



Water & Sewer Service Installation Programs

Are you building a new home and need to connect to water or sewer?

Do you have a damaged, faulty or leaky private property service lateral?

Has a lateral service on your property repeatedly been clogged?

Are there depressions in your yard due to a leak?

MDC's new programs manage the installation and repair of your water and sewer service laterals.

What are the MDC Water and Sewer Service Installation Programs?

These programs help homeowners pay for either installing and renewing or rehabilitating the water or sewer pipes that run from the property line to their homes. Under the programs, the MDC pays the installation or repair costs and the homeowner repays the MDC through an added charge on their water bill. Homeowners approved for the programs choose to repay the MDC over a span of either 15 or 20 years.

For new water services, MDC offers a simple rate per linear foot of service installed within the public right-of-way. The rate includes all permits, material, labor and restoration costs. (rates can be found on www.themdc.org/billing-services/)

For new sewer services, MDC offers a flat rate for each service installed during the main sewer pipe installation. The rate includes all permits, material, labor and restoration costs. New sewer services, installed following the main pipe installation project can be funded through this program.

Program Benefits

There are benefits for both homeowners and the MDC when you participate in this program:

- ✓ Ensures reliable connections to MDC Water and Sewer Services
- ✓ Helps homeowners afford installation and repairs over longer period of time
- ✓ Eliminates and prevents of current and near term leaks
- ✓ Improves drinking water volume and pressure
- ✓ Reduces the risk of groundwater seeping into broken pipes and the sanitary sewer system
- ✓ Reduces the risk of potential backups into homes and properties
- ✓ Helps conserve a vital resource



How to use the Water & Sewer Service Installation Programs

1. Call the MDC Utility Services Department to request an onsite review
2. After the onsite review and submission of the application, MDC will review to determine if the homeowner meets the program criteria
3. If approved, the homeowner must obtain (3) contractor quotes for the required work and the MDC will review and select a contractor and provide the homeowner guidance
4. The homeowner will sign a contract with an MDC-qualified contractor
5. Once the homeowner provides proof of the completion of work and other required documents, the MDC will pay the contractor
6. The homeowner will be billed monthly for the project as part of their water bill once the MDC has paid the contractor

Water & Sewer Service Installation Program Criteria

- ✓ Eligibility criteria is the same for both the Water and Sewer Service Programs
- ✓ The full length of the pipe (main to house) must be installed or replaced - the MDC will not fund point repairs to existing lines
- ✓ Water and sewer services must be built to MDC standards by qualified, licensed, bonded and insured contractors
- ✓ MDC will pay up to \$10,000 per property for water or sewer service work
- ✓ Any deposit required by the contractor will be the sole responsibility of the property owner
- ✓ Homeowners will repay the MDC over a 15 or 20 year period with a 6% interest rate, with no prepayment penalties
- ✓ Credit checks will be performed at the MDC's discretion
- ✓ A voluntary lien and waiver must be agreed upon and signed by the property owner
- ✓ Any increases in the construction cost must be approved in advance by the MDC
- ✓ Homeowners must submit required paperwork once the work is complete in order for the MDC to issue payment to the contractor
- ✓ Homeowners that participate in the sewer service program may opt to have the sewer pipe lined rather than replaced



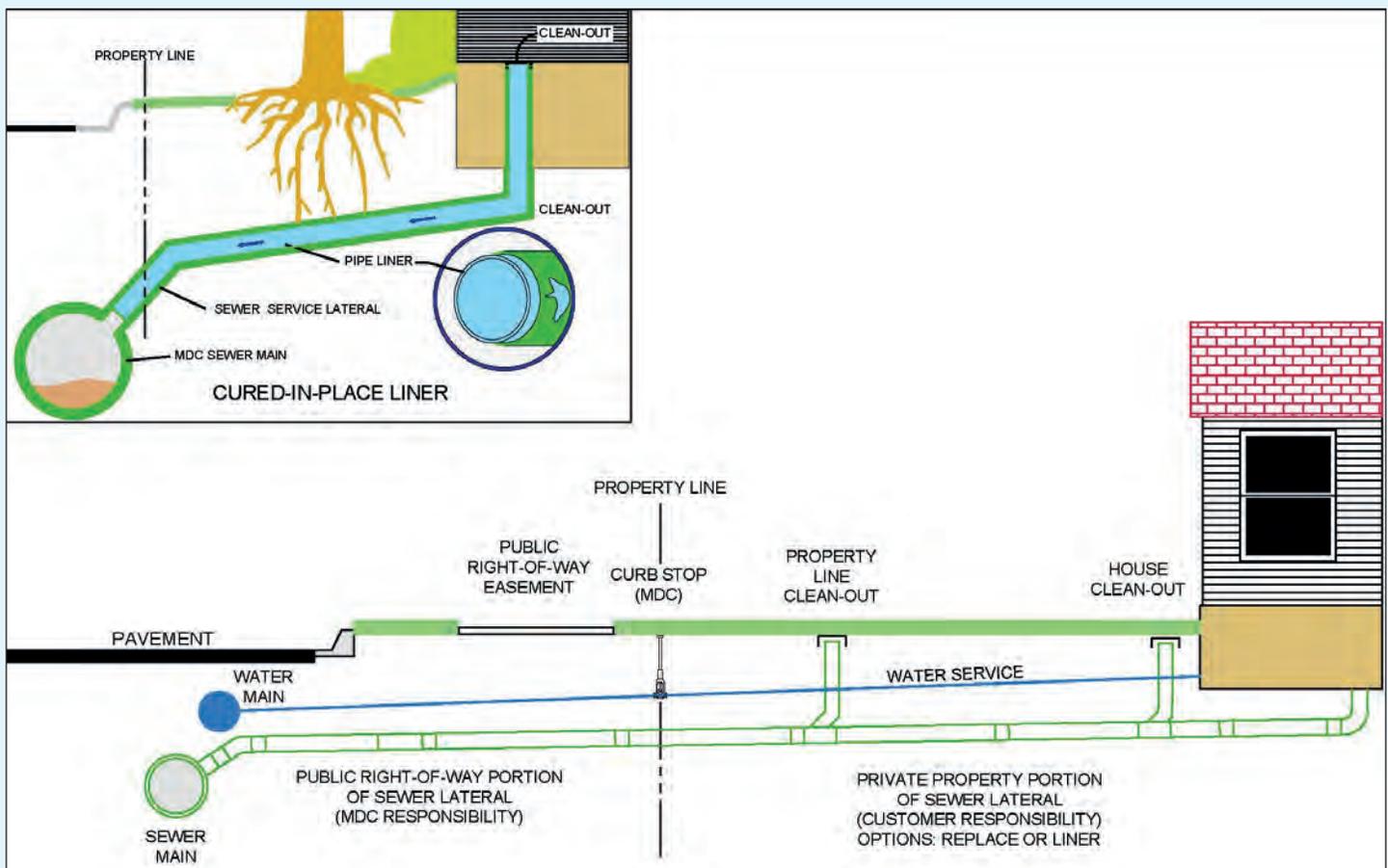
Understanding your Water & Sewer Service

The two graphics below illustrate how the MDC's water and sewer lines run from the street to your property, and indicate where the MDC's responsibility for the pipes ends and where the homeowner's responsibility begins.

The larger graphic shows a typical residential property that is connected to both MDC water and sewer mains. The property line is shown at the curb stop to clearly illustrate which section of pipe that the MDC and homeowner are each responsible for.

Essentially, if a water or sewer pipe fails within the public Right of Way, the MDC will fix it. If either pipe fails within private property, the property owner is responsible for repairs.

The smaller graphic depicts a lined sewer pipe known as a lateral. A sewer lateral is typically lined from a clean out through the existing pipe on the property to the main on the street. Lining a sewer lateral can be more cost effective than full pipe replacement and can extend the life of an existing pipe by 50 years. Minimal excavation is required.



Need More Information? Contact:

MDC Utility Services
125 Maxim Road
Hartford, CT 06114

(860) 278-7850 Ext. 3780
UtilityServices@themdc.com

or visit the MDC website:
themdc.org/utility-services



What are the Differences Between the Two Programs?

- ✓ Customers that participate in the Water Service Installation Program must be or plan to be connected to a MDC water main. Service installations are limited to 2" or less in diameter
- ✓ Properties that qualify to participate in the Sewer Lateral Installation Program must have an existing MDC sewer main in the street and have or install a lateral size that is 6" in diameter
- ✓ The customer will have the option to line the sewer lateral at their property instead of a full length replacement
- ✓ To ensure water quality, lining is not an option for the Water Service Program

Sewer Lateral Lining Option

Homeowners interested in the sewer lining option must follow the same application process as the installation program with a few additional steps:

1. MDC will determine if the lateral section from the property line to the house (property owner side) is in a condition to be lined
2. MDC will determine if the section from the property line to the main sewer pipe in the street (MDC side) needs to be lined
3. MDC will calculate the linear footage of required lining and pay a set unit price per linear foot
4. Contractors must stay within the MDC's set unit price

The approximate life expectancies of lined pipes—50 years; new lateral pipes—100 years.

Helpful Definitions

Water Service (service): the pipe that connects the water main pipe in the street to the property

Water Main: the main water pipe in the street that conveys potable water from treatment facilities to individual properties

Sanitary Sewer Lateral (SS lateral): the pipe that connects the property to the main sewer pipe in the street

Main Sewer: the main sewer pipe in the street that conveys wastewater from properties to the wastewater Treatment Facilities

Clean-out: access point on the SS lateral or interior plumbing that helps in facilitating maintenance

Point Repair: an isolated section of a service or lateral that needs to be repaired in order to restore full service to the property

Inflow & Infiltration (I&I): non-wastewater (typically storm water or groundwater) that enters the sanitary sewer system through direct connections, leaks or cracks in pipes and manholes



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