

Misty Buscher, Mayor
David Fuchs, Director



Phone: (217) 789-2255
Fax: (217) 789-2366

OFFICE OF PUBLIC WORKS
ROOM 201, MUNICIPAL CENTER WEST
CITY OF SPRINGFIELD, ILLINOIS 62701

November 18, 2024

Service Sewer Reimbursement Program

This document describes the Service Sewer Reimbursement Program managed by the Office of Public Works in accordance with the [Springfield, Illinois, Code of Ordinances](#) >> [TITLE V: - PUBLIC WORKS](#) >> [CHAPTER 51. - SEWERS](#) >> [ARTICLE III. SEWER SERVICE CONNECTION](#) Section 51.23.

All costs and expenses incident to the installation, connection, repair and maintenance of the service sewer shall be the responsibility of the property owner, except if the break in the service sewer occurs in the public right-of-way, then, the office of public works shall be responsible for the repair of the break in the service sewer.

Described below is the policy in place to implement the above ordinance.

Generally, the area for which the city will be responsible for is the area from the street to the far side of the sidewalk. For areas without sidewalk, the right-of-way line is generally located on the house side of any roadway ditch. Any repairs to the service sewer between the house and sidewalk or ditch are the responsibility of the homeowner. Office of Public Works staff will use these guidelines for determination of the area of city responsibility. Special cases which do not have clearly defined responsibility area may require the services of a Professional Land Surveyor to determine property boundaries, but this is extremely rare.

Sewer service disruptions caused by roots, grease, or other buildup in the line are maintenance issues which are not reimbursable by this program. Only repairs which are required due to a structural failure or collapse of the service sewer within the right-of-way are reimbursable. Clean-outs installed, or other work on private property associated with the service sewer repair, are not eligible for reimbursement.

This creates two policy paths. If the break in the service sewer creates a cave in which is apparent on the surface within the right of way, the Sewer Division will investigate the cause of the cave in. This is typically performed with CCTV equipment or dye water flooding, or both. If a service sewer is found to be the cause of the cave in, the city will hire a sewer contractor to repair the break in the service sewer. No homeowner action will be required in this case.

If an active cave in is not apparent on the surface, but the sewer service is not draining properly, the homeowner will be required to hire a sewer contractor to investigate the issue. This typically involves installing a camera into the service sewer to identify if the service line is broken. If a break is identified, the sewer service will typically need to be dug up to perform a repair. In order to

qualify for this reimbursement program, the sewer service must be dug up to expose the break which is causing the issue with a Public Works – Sewer Division employee present. After the break is exposed, the Sewer Division employee will inspect the service sewer and make the determination if the exposed issue is reimbursable. The Sewer Division will not deem a break as reimbursable based on internal camera inspection or if the break is exposed prior to the arrival of a Sewer Division employee.

If the break is deemed reimbursable, the homeowner or contractor may then submit the contractor invoices to the Office of Public Works – Sewer Division for the reimbursable area which will then pay the contractor directly for services.

All sewer service contractors must be licensed and bonded with the Sangamon County Water Reclamation District. For questions about licensed and bonded status contact the District at 217-528-0491. All excavations within the Right of Way require a Street Opening Permit and an Obstruction Permit available from the Office of Public Works, contact 217-789-2255 for details.

The Office of Public Works **ALWAYS** recommends that homeowners hiring sewer service contractor for major work contact and receive at least two competitive bids for the proposed work. Additionally, the Office of Public Works recommends that homeowners contact neighbors, relatives, friends, and coworkers for references of sewer service contractors. Contact the Office of Public Works – Sewer Division at 217-789-2244 with any questions.