

March 27, 2025

ANNUAL REPORT OF SANITARY SEWER SPILLS – CALENDAR YEAR (CY) 2024

Paul A. Seitz

Collection System Operations Division Manager



CY 2024 Sanitary Sewer Spills

10 Spills

.65 Spills per 100 miles

No Capacity Spills



Comparative Data for CY 2024 from State Database

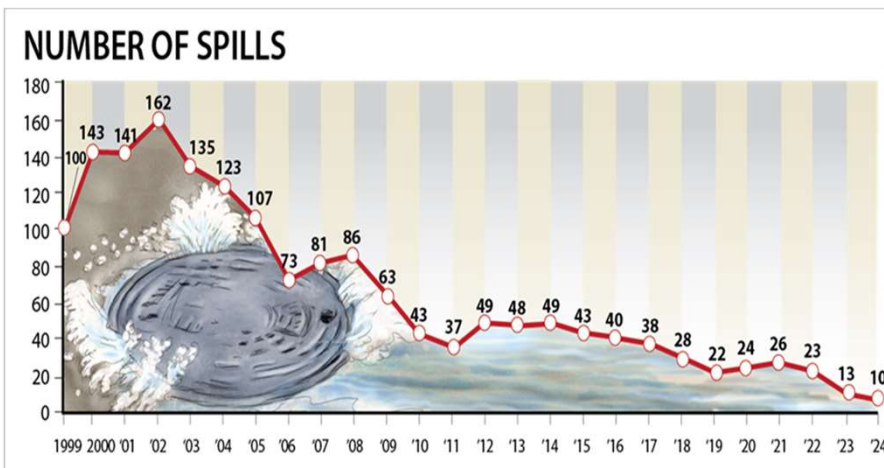
	STATEWIDE*	REGION 2*	CENTRAL SAN
Number of Spills	993	324	10
Total Volume (gallons)	60,998,668	33,691,301	19,517
Spills per 100 Miles	1.47	2.16	.65
Average Volume per Spill (gallons)	61,429	103,985	1,952

* Information from California Integrated Water Quality System (CIWQS) Public Spill Report – Summary Page on January 6, 2025

3



Spills Comparison



4



Spill Quantities

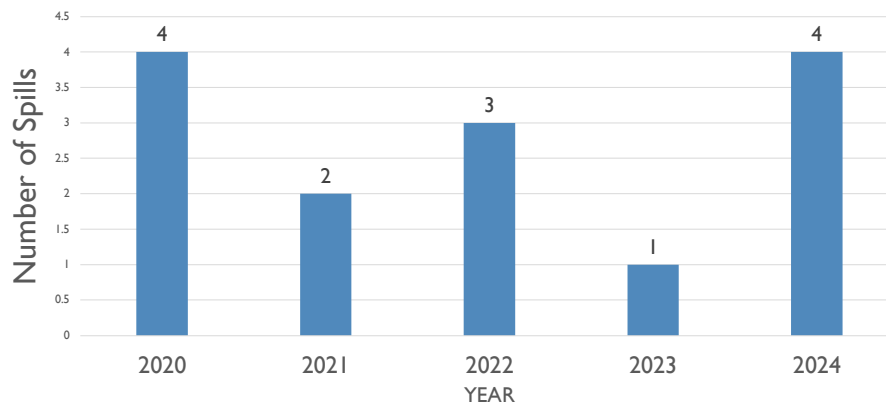
Size of Spill (gallons)	Number in 2023	Number in 2024
Category 1 (Spills to Surface Waters)	1	4
Category 2 (Spills of 1,000 gallons or greater that do not spill to Surface Waters)	1	0
Category 3 (Spills greater than 50 gallons and less than 1,000 gallons)	5	3
Category 4 (Spills less than 50 gallons)	6	3
Total Spill Volume	4,043 gallons	19,517 gallons

5



Category 1 Spills

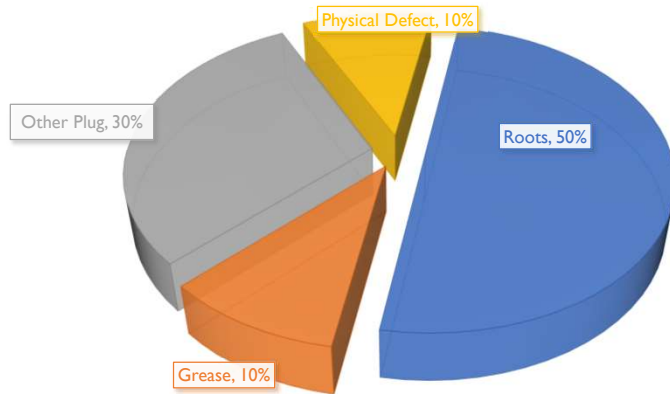
(any volume of wastewater that reaches the Waters of the State)



6



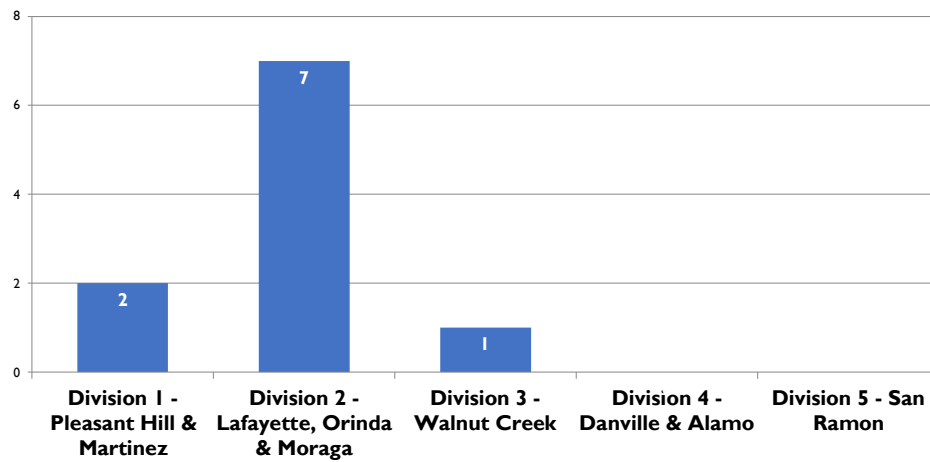
2024 Spill Causes



7



2024 Spills by Division



8



Collection System Operations (CSO) Highlights

Cleaned 748 miles of scheduled lines and 17,263 work orders were completed on schedule, 99.4% of the time.

Closed-circuit televised (CCTV) 133 miles of sewers.

Completed 74 spot repairs and 140 structure adjustments.

Received and cleared over 28,774 Underground Service Alert (USA) requests on time.

Completed 992 services on vehicles and equipment. Department of Transportation (DOT) regulated services were completed on schedule, 100% of the time. Uptime for vehicles was 100%.

9



CSO Customer Service

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

143 Customer Surveys were sent to ratepayers. 27 surveys were submitted for a return rate of 20%.

Average Customer Service rating was 3.99 out of 4.0.

Received a rating of 4.0 for 11 months of the year.

Average response time was 29.35 minutes.

10

2024 CSO USER FEEDBACK SURVEY SUMMARY

MONTH	RATING	% of Return
January	4.00	25%
February	4.00	22%
March	4.00	21%
April	4.00	20%
May	4.00	21%
June	3.83	22%
July	4.00	23%
August	4.00	18%
September	4.00	18%
October	4.00	19%
November	4.00	17%
December	4.00	19%
Average	3.99	20%

*There were 143 surveys sent and 27 surveys received for the year 2024. Eleven months of the year, we received straight A's (4.0) for our overall service from customers.

User Feedback Comments...

- “Your Team was great. I called at midnight and a person (not a bot or call tree) answered, an assessor was sent to review the issue immediately and a crew was right behind. I was amazed, they were thorough and professional. Thank you!”
- “I was impressed and appreciative of how quick everyone responded. From the dispatcher to the inspector. They were polite and fast. Especially Sean Cofer and his crew, such good guys!”
- “They arrived late on Friday afternoon, stayed to finish the work, mentioned a rebate of plumber fees and arrived back on Monday morning to give me info about the rebate. Professional and thorough. Much appreciated.”

11



Thank you...

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

12



Questions?

