



## Wastewater Service Line Replacement FAQs

---

### 1. Why do we need the wastewater service line replacement project at this time?

The wastewater collection lines are in poor condition, and inadequate to handle existing sewer flow. Therefore, newer collection lines have been constructed in the street right-of-way. The City needs to connect current wastewater service lines to the newer collection lines in order to maintain sewer service.

### 2. Will I have to pay to make the service line connection from my property to the sanitary sewer main line in the street?

***If the Right of Entry Agreement (ROE) is signed and returned to the City, you will not have to pay.*** City contractors will make the service line connection.

### 3. How soon will we need to sign the Right of Entry Agreement (ROE)?

A City Representative will deliver the ROE to the property address. If no one is available upon delivery, the form will be left at the property.\* You will have the opportunity to sign the ROE and give it to the City Representative, or mail the form within seven (7) calendar days after receipt. For issues meeting the 7-day deadline, please contact 311. Once your ROE is received by the City, we will include your address in the service line replacement project.

### 4. How will we know where the sewer connections are and whether the contractor is aware of the homeowner's preferences?

During the design phase, a sketch of the general alignment and sewer connection is prepared by the City or a City contractor. If you request to review the sketch, it will be made available to you.

### 5. What will happen if I don't sign the ROE to let the contractor's plumber on my property?

A wastewater service line will not be constructed on your property and will not be connected to the newer collection lines. ***Any future connection to the wastewater line will be entirely at the property owner's cost, including permit and connection fees.***

### 6. Will the City restore my landscape and hardscape?

The City's contractor is required to restore your property to pre-construction conditions.

### 7. If I have any concerns about the project during construction, who do I contact?

Call 311 and have a copy of your ROE available.

### 8. Can the homeowner take pictures of the pre-construction condition to help ensure landscape and hardscape are replaced to standards?

Yes, the City will also have inspectors review your property post-construction to ensure that the construction and service reconnection of the service line meets standards.

*\*THE ROE FORM CAN ALSO BE DOWNLOADED VIA THE WEBSITE LISTED BELOW.*

---

**For more information, please call 311:**  
<https://www.publicworks.houstontx.gov/notices/sslp.html>



## Wastewater Service Line Replacement FAQs

### 9. Who is responsible for any damages caused by the work?

The City contractor who is performing the work is responsible for damages. By signing the ROE, you agree to pursue the City contractor to pay any claims for damages to your property or assets on your property.

### 10. Will the City coordinate with Utilities during construction to ensure that services are not disrupted?

Yes, the City contractor is required to coordinate with Utilities to ensure there will be no disruption to services.

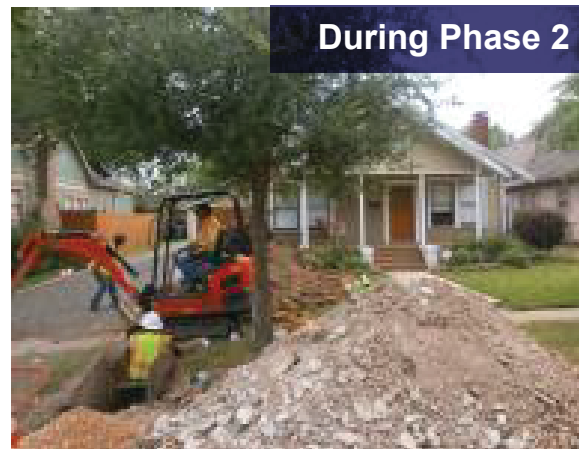
### 11. When will my wastewater service be disrupted?

You will have minimal disruption in wastewater services. The service line will be constructed prior to connection to the new collection line.

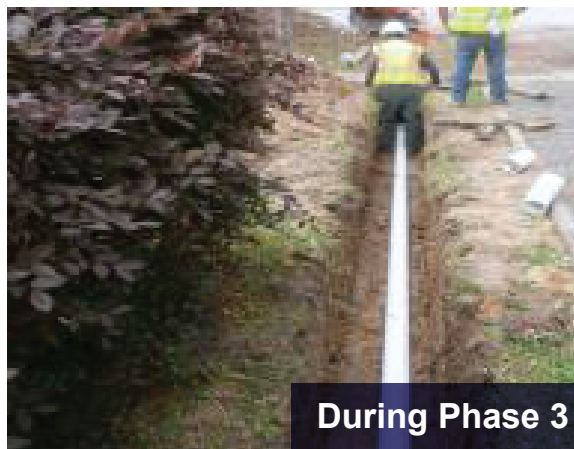
### SERVICE LINE REPLACEMENT PROCESS:



Before Phase 1



During Phase 2



During Phase 3



Phase 4|Restored

For more information, please call 311 or visit:  
<https://www.publicworks.houstontx.gov/notices/sslp.html>