



# Frequently Asked Questions



## ***What is the Village of Island Park Private Sewer Lateral Program?***

The Program provides Village residents and homeowners with an affordable solution for complying with federal, state, and local government regulations and laws that require private property owners to maintain and repair buried sewer pipes (laterals) that leak, crack and create environmental hazards and contamination. The Private Sewer Lateral Program provides governments with a program to comply with the Clean Water Act by reducing excess sewage flows that cause sanitary sewer overflows, beach closures and public health risks.

## ***What problems are associated with private sewer laterals?***

Over time, private property sewer laterals reach their life expectancy, break/fail, become dis-jointed or displaced, and are vulnerable to intrusion by tree roots, causing leaks and blockages. Repairing or replacing a sewer lateral is a very costly process. Because these pipes are typically not covered under homeowner's insurance, the cost comes from out-of-pocket funds, typically more than \$7,500. Infiltration and exfiltration are terms used in the wastewater industry to describe the flow of raw sewage into the ground and into broken sewer laterals that cause pollution and contamination of streams, tributaries, and large waterbodies.

## ***What is the cost for the program?***

\$16/month, or \$192/year, which includes all services. There are no other out-of-pocket costs including deductibles, limits, or maximums.

## ***How does a resident participate in the program?***

There is an annual enrollment period, January 15th—March 1st, in which residents are given the opportunity to join or opt-out of the program. Following the enrollment, participants can then call the vendor, Pipelogix LMS Inc., when they experience an issue with their private sewer lateral.

Those residents and property owners who were unable to enroll, or those who opted out of the program the previous year, will have the ability to enroll during the following year's enrollment period.

## ***What are the benefits of this Program for residents?***

Residents will be protected from the unexpected costs of repairing or replacing their sewer lateral. The cost of such repairs or replacements can be substantial and is otherwise the responsibility of the homeowner. Residents enrolled in the program will also be helping to protect the environment by addressing defective private property wastewater infrastructure. The wastewater that leaks out of broken sewer laterals into the surrounding groundwater and ultimately contaminates the Magothy Aquifer, a sole source for drinking water. The infiltration of rainwater into broken sewer laterals overburdens wastewater treatment facilities, causing sanitary sewer overflows that spill raw, untreated sewage directly into surrounding water bodies.

## ***What are signs that my private sewer lateral is not working properly?***

There are several indicators that would suggest there is an issue with your private sewer lateral, including:

- Sewage backup in the lateral cleanout or trap (typically in your basement)
- Toilet/sink/shower not draining properly
- Sink hole or collapsed/saturated lawn
- Foul odors around your property

## ***I am experiencing one of the above issues, what should I do?***

Call the Village's vendor, Pipelogix LMS, at 1-800-926-7910. You will explain the trouble you are experiencing, and a technician will be dispatched to your location to inspect the lateral and identify the issue. Once the problem is identified, necessary repairs will be made.

## ***What is excluded from the program?***

Repairs or replacements of laterals shall not be made to laterals that are:

- Illegally connected to sump pumps
- Connected to a septic tank
- Joined to a third-party line
- Used for the disposal of hazardous waste
- Inaccessible or connected to a modified or inaccessible trap
- Modified in a manner that caused blockages or in violation of ordinances

In addition to the above, repairs or replacement of laterals shall be limited to defects unknown to the resident at and before the effective date of the plan.

Repairs or replacements of laterals shall not be made to laterals that are obstructed and/or damaged by homeowners' inappropriate disposal of household debris or other similar items that are not flushable or appropriate for disposal in residential sewer laterals and appurtenances. Drain, sewer, and water pipes which are not a part of the sewer lateral. The sewer lateral starts after the house trap and continues to the curb line past the sidewalk.

## ***Where can I get more information about the program?***

Call the Village's vendor, Pipelogix LMS, at 1-800-926- 7910 or visit the official Pipelogix LMS website at [www.pipelogixlms.com](http://www.pipelogixlms.com) for additional information.



# Terms & Conditions



In 2025, residents and homeowners will be able to opt-in/out of the program during a forty-five (45) day window period. This window period shall run between January 15th and March 1st, annually. The opt-in/out form must be returned within forty-five (45) days of January 15th.

If a resident or homeowner opts-out of the Program, they will be not benefit from the Program and will be responsible for the cost of repair as charged by the company selected by them for the repair.

Payments will be billed with the annual property tax bill and will be collected in accordance with the tax bill.

Enrollees whose sewer laterals are repaired or replaced by Pipelogix LMS are required to maintain membership in the program for a period of sixty (60) months. Enrollees whose sewer laterals have not been repaired by Pipelogix LMS may opt-out of the program during the annual enrollment period.

In the event a repair necessitates the excavation of soil to locate and repair the lateral, Pipelogix LMS shall replace the removed dirt and covering the site with soil or a comparable material. It is the homeowner's responsibility to repair or replace grass or concrete to its original condition.

**Manufacturer's Warranty:** Warranties, absent intrusion caused by tree/shrub roots or damage caused by property owner's disposal of inappropriate household debris, include trenchless short liners (which installs during repair jobs) for a period of ten (10) years following the date of installation. Manufacturer has agreed that it will, at its own expense, conduct a second trenchless repair, and install a second trenchless short liner, for any property owner who, within ten (10) years of the date of original repair/ installation, presents proof of a damaged trenchless short liner (installed by the Village's vendor, Pipelogix LMS) where such damage was not caused by intrusion due to tree/ shrub roots, irrespective of whether said property owner is still enrolled in the Program at the time he/ she presents proof of damage.

Program enrollees receive repair work for no cost other than the program service fees. A 24-hour call center is used to schedule inspections and repairs. Program enrollees can have the peace of mind of knowing that, should their sewer lateral malfunction, or found to be damaged, can avoid the approximate \$5,000-\$15,000 cost to conduct repair work. Individuals who do not enroll in the Program are liable for such costs, which are not covered under standard homeowners' insurance policies.

***Enrollees will be helping the Village of Island Park and Nassau County to protect against the harmful effects of damaged sewer laterals.***

## ***Exclusions shall apply as follows:***

- Repairs or replacement of laterals shall be limited to defects unknown to the resident or homeowner and before enrollment.
- Laterals and interior plumbing, including the trap, that are used to convey groundwater and overflow from sump pumps and other devices that are unlawfully connected to the wastewater sanitary system.
- Interior plumbing from the trap into the residence, regardless of the source of sewage.
- Devices that are used to restrict backflow of sewage connected to the interior or exterior sewer laterals or pipes.
- Vents connected to the sanitary system from its point of connection at the trap to the exterior wall of the residence or elsewhere near the exterior foundation of the residence.
- Water and gas lines, including gas line cross bore.
- Repairs are limited to the exterior side of the customer's trap where the lateral is connected. The remainder of the trap is the responsibility of the homeowner. Traps that are offset, cracked, damaged, and uneven are the responsibility of the homeowner.
- The inability of the technician to obtain access to the trap and the lateral, including a crawlspace without proper access height, buried traps, traps without proper venting and traps in a section of the residence or yard that is not within the control of the homeowner.
- Laterals that are on adjoining property, that are or are not joined with the adjoining lateral, and laterals that are connected to easement laterals that are the responsibility of the municipality.
- Repairs or replacements of laterals shall not be made to laterals that are damaged as the result of:
  - " Illegal connections
  - " Septic tank connections
  - " Third-party lines
  - " Hazardous waste
- Repairs or replacements of laterals shall not be made to laterals that are obstructed and/or damaged by homeowners' inappropriate disposal of household debris or other similar items such as:
  - " Wipes
  - " Paper Towels
  - " Feminine products
  - " Cooking grease, oil, and fats