
MEMORANDUM

TO: COUNTY COUNCIL
FROM: KRISTIN DWYER
SUBJECT: CLEARWATER DISCONNECT PILOT PROGRAM
DATE: 2/23/2011 –REVISED

Purpose

The Clearwater Disconnect Program is a \$5 million undertaking that will affect nearly 24,000 homeowners in the Brandywine Hundred. In order to create an effective Clearwater Disconnect Program, the New Castle County Department of Special Services has embarked on a pilot program, to gauge resident cooperation, program effectiveness, and guide the department on best practices.

Pilot Area

In the attached spreadsheet, developments in Brandywine Hundred are ranked in priority order by the department to from worst to better areas of discharge and potential backup into the sanitary sewer. The department chose Green Acres because the boundary areas are definitive and it has large enough number of homes to provide a good sampling area. In addition, it is located in a critical area for excessive Clearwater introduction into the sanitary sewer system.

Program

The program will launch in March. At that time, the Executive Office will release the information to the press and broadcast it on the county website and our Facebook and Twitter accounts.

The department will then mail the attached introduction letter, FAQ, and Incentive to Disconnect Flyer.

New Castle County property inspectors will begin canvassing Green Acres within a couple weeks of the launch. Inspectors are required to carry County ID cards and residents are instructed to call the New Castle County Dispatch Office to confirm identities, if needed. Inspectors will look for Clearwater connections from sump pumps, downspouts and punctured floor drains

If a Clearwater connection is found, inspectors will provide homeowners with disconnect options and instruction manuals. In order to alleviate the cost of disconnecting, New Castle County will provide a maximum of \$1,050 per household in reimbursements based on the type of disconnect. Receipts required, as well as a before and after inspection is required to verify that the connection is indeed present and to certify that the disconnection has been made.

Through this pilot program, the department will identify the best method of follow up to delinquent homeowners.

Path Forward

At the conclusion of the pilot program, Special Services will follow up with Council on the Departments findings and cost.

March X, 2011

Name
Address Line One
Address Line Two
City, State, Zip

RE: Notice of Clearwater Inspection

Dear Ms./Mr./Mrs. _____:

New Castle County, in an effort to improve our Sanitary Sewer System, has embarked on a program to eliminate non-sanitary sewer flows from our system, which we call "Clearwater connections."

These connections cumulatively discharge large quantities of water into the sanitary sewer system during wet weather periods which overtaxes the system. Our research has determined that a significant number of homes in Brandywine Hundred may have clearwater connections. A clearwater connection exists when groundwater or runoff from rainwater is discharged into the sanitary sewer system often unknowingly to the homeowner. Clearwater connections primarily come from three sources: sump pumps, punctured floor drains and roof drains, gutters, and downspouts.

To identify possible Clearwater connections, representatives from New Castle County will be coming to inspect your house in the coming weeks. All homes are required to be inspected and these inspections are authorized under the County Code. We ask that you voluntarily cooperate with these inspections. Our inspectors will ask to look at your floor drains, sump pumps and downspouts. No entry above the bottom floor (basement if existing) will be required.

Inspectors will present ID cards for identification. You may call the New Castle County Dispatch Office to confirm their identities. Inspections will be conducted Mondays through Fridays from 3:00 p.m. to dusk and Saturdays from 9:00 a.m. to 4:00 p.m. and should take about 15 minutes to complete. An attachment is enclosed with additional information.

Attached is our Clear Water Program most commonly asked Questions and Answers Handout and the Incentive to Disconnect Program for your review.

If you have any questions, please contact me at 302-395-5738.

Thank you for your cooperation. We look forward to meeting you in the near future.

Sincerely,

Ed Kuipers, P.E.
Assistant County Engineer

EK/lht

NEW CASTLE COUNTY CLEARWATER PILOT PROGRAM HANDOUT

Since you received your letter on clearwater connection inspections, you probably have many questions. This handout is to provide you with some additional information based on commonly asked questions we receive. Our inspectors can answer initial questions during their time with you but please realize their focus is on the inspection. Additional and more detailed questions can and will be addressed at your request by calling Ed Kuipers at 302-395-5738.

This program will encompass all of Brandywine Hundred over the next several years. It is imperative that we eliminate Clearwater connections into the New Castle County Sewer System. Your participation and cooperation will be greatly appreciated.

Question: The first development to be inspected will be Green Acres. Why?

Answer: Its boundaries are definitive and it has a large enough number of homes to provide a good sampling area. In addition, it is located in one of the more critical areas for potential backups. Additional communities will branch off from Green Acres.

Question: If we have a Clearwater connection to the sanitary sewer system what will happen to us and what do we need to do?

Answer: This program was developed as a necessary improvement program. We understand that if a home has a connection to the sanitary sewer system, it was probably done at the time of initial construction and the home owner may not even be aware that this condition exists. The goal of this program is to inform you if you have a Clearwater connection and to assist you with questions you may have for its removal.

Question: How will I know if I have a Clearwater connection to my sanitary sewer?

Answer: The inspector will give you a copy of their report. In some cases the inspection results may not be definitive. For example, if you have a floor drain that is sealed they may not be able to see if Clearwater is entering the sanitary sewer through a hole or break under the concrete floor.

Question: What if the inspection report is not definitive as described above?

Answer: Pictures will be taken and further investigation will have to be completed.

Question: If I know I have a Clearwater connection, should I get it disconnected before I allow an inspector to enter my house?

Answer: You may do what ever you prefer. Eventually NCC will require that all Clearwater connections be removed. However, a **reimbursement program** has been established by NCC to assist you in the cost of the disconnection. Therefore a **before** and **after** inspection report will, as well as copies of receipts for will be needed to meet the requirements of this program, to receive a reimbursement.

Question: If NCC is going to provide assistance to disconnect, how much will it be?

Answer: A copy of the NCC Disconnection Pilot Program is attached for your reference.

Question: What happens if I do not let the inspector enter my house?

Answer: They will not enter unless you allow them to do so. They will note this on their report and you will be contacted directly to discuss what procedure New Castle County must follow to gain entry. We will have to deal with each situation independently.

Question: Who can do the work if disconnection is required?

Answer: This will be decided by the home owner. You may do your own work or you may contact a local plumber, either way you will receive the allowable reimbursement if you get the before and after inspection and provide receipts for any work completed. The important issue is that an initial inspection has been done to verify the existing connection and that the completed work will satisfactorily pass the final certification inspection.

Question: What can I do with the clearwater from my sumps, floor drains and downspouts?

Answer: The New Castle County Code, SECTION PM 507. DISCHARGE OF CLEAR WATER describes what is allowable for discharge onto your property that will not adversely affect your neighbors. A copy is attached for your reference. In addition, New Castle County personnel will be available to assist you in recommending alternatives to discharge area on your property is this is requested.

Question: Will New Castle County be establishing a procedure to prevent future clear water connections?

Answer: Yes. New Castle County will be establishing requirements where proof of "No Clearwater Connections Exist" as part of the settlement process when selling a home in New Castle County.

Question: What if my question is not listed in this handout?

Answer: There may be additional questions that have not been addressed in this handout. If you have additional questions, you may call Ed Kuipers at 302-395-5738 directly.

THANK YOU FOR YOUR COOPERATION!

New Castle County Clearwater Disconnection Pilot Project

Disconnect Receipt Submittal Reimbursement Program

NOTE: At least two (2) inspections must be performed under this program. A pre inspection will be made to verify a Clearwater connection is present. A post inspection will be made to verify that a permanent disconnection has been accomplished.

- Up to \$500 per Sump Pump disconnected (maximum of 2)
- Up to \$50 per Roof Drain disconnected (maximum of 1)

- Up to \$1,050 maximum per home only if all of the above connections were present and are disconnected

- Receipts will be required and must be submitted to the inspector at the time of the post disconnect verification inspection. This inspection is required to verify that the connection is indeed present and to certify that the disconnection has been made.
- An inspection to verify a Clearwater connection must be made by New Castle County prior to a disconnection being made. Prior disconnections will not be approved for the reimbursement program.

**NORTH AND SOUTH BRANDYWINE HUNDRED, NEW CASTLE COUNTY,
ORDER OF CLEARWATER INSPECTIONS - BY BASIN**

Area Number	First Basin Appearing In	Development Name	Number of Parcels	Number of Customers	Basin(s) in which Development exists
1	ND13	Green Acres	382	377	ND11, ND13, ND15
73	ND13	Mayfield	175	156	ND13
74	ND13	Northwood	484	477	ND13, SP27
75	ND13	Carrcroft	460	442	ND13, SP27
2	SP28	Fairfax	1003	1000	SP25, SP28
122	SP28	Forrest Hills Park	180	160	SP28
123	SP28	Liftwood	465	440	SP28, SP29
124	SP28	Brandywine Hills	361	76	SP28, SP29, SP30
3	SP23	Devon	125	125	SP23
4	SP23	Londonderry	223	218	SP23
9	SP23	Greenview	35	35	SP23
102	SP23	Pierson Farm	263	144	SP23
103	SP23	Unknown 8	133	120	SP23
104	SP23	Devonshire	540	533	SP23
105	SP23	Chapelcroft	106	89	SP23
106	SP23	Brandywine Hunt	386	120	SP23
107	SP23	Market Square	25	20	SP23
5	NA4	Lancashire	445	438	NA4
40	NA4	Wynnwood	201	124	NA2, NA4
41	NA4	Holiday Hills	273	261	NA4, ND11
42	NA4	Kingsridge	119	117	NA4
43	NA4	Log Run	101	82	NA4
44	NA4	Timbers	149	145	NA4, NA5, NA6
45	NA4	Beverly Woods	57	37	NA4, NA6, NA7
46	NA4	Highland Woods	54	48	NA4, NA7
47	NA4	Arden	247	13	NA4, ND12
48	NA4	Ardentown	130	0	NA4
49	NA4	Indian Field	93	76	NA4, NA7
50	NA4	Radnor Green	412	404	NA4, NA7, ND10
6	ND16	Montrose Terrace	439	6	ND16, ND17
7	ND16	Cragmere	55	53	ND16, ND17
83	ND16	Bellevue	352	338	ND16, ND18
84	ND16	Villa Monterey	238	119	ND16
85	ND16	Riverside Gardens	1952	1940	ND14, ND16, ND17
8	ND17	Phillips Height	83	74	ND17
86	ND17	Lindamere	241	231	ND17, SP30
87	ND17	Gordon Heights	590	559	ND14, ND17, SP30
88	ND17	Edgemoor Gardens	405	384	ND17, ND14
10	SP29	Weldin Ridge	72	65	SP29
125	SP29	Deerhurst	552	360	SP29
126	SP29	Unknown 9	28	10	SP29
11	SP30	Pennrose	234	196	SP30
127	SP30	North Hills	372	333	SP30
128	SP30	Ridgewood	787	758	SP30
129	SP30	Unknown 10	1419	1165	SP30
12	SP30	Eastlawn	83	17	SP30
13	NA1	Ballymeade	257	243	NA1
14	NA1	Barkley	46	45	NA1
15	NA1	Dartmouth Woods	361	355	NA1
16	NA1	Beau Tree	43	40	NA1
17	NA1	Brandywine Forge	68	67	NA1
18	NA1	Ebright	20	20	NA1
19	NA1	Burns Subdivision	55	47	NA1
20	NA1	Channin	205	199	NA1
21	NA1	Northminster	120	119	NA1
22	NA1	Birch Knoll	58	54	NA1
23	NA1	Crestfield	29	26	NA1

24	NA1	Talley Farms	34	34	NA1
25	NA1	Unknown 1	432	264	NA1
26	NA1	Winterset Farms	269	1	NA1-A
27	NA1	Armstrong Lane	19	10	NA1
34	NA1	Unknown 2	207	172	NA1, NA2, NA3
28	NA2	Hampton	89	86	NA2
29	NA2	Beacon Hill	68	67	NA2
30	NA2	Naamans Gardens	36	34	NA2
31	NA2	Brandywood	308	301	NA2, NA3
32	NA2	Naamans Manor	51	46	NA2
33	NA3	Chalfonte	563	557	NA3, SP23, SP24
35	NA3	Foulk Woods	174	173	NA3
36	NA3	Kershaw Acres	69	63	NA3
37	NA3	Northshire	58	56	NA3
38	NA3	Mablewood	29	29	NA3
39	NA3	Graylyn Crest	864	843	NA3, ND11, SP26, SP27
51	NA5	Northcrest	209	202	NA5
52	NA5	Afton	211	208	NA5
53	NA6	Valley Run	533	87	NA6
54	NA6	Ramblewood	87	86	NA6
55	NA7	Ashbourne Hills	611	607	NA7, NA9
57	NA7	Darley Woods	146	142	NA7, NA8
56	NA8	Greentree	915	908	NA8
58	NA8	Longview Farms	253	238	NA8
59	NA8	Unknown 3	1817	1738	NA8, NA9
60	NA9	Knollwood	159	147	NA9
61	NA9	Addicks Estates	48	41	NA9
62	NA9	Naamans Corner	251	166	NA9
63	NA9	Unknown 4	59	43	NA8, NA9, ND14
76	NA9	Darley Green	645	12	NA9, ND14
64	ND10	Claymont Heights	703	678	ND10, ND12
77	ND10	Overlook Colony	608	595	ND10, ND14
66	ND11	Westwood Manor	93	90	ND11
67	ND11	Ardencroft	724	573	ND11, ND12, ND13
68	ND11	Windybush	208	190	ND11
69	ND11	Hillendale	577	575	ND11, ND12
65	ND12	Harvey Run	62	60	ND12
70	ND12	Brandywine Estates	264	263	ND12
71	ND12	Gwinhurst	810	771	ND12
72	ND12	Silverside Heights	125	120	ND12, ND15
78	ND14	Stockdale	1165	1147	ND14
79	ND14	Rolling Park	595	590	ND14
80	ND14	Holly Oak	486	453	ND14, ND15
82	ND14	Delaire	300	274	ND14, ND15
81	ND15	Woodside Hills	178	170	ND15
89	ND18	River Woods	343	330	ND18
90	ND19	Edgewood Hills	130	121	ND19, SP30
91	ND19	Edgemoor Terrace	444	437	ND19
92	ND19	Unknown 5	20	2	ND19
93	BW20	Edenridge	417	414	BW20
94	BW20	Sharpley	432	425	BW20, BW21
95	BW20	Rockland Meadows	103	19	BW20
96	BW21	Woodbrook	321	307	BW21
97	BW21	Unknown 6	6	0	BW21
98	BW22	Alapocas	457	357	BW22
99	BW22	Unknown 7	13	6	BW22
100	BW22	Westover Hills	200	171	BW22
101	BW22	Centennial	88	60	BW22
108	SP24	Talleybrook	156	144	SP24
109	SP24	Longwood	427	406	SP24, SP25
110	SP24	Glen Knowll	293	289	SP24
111	SP24	Pembrey	189	179	SP24
112	SP24	Concord Manor	547	409	SP24, SP25

113	SP25	McDaniel Crest	700	685	SP25
114	SP25	Blue Rock Manor	210	208	SP25
115	SP25	Oak Lane Manor	250	242	SP25
116	SP25	Windsor Hills	224	211	SP25
117	SP25	Shipley Heights	618	602	SP25, SP27, SP28
118	SP26	Nordic Dell	57	51	SP26, SP27
119	SP26	Chatham	336	354	NA3, SP26, SP27
120	SP27	Glenside Farm	37	28	SP27
121	SP27	Shelburne	330	312	SP27
Total =			40251	34779	