PRIVATE LATERAL PROGRAM QUESTIONNAIRE

The WEF Collection System Committee is primarily interested in successfully operating programs for work performed on the privately-owned portion of the lateral line; e.g., building service connection. We want to assemble policy descriptions, enabling resolutions or ordinances, funding details, public education/information materials, standard design or construction details, etc., for programs that have proven to be successful. This specific program documentation will be made available to other wastewater utilities through a virtual private property program on-line library.

While we are interested in "planned" programs, we want to first concentrate on programs that have been demonstrated to have been effectively implemented. Planned programs will be included in the virtual library after the program has been implemented and actual experience with the program is available.

Program descriptions of private lateral programs that were previously implemented, but considered "failed" or only "partially successful" will be included if the reasons for the problems with the program have been identified and can be included as a "lessons learned" component of the virtual library.

Interview Conducted by	WEF Represen	ntative:	Name:	Jane McLamarrah					
			Date:	November 21, 2006					
1. General Information									
Utility Name & Location:	City of Austin, Texas								
Contact Name & Details:	Gopal Guthikonda, Manager 512/703-6649								
	Collection System Services Division								
	Austin Water Utility, Austin, TX								
Utility Characteristics:	~ 700,000	Number	of Customers	(service area approximately 270 square miles)					
	<u>~ 184,022</u> Number of Taps								
	~ 2,411 Total Miles of Public Sanitary Sewers (separated sewers and combine								
	0	0 Miles of Public Combined Sewers (sanitary only, not including storm sewers) (estimate % of system that is combined if total miles is unavailable or unknow							
	<u>no</u> Are basements (thus potentially sump pump connections) typical in your area (indicate yes or no)								
	municipal	Utility T	ype (municipal	government, special purpose district, private utility, etc.)					
2. Lateral Definition Private Lateral Definition (check definition that app		ilding to	ROW/Easemen	nt Line Only					
	$\overline{(N)}$	ote if (&	how) utility tre	ats laterals in easements differently than laterals in ROWs)					
	(note in (ce now) during deals faterals in easements unrefently than faterals in ROWS								
	Building To Tap on Sewer Main Line								
	Other (Specify details)								
	bu	ilding late		ats residential building laterals differently than commercial affect responses to subsequent questions)					
Cleanouts: (check all that apply)		sually Exists							
	<u> </u>	X	At building						
	<u> </u>	<u></u>	At ROW						
	X		At easement						

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.):

X 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.

X 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.

 \underline{X} 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.

X 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.

Х	Lateral Inspections	(Specify conditions; e.g.,	point of sale, sp	ecial 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/decree, reduce CSOs/SSOs, obtain capacity to alleviate sewer moratorium, more cost-effective than "old" program, etc.)					
Ongoing Program?	Developing	Or End Date:		Why Er	nded?		
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)					<u>X</u>	Ordinance	
districtj arteets the nee	essary legal a	unionity)				State Enabling Legislation	
						Other (Specify)	
The ordinance was approved in February 2007, and an implementation plan is being developed.							

5. Lateral Program Funding

	s, loans, low		Property Owne lerate income pro		Other (Specify): ck development grants, etc.; inquire if electronic
Funding Description:	•	"buy de	own" the interest	t rate to be	able to offer interest-free financing to property
owners. Only detached, si	ngle-family	residen	ices or owner-oc	cupied dup	lex residences will be eligible. AWU is looking
for options for those prope	erty owners	not qua	lifying for the lo	an program	n. The loan will be a minimum of \$1,000 and a
maximum of \$3,000. Low	v income cus	tomers	meeting a set cr	iteria can q	uality for the full grant amount administered by
AWU using contractors to	o repair the d	lefectiv	e private laterals	•	
6. Program Construction	n				
Who Does the Work:		Utility	Internal Forces	X	Utility Selects & Pays Contractor
	X	Proper	ty Owner		Property Owner But Only From Utility List
		Other	(Specify:)		
Construction Description:	AWU will	require	the work to con	form to the	ir repair/replacement standards. Only those
laterals inspected to ensur	e the lateral	is in no	oncompliance wi	th AWU sta	andards will be eligible for the program. Post-
repair/replacement inspec	tion will be	perforn	ned. Eligible cos	ts include p	ipe, backfill and cleanouts. Ineligible costs
include building plumbing	<u>g, landscapir</u>	ng, pavi	ng, surface featu	res (mail b	oxes, lights, etc.), hazardous materials and septic
tanks. In conjunction with	the financir	ng incer	ntive, AWU's ne	w ordinanc	e will have stricter enforcement provisions.
Construction Details: Are	standard det	tails/spe	ecifications used	? <u>X</u>	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?	
		(e.g., provide propert	Are electronic copies available? y owner with CCTV still shot of la cone] problem, provide picture of t ed, etc.)	ateral interior, field
	X	Other (Specify)	Are electronic copies available?	Will be soon
Additional Description of Material(s)	: <u>AWU i</u>	s currently developing	the materials for publicizing the p	brogram to
residents. The program was develope	ed by a T	ask Force with memb	ers from the 33-member Citizen A	dvisory Group
under the Austin Clean Water Progra	ım. Exter	nsive meetings were he	eld with the City Plumbing Board,	Environmental
Board, etc.				
8. Lessons Learned				
What Would You Do Differently?	More C	itizen involvement, Plu	umbing community involvement a	nd inspection
employee involvement.				
What Performance Measures Are/We	re Used?	P Service calls, numb	er of SSOs and SSO volumes	
(e.g., plant flow reduction, CSO/SSC moratorium lifted, etc.,) Describe rest	reductio	n, basement backup re	duction, service call (roots, etc.,) r	reduction, sewer
Service call reduction, reduction of n	umber o	f SSOs and reduction of	of volume of wastewater escaping	the pipelines are
projected benefits of the program, bu	t since th	he Ordinance was only	adopted in February 2007, no ber	nefits 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? <u>Yes</u> (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)?

#