

CITY OF ALPENA

COUNCIL POLICY STATEMENT

General Subject: Use of Public Sewer Policy No. 42
Specific Subject: Operation, Maintenance and Date Issued: 7/11/01
Replacement of Sanitary Sewer Laterals Effective Date 7/02/01

Copies: City Council, City Manager, City Clerk/Treasurer/Finance Director, Department Heads, City Attorney, ETOS, File.

I. PURPOSE

To define responsibility for the operation, maintenance, and replacement of sanitary sewer laterals that discharge into sanitary sewer mains located within the City of Alpena.

- A. Sewer Lateral Replacement: The City is responsible for all costs associated with replacement of the lateral within the public right-of-way or utility easement.
- B. Sewer Lateral Operation and Maintenance:
 - 1. The City of Alpena will respond to all customer requests to clear obstructions from the sanitary sewer lateral.
 - 2. At the time the call is received, responding personnel will inform the customer of potential charges associated with performing the service.
 - 3. Utility personnel will respond to sewer calls in as timely a manner as possible to clear the obstruction. The responding employee will measure the length of sewer tape required to achieve relief of the backed up wastewater and will record that length on the associated work order. After the obstruction has been cleared, the service technician will clean the entire lateral to ensure proper operation. The location and cause of the obstruction will be communicated to the customer.
 - 4. Utility administrative staff will review the information on the work order and determine if the customer is responsible for any associated charges.
 - 5. If the portion of the sewer lateral between the sidewalk and the sewer main was replaced after January 1, 1988, the customer will be billed the Council-approved hourly rate for performing the service call regardless of where the obstruction is located.

In the event that the customer disputes such charges, the utility will conduct a video inspection of the lateral within the utility easement or public right-of-way. Should the inspection reveal defective workmanship in the installation of the lateral, the customer would not be charged for the service call or the video inspection.

If upon inspection this section of the lateral is determined to be defect free, the customer is responsible for the service charge plus the Council-approved hourly video inspection fee.

6. If the portion of the sewer lateral between the sidewalk and the sewer main was not replaced after January 1, 1988, the following policy will be used by the Utility:
 - a) The customer will not be charged for a service call if the obstruction occurred within the right-of-way or utility easement.
 - b) The customer will be charged the Council-approved hourly rate for the service call if the obstruction is located between the home and the property line.
 - c) The customer will be charged 1/2 of the Council-approved hourly rate for the service call if the obstruction is located at the property line and responsibility cannot be accurately determined.
7. The Council-approved hourly service fee will be charged where there is evidence indicating that the obstruction was caused by the discharge of substances prohibited by Section 98-97 (6) of the City of Alpena Sewer Use Ordinance. Prohibited substances include ashes, cinders, sand, mud, tar, plastics, woods, paunch, manure, or any solid or viscous substances capable of causing obstruction of flow in sewer or other interference with the proper operation of the sewerage works.

II. APPEALS

Customers that do not agree with charges imposed by the utility may submit an appeal to a City review committee consisting of the City Manager, City Engineer, and City Clerk/Treasurer.