



11 Clearwater Drive
Little Rock, AR 72204

SEWER SERVICE LINE REPLACEMENT PROGRAM

PROCEDURE

Revision No. 3 - Effective September 1, 2017

Section 1 – Procedure Background information

At the recommendation of the Little Rock Water Reclamation Commission (formerly the Little Rock Sanitary Sewer Committee), on June 5, 2012, the Little Rock Board of Directors passed Ordinance No. 20,590, which named the ordinance the “Sewer Service Line Replacement Program.” Further, Ordinance No. 20,590 requires that Little Rock Water Reclamation Authority (LRWRA) develop a procedure for implementing the Sewer Service Line Replacement Program. This document shall serve as LRWRA’s policy to implement this Procedure and is intended to only supplement the provisions contain within Ordinance No. 20,590.

The purpose of Revision No. 1 to this Procedure is to incorporate an alternate funding source when certain conditions are met by the domestic customer. The alternate funding source is provided by the Arkansas Natural Resources Commission (ANRC) and shall become available to domestic customers on January, 4 2016. The overall effect of Revision No. 1 is to provide additional funds for qualifying domestic customers to completely replace their failing sewer service line.

The original funding source will hereinafter be referred to as Ordinance No. 20,590 Funding, and the alternate source will be referred to as ANRC Funding. The Procedures outline below must be followed regardless of the funding source, except as noted below.

Section 2 - Key Requirements

2.1 Contained Within Ordinance No. 20,590

- 2.1.1. If smoke is released from a domestic customer's private sewer service line during the administration of smoke testing of the sanitary sewer system by LRWRA to locate problem areas as a part of its investigation program, the customer shall be required to repair or replace the service line within 90-days, unless authorized otherwise in writing by LRWRA.
- 2.1.2. A Domestic Customer is defined as single family residences or duplex which utilize meters of 3/4" or less and is paying the amount specified in 2.1.3 below.
- 2.1.3. Charge of \$1.00 per month on all domestic customers. (Source for Ordinance No. 20,590 Funding).
- 2.1.4. The Program is defined as the Sewer Service Line Replacement Program, hereinafter SSLR Program.
- 2.1.5. The SSLR Program will reimburse eligible domestic customers from invoices for the costs, including all existing LRWRA fees as listed in the most current Consolidated Fee Schedule, associated with and necessary to administer and carry out the replacement of defective private sewer service lines after January 1, 2013, up to a maximum reimbursement of \$2,500, as long as funds are available in the appropriate funding account.
- 2.1.6. Ordinance No. 20,590 Funds are deposited into a special interest bearing account to be used solely for the purpose of reimbursing eligible domestic customers for the cost incurred from the replacement of defective private sewer service lines.

- 2.1.7. To participate in the SSLR Program, a domestic customer is required to totally and completely replace their defective private service line from the house to the connection point on the public sewer main after January 1, 2013.
- 2.1.8. Service call charges, point repairs or maintenance shall not qualify for participation; rather, only the complete replacement of defective sewer service lines shall qualify for participation in the SSLR Program.
- 2.1.9. The replacement of defective sewer service lines, for the purposes of the SSLR Program participation, shall follow the existing laws and regulations governing the replacement of sewer service lines, including the responsibility for obtaining a LRWRA permit and inspection.
- 2.1.10. A domestic customer seeking to participate in the SSLR Program shall be required to follow the procedures, which shall be developed by LRWRA for the SSLR Program, including the submittal of proof of applicable invoices from a Licensed Master Plumber or for materials and equipment used for the replacement.
- 2.1.11. Private sewer service line as used herein is defined as the extension of the drainage system outside the building to the public sewer. Private sewer service line does not include the building drain and any other piping inside the walls of or underneath a building, for which the building owner remains financially responsible for any repairs or replacements.
- 2.1.12. Payment of reimbursements authorized under the SSLR Program:
 - Shall commence on January 2, 2013 for the Ordinance No. 20,590 Funding, and on January 4, 2016 for the ANRC Funding,
 - Shall apply to those replacements found to be defective during the administration of smoke testing previously performed, or
 - Shall apply to those defective private sewer service lines identified in any manner after January 2, 2013 for the Ordinance No. 20,590 Funding, and on January 4, 2016 for the ANRC Funding.

To view Ordinance No. 20,590, or definitions therein go to
<http://www.LRWRAu.com/Portals/0/Docs/Ordinances/20590.pdf>

2.2 Associated with Arkansas Natural Resources Commission (ANRC) Funding

To be eligible for ANRC Funding the domestic customer shall comply with aforementioned Section

2.1.1 – 2.1.12, and the following requirements from the ANRC:

- 2.2.1. The domestic customer’s property where the sewer service line replacement will occur shall be owned by an individual and not a company or business. In the case of rental property, the owner; no their most recent tax return, must have reported rental property income on their individual State and/or Federal tax return form and acknowledge that fact on LRWRA’s Domestic Customer Application Form where requested.
- 2.2.2. The new replacement sewer service pipe is placed in the existing trench of the old line after it has been removed; or the replacement construction is performed in such a manner that new pipe is in close proximity to the old pipe.
- 2.2.3. If the domestic customer, or their Licensed Master Plumber, elects to use cast iron soil pipe or ductile iron pipe, all new pipe material and associated fittings shall comply with the buy American Iron and Steel requirement.
- 2.2.4. http://water.epa.gov/grants_funding/aisrequirement.cfm

Section 3 –Property Owner’s Responsibilities

The following statements are taken from the City of Little Rock’s General Sewer Use Ordinance No. 17,965 which was adopted on March 16, 1999.

“1.2 (B) - Building Drain - shall mean that part of the lowest horizontal piping of a drainage system which receives the discharge from all drains which carry waste or water-borne waste inside the walls of a building and conveys it to the building sewer, beginning five (5) feet outside the inner face of the building.

1.2 (C) - Building Sewer - shall mean the extension from the building drain to the public sewer or other place of disposal.

3.5 - Owner Responsibilities

The owner shall operate and maintain the private sewage disposal facilities in a sanitary manner at all times, at no expense to Little Rock Water Reclamation Authority.

4.3 - Costs, Expenses, and Indemnification

All costs and expenses incident to the installation and connection of the building sewer shall be borne by the owner. The owner shall indemnify the City from any loss or damage that may directly be occasioned by the installation of the building sewer.

4.13 - Operation and Maintenance Requirements

The owner of any building or buildings which is (are) connected to the public sanitary sewer shall be required to operate and properly maintain the building drains and building sewer in accordance with all provisions of this Article at no expense to Little Rock Water Reclamation Authority.”

To view Ordinance No. 17,965, go to <http://www.LRWU.com/Portals/0/Docs/Ordinances/GenSewerUseOrd3-16-99.pdf> .

The following statements are taken from the City of Little Rock’s Sewer Service Line Replacement Ordinance No. 20,590.

“Section 2. Private sewer service line as used herein is defined as the extension of the drainage system outside the building to the public sewer. Private sewer service line does not include the building drain and any other piping inside the walls of a building for which the building owner remains financially responsible for any repairs or replacement.”

For the purposes of this Procedure, the use of the terms “building sewer”, “private sewer service line”, or “sewer service line” are equivalent.

Section 4 – Other Requirements Applicable to Sewer Service Line Replacements

- 4.1 LRWRA’s Standard Procedure for Replacement of Building Sewers Within Street, Alley, Drainage, and Utility Rights-of-Way, latest revision, aka LRWRA’s Street Cut Policy.
- 4.2 LRWRA’s Standard Specification – Sections 02610 and 02732, Sanitary Sewer Service Lines, latest revision. For reference use links provided at <http://www.LRWU.com/specs>.
- 4.3 LRWRA’s Latest Approved LRWRA Consolidated Fee Schedule

To view the documents 4.1 - 4.3 mentioned above online, go to <http://www.LRWU.com/sslrp> ; or call the Staff at LRWRA at 501-688-1420 or 501-688-1426 for further assistance in obtaining copies.

Section 5 – Procedures and Other Requirements

The Property Owner is responsible for contracting for all services required to repair or replace the sanitary sewer service line. All costs associated with the sewer service line replacement are legally the responsibility of the Property Owner. All bills shall be sent to the Property Owner. The Property Owner is responsible for managing any repairs or replacements required by LRWRA under the SSLR Program.

All private sanitary sewer service line repair work is the responsibility of the Property Owner. Should a Licensed Master Plumber be utilized, the Property Owner is responsible for paying the full amount of the contract/invoice upon completion of the project according to any agreements made with the Licensed Master Plumber. Those agreements are solely between the Property Owner and Licensed Master Plumber and do not involve LRWRA. In addition, the Licensed Master Plumber shall hold a valid Little Rock Business License, or a reciprocal Business License recognized by the City of Little Rock and in good standing with LRWRA.

Replacement of defective laterals due to leaking joints, pipe infiltration/inflow or collapsed pipe rendering that service line not functional are included in the SSLR Program. Simple blockages that can be corrected by sewer cleaning or segment repairs to a defective sewer service line are not covered under the SSLR Program.

A four-inch (4") double-cleanout must be installed at the property line adjacent to the public utility easement or Right-of-Way if one does not currently exist.

The Property Owner is encouraged to obtain multiple bids for the work to be contracted. Bids should be itemized and include a scope of service and detailed drawing of the project. Competitive Bids keep costs low and benefit all LRWRA Customers.

The Property Owner may make application to the LRWRA for reimbursement of costs associated with the full replacement of the sewer service line. All applications for reimbursement must be approved by LRWRA and the amount of reimbursement is limited by provisions contained within Ordinance No. 20,590.

In order to be considered for the SSLR Program, a Property Owner must submit a complete Application to LRWRA explaining why the sewer service line needs to be replaced prior to the starting of any work related to the replacement.

Costs in excess of the maximum total reimbursement allowed under the SSLR Program are the responsibility of the Property Owner.

The LRWRA reserves the right to limit the number of applications approved each year based on the funds available. This applies to both Ordinance No. 20,590 Funding and for the ANRC Funding.

Section 6 – SSLR Program - Step-By-Step Process

The step-by-step process involved in SSLR Program is best illustrated by viewing the flow chart attached as Exhibit "A" hereto. A narrative process is listed in the following steps:

Step 1: A Domestic Customer enters the SSLR Program in two (2) general ways (A Domestic Customer is defined as single family residences or duplex which utilize meters of 3/4" or less and is paying the amount specified in 2.1.3 above):

- A. The Domestic Customer is made aware of sewer service line replacement need, either by plumber or their own investigation; or
- B. LRWRA identifies a defective domestic sewer service line through smoke testing or other investigation method, and notifies Domestic Customer that a repair or replacement may be needed.

On or after January 2, 2013, the Domestic Customer may elect to seek SSLR Program eligibility by contacting LRWRA and requesting a Domestic Customer Application Form, hereinafter Application.

Step 2: LRWRA will:

- A. Provide a copy of the Application to the Domestic Customer.
- B. Review the Application when returned by the Domestic Customer.
- C. May schedule work site visit(s) with the Owner or Licensed Master Plumber to gather information needed to make a SSLR Program eligibility determination.
- D. If the Owner's sewer service is impaired, the Owner or Licensed Master Plumber may elect to excavate and expose a 3 (three) foot section of the existing service line to determine the type of pipe material currently in use. Any sewer service line with pipe material found not meeting the requirements of LRWRA's Standard Specifications, Section 02610, and Subsection 2.02 will be eligible for the SSLR Program.
- E. If the eligibility determination is inconclusive, LRWRA may require the Domestic Customer to hire a private Licensed Master Plumber capable of performing CCTV work (video); and to CCTV the sewer service line from five (5) feet outside the building foundation to the public sewer main. CCTV work may require the installation of a sewer service line double clean-out (4") at the curb / property line and installed at the Owner's expense. LRWRA shall be present during the CCTV work and a copy of the file/tape given to LRWRA. Other evaluation techniques may also be employed by LRWRA Staff to determine SSLR Program eligibility.

Step 3: LRWRA will make a final determination of the Domestic Customer Eligibility for SSLR Program and either:

- A. LRWRA will, inform Domestic Customer in writing if their service line is Eligible for the SSLR Program and the Domestic Customer may proceed, to (1) have the Licensed Master Plumber complete the work; or (2) in lieu of labor, obtain the materials and equipment used for the replacement under the homeowner replacement policy in order to qualify for up to \$2,500.00 towards the full replacement.
- B. Inform Domestic Customer in writing their service line does not qualify for the SSLR Program and why. That the Domestic Customer shall have 90-days, unless otherwise authorized in writing by LRWRA, to make necessary repairs to the existing private sewer service line as identified in the notice letter and that the repairs are not eligible for reimbursement under the SSLR Program. LRWRA's authority to require the repairs can be found in Ordinance No. 17,965 as mentioned above in Section 3.

Domestic Customer seeking to appeal an ineligible determination under the SSLR Program, may do so in writing to LRWRA's CEO or designee at 11 Clearwater Drive, Little Rock, Arkansas 72204. If the appeal is unsuccessful, it may be further appealed to the Little Rock Water Reclamation Commission who will make the final determination during its regularly scheduled monthly meeting.

Step 4: Domestic Customer must verify with LRWRA that the Master Plumber they intend to use is in good standing with LRWRA. Domestic Customer or Licensed Master Plumber obtains all City and LRWRA required permits prior to starting work. Domestic Customer is required under the SSLR Program to completely replace the sewer service line from the building to the point of connection to the public sewer. Domestic Customer may take advantage of LRWRA's Street Cut Policy for the portion of the sewer service line in the public right-of-way if they so desire. For other requirements not covered under this Procedure, or for general questions, contact the LRWRA Permit Desk at 501-688-1420. All applicable fees must be paid in advance, and if deemed eligible, seek reimbursement under Step 8 below.

Step 5: Domestic Customer or Licensed Master Plumber completes all the work, except back-filling the trench, and calls the LRWRA Permit Desk at 501-688-1420 and requests a LRWRA-performed sewer service line replacement inspection.

Step 6: LRWRA performs replacement sewer service line inspection and issues final approval ticket.

Step 7: Once funds have become available LRWRA will issue the Approval letter which will state funds availability and contain the reimbursement form.

Step 8: Domestic Customer submits completed SSLR Program Reimbursement Request Form which was attached to approval letter sent by LRWRA in Step 7 above.

Step 9: LRWRA issues a check to the Owner for reimbursement up to a maximum \$2,500 for a full and complete sewer service line replacement, assuring the following is strictly adhered to:

A. Eligible reimbursement expenses include:

- 1) If work performed by a Licensed Master Plumber all labor, materials, applicable plumber paid fees,
- 2) If work performed by Owner, receipts for all materials and equipment used by the Owner for the replacement,
- 3) Invoices related to sewer service line CCTV worked performed at work site,
- 4) LRWRA sewer service replacement inspection fee,*
- 5) If required, LRWRA Street Cut fee,*
- 6) Installation of a sewer service line double clean-out (4") at the curb / property line.

*For fee amount, refer to LRWRA's latest approved Consolidated Fee Schedule at <http://www.LRWRAu.com/PDF/Specifications/CurrentConsolidatedFeeSchedule.pdf> .

B. Ineligible reimbursement expenses include:

- 1) Service calls, point repairs or maintenance,
- 2) Disconnection of sump pumps, roof downspouts, and/or area drains connected to the private sewer service line or public main,
- 3) Damaged or blocked pipes located within the interior walls or underneath the foundation of the dwelling.

Reimbursement requests will only be considered for payment after the replacement service line has "passed" inspection by LRWRA personnel, and LRWRA Staff verifies all required forms have been submitted.

Request for reimbursement under the SSLR Program must be submitted to LRWRA within 90-days of the date appearing on the approval letter from LRWRA, unless otherwise authorized in writing by LRWRA, and submitted on the Reimbursement Request Form, which was attached to that letter.

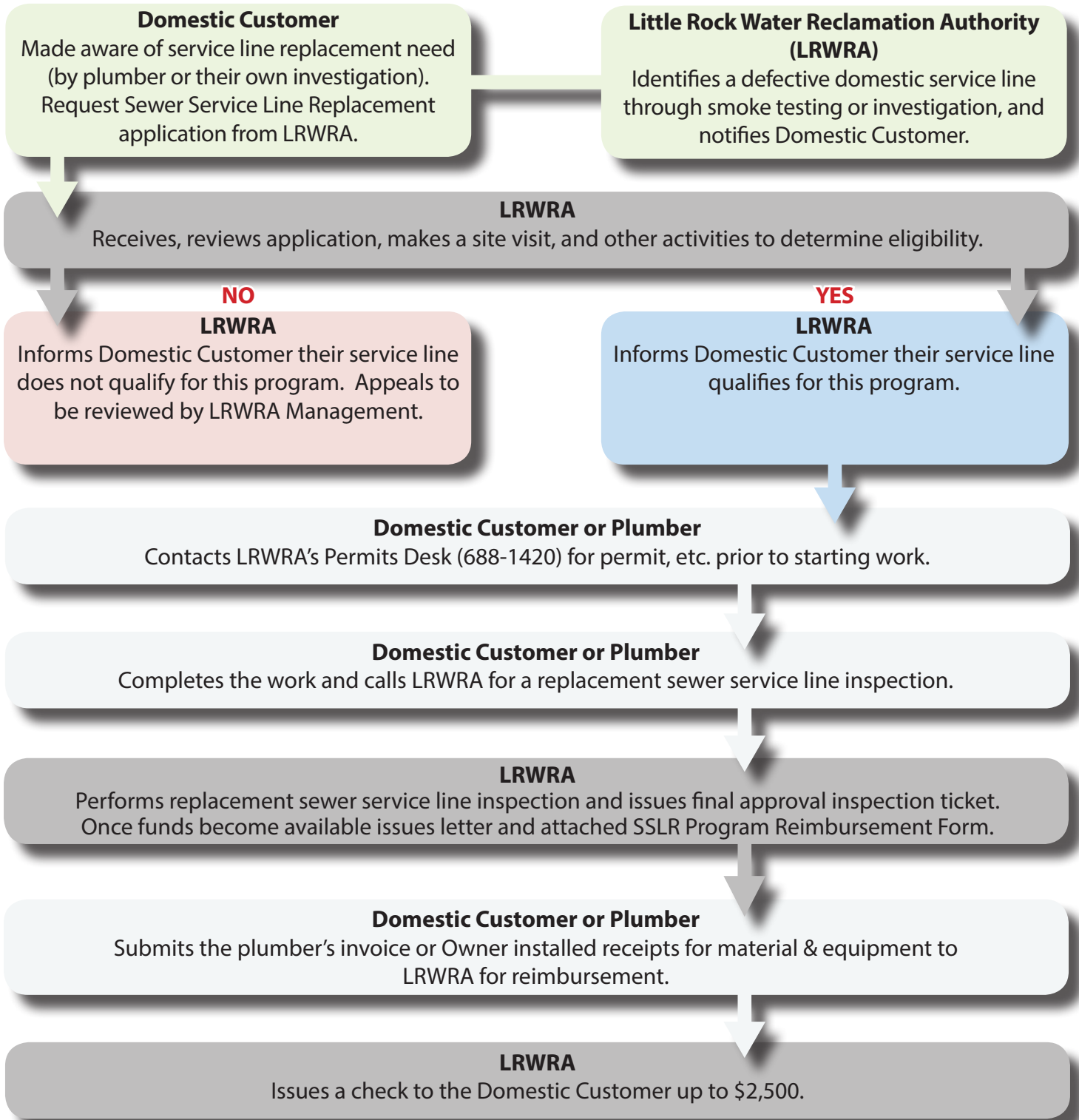
A reimbursement is only made for a sewer service line replaced at the work site address listed on the original Application submitted for consideration by LRWRA.

Service line replacement costs exceeding the maximum reimbursement amount of \$2,500 are considered to be the Owner's responsibility under this SSLR Program.

LRWRA will work to expedite reimbursements to domestic customers as funds are available. Only those reimbursement requests meeting the criteria listed under Section 2.2 will be eligible for ANRC Funding. All other reimbursements shall be made from the Ordinance No. 20,590 Funding. Reimbursements will be issued weekly providing sufficient funds are available.



Exhibit "A" Sewer Service Line Replacement Program Flow Chart





SEWER SERVICE LINE REPLACEMENT PROGRAM

DOMESTIC CUSTOMER APPLICATION FORM

11 Clearwater Drive
Little Rock, AR 72204

CAW Acct. #: _____

SSLR Program I.D.: _____

SSLR I.D.: _____

Section 1: Applicant/Owner Information

Applicant is (check one): Individual Owner Business Company Other: _____

| | |
|--|---|
| <p>(A) Applicant's Name, Address, Zip Code</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p>(B) Applicant's Contact Information (List Only Preferred Contact Methods Below)</p> <p>Home Phone: _____</p> <p>Work Phone: _____</p> <p>Cell Phone: _____</p> <p>E-Mail: _____</p> |
| <p>(C) Property Owner's Name, Address, Zip Code</p> <p><input type="checkbox"/> Check Here if Same as Applicant</p> <p>_____</p> <p>_____</p> <p>_____</p> | <p>(D) Property Owner's Contact Information (List Only Preferred Contact Methods Below)</p> <p>Home Phone: _____</p> <p>Work Phone: _____</p> <p>Cell Phone: _____</p> <p>E-Mail: _____</p> |

Section 2: Work Site / Background Information

Work Site Address (Check Here if Same as Applicant)

(Number / Street Name / Suffix / State / Zip Code)

Residential Structure is (check one): Single Family Duplex Other: _____

1. State the nature of the private sewer service line problem(s): _____
2. Is the private sewer service line flowing or backed-up at this time? _____
3. Did a professional plumber / drain cleaner attempt to clear a blockage? _____
4. What was found? _____

5. How many times has this private sewer service line problem occurred in the last 12 months?

6. Approximate Age of Home, In Years? _____
7. What is the sewer service line estimated diameter, age, and material? _____
8. Do you have a clean-out access for the sewer line? _____
9. Have you previously applied for the Sewer Service Line Replacement Program at this address?
 Yes No If yes, when: _____
10. How did you become aware of the Sewer Service Line Replacement Program? (Check one)
 Bill Insert Newspaper Plumber Neighbor/Friend LRWRA Staff Other _____

Section 3: Owner Acknowledgements

ACCESS AGREEMENT

In signing the Application, the applicant grants Little Rock Water Reclamation Authority (LRWRA) personnel access to the outdoor portion of the private property as described in this Application on page 1 under Section 2, work site address. This access is granted for the purpose of evaluating and inspecting the condition of the private sewer service line and making various determinations regarding this Application.

CERTIFICATION BY APPLICANT(S)

I certify by signing this Application that I am the legal owner of the property described herein and the information provided is true and complete to the best of my knowledge and belief. Verification of any of the information contained in this Application may be obtained from any source named herein. I am aware the submission of this Application does not constitute that the property will be approved by LRWRA for participation in the Sewer Service Line Replacement Program, hereinafter Program. I have read the Procedure discussing the requirements for the Program. I acknowledge that a letter will be issued either advising that participation in the Program for full and complete sewer service line replacement has been approved, with maximum reimbursement by LRWRA of \$2,500; or that only service line repairs were needed for the property, which is ineligible for reimbursement under the Program. I acknowledge that any work performed prior to receiving a Program eligibility letter from LRWRA is performed at my own risk and expense.

Reference is made to Section 2.2.1 of the Procedure with regard to the optional ANRC Funding, by checking yes, I acknowledge that I/We qualify as individual owners and that the property is not owned by a business or company.

Yes; or No

I have attached a copy of my driver's license or other approved form of government issued identification, and acknowledge if the Application is approved, identification is required to assure LRWRA that the proper Owner will be reimbursed under the terms and conditions of the Program.

Date: _____ Property Owner's Signature: _____

Date _____ Property Owner's Signature: _____