

# **APPENDIX P2**

## **SSO Response Procedure**

Revision History			
Revision	Date	Approval	Reason
0	03/30/04	R. Ghirelli	Original
1	04/12/06	R. Ghirelli	
2	08/21/07	E. Torres	
3	01/16/09	E. Torres	
4	12/10/11	J. Colston	•
5	08/04/15	J. Colston	•
6	03/23/16	J. Colston	<ul style="list-style-type: none"> <li>• Added the Water Quality Monitoring Requirements – Sampling and Testing</li> <li>• Updated the OCSD and external staff contacts</li> <li>• Updated the OCSD division names</li> <li>• Updated the SSO Notification and Reporting guidelines</li> <li>• Added Category 3 guidelines</li> </ul>
7	01/18/17	R. Coss	<ul style="list-style-type: none"> <li>• Updated division names and staff</li> <li>• Updated responsibilities due to reorganization</li> <li>• Transferred District 7 responsibilities to EOCWD</li> </ul>
8	02/27/18	R. Coss	• Updated Att B: OCSD and external staff contacts
9	03/21/19	R. Coss	• Updated Staff Contacts
	09/26/19	D. Carrillo	• Reviewed – no changes
10	10/01/20	R. Coss	• Updated contacts
11	09/30/21	D. Carrillo	<ul style="list-style-type: none"> <li>• Updated logo</li> <li>• Change LMC name to Compliance</li> <li>• Replaced Ron C. &amp; Lisa F., with Lan W. &amp; Tom M.</li> <li>• Updated OC Public Works weblink for storm drain map.</li> <li>• Added Susan Bremser to Spill Back-up list.</li> <li>• Deleted OC San staff that left OC San.</li> </ul>
	03/17/22	D. Carrillo	• Reviewed – no changes
	09/26/22	D. Carrillo	• Reviewed documents and deferred changes until December 2022 when the proposed SSS WDR Order is scheduled to be approved
	06/02/23	D. Carrillo	• Reviewed and made changes according to 2022 WDR Order.
12	11/13/23	D. Carrillo	• Added Groundwater Producers information.
13	09/13/24	D. Carrillo	• Reviewed – no changes
14	03/11/25	EEC	• Update per WDR Order
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**Procedure No:** LMC-SOP-008

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**Compliance Sanitary Sewer Overflow  
Response Procedure**

**Date:** October 16, 2023

**Approved by:** Lan Wiborg

### PROCEDURE REVISION HISTORY

Rev.	Date	Approval
0	June 24, 2005	Edward M. Torres, ECS Manager
1	November 19, 2007	Michael D. Moore, ECRA Manager
2	May 28, 2008	Michael D. Moore, ECRA Manager
3	January 4, 2011	James E. Colston, EC Manager
4	September 25, 2013	James E. Colston, EC Manager
5	August 4, 2015	James E. Colston, EC Manager
6	March 23, 2016	James E. Colston, EC Manager
7	November 2, 2016	Ron Coss, LMC Manager
8	February 27, 2018	Ron Coss, LMC Manager
9	October 1, 2020	Ron Coss, LMC Manager
10	September 22, 2021	Lan Wiborg, ESD Director
11	May 31, 2023	Lan Wiborg, ESD Director
12	October 16, 2023	Lan Wiborg, ESD Director
13	May 2, 2025	Lan Wiborg, ESD Director

## 1. PURPOSE AND SCOPE

The purpose of the Compliance Sanitary Sewer Overflow (SSO) Response Procedure is to establish an efficient spill response plan and reporting procedure to ensure prompt notification and documentation to appropriate public agencies of an unauthorized release of wastewater (raw or treated sewage or industrial wastewater). This procedure augments the existing Sanitary Sewer Overflow Notification Procedures SOP by further clarifying Compliance staff's role in responding to spills. It also clarifies general responsibilities of Compliance staff regarding spill response and reporting responsibilities.

## 2. DEFINITIONS

A. **CASC:** Countywide Area Spill Control Program

- B. **CC:** Operations – Plant No. 1 Control Center
- C. **CIWQS:** California Integrated Water Quality System - Spill Reporting System
- D. **Non-Working Hours:** Hours when day-shift staff is not onsite. Monday – Friday, 5:00 p.m. – 6:30 a.m.; Saturday & Sunday
- E. **OC Public Works:** Orange County Public Works
- F. **OCHCA:** Orange County Health Care Agency
- G. **OC San Service Area:** Includes corridors where the regional trunk sewers, interceptor, and pump stations are located. Also includes local sewers where OC San has operations and maintenance responsibility.
- H. **OES:** Office of Emergency Services
- I. **Private Property SSO:** Sewage discharges that are caused by blockages or other problems within a privately owned lateral. SSOs that are caused by a blockage in an OC San-owned line are not considered private property per the definition in OC San's Statewide GWDR permit.
- J. **QA/QC:** Quality Assurance/Quality Control
- K. **RWQCB:** California Regional Water Quality Control Board, Santa Ana Region
- L. **SOP:** Standard Operating Procedures
- M. **SSS WDR Order:** Sanitary Sewer System (SSS) Waste Discharge Requirements (WDR) for sanitary sewer systems issued on June 5, 2023, by the SWRCB to all federal and state agencies, municipalities, counties, districts, and other public entities that own or operate sanitary sewer systems greater than one mile in length that collect and/or convey untreated or partially treated wastewater to a publicly owned treatment facility.
- N. **SWRCB:** State Water Resource Control Board
- O. **Working Hours:** Monday – Friday, 6:30 a.m. – 5:00 p.m.

### 3. RESPONSIBILITIES

#### A. Control Center

- Serves as the initial point of contact (intake) of all actual and probable OC San SSOs.
- Contacts the Primary Spill Responder and backups in accordance with the Compliance Contact Information Order until a spill responder is affirmatively established ([Attachment A](#)).

#### B. Primary Spill Responder

- Ensure initial regulatory agency notifications are made within the required timeframe.
- Make additional mandated notifications during work hours or when the spill is a significant threat.

- Visit OC San spill site when appropriate.
- Contact CASC contractors to respond to spills that have either entered or are in imminent risk of entering one or more flood control channel(s).
- Communicate with regulatory agencies.
- Document the actions performed.
- Validate spill reports provided by OC San Collections and O&M staff.
- Accurately and thoroughly compile and submit spill reports as Category 1, 2, 3, or 4 reports through the CIWQS Spill Reporting System.
- Attend spill compliance meetings and provide timely responses to questions regarding spill incident.

#### **C. Back-up Spill Responder**

- Back-up to Primary Spill Responder.
- Perform all duties of a Primary Spill Responder as needed.

#### **D. Compliance Supervisor**

- Provide oversight of spill response.
- Approve spill response procedures.
- Ensure training and resources available for program.
- Visit OC San spill site as needed.
- Respond to questions and concerns from regulatory agencies.
- Review and approve Category 1, 2, 3, or 4 reports prior to submittal through the CIWQS Spill Reporting System.

### **4. EQUIPMENT**

Compliance Spill Response Kit (located in Laboratory Building)

- Documents and Forms
  - Chain of Custody Form
  - Contact Cards
  - Compliance Sanitary Sewer Overflow SOP
  - SSO SOP
- Sampling Equipment
  - Disposable Gloves
  - Disposable Plastic Ziplock Bags
  - Handwash Foam
  - Paper Towels
  - Sample Bottles
- Tools
  - Black Sharpie Marker
  - Black Pen

- Field Notebook
- Flashlight
- Map (OC Water Quality Monitoring Locations)

## 5. PROCEDURE FOR PRIMARY SPILL RESPONDER

**NOTE:** Regulatory and other affected agencies require initial notification as soon as possible but within two (2) hours of when the Enrollee has knowledge of the spill.

### A. Spill Notification Process (Working Hours and Non-Working Hours)

1. A spill call is answered in the Control Center (CC). The CC will send an email describing the spill through the “Spill Notification – Sewage” email distribution list.
  - The email should include the following:
    - The location of the spill.
    - The volume of the spill as determined, classified, and reported by Collections staff:
      - Extra small (<50 gallons), Small (50-999 gallons), Medium (1,000 – 9,999 gallons), Large (>10,000 gallons)
    - Whether the spill entered a storm drain.
    - The responsible agency of the spill and if they have been notified of the spill.
    - If OC San’s Collections staff is in transit to spill site.
2. Confirm spill email by calling CC at x7025.
  - Confirm spill email and request for updated information.
  - If primary spill responder does not confirm receipt of email with CC, they will contact primary responder by phone. If not reached, CC will call through the Compliance Contact Information order until a spill responder is contacted (Attachment A).
3. If the spill is not OC San’s responsibility, confirm with CC that they have spoken with the responsible agency and that they are responding to the SSO.
  - Note OC San does not need to complete a CIWQS Spill Reporting System report.
4. If the spill is OC San’s responsibility, call appropriate regulatory/municipal agencies to update them of the spill (Attachment B and Attachment D).
  - As needed, email regulatory/municipal agencies (e.g., RWQCB, OCHCA, OCPW, Groundwater Producers, etc.) that a spill has occurred once the OC San spill has been confirmed.

During non-working hours, Compliance will make the appropriate notifications.

### B. Spill Field Visitation

1. Visit OC San spill site when:

- CC states that an Incident Command System is implemented. This is usually based on the following:
    - Spill volume is greater than 10,000 gallons.
    - The volume of sewage that entered the storm drain system is greater than 1,000 gallons and occurred during working hours.
    - Significant threat of impact to receiving waters.
    - Significant threat to public health.
    - Water quality monitoring plan is required.
  - OCHCA, RWQCB, OCPW or the media are onsite or have requested information that is not readily available from field staff.
2. Compliance may, at their own discretion, visit other spill sites.
  3. Upon visiting a spill site, communicate with the regulatory agencies that are onsite or by phone.
    - Update regulatory agencies with new information.
      - Person reporting spill.
      - Agency responsible for spill.
      - Spill start time and spill end time.
      - Containment information.
      - Spill volume, spill volume contained, spill volume lost.
      - Component where spill occurred (e.g., manhole or cleanout).
      - Cause of spill.
      - Final destination of sewage.
      - Notifications made.
      - Description of all water quality sampling activities conducted including available analytical data and evaluation of the results.
      - Detailed location map illustrating all water quality sampling points.
    - If the media is present and it is an OC San spill, contact Public Affairs as they are responsible for communicating with the media.
  4. Use Compliance Spill Response Field Report to document observations and discussions with regulatory agencies and media (Attachment C).
    - Confirm the observations on the CIWQS Spill Reporting System report with the Compliance spill response field report.
    - This information is secondary to the information that Collections staff should also be collecting.
  5. Contact OC Public Works to determine if spill can be contained in the flood control channel.



- If the spill has entered a storm drain, OC Public Works will be able to assess if containment is feasible in the flood control channel.
  - If requested, contact CASC Contractors to contain and recover spill in flood control channel.
6. Contact Groundwater Producers of the confirmed spill that is in close proximity to their groundwater wells (see Attachment D).
  7. Using the maps (OC San Sewer Atlas or OC Water Quality Monitoring Locations Map online map ([Documents & Maps | OC Infrastructure Programs California \(ocpublicworks.com\)](https://ocpublicworks.com))) to determine the path of the spill from the storm drain to the recreational water that it impacts.
    - If the spill is proven to not enter a recreational water, then no beach closure can be issued by OCHCA.

#### C. Spill Reports

1. Submittal of a Category 1, 2, 3, or 4 report through the CIWQS Spill Reporting System is required after a spill has occurred ([Attachment B](#)).
  - No Spill Occurred.
    - A 'No Spill Certification Report' is required to be submitted within 30 days after the end of the calendar month through the CIWQS Spill Reporting System.
2. The designated Collections staff will compile the Category 1, 2, 3, or 4 report package and provide it to the Primary Spill Responder to enter the information into the CIWQS Spill Reporting System.
  - The report package should consist of the following items:
    - Problem report, field report, field sketches, maps, spill photos, spill calculations, and pertinent email.
      - Collections staff completes the field report, takes pictures, maps, and sketches can be found at the ECAP spill site.
      - Collections staff completes the spill calculations.
      - For references of previous spills, the database problem report and monthly spreadsheet report can be found at the ECAP spill site.
3. Receive the information required for the Category 1, 2, 3, or 4 report from designated Collections staff.
  - Category 1 report package will be provided within 2 business days.
  - Category 2 report package will be provided within 2 business days.
  - Category 3 report package will be provided on the second week after the end of the calendar month in which the spill occurred.
  - Category 4 report package will be provided on the second week after the end of the calendar month in which the spill occurred.

4. Verify and update the information contained in the CIWQS Spill Reporting System using the Category 1, 2,3, or 4 report package.
  - If any information is missing, contact designated Collections staff to obtain the information.
5. A draft report must be submitted through CIWQS within three business days for all Category 1 and Category 2 reports using the “Submit Draft” button.
6. Once the final QA/QC of the Category 1 or Category 2 report has been completed on the CIWQS Spill Reporting System, click on “Ready to Certify” which will prompt the LRO that the report is completed and ready for their certification.
  - Notification to OES within 2 hours of a spill 1,000 gallons or greater.
  - The Category 1 and Category 2 report must be certified within 15 calendar days of the spill end date.
  - A Spill Technical Report must be submitted within 45 calendar days after the end date of any Category 1 spill in which 50,000 gallons or greater are spilled to surface waters.
  - Collections staff or others must conduct water quality sampling of the receiving water within **18 hours** of initial knowledge of spill of 50,000 gallons or greater to surface waters.
7. A Category 3 report does not require a Draft Report but can still be submitted if required. Once all information is entered on the report, click on “Ready to Certify” which will prompt the LRO that the report is completed and ready for their certification.
  - This report must be certified within 30 calendar days after the end of the calendar month in which the spill occurred.
8. A Category 4 report occurs for spills less than 50 gallons that do not discharge to surface waters.
  - No notification is required.
  - If a Category 4 spill occurs during the calendar month, it requires to certify the estimated total spill volume exiting the SSS, and the total number of all Category 4 spills in the CIWQS within 30 days after the end of the calendar month in which the spill(s) occurred.
  - Upload and certify a report of all Category 4 spills to CIWQS by February 1<sup>st</sup> after the end of the calendar year in which the spills occur.
9. If requested, meet with the LRO or designee for final certification of the report in the CIWQS Spill Reporting System and to answer any questions.
10. In the event the CIWQS Spill Reporting System is not functional, the spill report must be faxed to the Santa Ana Regional Water at fax (951) 781-6288 according to the time schedules. Afterwards, the spill report must be entered into the CIWQS Spill Reporting System as soon as it is functional again.

## **6. REFERENCES**

- A. California Code of Regulations, Title 23, Section 2250
- B. California Fish and Game Code, Chapter 2, Article 1, Section 5650
- C. California Health and Safety Code, Division 5, Chapter 6, Article 2, Sections 5410-5415, 5460-5462
- D. California Water Code (Porter Cologne Act) Section 13271
- E. Sanitary Sewer Overflow Notification Procedures SOP, Compliance -SOP-009
- F. State Water Resources Control Board Order No.2022-0103-DWQ, Statewide Sanitary Sewer Systems General Order

## **7. ATTACHMENTS**

- A. Spill Notification Contact
- B. Spill Reporting Guidelines
- C. Compliance Spill Response Field Report
- D. Groundwater Producers Notification List

**Attachment A**  
**Spill Notification Contacts**

**COMPLIANCE CONTACT INFORMATION**

<b>Name</b>	<b>Back-Up Order</b>	<b>Internal</b>	<b>Pager/Cell</b>
Dindo Carrillo	1 - 650	x 7476	(714) 343-0333
Jenny Gomez	2 - 650	x 7446	(909) 720-2688
Matthew Smith	3 - 650	X7439	(949) 614-9445
Tom Meregillano	4 - 650	x 7457	(714) 655-7568

**SPILL NOTIFICATION CONTACTS**

<b>Normal Hours</b>	<b>After Hours</b>
<b><u>OCHCA</u></b> (714) 433-6419 (Office Support Staff)	Control 1: (714) 628-7008 (will contact OCHCA on-call staff)
<b>RWQCB - Santa Ana Region</b> (951) 782-4130 Fax (951) 781-6288	RWQCB: (951) 782-4130 (voice mail) OES: (800) 852-7550
<b><u>OES</u> (Office of Emergency Services)</b> (800) 852-7550	24 hours
<b><u>QC Public Works</u></b> (714) 955-0600 (storm drain/flood channel facility owners) (877) 89-SPILL (897-7455) 24 HR Hotline	Control 1: (714) 628-7008
<b>Caltrans</b> (949) 724-2607	24 hours
<b>California Highway Patrol</b> (949) 559-7888 (Traffic control/roadway hazard on highways and unincorporated areas)	24 hours

**Attachment B**  
**Sanitary Sewer Overflow Reporting**  
**Guidelines**

Type of SSO	Initial Notification Timeframe*	Agency to Notify by Phone	Monitoring	Report Timeframe
<b>Category 1 –</b> Spills to Surface Waters.	<b>Within two (2) hours</b> of the Enrollee's knowledge of a Category 1 spill of 1,000 gallons or greater, discharging or threatening to discharge to surface waters: Notify the OES	<ul style="list-style-type: none"> <li>• OES</li> <li>• OCHCA</li> <li>• OC Public Works and city</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct spill-specific monitoring;</li> <li>• Conduct water quality sampling of the receiving water within <b>18 hours</b> of initial knowledge of spill of 50,000 gallons or greater to surface waters</li> </ul>	<ul style="list-style-type: none"> <li>• Submit Draft Spill Report <b>within three (3) business days</b> of the Enrollee's knowledge of the spill</li> <li>• Submit Certified Spill Report <b>within 15 calendar days</b> of the spill end date</li> <li>• Submit Technical Report <b>within 45 calendar days</b> after the spill end date for a Category 1 spill in which <b>50,000 gallons or greater</b> discharged to surface waters</li> </ul>
<b>Category 2 –</b> Spills of 1,000 gallons or greater that DO NOT discharge to surface waters	<b>Within two (2) hours</b> of the Enrollee's knowledge of a Category 2 spill of 1,000 gallons or greater, discharging or threatening to discharge to waters of the State: Notify the OES	<ul style="list-style-type: none"> <li>• OES</li> <li>• OCHCA</li> <li>• OC Public Works and city</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct spill-specific monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Submit Draft Spill Report <b>within three (3) business days</b> of the Enrollee's knowledge of the spill</li> <li>• Submit Certified Spill Report <b>within 15 calendar days</b> of the spill end date</li> </ul>
<b>Category 3 –</b> Spills of equal or greater than 50 gallons and less than 1,000 gallons that DOES NOT discharge to surface waters	As soon as practical	<ul style="list-style-type: none"> <li>• OCHCA</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct spill-specific monitoring</li> </ul>	<ul style="list-style-type: none"> <li>• Submit monthly Certified Spill Report to the online CIWQS Sanitary Sewer System Database within <b>30 calendar days</b> after the end of the month in which the spills occur</li> </ul>
<b>Category 4 –</b> Spills less than 50 gallons that Do NOT discharge to surface waters	As soon as practical	<ul style="list-style-type: none"> <li>• OCHCA</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct spill-specific monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>• If a Category 4 spill(s) occurs during any calendar month, certify the estimated total spill volume exiting the sanitary sewer system monthly, and the total number of all Category 4 spills into the online</li> </ul>

				<p>CIWQS Sanitary Sewer System Database, within 30 days after the end of the calendar month in which the spills occurred</p> <ul style="list-style-type: none"> <li>• Upload and certify a report, in an acceptable digital format, of all Category 4 spills to the online CIWQS Sanitary Sewer System Database, by February 1st after the end of the calendar year in which the spills occur</li> </ul>
<p><b>Private lateral</b> – Discharges of untreated or partially treated wastewater resulting from blockages or other problems within a privately owned sewer lateral connected to the enrollee's sanitary sewer system or from other private sewer assets</p>	As soon as practical	<ul style="list-style-type: none"> <li>• OCHCA</li> <li>• OC Public Works and city</li> </ul>		<p>Private sewer lateral discharges (PLSD) that the enrollee becomes aware of may be voluntarily reported to the CIWQS Online Spill Database</p>

\*If a spill occurs after hours, notify OES/Control 1 and they will make the necessary contacts.

## Attachment C

### **COMPLIANCE SPILL RESPONSE FIELD REPORT** *(Questions to ask and document)*

**Note: Main role for Compliance is to be the regulatory liaison and contact person.**

**Control Center and Collections staff should obtain the majority of the information below. However, this information should be obtained from appropriate staff in order to discuss with regulatory agencies and for reporting purposes.**

#### Contact Information:

- Contact information of reporting party:
  - Name/Agency: \_\_\_\_\_
  - Phone number: \_\_\_\_\_
- Name/contact information of all the staff onsite and contacted:

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#### Timeline:

- Time spill reported and to whom: \_\_\_\_\_
- Time spill started: \_\_\_\_\_
- Time of containment: \_\_\_\_\_
- Time spill stopped (flow stopped): \_\_\_\_\_
- Time of cleanup: \_\_\_\_\_
- Spill volume: \_\_\_\_\_

#### Spill Location (Collections should create a map and take photographs of the following):

- Address: \_\_\_\_\_
- Flow originated at what location (manhole, cleanout, etc.) (GPS coordinates): \_\_\_\_\_  
\_\_\_\_\_
- Location spill entered a storm drain (GPS coordinates) [maybe multiple locations]: \_\_\_\_\_  
\_\_\_\_\_
- Surface water was impacted (list which surface waters were impacted): \_\_\_\_\_  
\_\_\_\_\_
- Potential recreational water impacted: \_\_\_\_\_
- Document who took the photographs, date, and times: \_\_\_\_\_  
\_\_\_\_\_

Notifications Made:

- Name of person contacted: \_\_\_\_\_
- Time: \_\_\_\_\_
- Discussions with Regulatory Agencies (who, what, when, corrective actions, follow-up requests, contact information, times, full content of the discussion):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Is there a beach closure? \_\_\_\_\_
- Name of person who decided to close the beach: \_\_\_\_\_

Preventative measures already in place (rubber mat, berm, containment boom, pump):

\_\_\_\_\_  
\_\_\_\_\_

Corrective action taken (Demonstrate due diligence. Containment and cleanup measures): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Long-term follow-up: \_\_\_\_\_

\_\_\_\_\_

Outstanding questions / concerns to follow-up on: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Internal meetings held / coordination activities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

*After meetings and documentation are complete, this information will be used for reporting to the regulatory agencies.*



Attachment D  
Groundwater Producers Contact Information

CITY	NAME	PHONE	TITLE
City of Anaheim	Philip Bogdanoff	(714) 765-4129	Water Field/Operations Manager
City of Anaheim	Craig Parker	(714) 765-4268	Assistant General Manager of Water Services
City of Anaheim	Jon Sanks	(714) 765-4117	Environmental Services Manager
City of Buena Park	Mina Mikhael	(714) 562-3679	City Engineer
City of Buena Park	Mike McGee	(714) 562-3701	Water Quality Inspector
City of Fountain Valley	Lee Hye Jin		Public Works Director
City of Fountain Valley	Mark Sprague	(714) 593-4609	Utilities Manager
City of Fullerton	Yvette Hanna		Principal Civil Engineer
City of Fullerton	Richard Armendariz	(714) 738-6382	Water Systems Manager
City of Fullerton	Stephen Bise		City Engineer/Assistant Public Works Director
City of Fullerton	Delaney Felix	(714) 738-2835	Water Quality Specialist
City of Fullerton	Stacy Matsumoto	(714) 738-7803	Engineer Aid 3
City of Garden Grove	Robert Bermudez	(714) 741-5917	Water Production Supervisor
City of Garden Grove	Bill Murray	(714) 741-5349	Public Works Director
City of Garden Grove	Samuel Kim	(714) 741-5534	Water Services Manager
City of Garden Grove	Victoria Victoria	(714) 741-5398	Water Services Sr. Admin Analyst
City of Garden Grove	Raquel Manson	(714) 741-5398	Administrative Analyst
City of Garden Grove	Cel Pasillas	(714) 741-5276	Water Quality and Cross-Connection Technician
City of Garden Grove	Steve Porras	(714)349-0163	Collections Supervisor
City of Huntington Beach	Andy Ferrigno	(714)536-5291	Principal Civil Engineer
City of Huntington Beach	Chris Davis	(714) 375-5055	Sr. Admin Analyst

City of Huntington Beach	Chau Vu	(714) 374-1641	Acting Public Works Director
City of Huntington Beach	Alvin Papa	(714) 536-5503	Deputy Director Public Works
City of La Palma	Andy Ramirez	(714) 690-3313	Public Works/Community Services Director
City of La Palma	Jake Chavira	(714) 690-3313	Water/Maintenance Supervisor
City of La Palma	Carlo Nafarrete	(714) 690-3312	Water Supervisor
City of Newport Beach	Mark Vukojevic	(714) 642-2429	Utilities Manager
City of Newport Beach	Steffen Catron	(949) 718-3401	Water Operations Superintendent
City of Orange	Jose Diaz	(714) 288-2475	Assistant Water Manager
City of Orange	Chris Cash	(714) 744-5525	Public Works Director
City of Orange	Sonny Tran	(714) 288-2497	Assistant Water Manager
City of Orange	Tuan Cao	(714) 288-2492	Senior Civil Engineer
City of Orange	Rick Hurtado	(714) 288-2475	Assistant Water Manager
City of Santa Ana	Cesar Barrera	(714) 647-3387	Deputy Public Works Director
City of Santa Ana	Fallon Franklin	(714) 647-3378	Associate Engineer
City of Santa Ana	Armando Fernandez	(714) 647-3316	Principal Civil Engineer
City of Santa Ana	Nabil Saba	(714) 647-3378	Executive Public Works Director
City of Seal Beach	Darrick Escobedo	562 431-2527 (ext 1409)	Chief Water Operator
City of Seal Beach	Kathryne Cho	(562) 431-2527	City Engineer
City of Seal Beach	David Spitz	(562) 431-2527 (ext 1331)	Associate Engineer
City of Seal Beach	Iris Lee	562-431-2527 (ext 1322)	Public Works Director
City of Tustin	Mike Grisso	(714) 573-3382	Water Services Manager
City of Westminster	Scott Miller	(714) 548-3693	Water Superintendent
East Orange County Water District	Jerry Mendzer	(714) 538-5815	Superintendent
East Orange County Water District	Dave Youngblood	(714) 538-5815	General Manager

Golden State Water Company	Sunil Pillai	(714) 535-7711 (ext 230)	Water Quality Manager
Golden State Water Company	Samantha Chen	714-535-8010 (ext 248)	Water Quality Engineer
Golden State Water Company	Ken Vecchiarelli	714 683-0350	District Manager
Golden State Water Company	Toby Moore	(714) 535-7711 (ext 314)	Water Resource Manager/
Irvine Ranch Water District	Paul Cook	(949) 453-5590	General Manager
Irvine Ranch Water District	Paul Weghorst	(949) 453-5632	Executive Director of Water Policy
Irvine Ranch Water District	Wendy Chambers	(949) 453-5720	Executive Director of Operations
Irvine Ranch Water District	Kevin Burton		Executive Director Engineering & Water Quality
Irvine Ranch Water District	Dave Paulson	(949) 453-5674	Operations Supervisor
Irvine Ranch Water District	Lars Oldewage	(949) 453-5858	Laboratory Manager
Mesa Water District	Tracy Manning	(949) 631-1291	Manager of Eng. And Ops.
Mesa Water District	Paul Shoenberger	(949) 631-1206	General Manager
Serrano Water District	Jerry Vilander	(714) 538-0079	General Manager
Serrano Water District	Vittorio Roggero	(714) 538-0079	Business Manager
Yorba Linda Water District	Mark Toy	(714) 701-3021	General Manager
Yorba Linda Water District	Rosanne Weston	(714) 701-3102	Engineering Manager
Yorba Linda Water District	John DeCriscio	(714) 701-3122	Operations Manager
Yorba Linda Water District	John Brundahl III	(714) 701-3163	Production Superintendent
Yorba Linda Water District	Javier Martinez	(714) 701-3162	Water Production Superintendent
Yorba Linda Water District	Bryan Hong	(714) 701-3115	Water Quality Engineer
Yorba Linda Water District	Douglass Davert	(714) 701-3029	Assistant General Manager
Orange County Water District	John Kennedy	(714) 378-3304	Executive Director Engineering/Local Resources