Appendix B – Physical Response Flow Chart
QLDC Wastewater Network Overflow
Incident Response Process

OVERFLOW EVENT

IDENTIFY

IDENTIFY TYPE OF OVERFLOW

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.

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.

MONITORING
Ongoing E.coli testing until ‘no swim’ signage can be removed. 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