

<b>Title:</b> Condition Assessment Requests for the First Connection	<b>Number</b> DWW-340.1	<b>Rev. no.</b> 0
<b>Responsibility:</b> Drainage and Wastewater; Customer Service Branch	<b>Supersedes</b> N/A	<b>Pages</b> 2
<b>Deputy Director's Approval:</b>  /s/ Madeline Goddard (Drainage and Wastewater)      /s/ Susan Sánchez (Customer Service)	<b>Effective Date</b> June 1, 2016	

## 1. PURPOSE

This procedure documents the respective roles of Customer Service Branch's Utility Services Team (UST) and Drainage and Wastewater Line of Business Pipe Rehabilitation (Pipe Rehab) when responding to customers' requests to view CCTV of the condition of the main sewer wye, tee or connection, to determine if it will be SPU's responsibility to repair or replace.

## 2. PROCEDURE

- A. The private property owner or designated representative questioning the condition of the owner's side-sewer-to-main-sewer connection contacts UST.
- B. UST responds only to queries directly from the property owner or the designated representative.
 

**Note:** Queries from real estate agents, potential buyers, or contractors are answered only after UST receives written approval from the current property owner.
- C. UST reviews all side sewer CCTV submitted by private property owners for the condition of the wye, tee or connection to the public main<sup>1</sup>.
- D. If the property owner is not in backup or experiencing a service restriction, and requests a condition assessment of the side sewer's CCTV inspection, UST will
  - 1) Require a clear, complete, and dated electronic copy of the CCTV inspection.
  - 2) Assess the condition of the pipe, including the wye, tee, or connection.
- E. UST determines the condition of the wye, tee, or connection and concludes the assessment with either
  - 1) No significant offset or structural defect, or
  - 2) Severe offset or structural defect.
- F. UST reports severe offsets or structural defects to Pipe Rehab.

<sup>1</sup> 21.16.190 - OWNERSHIP OF SIDE SEWERS.

Side sewers, whether located in a public or private place, shall be owned, installed, operated, and maintained by the owner or occupant of the property or premises served. This includes the pipe system up to, but not including, the tee, wye, or connection to the public main

G. Pipe Rehab determines

- 1) The City's responsibility on the offset or defect, and
- 2) Whether it is minimal or significant.

H. UST and Pipe Rehab jointly write a City Defect Letter to the property owner.

I. Pipe Rehab creates a repair-work order, when necessary, and manages the DWW System Maintenance response.

### 3. ROLES AND RESPONSIBILITIES

- Utility Service Team provides the contact number and is the initial contact for and review of all side sewer, sewage spill, or void issues on private property.
- Pipe Rehab provides UST with assistance in pipe defect analysis when a clear determination of responsibility cannot be made.
- Pipe Rehab provides UST with training in pipe condition assessment and assist with obtaining software and technical support in general.
- Operations Response Center receives all calls relating to emergencies, excavations that expose connections, backups, or service reductions.