



10/24/2022

To Whom It May Concern:

In an effort to streamline information to anyone working within The City of Dover city limits we have decided to reach out and clarify a few important pieces of information regarding sanitary sewer lateral ownership and maintenance responsibilities.

City of Dover's customers shall call the city first if they have a sanitary sewer blockage in their lateral. **Between the hours of 8:30 AM and 3:30 PM** they can call **302-736-7025**. **After 3:30 PM** they can call **302-736-7086 Option 3**. A city team member will check city owned infrastructure to ensure they are clear.

If the blockage lies between the home and the main, the homeowner is responsible for maintenance and / or repair. If the blockage lies in the sanitary sewer main, The City of Dover will perform the work at no cost to the homeowner. If there is structural damage to the sanitary sewer lateral within the right of way, the city will perform the work at no cost to the homeowner.

If you are a plumber and you are investigating the situation, please contact the city while you are on site. Staff can normally arrive within thirty minutes (:30) during normal business hours. Plumbers are to investigate or camera the sanitary sewer lateral all the way to the connection to the sanitary sewer main.

Problems that are located in the right of way should be reported to The City, to ensure the road or right of way is properly restored.

If you are unsure exactly where the blockage is located or believe it to be in The City's right of way, contact the City of Dover's Water and Wastewater Department at the phone number listed above.

Enclosed, you file find a diagram reflecting homeowners' responsibility and city responsibility as well as a bulleted guideline of who to call and what to do.

Sincerely,

Jason A. Lyon, P.E.
Director of Water & Wastewater / Engineering Services
City of Dover
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City of Dover

Capital of the First State

Maintenance of Sanitary Sewer Laterals



General Telephone: 302-736-7025
Emergency 24 Hour Telephone:
302-736-7086



Maintenance of Sanitary Sewer Laterals

Call the City First!

- If you are experiencing any blockage in your sewer line, call the City of Dover Department of Water & Wastewater. A representative will check the sewer main to determine that there is a clear flow in the wastewater main.
- In cases where the homeowner determines that the sewer lateral cannot be cleared and that some portion of the lateral needs to be repaired or replaced, the homeowner should either directly or through a licensed plumber request the Department of Water & Wastewater have a representative on site during normal working hours. If needed, the Department of Water & Wastewater can use its locator unit to help find the exact location of the sewer lateral in conjunction with the on site plumber efforts. This locate service is provided by the City at no cost to the property owner.
- If the city cannot access the lateral to evaluate the condition, it shall be the property owner's responsibility to install a cleanout one foot (1') outside of the right-of-way or easement line to allow city staff to investigate the situation.
- If the maintenance lies between the home and the sanitary sewer main, the homeowner is responsible for the cost of service (see Diagram 1).
- If the maintenance lies in the sanitary sewer main, the City of Dover will perform the work needed at no cost to the homeowner (see Diagram 1).

Maintenance Responsibilities

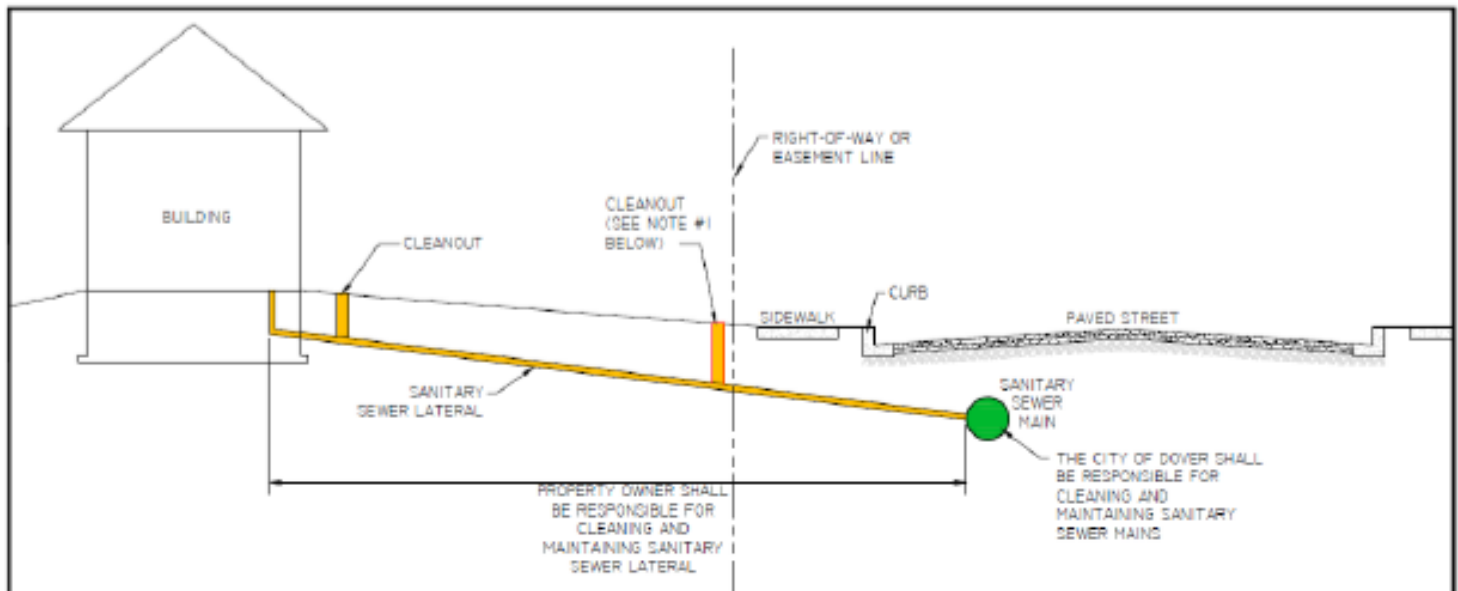
Department of Water & Wastewater

- The Department of Water & Wastewater shall clean and maintain all sanitary sewer gravity lines, manholes and pumping stations dedicated to the City of Dover on a regular basis to ensure a functioning wastewater system.
- The Department of Water & Wastewater shall video inspect all sanitary sewer gravity lines and manholes dedicated to the City of Dover on a regular basis to analyze pipe and manhole condition.

Property Owner



- The property owner shall clean and maintain all undedicated wastewater utility infrastructure, including but not limited to sanitary sewer gravity lines, manholes, sanitary sewer laterals, cleanouts, grease traps and pumping stations on a regular basis to ensure a functioning wastewater system at his/her expense.
- All dedicated / undedicated sanitary sewer gravity lines shall be cleaned and maintained to the point of connection to the City of Dover sanitary sewer main line. Any blockage occurring in a dedicated / undedicated sanitary sewer gravity main or lateral, to the point of connection at the main, shall be the sole responsibility of the property owner unless a blockage is found within the City of Dover sanitary sewer main line.

- All sanitary sewer laterals shall be cleaned and maintained from the structure receiving wastewater service to the point of connection to the City of Dover sanitary sewer main line by the property owner. The property owner is responsible for ensuring adequate cleanouts are located on the lateral, including one (1) cleanout one foot (1') outside the right-of-way or easement line as per the Water/Wastewater Handbook, to allow for proper maintenance in conformance with the requirements of the City of Dover. Any blockage occurring in a sanitary sewer lateral, to the point of connection at the sewer main, shall be the sole responsibility of the property owner unless a blockage is found with the City of Dover sanitary sewer line.
- In the event repairs are required to the sanitary sewer lateral within the right-of-way or easement, the Department of Water & Wastewater shall perform such repairs only after obtaining first hand evidence that the problem is located within the right-of-way and that the problem requires repair or replacement of the lateral. This shall ensure that the City road or right-of-way is restored properly.



NOTES:

1. IN THE EVENT THAT THE CLEANOUT AT THE RIGHT-OF-WAY OR EASEMENT LINE IS NOT AVAILABLE, THE PROPERTY OWNER IS RESPONSIBLE FOR INSTALLING SAID CLEANOUT PER THE CITY OF DOVER STANDARDS.
2. ANY BLOCKAGE OCCURRING IN A SANITARY SEWER LATERAL TO THE POINT OF CONNECTION AT THE SEWER MAIN, SHALL BE THE SOLE RESPONSIBILITY OF THE PROPERTY OWNER UNLESS A BLOCKAGE IS FOUND WITHIN THE CITY OF DOVER SANITARY SEWER MAIN LINE.
3. THE CITY OF DOVER DEPARTMENT OF PUBLIC WORKS SHALL PERFORM REPAIRS TO THE SANITARY SEWER LATERAL ONLY AFTER RECEIVING FIRST HAND VISUAL CONFIRMATION THAT THE REPAIR IN QUESTION IS WITHIN THE RIGHT-OF-WAY OR EASEMENT.

 = PROPERTY OWNER RESPONSIBILITY
 = CITY OF DOVER RESPONSIBILITY


	<p>City of Dover</p>	<p>TYPICAL SANITARY SEWER MAINTENANCE RESPONSIBILITIES</p> <p>DEPARTMENT OF PUBLIC WORKS</p>
DRAWN: JAL	DATE: 01.25.10	
CKD: RJH/REM	SCALE: NTS	
APRVD: SJD	DWG. NO: OM-3	

Diagram 1: Typical Sanitary Sewer Lateral Maintenance Responsibilities