

GENERAL PROCEDURES

Initial data is collected by staff and is entered into a computer database. From this computer database, a printout of confirmed and suspected infiltration and inflow (I/I) source(s) can be generated for a particular area.

CONFIRMED SOURCE(S)

If a source is confirmed, the data is entered into the I/I computer database and the disconnection process begins.

I. Disconnection Process

A disconnection request is sent by certified mail to the address of the building owner identifying the confirmed source(s). Also sent with the disconnect request are appeal procedures, plumbers list, and step by step procedure.

The building owner has the option of hiring a plumbing contractor, doing the work him/herself or in some cases requesting the Wastewater Districts to assign the work to a pre-approved contractor. If the work is performed by a contractor, the lowest bid will be chosen, unless stated otherwise. If the building owner elects to perform the work, a conceptual drawing of the disconnection is to be submitted to the I/I Planning Coordinator. The drawing shall be reviewed by the Wastewater Districts I/I staff.

Once the work is performed, the building owner shall make an appointment with the I/I Department and the city (if applicable) to verify and approve the disconnection. The disconnection will be approved according to workmanship and minimum standards.

II. Reimbursement Process

If the disconnection is approved, the owner may request payment be made directly to the specified contractor. For work completed by the property owner, reimbursement will be for materials only. The I/I Planning Coordinator shall approve an amount for reimbursement (not exceeding the reimbursement schedule) and a payment voucher is submitted to the Finance Department for disbursement of funds. After approximately five (5) years, a reinspection of the disconnect will be performed to assure the permanent removal of the I/I source.

III. Appeal Process

Once the disconnect request is sent, the building owner has 60 days to appeal to the Wastewater Administrator. If a solution is not reached, the building owner may appeal to the Board of County Commissioners, via the County Administrator.

SUSPECT SOURCE(S)

Any source listed as suspect will require an inspection and testing (dye testing) by a Wastewater Districts' I/I Inspector.

IV. Obtaining Access to Premises for Source Testing

An attempt will be made at each address to determine if it is occupied prior to equipment setup or testing.

The occupant should be informed that Wastewater Districts' employees will be on the property for a short period of time to conduct outside drainage tests.

If the home is unoccupied, the test should be performed according to established guidelines.

Obtaining Access to Premises for Building Inspection

Initially, a request for building inspection letter (see copy of letter) is mailed to all not at home, vacant, or refused entry addresses provided by consultants, requesting the occupant to call the Wastewater Districts office during regular business hours to schedule an appointment to perform the inspection. If no response is received from the occupant within five (5) days, employees of the Wastewater Districts' I/I staff will attempt to contact the occupant by telephone.

If the occupant cannot be contacted by telephone, a "request for access" letter is mailed requesting the occupant to either telephone the Wastewater Districts, or mail in an enclosed postage paid appointment card to schedule a building inspection (see copy of letter). If, after 15 days, an appointment for an inspection has still not been made, an "access to building" letter will be sent certified mail (see copy of letter). The building owner is mailed one last letter after the specified time frame has expired notifying them to contact the Districts within seven (7) days. The last step is to refer the matter to the Legal Department.

If the resident refuses entry to the I/I Inspectors, they will politely thank the resident and leave the premises. The inspectors will route the inspection form to the I/I Planning Coordinator. If the resident is uncooperative, the inspector will leave immediately and not argue or provoke the individual(s) in any way or manner. The I/I Planning Coordinator will mail an "access to building" letter to the building owner by certified mail. Next, the building owner will be contacted by telephone after the certified mail receipt is returned. If an appointment cannot be made, the Legal Department shall be informed.

If the building is determined to be vacant, the county records shall be researched to locate the owner. After the owner is determined, a "request for access" letter shall be mailed to the owner. If there is no response within the allotted time, the "access to building" letter shall be sent by certified mail. After the certified mail receipt is returned, the owner shall be contacted by telephone. The last step is to inform the Legal Department.