all work orders, not for phone calls that are deferred to other departments. This number is the old 4-digit number for the under grounds.

12. The next field is also required for all work orders, not for phone calls that are deferred to other departments. This number is located on the map in front of the dispatcher’s computer. Find the location of the work order on the map and enter the 7-digit number.

13. The next field is titled **Description of Work Needed**. In this field you will enter what type of work is needed, (e.g. check main sewer, reset inlet, open inlet, etc.)

14. If known, enter the Foreman’s name that the work order was issued to for completion. This can be accomplished by either typing the last name of the foreman or use the pull down menu associated with this field. This field may have to be entered after the work order is completed.

15. Next, enter the date that the work order/phone call was issued.

16. In the next field, **Issued To**, enter the supervisor that was assigned the work order. If this was a phone call that was deferred to another department, (e.g. highway, parks, engineering, etc.) scroll down in the pull down menu attached to this field and select the department.

17. The next field is **Type of Work**. If known at this time enter the information. To enter the information use the scroll down menu attached this field. Look for the job in the list that best describes needs to be completed. This also has all of the codes attached to job. Only enter this information if you are 100% positive that this is the work needed for this work order.

18. At this time, scroll down to the bottom of the form and select the button **Print Work Order**. Only print the Work Orders, not phone calls that are deferred to other departments. After the work order is printed, deliver it to the proper supervisor.

19. After the work order is completed, the foreman/supervisor will return the completed information to the sewer dispatcher for data entry. If the dispatcher receives the work order and it does not have a signature, date, and employee ID number, return it to the proper supervisor to have information added to the work order.

20. After the work order is completed, the dispatcher will have to enter additional information into the form. To find that particular work order, select on the **Work Order Number** field. Then select the binoculars in the menu bar at the top of the screen. It will show you a find box. Enter the number of the Work Order you wish to find and then select the find next button.
21. The first field you might have to enter information to is the Foreman field. Refer to step No. 14 in the SOP.

22. The next field you might have to enter information into is the Type of Work field. Refer to step No. 17 in the SOP.

23. In the Completed By field, enter the name of the person that the work order was completed by. This can be done by either typing the last name of the person or by using the pull-down menu associated with this field.

24. Next enter the date that the work order was completed by in the Date Completed field.

25. Next enter the information into the Description of Work Performed Field. This can be completed by getting the information from the work order that is returned from the field.

26. Next enter what materials were used to complete the work order in the Materials Used field (e.g. 1 bag of concrete, 200 lbs sand, 1 manhole cover). This can be completed by getting the information from the work order that is returned from the field.

27. If needed, enter the information in the Remarks field. For example, enter the home owner's name and phone number. This can also be used if another work order is to be issued.

28. Next enter your name into the Enter/Filed By field. This can be done by either typing your last name or using the scroll-down menu attached to this field.

29. After the information is entered, file the original work order form.
SEWER MAINTENANCE STANDARD OPERATING PROCEDURE

APPROVAL/ROUTING PROCESS:
Appendix B: Documents and Forms

I. CSO Racks
   - Dry Weather Rack Overflow Responses
   - Example Rack Information from Pump Station Notebook
   - Rack Inspection Form
   - Rack Service Recording Sheets

II. Datastream 7i Extended
    - Construction Storeroom Parts Screenshot
    - Maintenance Storeroom Parts Screenshot
    - Project Tracking Log
    - Pump Station Storeroom Parts Screenshot
    - Sewer Maintenance Job Codes
    - TV Storeroom Parts Screenshot

III. Design Standards
    - Akron Sewer Design Specifications

IV. Inventory
    - Sample Inventory Form
    - Sewer Vehicle Inventory
V. Maintenance
   • Example Sewer Observation Forms
   • Example Sewer Televising Report
   • Example Work Order System Forms
   • Flex Rodder Equipment Checklist
   • Manhole Inspection Report
   • Service and Lubrication Chart (General)
   • Service and Lubrication Chart for Vac-Con Trucks
   • Sewer Maintenance Van Equipment Checklist
   • Sewer Trouble Spot List
   • Speed Rodder Equipment Checklist
   • Utility Van Equipment Checklist
   • Vac-Con Truck Equipment Checklist

VI. Public Education
   • Bill Stuffer
   • Public Meeting Handout

VII. Pump Stations
   • Example SCADA Screenshot
   • Example Pump Station Notebook Information
   • Pump Station Log Sheet
   • Pump Station Master Spreadsheet
   • Pump Station Operations Recording Sheets
   • Pump Station Service Recording Sheets

VIII. Safety
   • Air Monitor Calibration Slips
CSO Racks
**DRY WEATHER RACK OVERFLOW RESPONSES**

*1 - Overflowing because of debris
*2 - Overflowing, no debris on rack
*3 - No overflow, debris under sensor/at rack
*4 - No overflow, no debris - create 7i work order if red light continues/repeats

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<th>CREW</th>
<th>7i WORK ORDER #</th>
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1. Upon receipt of rack overflow alarm, you must dispatch a crew to investigate the cause and create a work order in 7i.
2. Document estimated time rack overflow alarm started.
3. Document time crew arrived.
4. Document time rack overflow alarm stopped.
5. Document why rack overflow alarm occurred (code 1-4).
6. If responding crew determines that the alarm was a code 1 or 2, you must contact Ohio EPA @ 1-800-282-9378 and get an incident number.
7. After receiving incident number, you must e-mail Jim Hewitt, Dan Joseph, and Supervisor with incident number.
8. After items 1 through 7 have been completed, you must enter all applicable data into 7i and close the work order that you created.
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