



City of Maplewood Sanitary Sewer Policy

Overview

The Utility Division is responsible for the operation, maintenance and repair of the Maplewood wastewater collection system. The gravity sewage system consists of 155 miles of various pipe materials and sizes. In addition, nine sewage lift stations are connected to the system at various locations throughout the city where gravity flow is not sufficient to transport sewage.

Cleaning/Maintenance

The city's sanitary sewer system is maintained using multiple pieces of cleaning equipment and methods. The methods used are visual inspection, jetting, rodding, flushing, and televising. The sewer cleaning policy is to visually inspect each manhole annually, complete a cleaning of the entire gravity system once every three years, and perform a full mechanical cleaning of the system at least once every five years. Where known and identified problems have occurred within sections of the sewer system, the Utility Superintendent shall provide for an annual cleaning of the problem area piping. Each pipe shall be televised every 10 years.

A preventive maintenance inspection of each of the nine sewage lift stations shall be done on an each work day basis. Annually each lift station shall be extensively maintained. Pumps are pulled and serviced and wet and dry well pits are cleaned. An annual program to review for upgrades and replacement of pumps and valves within each lift station shall be established.

All inspection and maintenance is documented and recorded to allow for efficient operation of the wastewater collection system maintenance program.

Backups

The city policy on emergency sewer backup situations is to respond with maintenance crews within 30 minutes on a 24-hour, 7-day per week, 365 day per year basis. This is accomplished both with utility maintenance personnel during normal business hours, and with the on-call service coordinated with the city's emergency dispatch center during non-business hours. All emergency backup calls shall be referred to the on-call pager system that shall be monitored by a maintenance employee at all times. Said maintenance employee shall be available to respond to all emergencies within 30 minutes.

The response to all reported backups shall be as quick as possible, preferably less than 30 minutes. Crews will check the city's sewer main at the point of the problem. Crews will take immediate corrective action if the main line is found to be obstructed, including calling for additional maintenance personnel, which may include, under emergency procedures, personnel from other divisions within the Public Works Department. Upon and during the removal and clearing of any blockage, city crews shall attempt to determine and notify any residences that may have been impacted by any backup of sewage caused by the blockage.

Where investigation of backups determines that the problem is within the private homeowner's system, said homeowner will be immediately informed of corrective action they may have to perform on their private system. This service shall be provided at no cost to the homeowner. The city will provide, at no cost to the homeowner, a follow-up cleaning of the main line once the homeowner has cleaned their sewer service. All homeowners are encouraged to inform the Utility Department before a cleaning of their private service line in order to help prevent backups in the main as a result of roots and other debris being pushed out of the private service line.

Where the city's main line system causes sewage to backup into private residences, the city will immediately provide service to clear the main line of the blockage as the first priority. Upon clearing the blockage, the city shall provide, at the city's cost, one in-home cleanup by a private contracting service for all backups caused by a blockage in the city's main line. Said cleaning service shall not exceed a total maximum expense of \$1,500.00. The Public Works Director shall have authority to settle all cleanup claims up to \$1,500.00. Only expenses related to cleanup are eligible for reimbursement. This maximum is not intended to be a payment to a homeowner for the backup or an admission of liability on behalf of the city.

The city of Maplewood will maintain General Liability Protection at appropriate levels as determined by the City Manager through the League of Minnesota Cities Insurance Trust (LMCIT) for operation of the sanitary sewer collection system. All backup claims shall be referred to the LMCIT for determination of liability. City employees are instructed not to admit or mislead residents about city liability for backups in the main line system. In general terms, the LMCIT will determine liability based upon a reasonable knowledge of backups occurring based upon court litigation proceedings. The city shall endeavor to provide sanitary sewer maintenance to avoid all liability claims against LMCIT.