

Appendix B – Physical Response Flow Chart

QLDC Wastewater Network Overflow Incident Response Process



NOTIFICATION VIA NETWORK ALARMS

- Early warning network alarm will automatically alert contractor to overflow

NOTIFICATION VIA A CALL IN FROM THE PUBLIC

- During work hours calls will be directed to a QLDC Operator
- After-hours calls will be directed to our after-hours call centre.

TARGET TO REACH SITE WITHIN ONE HOUR OF NOTIFICATION
 We can do this because we have people, trucks and equipment available in both Wanaka and Queenstown 24 hours a day 7 days a week.

Overflow to Water



Overflow to Land



SAFETY IS KEY
 Identify and collect site appropriate equipment depending on type of overflow. Conduct any additional planning work that may be required for the specific event-resources, plant, equipment.

SAFETY OF THE PUBLIC
 Overflow to be stopped and contained. Booms and nets may be deployed to manage floating pollutants. No swimming signage to be erected

SAFETY OF THE PUBLIC
 Overflow to be stopped and contained and area cordoned. Contamination signage erected if required.

IDENTIFICATION AND RESPONSE
 Identify cause of overflow, remove blockages/cause and undertake immediate repair. Response may include vacuum truck and/or jetting equipment, CCTV inspection and above ground clean up to remove visible solids. If complete repair isn't immediately possible, schedule maintenance as soon as possible.

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MONITORING
 Ongoing E.coli testing until 'no swim' signage can be removed. Follow up CCTV investigation to check adequacy of repair (if required).

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 Follow up CCTV investigation to check adequacy of repair (if required).

AUTHORITIES NOTIFIED
 Where overflow has reached land and poses a public health risk - Ministry of Health
 Where overflow has reached water - Ministry of Health + Otago Regional Council

INCIDENT REPORT PREPARED

LESSONS LEARNT WITH CONTRACTOR AND QLDC