

Procedure 3

Review and Approval of Single Service Connections

PART 1: Purpose

This procedure outlines the steps required to request ECUA's approval of a proposed commercial service connection to ECUA. Service line connections to ECUA's water and/or sewer mains are called Single Service Connections (SSC). ECUA's review and approval process is independent of other agencies.

PART 2: Single Service Connection Submittal and Review Process

- 2.1 *Step 1: Submittal* – Submit to the Engineering Department the required form “Request for Single Service Connection”, found in Division 5 – Forms, along with a vicinity map and drawing depicting how and where the property is located and what services (water, irrigation, fire line, sewer) are proposed to be connected to ECUA's system.
- 2.2 *Step 2: Review* – Provided the initial submittal is complete, ECUA will assign a Reviewer and forward the information to the appropriate operations department for their review. Both the Reviewer and the operations department will provide comments and the Reviewer will coordinate with Applicant as required if changes are needed. This process typically takes approximately 1-2 weeks for review and initial response.
- 2.3 *Step 3: Approval* – ECUA will issue a SSC Approval Letter to the Applicant, along with any special instructions pertaining to the connections. The Applicant shall give these instructions to its Contractor. Failing to perform connections based on the contents of the Approval Letter will void the SSC approval.
- 2.4 *Step 4: Pay Fees* – Applicant shall go to ECUA's Customer Service Department to pay all applicable fees (i.e. impact, meter, deposit, SSC review fee of \$60, etc.). Customer Service will then notify ECUA operations department via a work order that all payments have been made and connections are cleared for installation.
- 2.5 *Step 5: Installation* – ECUA does not perform connections for SSC's. Applicant's Contractor shall call ECUA contact person listed in SSC Approval Letter at least three full business days prior to making connection(s) so ECUA can witness all connections. Connections shall not be made unless ECUA is present. ECUA typically provides meters and coordinates and/or assists with the installation.
- 2.6 *Step 6: Field Measurements* – Contractor shall coordinate with ECUA contact on the required submittal of field measurements to meters, valves, etc.
- 2.7 *Step 7: Closeout* – ECUA contact closes out work order and Applicant's (now customer's) account is activated. SSC's shall be completed within one year of the date of the SSC Approval Letter, otherwise the SSC Approval will expire and Applicant will be required to resubmit, to include meeting current fees and standards at time of re-submittal.