

## **Home Inspection Program – Frequently Asked Questions**

### **Why does WBRA conduct home inspections?**

WBRA experiences excessive flow in the sewer system caused by rainwater and groundwater entering through private property connections. This excess water must be treated at our facilities along with normal wastewater, which significantly increases treatment costs. The inspection program helps identify and eliminate these sources of excess flow, reducing operating costs and helping to control customer rates.

### **How often are home inspections performed?**

Home inspections are conducted on a **five-year rotating schedule** in designated areas of the WBRA service region.

### **Is there a cost to the property owner?**

No. WBRA home inspections are **provided at no cost** to the property owner. Comparable inspections performed by private plumbers can cost several hundred dollars.

### **What does the inspection include?**

Inspections are performed to identify:

- Illegal connections to the sewer system
- Cracks, leaks, or defects in customer sewer laterals

Common illegal connections include sump pumps, basement drains, downspouts, area drains, and foundation drains.

### **What happens if an illegal connection or leak is found?**

If illegal connections or leaks are identified, the customer will be notified and given a reasonable period of time to complete the required repairs or modifications.

### **Why does WBRA need access to my home?**

Access to the home is necessary for WBRA staff to properly identify sources of excess water and determine whether illegal connections exist.

### **What if I do not allow the inspection?**

Customers who do not permit an inspection will be subject to penalties until the inspection is completed.

### **Are there additional benefits to property owners?**

Yes. In addition to identifying illegal connections, inspections can provide valuable benefits, including:

- Assistance for customers and contractors when troubleshooting sewer backup issues using recent inspection video
- Accurate and up-to-date sewer lateral condition information for realtors
- Identification of other potential concerns while onsite, such as water leaks, lead piping, gas odors, or foundation-related issues

**Does WBRA offer any additional services?**

When feasible, WBRA offers **basic, low-cost cleanout installation** for properties without an accessible lateral entry point. A cleanout provides emergency access if needed and may save property owners several hundred dollars in future plumbing costs.