



Frequently Asked Questions Sewer Evaluation With Eligible Reimbursement (SEWER)

What is SEWER?

SEWER, which is short for Sewer Evaluation With Eligible Reimbursement, is a reimbursement program offered by the City and County of Broomfield to property owners that have a sanitary sewer service that is damaged under the sidewalk or street in the public right-of-way. Repairs involving asphalt and concrete work tend to be considerably more costly; this program covers the cost of backfill material, asphalt, and concrete used in the sewer service repair to reduce the overall cost to the homeowner.

My sewer service line backed up. What do I do?

1. Contact a licensed plumbing company to investigate the blockage and attempt to clear the line. It's a good idea to call a few companies to make sure you're getting the best value.
 - a. Most backed up sewer service lines have blockages from tree roots, grease, or other items that should not be in the line. These can be cleared relatively easily and you may want to consider regular cleaning of your service line if you get recurring back ups.
 - b. If the line cannot be cleared due to a collapse, an offset, or other structural problem, you may need to have a portion of the line replaced. In extreme situations, the entire sewer service line between the house and the main may need to be replaced.
 - c. We recommend getting several quotes before proceeding with full replacement.
 - d. If the damaged portion is under the street or sidewalk, you may qualify for reimbursement under the SEWER program.

How do I apply for SEWER?

1. Submit a completed SEWER prequalification application and a video showing the damaged service line to the Utilities Department.
 - a. The video needs to show the location of the damage, date of video, as well as the property address on the video. It needs to be of good quality and clarity with no breaks in the feed and no black screens. Videos of video are not acceptable for review.
 - b. You can complete the application and upload the video online anytime [here](#), or drop off a copy of the video in person between the hours of 8 a.m. and 5 p.m. Monday-Friday at the Broomfield Norman Smith Service Center located at 3001 W 124th Avenue.
 - c. For walk-in submissions outside normal business hours, and those who don't have internet access, please contact Utilities on-call personnel through the police non-emergency number at (303) 438-6400 so that a staff member can assist you with the application process.
 - d. Once submitted, Utility Division personnel will review all applications and videos and notify residents regarding their eligibility for participation in the SEWER program.

My SEWER application was reviewed and I am eligible for reimbursement. What do I do next?

1. Complete and return the the SEWER affidavit as soon as possible.
2. You'll need to hire a contractor to perform the work. We recommend that you contact at least three licensed contractors to make sure you are getting a good value.
3. A [Public Private Improvement Permit](#) is needed to perform the work; the Engineering Division issues the permit. You can reach the Engineering Division at 303-438-6380, or at One DesCombes

Drive, or by email at engineeringpermits@broomfield.org. Permits are typically issued within two business days.

4. Once the work is complete, the permit will be closed and reimbursement amount calculated. It may take up to 30 days for a homeowner to receive the reimbursement check. You can view a flowchart of the process [here](#).

How do I check the status of my SEWER application?

You can contact Utilities at 303-438-6334 during normal business hours, or email pwutilitiesworkorders@broomfield.org.

How do I check the status of my Public Private Improvement Permit application?

You can reach the Engineering Division at 303-438-6380, or at One DesCombes Drive, or by email at engineeringpermits@broomfield.org.

Do I have to wait for the permit before doing the repair?

Yes. All work in the public right of way must be done according to Broomfield Standards and Specifications. The work must also be inspected by the City and County; any work completed without permits or inspections will not be reimbursed.

How much money will I get back if I'm eligible?

It depends on the quantity of materials used in the public right of way. When the work is underway, an inspector will measure the dimensions of the excavation and areas of asphalt and concrete that are being replaced. The quantities of materials used are calculated, then multiplied by the reimbursement unit rates. Rates are fixed and updated annually based on price quotes. You can view the rates [here](#).

How long will it take to get reimbursed?

It could take up to 30 days to receive the check. You can contact Utilities at 303-438-6334 during normal business hours to find out the status of your payment.

Am I responsible for my entire sewer service?

Yes. In accordance with the Broomfield Standards and Specifications adopted by City Council, the homeowner is responsible for the sewer service from the house to the connection at the City's sewer main line. See this [diagram](#).

What is the public right of way?

This is the area outside your private property and is owned by the City and County of Broomfield.

Why should I get more than one quote?

Like any major service or purchase, you want to shop around to make sure you are getting the best value. Comparing at several estimates will help ensure you aren't paying too much.

I already completed the work, am I eligible?

No, the SEWER prequalification application must be submitted for review and approval before repairs are made. Broomfield will not reimburse repair work that was not prequalified, permitted, and inspected by Broomfield staff.

I'm a landlord, do I qualify for SEWER?

No, businesses, corporations, and non-owner-occupied properties are not eligible for the SEWER program.

I'm renting my home, do I qualify?

No, only the owner of an owner-occupied home is eligible for the program. You'll need to work with your landlord or property management company to remedy the issue.

Why didn't my service line qualify for the program?

It's likely that your line just needs to be maintained and cleaned. You can call Utilities at 303-438-6334 to find out more about your specific circumstance and what you can do to keep your line clear.

I still have questions about SEWER, who can I call?

You can contact Utilities at 303-438-6334 during normal business hours Monday-Friday 8 a.m. to 5 p.m.