

EPA notification protocol for reporting High priority sewer spills

Notification
protocol



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200 Victoria Street, Carlton, 3053.

The sewer spill notification protocol serves as a guide for Water Corporations and EPA on how and when sewer spills are reported to the EPA. The protocol:

- Provides a consistent and transparent approach to sewer spills.
- Enables EPA to give more clarity in communicating with our stakeholders about potential impacts to water quality.
- Builds EPA's capacity so EPA can respond in an effective and transparent way.
- Provides a level playing field for Water Corporations.

Confirm spill



Arrange initial action



Notify³ EPA if the spill triggers any high priority conditions¹ within 30 minutes of confirming the spill



Update⁴ EPA with answers to outstanding questions within 2 hours

Include initial reference number in subsequent updates or follow up reports

How to contact EPA

Pollution Hotline:
1300 372 842

Website:
<http://portal.epa.vic.gov.au>
(Web portal requires login)

When reporting a high priority¹ sewer spill to EPA, please ensure you provide answers to the below questions:

1. Is the spill due to a likely greater than a 1-in-5 year ARI rainfall event? If yes, only answer questions 6-10. If no, please answer all questions.
2. Has sewage entered waters²?
3. Has sewage entered stormwater drain? If so, is it physically prevented from entering the waterway?
4. When did the spill start and has it ceased?
5. What management action is underway?
6. Is the sewage predominantly residential or industrial/commercial trade waste?
7. What is the approximate size of the spill (eg. diameter of pipe, flow rate, and/or estimate of volume)?
8. Is the spill a public health concern? For example is the spill in a:
 - playground or open space accessed by the public?
 - shopping centre?
 - school, kindergarten, pre-school, childcare or crèche?
 - sports ground?
 - hospital?
9. What is the location? Provide contact details for the Operational Control Centre representative (or equivalent). Please include Melways reference or GIS coordinates.
10. Is there potential media interest in the issue?

Definitions

1. **High Priority:** (at least one)
 - A public health concern
 - A discharge to any waters².
 - A discharge to land greater than 50KL
 - **Exclusions:** Spill is less than 200L
2. **Waters:** Includes any reservoir, billabong, anabranch, canal, spring, swamp, natural or artificial channel, lake, lagoon, waterway, dam, tidal water, coaster water or groundwater
3. **Notify:** Contact EPA through the Pollution Hotline or web interaction portal and record reference number.
4. **Update:** Contact EPA and use original reference number.