

February 22, 2024

ANNUAL REPORT OF SANITARY SEWER OVERFLOWS (SPILLS)

Paul A. Seitz

Collection System Operations Division Manager



2023 Sanitary Sewer Spills

13 Spills

.84 Spills per 100 miles

No Capacity Spills



Comparative Data for 2023 from State Database

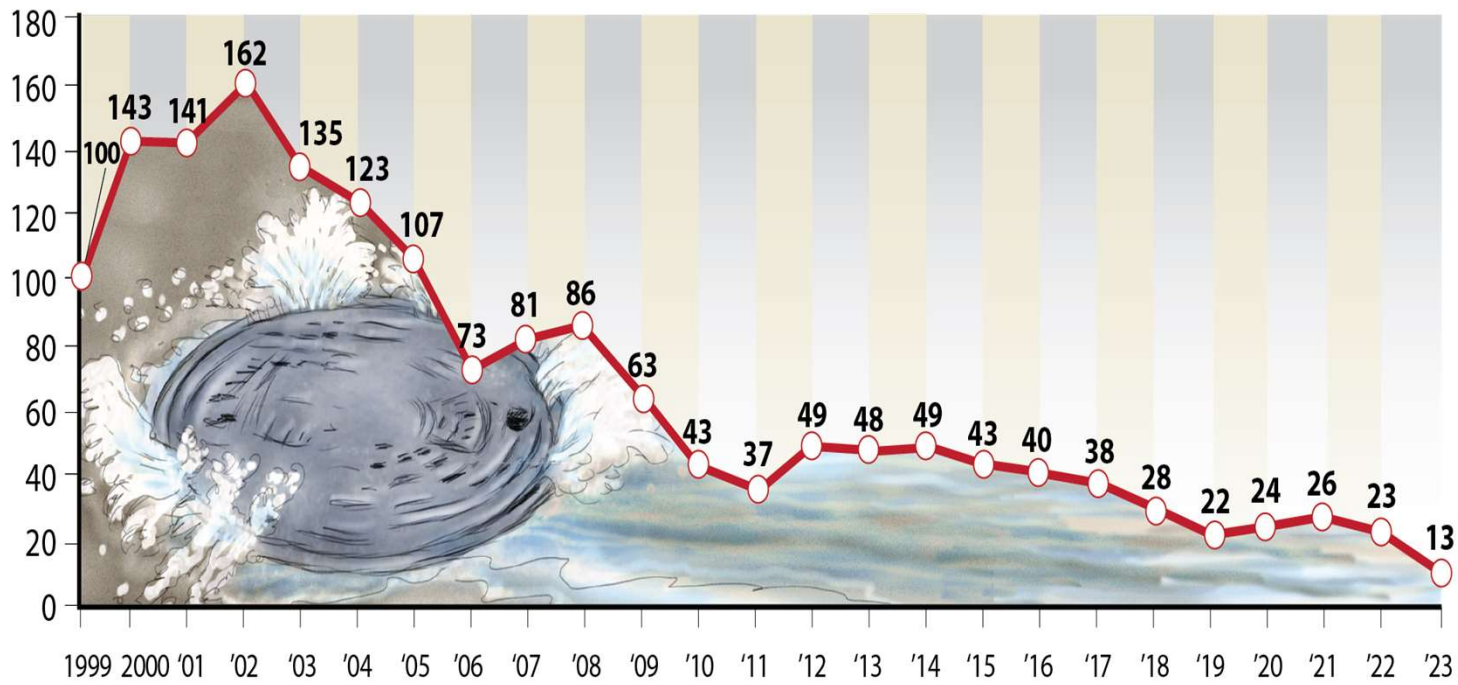
	STATEWIDE*	REGION 2*	Central San
Number of Spills	1,860	549	13
Total Volume (Gallons)	67,420,590	16,868,036	4,043
Spills per 100 Miles	2.52	3.49	.84
Average Volume per Spill (Gallons)	36,248	30,752	311

* Information from California Integrated Water Quality System (CIWQS) Public Spill Report – Summary Page on January 19, 2024



Spills Comparison

NUMBER OF SPILLS



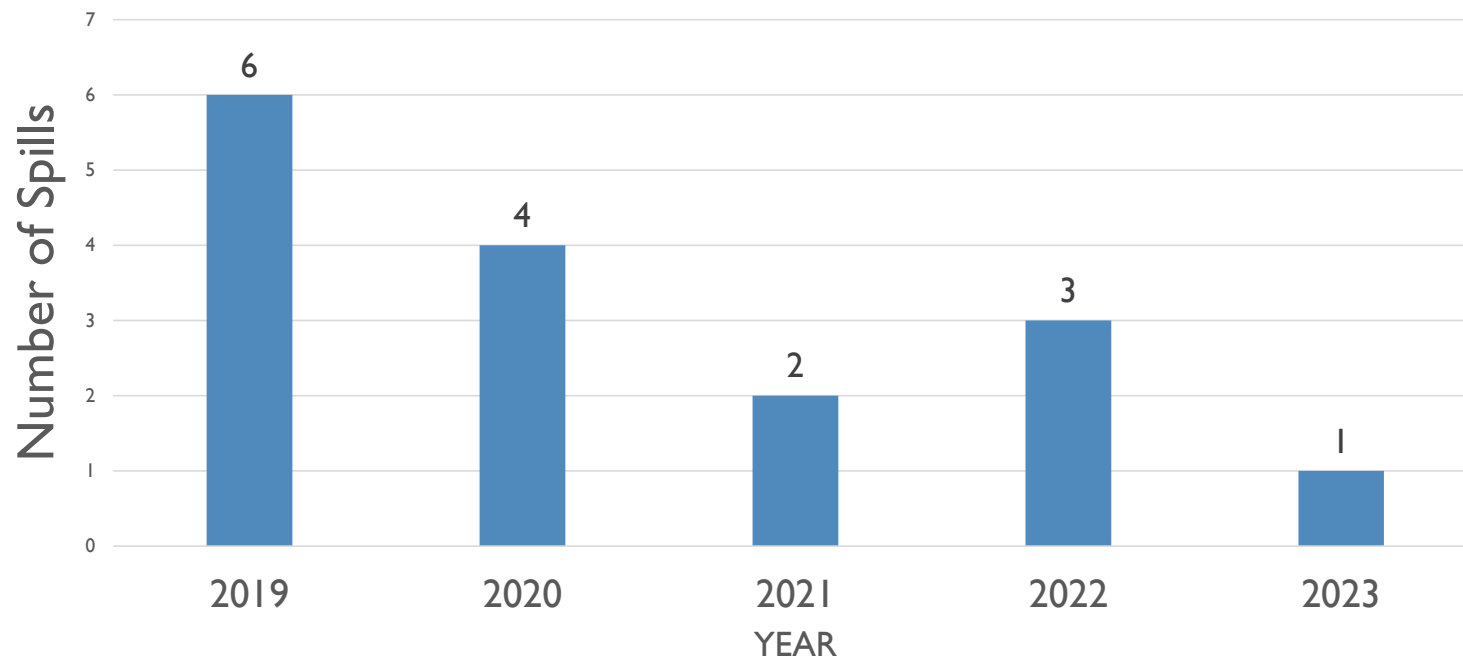
Spill Quantities

Size of Spill (Gallons)	Number in 2022	Number in 2023
Greater Than or Equal to 1,000	6	1
Between 100 and 999	7	4
Between 10 and 99	8	7
Less Than 10	2	1
Total Overflow Volume	50,605 gallons	4,043 gallons

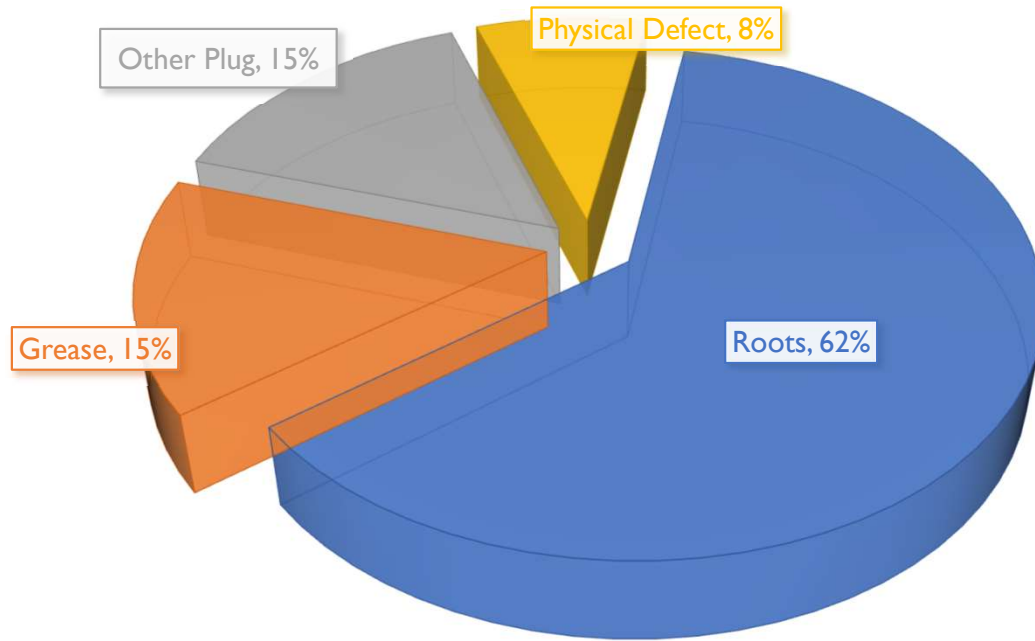


Category 1 Spills

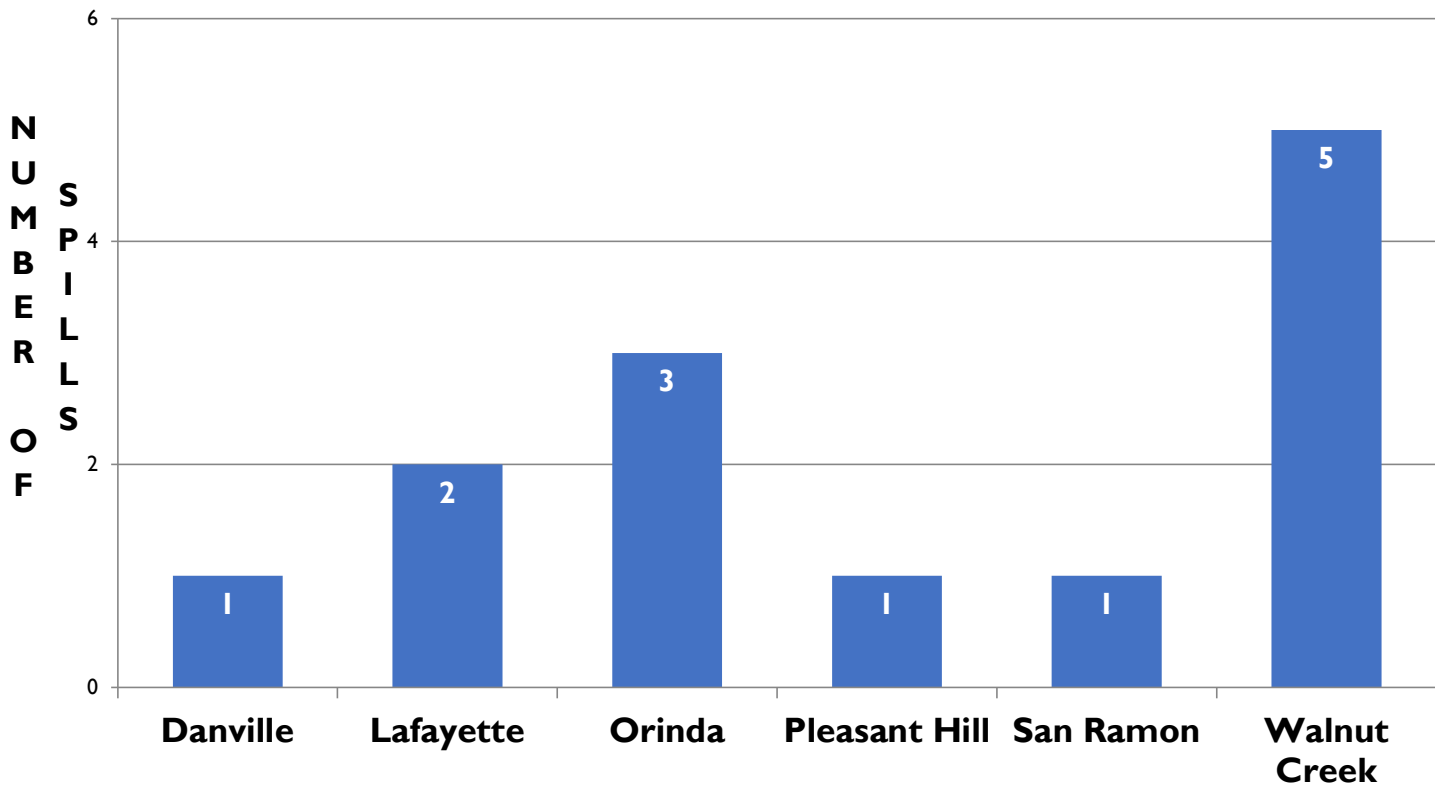
(any volume of wastewater that reaches the Waters of the State)



2023 Spill Causes



2023 Spills by City



Collection System Operations (CSO) Highlights

Cleaned 748 miles of scheduled and routine sewers. 16,906 work orders were completed on schedule, 99.6% of the time.

Closed-circuit televised (CCTV'd) 191 miles of sewers.

Completed 55 spot repairs and 192 structure adjustments.

Received and cleared over 29,628 Underground Service Alert (USA) requests on time.

Completed 894 services on vehicles and equipment. Department of Transportation (DOT) regulated services were completed on schedule, 100% of the time. Uptime for vehicles was 100%.



CSO Customer Service

Conducted survey of 100% of all customers' emergency calls.

183 Customer Surveys were sent to ratepayers. 38 surveys were submitted for a return rate of 21%.

Average Customer Service rating was 3.95 out of 4.0.

Received a rating of 4.0 for 9 months of the year.

Average response time was 30.49 minutes.



Thank you...

- CSO Staff
- Board of Directors
- Roger S. Bailey – General Manager
- Greg Norby – Deputy General Manager, Operations
- Engineering Department
- Administration Department
- Operations Department



Questions?

