

FREQUENTLY ASKED QUESTIONS ABOUT PRIVATE LATERALS

- **I received notification of a problem at my house, who called about this problem?**
 - Most of the time, these types of problems are sometimes reported by persons living in the house, neighbors, or were discovered during Austin Water Utility's routine maintenance of the City's waste water system.
- **What do I need to do about this?**
 - The cause of the P-Lat problem needs to be identified and the necessary repairs or replacement completed immediately.
- **Does a plumber have to do the work? Can you recommend a plumber?**
 - There are City ordinance provisions allowing homeowners to fix these types of problems; however, the homeowner must first obtain a City plumbing permit. Please contact the Development Assistance Center for more details at 974-6370.
 - The City cannot recommend a specific plumber.
- **What if I cannot afford to fix this problem?**
 - As part of the Private Lateral Grant Program, homeowners that meet certain eligibility requirements can have their P-Lat repaired, at very little cost to themselves. Please contact the Neighborhood Housing Department at (512) 974-3100 for more information.
- **How long do I have to repair this problem?**
 - Repairs should be made immediately.
- **How do tree roots grow into my line?**
 - Trees roots send out very small roots that are able to enter the private lateral through small defects in the private lateral system. Once inside, tree roots grow and can create obstructions which lead to wastewater overflows.
- **What is the tap?**
 - A wastewater tap is the location where the property owner's private lateral connects to the City's wastewater service line.
- **How do sags occur in my private lateral?**
 - Sags are a result of settling of the surrounding soil, tree roots, or improper installation of the private lateral.

Private Lateral Web Page: www.austintexas.gov/department/private-lateral-program