


<p>CITY OF MODESTO</p>  <p>WASTEWATER COLLECTIONS</p>	<p>XII. COMMUNICATION PROGRAM</p>
	<p>DATE ISSUED: 4-6-09</p>
	<p>DATE REVISED: 6-28-10</p>
	<p>APPROVED BY: Gary DeJesus</p>

The City has performed effective communications and outreach to the public, stakeholders and satellite agencies on the development, implementation and performance of the SSMP.

The City of Modesto’s primary “customers” are the residents, industrial, and commercial customers that connect to the sewers within Modesto. In addition, two “satellite agencies” contribute flow to the City of Modesto’s sanitary sewer collection system. These agencies are the City of Ceres and the Empire Sanitary District. The primary customers of the satellite agencies are the residents, industrial, and commercial customers that connect to the collection sewers located within the service areas of each of the contributing agencies. The responsible parties for the satellite agencies are:

City of Ceres-Wastewater Systems Supervisor: Michael Riddell

Phone: (209) 538-3269

Email: michael.riddell@ci.ceres.ca.us

Empire Sanitary District-Sherrie Renfro or Marie Osegueda

Phone: (209) 522-3687

Email: empiresanitary@sbcglobal.net

Communication with, and outreach to, residents, industrial, and commercial customers and the general public.

The City of Modesto conducts public outreach and education to residents and businesses related to sanitary sewer overflows, preventing grease blockages and the Best Management Practices (BMP’s) for handling of grease waste. Residential education includes targeted information material on proper grease disposal and describing the negative impacts of discharging fats, oils and grease into our sanitary sewer system. This is done at community events and through utility bill inserts mailings. The City’s Environmental Services Section currently inspects food service facilities after complaints have been issued for compliance to BMP’s and proper maintenance of grease devices. The City also conducts approximately 35 plan checks of restaurants and other food service facilities to further ensure compliance with our BMP’s.

Communication with, and outreach to, land developers, consultant engineers, and contractors.

The City has disseminated information, in meetings and/or by flyers, to land developers, consultant engineers, and plumbing contractors regarding the need and methods to reduce SSOs. The City has communicated and solicited input regarding the SSMP requirements with emphasis on design and construction practices that reduce sewer overflows. Currently, the City is reviewing the need for updates to the existing Standard Specifications.

For our Capital Improvement Program, key stakeholders may be outreached to include engineering consultants and contractors. Potential issues of interest include design standards, capital program, consulting and contracting opportunities.

Outreach to Plumbers and Building Contractors.

Plumbers and sewer contractors have access to all available City of Modesto plans, specifications and standard details.