Danbury Public Utilities Department
Sanitary Sewer Collection System Standard Operating Procedures

Notification of Collection System ByPass/Sanitary Sewer Overflow (SSO)

Notification of ByPass Events to Public Utilities Department:

The following single point of contact has been established for the reporting of all collection system bypasses:

- During normal working hours (7:30 AM to 4:00 PM) call the Public Utilities Department at 203-797-4539.

- Outside normal working hours (4:00 PM to 7:30 AM) call the West Lake Water Treatment Plant at 203-797-4615.

Bypass events can be detected by the public, city personnel, or contactors. Bypass events can be reported to the Public Utilities Department or to the West Lake Water Treatment Plant. The West Lake Water Treatment Plant is staffed 24 hours a day and 7 days a week.

Once the initial call is made reporting the bypass event, the report is dispatched to the Utility Maintenance Foreman or Lead Pipe Installer during normal working hours or to the on-call utility maintenance worker/pipe installer after hours for response. The responding employee is responsible for determining whether additional city personnel are necessary to aid in containment, clean-up and remediation.

Definition of Bypass/Sanitary Sewer Overflow

A bypass is defined as the "diversion of wastes from any portion of the wastewater collection or treatment facilities". The following are examples of sanitary sewer bypasses:
- Discharge from a sewer line causing sewage release to the ground surface, storm sewer or surface water.
- Backups into basements of private property.
- Overflow or bypass of sewage at a pumping station or at the Water Pollution Control Plant (WPCF).
- Bypassing of any portion of the WPCF treatment system or collection system that would normally be online.
- Whether planned or unplanned, whenever sewage leaves its intended vessel of containment (including but not limited to tanks, pipes, pumps, hoses, channels, etc.) even if it does not reach a water body.