



City of Ferguson Department of Public Works  
(314) 524-5191

## SEWER LATERAL CHECKLIST

**The following items must be completed to be considered for the Sewer Lateral Program:**

- The homeowner is responsible for having their sewer lateral line videotaped and requesting a plumbing company to email the videotaping link and written Master Plumber/Drainlayer Certification (Scope of Work) to:

**publicworks@fergusoncity.com**

- Sewer Lateral Application can be completed and submitted online on the OpenGov Public Portal at:

**fergusonmo.portal.opengov.com/categories/1072**

- If the videotaping link is provided by the plumbing company, the homeowner can upload the videotaping link during the application process on the OpenGov portal.
- If a break is found, the City of Ferguson will reimburse the homeowner for the cost of the videotaping **ONLY**. The City will not reimburse for any other fees (cabling, service call, etc.) incurred.

- The program is limited to lateral repair from the foundation of the house to the main **only**.

- The homeowner will complete and sign the **Sewer Lateral Repair Application** by going to “How to apply for the Sewer Lateral Program” on the OpenGov Public Portal:

**fergusonmo.portal.opengov.com/categories/1072**

- The Public Works will submit the repairs for bids and choose the contractor with the lowest bid.
- The homeowner is responsible for 15% of the cost of the repair less the cost of the videotaping **ONLY**. The homeowner’s payment must be paid to the City prior to commencement of work. The homeowner should not pay any funds to the contractor.

**FOR MORE DETAILED INFORMATION PLEASE  
READ THE ATTACHEMENTS!**



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## SEWER LATERAL PROGRAM GUIDELINES

These program guidelines are built on the assumption that the desire is to have a program that will be self-sustainable with the funds available from the \$28 per year, per residential unit tax collected from St. Louis County.

The City of Ferguson's Sewer Lateral Program significantly reduces the financial responsibility of sewer lateral repair for the homeowners of Ferguson. Some may ask "What is a sewer lateral?" A sewer lateral is a part of the building's drainage system that carries liquid and solid waste from the building to either the public sewer or an individual sewage-disposal system (septic tank). A lateral consists of sloped underground pipe extending from the building to a point of disposal. The system uses gravity to conduct the flow from the building to its point of disposal, usually the main sewer line which belongs to Metropolitan Sewer District (MSD). Since gravity is the primary force in draining the system, it is necessary that the lateral be large enough to handle the amount of waste being generated and void of cracks or breaks and foreign objects such as tree roots that reduce or block adequate flow.

The Sewer Lateral Program is a City program designed to help reduce the high cost incurred in the repair of sewer laterals. "Repair" is the operative word within the program. ***Repairing can occur without replacement of all sewer lateral sections of pipe.*** The program is not designed to be a maintenance tool. Maintaining a clear and unobstructed system is the primary responsibility of the property owner. The removal of tree roots and others clogs are classified as routine maintenance and do not qualify for the sewer lateral program. If sewer lateral repair is required, then the following guidelines will apply.

- The homeowner will complete the SEWER LATERAL REPAIR APPLICATION online on the OpenGov portal along with uploading the required documents requesting consideration for sewer lateral repair.
- The homeowner is responsible for videotaping their sewer lateral line to determine the problem. If a break is identified, submit a copy of the paid receipt and the City will deduct the cost of the videotaping from the cost of repairs. The City will not reimburse for any other fees (cabling, service call, etc.) incurred. The homeowner may contract any qualified contractor (videotaping does not require a licensed plumber). **In addition, the homeowner MUST provide a videotaping link and the Scope of Work to the Public Works office along with their application via the OpenGov Public portal online.** Instructions to access the OpenGov online portal is included in this packet (pages 6 & 7).



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## SEWER LATERAL PROGRAM GUIDELINES

- The distance (location) of the break(s) must be pinpointed and marked in the video and accompanying documentation. However, the City reserves the right to refuse any videotape that is not sufficiently clear enough to determine the break.
- Upon determination that there is a break eligible for the program, bids for repair are sent out to list of City approved contractors.
- The Director of Public Works will make final determination of the scope of work to be performed and whether the work is reimbursable under the adopted guidelines.
- **The program is limited to lateral repair from the house to the main only.** It is designed for the repair of specific break location(s) from the house to the main, but not for the replacement of the entire lateral line (unless evidence indicates this is necessary as determined by the Director of Public Works).
- **The homeowner is responsible for 15% estimated cost of the repair less the cost of the videotaping ONLY.** The homeowner's portion of the repair must be paid to the City prior to the commencement of work and with the City's approval to begin the work. The City is responsible for 85% of the replacement cost.
- Change orders and additional costs for repair may not be incurred without prior approval of the Public Works Director. If approved, the homeowner will be responsible for 15% of any overages above the original estimate.
- Single family and multiple family units of six (6) units or less are eligible for the program.
- The Public Works Department will document all inspections.
- The decision of the Director of Public Works may be appealed to the Building Board of Appeals for a fee of \$50.00. In the event the appeal is upheld, the filing fee will be returned to the applicant.



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## SEWER LATERAL PROGRAM GUIDELINES

- Commercial properties and septic systems are NOT eligible for the program.
- If there are any questions, please call the Public Works Office at 314-524-5191 before signing any contract or authorizing any work.
- In the event the homeowner is unable to access the OpenGov Public Portal online, complete and sign the manual application and email to:

**publicworks@fergusoncity.com**

- Or stop by City Hall, 110 Church Street to complete an application

**\*\* Any property owner in arrears to the City for any fees, taxes or other monies is ineligible to participate in the program.**



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**RESIDENTIAL SEWER LATERAL REPAIR PROGRAM**  
**APPLICATION INSTRUCTIONS**

1. Fill out the form titled “SEWER LATERAL REPAIR APPLICATION” on the OpenGov Public Portal online at:

**[fergusonmo.portal.opengov.com/categories/1072](http://fergusonmo.portal.opengov.com/categories/1072)**

2. If the sewer lateral breaks crosses onto an adjoining property, the owner of the adjoining property must also sign an application giving consent for access to their property.
3. Upload the “MASTER PLUMBER / DRAINLAYER CERTIFICATION” completed by the Master Plumber/Drain Layer who verified the need for a sewer lateral repair along with the application and videotaping link.
4. Homeowner may also submit their manual application along with supporting documentation to: **City of Ferguson, Department of Public Works, and 110 Church Street, Ferguson, MO 63135.**
5. Questions regarding any of the above should be directed to the Department of Public Works office at (314) 524-5191.

**Please see “SEWER LATERAL PROGRAM GUIDELINES” for details on the administration and eligibility requirements of the program. After an application is received, the following actions will take place:**

1. Upon determination that there is a break, eligible under the sewer lateral program, the bids for repair are sent to the list of authorized plumbing contractors.
2. After a bid has been awarded, the applicant will be notified of the contractor who will be making the repairs.
3. Owner of the property shall deposit **15%** of contract estimate with the City of Ferguson Public Works Department. If additional work is required that entails added cost, owner will be required to deposit additional **15%** of added cost.
4. Licensed contractor will make the specified repairs. After the repairs have been made, the contractor will submit his invoice to the Department of Public Works for the City of Ferguson.
5. Inspections will be performed by all agencies permitting work.
6. Upon approval of the final inspection of the repairs and the receipt of all required documentation, the City of Ferguson will forward payment to the contractor.



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**How to use the OpenGov Public Portal**  
**An Easy 5 Step Guide on Applying Through OpenGov**

## **Step 1: Create an OpenGov Account**

**All users will need an account to access the Storefront. The same account can be used in any jurisdiction using OpenGov to power licensing and code enforcement activities!**

1. Start by opening <https://fergusonmo.portal.opengov.com>.
2. Next, click the "Sign Up" option in the top right corner of OpenGov.
3. Next, click the "Sign up using Secure Portal" button and enter your email address and a secure password. Please note: all passwords must be at least eight characters and contain an upper-case letter, lower case letter, and number.
4. Finally, click "Sign Up" to create an account.

## **Step 2: Submit an Application**

1. Review the available departments in the "Discover Online Services" section of the Storefront. Click the tile or "explore" to open the Department.
2. Review the list of available permits/licenses for the Department. Click "Select" to open the application.
3. Review the information about the permit/license you are applying for. When you are ready to begin the application, select "Apply Online."
4. Complete the questions and upload any relevant attachments. You can save your application as a draft, if needed.
5. When finished, select "confirm and submit" to begin the review process by the City.

## **Step 3: Track the Progress of Your Application**

Log into the storefront using your credentials.

1. Click "My Account" in the upper right.
2. Select Applications from the left-hand menu.
3. Select the application you would like to view the status of.
4. View the timeline on the left side of the screen. This timeline will update as the City completes each step in the review process.



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## **Step 4: Make a Payment**

**With OpenGov, you can pay online or in person**

You will receive an email when a payment is required.

1. Click "Pay Online" in the email and log into your account.
2. Choose a payment method from the options listed. Online payments can be completed on this screen. In person payments (cash, check, or other) will need to be completed at City Hall.
3. You will receive a receipt following the completion of your payment.

## **Step 5: Message the Reviewer**

**Have a question about your application? Leave a comment in the application for the City Reviewer to respond to!**

Log into the storefront using your credentials

Click "My Account" in the upper right.

Select Applications from the left-hand menu.

Select the application you would like to leave a comment for.

Input a message in the "Message the Reviewer" text box for the current step of the review process.

### **Frequently Asked Questions**

**Q:** Do I need more than one OpenGov account?

**A:** *No. One account can be used for all your applications.*

**Q:** Why am I getting an error message when paying by credit card?

**A:** *The most frequent issues relating to card payments are: insufficient funds, card was declined, the card does not allow for that type of purchase. Please contact your financial institution if you are experiencing an issue.*

**Q:** Will I receive email updates about my application?

**A:** *Yes. You will receive emails when an inspection is scheduled, a payment is due, an attachment is uploaded, and when the permit/license has been issued.*

**Q:** Can I turn off email notifications about my application?

**A:** *No. Email notifications cannot be turned off.*

**Q:** Can I update my account's contact information?

**A:** *Yes. Select "Profile" menu option in My Account to update your contact information.*

**Q:** Can I add a picture to my account?

**A:** *Yes. Select "Profile" menu option in My Account to update your Avatar.*