

Western Virginia Water Authority Sanitary Sewer Overflow and Cleanout Policy

Due to the continued difficulty and conflict arising from plumbers attempting to verify the location of blockages on laterals, and thereby the responsibility for the blockages, we are amending our Sanitary Sewer Blockage Policy as follows:

When a customer calls in a backup, the person responding shall check for a cleanout at the edge of the right of way or easement. If there is a cleanout at that location, the person responding shall determine which side of the cleanout (public or private) the blockage is on and address it accordingly. If there is no cleanout at the edge of the right of way or easement, the person responding shall check the main and address any evidence of a blockage there.

If there is no evidence of a blockage on the main, the person responding shall give a copy of the Sanitary Sewer Blockage Memo to the customer and **instruct them to contact a plumber to dig the lateral up at the edge of the right of way or easement.** Once the plumber has the lateral dug up at the edge of the right of way or easement, they will contact Field Operations and have a representative from our division present when they break into the pipe. Once the plumber breaks into the pipe, it will be determined by the Field Operations representative whether the blockage is on the private side or on the Authority side.

IF THE BLOCKAGE IS ON THE PRIVATE SIDE, the plumber and the customer shall be notified that this is the responsibility of the CUSTOMER to remedy. The Field Operations representative shall also notify the plumber that he will be required to install a **long sweep 90 degree bend** cleanout at the edge of the right of way or easement per the Western Virginia Water Authority Design and Construction Standards, including any associated restoration. The Western Virginia Water Authority shall reimburse the property owner for the plumber fees associated with the installation of the cleanout at the amount below. Reimbursement to the property owner will be based on the depth of the cleanout installed. **The Authority shall pay \$25 per each vertical foot of cleanout installed.** The depth used to calculate the payment shall be measured from the flow line of the lateral at the proposed cleanout location to the top of the existing ground.

IF THE BLOCKAGE IS ON THE AUTHORITY SIDE, the plumber and the customer shall be notified that this blockage is the responsibility of the Authority to remedy. The Authority shall make the repairs to the Authority side of the lateral and install a cleanout at the edge of the right of way or easement. The Authority shall also pay the property owner for the plumber fees associated with the excavation that the plumber performed on the lateral at the right of way or easement at the following amount. **The Authority shall pay \$75 per each vertical foot of excavation,** provided that the excavation is of a size that allows the use of the excavation in compliance with OSHA standards. In other words, if the excavation is 5' deep or deeper, it must be of sufficient size to place a trench box in it. The depth used to calculate the payment shall be measured from the flow line of the lateral at the proposed cleanout location to the top of the existing ground.

The Western Virginia Water Authority shall reimburse the property owner ONLY on the two methods outlined above. The Authority shall not pay the customer for any time spent or materials used in cabling, rodding, and/or televising the private side of the lateral.

If the customer desires to have their lateral cabled, it shall be solely at their discretion and at their cost. **The Western Virginia Water Authority shall not pay either the plumber or the customer for any cabling of the sewer lateral,**

Procedure for Blockages

- 1. Call the Western Virginia Water Authority at 540-283-2981. After hours this telephone number rolls to the Call Center, so it will always be answered.**
- 2. Authority personnel shall come to your house and verify that the main serving you is open. If it is not open, they will address the problem.**
- 3. If the main is open, the Authority personnel will determine whether you have a cleanout at the right of way / easement line. If you do, they will determine if the blockage is on the public (Authority) side or the private (customer) side. If the blockage is on the public side, they will address the problem. If the blockage is on the private side, they will notify you to call a plumber to address the problem.**
- 4. If there is no cleanout at the right of way / easement line, the Authority personnel will notify you to call a plumber to dig up the lateral at the right of way / easement line. Once they have the lateral dug up, the plumber must call the Authority and have our personnel at the site when they break into the lateral.**
- 5. When the plumber breaks into the lateral, the Authority personnel shall verify where the blockage is. It is imperative that the Authority personnel be on site when the lateral is broken into. If the plumber breaks into the pipe without Authority personnel present on-site to verify the location of the blockage, any reimbursement by the Authority may be voided.**
- 6. If the blockage is on the public side, the Authority shall address the problem and reimburse the property owner for plumber fees associated with the excavation at the property line at the rate amount below. Reimbursement for excavating the lateral will be based upon the depth of the lateral. The Authority shall pay \$75 per vertical foot of excavation, measured from the flow-line at the right of way / easement line to the existing ground surface. It is required that, if the excavation is 5' or deeper, the excavation must be at least 8' long by 5' wide to allow the use of a trench box and meet OSHA regulations.**
- 7. If the blockage is on the private side, the customer shall be responsible for fixing the problem. The plumber shall install a long sweep 90 degree bend cleanout on the lateral at the right of way / easement line, and the Authority shall reimburse the customer plumber fees associated with the installation of the cleanout at the rate amount below. Reimbursement shall be based upon the depth of the cleanout. The Authority shall pay \$25 per vertical foot of cleanout, measured from the flow-line at the cleanout to the existing ground surface.**

Claims for reimbursement will be made by completing the attached form and returning it with the required documentation to:

**Western Virginia Water Authority
c/o Mike Mills – Field Operations Sewer Manager
3322 Hollins Road, NE
Roanoke, VA 24012**

Required documentation includes;

- 1) Completed and signed form (Certification of Blockage Location)**
- 2) Bill of materials used**
- 3) Invoice with the following information;**
 - a. Address**
 - b. Depth of cleanout installed**

If you have any questions or comments regarding the policy please contact us at (540) 283-2981.

Certification of Blockage Location

Date:

Address:

Depth of Cleanout:

Property Owner:

Property Owner's Telephone:

Plumber Contact Information:

Name:

Phone Number:

Cell Phone:

License Number:

Mailing Address:

Signature of Plumber

Western Virginia Water Authority Representative:

Print Name

Signature

Location of Blockage as verified by the above Western Virginia Water Authority representative (attached a sketch if necessary):
