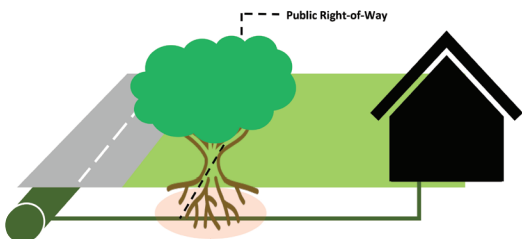


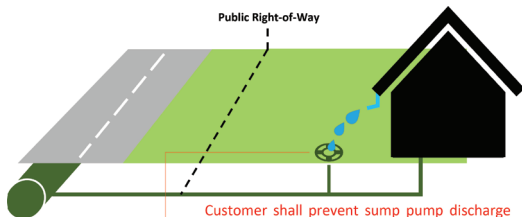


Sewer Lateral Guidance

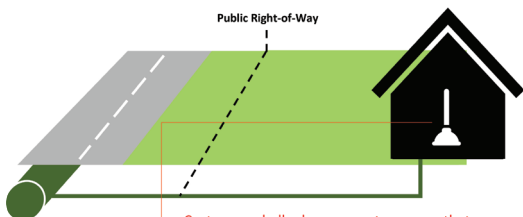
The customer is responsible for ownership and maintenance of the building sewer. What does this mean?



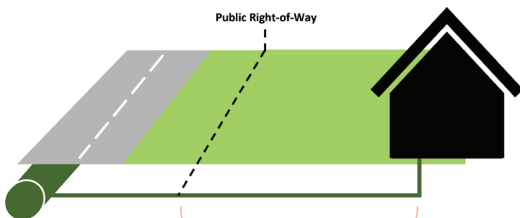
Customer shall ensure full unobstructed flow of wastewater along the entire length of the building sewer to the public sewer by clearing any root intrusions.



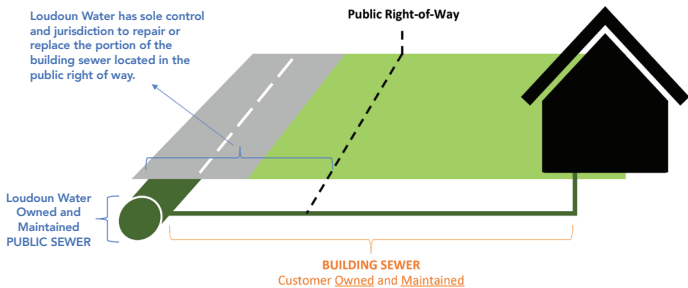
Customer shall prevent sump pump discharge and unpolluted waters, such as downspout runoff, or other debris from entering the building sewer by maintaining the pipe and cleanouts and cleanout caps.



Customer shall clear any stoppages that may result in the building sewer from prohibited items originating from the customer connection (e.g., Fats, Oils, and Grease; non-flushable wipes, etc.)



Customer shall repair or replace the segment of their building sewer up to the public right of way when deemed necessary.



Sewer Lateral Guidance

I think there may be a sewage stoppage on my property. What should I do?

Notify Loudoun Water. Then, contact a licensed plumber* to:

- Clear blockages in building sewer all the way to the main.
- Determine if any rehab or replacement of the customer building sewer/lateral is needed.

**Loudoun Water recommends hiring a plumber that uses power jetter equipment, as it is most effective at clearing blockages.*

If the licensed plumber identifies a defect **between the public right of way and the Loudoun Water public sewer main**, they shall provide documentation (i.e., photographs or a video file) to the customer and Loudoun Water clearly showing the location of the defect using accurate camera footage with measurements. If coordinated during business hours, a Loudoun Water representative can meet the plumber during their inspection. Loudoun Water will make necessary repairs to its portion of the lateral at no additional expense to the customer.

If the licensed plumber identifies a rehab or replacement need in the **customer owned building sewer between the building and the public right of way**, the customer is responsible for correcting defect(s) at once.

The licensed plumber shall:

1. Create a **VA811** ticket before excavating – adhere to the wait time before digging.
2. Submit a **Lateral Inspection Request** at loudounwater.org to occur upon completion of the repair.
3. Repair the lateral at the customer's expense per Loudoun Water's approved materials.
4. Work with Loudoun Water Inspector to coordinate a final inspection before backfilling excavated area.

NOTE: Steps are not inclusive of specific requirements identified in any third-party sewer line repair service agreement. If applicable, it is the customer's responsibility to work with their service provider as required in addition to these requirements.

NOTE: Loudoun Water is not responsible for payment or reimbursement of any services provided or work performed by the customer or their contractor (Plumber).