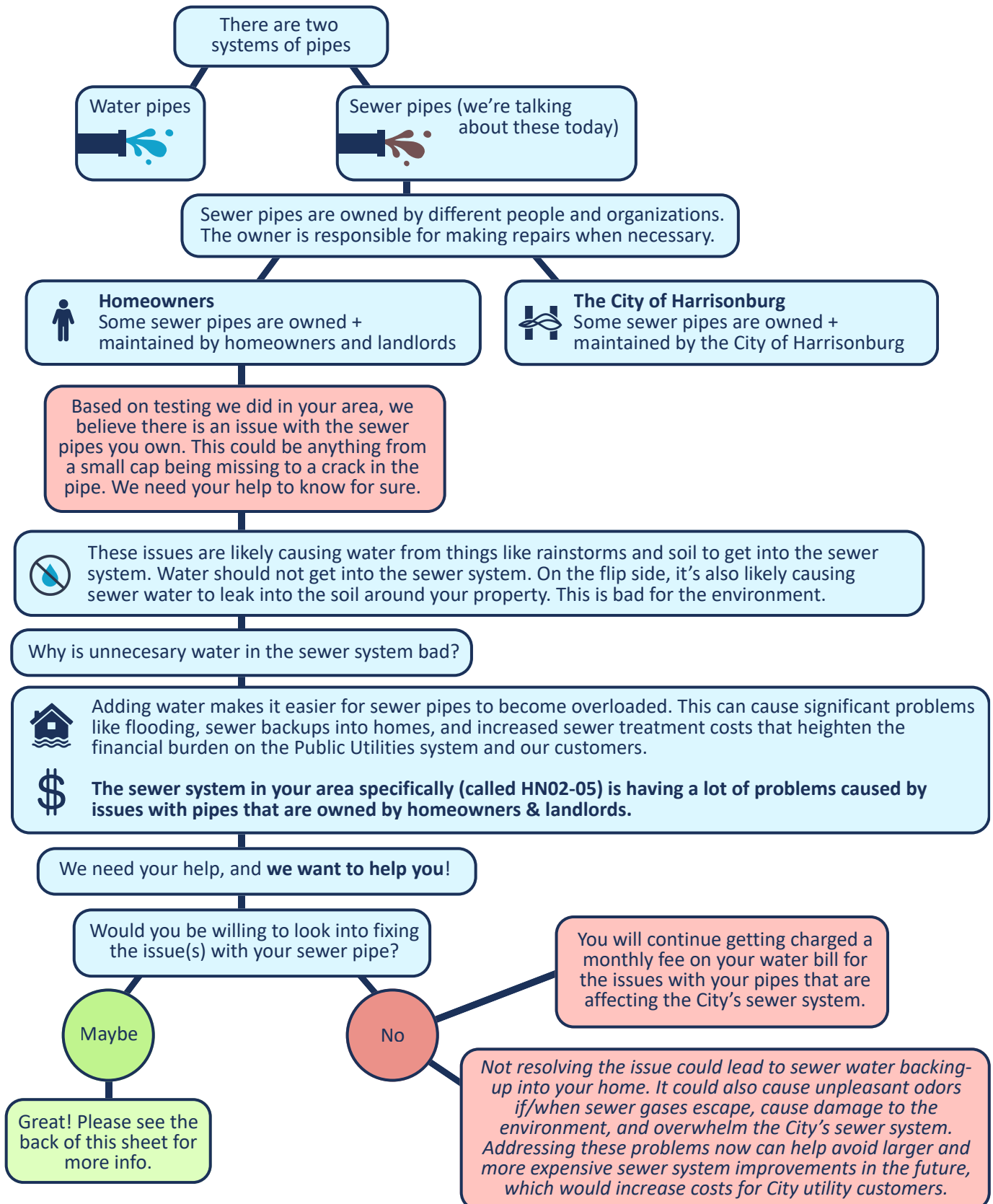




SOMETHING MAY BE WRONG WITH THE SEWER PIPES YOU OWN - BUT WE CAN HELP!

You're currently receiving an **extra monthly charge** on your water bill because we have identified that there is some issue on your property affecting the City's sewer pipes. Look for a fee labeled "I & I" on your bill.

The chart below has information on what we believe is going on, how we can connect you to resources to identify what's wrong and make necessary repairs, how to stop the extra monthly charges, and how all of this helps the City of Harrisonburg's sewer system run more effectively.



Thanks for being willing to look into fixing the issue!



By filling out a simple form, you can apply to get **FREE money** from the City's Community Development Block Grant to pay for the necessary repairs. No borrowing, no deposits, no catches. It's really simple.

The application is attached. If you have questions while filling it out, contact either:

Kristin McCombe

☎ 540-432-7701

✉ Kristin.McCombe@HarrisonburgVA.gov

Amir Forghani

☎ 540-434-9959

✉ Amir.Forghani@HarrisonburgVA.gov



The **FREE money** is first come, first served.
Turn in your application as soon as you're done filling it out!



Applications are due by Month, Day, Year

To submit this form, you can...

Bring it to City Hall

Come to the 3rd floor and enter the City Manager's Office suite. Please tell the receptionist it is for Kristin.

OR

Mail it to City Hall

Kristin McCombe
c/o City Hall, City Manager's Office
409 S. Main Street
Harrisonburg, VA 22801

OR

Scan & E-Mail it to Kristin

Scan all pages of your application and email it to:
Kristin.McCombe@HarrisonburgVA.gov



A staff member will contact you [TIMEFRAME] to...

1. Tell you if you're **eligible** for the FREE money to make repairs
2. Tell you what the **nexts steps** are in the process



**HAVE QUESTIONS OR
WANT MORE INFORMATION?**



540-434-9959 (Department of Public Utilities)



HarrisonburgVA.gov/



Kristin.McCombe@HarrisonburgVA.gov



Amir.Forghani@HarrisonburgVA.gov



HN02-05 SEWER IMPROVEMENT PROGRAM

FREQUENTLY ASKED QUESTIONS

WHAT IS HN02-05?

HN02-05 is a sewer basin in Harrisonburg which includes many sewer pipes that carry wastewater.

WHAT'S THE PROBLEM?

Harrisonburg's sanitary sewer system is designed to carry wastewater *only*. However, in some areas, like yours, groundwater and stormwater enter the system through leaks, cracks, and improper connections in the pipes.

This issue is known as Infiltration and Inflow (I&I). I&I reduces available sewer capacity, increases treatment costs, and raises the risk of sewer backups and overflows especially during wet weather.

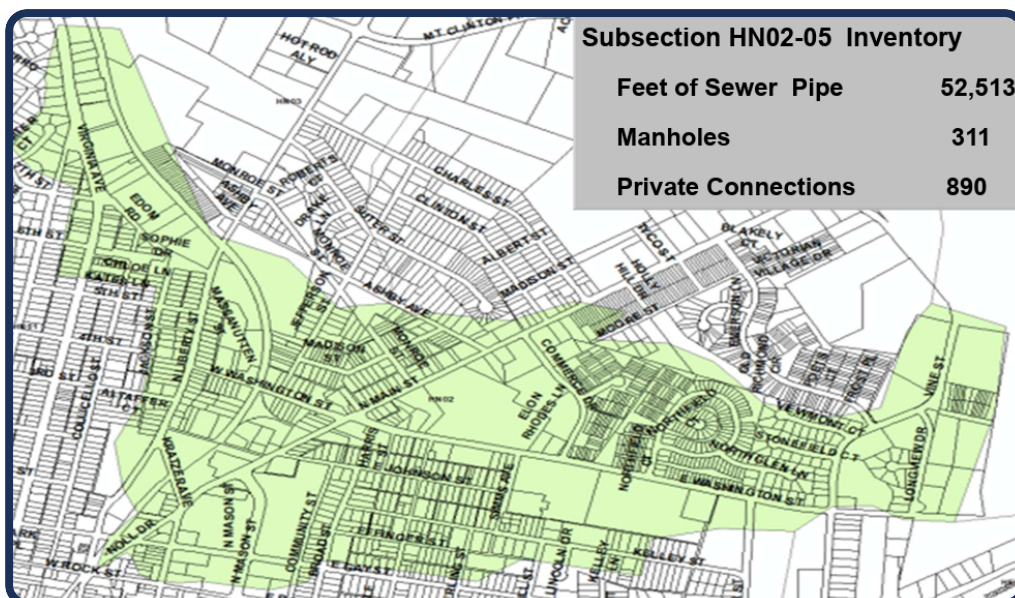
HOW DO YOU KNOW THERE'S A PROBLEM?

As part of the HN02-05 investigation, Public Utilities conducted smoke testing of the sanitary sewer system. And yes, it's exactly what it sounds like - we pump smoke into the sewer system, and if we see smoke rise in yards around the area, we know there's an issue with the line that's letting the smoke escape.

Smoke observed on or near your property indicates a potential defect or improper connection associated with your private sewer lateral. These defects can allow rainwater or groundwater to enter the sanitary sewer system in the same way the smoke escaped. The City is contacting affected property owners to help identify and correct these issues.

WHERE IS THE PROBLEM HAPPENING?

A lot of problems are happening in the area of the sewer basin called HN02-05, which you can see (in green) on the map below. This basin drains into the Blacks Run North Interceptor, which is a critical component of the City's sanitary sewer system.



Based on recent flow monitoring data, HN02-05 shows the highest infiltration rate among all monitored sewer basins in the City. This means that HN02-05 allows more unwanted water into the sewer system than any other basin in Harrisonburg, making it a critical focus area for fixing problems.

WHAT CAUSED THESE PROBLEMS?

These problems come from both public and private sewer systems.

Some examples could be aging sewer pipes and manholes, leaking joints and structural defects, broken or cracked private sewer laterals, open or damaged ground access (manhole lids and cleanout caps), or improper connections allowing stormwater into sanitary lines.

WHAT IS BEING DONE TO FIX THE PROBLEMS WITH THE PUBLIC SEWER SYSTEMS?

We are taking a progressive, data-driven approach, focusing on the public sewer components first, inspecting and repairing public pipes and manholes in the public sewer systems.

WHY SHOULD I FIX THE PROBLEM WITH MY OWN, PRIVATE SEWER PIPES?

You'll stop getting an extra monthly charge on your water bill (labeled "I&I")!

Additionally, not resolving the problems could lead to...

- Sewer water backing-up into your home
- Unpleasant odors if/when sewer gases escape
- Sewer water leaking into the soil (bad for the environment)
- If these issues are not addressed, the City may eventually need to undertake significant and costly sewer infrastructure improvements, increasing the financial burden on the system and customers.

WHY ARE YOU GIVING OUT FREE MONEY FOR REPAIRS?

Every year, the federal government gives the City of Harrisonburg money to improve local neighborhoods. This money is given to us through something called the Community Development Block Grant (CDBG).

We want to use some of our CDBG grant to help people make repairs to their private sewer lines in the HN02-05 sewer basin area. These repairs will help protect **you** and our **entire sewer system**. They're really important repairs!

HOW DO I GET THE FREE MONEY TO MAKE REPAIRS?

To find out if you're eligible:

1. Complete the attached application as soon as possible. **The FREE money is first come, first served!**
2. Turn it in:



In-Person

Bring your application to the City Manager's Office on the 3rd floor of City Hall. The City Manager's Office suite is across from the top of the main staircase.

*City Hall
409 S. Main Street
Harrisonburg, VA 22801*



Postal Mail

*Kristin McCombe
c/o City Hall
409 S. Main Street
Harrisonburg, VA 22801*



Scan & Email

Scan all pages of your application and email them to Kristin:
Kristin.McCombe@HarrisonburgVA.gov

3. One of our staff members will contact you to let you know if you're eligible for the **FREE money** and to tell you what the next steps are.



HAVE QUESTIONS OR WANT MORE INFORMATION?



540-434-9959 (Department of Public Utilities)



HarrisonburgVA.gov/



Kristin.McCombe@HarrisonburgVA.gov



Amir.Forghani@HarrisonburgVA.gov



APPLICATION FOR FREE REPAIRS

FOR THE HN02-05 SEWER IMPROVEMENT PROGRAM
THROUGH THE COMMUNITY DEVELOPMENT BLOCK GRANT

PERSONAL INFORMATION

Name: _____ Date: _____
First MI Last

Home Address: _____

Phone Number (personal): _____ Email Address: _____

Preferred Method of Contact: Phone: ☐ Email: ☐

Does the applicant require language assistance? Yes: ☐ No: ☐

If "Yes," What Language? _____

Age: _____

Check all boxes that apply:

If you check more than one box in any shaded category, please explain in the "Applicant Comments" section.

Gender	
☐	Male
☐	Female
☐	Not listed

Ethnicity	
☐	Hispanic
☐	Non-Hispanic

Race			
☐	White	☐	Black/African American & White
☐	Black/African American	☐	Asian & White
☐	Asian	☐	American Indian/Alaskan Native & White
☐	American Indian/Alaskan Native	☐	American Indian/Alaskan Native & Black/African American
☐	Native Hawaiian/Other Pacific Islander	☐	Other Multi-Racial

Other Required Data			
☐	Age 62 or Older	☐	Battered Spouses
☐	Migrant Farm Worker	☐	Illiterate Adult
☐	Adult w/Severe Disabilities (as defined by census)	☐	Person Living with AIDS

WORK INFORMATION

Are you currently employed? Yes: ☐ No: ☐

If "Yes", where? _____

Phone Number (work): _____

May the City contact your employer to verify income? Yes: ☐ No: ☐

HOUSEHOLD & INCOME

How Many Persons in Household? _____ Are all persons related? Yes: ☐ No: ☐

If "No," Explain: _____

Total Gross Annual Household Income: \$ _____

Include income for all persons 18 years of age and over. If your household received money from pensions, Social Security, rental property, disability, etc., this should be included as income.

Eligible Household Income Limits (by Household Size)								
Exceptions May Apply								
	1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons
Low & Moderate Income (80%)	\$54,750	\$62,550	\$70,350	\$78,150	\$84,450	\$90,700	\$96,950	\$103,200

APPLICANT COMMENTS

Comments: _____

SIGNATURE

I certify that the information given is true and accurate to the best of my knowledge. It is understood that the information will be used to monitor benefits provided by a HUD/CDBG Grant through the City of Harrisonburg.

Signature of Applicant: _____ Date: _____

FOR OFFICIAL AGENCY USE ONLY

Name of Agency: _____

Amount of this request: \$ _____

What Will This Assistance Pay For? _____

If Approved:

I certify that this applicant meets the eligibility requirements as outlined by the City of Harrisonburg and HUD.

If applicant qualifies under the household income limits, please check one:

- ☐ Extremely Low Income (0-31% AMI)
- ☐ Low & Moderate Income (51-80% AMI)
- ☐ Very Low Income (31-50% AMI)

Approved by (Signature): _____ Date: _____

Print Name and Title of Approving Agent: _____

If Declined:

Reason: _____

Comments: _____
