

City of Goshen

Building Sewer Repair Procedure

The goal of this procedure is to provide a consistent and coordinated process for the City of Goshen Utility Department (City) to receive and process requests from building owners making a claim to the City for the repair of their building sewer.

The procedure is written in accordance to the provisions of Ordinance 4333 'Regulations Governing the Services of the Goshen Sewer Utility', Section 3 and cites the Building sewer claim fee from Ordinance 4323 Section 3.

INITIAL CONTACT FROM BUILDING OWNER

1. Confirmation of home owner and property.

City shall confirm contact is made by the party whose name is on the sewer bill. City will respond only upon notice of a problem from the party in whose name the sewer bill is maintained.

City shall confirm that the property is a single family home or a duplex. City will assume the repair of the building sewer to a single family home or a duplex **except** routine maintenance, cleaning to remove items placed in the building sewer by the owner and/or occupants of the building, or occasional cleaning to eliminate obstructions such as tree roots.

2. Determine the problem and responsibility.

City shall attempt to determine with the building owner whether the building sewer is in need of repair by the City or by the building owner.

The building owner's responsibility for repair to the building sewer includes:

- inappropriate use of the sewer;
- items blocking the sewer;
- obstructions such as tree roots in the sewer.

The City's responsibility for repair to the building sewer:

- begins immediately outside the exterior wall of the building;
- assumes no obligation for any defect inside the building;
- assumes no obligation to monitor or inspect the building sewer for maintenance problems; and
- assumes no obligation for routine maintenance of the building sewer.

3. Repair methods.

- A. If it has been determined that the cause of the problem is the City's responsibility, the City shall arrange repairs.
- B. If it has been determined that the cause of the problem is the building owner's responsibility, the building owner shall independently arrange their own repairs.
- C. If a definitive determination of responsibility cannot be made, the building owner may elect to choose one of the following options:
 - Pay the City's Three hundred fifty Dollar (\$350.00) building sewer claim fee to have the City investigate and diagnose the cause of the problem and correct the problem.
 - Identify and resolve their sewer problem by their own means and at their own cost.
 - If, during the repairs the problem is diagnosed as the City's responsibility, and the building owner is using a plumber approved by the City, and the plumber's diagnosis is reported as soon as its identified, and the City concurs with the

plumber's diagnosis, then the building owner can pay the City's Three hundred fifty Dollar (\$350.00) building sewer claim fee and the City will then correct the problem and pay all of the plumber's sewer work related fees.

- If, during the repairs the problem is diagnosed as the City's responsibility and the building owner is not using a plumber approved by the City but the plumber's diagnosis is reported as soon as its identified, and the City concurs with the plumber's diagnosis, then the building owner can pay the plumber's fees for the work done so far and pay the City's Three hundred fifty Dollar (\$350.00) building sewer claim fee and the City will then correct the problem and pay the City's plumber's fees to correct the problem.

4. Payment of Building Sewer Claim Fee.

City shall obtain from the building owner the payment of the Three hundred fifty Dollar (\$350.00) building sewer claim fee. As a prerequisite for making a claim for the repair of a building sewer, the building owner must pay the City a building sewer claim fee as set forth in the ordinance entitled "Goshen Sewer Utility Schedule of Rates and Charges." Payment methods include:

- Payment in person at City of Goshen Utility Office, 202 S5th Street.
- During hours when the Sewer Office is closed and with prior approval from City, the payment of the Three hundred fifty Dollar (\$350.00) building sewer claim fee may be added to the building owner's monthly sewer bill. Should this method be used, the City representative that responds to the emergency site shall have the homeowner sign the "Agreement to Apply Building Sewer Claim Fee to Utility Bill" form.

5. Documentation and File Maintenance.

City shall create and maintain a file of all information and correspondence beginning with the initial request for claim through to close of claim and a copy of the Plumbing Contractor's final invoice if applicable.

City shall also maintain a log of Plumbing Contractors who are under contract with the City of Goshen, their rates, their equipment capabilities, a schedule of their calls and a summary assessment of each of their responses.

MOBILIZING PLUMBING CONTRACTOR

Utilities shall:

- Select a Plumbing Contractor from the list of Plumbing Contractors
- Contact, inform, instruct and dispatch Plumbing Contractor

DIAGNOSIS

Plumbing Contractor shall:

- Diagnose problem with televisual equipment;
- Contact designated person at City every 2 hours until able to report; and
- Report diagnosis (including VCR or DVD) to designated person at City

City shall assess report and advise Plumbing Contractor how to proceed.

REPAIR

Plumbing Contractor shall:

- Proceed with repair work as directed; and
- Inform designated person at City upon completion of repairs and before leaving site.
- If agreed between City and Plumbing Contractor that work requires more time, update and inform designated person at City at end of each day before leaving site while job is in progress.