

Town of Hampton



Issues Related to Sewer Lateral Connections **Standard Policy and Procedure**

(Last Revised January 2020)

I. Statement:

The Town of Hampton owns and is responsible for the maintenance and replacement of sanitary sewer mains. The sewer mains are connected to building on properties through a sewer lateral. A service lateral consists of the pipe from the point of connection with the sanitary sewer main into the building being serviced.

The purpose of this Policy is to establish requirements and standards for maintenance and replacement of sewer laterals and the procedures to be followed if there is plug-up or back up of the sewer system. This policy is based on the following:

- A. State Rules covering the design and installation of municipal sewer and their connections which can be found under DES Rules Env-Ws 700 Design & Construction.
- B. Town of Hampton Ordinance Governing the Discharge of Waters and Wastewaters into the Public Sewer System

II. Policy:

Property owners connected to the service main are responsible for the replacement of the sewer lateral from the building to the property line and maintenance cleaning from the building to the main in the street.

A property owner who is experiencing a back-up of sanitary sewer between the hours of 7:00 AM and 3:30 PM – Monday through Friday should call the Public Works Department at (603) 926-3202. During all other hours, or days that the office is closed, the call should be made to the Hampton Police Department at (603) 929-4444.

III. Procedure:

- A. When a call is received, the Department of Public Works staff will respond to the location and immediately check the sewer main servicing the property.
- B. If the back-up is being caused by a blockage in the sewer main, the Department of Public Works staff will clear the blockage in the main.
- C. If flows are normal in the sewer main, the Department of Public Works staff will make a record of the date of such inspection and contact the property owner to relay the findings.
- D. If the back-up is being caused by a blockage in the lateral line from the main to the home, it is the homeowner's responsibility to contract with a private company to clean the lateral from the building to the main.
- E. If, after the blockage in the lateral is cleared, the homeowner believes it to have been caused by a problem with the structural integrity of the lateral in the Town's Right of Way, the owner must demonstrate by way of video inspection that this may be the case. The video inspection is to occur with a representative of the Department present and the use of an electronic locator. A claim may be submitted to the Town office and the Town may make full or partial reimbursement of fees incurred by the homeowner due to the blockage if it is found to have occurred due to an integrity issue with the lateral.