

CUSTOMER SERVICE POLICY

3.1 General

- A. This is a customer service policy fact sheet and is not intended to provide detailed plans and specifications for all aspects of sanitary sewer construction as required by the Pine Bluff Wastewater Utility (PBWU). Detailed specifications are not included with this document due to their proneness to frequent change. Likewise, this document is dynamic and subject to change as deemed necessary by the PBWU. A more detailed Policy document may be prepared and various Detailed Specifications and Detailed Standard Drawings may be available from the PBWU if needed or desired.
- B. All materials and construction methods shall meet or exceed the Recommended Standards for Wastewater Facilities (Ten State Standards), latest revision and the minimum requirements of the Arkansas Department of Health. The Ten State Standard is also used as a guideline by the PBWU. As required by state law, all project plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. The PBWU reserves the right to have all materials and construction methods conform to our applicable specifications and standards before the work will be accepted.
- C. The Sanitary Sewer Extension Procedure and Details of the PBWU shall become a supplement to the Specifications of any Project designed by any Registered Engineer, Architect or Engineering Firm if said project is to be accepted by the PBWU. The most stringent specifications shall be used.
- D. Certain standard and typical details are included in this document and shall be considered as the minimum acceptable for materials, work, and construction techniques allowed for projects to be accepted by the PBWU. If any project includes work that is not covered by this document, contact PBWU to verify the appropriate specifications, standards, and practices.

3.2 Wastewater Service Line Requirements

- A. General: each separate property, lot, tract, residence, business, and/or industry served must have a main sewer line adjacent to the property and be serviced by a single/individual service line (unless it is determined by the PBWU to allow an additional service tap.) Multiple residences, businesses, and/or industries may not connect to a single sewer service line. An Owner/Developer that builds more than one Apartment, etc. on a single lot, or track of property may connect the units to a 6" or 8" service line, so long as it meets the City and State Codes. This line will be owned and maintained by the Owner. No Developer may purchase a track of property and subdivide it into individual lots without providing a sewer main adjacent to each lot.

- B. Sizing: service lines shall be sized for the anticipated load. The minimum size for service lines shall be four (4) inch.
- C. Location: the sewer service line for one property, lot, and/or tract may not cross another separate property, lot, or tract without a FILED EASEMENT from that property owner. The FILED EASEMENT must meet the approval of the PBWU. A property, lot, or tract is defined as the subdivided property occupied by a single residence, business, or industry. Property owners may not gain sewer service without a main extension to their property without prior PBWU approval.
- D. Restrictions: service connections may not be made directly to any trunk sewer main 15" diameter or larger. Properties adjacent to a trunk sewer main must be served by a lateral main less than 15" in diameter or a sewer service line tied directly to an existing manhole.
- E. Piping Material: pipe for sewer service lines located on the sewer main side of double cleanouts shall be PVC SDR-26/PS115 solid wall gravity sewer pipe. Any line with less than 36" of cover shall be ductile iron. All ductile iron castings and fittings shall be manufactured by an ISO certified factory. Ductile iron sewer service line pipe shall be class 50 with cement lining.
- F. Pipe Bedding
 - 1. Bedding Material: bedding shall be Class I crushed stone, granite or hard lime rock, ¾" nominal size. Other sizes and gradations of bedding material may be used only with written approval from the PBWU.
 - 2. Bedding for Ductile Iron: ductile iron pipe shall be bedded in a 3" minimum thick bed of crushed stone under pipe.
 - 3. Bedding for PVC: PVC pipe shall be bedded per Pine Bluff Wastewater standard details.
 - 4. Special Bedding: Any pipe laid in extremely deep cuts or bad subgrade conditions may require special bedding. Coordinate bedding requirements with PBWU Technical Service Division.
- G. Installation
 - 1. Sewer services shall be installed using industry standard techniques and construction methods acceptable to PBWU.
 - 2. Sewer service lines shall be laid to the minimum standards of 2 feet per second velocity. The following minimum grades are provided for your convenience:

Pipe Diameter	Minimum Grade
4"	1.0%
6"	0.60%
8"	0.40%
10"	0.28%

3. Provide cleanouts as required by this document and Arkansas State Plumbing Code.
4. Provide bedding as required by this document.
5. Provide backwater traps as required by the Arkansas State Plumbing Code.
6. No ground water, surface water, or storm water shall be allowed to enter the sanitary sewer system through any component of the sewer system, including cleanouts and traps.
7. Plugged service lines shall be marked per PBWU standard details.
8. Pipe trenches located under special and driving surfaces shall be totally backfilled with compacted Bottom Ash Blend (BAB), a 50% mix of Bottom Ash and Fly Ash. BAB is obtainable from a local provider. It should be placed in lifts not exceeding 18" thick. Paved surfaces shall be repaired as per the governing department/agency requirements. Do not place BAB against any metal without properly protecting the metal surface with approved plastic wrapping, paint, or other protectant

H. Cleanouts: all service lines shall have a double cleanout installed at a convenient and safe-from-harm location at or very near the property/lot line or easement line. All PVC service lines (from double cleanout to the main) shall be bedded with ¾" crushed stone, 4" under and to the top of the pipe. The Double cleanouts shall be constructed per Pine Bluff Wastewater standard details. Double cleanouts will mark the change of ownership and maintenance responsibility between the Owner/Developer and the PBWU. Service lines run directly into a manhole shall also be constructed with a double cleanout.

I. Testing:

1. Sewer services shall be visually inspected by PBWU. Contact PBWU at least 24 hours before the commencement of any construction. Any inspection work performed by PBWU personnel on weekends or legal holidays will be subject to overtime fees.
2. Sewer service lines shall be air tested as per the generally accepted wastewater (Professional) or engineering standards for low air pressure sewer line testing for new construction during development.

3.3 Grease Trap & Oil Separator Requirements

- A. Any commercial building or facility to be connected to the sewer system that will have a food preparation kitchen or produce wastewater that may contain oil, grease, or like contaminants will be required to install a grease trap and/or oil separator.
- B. Any commercial building or facility to be connected to the sewer system that will produce wastewater that may contain dirt, sand, gravel, or like contaminants will be required to install a sediment/sand trap.
- C. Sizing of all traps and separators shall be performed by the PBWU's Designated Engineer or PBWU Inspector based on the anticipated sewer flow characteristics.
- D. Typical grease trap and sediment trap details and a Grease Trap Sizing Form are attached to this document.
- E. With the prior approval of the PBWU and under the following circumstances, the owner may install a Dormont model WD-35L (70 lbs.) under the counter grease trap:
 - 1. Kitchen plumbing fixtures consist of a three compartment sink only (no floor drain, no mop sink, no dishwasher, and etc.).
 - 2. The owner provides PBWU access to the grease trap for monitoring.
 - 3. The owner agrees to notify PBWU if the menu is altered to allow for an increase in grease/oil production.
 - 4. The owner understands that if grease problems are experienced downstream of the restaurant that PBWU may require the owner to take immediate corrective actions and that the owner will pay the cost for these corrective actions. Corrective actions include, but are not limited to:
 - a. Cleaning the grease trap.
 - b. Cleaning the sewer lines.
 - c. Installing an in-ground grease interceptor.
- F. With the prior approval of the PBWU and under the following circumstances, existing restaurants that have closed and are re-opened, may be granted a grease trap waiver from PBWU:
 - 1. The owner agrees to notify PBWU if the menu is altered to allow for an increase in grease/oil production.
 - 2. The owner understands that if grease problems are experienced downstream of the restaurant that PBWU may require the owner to take immediate corrective actions and that the owner will pay the cost for these corrective actions. Corrective actions include, but are not limited to:
 - a. Cleaning the grease trap.
 - b. Cleaning the sewer lines.
 - c. Installing an in ground grease interceptor.

- G. No grease trap or oil separator shall be installed without the installer having a written sizing form stating PBWU's approval of the trap design and size. Installers shall contact the PBWU 24 hours in advance to provide ample time for inspection. All traps shall be inspected by the PBWU after installation and prior to backfilling.

3.4 Sewer Pipeline Location Policy

- A. The Owner/Developer shall provide Easements for all main lines located on private property. A sample Easement is included in this document. Easements or a Memorandum of Understanding shall be acquired before construction begins. Signed Easements forwarded to the PBWU will be filed for recording at the Jefferson County Court House.
- B. For gravity lines less than ten (10) feet deep, minimum easement width shall be twenty (20) feet.
- C. For gravity lines from ten (10) to fifteen (15) feet deep, minimum easement width shall be twenty-five (25) feet. For gravity lines exceeding fifteen (15) feet in depth, minimum easement width shall be determined by the PBWU on an as-needed basis.
- D. For sewage force mains (pressure lines), minimum easement width shall be twenty (20) feet.
- E. Sewer lines to be placed in city street or state highway rights-of-ways must have location approval from the governing department/agency. Sewer lines shall not be placed on state highway rights-of-ways except for crossings (i.e. no parallel runs inside state R-O-W).

3.5 Damage Prevention Policy

- A. PBWU participates in the Arkansas One Call System.
- B. Excavators are encouraged to visit www.arkonecall.com to learn about their responsibilities as an excavator, which include:

Prior to excavation

1. Marking excavation locations with white paint, chalk or flags prior to calling.
2. Give notice to the Arkansas One-Call Call Center (dial 811) at least two, but not more than 10, working days before starting the work.
3. Provide accurate and specific information concerning the site and the extent or scope of the work.
4. Provide where on the site the work will take place.

Once a reference or ticket number is created for a job

1. Call in a new locate request if additional areas outside the scope of the original ticket need to be marked.
 2. Renew a locate request if work does not start within 10 working days.
 3. Renew a locate request anytime markings are no longer visible and work is continuing.
 4. Renew a locate request if work will continue past 20 working days.
 5. Use an excavation method approved by the PBWU owner or hand dig within 18 inches either side of the pipe (safe zone)
 6. Notify the utility owner immediately if damage occurs. If the damage permits the escape of hazardous gas or liquid, the police and fire departments must also be immediately notified.
 7. Establish and maintain communication and coordination on projects that are delayed or lengthy until the project is completed.
- C. When the Arkansas One Call System issues a locate ticket, the PBWU will locate its infrastructure within two working days for a standard ticket or within two hours for an emergency ticket.
- D. Damages to the PBWU's infrastructure caused by the failure of excavators to exercise reasonable care in protecting them are the financial responsibility of the excavator. PBWU will seek reasonable compensation for such damages.

3.6 Relocation of Wastewater Infrastructure

- A. From time to time, the relocation of PBWU's infrastructure may be necessary to accommodate the needs of others. As with any work on its infrastructure, PBWU must be contacted during the planning stages of the relocation. Preliminary approval for any proposed sanitary sewer relocation must be granted by the Manager of the PBWU.
- B. Relocations will be subject to the same design, sewer service application, plan submission, construction review fee, easement, permit, licensing, inspection, testing, and bonding requirements as new construction. See Sanitary Sewer Extension Policy for more information.
- C. It is the Owner/Developer's responsibility to maintain the operation of the PBWU's collection system during the relocation. Provide bypass pumps as required. If requested, Owner/Developer shall submit a bypass pumping plan for review and approval.

3.7 Sanitary Sewer Extension Policy

- A. Preliminary approval for any proposed sanitary sewer extension must be granted by the Manager of the PBWU. A vicinity map and site plan, in most cases, shall be sufficient to indicate the Owner/Developer's intentions. Preliminary approval does not constitute automatic final approval of any sewer extension. An

Engineering Report may be required for any Project, regardless of size. Preliminary information provided by the PBWU is normally limited to aerial maps showing the site location and the nearest available sewer lines, pump stations, and force mains. Elevations of manholes and size of existing pipes are given if known. The Owner/Developer is responsible for providing an Engineers design plan to be reviewed by the PBWU Designated Engineer or Consulting Engineering Firm.

- B. A proposed detailed CONSTRUCTION PLAN AND SPECIFICATIONS shall conform to the PBWU's latest standards. At the discretion of the PBWU, small projects may use the STANDARD DETAILS and SPECIFICATIONS as published by the PBWU. Large projects may require submittal of DETAILED SPECIFICATIONS prepared by the project's Engineer. As required by state law, all construction plans and specifications must be designed, signed, and stamped by a Professional Engineer registered in the State of Arkansas. One complete set of the proposed Construction Plan is sufficient for the preliminary review.
- C. After review by the PBWU, corrections and adjustments to the PLAN and SPECIFICATIONS as detailed and/or directed by the PBWU shall be resubmitted by the Owner/Developer. Final written approval of CONSTRUCTION PLANS and SPECIFICATIONS must be made by the PBWU and the Arkansas Department of Health, Engineering Section, before construction of the project can commence.
- D. A construction review fee of 0.5% of the estimated construction cost will be required for each project whose estimated construction cost exceeds \$50,000. The construction review fee shall not exceed \$1,000.
- E. Before construction can begin, signed RIGHT-OF-WAY EASEMENTS shall be obtained by the Owner/Developer for all portions of the project located on or across private property. A MEMORANDUM OF UNDERSTANDING developed by PBWU may be substituted for a signed EASEMENT. PERMITS shall be obtained from the applicable department and/or agency for all portions of the project located on or across public property (i.e. streets, highways, parks, etc.). EASEMENTS and PERMITS shall be submitted to the PBWU for review and approval prior to start of construction. Pump stations shall be located on property deeded to the City of Pine Bluff.
- F. Projects valued at less than \$20,000 may be installed by either an Arkansas licensed Master Plumber or an Arkansas licensed General Contractor. Projects valued at \$20,000 or more must be constructed by an Arkansas licensed General Contractor with applicable project bonding and insurance as per State law. Arkansas State Licensing Law for Commercial Contractors Act 150 of 1965 and Act 162 of 1987 (as amended) requires the Installation Contractor to have a Contractors Licenses Classification of Municipal and Utility Construction.
- G. The PBWU's Designated Engineer or PBWU Inspector shall be informed at least 24 hours before any construction is commenced on the project. During

construction, no sewer pipe or appurtenances shall be backfilled, encased, or permanently covered until inspected by the PBWU or its contracted representative. The project shall be subject to continuous and/or random inspection by the PBWU or its contracted representative. All materials and/or work found to be in non-conformance with the PLANS AND SPECIFICATIONS shall be rejected. A project containing any uncorrected non-conformance materials and/or work will not be accepted by the PBWU.

- H. A Final Inspection and certain forms of testing on the project will be required as shown in the DETAILED SPECIFICATIONS and/or the SANITARY SEWER DESIGN GUIDELINES (QUICK FACT SHEET).
- I. After completion of the construction phase of the project, the following items shall be submitted by the Owner/Developer to the PBWU for its review and approval:
 - 1. Testing results.
 - 2. "AS-BUILT PLANS".
 - 3. CERTIFICATE OF CONFORMANCE certifying proper construction of the project (a blank form is available). This item must be completed and submitted to the PBWU BEFORE the project is placed into service (i.e. no physical service line connections to and no introduction of sanitary wastes into the new sewer line(s) before the CERTIFICATE OF CONFORMANCE is completed and submitted to the PBWU).
 - 4. BILL OF SALE transferring ownership of the project assets to the PBWU (a blank form is available). This item must be completed and submitted to the PBWU BEFORE the project is placed into service (i.e. no physical service line connections to and no introduction of sanitary wastes into the new sewer line(s) before the BILL OF SALE is completed and submitted to the PBWU).
 - 5. SEWER MAINTENANCE BOND, if applicable.
 - 6. EASEMENT: A signed RIGHT-OF-WAY EASEMENT shall be obtained by the Owner/Developer for all portions of the project located on or across private property. This item must be completed and submitted to the PBWU BEFORE the project is placed into service.
- J. Upon (a) completion of a properly constructed project, (b) the Final Inspection and approval, and (c) submittal of all items required above, the PBWU will issue a formal letter of acceptance. PBWU will transmit a copy of the acceptance letter to the Arkansas Department of Health, Engineering Section, District #5.
- K. A SANITARY SEWER EXTENSION CHECK OFF LIST will be maintained by the PBWU through the duration of the project to track the progress of the project. A copy of Check Off List is included in this document.

3.8 Demolition Policy

- A. When a structure is demolished, it is the responsibility of the property owner to contact PBWU to coordinate the proper demolition of the sewer service.
- B. The sewer service will be exposed at the property line. The service will be disconnected and capped with non-shrink grout to prevent ground water from infiltrating into Pine Bluff Wastewater Utilities' collection system.
- C. Pine Bluff Wastewater shall be notified 24 hours in advance of the work, so they may inspect the demolition of the service and photograph the completed project. Inspection work shall take place during regular business hours.

3.9 Property Restoration Policy

- A. When PBWU conducts work within existing rights-of-way or easements, PBWU will be responsible for the repair of damages to existing facilities. All repairs shall be made at no cost to the property owner. All items such as fences, mailboxes, shrubbery, trees, culverts, lawns, sidewalks, sewers, and etc. which have been disturbed by Pine Bluff Wastewater Utilities' operations will be restored to original condition and usefulness in a timely manner.
- B. PBWU may remove existing grass or sod, maintain same, and replace in all disturbed areas leaving the property in an as good or improved condition.
- C. Shrubs removed for subsequent replacement and resetting will be kept moist and healthy unless new and equal plants replace those destroyed.
- D. Fences will be restored to their original conditions using the same type of materials that were used in their original construction.
- E. Pine Bluff Wastewater will store materials and excavations, so as to keep such restoration work to a minimum.