

City of  
**Fitchburg**



Department of  
**Public Works**

**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  
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**SEWER COLLECTION**

301 Broad Street  
978-829-1900  
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**WATER**

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

**ENGINEERING**

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

**CEMETERIES**

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

February 28, 2020

U.S. EPA, Region 1  
5 Post Office Square, Suite 100  
Mail code OES04-04  
Boston, Massachusetts 02109-3912  
Attn: Neil Handler

Massachusetts D.E.P., CERO  
8 New Bond Street  
Worcester, MA 01606  
Attn: David Boyer

Re: SSO and Dry-Weather CSO Compliance Report

Dear Messrs. Handler and Boyer:

In accordance with the City of Fitchburg's Consent Decree, Paragraph 71, this letter submission serves as the 2019 Compliance Report. In this report we are covering the period from February 1, 2019 to January 31, 2020, and includes a list of sanitary sewer overflows (SSO's) and dry-weather combined sewer overflows (CSO's). A map is also provided displaying the locations of all events. A list is provided of private property sewer backups for which the City was notified. Finally, a brief explanation will be provided on how the City expects to meet its water quality-based CSO compliance obligations.

**LIST OF SSO's**

The City experienced thirteen (13) sanitary sewer overflows (SSO's) in the reporting period that were the result of issues with the municipally owned sewer system. All SSO's were reported to the MassDEP and EPA, and a Sanitary Sewer Overflow (SSO)/Bypass Notification Form was submitted.

Table 1 (attached), and the attached map includes all SSOs. A brief description of each event is as follows:

- 1) 12 Jerry Street (Feb. 17, 2019):** The City was notified of a homeowner sewer service backing up into their basement. The City responded and jetted the city sewer line, removing grease. The pipe condition is laid a flat pitch and relatively poor condition in this area, and is a known problem area. To reduce the risk of SSOs in this pipe segment, the City cleaned and CCTV'd the pipe and removed bricks, rocks, and rags. The City also built a swale adjacent to the upstream manhole to allow surface water to run off the road and not puddle on the manhole, allowing easier access in the winter time for surcharging observation monitoring. The City also placed a down looking level sensor in this manhole to notify the City should surcharging occur, allowing a City response before an SSO happens.

Approximately 315 gallons of sewage discharged to the basement of the dwelling in this event.

- 2) **56 Elm Street (Mar. 5, 2019):** The building at 56 Elm Street experienced a basement backup due to surcharging in the City sewer. The downstream manhole had debris, including bricks and gravel, in the invert which blocked the branch sewer from discharging. The debris is believed to be from the combined sewer system upstream and a break directly upstream that was repaired on the 39" diameter brick sewer. The debris in the invert was removed using a clam shell bucket and pipe line jetted to the best of the City's ability. In order to fully remove debris from the brick sewer and reduce SSOs, the City is placing out a bid for heavy cleaning and CCTV of this line in late Spring 2020. The problem sewer is now also on the City's "Problem Areas" priority checklist to keep abreast of surcharging. Approximately 40 gallons discharged to the basement bathroom in this event.
- 3) **71 Rodiman Avenue (Mar. 18, 2019):** Due to flat pitch in this area, a backup occurred in the basement shower from solids build up in the city sewer. The City responded to the resident's call and jetted to clear the blockage. This sewer has been added to the City's "Problem Areas" priority checklist. After conversing with the resident on the nature of the spill, the City reported 1 gallon spilled into the basement shower in this event.
- 4) **33 Darlene Drive (Apr. 10, 2019):** The City responded to a call about sewage backing up into a basement bathroom. The City jetted the city sewer line, and relieved a blockage roots and toilet paper from the sewer. The City followed up with a CCTV inspection of the pipe segment, and confirmed that a sag was present in the pipeline at the blockage location. The pipe also has a low pitch. As a result of the SSO, the City now checks this line segment as part of its "Problem Areas" priority checklist. Approximately 5 gallons discharged to the bathroom floor of the residence in this event.
- 5) **88 Miami Street (Apr. 10, 2019):** The City responded to a call about sewage backing up into a basement. The City jetted the city sewer line, and relieved a blockage of rags and a mass of bricks and mortar, which likely came from the upstream manhole. According to CCTV inspection of the city sewer, the pipe is in fair condition. The upstream manhole was cleaned out of all debris to prevent additional blockages. Approximately 5 gallons discharged to the basement of the residence in this event.
- 6) **1,000 John Fitch Highway (Apr. 16, 2019):** The City responded to reports of sewer spilling out of a manhole in the parking lot at the Wallace Civic Center. Upon arrival, the City noticed sewage spilling out of a manhole and pooling in the parking lot. The City jetted the city sewer line, relieving the blockage. The cause of the blockage was discovered to be that a manhole frame and cover that had been dislodged by a snow plow, allowing asphalt pieces to fall into the manhole invert, causing an obstructing snag point. The City step-cleaned the line to remove the remaining pieces of asphalt, rebuilt the manhole structure, and placed a marker adjacent to the manhole to help protect it from plow operators. The City also rebuilt the downstream structure as a preventative measure, due to poor existing condition of the manhole chimney. Approximately 2,500 gallons are estimated to have pooled in the parking lot and infiltrated into the surround ground in this event.

- 7) **Hassett Street at Albee Street (June 24, 2019):** The City responded to reports of sewage spilling out of a manhole on Hassett Street, near Albee Street. Upon arrival, the City noticed sewage spilling out of a manhole running into a catch basin, and thence the North Nashua River. The City jetted the city sewer line, relieving the blockage. The cause of the blockage was found to be a full brick in the sewer that likely ended up in the line after the road was paved a few years ago. Approximately 60 gallons are estimated to have spilled in this event.
- 8) **133 Water Street (June 24, 2019):** City personnel driving by this location noticed sewage dribbling out of a manhole at 133 Water Street, and reported the observation to Wastewater. The City responded and jetted the city sewer line, pulling back rocks that were in the sewer. Upon CCTV inspection, the City observed a large rock had wedged itself in the pipe, causing a hang up point. The City CCTV'd the entire sewer segments, upstream and downstream of the manhole, and removed full bricks and large rocks in the sewer cleaning. The debris was likely the result from recent road paving and/or two spot repairs conducted upstream near Regulator CSO-039 where the pipe has deteriorated. Since the cleaning and two spot repairs were conducted on the sewer, no additional SSOs have occurred. In addition, the City is replacing this sewer in 2020 as part of the CSO-039 Separation Project. Approximately 80 gallons are estimated to have entered a nearby catch basin and then released to the North Nashua River in this event.
- 9) **168 Lunenburg Street (Oct. 15, 2019):** City personnel driving by this location noticed sewage dribbling out of a manhole in the sidewalk, near 168 Lunenburg Street, and reported the observation to Wastewater. The City responded and jetted the city sewer line and manhole, removing roots from the manhole. The City has scheduled with a Contractor to replace this manhole in Spring 2020. The work was to be done at the end of 2019, but due to an early onset winter, the work was postponed. Approximately 5 gallons are estimated to have spilled onto the ground surface in this event.
- 10) **1,164 John Fitch Highway (Nov. 14, 2019):** Upon notification of the incident by a passerby, the City responded to sewage discharging out of a manhole on the side of the road at 1,164 John Fitch Highway. The City responded and jetted the city sewer line and manhole, removing roots, rags, and grease from the manhole. The City has scheduled with a Contractor to replace this manhole in Spring 2020 due to heavy root intrusion. The work was to be done at the end of 2019, but due to an early onset winter, the work was postponed. Approximately 10,000 gallons are estimated to have spilled into Putt's Pond/Baker Brook in this event.
- 11) **136 Upham Street (Dec. 13, 2019):** The City responded to sewage dribbling out of a manhole at 136 Upham Street. The line was jetted, and a blockage of bricks, mortar, rags, and grease were removed from the manhole. The brick and mortar pieces were likely from a recent road reconstruction project. The subject manhole has also been added to the City's "Problem Areas" priority checklist. Approximately 20 gallons are estimated to have spilled and infiltrated into the ground in this event.

## LIST OF DRY-WEATHER CSO EVENTS

The City experienced 2 dry weather CSOs in the reporting period that were the result of issues with its municipally owned system. The events took place at CSO Regulators 039 and 032. Flow meters at the site were used to estimate volume for the dry-weather overflow events. Table 2 includes all 2019 Dry-Weather CSO's, and a brief description of them follows:

- 12) **CSO-032, at 881 Main Street (Mar. 18, 2019):** During CSO block checks after a weekend rain event, the City observed that the downstream pipe out of CSO-032 was plugged with debris, and therefore water was trickling over the weir wall. The City jetted the regulator and relieved the blockage. Due to a history of DWO's at this location, the City has installed a down looking ultrasonic sensor at the regulator to alert the City in the event of surcharging at the regulator, and allowing for a response to possible dry-weather CSO situations. Approximately 502,320 gallons discharged to a drain line then to the North Nashua River in this event.
- 13) **CSO-039, Water Street at Walnut Street (Mar. 18, 2019):** During CSO block checks after a weekend rain event, the City observed that the downstream pipe out of CSO-039 was plugged with debris, and therefore water was trickling over the weir wall. The City jetted the CSO regulator and relieved the blockage. The City determined that the downstream pipe was severely deteriorated, which caused frequent debris build up at this CSO. Due to this issue, the City replaced over 10 linear feet of the 8-inch downstream pipe, between the regulator and the bridge abutment. Since the repairs were completed, flow has greatly improved through the regulator and no DWOs have occurred. In addition, this CSO is slated for closure in 2020. Approximately 470,000 gallons discharged to the North Nashua River via the overflow outfall in the bridge abutment in this event.

## LIST OF PRIVATE PROPERTY BACKUPS

The City uses "SeeClickFix" to monitor private property sewer backups. SeeClickFix is a web-based software which allows the City, or constituents to enter and track sewer issues. To date, the system has been well received by both residents and City personnel. Table 3 contains a list from the SeeClickFix system for private homeowner, or non-SSO related issues. Homeowners are responsible for calling a plumber to clear blockages or infrastructure failures within the privately owned sewer service, or within the building plumbing.

## QUALIFYING STATEMENT TO MEET WATER QUALITY OBLIGATIONS

In the reporting year, the City neared completion of its Sewer System Evaluation Study, (SSES) Phase IV. Phase IV includes complete multi-sensor inspection of the City's trunk sewer. During the reporting year, the City prepared bidding documents (for March 2020 bidding) to clean five double-barrel siphons in the City, 3 of which are on the trunk sewer, near the WWTF. In this bidding project, additional heavy cleaning will be included in the bid, as an additive alternate, to specific locations of the trunk sewer where heavy debris build up was noted in the SSES Phase I report.

Also within the reporting year, the City separated 12 combination manholes, and will be separating additional combination manholes in the coming year using a combination of in-house and outside (contracted) forces. Early in the next reporting period (2020 Reporting Year), the City will be receiving a design bidding document from its engineering consultant for separating 150 of the remaining 174 combination manholes.

Within the reporting period, the City advanced design plans and specifications documents for the public bidding of the CSO-007, 011, 039, and 048 Sewer Separation Project. In addition to closing four CSO regulators, the City expects to permanently separate approximately 17 combination manholes within this project area. The project is scheduled to start construction in late Spring 2020.

We will continue to make strong efforts in the next reporting period to improve water quality to the Nashua River.

If you have any questions regarding this compliance report, please contact Sewer System Manager, Anthony Maressa, P.E., at 978-829-1916, or the undersigned.

Very Truly Yours,



Jeffrey A. Murawski, P.E.  
Fitchburg DPW Deputy Commissioner of Wastewater

#### Attachments

Electronic copy: Chief, Environmental Enforcement Section, DOJ  
(Transmittal letter only) Susan M. Poswistilo, Assistant U.S. Attorney  
Michael Wagner, USEPA  
Louis Dundin, Assistant Attorney General, Massachusetts AG  
Vincent Pusateri, II, Fitchburg City Solicitor

Electronic copy: Nicolas Bosonetto, P.E., Fitchburg Commissioner of Public Works  
Anthony Maressa, P.E., Sewer System Manager

"I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel properly gather and evaluate the information submitted. Based on my inquiry of the person or persons who manage the system, or those persons directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate and complete. I am aware that there are significant penalties for submitting false information, including the possibility of fine and imprisonment for knowing violations."

*Jeffrey A. Murawski*

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Jeffrey A. Murawski, P.E.  
DPW Deputy Commissioner of Wastewater

**Table 1 - SSO Events (February 1, 2019 to January 31, 2020)**

Date	Address	Time Discovered	Time Stopped	Discharge (gal)	Location of Discharge	Receiving Water Body	Volume (gal)	Source of Notification	Specific Cause of Event	Blockage?	Hydraulic Limitations?	Measures Taken to Stop Event	Last Release from this Area
2/17/2019	12 Jerry Street	9:00 AM	10:00 AM	315	Backup into property basement	None	0	Call Service	Sewer system blockage - limited access for monitoring.	Yes	No	Jetted and CCTV'd line. Added swale near upstream MH to allow for proper drainage and easier monitoring, added ADS Echo Sensor.	4/20/2017
3/4/2019	56 Elm Street	12:30 PM	1:00 PM	40	Backup into property basement	None	0	DPW Dispatch	Sewer system blockage - debris.	Yes	No	Cleared rocks brick debris in main and a branch sewer. Heavy cleaning to occur in 2020 to remove additional debris.	N/A
3/16/2019	71 Rodimon Avenue	5:15 PM	5:15 PM	1	Backup into property basement	None	0	Call Service	Sewer system blockage - flat pitch.	Yes	No	Cleaned main line. Added to problem area checks.	N/A
4/8/2019	33 Darleen Drive	7:45 AM	7:45 AM	4	Backup into property basement	None	0	DPW Dispatch	Sewer system blockage - flat pitch	Yes	No	Jetted and CCTV'd line. Advised homeowner not to flush wipes. Added to problem areas.	N/A
4/10/2019	88 Miami Street	5:10 PM	5:15 PM	5	Backup into property basement	None	0	Call Service	Sewer system blockage - brick rock rags	Yes	No	Cleaned main - Advised homeowner not to flush wipes. Removed large pieces of bricks/mortar.	N/A
4/13/2019	1000 John Fitch Highway	11:10 AM	12:00 PM	2,500	Ground surface	None	0	Call Service	Sewer system blockage - dislodged frame - rags and	Yes	No	Cleared blockage, replaced manhole corbel	N/A
6/24/2019	Hassett Street at Albee Street	10:00 AM	10:30 AM	60	Catch basin to receiving water	North Nashua River	60	DPW Dispatch	Sewer system blockage -	Yes	No	Cleared blockage, removed brick	N/A
7/12/2019	133 Water Street	1:30 PM	2:15 PM	60-80	Catch basin to receiving water	North Nashua River	60-80	DPW Dispatch	Sewer system blockage - brick rocks and mortar	Yes	No	Replace pipe as a part of upcoming project	N/A
10/15/2019	168 Lunenburg Street	11:00 AM	11:30 AM	5	Ground surface	None	0	DPW Dispatch	Sewer system blockage - roots in line	Yes	No	Vacuumed out manhole and cleared roots. MH to be replaced in 2020.	N/A
11/14/2019	1164 John Fitch Highway	10:00 AM	10:30 AM	10,000	Direct to receiving water	Putnam Pond	10,000	DPW Dispatch	Sewer system blockage - roots and rags in manhole sewer system blockage -	Yes	No	Removed rags and roots from manhole. Manhole to be replaced in 2020. Blockage removed and manhole cleaned.	N/A
12/13/2019	136 Upham Street	8:41 AM	9:00 AM	20	Ground surface	None	0		bricks and mortar in invert	Yes	No	Added MH to problem checks.	1/26/2017

**Table 2 - Dry Weather CSO Events (February 1, 2019 to January 31, 2020)**

Date	Address	Time Discovered	Time Stopped	Discharge (gal)	Location of Discharge	Receiving Water Body	Volume (gal)	Source of Notification	Specific Cause of Event	Blockage?	Hydraulic Limitations?	Measures Taken to Stop Event	Last Release from this Area
3/18/2019	881 Main Street/Regulator 032	8:44 AM	8:44 AM	502,320	Catch basin to Receiving Water	North Nashua River	502,320	Collections Division	Sewer system blockage from grit due to heavy rain	Yes	No	ADS Echo sensor added for surcharge notification	N/A
3/18/2019	Water Street/Regulator 039	7:00 AM	7:20 AM	470,000	CSO Regulator 039	North Nashua River	470,000	Collections Division	Sewer system blockage from grit due to heavy rain	Yes	No	Downstream spot repair conducted on defective pipe. Regulator to be closed in 2020 too.	

**Table 3 - Private SSO Events & Service Call Log (February 1, 2019 to January 31, 2020)**

Date	Address	Nature of Call	Findings
2/6/2019	187 Milk Street	Drain pipe discharging in back yard.	All main lines flowing. Checked upstream and downstream manholes.
2/5/2019	187 Milk Street	Drain pipe discharging to back yard.	All main lines flowing. Checked upstream and downstream manholes.
2/17/2019	12 Jerry Street	Back up in basement	Main on Jerry Street was backed up. Jetted line 300 feet and flushed several times.
2/16/2019	21 Redman Place	Sewage in basement.	Main on Redman Place was backed up. Jetted from Lunenburg Street end and cleared blockage 85 feet up. Continued jetting for 511 feet.
2/19/2019	85 Highview Street	Back up	City repaired lateral on 2/25/19. Contractor for water main project ripped through lateral a couple years ago and did not repair pipe.
11/9/2018	360 Main Street	Backup	Private manhole on Mill St. was full of grease. City main running fine.
4/7/2018	396 Highland Avenue	Backup	Jetted 10 feet into lateral from manhole. Cleared blockage.
3/26/2018	49 Myrtle Avenue	backup	Main lines flowing fine. Jetted main 400 feet. Checked up stream and downstream manholes, okay.
3/26/2018	49 Myrtle Avenue	backup	Checked mains, flowing fine. Called plumber to see if line collapsed due to water main break.
3/16/2018	223 Summer Street	Backup	All mains flowing fine. Checked up stream and downstream manholes. Jetted line 200 feet.
3/5/2018	21 Bernard Drive	Backup	All mains flowing fine. Checked up stream and downstream manholes. Jetted main. Notified home owner.
3/5/2018	35 Federal Street	Collapsing manhole or catch basin in road.	No sign of any collapsing structures. Called home owner but was unable to reach them.
3/1/2018	24 John Fitch Highway	Backup	Checked main line flowing fine
2/26/2019	37 South Street	Back up, snaked 40 feet pulling back lots of rags	City line flowing fine, plumber needed to snake more. checked manholes on cross and on south street
2/25/2019	208 Woodland Street	Water coming out of garage slab, seems like it may be sewer says homeowner	Carl responded, dye tested toilet, came out in main. Plumber on-site
3/13/2019	Fitchburg	Odor of Natural Gas	Carl and Tony responded. Smell appears to be coming from farm manure/compost piles up the street, all sewers in area and in easements flowing great.
3/13/2019	Snow Street	On Snow St. @ the corner of Cherry St. There is a manhole cover not sitting correctly, rattles and needs butael tape. Apparently, it is not the correct cover and needs to be replaced. Laura 978-345-5877	On Snow St. @ the corner of Cherry St. There is a manhole cover not sitting correctly, rattles and needs butael tape. Apparently, it is not the correct cover and needs to be replaced
3/14/2019	Fitchburg	Was Informed at the intersection of Reingold Ave and York Ave there is a sewer manhole cover on the side of the road.	Put cover back and removed road barrel.
3/25/2019	244 Madison Street	#244 Madison St. Sewer backup call. Ralph 978-479-1954	Main line flowing fine.
4/1/2019	19 Mount Carmel Street	resident stated she had roots cut from her lateral, are they at the connection point?	Carl responded with CCTV van, looked up lateral and mainline, everything seems clear. Tony called homeowner let her know she needs to have her line televised.
4/3/2019	2 Stockwell Avenue	# 2 Stockwell Ave. Sewer backup into basement. Paula Deslise 978-855-6819 Carl Johnson dispatched, Tony Maressa alerted.	Opened up upstream and downstream manholes, flowing fine
4/11/2019	35 Columbia Avenue	Home Owner backed up, has sewerage in basement.	Opened upstream and downstream manholes, all mainlines flowing, alerted homeowner.
3/28/2019	330 Lunenburg Street	Sewerage backing up in basement.	Opened upstream and downstream manholes, flowing fine. Alerted homeowner.
4/10/2019	44 Ronald Street	Homeowner has water in basement.	Opened upstream and downstream manholes, all lines clear.
4/9/2019	27 Oxford Street	Homeowner backed up.	Opened upstream and downstream, jetted 150' ft.
4/8/2019	17 Clark Road	Homeowner backed up.	Opened smh on Pearl st. and upstream sewer manhole, jetted line 250' , alerted homeowner needs a plumber.
4/12/2019	40 Snow Street	At the intersection of Snow St. and Cherry St. the sewer manhole cover rattles badly, needs butul.	From Trevor Bonilla: This issue has been resolved. Thank you for your participation.
4/12/2019	127 Payson Street	Sewer backing up into basement.	From Trevor Bonilla: This issue has been resolved. Thank you for your participation.
4/3/2019	96 Depot Street	Homeowner states, sewerage in basement, toilets won't flush.	Opened upstream and downstream smhs all mainlines flowing. Alerted Answering Service of situation.
3/25/2019	244 Madison Street	Owner of 3 family house says first floor tenant is backed up.	Opened upstream and downstream s.m.h., all mainlines flowing. Alerted landlord and tenants of situation. Homeowner issue.

**Table 3 - Private SSO Events & Service Call Log (February 1, 2019 to January 31, 2020)**

Date	Address	Nature of Call	Findings
3/11/2019	195 Industrial Road	Opened up downstream and upstream s.m.h., jetted line 225ft. Flowing. p.v.c. pipe up there. Alerted Maintenance Guy of situation. Rooter Man on site.	Opened up downstream and upstream smhs, jetted line 225ft. Flowing. p.v.c. pipe up there. Alerted Maintenance person of situation. Rooter Man on site.
3/7/2019	271 Milk Street	Homeowner backed up. Has had plumber there.	Opened upstream and downstream smh all mainlines flowing. Alerted homeowner of situation.
3/6/2019	110 South Street	South St. School Backed up	Opened upstream and downstream smh. Flowing great. Alerted dispatch.
2/26/2019	37 South Street	3 Family House backed up.	Opened upstream and downstream smh. All mainlines flowing . Alerted plumber of situation.
3/25/2019	78 Simonds Street	Homeowner has sewerage in basement.	All mainlines flowing. However, has sewerage seeping in basement walls, possibly from house behind his. Jetted line 100ft, opened up smhs. Jetted catch basin line 30ft. Alerted homeowner he is responsible.
4/22/2019	Townsend Street	Between #62-#67 Townsend St. Sewer manhole cover rattles.	Carl put butyl on cover.
4/22/2019	87 Simonds Street	Building Backup	Bob responded, main line flowing fine. long lateral from house.
4/8/2019	33 Darlene Dr	basement backup in bathroom	Carl, Eddie, and Bob responded. mainline was blocked, some rags in line. Jetted line to relieve blockage. Line has a flat pitch which allows for solids settling. Will add to problem area checklist.
3/14/2019	56 Elm St	Basement backup, even when not using water.	Fox Street manhole was surcharged, lots of debris in manhole on elm at fox. jetted line and cleared blockage. Line on Elm has lots of debris due to a collapse in brick pipe last year. Removed debris from manhole with catch basin cleaner and will check line periodically until large brick sewer on elm is cleaned, hopefully this year.
4/13/2019	1000 John Fitch Hwy	Manhole spilling sewerage all over parking lot	Carl and Bob jetted line and removed pieces of asphalt. upstream manhole has a collapsing frame and cover, pieces of asphalt from winter plowing entered sewer by dislodging of cover. Will reset cover. According to video, pipe is in great condition. Casting was replaced on 4/31/2019
3/16/2019	71 Rodiman Ave	Basement backup	Carl and Bob responded, cleared rags from line. Line is a summit line with very low pitch. Basement didn't actually back-up, the resident stated he "could hear it" blocking as he has to call the City every so often to clear the line. Added to problem area checklist.
4/10/2019	88 Miami St	Flowing slow/back up	Bob responded with Eddie. upstream summit manhole was surcharged. cleaned line and pulled back a piece of mortar attached to a rock from the middle of the line. Have to TV and see where issue was. Lots of wipes in manhole. Told homeowner; no flush wipes!
2/27/2019	19 Upton St	Back up in basement, plumber on site says its a city issue as manhole is surcharged	Sewer manhole in front of #14 surcharged, filled with tons of rags and wipes. jetted line and cleaned out manhole to get line flowing. Surcharged manhole is a summit manhole on a private street, so it is a private line technically and not a city-issue. Cleaned as a courtesy.
5/8/2019	76 Pleasant St	Home backing up	Homeowner had back up in lateral. cleaned debris from main at stub. Homeowner cleared lateral by snaking out.
4/12/2019	Cherry St & Snow St	Rattling manhole cover	Put butyl tape under rim of cover, seated with sledge hammer. Communications cover did not appear to be loose.
4/27/2019	143 Madison St	Homeowner backing up	All main lines flowing. Rooter man snaking multifamily house. Opened upstream and downstream.
4/23/2019	8 Robinson St	Homeowner backed up in house	Homeowner line 75 ft, needed to go out further to clear blockage.
4/18/2019	247 South St	Homeowner backed up	All main lines flowing. Opened upstream and downstream SMH. Alerted homeowner of situation. Crouteau Plumbing came by a week ago to camera line for Unutil before gas work on South St. Now has a problem.
4/18/2019	407 Canton St	Apt building blocked up.	All mainlines flowing. Lateral backed up. Plumber on site. Opened upstream and downstream SMH. Alerted Brian of situation.
4/11/2019	149 Highview St	Homeowner backed up.	All main lines flowing. Opened upstream and downstream SMH, jetted line 300 ft.
4/27/2019	172 Bemis Rd	Homeowner backed up.	All mainlines flowing. Opened upstream and downstream SMH. Jetted mainline 200 ft. Alerted homeowner and service of situation.
4/14/2019	34 Pershing St	Sewer smell in house.	Debris on bench of SMH in front of house. Vacd and jetted 50 ft.
4/12/2019	127 Payson St	Homeowner has water coming out of washer draining pipe.	All mainlines flowing. Opened upstream and downstream SMH. Alerted homeowner of issue.
4/22/2019	87 Simonds St	Homeowner backed up	Owner has clogged lateral and needs plumber to snake. Inspected MH at Nutting St. at intersection of Simmonds St. Good flow in city line not backed up.
4/30/2019	40 Forest Hill Ave	Owner had backup, said rooter man was coming.	Checked MH at address as well as upstream at electric ave and downstream of address. Main line had good flow, issue was with lateral at address.
4/15/2019	197 Bemis Rd	Maplewood apartment complex backed up - this place always backs up during rain due their roof leaders	Not an SSO as no water discharged to building
5/21/2019	92-288 Canton St	Water flush needed	Unknown exactly what issue is, please call DPW with specifics. Closed issue.

**Table 3 - Private SSO Events & Service Call Log (February 1, 2019 to January 31, 2020)**

Date	Address	Nature of Call	Findings
5/22/2019	Cherry St & Snow St	Rocking cover	Communications cover, think it's IT Dept. Fiber Optic. Placed dumbo seal around frame, hopefully it holds.
5/28/2019	107 Boulder Dr	Building backing up at City hall and at riverstix	Tony responded, manhole in front of 107, halfway between loading dock and boulder drive in parking lot has an invert in poor shape, allowing solids to deposit. Rooter-Man jetted line and free'd blockage. Owner is looking into having invert repaired. Pipe also in front of Registry of Deeds is in poor shape.
5/31/2019	145 Charles St	Water is coming out brown do you know what the issue is?	Will need to call water department
6/5/2019	82 Senna Rd	Back up in tub, neighbors having issues as well	Carl and crew CCTV'd and jetted line. flowing fine. Alerted homeowner she needed a plumber.
6/11/2019	376 Summer St	Basement back up	Owner stated problem was at tap connection with roots growing in. explained that the tap connection is maintained by the property owner, and not the city.
6/18/2019	209 Lunenburg St	Sink hole in east bound lane, near sewer and drain	Carl and Bob and eddie responded. CCTV'd line way past sink hole....no issues. Anthony Maressa assigned this issue to Gary Withington
8/31/2016	56 Marshall St	Sewage backing up in the basement	His issue has been resolved. Thank you for your participation.
6/19/2019	88 Highview St	88 High View St. is complaining of a possible sewerage block. Bob and Eddie dispatched to investigate.	Main line flowing fine
6/24/2019	Hassett St	Resident of Hassett St. called complaining that the sewer man hole at the intersection of Albee St. is overflowing. Ray Emond advised.	Jetted line, found brick causing back up.
7/17/2019	30 Victoria Ln	linear depression on roadway south of MH	CCTV'd sewer line, everything in great condition. Settlement could be due to ground water migration through trench.
7/18/2019	Beech St & Delisle St	Sewer manhole cover loose. Loud, annoying.	Ray put butyl on cover, all set
7/12/2019	133 Water St	overflowing manhole	Rock and mortar and brick was wedged in pipe, likely from upstream combined system. put root saw in the pipe and broke object free, pipe flowing clear and free now - certified with CCTV. Pipe will be replaced next year as part of CSO 39 project.
7/19/2019	97 Tibbet Cir	Resident at 97 Tibbett Cir. informed us that the sewer manhole cover is loose and rattling.	Cover reset in the frame
7/22/2019	75 Tibbet Cir	odor in basement after city cleaned pipes	Tony responded, there was a slight odor as soon as you walked into the basement. No floor drains and sinks in basement, only laundry. They just did laundry so trap should be full. Told homeowners to air basement out and it should go away.
7/15/2019	Mack Rd	Resident complaining of methane odor.	Sewer flowing fine. No issues.
7/7/2019	25 Lawton Ave	Home owner backed up.	Opened upstream, downstream manhole. Flowing. Jetted line 140' twice. Home owner issue.
6/19/2019	44 Hannigan Ct	Home owner backed up.	Opened upstream and downstream manholes. Flowing. Alerted homeowner.
6/19/2019	88 Highview St	Complaining of slow draining toilets.	Upstream manhole and downstream manhole are flowing. Alerted home owner.
6/14/2019	461 Water St	Blockage.	Good flow upstream and downstream. Problems with home owner lateral.
6/11/2019	42 Kelly Ave	Home owner complaining of strong sewer smell in house.	Opened downstream and upstream manholes. Everything is fine.
7/23/2019	152 Pratt Rd	Rattling sewer manhole cover.	Fixed cover.
6/7/2019	478 Kimball St	Home owner backed up.	Opened upstream and downstream sewer manholes, everything flowing fine. Home owner issue.
7/23/2019	South St & Charles St	Place barrel on raised sewer manhole.	Placed barrel on raised sewer manhole.
6/23/2016	114 Mechanic St	water coming into basement	Ray and bob responded, main line flowing fine and good
7/31/2019	115 Lunenburg St	115 Lunenburg St., A.B.S. Gas Station, is complaining of slow, poor drainage. Possible backup.	Main line flowing fine
8/15/2019	479 Milk St	479 Milk St. called about poor drainage, backup.	Main lines flowing fine
8/19/2019	141 Rodiman Ave	back up, snaked out 75 feet with home depot snake	Tony and Ken responded, all main lines flowing fine. homeowner mentioned he pulled out lots of roots from his pipe. Told him he may want to consider CCTV'ing his lateral to make sure the issue is taken care of
8/19/2019	631 Franklin Rd	smell in basement	Tony and Ken responded, there was a soft blockage in manhole behind house. Pushed blockage out of the way and washed out debris with hose. Flowing fine now.
8/21/2019	470 Fisher Rd	470 Fisher Rd. called complaining of a strong sewer odor. Not just her house, but a good length of the street. Been present for a couple of days. Dorothy Shriner 978-697-7290. Ray Emond to investigate.	All main lines flowing fine. smell is only outside. May be from farm nearby or dumpster at neighbor's house

**Table 3 - Private SSO Events & Service Call Log (February 1, 2019 to January 31, 2020)**

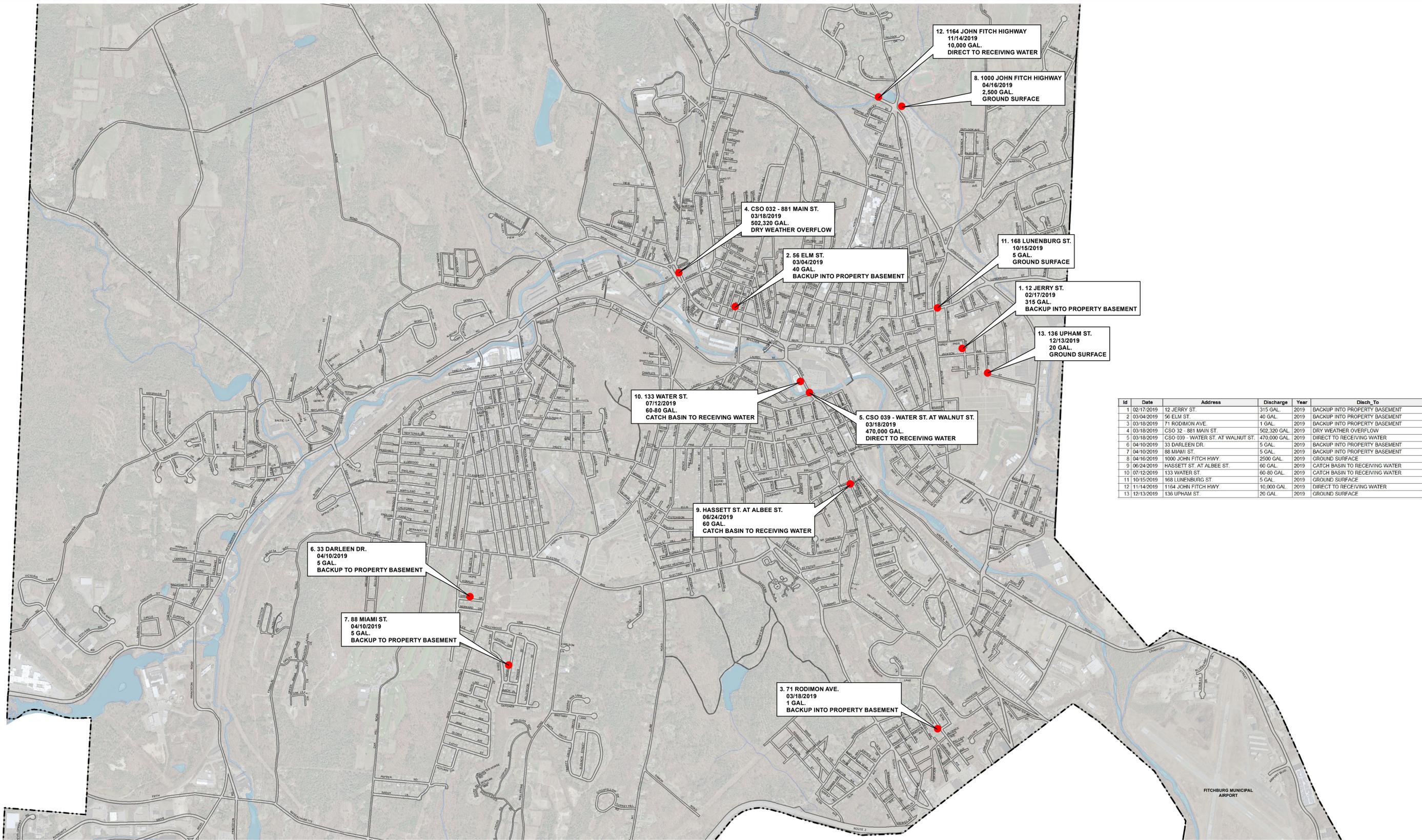
<b>Date</b>	<b>Address</b>	<b>Nature of Call</b>	<b>Findings</b>
8/26/2019	34 Bourque Ter	back up in basement over weekend, snaked out 75 feet and relieved problem, but owner still thinks may be city issue	Tony responded. No signs of a back up in the manhole in the street. Everything looks to be flowing good. Basement of building is above manhole level in street, water would likely come out of manhole first.
8/28/2019	Crocker Elementary School	An Official from The Crocker School called complaining of sewer backup. Ray Emond to respond.	Roots in 5" clay pipe on lateral from south-most wing of school
9/3/2019	Pratt St & Beech St	At the intersection of Pratt St. and Beech St. there is a broken sewer manhole cover.	All crew responded. Cover was broken and fell into sewer. Cover was removed and replacement cover installed.
9/3/2019	Ward St & Westminster St	foul smell coming from intersection of Ward/Westminster all summer.	Source is believed to be have emanating from the West WWTF pump station. The communication system for the pump station has been repaired, so paper mill waste is not sitting as long at the pump station and going septic before it is pumped out.
9/6/2019	9 Exeter St	At # 9 Exeter St. the resident is complaining of poor flow. Has plumber there, plumber says it is our problem.	Main line flowing fine, homeowner issue
9/10/2019	519 Westminster St	Driving thru westminster st there was a stench that resembles fecal material. I'm a nurse. I use to live in that neighborhood. Definitely not pulp, not from the chicken farm or the river unless something is flowing into the river now	Source is believed to be have emanating from the West WWTF pump station. The communication system for the pump station has been repaired, so paper mill waste is not sitting as long at the pump station and going septic before it is pumped out.
9/12/2019	15 Burnap St	At 15 Burnap St. they are reporting a strong sewer odor for the last three days.	Jetted line for good measure, owner said smell stopped
9/13/2019	57 Maryland Ave	57 Maryland Ave. complaining of a strong sewer odor.	Bob responded, said everything is flowing fine. Stated that homeowner had a cap missing on his clean out, likely source of smell
9/17/2019	94 Parson Cir		Sewer cover was pushed off frame. Was reset and now is only rocking very slightly.
9/23/2019	37 Anita Dr	Between #37- #53 Anita Dr. one of the sewer manhole covers is loose and rattling.	Tony and Kenny responded. Cover was rocking. Reset in frame and appears to have stopped rocking.
9/26/2019	74 Appleton Cir	homeowner has sump pump, wondering where to direct it	Tony visited site, and informed homeowner the sump pump discharge line could be directed towards the drainage system, but that would require digging in street. He could also try a dry well and see how that performs.
9/30/2019	133 Prichard St	Received a call from 133 Prichard St. regarding brown water in their toilets only. Sinks and faucets fine. Concerned. Told them we would investigate.	Ray Emond informed me that The Water Dept. are turning water gates in that area, and this is a normal occurrence.
10/1/2019	Westminster St	Just after the bridge by The Log Cabin heading out of Fitchburg there is a loos, rattling sewer manhole cover.	Cover was very loose. reset in "groove", no longer rocked. In front of Mill No. 3, east side of bridge over phillips brook.
10/1/2019	463 Main St	Once again 463 Main St. is receiving a strong sewer odor. Some employees went home sick.	Property manager said they found a dry trap in basement where smell was coming from. added water to trap
10/1/2019	159 Ellis St	floor drains back up in basement with groundwater	Tony and Ken visited site. Told owner they may want to try plugging floor drains and see what happens, or may want to consider a larger sump pump if it doesn't keep up
10/4/2019	9 Hannigan Ct	9 Hannigan Ct. reports a sewer backup in his basement.	Was informed by Ray that main is flowing fine, homeowner issue.
10/14/2019	229 Summer St	"Rattling Sewer Covers" issue was relayed on behalf of constituent by Councilor-At-Large, Marcus DiNatale. No contact info for the constituent was provided. Location was described as "Summer Street, between Clyde and Boutelle".	6 covers (4 drain, 2 sewer) were confirmed to have a slight rattle. Mastic rope was applied to the covers to prevent them from rattling.
10/16/2019	473 Main St	Out side the building smells like rotten eggs Inside 3rd floor smells like sewer.	From Jason Dulmaine: Inspected this morning and walk through building with maintenance man. There was no smell at time of inspection either in the building or around building. Maintenance man said that he had a dried pipe from the second floor unit that he cleaned out and winterized. He also ran an air ionizer over the weekend for a period of 24 hours. There are no issues at this building as of today.
10/11/2019	83 Kimball Rd	sewer lateral is filled with roots	Tony reviewed video from homeowner, roots at every joint. Homeowner was wondering if sewer issues have been reported before to the City. We have had no logged calls at this address.

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Date	Address	Nature of Call	Findings
10/22/2019	Clifton St	odor driving up street	Tony and Ken investigated.....could not sense an odor. Everything seems to be in working order.
11/6/2019	John Fitch Hwy & Pearl Hill Rd	Strong odor of sewage in this general area.	Every thing appears to be flowing properly in the sewers in this area. If you have any further details to help us pin down the issue, please let us know.
11/12/2019	Milk St & Pine St	manhole cover loose making loud noises	Put a heavier cover on
11/14/2019	Cross St & Milk St	loose manhole cover making a lot of noise corner of milk st and cross st	Bob and Eddie put mastic sealant under cover. Said it seemed solid.
11/6/2019	667 Westminster St	sewer leaking out of manhole on property	Tony responded. sewer is leaking out of a manhole on private property. Line comes from Grief Paper across whitman river. Called paper company, and roter man responded to site to clear blockage. alerted board of health.
11/18/2019	360 Blossom St	home owner has sewer issue possibly broken section of pipe	Tony talked to homeowner. Explained that they need to talk to Engineering Division to get a list of bonded contractors that can do work in the City, and then get a quote to fix the pipe. City only maintains main line in street.
11/18/2019	20 Shelley Ave	have had repeated back ups	Carl responded. Main line flowing fine. Tony talked to homeowner. They have had repeated issues, mostly when doing laundry and water backing up into sink. clean out cap leaked too. Advised that a CCTV should be done to see what the issue is.
11/19/2019	40 Garnet St	back up in bottom apartments	Tony and Ken responded. main line seems to be flowing fine. owner has had issues the last two weeks but has only put drano in the bath tub. talked to owner and they said a plumber was on the way.
11/22/2019	49 Cobbler Dr	external power lost at pump station	Carl responded, power came back on an hour later
11/25/2019	44 Myrtle Ave	back up at house, pipe has roots, wondering what permits needed	Tony told plumber that we have no records of lateral location on this home, and that permits will need to be filed through engineering division
11/25/2019	10 Wachusett St	smell in ladies bathroom	Tony responded. noticed a boiler drain that may have a dry trap in basement. Told owner to pour water down this trap occasionally to keep it wet
11/25/2019	567 Crawford St	sewer cap on a clean out was bubbling over weekend	Tony and Ken found that a clean out had a broken cap, so when the pumps kicked on the sewerage sprayed out of the clean out instead of discharging from the force main. Ray had a replacement cap in his truck. The clean out box will be raised around the cleanout to prevent it from becoming damaged again
11/26/2019	199 St Joseph Ave	back up, think check valve is installed wrong or broken	Tony responded, there is no surcharging in service line, either upstream or down stream. I entered check valve manhole and used a mirror, everything looks ok. downstream line has roots in the top, may be contributing to issue.
12/20/2019	John Fitch Hwy & Pearl Hill Rd	sinking manhole cover making a pot hole	Ray and Ed fill in hole with cold patch for now. reset frame and cover in spring
12/9/2019	95 E Prospect St	Sewer back up	Ray and Bob found sewer backed up tub. They jetted the lateral. Follow up: push-tv'd lateral and found offset joint where clay meets cast iron. Homeowner issue.
9/28/2019	52 Farmer Ave	Carl and Eddie responded to a sewer smell. They found that all mainlines were flowing with no sewer smell. They opened SMH in front of house, flowing. They alerted neighbors of situation.	Carl and Eddie responded to a sewer smell. They found that all mainlines were flowing with no sewer smell. They opened SMH in front of house, flowing. They alerted neighbors of situation.
9/29/2019	29 Granite St	Homeowner backed up.	Carl and Eddie found all mainlines flowing. They opened SMH in front of house. Alerted homeowner it was their problem, plumber on site. Follow up: Homeowner issue.
10/16/2019	103 Nashua St	Sewer backing up in basement.	Ray and Bob found gas trench in street in front of house, checked sewer running in street. Follow up: plumber/homeowner/gas company issue
10/30/2019	43 Highland Ave	House blocked up all day.	Carl and Ed found all mainlines flowing. They talked to homeowner and plumber. Opened up SMH in front of house. Follow up: homeowner issue.
10/30/2019	36 Birch Street Passway	Line in street is slow flowing possible back up.	Carl and Ray found all manholes flowing, they jetted line from SMH to SMH 200 ft or so, opened upstream and downstream SMH flowing. Follow up: Homeowner issue.
11/4/2019	44 Jeanette St	Back up in basement	Bobby and Eddie found street main up stream and down stream flowing well. Homeowner issue, need plumber to clean lateral.
11/14/2019	13 Pinard Ave	Landlord of multifamily is backed up.	Carl and Bob opened SMH in front of house. They alerted the landlord because he needs a plumber.
12/24/2019	Oak Hill Rd & River St	MH cover off at beginning of Oakhill Rd, near River St.	Carl and Ed found that the SMH cover was missing. They replaced cover. Follow up: frame needs to be replaced, it's clipped and plows are catching the cover and taking it off. Need to reset pavement around cover to prevent plow hits.
12/4/2019	217 Mechanic St	Sewer back up	Ray and Bob found MH in parking lot full of sewage. They called Tony-private issue. Tony alerted property owner. Follow up: home owner needs to call service.
11/27/2019	43 Maple St	Back up in basement.	Bobby and Eddie checked up stream and down stream sewer MH and drain MH. All were okay. Owner to call plumber as lateral is clogged. Follow up: None

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<b>Date</b>	<b>Address</b>	<b>Nature of Call</b>	<b>Findings</b>
11/27/2019	16 Thomas St	Back up in basement	Bobby and Eddie found back up in basement. Checked sewer MH up and down stream, all ok. Owner had plumber on site to clean lateral. Follow up: none, homeowner issue.
12/6/2019	25 Hannigan Ct	Bobby and Ray, found main line in street ok, issue is with lateral. They told homeowner needs to call plumber to snake.	Bobby and Ray found main line in street ok. The issue is with lateral. They told homeowner needs to call plumber to snake. Follow up: none, homeowner issue.
12/7/2019	461 Rollstone St	Back up in basement.	Bobby and Ray found main line in street running ok, possible lateral collapse or obstruction. Homeowner said plumber had problem with lateral from clean out at house. Follow-up: None, homeowner issue.
11/2/2019	31 Gloria Ave	now flowing basement bathroom	no actual discharge to Lenny's basement, he was just flowing slow. Added to problem area checklist.
11/24/2019	56 Plymouth St	not flowing out of shower in basement	Bob responded, jetted line to break it free. Problem area. No pipe was pulled back but can only jet up 70 feet from Clarendon. A pipe repair was done in this area in December as a temporary fix until the entire line can be relaid in the spring.
1/7/2020	31 Carrie Ann Ln	Water in my first floor bathroom shot out of my toilet today - was the town cleaning the sewers with pressurized water today 1/7? This has never happened to me before in the 10 years I've owned this house.	We were jetting lines in this neighborhood which may have caused the issue. We will put a note on file to use low pressure in this neighborhood to minimize issues in the future. We have completed cleaning in this neighborhood.
2/3/2020	Sprague St & Temple St	Looks like Catchbasin collapsing/eroding at Sewer Manhole... Manhole metal frame corroded and appears to need replacement. Pothole/erosion formed around cover.	Manhole frame and cover were replaced
2/5/2020	305 Pratt Rd	sewerage coming out around utility pole in front of house	Tony met Mark from Unitil on-site. Looks like a pole from 2018 was put in right over the sewer service. Mark said they will fix possibly tomorrow, or as soon as weather breaks. Currently not backing up
2/7/2020	92 Parker St	trench settled from plows	Fixed trench temporarily. Will add temp trench pavement hot mix this week after second repair on Parker Avenue is complete.
2/2/2020	714 John Fitch Hwy	resident said backing up/not flowing	Carl and Bob responded. manhole was surcharged, so jetted line, pulled back rocks and asphalt debris (likely from combination manhole separation project). Stepped clean line the following day.
1/26/2020	57 Parker St	back up	Carl and Eddie responded, homeowner issue, main line flowing fine
2/4/2020	20 Olin Dr	back up in basement tub	Private line, or possibly private based on deed, but jetted anyway and relieved blockage
1/2/2020	168 Lunenburg St	opened manhole, noticed it was surcharged	Tony noticed manhole was surcharged after inspecting it since he was driving by, noticed it was surcharged, so Bob went out and jetted manhole and line. Root intrusion. Scheduled for replacement in spring.
1/26/2020	57 Parker Street	homeowner back up in basement	carl and eddie responded. Main line flowing fine, homeowner issue.



Id	Date	Address	Discharge	Year	Disch_To
1	02/17/2019	12 JERRY ST.	315 GAL.	2019	BACKUP INTO PROPERTY BASEMENT
2	03/04/2019	56 ELM ST.	40 GAL.	2019	BACKUP INTO PROPERTY BASEMENT
3	03/18/2019	71 RODIMON AVE.	1 GAL.	2019	BACKUP INTO PROPERTY BASEMENT
4	03/18/2019	CSO 32 - 881 MAIN ST.	502,320 GAL.	2019	DRY WEATHER OVERFLOW
5	03/18/2019	CSO 039 - WATER ST. AT WALNUT ST.	470,000 GAL.	2019	DIRECT TO RECEIVING WATER
6	04/10/2019	33 DARLEEN DR.	5 GAL.	2019	BACKUP INTO PROPERTY BASEMENT
7	04/10/2019	88 MIAMI ST.	5 GAL.	2019	BACKUP INTO PROPERTY BASEMENT
8	04/16/2019	1000 JOHN FITCH HWY	2500 GAL.	2019	GROUND SURFACE
9	06/24/2019	HASSETT ST. AT ALBEE ST.	60 GAL.	2019	CATCH BASIN TO RECEIVING WATER
10	07/12/2019	133 WATER ST.	60-80 GAL.	2019	CATCH BASIN TO RECEIVING WATER
11	10/15/2019	168 LUNENBURG ST.	5 GAL.	2019	GROUND SURFACE
12	11/14/2019	1164 JOHN FITCH HWY	10,000 GAL.	2019	DIRECT TO RECEIVING WATER
13	12/13/2019	136 UPHAM ST.	20 GAL.	2019	GROUND SURFACE



City of Fitchburg, Massachusetts  
Waste Water Department

# SSO EVENTS - FEB. 1, 2019 TO JAN. 31, 2020

February 1, 2020

