GUIDE TO WATER SERVICE APPLICATIONS

NEW JERSEY AMERICAN WATER

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How To Apply

Please contact our Customer Call Center at 1-800-272-1325 with your site specifics, including block and lot information. Your information will be reviewed to determine preliminary service availability. If service is available, an application packet will be sent to the applicant for completion. If a main or service does not front the property, your inquiry will be forwarded to the Developer Services group and you will be contacted regarding the water main extension process.

Note: The information in this guide is made available for easy reference for potential new customers. All services are subject to the rates and conditions of New Jersey American Water's (Company) Tariff which is available on the Company's website at www.amwater.com/njaw.

Is Water Service Available To My Site?

1. Water connections (service lines) shall be made by the Company subject to the prior existence of a main that is adequately sized in terms of capacity and pressure required for the specific water connection within a public right of way or water Company easement abutting the property or premises to be served, except in the case of a property on the long side of a divided (raised or grass) state highway, in which case the Customer will be required to enter into a main extension agreement.
2. If the property/premise does not meet conditions above, a main extension may be required. If a main extension is required, contact Developer Services regarding a water main extension.
3. No service line shall be used to supply more than one Customer.
4. Separate application/inquiry shall be made for each property or premise.
5. Separate service curb stops(shut off valve) shall be installed for each type of water service requested to be furnished.
6. Company is not obligated to install more than one service line and meter for each property or premise. Therefore, for the typical domestic residential Customer, a second domestic service for irrigation is at the customer's full cost (i.e., not subject to refunds). The Company does not supply a separate irrigation meter for reduction of sewer rates on a single domestic service line.
7. No single building or single group of buildings in one common enclosure and under one ownership shall be supplied by more than one of the same type service line (that is only one domestic & one fire line).

Time Frame?

Installation of a new service will normally occur in approximately 8 to 12 weeks after all required paperwork, tap fees and permits are received and depending on availability of materials, weather and departmental work loads, and the readiness of your site. Applications on State Highways should expect a longer wait period.

Service Line Location?

If requested with your application, we will schedule a site meeting with you or your representative and our Inspector to determine the preferred location of your water service lines. The customer must mark the location of the service with a location stake. Do not put a service line stake in a driveway or near a tree. The meter pit or vault shall be installed at a location acceptable to the express approval of the Company.

What About Changes To Existing Water Service?

1. Increase in size of water service lines shall be made by the Company subject to the prior existence of an adequately sized distribution main abutting the property or premises to be served.
2. If the property or premise does not meet condition above, send an application to Developer Services.
3. Customer's requesting a relocation of their water service lines will pay a fee for the new water service line and the elimination of the existing water service lines (i.e., not subject to refunds). Note: If the water service lines are galvanized or lead, the customer will only pay the full cost for the elimination of the existing service line.

4. Customer's requesting that the water service line be upsized and placed in a new location will pay for the upsized water service line under the same policy as a new service. However, the Customer will pay the full cost for the elimination of the existing water service line.

What About Changes To Existing Mains?

If due to the development of a property, a main is required to be relocated/replaced, the Customer will pay the full cost of the relocation (i.e., not subject to refunds).

Who Is Responsible For What?

1. A "Service Line" is the portion of pipe that starts from a main and ends at the curb stop/meter pit. The Company is responsible for the installation of a Service Line. The Service Line is owned, operated and maintained by the Company. (N.J.A.C. 14:3-8).
2. A "Connecting Line" is the portion of pipe that starts at the curb stop/meter pit and conveys domestic water and/or fire service to the Customer. Connecting Line shall be installed by the Customer at the Customer's expense. The Customer owns and is responsible for the operation and maintenance of the Connection Line.
3. Customer may be responsible to pay the upfront cost to install the new Service Line.
4. The Company requires all meters to be installed outside the building being served. However, under certain conditions, the Company will allow meters to be installed inside the building.
5. The Connecting Line with a tail shall be installed by the Customer prior the Company making the service tap. The Company will tie-in to the Customers Connecting Line provided the Customer's Connecting Line was installed properly as per the metering drawings.
6. For water service lines 2-inches or less, the Company is responsible up to the curb stop/meter pit. In public roads, the Service Lines will be extended to behind the curb. Within easements, the water Service Lines will typically be within 5 feet of the water main, or extended to an area where the pit can be properly installed.
7. "Meter pit" is a structure that houses a small meter or meters less than or equal to 2-inches. Unless agreed upon by the Company and the Customer, it is installed, furnished and maintained by the Company. The meter pit shall be installed at a location acceptable to the express approval of the Company.
8. For water Service Lines greater than 2-inches, the Company is responsible up to the shut off valve only. In public roads, this valve will be extended to behind the curb. Within easements the valve will be within 5 feet of the water main.
9. "Meter vault" is a structure that houses a meter or meters larger than 2-inches. Unless agreed upon by the Company and the Customer, it is designed, furnished, installed, owned and maintained by the Customer. The meter vault shall be installed at a location acceptable to the express approval of the Company. The Customer is responsible to make the connection from the vault to the Company water Service Lines.The metering location provided by the Customer shall:
    a) Be at the Customer's risk and responsibility to protect the piping and appurtenances from freezing and vandalism.
    b) Meet the Company's minimum design and construction standards
    c) Meet any jurisdictional requirements of the municipality, county or state.
    d) Be located on private property and as close as possible to the Public Right of Way.
10. In the case where more than one water Service Line type exists (domestic, private fire protection or irrigation) all meters can be housed inside a meter vault if any one meter is greater than 2-inches.
11. A customer must install a water pressure reducing valve (PRV) where required by plumbing codes and:
    a) For meters located inside of the Customer's building, the device will be installed **before** the meter.
    b) For meters located outside of the Customer's building, the device will be installed before the meter for meters less than 2-inches or after the meter if greater than or equal to 2-inches.

Public Fire Hydrants

1. The Company is responsible for the installation and maintenance of Public Fire Hydrants.
2. The Company policy is to place all Public Fire Hydrants behind curb on the short side of the roadway.
3. If due to the development of a property, a Public Fire Hydrant is required on the long side of a divided (raised or grass) state highway, the Customer will be required to enter into a main extension for such Public Fire Hydrant installation. If a main extension is required, send an application to Develper Services.
4. If due to the development of a property, a Public Fire Hydrant is required to be relocated/replaced, the Customer will pay the full cost of the relocation of such Public Fire hydrant (i.e., not subject to refunds).

Private Fire Hydrants

1. The Company is responsible for the installation and maintenance of the Private Fire Hydrant service tap and valve only. In public roads this valve will be extended to behind the curb on the short side of the roadway. Within easements, the valve will be within 5 feet of the water main.
2. The Private Fire Hydrant installation shall be installed by the Customer from the Company's valve at the Customer's expense. It is the property of, and is to be maintained and kept in good repair by the Customer.
3. Private Fire Hydrants are unmetered and are to be installed within close proximity to the water main (~50 ft) and in an open area (i.e., not behind gates/fences/buildings). If a private fire hydrant can not be installed in a location as described above, a fireline service installation will be required and a proper backflow device installed.

Wells or Other Unapproved Water Supply

1. Keeping Well Active: A private well is considered an unapproved water supply by the NJDEP. "Unapproved water supply" means any source of water which is not part of a public community water system. If the property has a private well, and the well will not be abandoned, a Reduced Pressure Zone (RPZ) device must be installed just beyond the meter to prevent a possible cross connection. All costs associated with the installation and required inspections of a cross-connection device are the sole responsibility of the Customer.
2. Well Abandonment: If the well is properly sealed and abandoned, no Backflow Device is required. The Customer must provide documentation, in accordance with N.J.A.C. 7:9D, that the well was sealed or abandoned properly. All costs associated with the abandonment of the well are the sole responsibility of Customer.

Multi-Use Services

1. "Multi-use" service means water service that is supplied to a structure through one water Service Line extending from the water main to the structure, and which is used inside the structure for both domestic water service and fire suppression service.
2. A "multi-use" service is not a private fire service.
3. The Company may terminate a Customer's "multi-use" service for non-payment of a valid water bill for "multi-use" service, in accordance with the Board's rules governing discontinuance of such service at N.J.A.C. 14:3-3A.4(j) and N.J.A.C. 14:9-8.3.
4. By applying for "multi-use" service, and operating the same, the Customer agrees:
   To include a backflow prevention device(s) as defined at N.J.A.C. 7:10-1.3, and as specified at N.J.A.C. 7:10-10.3.

Backflow Devices

1. Backflow devices are a requirement by the NJDEP for all fire services and certain domestic services.
2. Domestic service backflow devices for commercial accounts with low to standard hazards are double check valves.
3. Domestic service backflow devices for commercial accounts with high hazard facilities including Medical offices and facilities, veterinary facilities, funeral homes, businesses where water is mixed or used in the processing of chemicals and food stuffs, etc., will require a Reduced Presure Zone (RPZ).
4. Domestic service backflow devices for accounts with an unapproved water sypply (i.e., private wells, gray water supply) will require a Reduced Presure Zone (RPZ).
5. Fire suppression service backflow devices are determined by the type of fire service and its connections. If there are any chemical or foam additives, any anti-freeze loops, any tanks, etc., a RPZ is required. For standard wet or dry fire sprinkler service with no additives or cross connections, a double check valve assembly is acceptable.
6. Backflow device location is to be placed downstream as close to the meter or detector check as possible and will not exceed one hundred (100) linear feet from the Company control valve.
7. Backflow devices can not be placed in a vault, pit or confined space and per Building Officials and Code Administrators International (BOCA) must be easily accessible. The backflow device with its inlet and outlet valves must be installed in an insulated above ground enclosure or building.
8. All costs to supply, install, maintain and inspect (test) a backflow device are the sole responsibility of the Customer.
9. All backflow devices need to be tested by a certified tester and reported to the Company.
10. When the backflow device is located in the building and private hydrants are connected to the fire service, they must be connected to the piping after the backflow device by running the piping back out of the building.
11. Reduced Presure Zone (RPZ) and double check valve assemblies must be installed horizontally.

Information to determine if your device shall require a Physical Connection Permit, frequency of inspection and forms to be submitted to the Water Company can be found at this New Jersey Department of Environmental Protection website. http://www.nj.gov/dep/watersupply/dwc_physcon.html

If required to submit a NJDEP Physical Connection Permit for your project, the Customer will be responsible to first submit the NJDEP application to the Company to sign as the Public Water Supplier. A set of plans shall accompany the application to review of the location of the water connections and backflow devices.

N.J.A.C. 7:10 APPENDIX A: **FACILITIES WITH CROSS-CONNECTION HAZARDS** The following is a list of the types of facilities which are considered as possible cross-connection hazards.
I. Medical Facilities 1. Hospitals 2. Clinics 3. Laboratories 4. Veterinary hospitals/clinics 5. Nursing and convalescent homes 6. Physical therapy clinics 7. Morgues 8. Mortuaries 9. Autopsy facilities 10. Embalmers 11. Medical offices with radiographic, physical therapy, and/or laboratory facilities.
II. Treatment plants 1. Sewage treatment plants 2. Waste water treatment plants 3. Industrial waste treatment plants 4. Pumping stations (sewage, waste water, industrial waste)
III. Commercial manufacturing/storage 1. Automotive plants 2. Aircraft/Missile plants 3. Beverage bottling plants 4. Breweries/distilleries 5. Chemical plants (manufacturing, use, storage, treatment, disposal) 6. Car wash facilities (automatic or self-serve) 7. Dairies and cold storage plants 8. Metals manufacturing plant (Cleaning, processing, refining, fabricating) 9. Paper and paper product plants 10. Petroleum or gas processing or storage facilities 11. Photographic film processing plants 12. Plating plants 13. Power plants 14. Radioactive materials or substances plants or handling facilities 15. Rubber plants (natural or synthetic rubber production) 16. Sand, gravel, concrete or asphalt plants 17. Technical schools, colleges, and universities 18. Solar heating systems (direct or auxiliary) 19. Temporary services

(street cleaners, tank trucks) using hydrants 20. Waterfront facilities (docks, marinas, etc.) 21. Food processing (manufacturing, canning, packaging)
IV. Buildings 1. Building with sewage ejectors 2. Building with water booster pump and/or water storage tank 3. Supermarkets 4. Restaurants 5. Schools, research facilities, and any buildings with laboratories 6. Buildings with fire service 7. Warehouses used for storage of hazardous materials 8. Factories 9. Shopping malls

Standard Detail Drawings

1. The Customer is responsible to design, furnish, install, own & maintain all meter vaults and heated enclosures that meet the Company's minimum design and construction standards.
2. The following drawings are located on our Company website at **www.amwater.com/njaw** under Customer Service & Billing / For New Customers / Meter Vault & Backflow Details.

Drawing No.	Title
SD88	Domestic, Fire & Multi-Use Service Location Schematic
SD89	Domestic & Fire Service Meter Vault
SD90	Domestic Service Meter Vault
SD91	Fire Service Meter Vault
SD92	Multi-Use Service Meter Vault
SD93	Domestic & Fire Backflow Preventer in Heated Enclosure
SD94	Single Service Backflow Preventer in Heated Enclosure
SD95	Domestic & Fire Service Meters & Backflow Preventers in Heated Enclosure
SD96	Domestic Meter & Backflow Preventer in Heated Enclosure
SD97	Fire Service Meter & Backflow Preventer in Heated Enclosure
SD98	Multi-Use Meter & Backflow Preventer in Heated Enclosure
SD99	Meter Vault (Details & Sizing)
SD100	Meter Vault Appurtenances
SD101	Heated Enclosure (Details & Sizing)
SD102	Typical Laying Lengths of Equipment & Fittings

Electrical Continuity At Meters

The Company assumes no responsibility for continuity of electrical grounding systems by the installation or removal of its meter. Water meters will not be installed in new Customer piping systems unless a suitable electrical bonding connection has been provided by the Customer around the meter. Such bonding will be in compliance with the National Electrical Code-1978, Section 250-112, and local power supplier electric service installation regulations. Section 250-112 states: "The connection of a grounding electrode conductor to a grounding electrode shall be accessible and made in a manner that will assure permanent and effective ground. Where necessary to assure this for a metal piping system used as a ground electrode. Effective bonding shall be provided around insulated joints and sections and around any equipment that is likely to be disconnected for repairs or replacement."