STATEMENT OF POLICY

INSTALLATION OF 2-WAY CLEANOUTS

The problem of sewer stoppages is a routine day-to-day occurrence, which we encounter while providing sewage collection service to the citizens of our community. The reasons for these stoppages are many and varied and the responsibility for maintenance is questionable in many instances. There is a Resolution passed by the City Council, which states that, the customer or property owner will maintain the house lateral between the main and the building. However, this has created some problems with the customer contacting a plumber who will cut the street or alley and maintain the line. Therefore, the City Council has determined that for an interim period, the Water Utilities Department can, with homeowner authorization, install a 2-Way Cleanout at or near the property line for maintenance of this section of line. The established fee must be paid in advance before the City will perform any work. Once the 2-Way Cleanout has been installed, the City forces will maintain the section of line between the cleanout and the main line at no cost to the homeowner or property owner. City forces will also attempt to remove any stoppage between the cleanout and the building while there to check stoppage. However, the responsibility for maintaining the line between the building and cleanout is that of the homeowner or property owner. Should City forces be able to remove a stoppage between the cleanout and building there will be no charge, however, if City forces cannot remove a stoppage in this area, the homeowner or property owner must contact a plumber, a contractor or perform this service themselves and the City assumes no liability.

In case of a stoppage in the sewer lines at a building and the City is called to check the stoppage, procedure will be as follows:

A. City forces will check the mainline for stoppage and remove any stoppage in the main line.

B. If City forces have previously installed a 2-Way Cleanout at this location they will check the section between the cleanout and main and remove any stoppage.

   If stoppage is between the cleanout and the building, the crew will attempt to remove the stoppage. However, there is no obligation for us to remove this stoppage.

C. If homeowner or property owner wants a 2-Way Cleanout installed at this time and the required fee has been paid, the procedure will be:

   Installation will be scheduled at the earliest convenience.

   To attempt to provide temporary relief, City forces will run a tape through an existing cleanout or opening in the line.

   If no cleanout exists and there is no opening in the line, occupant will be advised by City forces that we cannot remove the stoppage and they must make arrangements to have stoppage removed.

Under no conditions are City forces obligated or responsible to do any work on private property to relieve a stoppage which occurs on private property.

Telephone number to call:
972-744-4111

Date:

TO WHOM IT MAY CONCERN:

THIS IS MY AUTHORIZATION TO THE CITY OF RICHARDSON, TO INSTALL A TWO-WAY CLEANOUT AT MY RESIDENCE AT_____ FOR THE FEE OF $60.00 (SIXTY DOLLARS) AND DO HEREBY ACCEPT FULL RESPONSIBILITY FOR THIS OBLIGATION.

SIGNED_____
SIGNATURE

_____
NAME (PLEASE PRINT)

_____
ADDRESS

_____
TELEPHONE NUMBER

PO BOX 831907 * RICHARDSON, TX 75083 * PHONE 972-744-4120 * FAX 972-744-5811