

# DEPARTMENT OF PUBLIC WORKS

## Sanitary Sewer Overflows (SSOs) Response and Public Notification

The Department of Public Works' Bureau of Utility Operations is committed to providing environmentally sensitive wastewater treatment and to sharing in the responsibility to protect the Chesapeake Bay and its tributaries now and for the future. In conjunction with this mission, the Bureau of Utility Operations performs continual evaluation and rehabilitation of the public wastewater system. A comprehensive program of on-going investigation and preventative maintenance maximizes system performance. However, despite the best efforts of the Bureau of Utility Operations, on rare occasions sewage overflows or escapes from the public sewer system.

A "sewage overflow" is defined as "any loss of wastewater or discharge from a sanitary sewer system or wastewater treatment plant which results in the direct discharge of raw or diluted sewage onto the surface of the ground, into waterways, storm drains, ditches, or which impacts ground or surface waters of the State." All sewer overflows from the County's public sewer system should be reported immediately to Utility Operations' Emergency Services dispatchers at 410-222-8400 to facilitate timely response for investigation and repair. Dispatchers answer this phone number 7 days a week/24 hours a day. Most "spills" are cleaned up quickly with little to no impact on residents and the environment.

Larger overflows, usually those where 10,000 gallons or more of sewage have escaped the system, trigger a number of actions by both the Bureau of Utility Operations and also by the County Department of Health. Emergency Services will respond and/or notify the appropriate Utility workers to respond to correct the cause of the overflow. The Department of Health and the Maryland Department of the Environment (MDE) will be notified as soon as the overflow is verified and preliminary information is obtained.

Whereas Utility Operations primary concern is to correct the problem resulting in the sewage overflow, its secondary but equally important concern, is to keep the Department of Health and MDE informed of critical information needed to make important decisions. The Department of Health and MDE are concerned about the effects of the spill on the health of county residents and the environment.

The Department of Health will issue an advisory or close a bathing beach or recreational waterway if there may be a public health risk associated with direct water contact where a spill or overflow has occurred.

### Signs Posted

Public Works will post signs in the immediate area of the sewage overflow. The Department of Health will post public health advisory or emergency closing signs at the affected community beach and at the entrance of the affected communities.

### Media

The Land Use Office Public Information Officer (PIO) notifies the media concerning the actual spill or overflow, the location and the amount and the Department of Health will send media releases concerning emergency closings and/or advisories because of possible public health risks. A notice will also be sent to local media when the closing or advisory has been lifted.

### Community Associations

The Land Use Office PIO will notify appropriate members of the County's administration who will then make every attempt to notify community association contacts on file. A separate notification will be made when the emergency closing or advisory has been lifted.

### Website

The Department of Health's website, [www.aahealth.org](http://www.aahealth.org), lists advisories and emergency closings for affected bathing beaches and recreational waters. To access the water quality information, mouse over the link "Environmental Health." Then click "Water Quality Reports." The website also has health tips for recreational use of natural bodies of water.

### Water Quality Phone Line

The Department of Health will update any advisory or emergency closing for affected bathing beaches and recreational water on the Water Quality Phone Line at 410-222-7999. This line has recorded information and is available 24 hours a day.

The Bureau of Utility Operations makes every attempt to avoid any sewer overflow of any size. However, should such

an unfortunate event occur, the Bureau will work diligently to correct the cause and prevent reoccurrence, as well as, coordinate with the Department of Health to ensure the public is notified of the overflow and made aware of any risks that may result.



### Anne Arundel Water Wins Taste Test

Congratulations to Water Operations for their outstanding win for best tasting drinking water! The County's drinking water was recently named the best-tasting drinking water in the ground water supply classification in the Chesapeake region. The award was presented by the Chesapeake Chapter of the American Water Works Association (AWWA), a 56,000 member national organization of public water utilities. The Chesapeake Chapter represents water utilities in Maryland, Delaware, and the District of Columbia.

Most of Anne Arundel County's public water supply is drawn from several deep aquifers around the county before being treated, tested, and eventually distributed to thousands of homes and businesses. The actual water sample that was selected, came from the Harundale Water Treatment Plant in Glen Burnie. This facility has been producing high quality, great tasting drinking water for more than 40 years.

"On behalf of the citizens of this county, it is an honor to accept this award. We take a great deal of pride in providing safe drinking water to the citizens of this county. Winning the taste test just reaffirms our dedication to delivering the best possible water to the public," said County Executive Janet S. Owens. The Department of Public Works received this same award in 1997 and 2000 and was runner-up in the 2001, 2002 and 2003.

### Anne Arundel County Receives NACWA Peak Performance Awards

Anne Arundel County recently received six Gold Peak Performance Awards. One for each of the eligible wastewater plants in the County - Annapolis,



Cox Creek, Patuxent, Maryland City, Broadneck and Broadwater. The *Peak Performance Awards* program presented by the National Association of Clean Water Agencies (NACWA) recognized

public wastewater treatment facilities for their outstanding compliance records in the 2004 calendar year. The Gold Award honors member facilities that

have achieved 100% compliance with their national pollutant discharge permits (NDPES) for the entire calendar year. Anne Arundel County is routinely among the nation's top award winners.

"Anne Arundel County's record is an outstanding example of environmental efforts. NACWA is honored to showcase the achievements of Anne Arundel County Bureau of Utility Operations and our nation's public wastewater utilities through the *Peak Performance Awards Program*," stated Ken Kirk, NACWA's Executive Director. The Department of Public Works is committed to providing environmentally sensitive wastewater treatment and to the promotion and protection of clean water in the Chesapeake Bay and its tributaries.

#### Helpful Telephone Numbers for The Department of Public Works

24-hour EMERGENCY service for water and wastewater (after 3:30 p.m.) ... 410-222-8400  
South County... 410-451-4118

After 3:30 p.m., weekends and holiday EMERGENCY Service for stormdrains, roads, traffic lights/signs... 410-222-6120

For weekday EMERGENCIES (between 7:00 a.m. and 3:30 p.m.) involving stormdrains, roads, or traffic lights/signs, please call the appropriate district office. If you do not know what district to call, please call any of these Customer Relations numbers...

- Customer Relations... 410-222-7582
- General Information... 410-222-7500
- Billing Information... 410-222-1144
- Bulk Item Trash Service, Recycling Information, Trash Collection... 410-222-6100
- Northern Roads District... 410-222-6120
- Southern Roads District... 410-222-1933
- Central Roads District... 410-222-7940
- Crownsville Yard... 410-222-7940
- Central Roads District... 410-222-6126
- Odenton Yard...

**During snow emergencies (4" or more) customers in all roads districts please call... 410-222-4040**

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2662 Riva Road  
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[www.aacounty.org/dpw](http://www.aacounty.org/dpw)

