

Removal of Sources of Infiltration – Sewer Regulation Frequently Asked Questions

- Who do I contact if I have any questions?
 - Please contact Jason L. Mammone (Director of Engineering) at 781-751-9350 or jmammone@dedham-ma.gov.
- How will we receive project updates? Where can I find more information about infiltration?
 - Project information will be posted on the Town's infiltration and inflow website at <https://www.dedham-ma.gov/departments/engineering/sewer-system/inflow-and-infiltration-i-i>.
- How was the condition of my service connection pipe determined?
 - Closed-circuit television inspection (CCTV) video of your sewer service was performed and reviewed by the Department of Public Works.
- I'd like to confirm the location and condition of my sewer service before I proceed, what can I do?
 - You can view the CCTV inspection video of your sewer service and your sewer service tie card at the Department of Public Works by making an appointment with the Director of Engineering (contact information is listed above).
- How much will this cost me if I proceed?
 - All costs associated with the investigation, repair, relocation, lining or replacement of your sewer service will be covered by the existing Sewer Enterprise Fund and will not require any additional out of pocket costs from residents.
- Can I refuse this work even if I am not paying any additional out of pocket costs?
 - All residents with sewer services identified as a source of infiltration must comply with the "Removal of Sources of Infiltration – Sewer Regulation." If you choose to refuse this work, you may be required to pay for the repairs at your own expense at a later date.
- Can I choose the date for the repair to take place? How long should I expect the repairs to take?
 - All residents will be notified by the Director of Engineering with a proposed schedule. The Director will work with the residents to schedule repairs at a date that is convenient for them. Typical timeframes for a repair will depend on the type of repair needed, but property owners should anticipate at least 8 hours.
- Will my water be turned off or will the water pressure be affected during these repairs?
 - Your water will not be shut off during the repairs, but you should refrain from any water use until the work is completed to ensure you do not have any backups into your building. You may be at your home during the repairs but should not use your plumbing fixtures until the work is completed.
- What is a cured-in-place liner? How do I know if my sewer service needs to be excavated?
 - A trenchless repair through cured-in-place lining that requires minimal disturbance to the resident and their property will be the preferred method of repair. However, some sewer services will require excavation if they are severely deteriorated.
- Who is liable for property damage during the construction in the case that there is an excavation? Who is responsible for lawn restoration or landscape repair after an excavation is completed?
 - The contractor performing the work will be fully insured and liable to for all damage caused during the repairs (including to lawns and landscaping). The work will also be warranted for one year.
- My neighbor didn't receive this letter, why am I being singled out?
 - Only sewer services identified as having infiltration from the Town's main trunk sewer have been inspected as part of this program. In addition, all repairs that are required will not be completed during the same year due to Town funding limitations, therefore only a few properties will receive this notice per year.