

Benefits

Eligible property owners who participate in the Sewer Lateral Program will not have to endure the full financial burden that can result from a completely broken or blocked sewer lateral or drain. BWSC will reimburse the property owner up to a maximum of \$3,000 to repair or replace the completely blocked or broken building sewer lateral or drain.

If you feel you may qualify for the Sewer Lateral Program, or if you would like more information, please contact BWSC's Operations Division at (617) 989-7000.

Additional Information

For other information regarding services provided by BWSC, please contact the Community Services Department at (617) 989-7000.



Boston Water and Sewer Commission

980 Harrison Avenue
Boston, MA 02119-2540
617-989-7000
www.bwsc.org



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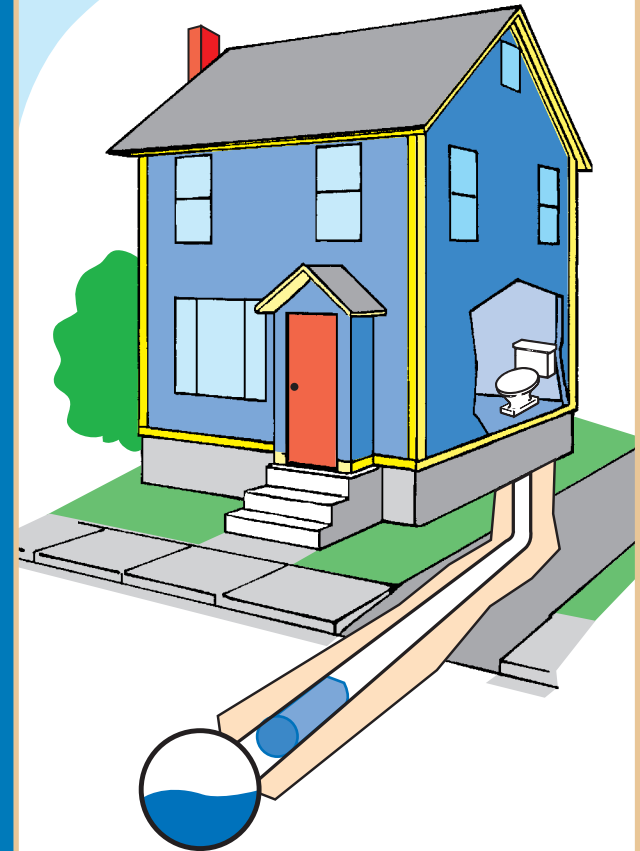
Vincent G. Mannering
Executive Director



2004



The Sewer Lateral Financial Assistance Program



Boston Water and
Sewer Commission

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When a complete sewer lateral blockage or collapse occurs, it can be destructive and pose health risks. Failure to repair a complete blockage or break may create conditions that could threaten public health and safety, as well as damage the sewer system. Therefore, it is important that the lateral be fixed promptly and correctly.

A sewer lateral, also known as a building's sewer or storm drain, is the waste disposal pipe connecting a home or business to the Boston Water and Sewer Commission's (BWSC) main sewer or drain line in the street. While BWSC is responsible for maintaining its sewer and drain lines located in the public way, property owners are responsible for the maintenance of their building's entire lateral from inside the property's basement to BWSC's sewer or drain lines in the street.

The Program

To ensure the proper operation of a building's lateral, BWSC provides direct financial assistance (up to a maximum of \$3,000) to property owners whose building's sewer lateral is completely blocked or collapsed and requires excavation in the public way to repair.

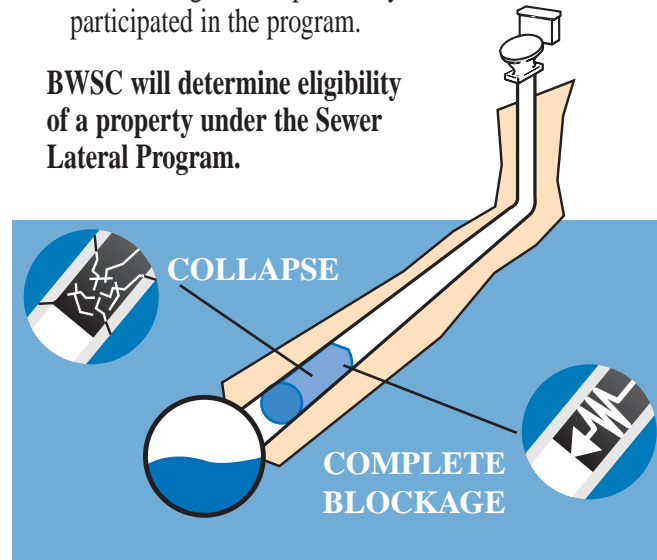
The Sewer Lateral Program is a one-time opportunity available to customers who meet eligibility requirements.

Eligibility

A property owner is eligible to participate in the Sewer Lateral Program if all of the following conditions are met:

- The blockage is under the public way and is verified by BWSC.
- The BWSC account for the property is current.
- The building has not previously participated in the program.

BWSC will determine eligibility of a property under the Sewer Lateral Program.



Guidelines

The following is a list of guidelines to assist property owners when applying for the Sewer Lateral Program:

- When a blockage or break occurs, the property owner hires a licensed and bonded plumber, cleaner or drain-layer to attempt to clear the blockage.

- If the licensed plumber, cleaner or drain layer hired is unable to clear the blockage, the property owner needs to arrange a meeting between the contractor and BWSC to verify the complete blockage or break. Please contact BWSC's Operations Division at (617) 989-7000 to schedule a meeting appointment.
- If the contractor clears the line through power rodding or snaking while BWSC is verifying the break, the property owner is notified. In such an event, the property owner is responsible for all expenses incurred in clearing the blockage or verifying the break.
- If the contractor is unable to clear the blockage while BWSC is verifying the break, and it is determined to be under the public way, the property owner will then proceed with BWSC's Sewer Lateral Program procedures. The property owner will sign a waiver of BWSC responsibility in order to participate in the program.
- The property owner obtains written repair estimates from three contractors who are licensed and bonded drainlayers with BWSC.
- BWSC will review all written original repair estimates before the property owner selects the contractor.
- Once all repairs are completed, BWSC will inspect and approve all repairs. A check in an amount not to exceed \$3,000 will then be issued to the property owner within 4-6 weeks.
- The property owner is responsible for paying the contractor in full.
- All work must be completed within 30 days.