



**City of Lakeport  
Public Works Department  
591 Martin Street  
Lakeport, CA 95453  
Phone: 707.263.3578  
[pwinfo@cityoflakeport.com](mailto:pwinfo@cityoflakeport.com)**

## SSO SERVICE CALL FORM

**When a call is received by a representative of the City of Lakeport regarding a potential sewage spill or discharge, or when a City representative witnesses a sewage discharge, the following information should be recorded:**

<b>Date:</b>	
<b>Time Received:</b>	
<b>Notification Method:</b>	
<b>Received By:</b>	
<b>Caller's Name &amp; Phone # or email for follow up</b>	
<b>Caller Address</b>	
<b>Location /Address of SSO:</b>	
<b>Estimated Time/Date SSO began? / When Was Spill First Seen?</b>	
<b>Spill Details / Has the spill reached a storm drain or Clear Lake?</b>	

*If the spill or backup is not in the City's service area the individual receiving the call shall provide the customer with the contact information for the responsible agency, and then notify that agency. Lake County Special Districts is the most likely agency in the Lakeport area: 707-263-0119*

NOTE: A City Representative could be any City employee, a police officer or dispatcher, fire fighter, or administrative staff. The Utilities Division is to ensure that all representatives of the City understand the urgency in contacting the Utilities Division directly after receiving an SSO complaint and the importance of collecting contact information and the estimated start of spill time.