



Service Interruptions

If you are experiencing problems with your water or sewer service line, we recommend you contact Public Works as soon as possible.

Like any aspect of your home, your water/sewer service lines may require professional attention now and then because they can leak or sustain damage over time. When it's time to make repairs, there are some important things to be aware of so that necessary preparations are done in advance.

It is very likely that you won't have access to water during the repair project. We recommended that you store adequate water before the project starts. Also, refrain from using sinks and toilets during the repair project.

Investigation

Water – Before a water service repair, a thorough inspection will be done to diagnose any problems. If necessary, leak detection services will be used to identify the likely site of the leak.

Sewer - Before a sewer service repair, a thorough inspection will be done to diagnose any problems. Most often, a camera will need to be inserted into the sewer pipes to determine the problem. Based on what is seen on the camera, a determination may be able to be made. A camera can also be located from above ground, so markings can be made on the ground regarding the location of the problem.

A locate will be called in, but you will also be asked about the location of any private utility lines on your property.

Once the inspection is done, the findings and recommendations regarding the best method to restore the service line will be determined. There are usually two repair options: 1) excavation for water and sewer service lines; and 2) trenchless pipe repair for sewer service lines.

Repair

Water – In most cases, the contractor will have to dig a trench of sufficient depth to expose the water service line (typically 6-8' deep). Once the line is exposed, a determination will be made regarding the best repair, whether that is a localized repair at a valve, a repair clamp, or replacement of all or some of the service line.

Sewer - In most cases, trenchless solutions are recommended. These methods involve creating a new pipe within an old pipe that is still OK. It's done by inserting an epoxy-impregnated liner. Trenchless repairs require minimal digging, and can usually be finished within a day. There is no need to restore concrete, bituminous or turf. However, if sewer pipes are collapsed or severely damaged, a traditional sewer line repair will need to be done. This will require digging a trench of sufficient depth to expose the sewer service line (typically 6-8' deep). Once the line is exposed, old pipe will be removed as necessary and new pipe will be installed.

Disturbances during repairs

Despite the best efforts to keep the repairs minimally disruptive, the work will generate noise and mess that could affect some of your activities. For this reason, we advise you to plan accordingly. We also recommend you notify your neighbors about upcoming repair work to eliminate major surprises. Efforts will be taken to keep the mess to a minimum. Repairing and restoring service is the top priority. Repairs are verified and/or inspected in the field by City of Hutchinson personnel.

Concrete

Once the repair has been completed and inspected, the next step is to identify any concrete that was damaged during the repair. This could include sidewalk, driveway, curb and gutter, or pavement. City personnel will identify the scope of and types of concrete repairs to be conducted. The City's standard is for typical, broom finished concrete. If specialty concrete is involved, the property owner can engage their own contractor. If the City contractor is willing to repair specialty concrete, the property owner will need to cover any upcharges.

Bituminous

Once the concrete has been repaired and the appropriate amount of cure time has elapsed (typically 10 days), any bituminous that was damaged during the repair will be identified. This could include trail, driveway, parking area or pavement. City personnel will identify the scope of and types of bituminous repairs to be conducted. The City's standards for typical repairs will be used. If unique repairs are desired, the property owner can engage their own contractor. If the City's contractor is willing to make the unique repairs, the property owner will need to cover any upcharges.

Turf

Once the concrete and bituminous has been repaired, any areas of turf damaged during the repair will be identified. This could include the boulevard and the lawn. City personnel will identify the scope of and types of turf repairs to be conducted. The City's standards for typical repairs will be used. Standard repairs consist of potentially adding topsoil, raking, removing large debris, placing starter fertilizer and seeding with good, quality grass seed. Smaller areas of repair are usually conducted by City personnel, while larger areas are usually conducted by contractors. Property owners are responsible for watering the seed and otherwise maintaining repaired areas after seeding.

After the project

Once the project and related concrete, bituminous and turf restoration are completed, the City will tabulate all associated costs. If the costs are less than the amount identified for the program, there will be no charge. If costs exceed the amount identified for the program, the City will prepare and invoice, including the tabulation of costs, for any remaining amount. This may take some time, as different restoration activities are done at different time.