

WE KEEP LIFE FLOWING[™]

If you're building a new home or business, or expanding your current facilities, and would like to have water service supplied to your new property, this document will help guide you through the process.





NEW WATER SERVICE PROCESS AT A GLANCE

Submit New Service Application

If approved, discuss requirements with Pennsylvania American Water representative

Install service line and meter pit or vault to meet specifications

Install proper backflow protection

Activate your water service

04-2018

Congratulations on your new building project. We look forward to providing you with water service. Below is a helpful packet of information that will guide you through the process of obtaining water service to your new property. By following these instructions, it will also help to expedite the process and installation of your new water service. Please begin this process well in advance of when you'd like your water service to start to allow ample time to meet all requirements.

NOTE: This document is meant to be a guide. There may be local requirements that this document would not address. Please work closely with our team throughout the process to ensure the project meets all requirements and runs smoothly.

STEP 1: NEW SERVICE APPLICATION

Proper application must be submitted and made in writing. Please mail or email the completed forms to the local **New Service Contact for your area:**

Name	
Address	
Email	
Phone	

Please note: If water service can be provided, a \$30.00 activation fee will be added to the individuals account when the first bill is issued





STEP 2: INSTALL SERVICE PIPE AND METER PIT OR VAULT

SERVICE PIPE REQUIREMENTS

Once your application has been received and approved, the local New Service Contact will contact you to discuss the new service connection process. The first step will be for the applicant to have a service pipe and meter pit or vault installed according to all water company specifications. The service pipe is the pipeline you own and are responsible for maintaining, which connects your in-home plumbing to the company's control valve (curb stop). Please refer to Pennsylvania American Water's service pipe specifications drawing for more information.

- The applicant's service pipe must be installed to the company-approved curb stop location, and the end of the service pipe must be clearly marked by the applicant.
 Please work with your local New Service Contact to determine the best location and to obtain the minimum coverage requirements (depth of service pipe to make sure it is below the frost line.)
- The portion of the service line from Pennsylvania American Water's main to the control valve will be installed, owned and maintained by and at the expense of the Pennsylvania American Water.
- The portion of service pipe on the applicant's property, from the control valve, to the meter and into the premise being served, will be installed, owned and maintained at the expense of the applicant or owner.
- The applicant's service pipe must be a minimum of 3/4-inch in size and must be material that meets local building codes. Please note: if you are installing a sprinkler system or lawn irrigation system, you may be required to install a larger service connection or a separate service connection. Please contact the New Service Contact for the approved materials or with any questions you may have.
- Once the service pipe is installed, along with the meter service pit or vault, please notify Pennsylvania American Water New Service Contact to begin the process of connecting your service pipe to our water main. All connections to our water main must be completed by Pennsylvania American Water authorized crews. This procedure may take up to eight weeks. Please provide ample notification so that we can meet your needs.

METER PIT/VAULT REQUIREMENTS

All new water service requests require the installation of a water meter pit or meter vault. This houses the meter equipment. It is the applicant's responsibility to purchase, install, maintain and own the water meter pit or vault. Please refer to our meter drawings for more information on our specifications.

• All water used through the service pipe will be metered. The water company will provide and install a meter for each customer without charge. It is the responsibility of the customer to protect the meter from misuse or damage (including freezing) any expense for repair or replacement is the customer's responsibility.

SHARED SERVICE LINES NOT ALLOWED

Our Tariff Rule 18.1, as approved by the Public Utility Commission, states: "Each meter serving a premise or multiple premises shall be supplied through an independent service pipe from a separate control valve or valve box unless specifically approved and authorized by the Company." This means that a separate water service line is required for each meter setting. Customers cannot split a service line after the control valve to supply water service to more than one meter.







- The specific location of the meter pit or vault will be determined by the water company and shall be readily accessible and protected by the customer or owner. The meter pit is generally installed at the applicant's property line along the public right of way; however, site limitations will factor into the location of the pit or vault. Please contact your New Service Contact if the location has not been provided.
- A stop and waste valve is required at the point of entry where the service pipe enters the home or business.

When the static water pressure exceeds 100 psi, the applicant must install and maintain a pressure reducing valve at his/her own expense. The required location for the pressure reducing valve is prior to the meter. Please refer to the specifications on page 7.

STEP 3: INSTALL PROPER BACKFLOW PROTECTION

Backflow Protection Device Requirements

All customers are required to install proper backflow prevention at the meter pit/vault or at the point of entry where your service pipe enters your home or facility. **If we find that proper backflow is not installed upon inspection, you will be required to install the correct device before receiving water service.** For more information on approved backflow devices and installation requirements, please contact Pennsylvania American Water's Backflow Department at 1-877-290-1769, so we will have your local backflow specialist get in contact with you.

STEP 4: ACTIVATE YOUR WATER SERVICE

The final step is to activate the service. After the service connection has been made by the company and you have installed the service pipe and meter pit or vault according to the specifications and have a backflow device properly installed, the next step is to schedule an appointment with Pennsylvania American Water to have the meter installed. This can be done by contacting our Customer Service Center at 1-800-565-7292, Monday-Friday, 7 a.m. to 7 p.m. Please be sure to inform the customer service representative that a water service application has been filed, an account has been created and inform the representative of the correct address of service. Please note: if your meter is 4 inches or larger, please contact your New Service Contact to make an appointment.

UNAUTHORIZED USE

Use of jumpers or spacers and/or operating the control valve (curb stop) to obtain water service is considered theft of service and is Illegal.

THE VALUE OF WATER SERVICE IS UNBEATABLE!

You can have just about anything delivered to your home these days, but what, other than tap water service, costs a penny? Pennsylvania American Water provides water service that meets or surpasses all state and federal drinking water regulations and delivers it directly to your tap around the clock -- a great value to have a service so essential available at your fingertips any time, day or night.







Are you calling to get a new service in an existing building or a new lot?

New service or upgrade refers to a applicant who needs service for new construction on a vacant lot or where an existing service is in need of an upgrade for increased demand.

How much time does it take for Pennsylvania American Water to install its service line?

Once the applicant has completed the application process and the applicant portion of the service pipe is completed; it usually takes up to eight weeks.

Do I need a water pressure regulator?

If your water pressure will exceed 100 pounds per square inch (psi), you will be required to install a pressure regulator. If you need assistance determining the pressure at your location, please contact the local New Service Contact.

Do I need to have an inspection performed before I back fill?

Please check your local plumbing code.

Who supplies the meter?

Pennsylvania American Water supplies the meter.

Can I add additional meters to an existing service?

No. The company does not allow additional meters on one service pipe. There must be a separate service pipe for each meter.

Does the water company install my service pipe?

No. The applicant is responsible for installing the service pipe from the new home or business to the companyapproved curb stop location.

Is there a tap in fee?

No, provided that a water company main abuts your property. If a main does not abut your property, a main extension agreement would be required. For more information, please contact Customer Service Center at 1-800-565-7292.

Do I need fire service?

Please check with your local municipality pertaining to fire protection requirements. A fire sprinkler system will require the installation of a backflow prevention assembly. If you are required to install a fire sprinkler system, our Backflow Prevention Specialist can assist you in determining what type of backflow assembly is required.

What if I want a fire alarm system?

This does not pertain to your water service unless you are installing a fire sprinkler system.

What if I want lawn irrigation?

Lawn irrigation may require a larger service connection or a separate service connection and will require the installation of a reduced pressure zone backflow prevention assembly.

Will I pay sewage charges for water used by my lawn irrigation system?

This depends on several factors including if you area billed for wastewater service based on how much water you use. Please contact your sewer service provider for more information. If Pennsylvania American Water provides the wastewater service in your area, please contact our Customer Service Center for more information at 1-800-565-7292.



WATER SERVICE APPLICATION



Please complete Property, Applicant and Signature sections below to apply for water service. Thank you for the opportunity to be your water service provider.

PROPERTY TO BE SERVED

Municipality					
House #	_ Street Prefix	Street Name and Suff	fix		
Apt/Lot #	City		State	Zip	
Sewage Authority					
Type of Service:	Residential Co	mmercial Industrial	Other		
APPLICANTS' IN Name (first, middle					
Phone	Cel	II	Email		
Name (first, middle	, last)				
Phone	Cel	II	Email		

Mailing Address (if different than service address listed above) _

(I)(We), the applicant(s) for water service from Pennsylvania American Water have read and understood the above application. (I)(We) will be jointly and severally bound by this application to pay and one-time fee of \$30 to cover the cost of setting up (my)(our) account which will be added to your first bill. DO NOT SEND CHECK WITH THIS APPLICATION.

PLEASE READ ABOVE STATEMENTS BEFORE SIGNING.

SIGNATURES

Applicant for Service	Date
Applicant for Service	Date

FOR OFFICE USE ONLY

Premise No.	NSI Account No		PWSID		
Usage Data	BP Name and Number		AW Area	District Code	
Type of Service:	Residential Commercial	Industrial	Other		
Meter Route	Meter Stop	Meter No	Meter S	ize	# of Dials
Meter Set Date	Meter Set Reading		_ Meter Location		
Meter Read Instruction	ns				
Additional Notes					
Rate Code	Sewage Code	Distribu	tion Zone	Engineering Area	
Copy to: Dispato	h 🗌 Call Center 🗌 Work O	rder File			

WATER CUSTOMER DATA SHEET



Customer Name:	Address:				
Subject Property Address (if different than above):					
Type of Occupancy:		No. of Floors:			
Average daily demand:	gallons per day (gpd)	Maximum daily demand:	gpd		

Please fill in the areas and columns shaded in tan ONLY.

Other fields will be filled in by our office.

Fixture or Appliance	No. of Fixtures		Fixture Value		Fixture Value
	(customer to fill		@ 60 psi		(for office
	out this column)				use only)
Faucet - Kitchen Sink		х	2.2	=	
Faucet - Lavatory Sink		х	1.5	=	
Faucet - Utility Sink		х	4	=	
Wash Sink (each set of faucets)		х	4	=	
Shower (single head, shower only)		х	2.5	=	
Bathtub		х	8	=	
Toilet – Flush Valve Type		х	35	=	
Toilet – Tank Type		х	4	=	
Urinal – Pedestal Flush Valve		х	35	=	
Urinal – Wall Flush Valve		х	16	=	
Bidet		х	2	=	
Dishwasher		х	2	=	
Clothes Washing Machine		х	6	=	
Hose Bibs (w/ 50 ft. of hose) $- 1/2$ "		х	5	=	
Hose Bibs (w/ 50 ft. of hose) – 5/8"		х	9	=	
Hose Bibs (w/ 50 ft. of hose) – 3/4		х	12	=	
Miscellaneous					
Bedpan Washer		х	10	=	
Dental Unit		х	2	=	
Drinking Fountain		х	2	=	
	COMBINED F	ΙΧΤΙ	JRE VALUE TOTAL	=	
For office use: Customer Peak Demand (from Fig. 4-2 or 4-3) x Pressure Factor					gpm
(from Table 4-1)					
Add Irrigation (please check one): Spray Systems Rotary Systems No. of sections = sections (100 ft² area = 1 section)					gpm
Fire Flow Demand (sprinklers, etc.) gpm pressure					gpm
Is there a fire hydrant currently on the property? Yes No					
Are you requesting that a fire hydrant be installed? Yes No					
Added Fixed Load (process water, cooling water, etc.) pressure				+	gpm
For office use: Pressure at curb					
TOTAL PEAK DEMAND LOAD					gpm

[†] For Spray Systems: Use 1.16; For Rotary Systems Use 0.40

3/4-INCH AND 1 INCH SERVICE LINE INSTALLATION WITH AN OUTSIDE METER PIT





NOTES :

1. THIS SHEET DETAILS A SERVICE LINE INSTALLATION THAT INCLUDES AN OUTSIDE METER PIT.

2. THE WATER COMPANY WILL LOCATE THE WATER MAIN AND MARK THE LOCATION WHERE YOUR SERVICE LINE SHOULD END. THE CUSTOMER IS RESPONSIBLE FOR INSTALLING AND MAINTAINING ALL SERVICE MATERIALS AFTER THE CURB STOP, EXCEPT FOR THE METER. LEAVE THREE FEET OF COPPER EXTENDED OUT OF THE GROUND WHERE YOUR SERVICE LINE ENDS.

3. YOUR SERVICE LINE MUST BE $\frac{3}{4}$ " OR 1" TYPE L OR K COPPER OR MATERIAL APPROVED BY THE WATER COMPANY AND INSTALLED AS DETAILED IN THE SKETCH ABOVE. FLARED OR COMPRESSION COUPLINGS MUST BE USED FOR ALL UNDERGROUND CONNECTIONS.

4. A 18" DIAMETER METER PIT IS REQUIRED FOR A 5%" METER. A 20" DIAMETER METER PIT IS REQUIRED FOR USE WITH A 1" METER. LID OPENING SHALL BE 15".

5. METER SETTER SHALL BE EQUIPPED WITH A FLANGED ANGLE INVERTED KEY SHUTOFF VALVE AND A CARTRIDGE ANGLE STYLE DUAL CHECK BACKFLOW DEVICE. METER SETTER SHALL BE INSTALLED 18" FROM BOTTOM OF LID TO TOP OF METER.

6. PLEASE NOTIFY THE WATER COMPANY AT LEAST FOUR WEEKS PRIOR TO THE DATE THAT YOU REQUIRE WATER SERVICE.

7. A PRESSURE REDUCING VALVE (PRV) IS REQUIRED WHEN PRESSURE EXCEEDS 100 PSI. A TANDEM SETTER SHALL BE USED WITH A BRASS PRV WITH EXPOSED STAINLESS STEEL HARDWARE.



MP 20 x 36 SON PVC SONCO PVC METER PIT



1" COPPERSETTER 1" FLARED COPPER ON BOTH ENDS

8. RESIDENTIAL APPLICATIONS REQUIRE THE USE OF A RESIDENTIAL DUAL CHECK VALVE. COMMERCIAL AND INDUSTRIAL APPLICATIONS REQUIRE A TESTABLE DOUBLE CHECK VALVE OR REDUCED PRESSURE ZONE (PRZ) BACKFLOW PREVENTER, DEPENDING ON SERVICE PROCESS

9. ALL OTHER SOURCES OF WATER SUCH AS WELLS, CISTERNS, ETC., MUST BE PHYSICALLY DISCONNECTED FROM THE PIPING THAT IS TO BE SERVICED BY THE WATER COMPANY.

10. THE SERVICE LINE SHALL NOT BE INSTALLED IN THE SAME TRENCH WITH ANY OTHER PUBLIC UTILITY OR WITHIN FIVE FEET OF ANY EXCAVATION OR VAULT.

11. A SEPARATE SERVICE LINE IS REQUIRED FOR EACH METERED CONNECTION.

12. SERVICE CANNOT BE PROVIDED IF THE FOREGOING REQUIREMENTS ARE NOT MET.

13. THE WATER COMPANY WILL INSTALL THE METER AFTER THE CUSTOMER HAS COMPLETED THE ABOVE REQUIREMENTS AND AFTER THE CUSTOMER AND WATER COMPANY COMPLETE THEIR SERVICE LINES.

14. A PRESSURE EXPANSION TANK ON THE HOT WATER SYSTEM IS HIGHLY RECOMMENDED. THE WATER COMPANY WILL NOT BE RESPONSIBLE FOR ANY LEAKAGE FROM THE HOT WATER TANK POP-OFF VALVE.





TYPICAL 2" SERVICE OUTSIDE METER PIT 1. This sheet details a service line installation that includes an outside meter pit.

2. The water company will locate the water main and mark the locations where your service line should end. The customer is responsible for installing and maintaining all service materials after the curb stop, except for the meter. Leave three feet of copper extended out of the ground where your service line ends.

3. Your service line must be 2" type L or K copper or material approved by the water company and installed as detailed in the sketch. Flared or compressed couplings must be used for all underground connections.

4. A 36" diameter meter pit is required for 2" meter. Lid opening shall be 20".

5. Meter setter shall be equipped with a flanged angle inverted key shutoff valve. Meter setter shall be installed 18" from bottom of the lid to top of meter.

6. Please notify the water company at least four weeks prior to the date that you require water service.

7. A pressure reducing valve (PRV) is required when pressure exceeds 100 psi. A tandem setter shall be used with a brass PRV with exposed stainless steel hardware.

8. All other sources of water such as wells, cisterns, etc, MUST be physically disconnected from the piping that is to be serviced by the water company.

9. The service line shall not be installed in the same trench with any other public utility of within five feet of any excavation or vault.

10. A separate service line is required for each metered connection.

11. Service can not be provided if the foregoing requirements are not met.

12. The water company will install the meter after the customer has completed the above requirements and after the customer and water company completed their service lines.

13. The connection to existing water main and valve will be installed by the water company.

14. Valves and fittings less than $1\frac{1}{2}$ " are I.P.S. All are to be brass.

15. All valves to be maintained by the customer.

16. Double check (DC) backflow prevention device is required and / or backflow prevention device of reduced pressure principle (RPZ) design may be required. This type of device is to be installed on the service line, inside and at the point where it enters the building. (Type and manufactures of backflow may affect dimensions.)

2-INCH METER VAULT SPECIFICATIONS





NOTES :

1.- CUSTOMER TO CONSTRUCT METERING VAULT AS SHOWN TO MINIMUM DIMENSIONS AND GENERAL CONFIGURATIONS.

2. – PIPE SUPPORTS, TIE RODS, ANCHORS AND THRUST BRACING AT FITTING AND VALVES SHALL BE PROVIDED SUFFICIENT, TO ALLOW PIPING TO STAND WITH THE REMOVAL OF METERS, FRICTION CLAMPS ARE NOT PERMITTED FOR RESTRAINT OF PIPING SYSTEM.

- 3. THE CONNECTION TO EXISTING WATER MAIN AND VALVE WILL BE INSTALLED BY PAWC.
- 4. VALVE AND FITTING LESS THAN 11/2" ARE I.S.P. ALL ARE TO BE BRASS.
- 5.. GATE VALVES AND PIPING MUST BE SAME SIZE.
- 6. ALL VALVES TO BE MAINTAINED BY CUSTOMER.
- 7. BILCO TYPE DOOR TO BE CENTERED OVER METER ASSEMBLY AND ACCESS LADDER.

8. – PRESSURE REDUCING VALVE REQUIRED WHEN THE INLET PRESSURE EXCEEDS 100 P.S.I. HIGH PRESSURE VALVE REQUIRED IF INLET PRESSURE EXCEEDS 150 P.S.I.

9. – METER ASSEMBLY WILL NOT BE INSTALLED UNTIL ALL PIPING IS COMPLETED IN THE VAULT. A FILLER PIECE SHOULD BE INSTALLED TO ASSURE PROPER ALIGNMENT OF FLANGES. METER ASSEMBLY FURNISHED AND INSTALLED BY PENNSYLVANIA – AMERICAN WATER COMPANY.

10. – TIE RODS TO BE EMBEDDED IN CONCRETE OR BOLTED TO STEEL ON PLATES ON EXTERIOR WALLS. WATER COMPANY TO INSPECT BEFORE BACKFILLING.

NOTES :

a. VAULT DESIGN TO BE BY REGISTERED PROFESSIONAL ENGINEER: IF TRAFFIC LOADS EXPECTED, DESIGN FOR AASHO H2O LOADING.

DESIGN MUST PROVIDE FOR ALL EXPECTED FIELD CONDITIONS, INCLUDING SAFE WORKING ENVIRONMENT FOR WATER COMPANY PERSONAL.

b. PAWC DISCRETION MAY REQUIRE A SUMP PUMP.

c. IF PIT IS PROVIDED WITH ELECTRICAL SUPPLY PLEASE SUPPLY OUTSIDE DISCONNECT AND PROVISIONS FOR SUMP PUMP (FUTURE)

d. PRE-CAST VAULTS ARE AVAILABLE AND CUSTOMER SHOULD VERIFY DESIGN BY THEIR ENGINEER.

e. VAULT AND METER INSTALLATION IS PAWC STANDARD FOR OPTIMUM PERFORMANCE AND DESIGN FOR INSTALLATION AND SERVICING. ALTERNATE DESIGNS MAY BE REQUIRED. PLEASE CONTACT PAWC PERSONAL FOR REVIEW AND APPROVAL.

4-INCH TO 10-INCH METER VAULT SPECIFICATIONS



AND/OR POWER (120 VAC. 15 AMP) FOR "AMR" INSTALLATION OR SUMP

c. IF PIT IS PROVIDED WITH ELECTRICAL SUPPLY PLEASE SUPPLY OUTSIDE

d. PRE-CAST VAULTS ARE AVAILABLE AND CUSTOMERS SHOULD VERIFY

SERVICING. ALTERNATE DESIGNS MAY BE REQUIRED, PLEASE CONTACT PA. AMERICAN WATER CO. PERSONAL FOR REVIEW AND APPROVAL.

e. VAULT AND METER INSTALLATION IS PA. AMERICAN WATER CO. STANDARD FOR OPTIMUM PERFORMACE AND DESIGN FOR INSTALLATION AND

DISCONNECT AND PROVISIONS FOR SUMP PUMP (FUTURE).

PUMP FOR DRAINAGE.

DESIGN BY THEIR ENGINEER.



NOTES:

1. CUSTOMER TO CONSTRUCT METERING VAULT AS SHOWN TO MINIMUM DIMENSIONS AND GENERAL CONFIGURAITON.

2. PIPE SUPPORTS, TIE RODS, ANCHORS AND THRUST BRACING AT FITTINGS AND VALVES SHALL BE PROVIDED SUFFICIENT, TO ALLOW PIPING TO STAND WITH REMOVAL OF METERS, FRICTION CLAMPS ARE NOT PERMITTED FOR RESTRAINT OF PIPING SYSTEMS.

3. THE CONNECTION TO THE EXISTING WATER MAIN AND VALVE WILL BE INSTALLED BY PENNSYLVANIA AMERICAN WATER COMPANY.

4. DOUBLE CHECK BACKFLOW PREVENTION DEVICE IS REQUIRED AS SHOWN AND/OR BACKFLOW PREVENTION DEVICE OF REDUCED PRESSURE. PRINCIPAL DESIGN MAY BE REQUIRED. THIS TYPE OF DEVICE IS TO BE INSTALLED ON THE SERVICE LINE, INSIDE AND AT THE POINT WHERE IT ENTERS THE BUILDING. (TYPE AND MANUFACTURES OF BACKFLOW DEVICE MAY AFFECT DIMENSIONS.)

5. 2" VALVES AND UNDER ARE I.P.S. 4" VALVES AND OVER ARE FLANGED - 125 P.S.I. CLASS FLANGE W/125 P.S.I. DRILLING.

6. IT WILL BE NECESSARY FOR THE CUSTOMER TO INSTALL PROPER DRAINAGE OR OTHER MECHANICAL MEANS TO KEEP VAULT DEWATERED.

7. WATER SERVICE WILL NOT BE PROVIDED UNTIL VAULT IS COMPLETED AS DETAILED. WATER COMPANY TO REVIEW FINAL DESIGN OF VAULT BY CUSTOMER FOR DIMENSIONS AND OVERALL CONFIGURATION.

8. GATE VALVES AND PIPING MUST BE SAME SIZE AS METER.

9. ALL VALVES AND BACKFLOW PREVENTORS TO BE MAINTAINED BY CUSTOMER.

10. BILCO TYPE DOOR BY BE CENTERED OVER METER ASSEMBLY AND ACCESS LADDER

11. METER ASSEMBLY WILL NOT BE INSTALLED UNTIL ALL PIPING IS COMPLETED IN THE VAULT. A FILLER PIECE SHOULD BE INSTALLED TO ASSURE PROPER ALIGNMENT OF FLANGES. METER ASSEMBLY FURNISHED AND INSTALLED BY PENNSYLVANIA - AMERICAN WATER COMPANY.

12. MUST BE SUFFICIENT TO CLEAR BREAK IN PIPING W/DRESSER COUPLING RING.

13. TIE RODS TO BE EMBEDDED IN CONCRETE OR BOLTED TO STEEL ON PLATES ON EXTERIOR WALLS, WATER COMPANY TO INSPECT BEFORE BACKFILLING.

TOTAL

16'-0"

19'-6"

18"

18"

118"I 22'-6"