

City of Riverbank Public Works



Utilities: Who is responsible?

Background

The Public Works Department provides safe and reliable drinking water to the citizens of Riverbank. This is done through our Wells, Water Distribution pipelines, and water service lines. We often receive calls from citizens for issues with water pressure, leaks, tastes and odors, and other water quality issues.

Once water is used in a household/business, it is disposed of through the sewer collections system, which is a conveyance of pipes that take wastewater from the point of use, to the wastewater treatment plant. The sewer collections system is made up of sewer laterals, sewer mains, and sewer lift stations.

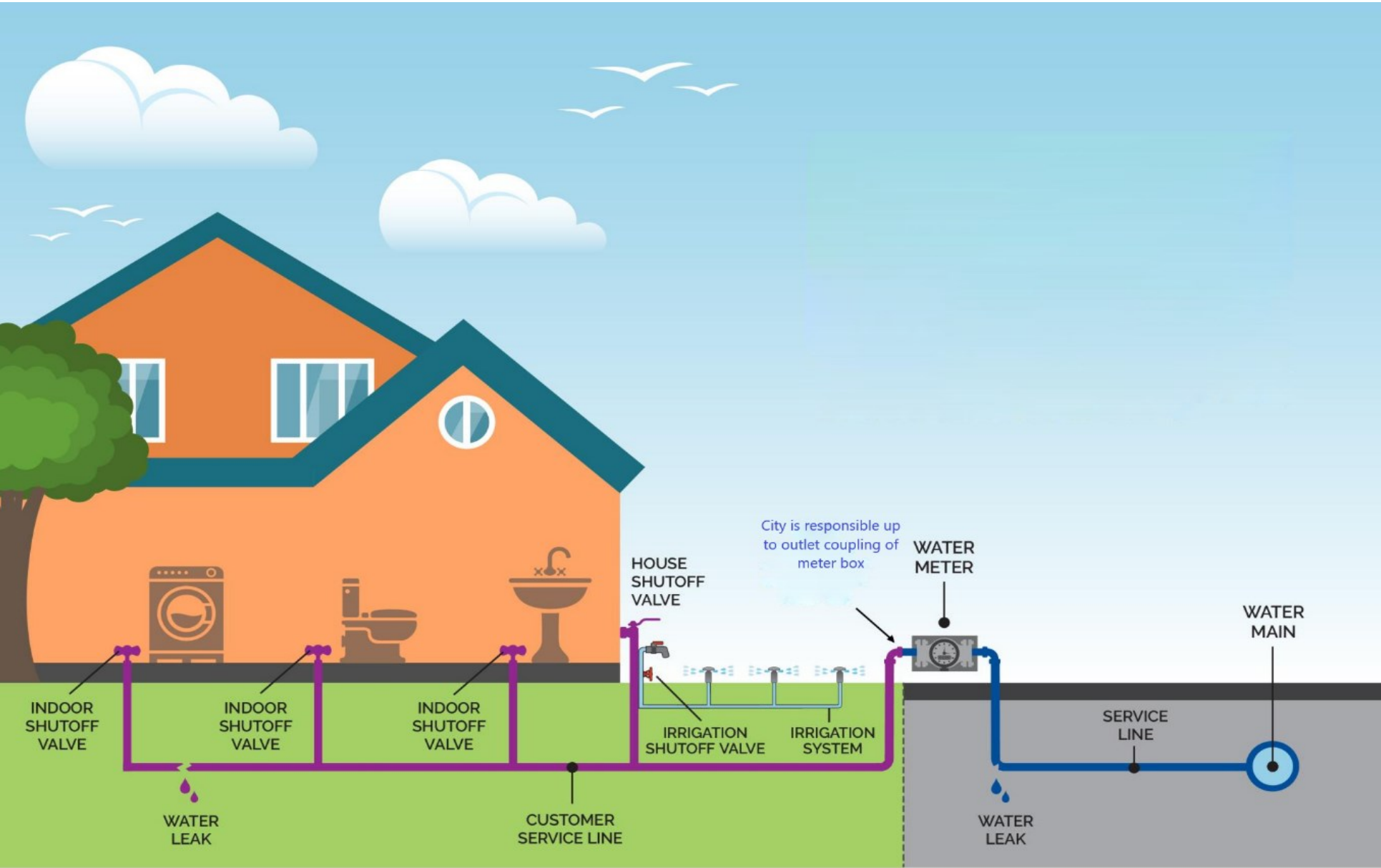
Regular maintenance is required for both systems to ensure delivery of service is not interrupted. This maintenance is required by both the City, and the customers.

Water Service

§ 52.06 EQUIPMENT PROPERTY OF CITY; MAINTENANCE OF LINES.

(B) The city will maintain all mains, laterals, and appurtenances within the city right-of-way, on city property or easements. It shall be the responsibility of all water users to maintain the water service line from, but not including the water meter, to the outlets of the line, inclusive of city easements.

Water Services – Who is responsible?



City is responsible up to outlet coupling of meter box



Customer Responsibility

City Responsibility

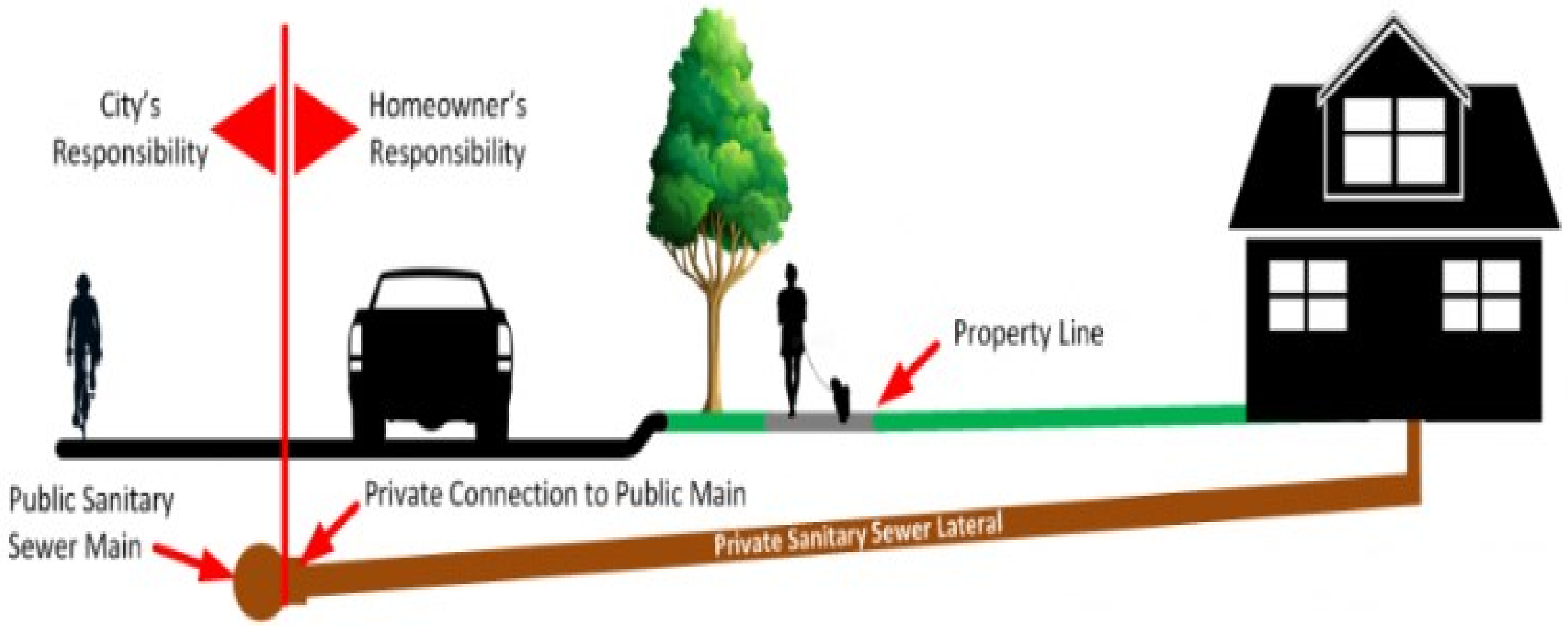
Sewer Lateral

SERVICE LATERAL. The sewer pipes that lead from a home or business to the sanitary sewer main or regional trunk line in the public right-of-way.

§ 51.09 SERVICE LATERAL PRIVATE PROPERTY.

A service lateral is a private facility. The property owner shall be responsible for constructing, repairing, and maintaining the entire sewer lateral between the building and the sanitary sewer main (including the lateral and building sewers, and the tap, saddle, or wye connection fitting at the sanitary sewer main). The city shall not be financially responsible for any sewer lateral construction, operation, maintenance, repair, abandonment, or other cost whatsoever, except where the city itself or its contractor reconstructs or realigns the sanitary sewer main, thereby necessitating the reconnection of sewer laterals to the sanitary sewer main.

Sewer Laterals – Who is responsible?



Preventing Lateral Plugs/Issues

Do not pour fats, oil or grease down drains. Collect waste cooking oil and grease in a container with a tight-fitting lid and dispose of it in your trash container.

Do not flush wipes, diapers or feminine hygiene products, even if they are labeled “flushable.” As homes age, roots often infiltrate sewer laterals. So-called flushable products catch on these intrusions, or on grease build-up, and form clogs.

Don't plant trees and large shrubs near sewer lines. Roots grow toward sewer line cracks in search of water, often forming root balls that clog the line.

When buying a home, consider having the sewer lateral inspected. A licensed plumber's video inspection may reveal cracks, breaks, offsets, and root intrusion. The pipe may need to be cleaned, repaired, or replaced.

Sewer Issues?

If you believe you have a sewer problem, please contact the City Public Works Department first!

We will come out and check our sewer main for any issues with flow...

If it is clear, we will contact you and let you know that you need to call a plumber

If it is plugged, we will clean the main and make contact to ensure your issue is remedied

Public Works Office: 209-869-7128

Emergency/After Hours: 800-672-9068

