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January 12, 2016

Mr. Michael Jeffers
Water and Sewer Managing Engineer
13 Newfields Road
Exeter, New Hampshire 03833

Re: ***Public Outreach and Private I/I Mitigation Program (2015)***
CSO Long Term Control Plan Implementation
Exeter, NH

Dear Mr. Jeffers,

The following letter report summarizes Underwood Engineers, Inc. (UE) work for the referenced project performed under our Scope of Services dated July 23, 2014 with the Town of Exeter, NH (the Town). This work is part of the Town's Combined Sewer Overflow Long Term Control Plan (CSO LTCP) and this letter provides a brief letter report summarizing work performed and key findings and recommendations as a result of this work.

Background

The Town of Exeter owns and operates a municipal wastewater collection system and wastewater treatment facility (WWTF). The wastewater collection system includes two CSO diversion structures (Spring St. and Water St. diversion structures) which regulate high sewer flows during storm events. CSO overflow from these diversion structures bypass the Main Pumping Station (and WWTF) and are conveyed by gravity to Clemson Pond which outlets to the Squamscott River, a tidal tributary of the Great Bay Estuary. The Town has been working for decades to separate stormwater and other I/I from the system to reduce CSO's and submitted UE's *Phase III Infiltration and Inflow Evaluation* to EPA in March, 2013 to serve as the Town's CSO LTCP. Two of the major findings from that study were that much of the identified I/I in Town appeared to be from private sources, and direct drainage connections to the sewer appeared to significantly contribute to CSO discharges because of high peak flows. This work was consistent with the recommendations of the Town's CSO LTCP to continue the public education and outreach program and help identify and mitigate private sources of I/I.

As a cost effective step to mitigate private I/I, the Town desired to more effectively implement existing Sewer Use Ordinance (SUO) prohibitions focusing on sump pump and roof leader separation. However, past experience and the experiences of other communities has shown that enforcement alone is not effective for long-term removal of private I/I sources. Therefore, the Town wanted to develop a private I/I mitigation program that was collaborative with residents

and assist homeowners when/where possible to remove private I/I sources. This program was aimed to help the Town identify the location of illicit connections so that future private I/I removal programs could be developed.

Investigations and Findings

The first step of this program was to get input and consensus from all levels of Town government including the Board of Selectmen (BOS), Sewer Advisory Committee, and Department of Public Works. A common point of failure for private I/I mitigation programs is a lack of consistency between different levels of government, so UE and the Town developed a policy statement regarding the Private I/I Public Education, Outreach, and Enforcement Program for the Town dated April 20, 2015 that was reviewed and signed by the BOS and DPW (Appendix A). The policy statement outlines relevant town ordinances and provides amnesty for users who “own-up” to violating the SUO, as well as a schedule for compliance and compliance inspections. The general approach of the program as described in the Policy Statement includes:

- Town mailed an educational tri-fold brochure flier to 3,400 sewer users in May 2015 which described how they can identify sources of private I/I on their property to facilitate completion of the “Compliance Response” questionnaire. The brochure also offered suggestions to homeowners about how they can mitigate illicit connections and private I/I on their property.
- Accompanying the mailer was a 1-page “Compliance Response” questionnaire asking sewer users to identify any known private I/I sources located at the property including:
 - Request for technical assistance from the Town for identification of private I/I sources and suggestions/assistance for elimination
 - Presence of any sump pumps
 - Presence of sump pumps that discharge to the sewer
 - Presence of roof leaders that discharge into the sewer and/or the ground
 - Presence of foundation drains tied to the sewer
 - Presence of defective sewer service laterals and history of sewer lateral problems.
- “Compliance Responses” from users were mailed directly to UE for compilation and summary. The Town provided self-addressed stamped envelopes for this purpose and gave users 30 days (June 2015) to return the responses. However, questionnaires were accepted until November 20, 2015 to maximize the number of received responses.
- Respondents to the questionnaire qualified for amnesty from enforcement penalties from the Town for a period of 5-years. This grace period allows time for the Town to consider adding provisions for private I/I mitigation into future CIP projects and allow time for homeowners to make necessary private I/I separation improvements.
- A non-response to the questionnaire was considered a statement of compliance of the SUO by the homeowner, unless the Town has information to the contrary. A non-response negated amnesty from enforcement action.



The following is a summary of the information provided by the received questionnaire responses:

Questionnaire Results

A total of 1,214 questionnaires were returned to UE which was an approximate 36% response rate. Although 55 of the respondents indicated that they were not connected to the sewer (Appendix I), it was unclear whether this information was correct because we understand that the surveys were sent only to sewer users. To be conservative, we used the total number of respondents for our analysis (Table 1). Original surveys received were placed into a three volume 3-ring binder organized by street name and number (Appendix B, Volumes I, II and III). A master list of all questionnaire respondents who qualify for amnesty in accordance with the Policy Statement is also provided (Appendix C).

Table 1
Private I/I Compliance Response Questionnaire Summary

Questionnaire	Count	%
Surveys Returned to UE ¹	1214	36%
Connected to Town Sewer ²	1159	95%
Requested Technical Assistance ²	73	6%
Reported a Sump Pump ²	494	41%
Reported Roof Downspouts ²	723	60%
Reported Illicit Connections ^{2,3}	180	15%

Notes: ¹ Percentage is out of 3400 surveys mailed

² Percentage is relative to total number of surveys received

³ Includes reported sump pumps, roof drains, yard drains, etc.

Homeowner Assistance Requests

The first question of the questionnaire was whether the Homeowner would like someone from the Town to assist them with completing the questionnaire. UE tabulated these requests as the responses were received and forwarded them to the Town on a weekly basis. A complete list of homeowners who requested assistance from the Town is included (Appendix D). If they received follow up from the Town then the follow up date is noted. Seventy three (73) town residents requested technical assistance in filling out the questionnaire, and, as of November 20, 2015 we understand that 18 received assistance from the Town to complete the questionnaire. Note that the 73 respondents that requested assistance qualify for amnesty, but follow-up should be performed to identify potential illicit connections at those properties.



Reported Sump Pumps

Of the 1,214 questionnaires received, 494 (41%) of all respondents reported having a sump pump. Per the SUO, sump pumps that discharge to the Town’s sewer system are illegal connections. Table 2 summarizes the reported discharge locations of the sump pumps. Sixty three percent (63%) of sump pumps were reported to discharge to the ground in compliance with the SUO. Although 15% of all respondents identified an illegal connection of some kind (Table 1), 25% of sump pump owners reported sump pumps discharging to basement sewer pipes, basement sink, or cellar floor drain which are generally believed to be illicit connections (Table 2). However, it cannot be determined without further investigation whether the cellar floor drain is connected to the Town’s sewer system. A list of homeowners with reported suspected illicit sump pumps is included in Appendix E. Note that many of the discharge locations listed as “other” reported sump pump discharge to dedicated drain pipes to approved locations.

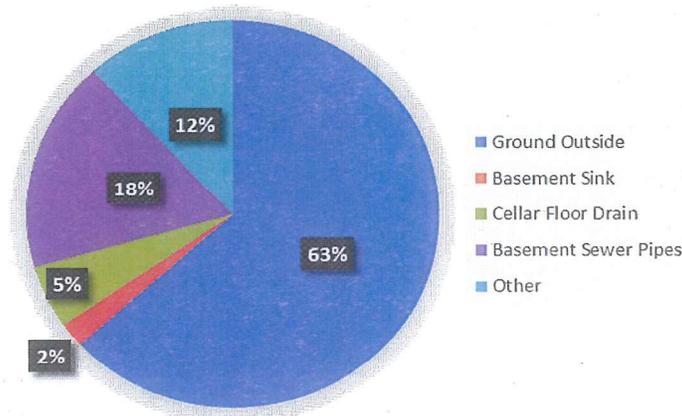
Table 2
Reported Sump Pump Discharge Locations

Discharge Location	Count	% ¹
Total Sump Pumps	494	N/A
Ground Outside	313	63%
Basement Sink	10	2%
Cellar Floor Drain	26	5%
Basement Sewer Pipes	87	18%
Other	58	12%

Notes: ¹ % Relative to total reported sump pumps

² Red highlight indicates suspected illicit connections

Figure 1
Sump Pump Discharge Location Chart



Roof Leaders/Downspouts

A total of 723 respondents reported downspouts with 12% of those leading into the ground. Downspouts leading into the ground indicate a possible connection with the Town's sewer system. However, further investigation is required to determine the actual discharge location of downspouts entering the ground. Table 3 shows the results of reported downspout discharge locations. A list of homeowners reporting downspouts into the ground and their discharge locations is provided (Appendix F).

Table 3
Roof Leaders/Downspout Discharge Location

Discharge Location	Count	% ¹
Total Downspouts	723	N/A
Only onto the Ground	634	88%
Into the Ground	89	12%

Notes: ¹ % Relative to total reported downspouts

² Red highlight indicates suspected illicit connections

Illicit Sewer Connections

The compliance questionnaire included a question (#5) which asked users whether they have certain types of illicit connections to the sewer (floor drain, foundation drain, yard drain, roof drain, sump pump, etc.). There were some inconsistencies in the respondent's answers as compared to their responses to questions 3, 4 and 5. We have included a summary of respondent's answers to question 5 (Table 4) and consider all affirmative responses as suspected connections. A list of homeowners with reported illicit sewer connections is included in Appendix G.

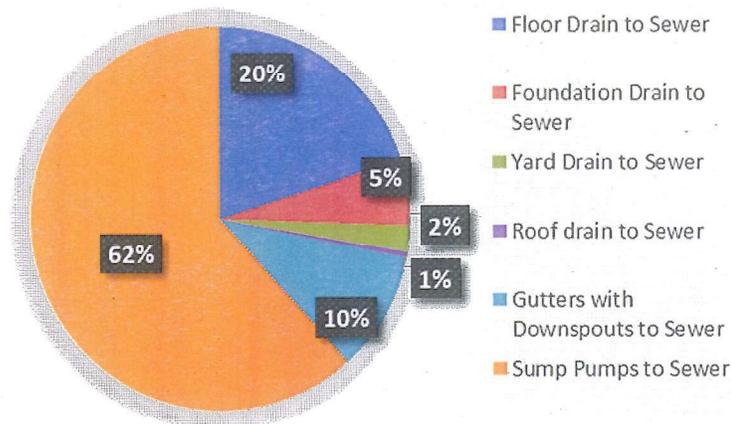


Table 4
Reported Illicit Connections

Illicit Connection	Count	%
Total Reported Illicit Connections	180	N/A
Floor Drain to Sewer	36	20%
Foundation Drain to Sewer	10	5%
Yard Drain to Sewer	4	2%
Roof drain to Sewer	1	1%
Gutters with Downspouts to Sewer	18	10%
Sump Pumps to Sewer	111	62%

Note: Red highlight indicates suspected illicit connections

Figure 3
Reported Illegal Connections Chart



Note: % Relative to total illegal connections reported

Reported Sewer Issues

There were a total of 414 reported sewer issues (Appendix H). Issues such as flooded basements, clogged sewer pipes, sewer backups, odors, etc. can be indicative of sewer main defects and could be related to I/I issues. Table 5 summarizes a breakdown of reported sewer issues.

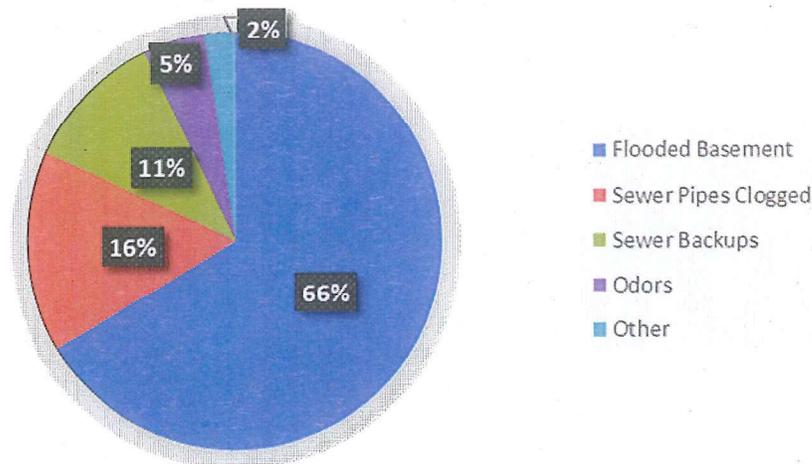


Table 5
Reported Sewer Issues

Sewer Issues	414	%
Flooded Basement	275	66%
Sewer Pipes Clogged	64	16%
Sewer Backups	45	11%
Odors	20	5%
Other	10	2%

Note: % Relative to total Sewer Issues Reported

Figure 4
Reported Sewer Issues Chart



Note: % Relative to total Sewer Issues Reported

Conclusions

- The questionnaire had an approximate 36% response rate which is double the response rate from the system-wide mailer performed by UE and the Town in 2009. The improved response rate can be attributed to many things including:
 - General improved awareness of residents about Private I/I and SCO issues through the extensive work by the Town to mitigate I/I in the system (Jady Hill Project, smoke testing, building inspections, etc.) as public education and outreach (mailers, public meeting discussions, newspaper articles, etc.)
 - The Town provided an incentive, through amnesty, for completing the response.
 - Town participation with cost sharing for private I/I mitigation during recent sewer infrastructure projects (Jady Hill).



- Sump pumps remain the most common illicit connection in the system. Twenty five percent (25%) of reported sump pumps are suspected to be connected to the sewer. Fortunately, sump pump separation from the sewer is generally more practical, less costly, and easier to confirm than removal of other sources of private I/I (such as foundation drains).
- Roof leaders are also a suspected common illicit connection in the system. However, the questionnaire was only intended to screen properties with potential roof drains to the sewer (roof leaders into the ground) because dye testing is the only way to truly confirm. Eighty-nine (89) properties were identified as having roof leaders into the ground, but experience has shown that many of these may not be illicit connections. Additional follow-up inspection (i.e. dye testing) is required to confirm whether the reported roof leaders into the ground are in fact connections to the sewer.
- Other illicit connections (floor-drains, foundation drains, yard drains, etc.) were reported by respondents. Sump pumps (62%) were the most common, followed by floor drains (20%), roof leaders/downspouts (11%), foundation drains (5%) and yard drains (2%).

Recommendations

1. Confirm whether the 55 users who claim not to be on sewer are actually connected (Appendix I).
2. Complete follow-up interviews/inspections for the 73 properties that requested assistance completing the questionnaire (Appendix D). The results of those follow-up interview/inspections and the completed inspection forms should be added to the 3-ring binders (Appendix B) as analyzed within the next year.
3. Perform follow-up inspections of the 123 homes that reported sump pump discharge to the sewer, sink or floor-drain (Appendix E) to evaluate whether there is an easy solution for private service separation within the next year.
4. Perform follow-up investigations (dye test) of the 89 properties that reported roof leaders entering the ground to confirm whether they are connected to the sewer (Appendix F) within the next year.
5. Perform follow-up inspections of the 180 homes that reported various illicit connections (Appendix G) to evaluate whether the illicit connections exist and whether there is an easy solution for private service separation within the next year.



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6. After follow-up inspections, establish a document for all confirmed or suspected illicit connections to provide property owners that outlines the needs and required schedule for compliance. Develop a tracking system to manage properties as they are brought into compliance and perform bi-annual follow-up inspections for confirmation.
7. Implement program to begin illicit sewer connection building inspections and lateral CCTV as part of :
 - Final meter readings for all property transactions
 - Prior to issuance of building permits
 - Proposed re-use of existing service laterals for a new structure
 - During water meter replacements
 - Specific information provided to the Town.
8. Evaluate the spatial distribution of reported illicit connections and incorporate private I/I mitigation provisions into potential CIP projects, such as providing drain services at the ROW or a lateral replacement program.

Compliance Schedule

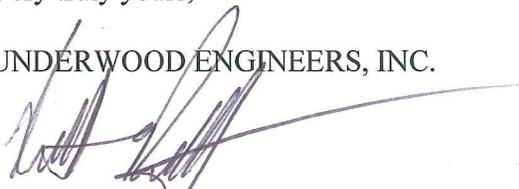
In summary, we understand the compliance schedule is as follows:

- January 1, 2016 Start of grace period (to be documented with homeowner)
- January 1, 2018 Inspections performed during regular events (property transfers, building permits, etc.)
- January 1, 2021 End of grace period (start of enforcement)

We appreciate the opportunity to perform this work for the Town. Please call if you have any questions.

Very truly yours,

UNDERWOOD ENGINEERS, INC.


Keith A. Pratt, P.E.
President


Cole S. Melendy, P.E.
Project Manager

CSM/ljs

Encl.



Appendix A

Policy Statement

Letter to Town

Brochure

Questionnaire

POLICY STATEMENT

Private I/I Public Education, Outreach and Enforcement Program
Exeter, New Hampshire
April 20, 2015

TOWN ORDINANCE

Article 1506.1:

No person shall discharge or cause to be discharged any stormwater, surface water, groundwater, roof runoff, subsurface drainage, uncontaminated cooling water, or unpolluted industrial process waters to any sanitary sewer.

Article 1502.1:

The Owner shall thereafter be obligated to pay all costs and expenses of operation, repair and maintenance and of reconstruction (if necessary) of the Building Sewer beginning at the main of the Sewer System and ending at the building.

This means that each property owner is accountable that they don't direct drainage to the sewer (roof leaders, driveway drains, sump pumps, foundation drains, etc.) and that their sewer lateral does not leak.

TOWN NPDES Permit No. NH0100871

Section C(5)(f & g):

The permittee shall develop and implement...An ongoing program to identify and remove sources of I/I. The program shall include an inflow identification and control program that focuses on the disconnection and redirection of illegal sump pumps and roof downspouts; and an educational public outreach program for all aspects of I/I control, particularly private inflow.

Background and Purpose:

- Infiltration and Inflow (I/I) is essentially clean water (non-sanitary) that enters the sewer. Common sources of I/I include:
 - Stormwater inflow from roof drains, catch basins, yard drains, etc. connected to the sewer
 - Groundwater infiltration/inflow from leaking sewer pipes (including private service laterals), leaking sewer manholes, sump pumps connected to the sewer, foundation drains connected to the sewer, etc.
- The Town's *Phase III Infiltration and Inflow (I/I) Evaluation* by Underwood Engineers, Inc. (2013) identified that approximately 60% of the I/I observed in the Town's wastewater collection system appeared to be from private sources.
- Private I/I must be mitigated to achieve the Town's goal to eliminate Combined Sewer Overflow (CSO) discharges to the environment and optimize wastewater conveyance and treatment costs.

POLICY STATEMENT

Private I/I Public Education, Outreach and Enforcement Program Exeter, New Hampshire April 20,2015

- Town Ordinances prohibit discharge of private I/I to the sewer. However, historically there has been limited enforcement of the ordinance or compliance inspections.
- Removal of private sources of I/I is essential and also cost effective for the Town to mitigate CSO discharges.
- The Town endeavors to reduce private I/I in the system with an updated public education, outreach, and enforcement program; the details of which are described in this document.

Public Education and Outreach Approach:

- Town will mail an educational tri-fold brochure flier to all sewer users about how they can identify sources of private I/I on their property to facilitate completion of the "Compliance Response" (described below), and offer suggestions of how to mitigate illicit connections and private I/I.
- Accompanying the mailer will be a 1-page "Compliance Response" questionnaire asking sewer users to identify any known private I/I sources located at the property including:
 - Request for technical assistance from the Town for identification of private I/I sources and suggestions/assistance for elimination
 - Presence of any sump pumps
 - Presence of sump pumps that discharge to the sewer
 - Presence of roof leaders that discharge into the sewer and/or the ground
 - Presence of foundation drains tied to the sewer
 - Presence of defective sewer service laterals and history of sewer lateral problems
- "Compliance Responses" from users will be mailed directly to the Town's Consulting Engineer for compilation and summary. The Town will provide self-addressed stamped envelopes for this purpose and give users 30 days to return the response.
- A non-response will be considered a statement of compliance of the Ordinance by the homeowner, unless the Town has information to the contrary. A non-response negates amnesty.

POLICY STATEMENT
 Private I/I Public Education, Outreach and Enforcement Program
 Exeter, New Hampshire
 April 20, 2015

Compliance Inspections, Non-Compliance Notifications and Enforcement Approach:
 The following table summarizes the schedule and approach for implementation of the program:

<i>Implementation Year</i>	<i>Activity/Action Description</i>
0 to 1	Develop policy document, education mailer with compliance response
0 to 5*	"Grace Period" or "Amnesty" - Town to provide technical assistance if requested and homeowners expected to take steps necessary for Sewer Use Ordinance (SUO) compliance
0 to 5	Capital Improvement Plan (CIP) considerations for potential projects to assist with illicit connection removal
5*	Enforcement actions begin
2	Town begins policy to perform house inspections (sump pumps and roof leaders) and lateral CCTV (defective laterals and foundation drains) as part of final meter readings for all property transactions and notifies buyers agent if illicit connections found
2	Town begins policy to perform house inspections and lateral CCTV: - Prior to issuance of any building permit for improvements - When an existing sanitary sewer lateral is to be used to serve a new structure - At the time of water meter replacements - At the time of property transfers - Upon specific information that the premises may be in violation of Town Ordinances
3	Town begins methodical Town-wide house inspection program using information gathered during years 0-2 to prioritize neighborhoods with suspected densities of illicit connections/lateral issues.

**The grace period or amnesty program only applies to questionnaire respondents.*

The notification, enforcement and confirmation procedures described in Article 1508 of the Town Ordinances will be initiated if any of the following prohibited discharges are found upon subsequent inspection after the allotted "grace period":

1. Sump pumps that discharge to the sanitary sewer
2. Roof leaders that discharge to the sanitary sewer
3. Foundation drains that discharge to the sanitary sewer
4. Defective laterals found to discharge greater than 4,000 gpd/idm infiltration to the system
5. Other illicit or prohibited discharges

Town Assistance Summary

- The Town will perform a site visit of the property to assist the owner with illicit connection identification and completion of the "Compliance Response".

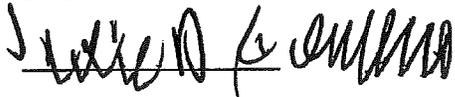
POLICY STATEMENT

Private I/I Public Education, Outreach and Enforcement Program
Exeter, New Hampshire
April 20,2015

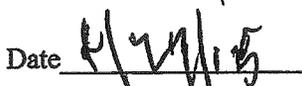
- The Town **will not** issue users a charge for technical assistance inspections during “Grace Period” unless it involves resources outside Town Staff.
- If illicit connections are identified on a property the Town **will** offer the owner suggestions for alternate discharge locations based on existing site conditions.
- The Town **will** levy fines or surcharges to users with illicit connections that have a viable discharge location for private I/I which may include:
 - Natural drainage course on the property
 - Municipal drainage system (swales) abutting the property
 - Municipal closed drainage system in the street with drain service
 - Site conditions suitable for groundwater infiltration
- The Town **will** levy surcharges to users with illicit connections that do not have a viable discharge location for private I/I.
- The Town **may** provide a drain service stub to the edge of the roadway ROW to provide users a location for I/I disposal if a municipal drainage system is present in the street.
- The Town **may** provide financial assistance to users for evaluation and/or implementation of on-site infiltration private I/I disposal.
- The Town **may** provide financial assistance to users for replacement/rehabilitation of defective laterals.
- The Town **will** provide a confirmation inspection to document removal.
- The Town **will not** perform investigations on the site such as test pits, infiltration tests, etc. to evaluate whether groundwater infiltration is an appropriate method for I/I disposal on site.

ACCEPTED BY:

Board of Selectmen



Date



Department of Public Works





EXETER PUBLIC WORKS DEPARTMENT

13 NEWFIELDS ROAD • EXETER, NH • 03833-3792 • (603) 773-6157 • FAX 772-1355

www.exeternh.gov/publicworks

May 15, 2015

Town Resident
Exeter, NH 03833

Re: **Sump Pump Removal Program**
Exeter, New Hampshire

Dear Exeter Resident:

For many years, the Town has been evaluating our sewers, focusing on how to remove Infiltration and Inflow (I/I) from the system. I/I is groundwater and stormwater that enters the sewer system, but does not need treatment like sewage does. It has been determined that half of the water treated at the Wastewater Treatment Facility is I/I and the majority comes from private sources such as basement sump pumps, roof drains, broken pipes, and other drains. Removing I/I reduces sewage treatment costs, saves energy and reduces sewage discharges to the environment. We need everyone's help to remove the I/I.

Enclosed with this letter, you will find a **pamphlet** of information to identify whether your home is contributing I/I to the sewer and what you can do to remove it. Also, enclosed is a **compliance response questionnaire** to fill out and send back to Underwood Engineers by July 1, 2015. A self-addressed stamped envelope has been provided. The information gathered will be compiled to plan future capital projects, identify homeowners who may qualify for amnesty from sewer ordinance enforcement action, and identify homeowners requesting assistance from the Town.

Discharge of I/I into the sewer system is against Town Sewer Ordinance (1507.3 & 1501.8). However, homeowners that return compliance responses acknowledging existing illicit sewer connections will be eligible for amnesty during a 5-year 'grace period'. A non-response will be considered a statement of compliance and precludes any amnesty. The Town's *Policy Statement* regarding this *Private I/I Public Education, Outreach, and Enforcement Program* can be found on the Town's website at: exeternh.gov/publicworks/infiltration-inflow.

The New Hampshire Department of Environmental Services (NHDES) and Environmental Protection Agency (EPA) requires the Town to institute this sump pump removal program. We appreciate your help in this matter.

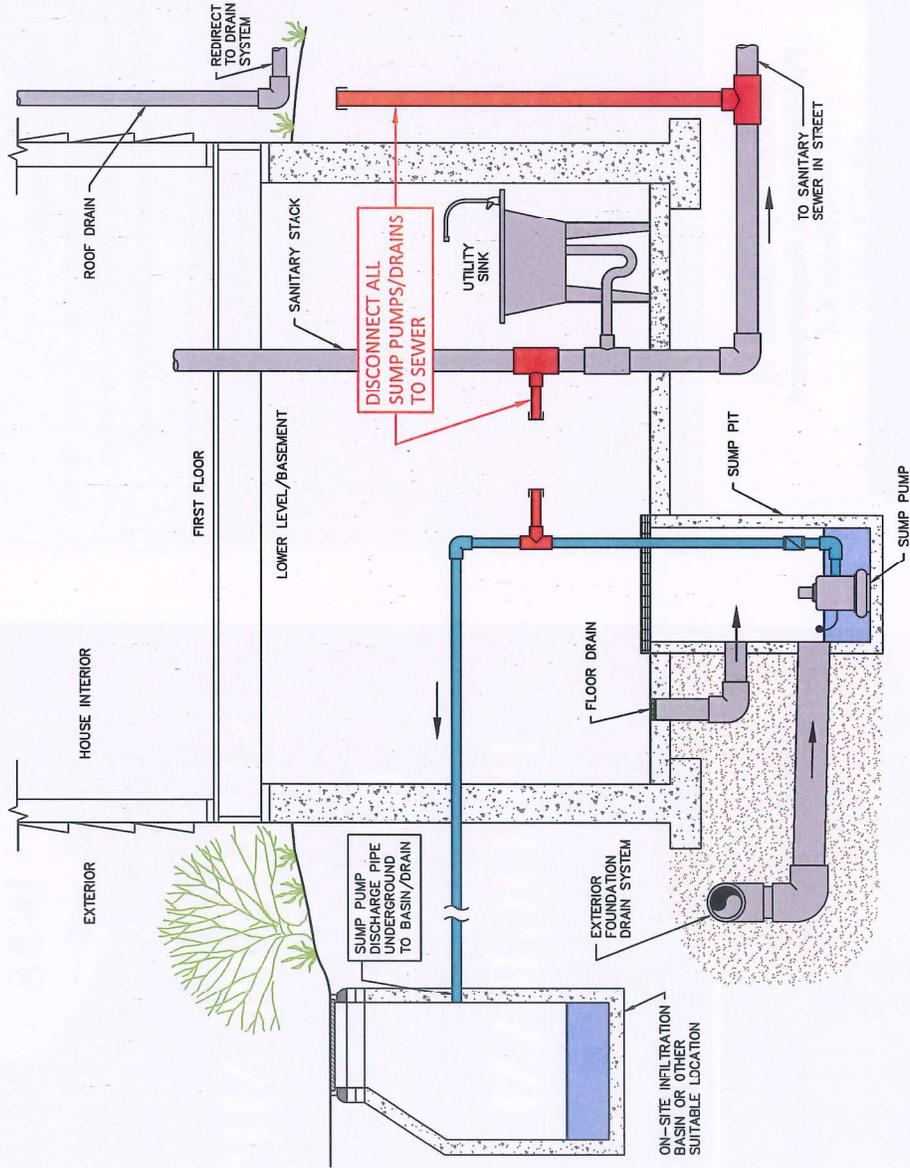
Very truly yours,

TOWN OF EXETER

Michael Jeffers
Water and Sewer Managing Engineer

What is Infiltration and Inflow (I/I)?

I/I is clean water that gets into the sewer system and is treated at the wastewater treatment facility. Since the water is clean, it doesn't really need to be treated like sewage ("dirty" water) does. However, because it gets into the sewer system it is processed like sewage and treated. Treatment costs money (from ratepayers) and treating clean water is a waste of money and energy. Removing the clean water from the sewer system will reduce the costs of treatment and provides other benefits to the Town. *This brochure summarizes some of the important points you should know about I/I in your house and how you can help!*



WHY IT'S A BIG DEAL

- Ratepayers pay to treat wastewater. It is estimated that 50% of the flow at the treatment facility is I/I and much of this I/I from private property.
- Too much I/I can overwhelm the sewer system and cause dirty water to overflow to the Squamscott River (called a combined sewer overflow (CSO)).

- Treating I/I at the wastewater treatment facility leaves less space for treating sewage and requires capital improvements to treat these higher flows.

- I/I from private property violates The Town's Sewer Use Ordinance. For more info go to

www.town.exeter.nh.us/sewer.

Remove clean water connections to the sewer:

Disconnect any sump pumps or roof leaders from the sewer and discharge to a proper location.

Please Don't Direct Sump Pumps or Roof Leaders to the Street!



This can lead to icing and other maintenance issues

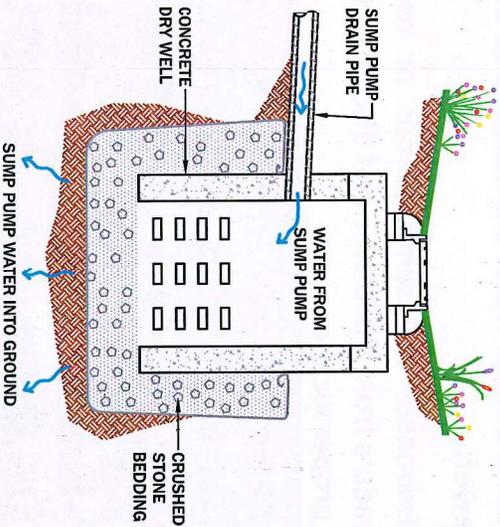
Preferred Discharge Locations

include:

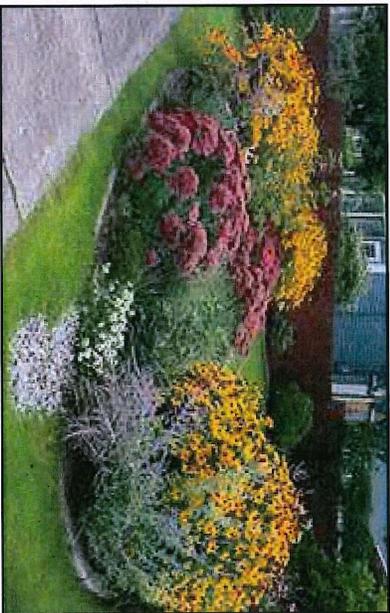
- On-site Infiltration Basin
- Rain Gardens
- Municipal Drain Service Lateral (if applicable)
- Surface Drainage Courses
(see reverse side for examples)

**Also...spread the word
Tell a neighbor or a friend
about the Sump Pump Program.**

SUMP PUMP DISCHARGE OPTIONS



INFILTRATION BASINS



RAIN GARDENS



MUNICIPAL DRAIN SERVICES

TOWN ORDINANCE

Chapter 15 – Sewer Regulations

Article 1506.1

No person shall discharge or cause to be discharged any stormwater, surface water, groundwater, roof runoff, subsurface drainage, uncontaminated cooling water, or unpolluted industrial process waters to any sanitary sewer

Section 1504.1, Paragraph 6

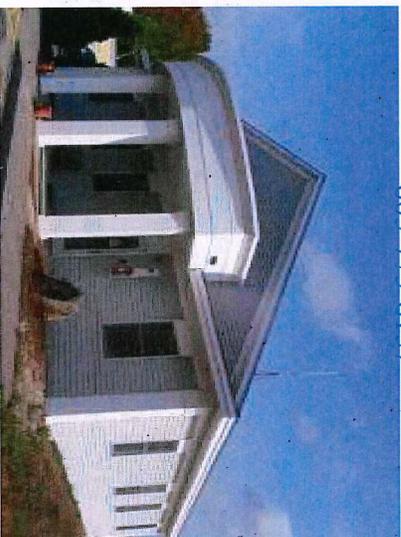
No person shall make connection of roof downspouts, foundation drains, area drains, or other surface runoff or groundwater to a building sewer

WHAT YOU CAN DO TO HELP

Check to see if your home contributes I/I:

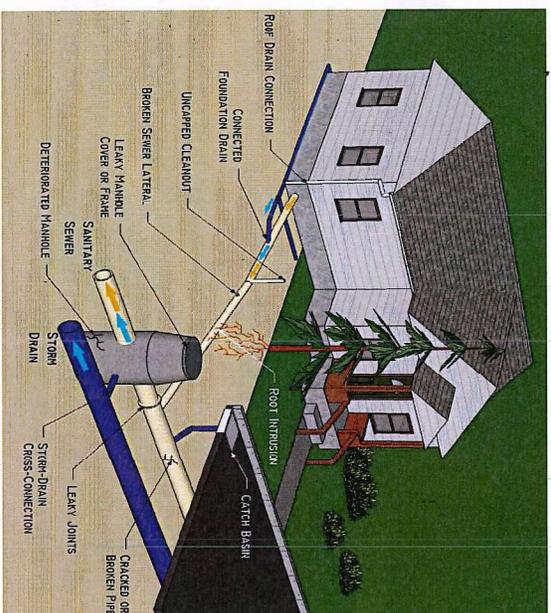
- Look for I/I connections yourself in your basement and on the outside of your house.
- Look for additional information that will be provided by the Town.
- Contact the Town by calling Matt Berube at 773-6157 to set up an appointment and check for I/I connections to the sewer or for more information.

Brochure produced by:
Public Works Department
13 Newfields Rd
603-773-6157



SUMP PUMP REMOVAL PROGRAM *

*Includes roof leaders, floor drains, foundation drains and other illicit connections



HOMEOWNER COMPLIANCE RESPONSE QUESTIONNAIRE
SUMP PUMP REMOVAL PROGRAM
TOWN OF EXETER

The Town of Exeter needs your help with the planning for projects to remove infiltration and inflow and to achieve compliance with our EPA wastewater permit. Infiltration and Inflow is explained in the brochure included with this questionnaire. Your participation in this survey will provide the Town with important information that will be used to develop the most cost effective ways to remove I/I. Please take a few moments to help by providing the information requested below. Your help is needed to identify the areas that send costly infiltration and inflow (clean water) to the Town's Wastewater Treatment Facility. Additional comments and concerns can be included on the back of this form. Thank you for your assistance.

(Name)

(Street Address)

Lot #: _____ Tax Map #: _____ (see mailing label)

1. Are you connected to the Town's municipal sewer system? *Yes or No*
If no, please skip to the end and return the form. If yes, please fill out the balance of the form.

2. Would you like a Town representative to inspect your home and assist you with completion of this questionnaire or other technical assistance? *Yes or No*
If yes, please skip to the end and return the form. A Town representative will contact you to schedule an appointment.

3. Do you have a sump pump (circle one)? *Yes or No*
If yes to question 3, where does your sump pump discharge (check all that apply)?
 Onto the ground outside basement sink cellar floor drain basement sewer pipes
 Other (describe): _____

4. Do you have roof gutters/drains with downspouts (circle one)? *Yes or No*
If yes to question 4, where does the down spout discharge (check all that apply)?
 Onto the ground Into the ground
Comments: _____

5. Do you have any of the following connected to the sewer that may contribute I/I to the sewer (check all that apply)?
 floor drain foundation drain yard drain roof drains
 gutters w/ downspouts sump pumps Comments: _____

6. Have you experienced? flooded basement sewer pipes clogged sewer backups
 odors other _____ Comments: _____

7. Comments or concerns can be expressed in the space below and on the back of this form

Questions concerning this form can be directed to Matthew Berube at the Exeter Public Works Department (773-6157). Please provide a telephone number if you would like someone to contact you regarding the information on this form: Please contact me at: _____

Please return the questionnaire to:
Underwood Engineers, Inc., 25 Vaughan Mall, Portsmouth, NH 03801 by July 1, 2015.

Thank you

Provide additional comments in this space

Fold Here First

Fold Here Next

UNDERWOOD ENGINEERS INC
25 VAUGHAN MALL UNIT I
PORTSMOUTH NH 03801

DO NOT STAPLE



FOLD MAILER AND AFFIX TAPE TO LOWER RIGHT AND LEFT CORNERS

UNDERWOOD ENGINEERS INC
25 VAUGHAN MALL UNIT I
PORTSMOUTH NH 03801

Appendix B

Homeowner Compliance Response Questionnaires

Volumes 1, 2, & 3

(Separate Volumes)

Appendix C

List of Questionnaire Respondents