

FREQUENTLY ASKED QUESTIONS

Sanitary Sewer Replacement:

- 1. Why are we doing this sanitary sewer service line replacement project at this time?**
The sanitary sewer collection lines are old, in poor condition, and inadequate to handle existing sewer flow. Therefore, newer collection lines have been constructed in the street right-of-way. The City needs to connect sanitary sewer service lines to the newer collection lines in order to maintain sewer service.
- 2. Will I have to pay to make the service line connection from my property to the sanitary sewer main in the street?**
If the Right of Entry Agreement is signed and returned to the City, you will not have to pay. City contractors will make the service line connection.
- 3. How soon will we need to sign the Right of Entry Agreement (ROE)?**
The City would like the right-of-entry within seven (7) calendars after receipt. Once your ROE is received by the City, we will include your address in the service line replacement project.
- 4. How will we know where the sewer connections are and whether the contractor is cognizant of the homeowner's preferences?**
During the design phase, a sketch of the general alignment and sewer connection is prepared by the City or City contractor. If you request to review the sketch, it is made available to you.
- 5. What will happen if I don't sign the right-of-entry to let the contractor's plumber on my property?**
A sanitary sewer service line will not be constructed on your property and will not be connected to the newer sewer collection lines. Any future connection to the sewer line will be entirely at the property owner's cost, including permit and connection fees.
- 6. Will the City put back my landscape and hardscape?**
The City's contractor is required to restore your property to preconstruction conditions.
- 7. If I have any concerns about the project during construction, who do I contact?**
Call 311 and have a copy of your right-of-entry available.
- 8. Can the homeowner take pictures of the preconstruction condition to help ensure landscape and hardscape are replaced to standards?**
Yes. The City will also have inspectors to ensure that the construction and service reconnection of the service line meet standards.
- 9. Who is responsible for any damages caused by the work?**
The City contractor who is actually performing work is responsible for damages. By signing the right-of-entry, you agree to look to the City contractor to pay any claim for damages to your property or assets on your property.
- 10. Will the City coordinate with Utilities during Construction to ensure that services like water are not disrupted?**
Yes. The City contractor is required to coordinate with Utilities to ensure no disruption in services such as water or gas.
- 11. When will my sewer service be disrupted?**
You will have minimal disruption in sewer services. The sanitary sewer service line will be constructed prior to connection to the new sewer collection line.