

COLLABORATIVE WORK EXERCISE
WEF Collection Systems Specialty Conference
Questionnaire Results
Private Lateral Inspection and Repair Program (PLIRP)
Component #1 – Program Framework

Task: List the key program elements of a private lateral inspection and repair/replacement program that could be implemented in your community. Time permitting, discuss the importance of each element as it pertains to the overall program framework.

- Program Management
 - Define purposes/processes/problem
 - Regulatory mandate and compliance requirements
 - Terms of Grant
 - Adaptive Management
- Education/Communication
 - Stakeholders/Advocacy Groups
 - Public Information & Support
 - Media – Website with Photos, TV
 - Council/Board Education
 - Maintain Trust
- Budget
 - Funding
 - Cost sharing model
 - Staffing/Equipment needs
 - Consider Peaking Surcharge
- Legal
 - Ordinances – review and improve
 - Authorization (State law change)
 - Enforcement – Temporary access agreements
 - Point of Sale Restriction – Require Testing
- Information Management
 - Mapping
 - Complaints
 - Information Analysis
 - Tracking
 - Performance/Efficiency
 - Defect Characterization
- Technologies/Scope
 - Target/Prioritize
 - Pre/Post Monitoring
 - Standard Designs/Specs
 - Certification/QBS
 - Extent (Roof Leaders only vs. whole enchilada)
 - Accountability by Designers/Contractors
- Sustainability
 - Warranty Extension
 - Homeowner training

- Deed registration/POS
- Periodic Inspection (Caps still on)
- Follow up mailings- reminder of maintenance

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Component #2 – Road Blocks

Task: List three (3) road blocks to starting a program for the inspection and repair of private building laterals. Provide a possible strategy for removing or minimizing the road block. Time permitting, discuss the impact each road block could have on the overall PLIRP.

1. Don't know that private property program is best solution
2. Not a driving need perceived by City leaders
3. Lack of political will
4. Lack of Resources: In-house/Contractors
5. Lack of Public Support
6. Low-income customers
7. Documenting that the sources are in the private sector
8. Timing/Planning (Election year, school zones)
9. Funding – Provide methods for all incomes (liens, grants, shared with municipality)
10. Legal Authority to enter and/or require action on private property
11. Structure of land rights (easements, etc.)
12. Ongoing maintenance of private laterals – who's responsibility
13. Scope creep – while implementing work on private property, property owner wants an upgrade
14. Coordination with transportation authority – limitations on cutting into new pavement
15. Union Issues
16. Codes/Requirements not in place
17. Contractor qualification

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Component #3 – Plumbing Contractors

Task: List three (3) lateral repair program processes you would seek input on from the local plumbing contractors. Time permitting, discuss how these processes benefit the overall PLIRP and why they are important for a successful program.

1. PR – How does contractor deal with customers?
2. Scope of Services: Inspection (TV) only or include repair? What kind of repairs?
3. Cost of common repairs, inspection
4. What do plumbers know about conditions of laterals throughout the community?
5. How should pre-qualification/certification program be structured?
6. What is best bidding process?
7. What issues with plumbing/building/electrical codes do engineers need to consider?
8. What are local capabilities?
9. What equipment/materials/methods work?
10. What permitting processes cause roadblocks?
11. Testing procedures – what is feasible?
12. Feasible materials and methods – what is available/reasonable?
13. Proof of license, insurance.

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Component #4 – Real Estate Industry

Task: List the steps your agency would take to involve the local realtors in the implementation of a program to inspect and repair private building laterals. Time permitting, discuss how involving the real estate industry benefits the overall PLIRP and why it is important for a successful program.

1. Find out what other jurisdictions have done
2. Draft possible program – define purpose
3. Go to agency board for concurrence/support
4. Develop realtor contact list
5. Contact local realtor association to start process (outreach/buy in) and review draft documents.
6. Contact:
 - Home inspection firms
 - Plumbers
 - Escrow/lending firm
 - Insurance companies
7. Establish task force to define program details
8. Refine ordinance based on input

Lessons Learned

- Be flexible and open to ideas
- Market to realtors (draw parallels to other activities, “right thing to do”)
- Do your part – recommend contractors/timely review of tapes
- **Post information on website**
- **Develop reasonable timeframe for completion of repairs after the sale**

Private Lateral Inspection and Repair Program (PLIRP) Component #5 – News Media

Task: Prepare a news release that describes the launch of a private lateral inspection and repair program. List the key points that you would like the readers to understand.

- City of XYZ water/sewer
- Private Lateral Management
- Describe Conveyance/Treatment process
- Describe I & I concept
- Describe how the program affects homeowner
 - Why inspection
 - What happens during inspection
- Describe current O+M of public system
- Describe any relative laws and ordinances
- Benefits - short term/long term
- Potential responsibility
- Plan of action
- Overall goals
- Schedule for project
- Public outreach:
 - Any future meetings
 - Literature
 - Web Sites
 - Phone Numbers/email addresses

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Component #6 – Training of O&M Personnel

Task: Develop an outline of a training program for your agency's operations and maintenance personnel. The training program would provide your personnel with standard operating procedures for implementing a private lateral program.

A. Program Definition

- Goals & Objectives
- Benefits
- Relationship to existing programs

B. Stakeholders

- Public relations

C. Responsibilities

- Educate staff
 - Specs/requirements
 - Determination of repair technique
 - Appearance
 - Media training
 - Customer service
 - Record keeping
 - Methodologies
 - Safety procedures
 - Inspection method
 - Video documentation
 - Unusual conditions
 - Planning the work
 - Applicable permits
 - Communication with homeowner
 - Work with outside specialty contractors
 - Always debrief when project is complete
- Reactive inspection and/or repair of laterals
- Complete repair of laterals with follow up TV inspection
- I & I Source detection
- Lateral replacement/repair

D. Authority/Ordinances

- What we can do
- What we can't do
- If/then scenarios

E. Safety

F. Reporting

Private Lateral Inspection and Repair Program (PLIRP) Component #7 – Public Education

Task: Develop a list of ideas for educating your customer base on private lateral inspection and repair program. Describe how your agency would distribute this education information. Time permitting, discuss how public education benefits the overall PLIRP and why it is important for a successful program.

- Sewer 101
 - Provide information on sewer systems and how they work
- Sewer System issues
 - Provide information on I/I, grease, roots, etc
- Ownership
 - Describe public vs. private ownership of the system
- Why is I/I problem
 - Capacity, conveyance and treatment costs SSO, environmental impacts
 - tie back to rates
- Options to resolve I/I
 - Build capacity
 - Build storage
 - Remove sources
- Describe program in detail
- Educate plumbers
- Work with environmental educators
- Work with public outreach professional
- Advertise at special events
- Showcase projects
- Door hangers/Smoke testing
- Newspaper advertising/insert
- Election timing
- Press conference
- Board of Realtor Involvement
- Public website with mapping
- Neighborhood groups
- Connect with their interest groups
- Bill inserts
- Educate at schools
- Seek volunteers

- Identify a mascot