

## Drinking Water Service Line and Wastewater Lateral Assistance Program Guidance

Drinking water service lines and sewer laterals – the pipelines that carry drinking water and wastewater to and from homes and buildings to Capital Region Water’s distribution and collection mains – are the responsibility of the property owner. Repairing and replacing these lines and laterals can be costly. When a line fails, it is often an emergency and can cost upwards of \$5,000 or \$10,000. Ratepayers are encouraged to consider adding a service line coverage endorsement to their homeowner’s insurance policy to provide supplementary coverage. This is the best means to ensure protection in the event of an unanticipated repair.

Capital Region Water adopted amendments to the Drinking Water System and Wastewater & Stormwater System Rules and Regulations to absorb the costs of maintaining, repairing, and/or replacing drinking water service lines and wastewater laterals within the public right of way. This is typically the section of a drinking water line from the curb stop or shut-off valve at the curb line to the distribution main in the street or the section of a sewer lateral from the point of demarcation at the curb line or cleanout to the connection with the wastewater system.

Repairs are often corrective and require immediate attention. Capital Region Water has established the Service Line and Lateral Assistance Program to provide support to ensure the repair and replacement of lines, ease the cost burden, and prevent future failures or matters of public safety.

Ratepayer eligibility requirements may apply.

### Request Submittal

1. The completed Request must be submitted and approved by Capital Region Water prior to the start of repair work. The request must be completed by the property owner/account holder.

Electronic (preferred): [CAP@capitalregionwater.com](mailto:CAP@capitalregionwater.com)

Mail hard copies: Capital Region Water  
Customer Service Center  
100 Pine Drive  
Harrisburg, PA 17103

2. The repair must be in either the public right of way or public easement, but not on private property. If the repair extends to private property, Capital Region Water will only provide assistance for the portion of the line within public property. This may include some expense associated with accessing that portion of the line. However, Capital Region Water will not absorb costs associated with sidewalk or curb restoration in the event the necessity of the repair is only on private property.
3. Submit any related documentation for verification of the condition of the line/lateral to allow Capital Region Water to confirm the location and extent of any damage. This documentation should include two written quotes as provided by licensed contractors or a Work Report as provided by Capital Region Water. Quotes must provide an estimate of the repair cost for any portion of the required work in the public right of way compared to the cost of repair work on private property. In the event of an emergency, Capital Region Water may waive this requirement

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and accept a single quote. Reimbursement may apply if there is a cost to acquire contractor quotes. Other documentation may include any record of inspection or CCTV video.

### **Eligibility Criteria**

1. An eligible line or lateral is directly connected to Capital Region Water's drinking water distribution system or wastewater collection system in the public right of way or public easement, and installed in accordance with the (then-current) System Rules & Regulations and associated Details & Specifications.
2. Confirmation that the line or lateral is not functioning properly, and a repair is required. Capital Region Water will not provide assistance for new construction or betterment or in a situation in which a repair or replacement is not required.
3. Agreement to Ratepayer payment responsibilities specific to a payment plan or lien conditions and any terms necessary for Capital Region Water's inspection, approval, and/or completion of the repair work.

### **Approval and Payment**

1. Capital Region Water will provide the Ratepayer written program authorization after confirming eligibility, repair costs, and any associated terms of assistance.
2. Any Capital Region Water assistance will be provided directly to the contractor completing repair only after receiving a copy of the quote(s) and/or invoice for the repair work and Capital Region Water's approval. Any repair may be subject to Capital Region Water's inspection.
3. In the event of an emergency and immediate repair, the invoice and proof of payment should be submitted for consideration and reimbursement.
4. Capital Region Water will not provide assistance to cover insurance expenses.

**Please contact Capital Region Water at 888-510-0606 or by email at [CAP@capitalregionwater.com](mailto:CAP@capitalregionwater.com) with any questions.**