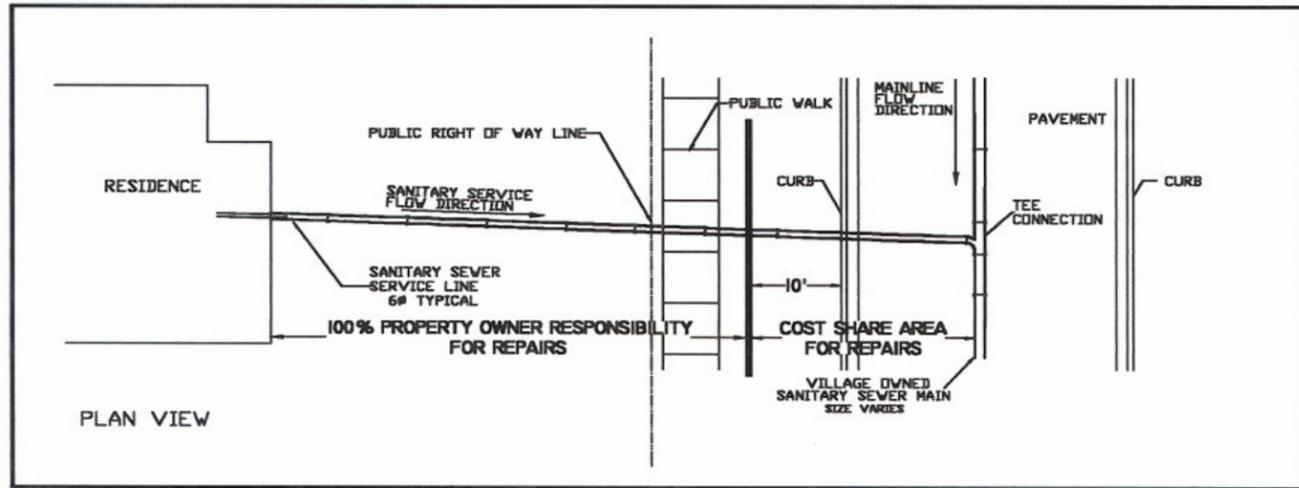


**SANITARY SEWER SERVICE LINE REPAIR
COST SHARING PROGRAM**



SANITARY SEWER SERVICE DIAGRAM

**Questions?
Call Public Works at
630-469-6756**

**SEWER
BACK-UP?
CONTACT THE
VILLAGE FIRST**

When experiencing a sewer back-up, residents and homeowners are urged to call the Village *before* contacting a sewer or plumbing contractor. Village staff will check the main sewer lines to determine if the source of the problem is the responsibility of the Village or the homeowner and will advise the resident or homeowner of their findings.

Contact Public Works at 630-469-6756 Monday through Friday 7:00 a.m. to 3:30 p.m. and the Police Department's non-emergency line at 630-469-1187 after hours and on weekends.

WHAT DOES THE VILLAGE CODE SAY?

Chapter 9 Section 7-9-22 **COST OF MAINTAINING SERVICE LINE:** All users shall maintain and repair any service line from the user to the sanitary sewer, including any lifting means required by Section 7-9-15 of this Chapter, at their own cost and expense. Maintenance means keeping the sanitary sewer connection, service line, lifting means and other sewer facilities in satisfactory working condition and a good state of repair, including, but not limited to, preventing any obstruction, extraneous material or excessive flows of storm water from entering the service line, protecting the service line and facilities from any damage, keeping the service line and facilities free from defects or malfunctions and making necessary provisions and taking necessary precautions to assure that the service line and other facilities are at all times capable of satisfactorily performing the services and adequately discharging the functions and producing the final results and purposes, which the facilities are intended to perform, discharge or produce (Ordinance 4581, 4-13-1998, effective 5-1-98).

Chapter 9 Section 7-9-1 **SERVICE LINE:** The sewer line connecting any building with the public sewer, and extends from the building to the point of connection with the public sewer main.

You will not be permitted to participate in the Sanitary Sewer Cost Share Program if you have storm water violations or if they are not corrected in their entirety while being a participant in the program.

WHAT ABOUT TREE ROOTS?

Maintenance work necessary to remove tree roots is not eligible for reimbursement regardless of the location of the tree roots. The policy requires residents to pay the entire cost of any in-pipe root removal efforts through the entire sanitary sewer service line. If the plumber hired cannot remove the roots by mechanical means, the Village should be contacted so that a determination can be made as to the location of the obstruction and eligibility for Village participation in the cost of service line repair. Village staff would need to review the information collected by the plumber, including a copy of a video tape made of the service line, and then observe the sounding information used to determine the location of the obstruction prior to digging. The Village will participate in repair costs incurred because of tree roots, provided the locations are determined to fall within the area of Village participation and observed by Village staff during the work.



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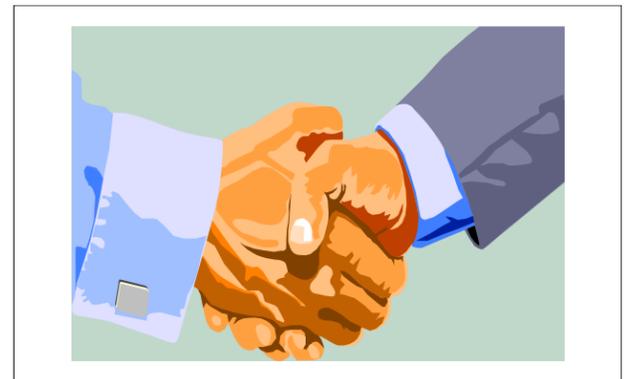
Special points of interest:

- Share cost program became effective on July 26, 2000.
- Effective December 20, 2004, property owners constructing **Class II Additions** may be eligible to participate in some cases.
- Residents should contact the Village first if they experience sewer problems.

PUBLIC WORKS DEPARTMENT
30 S. LAMBERT ROAD
GLEN ELLYN, IL 60137
Phone: 630-469-6756
Fax: 630-469-3128

**GLEN ELLYN VILLAGE BOARD
ADOPTS NEW PROGRAM**

On July 26, 2000 the Glen Ellyn Village Board adopted a new program to share in the cost of some sanitary sewer service line repairs incurred by property owners. The current policy, which holds individual property owners' responsible for the maintenance and repair of sanitary sewer service lines, has not been modified.



The new cost sharing program became effective on July 26, 2000.

The new program provides a sharing of certain repair costs a property owner may incur when repairs are made to a sanitary sewer service line. The policy and all aspects of the cost

sharing became effective on July 26, 2000; it does NOT apply to any repairs made prior to that date. The cost for this program is estimated at \$180,000 per year. In order to pay for this program, a service charge of

\$3.00 per user per month has been established and is collected on the water and sewer bill. These funds will be used to pay for the Village's portion of the service line repair costs incurred by individual property owners.

**WHEN DOES THE
SHARE COST PROGRAM APPLY?**

The Village will share in the cost of the repair of a sanitary sewer line when the repair falls under a Village street or within ten feet inside the edge of the curb or the edge of the street. In addition to sharing the cost of repair, the Village will pay for the restoration costs for this excavation. The new policy reduces the

exposure of residents to major expenses in the event of a sanitary sewer service line repair under or near the street. Property owners constructing a new building or a **Class III Addition, Alteration, Remodeling or Change of Use** are not eligible to participate in this program.

Effective December 20, 2004 property owners constructing a **Class II Addition, Alteration, Remodeling or Change of Use** may participate in this program **if the work is part of a project to replace the entire private sanitary service line from the building to the Village sanitary sewer main.**

WHAT IS MY AREA OF RESPONSIBILITY?

The sanitary service line runs between the property owner's building to the connection point at the Village's sewer main. See typical diagram on page 4.

The property owner is responsible for maintenance and repair of the service line on private property and on the Village right-of-way. What is maintenance? Maintenance is the removal of materials that are flushed, dropped, inserted or growing in the service line including toys, baby diapers, construction debris and tree roots. When a plumber is unable to dislodge material in the sewer and restore service and feels that the blockage is in the right-of-way, the property owner must contact the Public Works Department while the plumber is still present.

There may not be an easy point of reference to determine where a repair is needed. It is the homeowner's responsibility to engage a plumber who can utilize electronic device to determine the location of sanitary service line and point of obstruction. This is to be supplemented by televising and video taping the interior of the service line to confirm the location of the obstruction and determine the extent of repair required in the service line.

Village staff must observe the efforts to determine the location of the needed repair and review a video tape showing the sewer service line pipe interior. Costs associated with determining the location of the obstruction and video taping of the service line are the responsibility of the property owner regardless of where the repair occurs.



The Village of Glen Ellyn requires a building permit for installation and repair of sanitary sewer service lines.

WHAT IF MULTIPLE LOCATIONS OF THE SEWER SERVICE LINE NEED REPAIR?

The Village will participate in the cost of the installation of a new service line within the described area for cost sharing if the information gathered supports this effort. This cost sharing is applicable only for the repair of blocked service lines on existing homes.

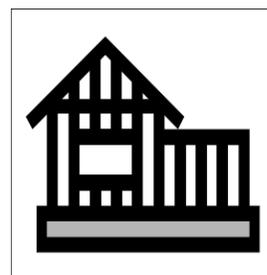
Cost sharing does not apply when a service line serves new homes or homes with significant (Class III) major additions or other modifications.

DO I NEED A PERMIT?

WHAT OTHER FEES SHOULD I ANTICIPATE?

The Village requires a **building permit** for the installation and repair of sanitary sewer service lines. The Village will collect a permit fee for all repairs done to sanitary sewer service lines. The permit fee pays the Village's cost for inspectors to oversee the work.

A **security deposit** of \$1000 is required on all work performed within the right-of-way. The security deposit provides assurance that any repair work located in the portion of the right-of-way the Village will not be restoring will be completed by the property owner. The security deposit will be returned upon complete restoration such portions.



A building permit is required for the installation and repair of a sanitary sewer service.

HOW DO I FIND A CONTRACTOR?

The following is an alphabetical list of sewer contractors who have successfully performed work under contracts directly with the Village of Glen Ellyn and who specialize in excavation and pipe replacement. These contractors have indicated to the Village that they are willing to give estimates to property owners within the Village. This list should not be viewed as a recommendation by the Village or a guarantee of the past or future performance of these contractors.

Sewer Contractors:

Active Sewer & Water	630-461-5260
James Harold Beutjer Plumbing	630-260-1773
John Neri Construction Co.	630-629-8384
Kane County Underground	630-945-7201
Martam Construction	847-608-6800
Muehlfelt Enterprises	630-668-1100
Russ' All Plumbing	630-932-8617

Sewer Televising / Locating Contractors:

Active Sewer & Water	630-461-5260
Accurate Locating & TV/Muehlfelt	630-668-1100
James Harold Beutjer Plumbing	630-260-1773
Pipe Locating & Televising Service Inc.	708-758-0001
Russ's All Plumbing	630-932-8617

- The Village suggests that you receive **three estimates** for whatever work needs to be done.
- The estimates must be reviewed by Village staff prior to authorization of participation.
- In an emergency situation, Village staff may agree to sharing repair costs without receipt of three repair estimates.
- **The property owner must receive the Village's approval before making a decision on a contractor.**

WHAT STEPS MUST I TAKE TO BE REIMBURSED FOR MY EXPENSES?

1. A **Grant Application** must be submitted to the Public Works Department for evaluation and approval.
2. A private contractor must determine the location of the needed repair.
3. Village staff must concur with the private contractor's findings or agree to make a final decision after the excavation is completed if the information is inconclusive.
4. The property owner must obtain **two to three acceptable quotes** for any sanitary sewer service line repair work *and* a quote for a complete service line repair.
5. A **DVD or VHS format video tape** that requires no additional software downloads to view with location, date, project owner and contractors name must be submitted. A reviewable **television report** must accompany all sewer televising and utilize voice-over (or written report) and include starting and ending locations, direction of camera movement and description, starting and ending points of pipe failures.
6. After review of video tape and proposed quotes for repair, Village staff will provide the property owner with a letter obligating the Village of Glen Ellyn to pay one-half of the repair cost. The reimbursement would include the excavation, spoil removal, pipe removal and replacement, and backfilling costs associated with the repair. Village staff may authorize payment beyond the original estimate of the work if the scope of the work changed during the repair and the change was reviewed and observed by Village staff in the field.
7. The Village will use a separate contractor to restore the pavement and parkway with 100% of the costs borne by the Village. Any restoration of the portion of the Village parkway greater than 10' from the existing pavement or curb is the responsibility of the property owner.
8. Upon receipt of a paid-in-full itemized bill from the contractor utilized by the resident and a signed release form, the Village will reimburse one-half of the cost attributable to the work completed underneath the street or within ten feet of the curb or edge of the pavement. The Village will not reimburse the property owner for the costs incurred to determine the location of the repair, televising the sewer, or any maintenance costs incurred prior to the repair of the service line.