



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 eligible homeowner is responsible for completing the Sewer Lateral Application.
- ☐ Sewer Lateral Application can be completed and submitted online on the OpenGov Public Portal at:

**<https://fergusonmo.portal.opengov.com>**

- ☐ The program is limited to sewer lateral repair from the foundation of the house to main sewer line **only**. The program does not include the cost of cabling, hydro jet, service call, flushing, etc. of an applicant's sewer lateral. This is considered route maintenance.
- ☐ The City of Ferguson will be responsible for acquiring the videotaping link as well as the Master Plumber/Drainlayer Certification (Scope of Work) by a plumber/technician authorized by the City of Ferguson. The plumber/technician will confirm the need for a sewer lateral repair. The videotaping link and Master Plumber/Drainlayer Certification (Scope of Work) will be uploaded to the application on the OpenGov portal by a staff member.
- ☐ If it is determined that the repair of the lateral line meets the guidelines, a qualifying homeowner is not responsible for any of the cost of the repair.
- ☐ A qualifying homeowner **should not** pay any funds to the contractor.
- ☐ The Public Works Staff will submit the repairs for bids and choose the contractor with the lowest bid.

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



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

## 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 \$50 per year, per residential unit tax collected from St. Louis County.

The City of Ferguson's Sewer Lateral Program eliminates 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 the 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 the 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 replacing 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 other clogs are classified as routine maintenance and do not qualify for the sewer lateral program. If a 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.
- Instructions to access the OpenGov online portal are included in this packet (pages 6 & 7).



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

## 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 the list of City approved contractors.
- The Director of Public Works will make final determination of the scope of work to be performed.
- **The program is limited to sewer lateral repair from the foundation of the house to the main sewer line *only*.** It is designed for the **repair** of specific break location(s) of the sewer lateral from the foundation of the house to the main sewer line, 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 completing the online application through the OpenGov portal (see instructions on pages 6 & 7) .**
- Change orders and additional costs for repair may not be incurred without prior approval of the Public Works Director.
- 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 appeal 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.



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

## 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 on 314-524-5191 before signing any contract or authorizing any work.
- In the event the eligible homeowner is unable to access the OpenGov Public Portal online, complete and sign the manual application located on the Public Works website,

[Public Works | Ferguson, MO - Official Website.](#)

You may email the manual application to:

[publicworks@fergusoncity.com](mailto:publicworks@fergusoncity.com)

- Or stop by City Hall, 110 Church Street, to complete an application. A Public Works Staff member will process your manual application via the OpenGov portal.
- \*\* Any property owner in arrears to the City for any fees, St. Louis County Real Estate taxes or other monies is ineligible to participate in the program until these fees are satisfied.**



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

**RESIDENTIAL SEWER LATERAL REPAIR PROGRAM  
APPLICATION INSTRUCTIONS**

1. Fill out the online application titled "PUBLIC WORKS SEWER LATERAL APPLICATION" on the OpenGov Public Portal online at:

**<https://fergusonmo.portal.opengov.com>**

2. If the sewer lateral breaks cross onto an adjoining property, the owner of the adjoining property must also sign an affidavit giving consent for access to their property.
3. Eligible homeowners may also submit their manual application along with the paid Real Estate tax receipt, to:

**City of Ferguson  
Department of Public Works  
110 Church Street  
Ferguson, MO 63135.**

4. 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 processed, 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 City 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. The licensed contractor will make the specified repairs. After the repairs have been made, the contractor will submit their invoice and lien waiver to the Department of Public Works for the City of Ferguson.
4. Inspections will be performed by all agencies permitting work.
5. 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.



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

**How to use the OpenGov Public Portal  
An Easy 4 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 Public Works or "explore" to open the Department.
2. Review the list of available permits/licenses for the Public Works Department. Click "Select" to open the Public Works Sewer Lateral Application.
3. Complete the questions and upload any relevant attachments. You can save your application as a draft, if needed.
4. 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" on 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 be updated as the City completes each step in the review process.



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

## **Step 4: 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" on the upper right.

Select Applications from the left-hand menu.

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

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

**A:** *Yes. You will receive emails when an inspection is scheduled.*

**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 the "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.*