

Works at 314-615-8427. For more information on the program, you may visit our web site at <http://www.stlouisco.com/pubworks>



### Department of Public Works Office Locations

Main Office  
41 S. Central Avenue  
314-615-5184

North Satellite Office  
#21 Village Square  
314-615-7304

South Satellite Office  
4554 Lemay Ferry Road  
314-615-4076

Sewer Lateral Repair Program  
150 Concord Plaza  
314-615-8427

West Satellite Office  
74 Clarkson Centre  
314-615-0902

### Sewer Lateral Repair Program

On April 6, 1999, the citizens of unincorporated St. Louis County voted YES on Proposition 1 on the St. Louis County Election ballot. Proposition 1 – the Sewer Lateral Repair Program (SLRP) – covers the cost of repairing a defective residential sewer lateral in unincorporated St. Louis County and in some municipalities that contracted with the County. The program began assisting homeowners with sewer lateral repairs on January 1, 2000.

#### *What costs does the program cover?*

- ✓ The cost of the portion of the residential sewer lateral that runs from the foundation of a house to the sewer main.
- ✓ The cost of repairing the excavated yard area with seed and straw.
- ✓ The cost of repairing pavement areas, which have been disturbed during the repair process

#### *What costs are NOT covered by the program?*

- ✓ The SLRP does not cover septic tank replacement or private treatment systems.

*updated 2/6/08*

- ✓ **The SLRP does not cover the cost to replace any trees, shrubs, flowers, sod, decks, decorative concrete, retaining walls or out buildings that may be affected during the repair of the sewer lateral.**

### *How does the program work?*

**Step 1** When a backup/blockage occurs or a sinkhole is noticed, the property owner is required to hire a St. Louis County licensed plumber/drainlayer to have the sewer lateral cabled in an attempt to clear the blockage. If the problem is not resolved by cabling, the property owner should proceed to step 2.

**Step 2** The property owner should contact the SLRP at (314) 615-8427 for information on the program and to request an application. Applications are available at any Department of Public Works Office, by mail or fax. In addition, most plumbing/drainlaying contractors have the applications available. Once the application has been received, the application must be completed by the property owner, adjacent property owner (if necessary), as well as by a St. Louis County licensed plumber/drainlayer.

**Step 3** The completed application, along with a video of the inside of the sewer lateral (performed by a St. Louis County licensed plumber/drainlayer), should be sent to the SLRP office for review. The location of the defective sewer lateral on the property should be clearly marked by the plumber/drainlayer, with paint, stakes and/or flags.

The following actions will take place when an application is received:

1. The SLRP staff will notify the applicant when their application is received and verify the applicant's \$28.00 annual Sewer Lateral Repair fee has been paid. This fee is included in real estate tax bills issued to residents of unincorporated St. Louis County.
2. The Department of Public Works will solicit at least three (3) bids from the SLRP qualified contractor's "Repair List" to perform the repair.
3. After a contract has been awarded, the applicant will be notified by the SLRP office and informed of the name of the contractor who will be making the repair.
4. Inspections will be made by all relevant agencies.
5. After the repair has been completed, the contractor will submit an invoice to the Department of Public Works.
6. Upon approval of the final inspection of the repair and the receipt of all required documentation, St. Louis County will pay the contractor.

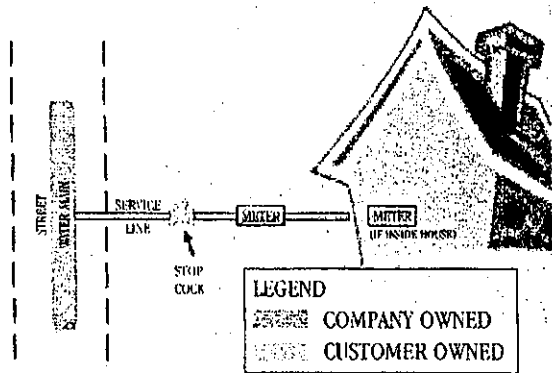
### *What if I need an emergency repair?*

In those cases where an emergency repair of a residential sewer lateral is necessary, either the property owner or a licensed St. Louis County plumber/drainlayer is required to call the SLRP at (314) 615-8427. This number is monitored for assistance at all times. The SLRP personnel will attempt to expedite the repair in order to relieve the immediate health hazard.

If you have any questions regarding the Sewer Lateral Repair Program, please contact the Department of Public

# THE WATER SERVICE LINE-

## A KEY PART OF YOUR PROPERTY INVESTMENT



The Water Service Line Program will play an important role in providing a safe and healthy environment for the citizens of St. Louis County, and will assist homeowners and neighborhoods in maintaining property values.

St. Louis County

Public Works

Water Service Line

Repair Program

150 Concord Plaza

Shopping Center

St. Louis, MO 63128

(314) 615-8420

[www.stlouisco.com/pubworks](http://www.stlouisco.com/pubworks)

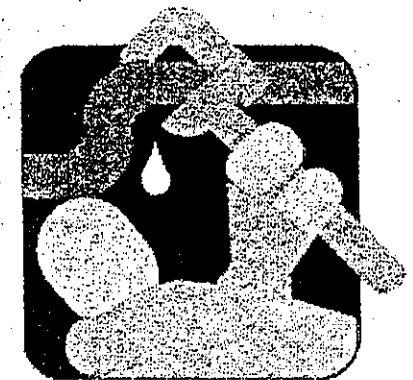
Saint Louis  
**COUNTY**  
**PUBLIC WORKS**

Charlie A. Dooley  
*County Executive*

Sheryl Hodges, D.E., P.E., L.P.G.  
*Director of Public Works*

Saint Louis  
**COUNTY**  
**PUBLIC WORKS**

## RESIDENTIAL WATER SERVICE LINE REPAIR PROGRAM



## ST. LOUIS COUNTY RESIDENTIAL WATER SERVICE LINE REPAIR PROGRAM

The Residential Water Service Line Repair Program, approved by voters in November 2000, is a new program offered to St. Louis County residents. The program began July 1, 2001, and pays for the repair or replacement of leaking residential water service lines. Water service providers began billing customers the \$1.00 per month program fee (or \$3.00 quarterly) on March 1, 2001. The program fee will continue to be included in your residential water bill, for a total amount of \$12.00 per year.

### WHAT IS A WATER SERVICE LINE?

The water service line carries water from the main located near the street, to the inside of the house. It is usually located in the front yard, and should lie about 42" underground. Sometimes, a water service line may pass through a neighboring property.

### HOW DO I KNOW IF I HAVE A WATER LINE LEAK?

Water line leaks are not always evident however some signs may include the presence of water in the yard or street, very low water pressure, and/or an unexplained high water bill.

### WHAT SHOULD I DO IF I SUSPECT A WATER LINE LEAK?

If you think your water line is leaking, call your water service provider (Missouri American Water or your municipal water company). The water company will send an inspector to confirm and locate the leak. If you have a confirmed leak outside your home, contact the County Water Service Line Repair Program office at 615-8420 to obtain an application, (or the water company may provide an application). The County will solicit bids or quotes from participating licensed plumbers, and will pay the plumber directly for the repair. Remember that the water company may not confirm any leaks on the inside of the house, nor does the program pay for leaks or repairs necessary on the inside of the house.

### WHAT IF I HAVE AN EMERGENCY WATER LINE LEAK ?

If an emergency water line break on the outside of the house occurs after normal business hours, call your water service provider to shut off the water supply, and apply to the program on the next business day. If the water service provider is unable to shut off the water supply, the homeowner should contact a County licensed plumber to relieve the immediate emergency situation only. Homeowner will then apply to the program on the next business day. Repair costs will only be covered to the extent that they are eligible under the guidelines of the program.

### WHAT IS NOT COVERED?

The program will NOT pay for:

- Repairs necessary as a result of freezing, earthquakes, or other acts of God.
- Repairs on the inside of the house.
- Water meters and/or any facilities owned by the water service provider.
- Landscaping or ornamental structures.
- The location or relocation of shut off valves or stop cocks.
- The elective replacement of old or lead lines.
- Repairs made without following proper program procedure and application.