



City of Holyoke
Water Pollution Control Facility

Final CSO Notification Plan

This document provides a description and all supporting documentation and details of how the City of Holyoke will comply with 314 CMR 16.00. A final CSO Notification Plan will be submitted by January 12, 2023.

Included in this plan are:

- Section 1 System Overview
- Section 2 Environmental Justice Populations and Language Requirements
- Section 3 Discovery
- Section 4 Notification
- Section 5 Website – City of Holyoke <https://www.holyoke.org/dpw-sewer-and-waste-water/>
- Section 6 Signage and Board of Health
- Section 7 Public Notification Recipients:
- Section 8 Detection Method Maintenance
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- Section 10 Request to Use Combined Notifications

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3. Three year CSO data – Page 10 to 13
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Section 1: System Overview

There are 14 Combined Sewer Overflows (CSOs) in the Holyoke, MA collection system. There are 12 CSOs that discharge to the Connecticut River and 2 that discharge to the first level canal ultimately discharging to the Connecticut River.

Permanent monitoring of CSO regulators and metering of discharges began in 2008 as a component of the Nine Minimum Controls (NMC) implementation. Remote level monitors and flow sensors are installed in the CSO regulator structures to assist with system operations and maintenance. These instruments communicate with a central SCADA system maintained by Flow Assessment Services 72 Priscilla Ln, Auburn NH, 03032. CSO level and flow monitors use best available technology and are monitored and operated by Veolia North America 461 From Rd Paramus NJ 07652.

The system allows real-time data recording and evaluation. All discharges from CSOs are recorded and the following information is maintained for at least six years:

- estimated duration in hours,
- estimated volume in gallons,
- precipitation data.

Certification that this data is recorded, as well as CSO overflow summary data is submitted as part of the monthly DMR submittal & annual CSO I&I report required by the City of Holyoke's NPDES Permit MA0101630 Part I.B.5.b.

All 14 of the CSO overflows are metered with wood block methods used for flow confirmation. CSO 017 Front St & Lyman St, which discharges to the first level canal was identified in 2019 by an independent contractor as not eliminated. Flow metering and a wood block were installed monitoring for discharge. In 2021 flow monitoring equipment was removed after no overflows were detected and replaced with a wood block for future confirmation of no overflows. The City of Holyoke hired a contractor to block the invert overflow to 50% closed as no discharges have occurred and will fully block off this location if no overflows are detected in the next five years.

The City of Holyoke Water Pollution Control Facility is located at 1 Berkshire St Holyoke Ma 01040. The facility discharges to the Connecticut River, Segment Ma (34-05)
Lat. 42°11'25"N Long. 72°36'43"W.

1. a. The waters and land areas affected by Holyoke's discharges and overflows were determined as follows:

- CSO – See the attached map (Page 7) for Holyoke’s proposed CSO affected areas.
- SSO – City of Holyoke will use Best Professional Judgement and GIS mapping technology of the sewer system to determine the extent of the potentially affected area for SSOs.
- Partially Treated Wastewater – The affected area if partially treated flows are discharged from CSO 009 Berkshire St are to the Connecticut River downstream of the WPCF facility outfall 001.

Waterbodies

1. Connecticut River
2. First Level Canal

Potentially Affected Communities Included:

1. Holyoke
2. South Hadley
3. Chicopee

Section 2: Environmental Justice Population Determination

The map provided by the State of Massachusetts at <https://www.mass.gov/environmental-justice> was used to determine the characteristics of Holyoke. By navigating to the “Environmental Justice Population Definition” under Tools & Resources an interactive map of the “Languages Spoken” can be found. The first step taken was to limit the layers displayed on the map to only display “Languages spoken by at least 5% of population in the census tract who do not speak English very well”. A list of census tracts can then be created within the city limits, as well as in neighboring communities along the border, where at least 5% of the population self-identify as not speaking English well and the languages that they may speak.

The list created previously is then cross referenced with the MA 2020 block groups to see which of them meet the 25% criteria for English isolation. This is done by changing the layers displayed to only show the “MA 2020 Environmental Justice block groups”. With this final list it is now possible to see what languages are spoken within the Environmental Justice populations. In the case of Holyoke, MA, all of the-block groups identified speak Spanish. See Page 16

Translations will be conducted using internal Spanish speaking staff members of Veolia. The City of Holyoke webpage is a google based platform, allowing users the access to over 100 languages. Signage posted in the community will be printed in English and Spanish. Using the guideline

provided from the MA DEP. The information will include pictograms and City of Holyoke website information.

Section 3: Discovery

Holyoke will include all of the required information in the public advisory notifications as described in 314 CMR 16.04 (10).

The City of Holyoke WPCF is operated for the City of Holyoke by Veolia North America and its Operations Control Room is staffed 8 hours per day, seven days a week.

All 14 active CSOs have remote monitoring equipment except for CSO 17 and are monitored by a wood block method. When there is an activation of a CSO as confirmed by flow being measured at the downstream regulator flow meter, an alarm condition will be posted to the CSO activation map at <https://www.holyoke.org/dpw-sewer-and-waste-water/> . Additionally an email will be sent to Veolia personnel including the Project Manager, Assistant Project Manager, and Collection System Manager. Upon receiving the notification, a member of management will review the data to confirm that a CSO did occur. If the data is ambiguous, a staff member will be sent to the CSO location to visually determine if a CSO has occurred. If the determination is that a CSOs has occurred, emails will be sent to subscribers (public and required regulatory agencies and media contacts) containing a Public Advisory Notice of the CSO event(s). Upon inspection if it was determined that a CSO did not occur the notification will be redacted. An additional notification will be published removing the public health awareness. The Public Advisory Notice will also be published on the website <https://www.holyoke.org/dpw-sewer-and-waste-water/> An update of the CSO conditions will be sent to all subscribers 8 hours after the initial event.

Pump Stations SSOs

The City of Holyoke sewerage pump stations are continuously monitored by a comprehensive SCADA system. Each location is equipped with alarm level sensors having 2 redundant auto dialers. All pump stations are connected to the SCADA system. High wet well levels at pump stations alarm on the SCADA screen at the Water Pollution Control Facility and send phone alarm messages to the two on call Operators, the Project Manager, Assistant Manager and Collection System Manager. The SCADA alarm stays current until acknowledged by the on call Operator. The Operator will deploy personnel to respond to the pump station high level alarm. If an SSO is confirmed, the Operator will report the SSO to senior management who will initiate public notification.

Collection System SSOs

The City of Holyoke maintains a 24 Hour / 7 Days a week call in number to receive reports of SSOs in the Collection System. The City of Holyoke call service notifies the on call Operator from the Water Pollution Control Facility who deploy personnel to respond. If an SSO is confirmed, the Operator will report the condition to management to initiate public notification.

Section 4: Notification

The wastewater treatment plant staff will release notification through the notification system Everbridge. Per 314 CMR 16.04. And through the 2 largest news organizations.

- WGGB- Western Ma News at tips@westernmassnews.com
- WWLP- Reportit@wwlp.com

The MA DEP has provided a Public Notification Timeline detailing the notification timeline in 314 CMR 16.04(5) (7) (8)(9). Along with a timeline for 314 CMR 16.07. These timelines have been shared with the WWTP staff.

Section 5: Website – <https://www.holyoke.org/dpw-sewer-and-waste-water/>

All webpage notifications will be submitted to the Holyoke DPW from a Veolia staff member. Webpage updates will be completed during normal business hours.

Contents of the website include:

1. A map showing the locations of the permittee's outfalls including the corresponding outfall numbers in a NPDES or surface water discharge permit, if applicable;
2. Contents of the permittee's Long-term CSO Control Plan,
3. Instructions on how an interested person can subscribe to receive public advisory notifications;
4. Links to any CSO Reports required to be developed in a NPDES or surface water discharge permit, or as part of any enforcement order, for at least the preceding three calendar years, if applicable; and
5. A compilation of discharge data for each public advisory notification event, updated so that data for each month is posted within 15 days of the last day of the month. Data posted shall include updated information on the estimated duration, frequency and volume of the discharge, rainfall data, and treatment provided for any CSO discharges. The website shall include data for at least the preceding three calendar years, if applicable.

6. Method of Three-Year Data Calculation:

6.a The average volume discharged from a location will be calculated from data reported to MADEP and EPA for the prior three calendar years. This average will be updated annually. If there was no discharge during the previous three years, it will be noted. For each CSO, the total volume of CSO discharged in gallons will be calculated and divided by the total number of overflow events to establish the Average CSO Discharge Quantity Per Event. That calculation will be included in the Public Advisory Notification.

Section 6: Signage and Board of Health:

Staff from the Holyoke Board of Health have attended the MADEP meetings. Discussions focused on the locations of public access points for posting of signs as well as the sign design and required information. Guidance templates developed by the MADEP will be followed when designing signage. Signage will display information in both English and Spanish at all locations

City/Town	Name	Email	Phone
Holyoke	Sean Gonsalves	gonsalvess@holyoke.org	413.322.5595

Guidance templates developed by the MADEP will be followed when designing signage. Signage will display information in both English and Spanish at all locations. Signs will be ordered and installed upon MA DEP acceptance of Holyoke Final Plan.

Public Access Sign Placement - Holyoke MA

1. Holyoke Dam Public Access
2. Jones Ferry Boat Launch

MA DEP - massdep.sewagenotification@mass.gov

U.S. Environmental Protection Agency - R1.EPANotifications@epa.gov

Massachusetts Department of Public Health - DPHToxicology@mass.gov

The Massachusetts Division of Fisheries and Wildlife - doug.cameron@mass.gov

Holyoke BOH - gonsalvess@holyoke.org

*Any person who subscribed to receive such public advisory notifications by email or text messaging

Section 7: Public Notification Recipients:

- MA DEP - massdep.sewagenotification@mass.gov
- U.S. Environmental Protection Agency - R1.EPANotifications@epa.gov
- Massachusetts Department of Public Health - DPHToxicology@mass.gov
- The Massachusetts Division of Fisheries and Wildlife - doug.cameron@mass.gov
- Holyoke BOH - gonsalvess@holyoke.org
- South Hadley BOH shart@southhadleyma.gov
- Chicopee BOH Isanders@chicopeema.gov

*Any person who subscribed to receive such public advisory notifications by email or text messaging

Section 8: Detection Method Maintenance

Holyoke will utilize flow monitoring metering equipment through contract services with Flow Assessment Services 72 Priscilla Ln, Auburn NH, 03032. CSO level and flow monitors use best available technology. The Collection system operators review all the CSO data collected daily.

The system allows real-time data recording and evaluation. All discharges from CSOs are recorded and the following information is maintained for at least six years:

- estimated duration in hours,
- estimated volume in gallons,
- Precipitation data.

Certification that this data is recorded, as well as CSO overflow summary data is submitted as part of the monthly DMR submittal & annual CSO I&I report required by the City of Holyoke's NPDES Permit MA0101630 Part I.B.5.b.

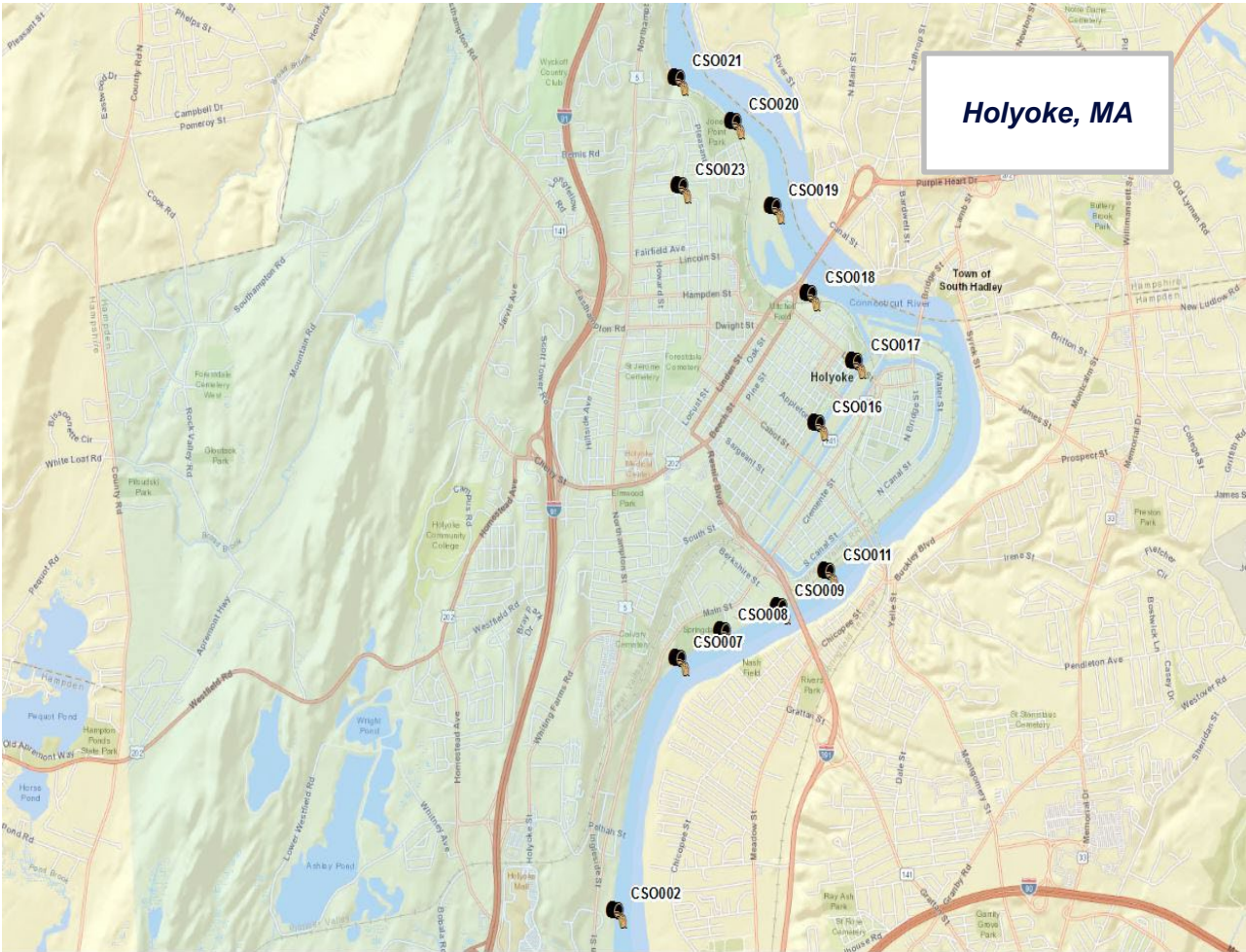
Section 9: Public Notice:

As required by the MA DEP Combined Sewer Overflow Final Public Notification Plan. We will submit this final plan to the MaDEP. Including a website where an interested party can review and comment.

Section 10: Request to use Combined Notifications:

The City of Holyoke is requesting to use Combined Notifications for each river basin in the CSO system. There are 12 total CSOs on the Connecticut River and 2 on the first level canal ultimately discharging to the Connecticut River. It is expected that CSOs will occur at multiple locations at approximately the same time during wet weather events. The combined notification will identify each CSO in the river basin that has activated. See Public Advisory Notification example below.

Map of CSO Locations in Holyoke MA



Map of Holyoke Water Pollution Control Facility



Outfall Coordinates Latitude 42°11'25"N Longitude 72°36'43"W

2019 CSO Discharge Summary Holyoke, MA

Annual Discharge Summary by Site				Monitoring Method
Site	Watershed	# of Events	Total Volume in Gals	
CSO 002	Connecticut River	19	545,160	pressure & velocity sensor
CSO 007	Connecticut River	30	332,905	pressure & velocity sensor
CSO 008	Connecticut River	56	27,818,513	pressure & velocity sensor
CSO009	Connecticut River	28	119,642,000	pressure & velocity sensor
CSO 011	Connecticut River	82	7,106,938	pressure & velocity sensor
CSO 016	1st Level Canal	94	1,710,550	pressure & velocity sensor
CSO 017	1st Level Canal	0	-	Wood Block & Level transducer
CSO 18	Connecticut River	100	23,940,946	pressure & velocity sensor
CSO 19	Connecticut River	11	16,290	pressure & velocity sensor
CSO 20	Connecticut River	103	12,905,918	pressure & velocity sensor
CSO21	Connecticut River	99	12,671,263	pressure & velocity sensor
CSO023	Connecticut River	33	548,847	pressure & velocity sensor

System Total	655	207,239,330
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Discharge Summary By Month		
Month	Avg. Rain	Total Volume
January	4.23	53.866743
February	3.68	2.328465
March	1.84	0.695441
April	7.53	44.550918
May	3.99	10.842135
June	2.66	2.825117
July	4.75	16.969936
August	2.59	8.796793
September	2.81	4.683576
October	6.28	35.379948
November	3.76	7.035409
December	6.14	19.264867

Rainfall Summary	
Site	Total Rain
WPCF	50.26
RG01	50.38
RG02	49.3
RG03	45.82
Average	48.94

2020 CSO Discharge Summary Holyoke, MA

Annual Discharge Summary by Site				Monitoring Method
Site	Watershed	# of Events	Total Volume in Gals	
CSO 002	Connecticut River	24	180,885	pressure & velocity sensor
CSO 007	Connecticut River	19	224,259	pressure & velocity sensor
CSO 008	Connecticut River	47	21,398,645	pressure & velocity sensor
CSO009	Connecticut River	28	155,591,000	pressure & velocity sensor
CSO 011	Connecticut River	51	6,313,035	pressure & velocity sensor
CSO 016	1st Level Canal	76	1,762,073	pressure & velocity sensor
CSO 017	1st Level Canal	0	-	Wood Block
CSO 18	Connecticut River	123	22,596,737	pressure & velocity sensor
CSO 19	Connecticut River	20	65,135	pressure & velocity sensor
CSO 20	Connecticut River	75	9,704,094	pressure & velocity sensor
CSO21	Connecticut River	96	24,511,720	pressure & velocity sensor
CSO023	Connecticut River	36	925,355	pressure & velocity sensor

System Total	595	243,272,938
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Discharge Summary By Month		
Month	Avg Rain	Total Volume
January	1.48	8.412646
February	3.98	6.331279
March	3.80	6.030859
April	5.13	18.950995
May	2.82	15.100246
June	2.72	10.962041
July	4.13	31.828
August	3.33	9.161713
September	3.46	34.538613
October	6.01	17.587105
November	5.12	39.710602
December	8.02	44.658839

Rainfall Summary	
Site	Total Rain
WPCF	49.84
RG01	42.64
RG02	39.31
RG03	44.55
Average	44.085

2021 CSO Discharge Summary Holyoke, MA

Annual Discharge Summary by Site				Monitoring Method
Site	Watershed	# of Events	Total Volume in Gals	
CSO 002	Connecticut River	27	184,655	pressure & velocity sensor
CSO 007	Connecticut River	28	310,803	pressure & velocity sensor
CSO 008	Connecticut River	50	30,007,949	pressure & velocity sensor
CSO009	Connecticut River	33	168,916,000	pressure & velocity sensor
CSO 011	Connecticut River	43	11,119,309	pressure & velocity sensor
CSO 016	1st Level Canal	107	3,053,920	pressure & velocity sensor
CSO 017	1st Level Canal	0	-	Wood Block
CSO 18	Connecticut River	106	28,335,470	pressure & velocity sensor
CSO 19	Connecticut River	18	29,757	pressure & velocity sensor
CSO 20	Connecticut River	58	14,415,383	pressure & velocity sensor
CSO21	Connecticut River	79	25,431,689	pressure & velocity sensor
CSO023	Connecticut River	31	1,170,187	pressure & velocity sensor

System Total	580	282,975,122
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Discharge Summary By Month		
Month	Avg Rain	Total Volume
January	2.78	17.744517
February	3.20	4.153561
March	2.54	4.691077
April	5.18	16.185115
May	5.77	18.363654
June	2.25	4.373747
July	12.5	82.939526
August	5.28	30.169523
September	5.78	62.153391
October	5.96	19.398807
November	1.97	19.640452
December	4.03	3.81389

Rainfall Summary	
Site	Total Rain
WPCF	50.26
RG01	50.38
RG02	49.3
RG03	45.82
Average	48.94

3 Year CSO Discharge Summary 2019-2021 Holyoke, MA

Discharge Summary by Site				3 Year Average Volume Per Event
Site	Watershed	# of Events	Total Volume in Gals	
CSO 002	Connecticut River	70	910,700	13,010
CSO 007	Connecticut River	77	867,967	11,272
CSO 008	Connecticut River	153	79,225,107	517,811
CSO009	Connecticut River	89	444,149,000	4,990,438
CSO 011	Connecticut River	176	24,539,282	139,428
CSO 016	1st Level Canal	277	6,526,543	23,562
CSO 017	1st Level Canal	0	-	-
CSO 18	Connecticut River	329	74,873,153	227,578
CSO 19	Connecticut River	49	111,182	2,269
CSO 20	Connecticut River	236	37,025,395	156,887
CSO21	Connecticut River	274	62,614,672	228,521
CSO023	Connecticut River	100	2,644,389	26,444

System Total =	1830	733,487,390	400,813
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Example of Public Advisory Notice

(Insert Date)

Dear Health Official:

Please be advised that precipitation, as recorded at the Holyoke Water Pollution Control Facility, within the previous 4 hours resulted in combined sewer overflow discharges from the City of Holyoke's sewage collection system to the Connecticut River. These discharges may have negative water quality impacts downstream including the Connecticut River adjacent to your community. Swimming, fishing, boating and other uses which may involve water contact is discouraged.

This discharge is ongoing at this time.

Permittee: City of Holyoke NPDES# MA0101630

The table below lists the Locations and Estimated volume discharged.

CSO Discharge Summary		
Discharge Summary by Site		
Site	Receiving Waterbody	Estimated Volume in Gallons
CSO 002	Connecticut River	13,010
CSO 007	Connecticut River	11,272
CSO 008	Connecticut River	517,811
CSO009	Connecticut River	4,990,438
CSO 011	Connecticut River	139,428
CSO 016	1st Level Canal	23,562
CSO 017	1st Level Canal	No Discharge
CSO 18	Connecticut River	227,578
CSO 19	Connecticut River	2,269
CSO 20	Connecticut River	156,887
CSO21	Connecticut River	228,521
CSO023	Connecticut River	26,444

Avoid contact with the Connecticut River for 48 hours after the discharge ceases due to increased health risks from bacteria and other pollutants. The discharge consists of rainwater, untreated sewage or partially treated sewage.

Potentially affected communities border the Connecticut River: South Hadley, Chicopee.

For Additional information regarding Combined Sewer Overflows (CSO) discharges and overflows.

Visit: <https://www.holyoke.org/dpw-sewer-and-waste-water/>

Estimado funcionario de salud:

Tenga en cuenta que la precipitación, según lo registrado en la Instalación de Control de la Contaminación del Agua de Holyoke, dentro de las 4 horas anteriores resultó en descargas combinadas de desbordamiento de alcantarillado del sistema de recolección de aguas residuales de la Ciudad de Holyoke al río Connecticut. Estas descargas pueden tener impactos negativos en la calidad del agua río abajo, incluido el río Connecticut adyacente a su comunidad. Se desaconseja nadar, pescar, pasear en bote y otros usos que puedan implicar el contacto con el agua.

La descarga está curso en este momento

Titular del permiso: Ciudad de Holyoke NPDES# MA0101630

La siguiente tabla enumera las ubicaciones y el volumen estimado descargado.

Resumen de descarga de CSO		
Resumen de descarga por sitio		
Sitio	Cuerpo de agua receptor	Volumen estimado en galones
CSO 002	Rio Connecticut	13,010
CSO 007	Rio Connecticut	11,272
CSO 008	Rio Connecticut	517,811
CSO009	Rio Connecticut	4,990,438
CSO 011	Rio Connecticut	139,428
CSO 016	Canal 1er Nivel	23,562
CSO 017	Canal 1er Nivel	Sin descarga
CSO 18	Rio Connecticut	227,578
CSO 19	Rio Connecticut	2,269
CSO 20	Rio Connecticut	156,887
CSO21	Rio Connecticut	228,521
CSO023	Rio Connecticut	26,444

Evite el contacto el rio Connecticut durante 48 horas después de que cese la descarga debido al aumento de los riesgos para la salud debido a las bacterias y otros contaminantes. El vertido consiste en agua de lluvia aguas residuales sin tartar o aguas residuales parcialmente tratadas.

Las comunidades potencialmente afectatas bordean el río Connecticut: South Hadley, Chicopee

Para obtener información adicional sobre las descargas y desbordamientos de desbordamientos de alcantarillado combinado (CSO).

Visite: <https://www.holyoke.org/dpw-sewer-and-waste-water/>

Sample SSO Advisory Notice

SSO Public Advisory - Notice Aviso de aviso público de SSO

Permittee - Titular del permiso: City of Holyoke NPDES# MA0101630

Location - Ubicación:

Time of discharge - Hora descarga:

The discharge is ongoing at this time. - La descarga está en curso en este momento.

Affected Waterbodies - Cuerpos de agua afectados: Connecticut River

Avoid contact with these waterbodies for 48 hours after the discharge ceases due to increased health risks from bacteria and other pollutants. The discharge consists of rainwater and untreated sewage and waste.

Evite el contacto con estos cuerpos de agua durante 48 horas después de que cese la descarga debido al aumento de los riesgos para la salud de las bacterias y otros contaminantes. La descarga consiste en agua de lluvia y aguas residuales y desechos sin tratar.

Affected communities - Comunidades afectadas: Holyoke

The affected communities border the Connecticut River downstream of the SSO discharge. Las comunidades afectadas bordean Rio Connecticut descendente de la descarga de SSO.

Visit <https://www.holyoke.org/dpw-sewer-and-waste-water/> for additional information. Visite www.holyoke.org para obtener información adicional.

Environmental Justice Block Groups:

City	Block Group	Census Tract	Households Language Isolation %	Language
Holyoke	2	8114	39.7%	Spanish
Holyoke	1	8116	34.7%	Spanish
Holyoke	2	8116	42.6%	Spanish
Holyoke	3	8116	27.9%	Spanish
Holyoke	4	8116	46.5%	Spanish
Holyoke	1	8117	63.5%	Spanish
Holyoke	1	8114	40.1%	Spanish
Holyoke	2	8115	27.1%	Spanish
Holyoke	2	8117	41.4%	Spanish
Holyoke	1	8120.01	50.1%	Spanish
Holyoke	2	8118	31.8%	Spanish
Holyoke	3	8120.01	27.1	Spanish

CSO Location and Sensor Data

Holyoke, MA CSO Flow Monitors			
CSO #	CSO Location	CSO Description	Watershed
CSO 002	Jug Handle Rd	Ultrasonic in MH w/pressure velocity sensor D/S of Weir	Ct River
CSO007	Glen St & N. Hampton St	Pressure depth & Velocity MH in MH	Ct River
CSO008	Jed Days Landing St	Pressure sensor U/S and Pressure Velocity Sensor D/S of Weir	Ct River
CSO009	South St	Pressure Sensor D/S of Weir , Flow Calculation CC Height over Weir	Ct River
CSO011	Jackson St	Pressure velocity & Ultrasonic Sensor D/S of Weir	Ct River
CSO016	Appleton St & Nick Cosmos Way	Pressure velocity & Ultrasonic Sensor D/S of Weir	1st Level Canal
CSO017	Lyman St & Front St	Wood Block	1st Level Canal
CSO018	Walnut St	Ultrasonic Depth and Velocity Sensor	Ct River
CSO018 A	Essex St and Walnut St	Ultrasonic Depth and Pressure Sensor	Ct River
CSO018B	Highland Park Pump Station	Pressure Sensor Ultrasonic level Sensor	Ct River
CSO019	Pleasant St R.O.W.	Ultrasonic Depth Sensor	Ct River
CSO020	Cleveland St and Oxford St	Pressure Depth U/S and Pressure Depth & velocity Sensor D/S	Ct River
CSO021	River Terrace	Ultrasonic Level Sensor and Pressure Depth Sensor	Ct River
CSO021B	River Terrace	Ultrasonic Level Sensor and Pressure Depth Sensor	Ct River
CSO023	Jefferson St and Dartmouth St	Pressure sensor U/S and Pressure Velocity Sensor D/S of Weir	Ct River