

3. Lateral Program Description

Type of Lateral Program (check all that apply and describe program – try to be brief in program description, but add separate sheets as needed). If utility operates more than one private lateral program, it may be preferable to complete a separate questionnaire form for the remaining questions for each of those private lateral programs.

Lateral Maintenance (e.g., cleaning, root control, etc.):

Lateral Repair (e.g., point repairs, etc.):

Private lateral repairs are eligible for the Financing and Repair Program if the lateral is inspected by Austin Water Utility (AWU) and found in noncompliance with AWU requirements.

Lateral Replacement:

Private lateral replacements are eligible for the Financing and Repair Program if the lateral is inspected by AWU and found in noncompliance with AWU requirements.

I/I Control (Specify type; e.g., cleanout caps, sump pump disconnect, downspout/yard drain disconnect, backflow preventer installation, etc. If basements are typical in area, where are building owners directed to connect the foundation or tile drain lines that have to be disconnected?):

The primary purpose of the Financing and Repair Program is to correct private lateral defects that contribute extraneous water to the AWU system.

Lateral Reconnects (Specify conditions; e.g., when utility relocates main, etc. Specify special situations; e.g., sewers under building(s) requiring building plumbing changes or extensive lateral relocation):

When AWU relocates main, AWU pays to relocate the laterals on the private property using a contractor.

X Lateral Inspections (Specify conditions; e.g., point of sale, special utility project, etc.):

Lateral inspections are conducted when the customer reports a problem, when a customer requests an inspection and as part of an SSES program). The customer request inspections are conducted using a lateral camera. The SSES program inspections are conducted using a smoke test.

X New Connection Permitting (e.g., special coordination with Building Codes, etc.):

All new connections shall meet the AWU standards, and shall be inspected. Plumbing code governs compliance on the private property. All lateral repairs require a permit and inspection. The Plumbing inspector inspects all installations.

X New Connection Enforcement Mechanisms:

New connections on a sewer will not be made to activate a service until the tap fees are paid, permitted and inspected. Water will not be turned on until the wastewater line is approved.

4. Lateral Program Implementation

Implementation Date: pending Why implemented? April 1999 EPA Administrative Order to eliminate SSOs
(e.g., consent order/decreed, reduce CSOs/SSOs, obtain capacity to alleviate sewer moratorium, more cost-effective than "old" program, etc.)

Ongoing Program? Developing Or End Date: _____ Why Ended? _____

Under the EPA AO, AWU must eliminate SSOs by December 31, 2007. AWU has estimated 50% of their I/I is from private laterals and that 6%, or ~ 10,000 laterals, need repair or replacement in the range of \$1,000 to \$3,000 per latera..

What Legal Authority was Required to Implement the Lateral Program? _____ Resolution
(check all that apply, inquire if electronic copy is available for virtual library; inquire if utility type [i.e., municipality vs. district] affects the necessary legal authority) X Ordinance
_____ State Enabling Legislation
_____ Other (Specify) _____

The ordinance was approved in February 2007, and an implementation plan is being developed.

5. Lateral Program Funding

Who Pays: _____ Utility Property Owner _____ Other (Specify): _____
(other could include grants, loans, low & moderate income programs, block development grants, etc.; inquire if electronic copy is available for virtual library)

Funding Description: AWU will "buy down" the interest rate to be able to offer interest-free financing to property owners. Only detached, single-family residences or owner-occupied duplex residences will be eligible. AWU is looking for options for those property owners not qualifying for the loan program. The loan will be a minimum of \$1,000 and a maximum of \$3,000. Low income customers meeting a set criteria can qualify for the full grant amount administered by AWU using contractors to repair the defective private laterals.

6. Program Construction

Who Does the Work: _____ Utility Internal Forces Utility Selects & Pays Contractor
 Property Owner _____ Property Owner But Only From Utility List
_____ Other (Specify): _____

Construction Description: AWU will require the work to conform to their repair/replacement standards. Only those laterals inspected to ensure the lateral is in noncompliance with AWU standards will be eligible for the program. Post-repair/replacement inspection will be performed. Eligible costs include pipe, backfill and cleanouts. Ineligible costs include building plumbing, landscaping, paving, surface features (mail boxes, lights, etc.), hazardous materials and septic tanks. In conjunction with the financing incentive, AWU's new ordinance will have stricter enforcement provisions.

Construction Details: Are standard details/specifications used? Are electronic copies available? No _____

Describe/List Details: _____

7. Public Education/Information Program

How is Lateral Program Publicized? Door hangers Are electronic copies available? _____
 Bill stuffers Are electronic copies available? _____
 Meetings Are electronic copies available? _____
 Brochures Are electronic copies available? _____
 Customer Specific Are electronic copies available? _____
(e.g., provide property owner with CCTV still shot of lateral interior, field mark/locate [flag or cone] problem, provide picture of field location in case flag or cone is removed, etc.)
 Other (Specify) Are electronic copies available? Will be soon

Additional Description of Material(s): AWU is currently developing the materials for publicizing the program to residents. The program was developed by a Task Force with members from the 33-member Citizen Advisory Group under the Austin Clean Water Program. Extensive meetings were held with the City Plumbing Board, Environmental Board, etc.

8. Lessons Learned

What Would You Do Differently? More Citizen involvement, Plumbing community involvement and inspection employee involvement.

What Performance Measures Are/Were Used? Service calls, number of SSOs and SSO volumes
(e.g., plant flow reduction, CSO/SSC reduction, basement backup reduction, service call (roots, etc.) reduction, sewer moratorium lifted, etc.) Describe results of Lateral Program on those performance measures:

Service call reduction, reduction of number of SSOs and reduction of volume of wastewater escaping the pipelines are projected benefits of the program, but since the Ordinance was only adopted in February 2007, no benefits have yet been quantified

Lessons Learned: _____

9. Follow-Up Electronic Submittal

Willing to Send Electronic Materials to WEF Collection System Committee for Inclusion in Virtual Library? Yes
(list all items utility agrees to send below should future follow-up reminders be needed)

Is utility willing to provide a contact (e.g., either web site address, telephone number or email address [preferably not a name due to possible privacy concerns] for inclusion in the WEF Private Lateral Virtual Library)?

www.ci.austin.tx.us/water

- WEF Tracking List of Materials:
- Ordinance
 - Communication with customers (letters, door hangers, etc.)
 - Contracts with contractors
 - Contract with financial institution
 - Web page (under development)
 - Forms, applications, etc.
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