

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.):

Lateral Replacement:

LRWU will replace the lateral from the edge of the right-of-way (ROW) to the sewer main if it is under a paved surface (street or alley) after the property owner has replaced the lateral from the building to the ROW and added a 2-way cleanout. The cost is \$350 for residential and \$500 for commercial. After payment, LRWU sends an inspector to verify the upper lateral replacement and cleanout and subsequently send a crew to complete the lower lateral replacement.

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?):

LRWU does not allow downspout connections. If such a connection is found during smoke testing (they do quite a bit of this in conjunction with rehabilitation), they send a letter to the property owner. If the property owner does not remove the connection, they turn the issue over to the City's Code Enforcement department. Similarly, LRWU requires cleanout caps and will send letters when the caps are missing. LRWU has experienced good property owner response from the initial letters for both the downspout disconnection and the missing cleanout cap issues.

When a customer experiences a backup into the house, LRWU will install a backflow preventer on the line to prevent recurrence of the problem. Most of the backups come when LRWU conducts high pressure cleaning and it is easier to install a backflow preventer than to try to note that the line should not be cleaned with high pressure jets.

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 LRWU replaces or relocates a sewer main, especially when they have “community service” lines that connect multiple customers through old lines that were not constructed to current design standards (typically too small, with many bends and frequently under buildings), LRWU will install the lateral necessary to reconnect the customer to the new sewer main. LRWU can lay lines to within 5 feet of the house. LRWU hires plumbers to lay the remainder of the lateral line. At times, the lateral relocation requires LRWU to install a line from the back of the house to the front. They are fortunate that most of the houses have crawl spaces and are not built on slabs so the plumbers can get under the house to redirect the line if necessary.

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

LRWU inspects laterals for new houses or replacement lines. (The LRWU program is a typical program similar to that of many other utilities and is not described further in the remaining sections of this questionnaire.)

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

LRWU requires new customers to obtain a \$150 connection permit, which must be presented to City officials before an occupancy permit is issued. (The LRWU program is a typical program similar to that of many other utilities and is not described further in the remaining sections of this questionnaire.)

X New Connection Enforcement Mechanisms:

LRWU has a strong Sewer Use Ordinance and has good support from the City’s Code Enforcement department. (The LRWU program is a typical program similar to that of many other utilities and is not described further in the remaining sections of this questionnaire.)

The following Questions 4 through 8 of this questionnaire are designated as follows:

- | | |
|------------------------|------------------------------------|
| 4A. through 8A. | Lateral Replacement Program |
| 4B. through 8B. | I/I Control Program |
| 4C. through 8C | Lateral Reconnects Program |

Question 9 covers all three programs.

4A. Lateral Program Implementation – The Lateral Replacement Program

Implementation Date: 1992 Why implemented? Customer service – to help customers with the cost burden associated with street cuts and repaving that can typically cost between \$2,000 and \$3,000.

(e.g., consent order/decreed, reduce CSOs/SSOs, obtain capacity to alleviate sewer moratorium, more cost-effective than “old” program, etc.)

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

What Legal Authority was Required to Implement the Lateral Program? Resolution By Sanitary Sewer Committee
(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) _____

5A. Lateral Program Funding – The Lateral Replacement Program

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: Property owner pays \$350 for residential and \$500 for commercial. LRWU assumes the remainder of the construction cost under the normal O&M budget.

6A. Program Construction – The Lateral Replacement Program

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

Construction Description: LRWU internal forces construct the lower lateral, but only after the property owner has installed a replacement upper lateral and 2-way cleanout.

Construction Details: Are standard details/specifications used? Yes Are electronic copies available? _____

Describe/List Details: LRWU is updating and reissuing their standard specifications. They plan to reissue the standards January 1, 2007.

7A. Public Education/Information Program – The Lateral Replacement Program

How is Lateral Program Publicized?	<input type="checkbox"/> Door hangers	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Bill stuffers	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Meetings	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Brochures	Are electronic copies available?	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Customer Specific (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.)	Are electronic copies available?	<input type="checkbox"/> No
	<input type="checkbox"/> Other (Specify)	Are electronic copies available?	<input type="checkbox"/>

Additional Description of Material(s): LRWU does not extensively publicize the program, but local plumbers are generally aware of this resource and will inform their customers.

8A. Lessons Learned – The Lateral Replacement Program

What Would You Do Differently? Nothing now. LRWU initially allowed property owners to repair rather than replace the upper lateral, but realized that replacement was preferable and no longer allow repairs.

What Performance Measures Are/Were Used? Number of lateral replacements
(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:

LRWU averages 2 to 3 replacements per month.

Lessons Learned: As noted above, property owners should be required to replace and not merely repair the upper lateral.

4B. Lateral Program Implementation – The I/I Control Program

Implementation Date: 2001 Why implemented? Sierra Club consent agreement relating to overflows

(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? _____ 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) None required.

Authority already established in existing Sewer Use Ordinance.

5B. Lateral Program Funding – The I/I Control Program

Who Pays: X Utility X 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: Utility pays for the inspection program through normal budget and rates. Customer pays for repairs necessary to correct the identified problem.

6B. Program Construction – The I/I Control Program

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

Construction Description: The inspection is carried out using LRWU staff. The customer selects and pays the plumber or contractor for the resulting corrective action(s).

Construction Details: Are standard details/specifications used? X Are electronic copies available? Yes

Describe/List Details: Service line installations must conform to LRWU details and specifications.

7B. Public Education/Information Program – The I/I Control Program

How is Lateral Program Publicized?	<input type="checkbox"/> Door hangers	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Bill stuffers	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Meetings	Are electronic copies available?	<input type="checkbox"/>
	<input type="checkbox"/> Brochures	Are electronic copies available?	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Customer Specific	Are electronic copies available?	<input type="checkbox"/> <u>No</u>
	(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.)		
	<input type="checkbox"/> Other (Specify)	Are electronic copies available?	<input type="checkbox"/>

Additional Description of Material(s): Customer receives a personal contact letter. The first letter is pleasant, but subsequent contacts, if required, escalate in seriousness.

8B. Lessons Learned – The I/I Control Program

What Would You Do Differently? Would have tried to do a better job of proactive communication with the customers.

What Performance Measures Are/Were Used? None
(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:

100 percent compliance is ultimately achieved. LRWU can turn off the customer's water, but was never forced to take this action to achieve compliance with the corrective action notifications.

Lessons Learned: None, program works well.

4C. Lateral Program Implementation – The Lateral Reconnect Program

Implementation Date: 2005 Why implemented? LRWU was replacing “community sewers”, but the customers were not connecting to the new sewers thus requiring LRWU to continue to maintain the old, non-conforming sewers.

(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? _____ 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
X Other (Specify) None required.

LRWU created the need for the customer to reconnect by installing the new sewer so the utility felt responsible for making the connection, especially since not connecting these customers required duplicate O&M to maintain the old line.

5C. Lateral Program Funding – The Lateral Reconnect Program

Who Pays: X 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: LRWU plans to fund the program at between \$500,000 and \$750,000 per year for the next 5 years (and it is likely longer than that as there are a substantial number of community sewers in Little Rock, particularly in the older sections of town.

6C. Program Construction – The Lateral Reconnect Program

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

Construction Description: LRWU staff install the new lateral line all the way from the new sewer main to within 5 feet of the house. LRWU hires a plumber to install the remaining 5 feet of the lateral service line because the house may also require the plumbing in the crawl space (which most homes have) to be turned from the back of the house to the front.

Construction Details: Are standard details/specifications used? X Are electronic copies available? Yes

Describe/List Details: Service line installations must conform to LRWU details and specifications.

7C. Public Education/Information Program – The Lateral Reconnect 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? _____
 X Customer Specific Are electronic copies available? No
(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): Customer receives a personal contact letter. Few customers complain since the Utility is paying.

8C. Lessons Learned – The Lateral Reconnect Program

What Would You Do Differently? Community sewer replacement has been going on for 10 years, but customers were not connecting to the new lines so this Lateral Reconnect program was developed to correct this deficiency in the community sewer replacement program.

What Performance Measures Are/Were Used? None.
(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:
There are more reconnects to be made for previously installed replacement sewers than the budget can connect so customers being connected to the new sewer see a benefit (as opposed to the I/I reduction efforts where there is little visible benefit to the customer.

Lessons Learned: None so far, but program only started in 2005.

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.lrwu.com

WEF Tracking List of Materials: Standard lateral replacement specifications and construction details.
