



**COMMISSIONER**

301 Broad Street  
978-829-1910  
978-345-9687 FAX

**STREETS & PARKS**

301 Broad Street  
978-829-1900  
978-345-9687 FAX

**WASTEWATER**

166 Boulder Drive, Suite 108  
978-345-9622  
978-345-9623 FAX

**SEWER COLLECTION**

301 Broad Street  
978-829-1905  
978-345-9687 FAX

**WATER**

1200 Rindge Road  
978-345-9616  
978-345-9555 FAX

**ENGINEERING  
PLANNING**

301 Broad Street  
978-829-1917  
978-345-9687 FAX

**CEMETERIES**

115 Mount Elam Road  
978-345-9578  
978-345-9686 FAX

**PROCEDURE FOR REPORTING SEWER-RELATED ISSUES  
OR EMERGENCIES TO THE CITY**

**EXCERPTED FROM THE CITY'S:**

**"EMERGENCY RESPONSE PLAN" FOR  
PROCEDURES FOR RESPONDING TO SANITARY SEWER OVERFLOWS AND  
DRY-WEATHER COMBINED SEWER OVERFLOW DISCHARGES**

**Chapter 1: Introduction**

**Section 1.7: SSOs and Dry-Weather CSO Outfall Discharge Event Reporting**

The City's protocol for sanitary sewer overflows (SSOs) and dry-weather combined sewer overflow (CSO) outfall discharging events is to funnel all event reporting to the Fitchburg Wastewater Division collection system personnel through a single point of contact.

The City has established that all reporting shall be directed to the Fitchburg DPW Dispatch desk (telephone no.: [1-978-829-1900](tel:1-978-829-1900)).

Calls received by Fitchburg Highway Dispatch during normal working hours (Monday through Friday, between the hours of 6:30 AM and 3:00 PM) get relayed to the Wastewater Collection System Manager, who then dispatches wastewater collection system personnel to respond to the SSO or dry-weather CSO outfall discharging event.

Calls to the Fitchburg Highway Dispatch outside normal working hours are routed to a call answering service, and the answering service then contacts the on-call wastewater collection crew person to respond to the reported SSO or dry-weather CSO outfall discharging event.

- To best help, when callers contact the Fitchburg DPW Dispatch to report observed sewer-issues or overflows, callers should provide the Fitchburg DPW Dispatch desk with:

1. Caller's name and contact telephone number;
2. Address (if sewer service backup), or location of the overflow (nearest address, or intersection); and
3. Approximate time the sewer service backup or overflow was first observed.