



March 14, 2025

Mr. Jacob Van Susteren-Wedesky
Wastewater Engineer – Environmental Management/Water Quality
Wisconsin Department of Natural Resources
1027 W. Saint Paul Avenue
Milwaukee, WI 53233

Subject: March 11, 2025, Sanitary Sewer Discharge Report
WPDES Permit No. WI-0036820-04-0

Mr. Van Susteren-Wedesky:

On March 11, 2025, Veolia Water Milwaukee (Veolia) inadvertently discharged what it characterizes as standing water decanted from a sanitary sewer, into a local storm sewer. The District is providing this information consistent with the reporting terms and conditions listed in section 9.3.1.3 of MMSD's (District) WPDES permit.

Circumstances of and Reason for Discharge

On March 11, 2025, Veolia sent a vacuum truck and field crew to dewater a structure in support of a District siphon gate replacement project. Instead of decanting the water from the vacuum truck into a local sanitary sewer or District MIS, the crew decanted the truck contents four times into a storm sewer that drains directly to the Lincoln Creek, near the intersection of N. 32nd Street and W. Hampton Avenue.

The reason for the discharge is Veolia's operator error; there is no concern for any overflow due to inadequate capacity in the District's system or basement backups related to this incident.

After completely dewatering the structure, Veolia realized its error and contacted the District.

Estimated Duration and Volume of Discharge

The discharge occurred between 9:30 AM and 1:00 PM, with an estimated total volume of 9,600 gallons, or approximately four Veolia vacuum truck loads.

Response and Steps Taken to Prevent Other Discharges

On March 12, 2025, Veolia crews plugged and cleaned the impacted storm sewer before reopening it for normal operation, and Veolia implemented a mandatory supervisor verification and approval process, requiring staff to confirm and obtain supervisor approval before decanting vacuum trucks. Veolia has additionally scheduled a refresher training for its field crews on proper discharge procedures and verification protocols for the week of March 17, 2025.

Milwaukee Metropolitan Sewerage District

260 W. Seeboth Street, Milwaukee, WI 53204-1446

414-272-5100 www.mmsd.com 

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The District will continue to work with Veolia to determine why this happened and ensure that the proper decanting locations are used in future events.

Out of an abundance of caution, the District promptly notified the drinking water system custodians in the service area and published a notice of the incident on its website and notified the Milwaukee Journal Sentinel. The District has requested further information from Veolia explaining the misidentification of appropriate receiving sewer for decanting a sanitary line.

The following supporting documentation is attached:

- WDNR Form 3400-184 -Overflow Notification Summary Report
- Veolia response document on the incident

If you have any questions concerning this report, please contact me at (414) 225-2178.

Sincerely,



Micki Klappa-Sullivan
Director, Water Quality Protection
Milwaukee Metropolitan Sewerage District

c: K. Lazarski, MMSD
D. Raines, MMSD
J. Hoisak, Veolia Water Milwaukee

State of Wisconsin
Department of Natural Resources
dnr.wi.gov

Sanitary Sewage Overflow Notification Summary Report

Form 3400-184 (R 7/17) Page 1 of 2

Notice: An overflow is defined as a release of wastewater from a sewage collection system (SSO) or from a location within a sewage treatment facility (TFO) other than a permitted outfall structure, directly to a water of the state or land surface. Pursuant to s. 283.55(1)(dm), Wis. Stats., s. NR 210.21(4)(5)(6) Wis. Adm. Code and in accordance with reporting requirements in your WPDES permit, permittees shall submit a written report form for each overflow. This record is used to administer the water quality program, and any personally identifiable information may be provided to requesters as required under the Wisconsin Open Records law (ss. 19.31–19.39, Wis. Stats.)."

- Sanitary Sewer Overflow (SSO)
- Treatment Facility Overflow (TFO)

Use one form per SSO location. Submit within five calendar days to your Department wastewater representative. Attach additional information as necessary to explain or document each overflow occurrence. A single SSO may be more than one day if the circumstance causing the overflow results in discharge duration more than 24 hours. If there is a stop and restart of the overflow within 24 hours, but it's caused by the same circumstances, report it as one SSO. If the discharges are separated by more than 24 hours, they should be reported as separate SSOs.

Notifications

Department Notification

Milwaukee Metropolitan Sewerage District (MMSD)

Permit No.
0036820-04-0

Person Who Contacted the DNR
Micki Klappa-Sullivan

| | | | |
|---|--|--|---|
| DNR Person Contacted Jacob Van Susteren-Wedesky | Date (mm/dd/yyyy) 03/12/2025 | Time of Day 10:30 <input checked="" type="radio"/> am <input type="radio"/> pm | Within 24 hours? <input checked="" type="radio"/> Yes <input type="radio"/> No |
|---|--|--|---|

Public Notification

| | |
|--|--|
| Date (mm/dd/yyyy) 03/12/2025 | How the Public was Notified Milwaukee Journal Sentinel, MMSD website |
|--|--|

Describe the actual or potential for human exposure or contact with overflowing wastewater
There is a potential for human exposure through recreational use of the waterway.

| | | |
|--|--|--|
| Other Notifications (if applicable) | Drinking Water Intake Owner Cudahy, Milwaukee, North Shore, Oak Creek and South Milwaukee Water Works | Date (mm/dd/yyyy) 03/11/2025 |
| | Regional Wastewater Treatment Facility NA | Date (mm/dd/yyyy) |

(Satellite collection permittees are required to submit a copy of this report to the regional plant to which they discharge.)

Wet Weather Information (if applicable)

Was this overflow wet weather related? Yes No (skip this section)

Rainfall Start: _____ am pm _____ inches
Date (mm/dd/yyyy) Start Time Rainfall Amount

Rainfall End: _____ am pm _____
Date (mm/dd/yyyy) End Time

Contributing Soil or Other Conditions (saturated, frozen, soil type, snowmelt, etc.): _____

Overflow Details

Location (Street Address)
Lincoln Creek, near N 32nd St and W Hampton Ave

| | | |
|--|--|--|
| Location (GPS coordinates, WGS84 standard coordinate system) | Latitude: 43 . 105150 (e.g. 43.075350) | Longitude: - 87 . 952236 (e.g. -89.379770) |
|--|--|--|

| | | | | | | |
|--|---------------------------|--|------------------------|-------|------------------------|---------|
| Overflow Start: 03/11/2025 Date (mm/dd/yyyy) | 9:30 Start Time | <input checked="" type="radio"/> am <input type="radio"/> pm | 3.5 Duration | hours | 9,600 Volume | gallons |
| Overflow End: 03/11/2025 Date (mm/dd/yyyy) | 1:00 End Time | <input type="radio"/> am <input checked="" type="radio"/> pm | | | | |

Cause: (select all that apply)

- Rain
- Snow Melt
- Flooding
- Power Outage
- Other—Explain: See explanation below
- Plugged Pipe
- Broken Pipe
- Equipment Failure
- Contractor Related

Overflow Occurred From: (select only one)

- Lift Station – Name: _____
- Manhole – MH#: _____
- Gravity Sewer Pipe
- Pressure Sewer Pipe (Forcemain)
- River or Stream Crossing – Select one: Forcemain Siphon
- Permanent Overflow Structure
- Treatment Plant Unit or Pipe : _____
- Other: See explanation below

**Sanitary Sewage Overflow
Notification Summary Report**

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Destination: (select all that apply)

Ditch – Name of surface water it drains to: _____

Storm sewer – Name of surface water it goes to: Lincoln Creek

Surface water – Name of waterbody: _____

Ground – Seeps into soil: _____

Other – Describe: _____

Overflow Explanation (This includes any information, whether the overflow was unavoidable to prevent loss of life, personal injury, or severe property damage and whether there were feasible alternatives to the overflow.)

On March 11, 2025, Veolia Water Milwaukee (Veolia) sent a vacuum truck and field crew to dewater a structure in support of a District siphon gate replacement project. During the offloading process, the crew mistakenly identified the incorrect manhole and decanted into a storm sewer that drains to Lincoln Creek, near the intersection of N 32nd Street and W Hampton Avenue.

Immediate Corrective Action and Steps Taken to Reduce this Overflow Volume and Impacts

On March 12, 2025, Veolia crews plugged and cleaned the impacted storm sewer before reopening it for normal operation.

Long Term Plan to Reduce, Eliminate, Prevent Reoccurrence of this Overflow

On March 12, 2025, Veolia implemented a mandatory supervisor verification and approval process, requiring staff to confirm and obtain supervisor approval before decanting vacuum trucks. Veolia has additionally scheduled a refresher training for its field crews on proper discharge procedures and verification protocols for the week of March 17, 2025.

The District will continue to work with Veolia to determine why this happened and ensure that the proper decanting locations are used in future events.

Building Backups

Number of building backups occurring during this time in Area of Overflow: 0

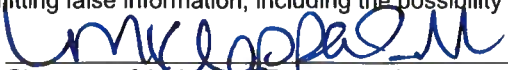
Locations of Building Backups:
(list each one)

Certification

| | |
|--|--|
| Authorized Representative Name Micki Klappa-Sullivan | Authorized Representative Title Water Quality Protection Division Director |
|--|--|

| | |
|--|-------------------------------------|
| Email Address mklappasullivan@mmsd.com | Phone Number 414-225-2178 |
|--|-------------------------------------|

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.


Signature of Authorized Representative

3/14/2025
Signed Date (mm/dd/yyyy)

Note: Submit this form to your DNR wastewater representative. Permittees who are required to submit monthly Discharge Monitoring Reports (DMRs) shall report this overflow on the DMR.

**DNR Follow-Up Action
(DNR Use Only)**

Incident Summary Report
Overflow Incident at Hampton Avenue (03/11/25)

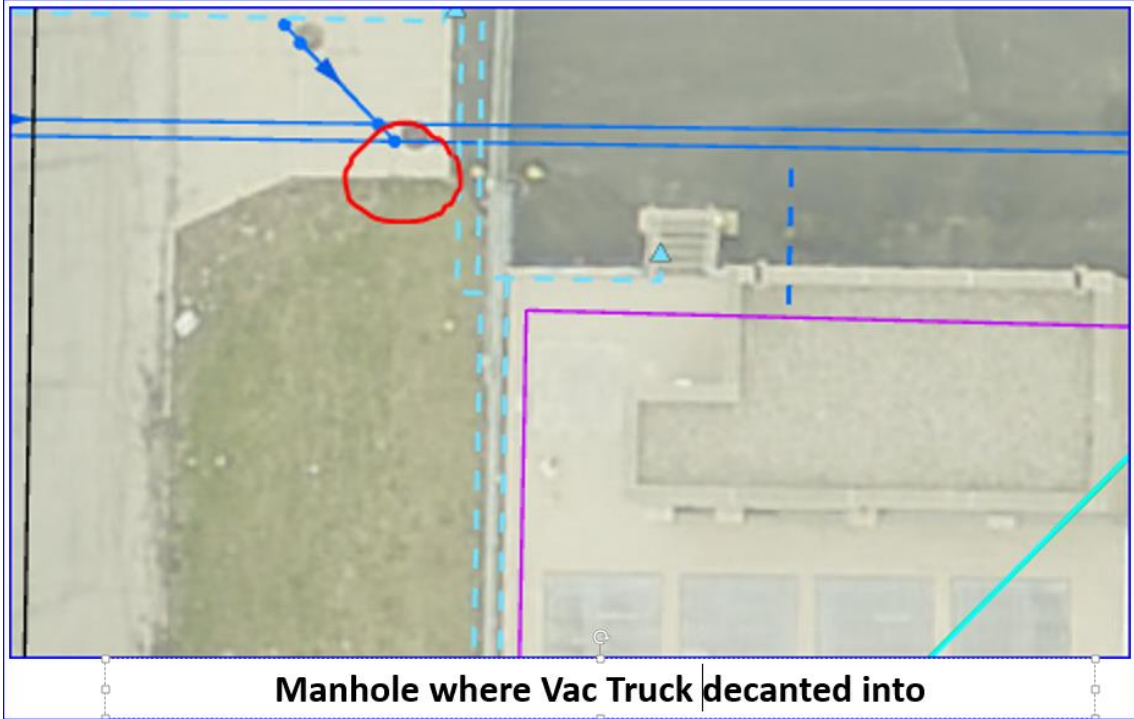
Incident Summary

It was discovered by our staff that at approximately 2:45 pm on Tuesday 03/11/25, our vacuum truck crew had mistakenly decanted vacuum truck (vac truck) contents into a wrong manhole. Approximately 9,600 gallons of water was mistakenly decanted into a storm sewer that ultimately discharges into Lincoln Creek. The Veolia field crew was providing construction support to MMSD's *MCCR 1612 Hampton Avenue North Siphon Gate Replacement Project* by dewatering standing water from Infiltration/Inflow (I/I) in a structure using a vacuum truck.

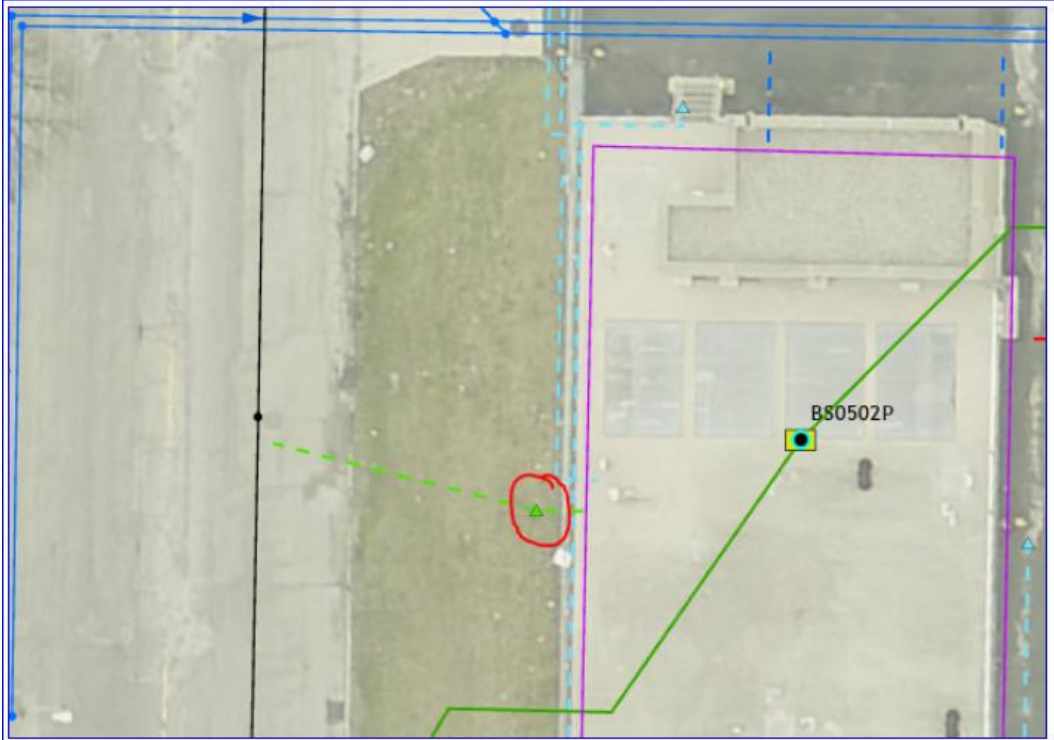
Please see the following Photos.



Manhole where Vac Truck decanted into



Manhole where Vac Truck decanted into

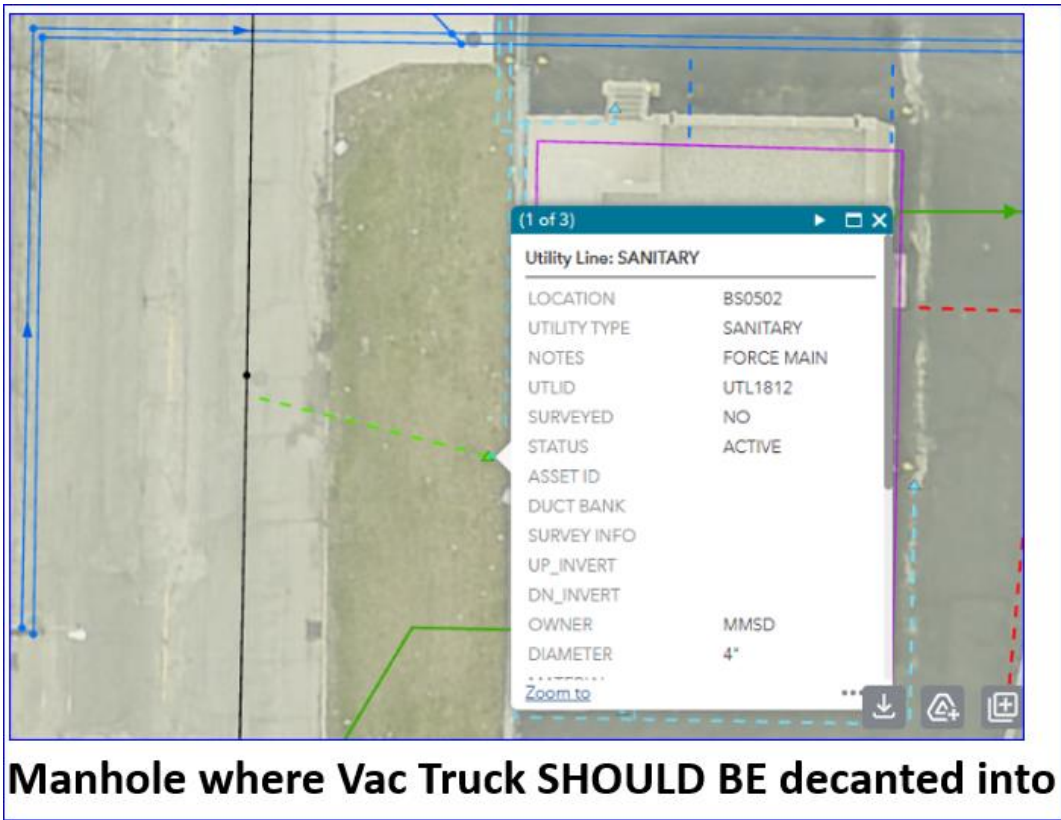


Manhole where Vac Truck SHOULD BE decanted into



Manhole where Vac Truck decanted into





Manhole where Vac Truck SHOULD BE decanted into

Reporting and Timeline

Tuesday 03/11/25

- 1:00 PM – Veolia field crew finished work and was packing up to leave the site.
- 2:45 PM – Veolia supervisor was informed of the incident and reported to the Department Manager.
- 2:55 PM – Veolia Department Manager contacted MMSD and reported the incident.
- 3:00 PM – MMSD monitoring crew was dispatched to the site to investigate the possible overflow
- 3:35 PM – Veolia supervisor sent a summary email documenting the incident.

Wednesday 03/12/25

- 7:00 AM – Field staff were briefed about the incident. Staff were instructed that Mandatory Supervisor Verification and Approval must be obtained where vacuum truck will be decanting into.
- 8:00 AM – Site visit conducted; collected site photos.
- 10:00 AM – Field crew started cleaning the impacted storm sewer.
- 12:00 PM – Completed the sewer cleaning task and reported back to MMSD.

Immediate Actions Taken

- Starting immediately, Veolia has implemented **Mandatory Supervisor Verification and Approval** process where staff must verify and obtain approval from supervisor(s) where the vacuum truck can be decanted. *(Completed 03/12/25)*.
- Clean the impacted storm sewer before the next rain event. *(Completed 03/12/25)*
- Provide the refresher training to field crews on proper discharge procedures and verification protocols. *(scheduled for the week 03/17/25)*

ATTACHMENT A

**Photos taken from the site
(03/12/25)**



Veolia crew cleaning the impacted sewer on 03/12/25



Sewer Plug and Sandbags were used during line cleaning on 03/12/25



A view of the outfall after the impacted was cleaned on 03/12/25



Photos of Lincoln Creek after the incident



Photos of Lincoln Creek after the incident