

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 Representative: Name: Jane McLamarrah
 Date: July 10, 2006

1. General Information

Utility Name & Location: Grand Strand Water and Sewer Authority, Conway, SC

Contact Name & Details: Irvin Wooley, Chief of Utility Operations 843/443-8289

Utility Characteristics: 50,840 Number of Customers
 _____ Number of Taps
932 Total Miles of Public Sanitary Sewers (separated sewers and combined sewers)
0 Miles of Public Combined Sewers (sanitary only, not including storm sewers)
 (estimate % of system that is combined if total miles is unavailable or unknown)
No Are basements (thus potentially sump pump connections) typical in your area?
 (indicate yes or no)
SPD Utility Type (municipal government, special purpose district, private utility, etc.)

2. Lateral Definition

Private Lateral Definition: X Building to ROW/Easement Line Only
 (check definition that applies)

 (Note if (& how) utility treats laterals in easements differently than laterals in ROWs)

 Building To Tap on Sewer Main Line

 Other (Specify details) _____

 (Note if (& how) utility treats residential building laterals differently than commercial building laterals – this may affect responses to subsequent questions)

Cleanouts: (check all that apply) Required Usually Exists
X X At building
X X At ROW _____
 _____ 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.):

For customers signing up for the voluntary sewer service line maintenance program, maintenance is performed upon notification of a sewer backup and the GSWSA Operator determines the cause is due to the lateral. The GSWSA Operator will determine after cleaning the lateral and video inspection if further maintenance is required.

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

For customers signing up for the voluntary sewer service line maintenance program, if investigation indicates a problem requiring a repair, such as improper grade, roots, broken line, leaking joint or joint separation, GSWSA crews will make a point repair to the lateral and will restore the property landscape.

Lateral Replacement:

For customers signing up for the voluntary sewer service line maintenance program, lateral replacement is handled as a long point repair if required. There is no routine replacement program.

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?):

When smoke testing or other investigation indicates a broken cleanout or a cap or a downspout or drainage connection, the GSWSA Operator repairs or replaces the broken cleanout or cap. For downspouts and drain tie-ins, the owner is notified and given an opportunity to disconnect. If the owner does not disconnect it, the GSWSA Operator disconnects it.

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):

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

GSWSA Operators perform lateral inspections for new connections and in response to complaints such as a sewer backup. The GSWSA Operator inspects the lateral if during smoke testing or main line TV, there is apparent infiltration from a lateral.

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

New connections are inspected and must be approved before the power company will connect or the county will issue an occupancy permit.

X New Connection Enforcement Mechanisms:

New connections that are not approved will not receive power or a permit to occupy the building.

4. Lateral Program Implementation (the following applies to the voluntary sewer service line maintenance program)

Implementation Date: July 1, 2002 Why implemented? Reduce I/I and improve customer service
(e.g., consent order/decreed, reduce CSOs/SSOs, obtain capacity to alleviate sewer moratorium, more cost-effective than "old" program, etc.)

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

What Legal Authority was Required to Implement the Lateral Program? X 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) _____ Ordinance
_____ State Enabling Legislation
_____ Other (Specify) _____

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: Customers pay a voluntary monthly sewer lateral maintenance fee based on number of REUs.
Customers not paying the fee do not receive the service. GSWSA maintains an insurance policy to protect the agency
from lateral projects that might prove to be more expensive than most, but finds that the insurance deductible is higher
than the cost of the repair or replacement in most cases.

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: GSWSA repair crews investigate lateral problems and do whatever is necessary to correct the
problem. Contractors are used for repairs to concrete and asphalt driveways and sidewalks, but not for the line repairs.

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

Describe/List Details: Standard details and specifications are used for new construction, but not for repairs to
existing lines.

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? _____

Additional Description of Material(s): New customers and transfers are advised of the program when they apply for
service. Existing customers were notified by notes on their bill and an article in GSWSA's quarterly newsletter.

8. Lessons Learned

What Would You Do Differently? _____

What Performance Measures Are/Were Used? Elimination of repeat sewer backups (SBUs).
 (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:

Repeat SBUs are virtually eliminated for customers on the sewer service line maintenance program. As of June 28, 2006,
GWSA has 11,637 customers on the voluntary sewer service line maintenance program, which is 22 percent of the
50,840 total customers. The following table summarizes the program growth since it's June 2002 inception.

| Fiscal Year | Actual Revenue | Estimated Number of Customers | Approximate Percent of Customers Participating |
|--------------------|-----------------------|--------------------------------------|---|
| 2002 | \$ 0.00 | 0 | 0 % |
| 2003 | \$ 43,043.00 | 1,550 | 3 % |
| 2004 | \$ 96,912.00 | 3,550 | 7 % |
| 2005 | \$ 219,667.50 | 7,940 | 16 % |
| 2006 | \$ 321,741.50 | 11,640 | 22 % |

Lessons Learned: _____

9. Follow-Up Electronic Submittal

Willing to Send Electronic Materials to WEF Collection System Committee for Inclusion in Virtual Library? _____
 (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 website address, telephone number or email address [preferably not a name due to possible privacy concerns] for inclusion in the WEF Private Lateral Virtual Library)?

Yes (web site and email contact)

WEF Tracking List of Materials: Summary of program (Word file)

