

## Hawaiian Village – SID 97 - Water Supply and Sanitary Sewer Line Maintenance and Repair Policy:

General – Water Supply - The SID is generally responsible for the cost associated with the maintenance/repair of the water main lines (e.g., water main line breaks). Residents are responsible, at their sole cost, for all maintenance/repair of the entire length of trunk lines from the point that they split from the mains to carry water to a resident's property, to include the saddle clamp connection to the water main. The SID is not responsible for damage to the water meter by the property owner or any third party. No claims shall be made or maintained against the SID for damages due to the breaking of any appurtenances in-line proceeding from the water main. The resident is liable for the cost of any damage to the water main resulting from maintenance and repair of the residential water line.

General – Sanitary Sewer – The resident is responsible for the cost of the sanitary sewer connection line from the residence to the main sewer line. The resident is liable for the cost of any damage to the sanitary sewer main resulting from maintenance and repair of the residential sewer line.

### Procedure for Water Supply Leaks:

1. Immediately notify the SID Contractor, People Service Inc (PSI) at 888-861-1921. If the Contractor cannot be reached call a SID Board Member. (See up-to-date SID contact information at [hvla.info](http://hvla.info).)
2. The SID Contractor shall shut the water off at the curb stop and assist the resident in determining the location of the leak (i.e. the water main versus a resident's service line).
3. If the leak is in a service line (from the water main to the house); the resident is responsible for contacting a plumbing contractor to repair the leak. PSI can provide a list of multiple plumbing contractors upon request, which is highly encouraged. The water shall remain off until the property owner has fixed the leak. It is encouraged that the resident communicate the repair schedule to a SID Board member so that oversight of the work can be coordinated, if necessary, to limit any potential damage to the associated water main.
4. In order to protect the SID's water system, if the resident does not have a contractor called out within 2 hours, or if the resident cannot be contacted,

the SID shall call a contractor to perform the repairs. The resident shall be billed for the cost of the repairs.

Note – (1) As a contractor to SID 97, PSI is responsible for operation, maintenance, and repair of water supply and sewer main lines within Hawaiian Village as well as operation of the Waste Water Treatment Plant and associated lift stations (including generator operation in the event of a power outage). (2) The City of Papillion provides the treated water to all residents of SID 97, and bills resident customers monthly for usage and should be contacted directly with any questions/concerns. (See contact information etc. at <https://www.papillion.org/>)