

## **Oelwein Leak Assistance Program (OLAP)**

### **Adopted by City Council Resolution ####-####**

#### **Program Information**

The city of Oelwein has developed a plan to work with local plumbers to offer free leak repair services for income-qualified homeowners in Oelwein. Through this program the city will arrange to repair leaking toilets, faucets, or other fixtures. Sewer repairs are not eligible. The goal of this program is to ensure the homeowners who are in need do not face a high-water bill due to a water leak. The city utility understands that the best practice is to charge users for the water they need, not the water that comes from a leak. This program benefits all users of the system as it prevents unnecessary high bills that may go unpaid. Minimizing water loss is a benefit to all users on the utility.

- Meet the income requirements
  - Participation in one of the following programs:
    - SSI (Supplemental Security Income), or SSDI (Social Security Disability Insurance)
    - SNAP Benefits
    - Elderly Tax Credit
- Be 18 or older
  - Anyone signed up for water has to be this old, I believe
- Own the home (home must meet structural, meter size and residential qualifications)
  - Beacon
- Applicant must currently live on the property for which they are requesting assistance and the water service must legally be on.
  - Proved through mailing if we have issues
- Have lived at the residents for six months.
  - Utility Account
- Have a single residential water account with the city of Oelwein that has completed six (6) billing cycles.
  - Utility Account
- Water/Sewer accounts cannot be more than two months past due.
  - Utility Account
- Provide all requested documentation to the City of Oelwein to be considered for the program.
  - Application
  - Proof of income requirements

#### **City Procedures**

As needed the Public Works department receives bids from local plumbing contractors to secure a per hour price.

- Utility Clerk calls resident with a suspected leak, or a customer comes in complaining of a leak
- Resident fills out an application and submits it to city staff
- City Clerk verifies all things on the form (Utility Clerk, treasurer, Administrative assistant)
  - SSI (Supplemental Security Income), or SSDI (Social Security Disability Insurance)
    - Ask for verification letter or bank statement

- SNAP Benefits and WIC
    - Ask to see card
  - Elderly Tax Credit
    - Check on beacon
  - One or more missed payments in a calendar year
  - On rare occasions the City Administrator may provide approval should the applicant be enrolled in a low income program not listed by the city of Oelwein
- Utility Clerk calls in to selected contractor providing all information needed to the contractor
- Contractor repairs said home
  - If the amount of funding will not cover the repair, the contractor must work with the homeowner. The city will only pay to \$350.
- The contractor will submit an invoice to the city
- Treasurer sends out check with claims and tracks activity of the program

### **Program Information**

- The annual cap for any single property is set at \$350.00 in plumbing assistance.
  - Tracked by City Hall on the utility bill account
- The city of Oelwein will solicit licensed plumbers to do any work performed.
  - The City will bid this work out each year and request and hourly rate
- The city of Oelwein will coordinate and schedule plumbing calls after proper documentation is completed.
  - The Utility Clerk will call the plumber
- The city of Oelwein will pay the Plumbing company directly after a proper invoice is submitted.
  - City Hall

### **Eligible Leaks**

- Toilet
- Faucets (Kitchen, bathroom, bath)
- Shower/tub spout
- Outdoor spigot
- Leak in wall pipes
- Water softener bypass issues

### **Non eligible leaks**

- Drain leaks
- Any sewer related leak
- Leaking roof
- Irrigation system
- Water heaters (some water heater leaks may be eligible for repair)

## **Oelwein Water Line Assistance Program (OWLAP)**

**Adopted by City Council Resolution ####-####**

### **City Procedures**

- The resident would contact the city to inform them that they are replacing their water line that is damaged or not functioning.
- Public Works or Community Development will verify that the water line is faulty or failing
- The resident will contact a contractor for the repair/replacement
- The contractor will follow all city rules and regulations
- The contractor will submit an invoice to the city
- Treasurer sends out check with claims and tracks activity of the program

### **Policy**

The city owns the portion of the water service line from the water main to the curb stop, the property owner is responsible for the service line from the curb stop to the meter. This policy was developed to lessen the burden of homeowner portion service line replacement. Funding is limited to the extent of money budgeted for the fiscal year.

The city will allot \$10,000 annually for this program out of the water utility.

No income verification is needed as water line failures have commonly occurred in low valued homes. This failure has been tracked for the last 10 years with the largest number of failures in one year being three.

### **City Rules and Regulations**

- This program is available only to owner occupied properties, no rental properties or commercial/ industrial properties will be considered.
- All work must be performed by licensed and approved contractors.
- Two competitive quotes will be submitted for consideration.
- Community Development or Public Works staff will inspect and approve all work.
- Acceptable materials will include Type K  $\frac{3}{4}$ " copper or CTS PEX, in the case of PEX there will be a 12-gauge copper tracer wire installed and terminated at the curb box cap. All brass fitting will be clearly marked as no lead "NL" fittings.
- The work will include site restoration including any concrete removed for work performed.

## **Oelwein Sanitary Sewer Assistance Program**

**Adopted by City Council Resolution #####-####**

### **City Procedures**

This program would provide funding for any home who experiences a failed, collapsed sanitary sewer line, or repeated sewer backups.

In all new sewer lateral installations, a properly installed and approved backflow device is required.

Given the condition and susceptibility of some sanitary sewer mains, as identified by Public Works throughout the city, a backflow device installed in the home can limit the damage caused by sewer backup.

### **Policy**

The city owns the sanitary sewer, the homeowner is responsible for the sewer lateral from the house up to and including the connection to the city main.

The city of Oelwein will offer dependent on available funds, up to \$2000.00 for the installation of a sanitary sewer backflow device, repair to a sewer lateral, or replacement of a sewer lateral.

The city will allot \$10,000 annually for this program out of the water utility.

The funds will be available to homes that are susceptible to backup caused by the city sewer, as determined by the Public Works Director or his designee.

### **City Rules and Regulations**

- The home must be owner occupied and zoned residential.
- The home must have a current water/sewer account in good standing with the city of Oelwein.
- The home must have a history of city caused backups, or the potential for backup.
- The device will be installed by a licensed plumber
- The device will be approved by the Public Works Director or his designee.
- The property owner is required to sign a full and complete release of any and all claims against the City arising from the sewer backup incident in order to be eligible for the program.