

7/15/2014

**REGIONAL WATER RESOURCE AGENCY**  
**Customer Service Policy**

**RESPONSIBILITY:**

The Regional Water Resource Agency (RWRA) is responsible for the cleaning, maintenance and structural integrity of the sewer mains within the boundary of the public right-of-way (ROW) or the boundary of a separate dedicated RWRA sewer easement.

RWRA is responsible for the structural integrity of the sewer tap (the portion of the lateral that is within the ROW/RWRA sewer easement). However, RWRA is not responsible for the building sewer (the portion of the lateral that is outside the ROW/RWRA sewer easement).

The property owner is responsible for the cleaning and clearing of any obstruction of the building sewer and tap to the sewer main, including tree roots.

**RWRA ASSISTANCE:**

Upon notification, RWRA will provide inspection and cleaning services of blocked sewer mains as soon as possible, based on availability of RWRA personnel and/or equipment.

Upon notification, RWRA will provide inspection of the building sewer / tap as soon as possible, based on availability of RWRA personnel and / or equipment. RWRA will televise the tap /building sewer if there is an access point available at ground level and the property owner signs the release form. (Appendix A)

After a video inspection of the building sewer / tap, the property owner or plumber will be instructed to do one the following:

- 1) Continue to clear the line with conventional cleaning and root-cutting equipment.
- 2) Expose the lateral at the ROW/RWRA sewer easement and verify that blockage or back-up still exists at this location. If blockage still exists, continue to use proper cleaning and/or proper-sized root-cutting equipment through the line in the direction of the main.

If RWRA determines that a structural problem exists within the ROW/RWRA sewer easement, a work order will be implemented by RWRA for reconstruction and/or repair of the tap at its original location. At this point, RWRA will assume responsibility for the jobsite and work directly with the owner to resolve the drainage issue.

**GENERAL:**

This Policy will not cover all situations and/or issues that may occur. In these instances, RWRA's Director of Operations shall determine the correct and proper resolution with the owner or plumber.

## Agreement to allow Regional Water Resource Agency to clean/film/dye test private sewer lines

I (We) \_\_\_\_\_ of \_\_\_\_\_  
(Owners name) (Owners address)

the undersigned, acknowledge that I (we) have requested RWRA to clean/film/dye test  
the sewer line at \_\_\_\_\_ which are not owned or  
(Address)  
maintained by RWRA.

I (We) understand that any effort by RWRA to clean/film/dye test such facilities is being  
performed as an accommodation to me (us) and I (we) agree to hold RWRA harmless  
from any damage incurred directly or indirectly and I (we) shall not have any claim  
against RWRA on account of RWRA's assistance in filming these facilities.

I (We) also understand all expenses incurred from this work on private property shall be  
billed to the responsible parties per this agreement.

This \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

By: \_\_\_\_\_  
(Signature)

Title: \_\_\_\_\_

RWRA Employee \_\_\_\_\_ Date: \_\_\_\_\_