West Bay Sanitary District

Recycled Water Rules and Regulations

1. PURPOSE

West Bay Sanitary District (WBSD or District) is the Producer and Distributor of recycled water within their service area. This document contains the District's rules, regulations, and guidance for operation and maintenance of recycled water use sites and use of the commercial fill stations by WSBD recycled water customers (Users). It is the responsibility of the recycled water User to check with the District before initiating any changes to their on-site recycled water system.

2. APPROVED USES OF RECYCLED WATER

The District operates two recycled water facilities - the Sharon Height Recycled Water Facility (SHRWF) and the West Bayshore Recycled Water Facility (WBRWF). The facilities produce disinfected tertiary recycled water approved for unrestricted use as defined in Title 22. The State of California regulates the use of recycled water, as directed under the California Code of Regulations Title 22. The District, at their discretion, can specify what sites and/or uses of recycled water are to be utilized in their service area, so long as it complies with State requirements. Sites may use recycled water only for those uses approved by the District.

3. PROTECTION OF PUBLIC HEALTH AND THE ENVIRONMENT

The District and the State Water Resources Control Board (SWRCB) reserve the right to take any action necessary, with respect to the operation of the User's recycled water system, to safeguard the public health. If real or potential hazards are evidenced any time during construction or operation of the User's recycled water system, the District reserves the right and has the authority to terminate recycled water service immediately, without notice. These hazards include, but are not limited to, cross-connections with the potable system or any other water system, improper tagging, signing, or marking, or unapproved/prohibited uses, including irrigation practices that result in runoff from use areas, particularly where such runoff flows to a surface water body. All modifications required to replace the recycled water supply with potable water will be at the User's expense.

4. RECYCLED WATER USER AGREEMENTS AND PERMITS

4.1 RECYCLED WATER APPLICATION AND USER AGREEMENTS

Each User must contact the District to discuss their proposal to use recycled water for non-potable applications such as irrigation and submit a recycled water application along with detailed drawings of the intended use area. If approved, WBSD will sign the application, which then serves as the User Agreement (or Recycled Water Use Permit). The User Agreement details the conditions of recycled water use, including the requirement that Users follow these rules and regulations. If the use site is found to be in violation of the User Agreement, the District has the authority to suspend recycled water service until all violations are mitigated or to terminate recycled water service.

4.2 RECYCLED WATER HYDRANT PERMIT

Commercial businesses must obtain a Recycled Water Hydrant Permit from the District prior to utilizing one of WBSD's commercial recycled water fill stations. The Hydrant Permit details the conditions of recycled water use, including the requirement that Users follow these rules and regulations. If the User is found to be in violation of the Hydrant Permit, the District has the authority to suspend recycled water service until all violations are mitigated or to terminate recycled water service.

5. USE SITES

5.1 PROTECTION OF WATER RESOURCES

On premises using both recycled water and potable water, the potable water supply must be protected against any accidental cross connections by the use of a reduced pressure principle backflow prevention assembly (RP). All backflow devices shall have been laboratory and field tested by a recognized testing organization that has demonstrated its competency to the SWRCB, Division of Drinking Water (DDW) The device shall be field tested and certified prior to final approval. If a User is utilizing potable water as a back-up supply to the recycled water system, the potable water supply must be protected by an air-gap.

5.2 DISTINCTION BETWEEN DISTRICT AND USER FACILITIES

Design criteria for recycled water facilities are divided into two categories: (1) District facilities; or (2) User facilities. District facilities are owned, operated, and maintained by the District, typically. These facilities are usually on the upstream side of the water meter (including the meter) and are within public streets, public rights-of-way, or easements. User recycled water facilities are typically owned, operated, and maintained by the customer, and are downstream of the recycled water meter.

5.3 USER RESPONSIBILITIES

The User is responsible for the recycled water system downstream of the recycled water meter which includes all system piping and appurtenances. Any change to the irrigation system will be required to be reported to the District prior to any change or modification Each site will be required to have a designated Site Supervisor responsible for the recycled water used on the site.. The District will require that the Site Supervisor be responsible for performing preventative maintenance in order to prevent cross connections between the recycled water system and potable water system, as well as following the guidelines set forth in these rules and regulations.

5.4 RECYCLED WATER STORAGE PONDS

Recycled water can be used for golf course ponds and decorative fountains. The main consideration when managing water features, whether potable or recycled, is minimizing the potential for algae growth. The customer should develop a maintenance program that includes adequate aeration, circulation, and chlorine application to prevent algae growth. In addition, pond operators should maintain adequate freeboard and provide appropriate overflow protections as reviewed and approved by the District.

5.5 INDOOR USES

For uses of recycled water within a building, the User must prepare a Dual Plumbing Engineering Report for review by WBSD and DDW describing the use of recycled water at that facility. The contents of the Dual Plumbing Engineering Report are defined in the California Code of Regulations, Title 22 Section 60313 and 60314 and California Water Code Section 13522.5. The report shall include:

- A detailed description of the indended use area including:
    - The number, location and type of facilities within the use area proposing to use dual plumbed systems
    - The average number of persons estimated to be served by each facility on a daily basis
    - The specific boundaries of the proposed use area including a map showing the location of each facility to be served
    - The person or persons responsible for operation of the dual plumbed system at each facility
    - The specific use to be made of the recycled water at each facility

- Plans and specifications describing the following:
    - Proposed piping system to be used,
    - Pipe locations of both the recycled and potable systems,
    - Type and location of the outlets and plumbing fixtures that will be accessible to the public, and
    - The methods and devices to be used to prevent backflow of recycled water into the public water system.
    - Provision of use of potable sources of water in recycled water conveyance systems in event of temporary interruption of recycled water supply.

5.6 RECYCLED WATER SYSTEM DESIGN REQUIREMENTS

All recycled water facilities and irrigation systems using recycled water shall comply with Title 17 and Title 22 of the California Code of Regulations, any applicable Regional Board or State Water Board permits, and these rules and regulations. The following tables provided a general overview of the requirements. Customers should contact the District to discuss site-specific issues and drawings requirements. As-builts must be submitted to the District for their records and may be forwarded to DDW or the Regional Board if requested.

5.6.1 Recycled Water System Design Requirements

Criteria	Requirement
Vertical Separation at Crossings	1 ft below the bottom of potable water mains 1 ft above the top of sanitary sewers
Horizontal Separation	4 ft minimum separation from potable water mains
Field identification	New constructed pipe will be purple in color or wrapped with a continuous purple tape, with 1-inch black or white contrasting lettering bearing the continuous wording "CAUTION: RECYCLED WATER – DO NOT DRINK" Existing buried pipe will not need to be converted unless at some point it becomes exposed during installation or maintenance. The exposed pipe will be required to be marked with purple pipe as indicated above for new piping.
Identification Tags and Stickers	All boxes shall be labeled "RECYCLED WATER – DO NOT DRINK"
Appurtenances	All above ground appurtenances to have purple tagging explaining the use of recycled water by the appurtenance. Typical above ground appurtenances requiring tagging and stickers include quick couplers, valves, valve boxes, controllers, pressure reducing valves, backflows and isolation valves. Warning shall read "CAUTION: RECYCLED WATER – DO NOT DRINK"

5.6.2 Irrigation Design Requirements

Criteria	Requirement
Use Site Signage	Recycled water signage should be displayed at all vehicular and pedestrian entrances to a site using recycled water to information the general public that recycled water is being used on-site. For streetscape locations, the signs should be located at street corners but no further than 1,000 feet apart.

Recycled Water Application	Irrigation systems shall be configured to reduce overspray, runoff, and ponding. Recycled water shall be applied at agronomic rates and shall consider soil, climate, and plant demand.
Watering Schedule	Irrigation systems shall be designed for watering during periods of minimal traffic and landscape use, when public exposure is limited. In most circumstances, watering time may occur between the hours of 9 p.m. and 7 a.m.
Drinking Fountains and Eating Areas	All drinking fountains and outdoor eating areas must be protected from overspray or contact with recycled water.
Quick Coupling Valves	Quick coupling valves on a potable water system in the vicinity of a recycled water irrigation system shall be of a different type to prevent accidental cross-connection or contamination by interconnecting or interchanging attachments. Keys and attachments shall not be interchangeable. Any wands, hoses, sprinkler heads, fittings, or other attachments used in conjunction with quick coupling valves shall be labeled with the words, "RECYCLED WATER – DO NOT DRINK". Attachments used in a recycled water system shall not be used on a potable water system and shall be removed when not in use to prevent unauthorized use and accidental consumption of recycled water.
	Hose Bibbs Hose bib connections generally are not allowed on portions of the recycled water system in areas accessible to the general public. Cemeteries with proper signage may use hose bibbs on the recycled water system.Potable water hose bib connections installed near recycled water use areas shall have hose bib vacuum breakers installed.

5.7 RECYCLED WATER SIGNAGE GUIDELINES

All sites using recycled water shall post clearly visible signs installed in accordance with District requirements or mounted in a location and manner that is acceptable by the District. Signs shall measure no less than 4 inches high by 8 inches wide, which include the following wording: "RECYCLED WATER – DO NOT DRINK" in white type against a purple background. Additionally, each sign shall display an international symbol for "DO NOT DRINK" similar to that shown in Figure 1

Figure 1: International symbol for "DO NOT DRINK"

The installation of signs shall follow the requirements below, as indicated on the approved plans:

- **Restricted Access Facilities:** Customers with fenced facilities shall install advisory signs at all entrances. The District may require additional signs if needed.
- **Non-Restricted Access Facilities:** Advisory signs shall be placed where they can be easily seen. Post signs at the property line near crosswalks, at driveway entrances, at outdoor eating areas, or as otherwise determined by the District. For streetscapes place signs at street corners as appropriate. Signs shall be

placed no further than 1,000 feet apart. For medians, a sign is usually placed at the beginning and end of every median. For longer medians, add another sign approximately equidistant from the ends of the median.

- **Decorative Fountains, Ponds, and Other Water Features:** Customers shall purchase and install permanent signs in visible places around water features. The District shall be consulted for final approval as to the number and placement of signs.

5.8 SITE SUPERVISORS

A site supervisor must be designated by the customer and approved by the District for every site where recycled water is used. This person, or their temporary designee, must be available to the District at all times and has the authority to carry out any District requirements. The site supervisor must attend Site Supervisor Training conducted by the District prior to the site receiving recycled water. This training will help the site supervisor understand and carry out their duties and include:

- **Control over Recycled Water at the Use Area**: The site supervisor is required to be familiar with the entire use area's recycled water system, and with all applicable conditions governing recycled water use at the site, including Title 17 and Title 22 relating to the safe use of recycled water. The site supervisor shall ensure that recycled water use complies with those conditions. The site supervisor shall also be responsible for proper operation and maintenance of the recycled water system and of all backflow prevention devices.
- **Training:** The site supervisor will take part in training provided by the District. The site supervisor is responsible for training site personnel on the proper uses of recycled water. Additionally, the site supervisor is responsible for training all personnel involved with recycled water with the information in this document. If a third party landscape contractor is hired to perform irrigation system repairs and landscape maintenance, the site supervisor shall ensure the hired personnel receive recycled water use training as well. If there is a change in site supervisors, the new site supervisor must complete the District's training within 120 days.
- **Contact Information and Notification of Changes:** The site supervisor shall provide the District with an address and phone number(s) where he or she, or temporary designee, can be contacted at all times, 24 hours a day. The site supervisor shall notify the District of any change in the individual designated to be site supervisor and any change in contact information. If a site supervisor is replaced, notification should occur prior to the change when possible, and no more than 30 days after.
- **Modifications to the Recycled Water System:** The site supervisor shall notify the District of any planned modifications or planned additions to the recycled water system. Approval from the District shall be obtained before any modifications are made.
- **Failures and Violations**: The site supervisor is responsible for notifying the District of any failure of the on-site recycled water system, any cross-connection between the recycled and potable water systems, or any inappropriate uses that occurs. For any condition which has the potential to endanger public health, such as a cross connection, the site supervisor shall notify the District immediately.
- **Monitoring:** The site supervisor shall be responsible for conducting routine inspections of the site and submitting self-monitoring reports to the District. The site supervisor shall be present at all cross-connection tests. Additionally, the site supervisor shall manage the amount of nitrogen from commercial fertilizers applied to the recycled water use area, taking into account the higher nitrogen content of the recycled water compared to potable water, in order to ensure sufficient nitrogen uptake by vegetation to prevent leaching of excess nitrates and nitrogen compounds.
- **Record Keeping:** The site supervisor is responsible for maintaining a record of system maintenance and personnel education conducted. This record may be reviewed by District staff during each subsequent inspection, or upon District staff request.

If the property is transferred to a new owner or tenant, the new owner or tenant is responsible for designating a new site supervisor and notifying the District of the new contact. The new site supervisor shall attend the next available Site Supervisor Training.

5.9 POST CONSTRUCTION INSPECTIONS AND TESTING

The following tests and inspections are required before a system is connected to recycled water.

5.9.1 Irrigation System and Coverage Inspection

Users are responsible for minimizing overspray, runoff, and ponding from their recycled water irrigation systems. To ensure compliance, District staff shall inspect the use area and conduct a coverage test prior to connection to the District's recycled system. The site supervisor shall be in attendance and have persons in attendance capable of making system adjustments. Any required modifications to the system shall be made prior to connection to the District's recycled water system. All modifications to the system are the responsibility of the customer, and the customer shall pay all costs associated with such modifications, as well as provide as-built plans upon final inspection approval. A final inspection will be performed by District staff to check that proper equipment was used and that all required tags, labels, and signs are in place.

5.9.2 Cross-Connection Test

At sites where both recycled water and potable water systems are present, a cross-connection test will be performed before final approval. This test is to ensure there is absolute separation between the two systems. If a cross-connection is found, the customer shall locate and eliminate it prior to scheduling a follow-up cross-connection test with the District. The customer will hire an AWWA or NCBPA Certified Cross-Connection Specialist (Inspector) to perform the test and schedule such that a District representative is present during testing. The site supervisor shall also be present at the test.

Prior to commencing the cross-connection testing, a visual, dual system inspection shall be conducted by the Inspector.

1. Meter locations of the recycled water and potable water lines shall be checked to verify that no modifications were made, nor cross-connections visible.
2. All pumps and equipment, equipment room signs, and exposed piping in equipment room shall be checked visually for cross-connections.
3. Valves shall be checked to ensure that valve lock seals are still in place and intact.

The following procedure shall be performed by the Inspector to determine if a cross-connection exists.

1. For purposes of this test, the use area's recycled water system shall be tested using potable water wherever possible to minimize any subsequent disinfection requirements in the event that a cross connection is identified.
2. The potable water system shall be activated and pressurized. The recycled water system shall be shut down and completely drained. All line valves for both the potable and irrigation system shall be checked to verify they are in full open position.
3. The potable water system shall remain pressurized for a minimum period of time specified by the Inspector while the recycled water system is empty. The minimum period the recycled water system is to remain depressurized shall be determined on a case-by-case basis taking into account the size and complexity of the potable and recycled water distribution systems, but in no case shall that period be less than one hour.
4. All fixtures (faucets, hose bibs, drinking fountains, toilets and urinals, supply lines to decorative fountains, etc), potable and recycled, shall be tested and inspected for flow. Flow from any recycled water system outlet shall indicate a cross-connection. No flow from a potable water outlet would indicate that it may be connected to the recycled water system.
5. The drain on the recycled water system shall be checked for flow during the test and at the end of the period.

6. If no cross-connections are discovered, then the potable water system shall then be shut down at its point of connection and depressurized.
7. The recycled water system shall then be activated and pressurized.
8. The recycled water system shall remain pressurized for a minimum period of time specified by the Inspector while the potable water system is depressurized. The minimum period the potable water system is to remain depressurized shall be determined on a case-by-case basis, but in no case shall that period be less than one hour.
9. All fixtures, potable and recycled, shall be tested and inspected for flow. Flow from any potable water system outlet shall indicate a cross-connection. No flow from a recycled water outlet would indicate that it may be connected to the potable water system.
10. The drain on the potable water system shall be checked for flow during the test and at the end of the period.
11. If there is no flow detected in any of the potable fixtures (flow would indicate a cross-connection), then the potable water system shall be re-pressurized.

5.9.3 Final Approval

Once all of the following requirements have been met the District will grant final approval for recycled water service:

- Construction has been completed with plans and specifications meeting approval
- Cross-connection tests performed and passed
- Coverage inspection performed and all necessary modifications made/approved
- Final inspection requirements found to be in place
- Acceptable test report forms for all on-site backflow prevention devices submitted
- All fees have been paid
- Application package for a User Agreement has been approved.

During the lifetime of the recycled water system, the District will periodically inspect the recycled water system to ensure compliance with all applicable regulations.

5.10 SITE MONITORING

After activation of the service connection to the District's recycled water system, annual inspections are required, or on a more frequent basis if warranted by the size and complexity of the site or other considerations. The inspections will include, at a minimum:

- Visual inspection of all backflow prevention assemblies, exposed piping, valves, pressure reducing valves, sprinklers, controllers, signs, labels, tags, and all points of connection.
- A coverage inspection to check for continued proper use, which includes minimization of: runoff, overspray, ponding, and windblown spray outside of approved use area.

Review of site supervisor's records to inspect system maintenance and personnel education conducted since last inspection.

Check for customer copy of their User Agreement and as-builts which needs to be available for inspection by the RWQCB and DDW at all times.

The District inspector will communicate in writing any deficiencies observed to the site supervisor for correction. The customer's recycled water and potable water systems are subject to cross-connection tests as deemed necessary by the District to ensure there are no cross-connections present.

5.10.1 Self-Monitoring Reports

Recycled water customers shall routinely monitor their sites and submit self-monitoring reports to the District quarterly unless otherwise specified. The site supervisor must keep records of all incidents, repairs, system upgrades, and modifications done during the reporting period in order to complete the reports.

5.10.2 Notification of Repairs or Modifications

The District authorizes the use of recycled water only in the specific areas so designated on approved customer connection drawings. Customers shall not expand or change the area of recycled water use without the District's prior written approval. This includes converting any piping used for recycled water back to potable water.

Customers shall submit in writing any significant proposed repairs or modifications to the on-site recycled water system. Submittals shall include a sketch or drawing clearly delineating all changes. Approval shall be obtained from the District **prior to implementation** of the proposed repairs or modifications. Customers shall record all changes on the site's record drawings and submit copies to the District.

6. RECYCLED WATER FILL STATION

The District maintains recycled water fill stations for use by Caltrans and commercial vehicles. The fill stations include recycled water hydrants for commercial vehicle use and a standpipe with a separate meter specifically for Caltrans vehicles. Recycled water obtained from the fill station may be used for backfill consolidation, soil compaction, mixing concrete, dust control on roads and streets, cleaning roads, sidewalks and outdoor work areas, vehicle washing, landscape irrigation, and other uses as approved by the District. Caltrans maintains a user agreement with the District for use of recycled water. All other commercial businesses must obtain a Recycled Water Hydrant Permit.

6.1 OBTAINING A HYDRANT PERMIT

Interested customers fill out and submit the permit application to the District and provide the specified deposit. If approved, District staff will sign the application, and this will serve as the permit. The permit will specify allowable uses and guidelines for working with recycled water.

6.2 ACCESSING RECYCLED WATER HYDRANTS

Access to the recycled water fill station must be coordinated with the District. Only designated recycled water haulers using vehicles approved on the permit will be allowed to access the fill station. The recycled water hauler should have a copy of the permit available for inspection by District staff.

6.3 TRANSPORTATION AND USE GUIDELINES

Guidelines for Transporting Recycled Water:

- Tank trucks shall be equipped with an air gap.
- All vehicles, tanks and containers used to transport recycled water for construction and street cleaning purposes should be filled at the approved fill stations via an air-gap.
- Each recycled water user must designate a Site Supervisor for each use area (this can be the same person as the hauler). The Site Supervisor should be trained about the proper handling and safe use of recycled water prior to receiving a recycled water use permit. The recycled water Site Supervisor should also be responsible for ensuring that all persons handling recycled water are trained on its proper use and that adequate signage is maintained during hauling and at the use area. Guidelines for worker protection should be provided to and implemented by all persons handling recycled water.
- All truck owners and/or drivers are required to attend a Site Supervisor Training workshop.
- All tank trucks used to haul recycled water should be tagged with at least three recycled water signs (both

sides and rear), as follows:

  - "WARNING – RECYCLED WATER – DO NOT DRINK"
  - "AVISO – AGUA IMPURA – NO TOMAR"

- The permit issued by the District shall be available for inspection at all times. The recycled water customer or agent shall carry a copy of the permit in the truck.
- Vehicles used to transport and distribute recycled water shall have water-tight valves and fittings, shall not leak, must not leak or spill contents during transport, and are cleaned of contaminants prior to use. Vessels that are open to the atmosphere during hauling are not acceptable for use.
- Vehicles, tanks, containers, pipes or hoses used for storage or conveyance of recycled water should be dedicated solely to that use. Any use other than recycled water should be approved by WBSD. A truck or tank that has contained material from a septic tank or cesspool shall not be used for recycled water.
- Tank trucks used to transport recycled water should not be used to carry potable water unless the truck has first been thoroughly cleaned and disinfected. No fitting, hoses, pipes or any other appurtenances using recycled water should connect to a potable water source.
- Hoses used for the application of recycled water should be removable and should be stored in a disconnected condition during transport. Hoses should be inspected prior to use to ensure that they are in serviceable condition and free from leaks.
- Vehicles, tanks and containers used to transport recycled water should not be overfilled.
- Supply safe drinking water for workers.
- Equip truck drivers with an adequate first aid kit. Cuts or abrasions should be promptly washed, disinfected, and bandaged.
- Apply hand sanitizer or wash hands with soap and potable water after working with recycled water.
- The operation shall be conducted in a way that minimizes exposure to workers.
- The operation should be conducted in a manner to minimize misting and spraying and should be conducted in an area away from the general public.

<u>Guidelines for Use Areas:</u>

- Recycled water shall be used only within the District's service area.
- The operation should be conducted in a manner to minimize misting, spraying, and exposure to workers, and should be conducted in an area away from the general public.
- Spray, mist or runoff of recycled water should not enter dwellings, designated outdoor eating areas, or food handling facilities.
- Drinking water fountains should be protected against contact with recycled water spray, mist or runoff.
- Do not drink recycled water or use it for food preparation. The truck driver shall notify workers and/or the public when recycled water is being used at a site and inform them not to drink recycled water or use it for food preparation.
- Never apply recycled water where it could contact or enter storm drains, passing vehicles, buildings, areas where food is handled or eaten, or drinking fountains.
- Take adequate measures to prevent overspray, ponding, or runoff from the authorized recycled water use area. Do not irrigate with recycled water or impound it within 50 feet of a domestic (drinking water) well.
- Install warning signs at adequate intervals where recycled water is used in areas accessible to the public.

- Do not put recycled water into any permanent piping system and never connect the tank truck to any part of the potable water system.
- Do not put recycled water into a storage facility.

7. OPERATION AND MAINTENANCE AND EMERGENCY PROCEDURES

7.1 INTERRUPTION OF SERVICE

Unforeseen conditions that are beyond the District's control could cause temporary or permanent interruption to recycled water service to protect the District facilities or public health and safety. In such an event, the District will act as promptly as possible to notify all on-site supervisors and rectify the problem.

7.2 REGULAR PREVENTATIVE MAINTENANCE

The site supervisor is responsible for performing preventive maintenance to ensure that the recycled water system remains in compliance with the requirements of the customer's Permit. As part of a preventative maintenance program, the site supervisor should:

- Regularly inspect the entire recycled water system and immediately repair all broken sprinkler heads, faulty spray patterns, leaking pipes or valves, or any other condition that violates recycled water use requirements.
- Check all recycled water identification signs, tags, stickers, and above-grade pipe markings for proper placement and legibility. Replace damaged, unreadable, faded, or missing signs, tags, stickers, and pipe markings.
- Check spray patterns to minimize ponding, runoff and wind-blown spray. If ponding or runoff is found, adjust sprinkler heads accordingly and note the affected areas in the self-monitoring report form.
- Inspect dual-plumbed systems annually for possible cross connections and test for possible cross connections at least once every four years,
- Establish and maintain an accurate record keeping system of all inspections, modifications and repair work.

7.3 NOTIFICATION OF OPERATIONAL PROBLEMS

In the event of a break in the on-site system, low pressure, low flow, or poor water quality, the customer shall notify the District immediately. District staff may help identify the problem and assist the customer in developing and implementing a solution.

7.4 UNAUTHORIZED DISCHARGE

Customers shall make every effort to contain any unauthorized discharge of recycled water and follow procedures as outlined int eh SFRWQCB's *Recycled Water Spill Notification Protocol*. A copy of the *Protocol* is provided at the end of this document.

A. For any spill or unauthorized release of more than 50,000 gallons of recycled water that discharges to land and overflows outside of the use area, the Site Supervisor or designated agency contact identified in the Recycled Water Program must take the following steps:
    1. As soon as emergency response measures are completed, but no later than 24 hours after the discharge, notify the San Francisco Bay Regional Water Quality Control Board and the Division of Drinking Water via the email addresses listed below.
    2. Notify the Regional Water Board Spill Line via telephone or email.
    3. Provide written confirmation via email to the Regional Water Board and the Division of Drinking Water within 15 calendar days from the date of notification that includes the information listed in the *Recycled Water Spill Notification Protocol*.

B. For any spills or other releases greater than 1,000 gallons of recycled water that discharges to surface water or may reach surface water (e.g., drainage ditch, storm drain), the Site Supervisor or designated agency contact identified in the Recycled Water Program must take the following steps:
    1. As soon as emergency response measures are completed, but no later than 24 hours after the discharge, notify the Regional Water Board via email and telephone.
    2. Notify the Regional Water Board Spill Line via telephone or email. Staff may advise to contact the California Office of Emergency Services.
    3. Provide written confirmation via email to the Regional Water Board within 15 calendar days from the date of notification that includes the information listed in the *Recycled Water Spill Notification Protocol*.
    4. For spills or other unauthorized releases of chlorine disinfected recycled water greater than 50,000 gallons that have not been dechlorinated and discharge to surface water, collect, at a minimum, a water quality sample of the recycled water and analyze for residual chlorine. If accessible and feasible, provide a sampling result taken at the point of discharge to the surface water.

7.5 CROSS CONNECTIONS

The site supervisor must immediately notify the District of any failure or cross-connection between the recycled water and potable water systems, whether or not he or she believes an incident has occurred. The site supervisor must also notify the District of any incident that might occur because of any action customer personnel might take while operating the recycled water or potable water systems. If there is any doubt whether an incident has occurred, the site supervisor must report each occurrence to the District so its staff can decide if further action is needed.

If contamination of the potable water system is suspected or known due to cross-connection, backflow, or other incident on the customer's premises, the customer, at his/her/their sole expense, must immediately invoke the Emergency Cross-Connection Response Plan provided below:

7.5.1 Emergency Cross-Connection Response Plan

1. Immediately shut down the recycled water supply to the facility.
2. Immediately notify the following agencies:
    - Report discharge to District: (650) 321-0384
    - Division of Drinking Water (510) 620-3474

    If significant accidental recycled water discharge, 50,000 gallons or more, enters the storm drain system, notify the District:
    - Report discharge to District: (650) 321-0384

    A written notice to the District must follow the verbal notification within 24 hours. The written notice must explain the nature of the cross-connection, the date and time it was discovered, and the steps taken to mitigate the cross-connection(s).
    - Fax: (650) 321-4265
    - In person delivery: 500 Laurel Street, Menlo Park, CA 94025
3. Keep the potable system pressurized and post "Do Not Drink" signs at all potable water fixtures and outlets.
4. Provide bottled water for building occupants until the potable water system is deemed safe to drink.
5. Identify the cause and location of backflow and eliminate the cross-connection(s).
6. Samples will be collected from the potable water system and a 24-hour bacteriological analysis will be performed on the samples. Water samples will be collected and analyzed by the District. The customer will bear the costs of sample collection and analysis.
7. Before potable water service can be resumed, the site shall be inspected and a cross-connection test will be performed by the District to verify all cross-connections were eliminated.

8. If the bacteriological analysis conducted in Step 6 is positive, chlorinate the potable water system. Maintain a chlorine residual of at least 50 mg/L for 24 hours. Otherwise, proceed to Step 10.
9. Flush the potable water system after 24 hours and perform standard bacteriological analysis.
10. If the results from Step 9 are acceptable, proceed to Step 11. Otherwise repeat Steps 8-9.
11. Obtain final approval from the District, but do not yet remove the "Do Not Drink" signs.
12. After final approval has been obtained from the District, the District will bring the recycled water system back into service and the customer will remove the "Do Not Drink" signs from all potable water fixtures and outlets.

8. BILLING AND COLLECTION

8.1 BILLING.

The District shall bill each customer for recycled water deliveries to the customer's point of connection. Billings shall become delinquent if not paid within the due date identified on the bill. The District shall not be required to provide a separate notice of delinquency.

8.2 DELINQUENCY

If any customer directly served by the District shall be delinquent in the payment for recycled water delivered by the District, the District may assess a penalty charge as specified by Section 1003(11) of the District's Code of General Regulations. If any customer served directly by the District is delinquent for more than thirty (30) days, such delinquency may be reported by the General Manager to the Board. The General Manager, or their designee at their discretion and upon such conditions as may be prescribed, after giving the customer reasonable notice and an opportunity to be heard, may order the termination of recycled water service per Section 1003(11)C.

9. ENFORCEMENT

Compliance with the User Agreement and District rules (including, but not limited to, self-monitoring and satisfactory District inspections) are conditions for receiving recycled water service.

If a customer is routinely out of compliance, the District may increase the frequency of inspections and/or self-monitoring reports or require mandatory attendance at the District's next available recycled water use training workshop. Depending on the frequency and degree of non-compliance and on the potential danger to public health as determined by the District, service to the site may be terminated until corrections are made by the customer and site supervisor.

In the interest of protecting public health, the District reserves the right and has the authority to immediately terminate, without notice, recycled water service to any customer if at any time during construction or operation of the recycled water system there is evidence of real or potential hazards such as cross-connections with the potable water system, improper tagging, signage, or markings; or unapproved or prohibited uses.

SFRWQCB *Recycled Water Spill Notification Form*