



KC WATER

WASTEWATER COLLECTION SYSTEM REPAIR AND MAINTENANCE

Repair and Maintenance of Residential Service Laterals

KC Water will collaborate with licensed plumbers to resolve sewer backups under terms and conditions provided by City Ordinance and as approved by the Director, KC Water, or his designee.

Customers are responsible for maintenance and repair of the private residential sewer lateral itself from the point of its connection to the sewer main to the building plumbing. If there is a blockage, KC Water recommends these steps:

- Upon request to the 311 Action Center by any customer or any customer's plumber, KC Water will inspect and, as necessary, clean the main sewer line serving any property with sewer backups.
- If blockage persists on a residential sewer lateral, the customer's plumber should call KC Water Investigations and Inspections at 816-513-4810 to schedule an appointment to verify the location of the blockage. The address of the property and the 311 Action Center case number of the blockage should be provided. Case numbers can be found by entering the street address on the search tool at maps.kcmo.org/apps/311ServiceRequest.
- KC Water will advise the customer's plumber to attempt to open the blockage by utilizing a reel with a three-inch blade; and/or to utilize a CCTV push camera to identify the cause of blockage within the customer's service lateral. Any CCTV push camera documentation must be presented to KC Water to review.
- Under certain conditions, the Director of KC Water or the director's designee may authorize repair, rehabilitation, or replacement of the defective portion of a private residential sewer service line located on or within the City's right-of-way or easement. Conditions include but are not limited to 100% blockage or a "no relief" situation within the easement or right-of-way.

Kansas City, Mo., Code of Ordinances, Chapter 60, Sewers and Sewage Disposal, is posted at kcwater.us/projects/rulesandregulations.

For more information, call 816-513-4810.

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