



Residential Inflow Inspection

Protecting Municipalities Water Supply and Budget

Duke's helps municipalities locate and report connection issues that are causing inflow into the collection system. Our goal is to achieve the benefit of accurate and actionable information regarding the private sewer infrastructure condition with limited resident impact. We assist with identifying illegal connections, which can result in lost service utility revenue and overall system capacity.

Identifying Issues Within the Collection System

Excess stormwater that enters the collection system through private building connections can increase treatment costs and impact capacity within the system. Our team helps identify these issues and cuts down on illegal or deficient connections.



Digital Records to Identify Illegal Connections and Remediate Deficiencies

Duke's records and documents the plumbing connections (including illegal connections) inside – as well as outside – the building through a database-driven application. The technological platform will allow the utility to review the collected information and pursue remediation or disconnection for deficient and illegal water connections. All aim to reduce stormwater inflow into the collection system.

Key Indicators of Success

Communicating and coordinating with the public is key to the success of the program. This will require a successful outreach program with residents via social media and website platforms. Once the study is complete, the municipality will have a detailed analysis of the private sewer assets connected to the collection system. The study includes the condition of the sewer connections and data needed to pursue remediation or disconnection of drainage services.

Scope of Services

Duke's provides residential inflow inspections to private property parcels consisting of commercial, residential, educational, medical, and industrial facilities. Our team leverages a call center and appointment scheduling platform to allow property owners to schedule appointments during convenient times, including nights and weekends. This ensures there is maximum coverage in the study area. Collaboration with the municipality may be required to enforce ordinances or encourage public cooperation within the program. Our team can assist with creating public outreach media, including social media posts, door tags, and resident public service announcement videos. Additionally, we can provide a direct call center number to facilitate the completion of the program.

Do You Want to Protect Your Capacity and Budget?

Contact Duke's today and discover how your private sewer infrastructure condition could improve capacity and impact your bottom line. We can help you resolve these issues and more to protect your water supply and your budget.