



GUIDE TO WATER SERVICE APPLICATIONS

How To Apply

Please contact our 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, contact Developer Services regarding a water main extension at njaw.developerservices@amwater.com

Is Water Service Available To My Site?

- 1) Water connections (service lines) shall be made by the Company subject to the prior existence of an adequately (capacity and pressure) sized distribution main 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).

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's 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 developer will pay the full cost of the relocation (i.e., not subject to refunds).

Time Frame

Applications will be processed based on obtaining all necessary approvals. Installation for new water service lines will normally occur in approximately 8 to 12 weeks after all required paperwork is received and depending on availability of materials, weather and departmental work loads. Unusual conditions related to material, permits, or emergencies could also delay installation.

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.

Who Is Responsible For What?

- 1) The Company is responsible for the installation and maintenance of the water service line.
- 2) Customer may be responsible to pay the upfront cost to install the new water service line.
- 3) A connecting line shall be installed by the customer at the customer's expense. It is the property of, and is to be maintained and kept in good repair by the customer.
- 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) For water service lines 2-inches or less, the Company is responsible for the installation and maintenance of the service tap, service line and meter pit. In public roads, the water 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.
- 6) "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.
- 7) For water service lines less than or equal to 2-inches the connecting line with a tail shall be installed by the customer prior the Company making the service tap. The Company will make the connection to the customers connecting line provided the customer's connecting line was installed properly as per the metering drawings.
- 8) For water service lines greater than 2-inches, the Company is responsible for the installation and maintenance of the service tap and 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 metering location provided by the customer shall:
 - a) Be at the owner's risk and responsibility to protect the piping and appurtenances from freezing and vandalism.



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- b) Meet the Company's minimum design and construction standards
 - c) Meet any jurisdictional requirements of the municipality, county or state.
- 10) For water service lines greater than 2-inches, provided the building is under construction, the Company will make the service tap in a location agreed to by the customer and the Company. The customer is responsible to make the connection from the vault to the Company water service lines.
- 11) In the case where more than one water service line type exists (domestic, private fire protection or irrigation) all meters shall be housed inside a meter vault if any one meter is greater than 2 inches.
- 12) 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 on the upstream side of the meter.
 - b) For meters located outside of the customer's building, the device will be installed on the upstream side of the meter for meters >2 inch or downstream side of the meter for meters \leq 2 inches.

Backflow Devices

- 1) Backflow devices are a requirement by the NJDEP for all fire services and certain domestic services.
- 2) Domestic service backflow devices are double check valves for commercial accounts with low, standard hazard. 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 Reduced Pressure Zone (RPZ).
- 3) Domestic service backflow devices for residential accounts with gray water systems will require RPZ's.
- 4) All backflow devices need to be tested by a certified tester and reported to the Water Company annually.
- 5) Fireline backflow device is 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 devices can not be placed in a vault, pit or confined space and per 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.
- 7) Backflow devices are supplied, owned, regularly inspected(tested) and maintained by the customer and are always downstream of the meter or detector check valve.
- 8) There can be no connections to the service before the backflow device, which is to be placed as close to the meter or detector check and the connection to the Company as possible.
- 9) When the backflow device is in the building and 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.



Insulated Above Ground Enclosures

When the meters are proposed for insulated above ground enclosures, the order of installation is as follows:

- 1) OS&Y Gate Valve (Inlet) (Supplied by owner)
- 2) Metering Device (Detector Check Valve or Meter) (Supplied by Water Company)
- 3) OS&Y Gate Valve (Supplied by owner)
- 4) Back Flow Device (Supplied by owner)
- 5) OS&Y Gate Valve (Supplied by owner)

The center of the piping should be at least 18" off the nearest wall. There should be 1) a minimum of 6' of vertical clearance from floor to ceiling, 2) a minimum of 4' of clearance to work in front of the piping along the meters and back flow devices, and 3) a minimum of 12" clearance at either end between the wall and the OS&Y gate valves. The minimum distance from the floor to the centerline of the pipe is 27"; the max is 48".

Customer can request specs for the detector check valve, the compound domestic meters as well as the vault sketch for the domestic & fire service set up. NOTE: If a vault is used, the backflow device can not be placed in a vault, pit or confined space. In the case of a vault, the detector check or domestic meter with inlet and outlet valves will be installed as shown, but the backflow device with its inlet and outlet valves must be installed in an insulated above ground enclosure or the building under the conditions described above. NOTE: Both permitted and non-permitted backflow devices must be tested regularly.

Electrical Continuity At Meters

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 Company 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."

The Company assumes no responsibility for continuity of electrical grounding systems by the installation or removal of its meter.



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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 developer 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 Developer Services.
- 4) If due to the development of a property, a Public Fire Hydrant is required to be relocated/replaced, the developer will pay the full cost of the relocation of such Public Fire hydrant (i.e., not subject to refunds). If a Public Fire Hydrant relocation is required, send an application to Developer Services.

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 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 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). All other installations will require a fireline service.

Note: The information in this guide is made available for easy reference for potential customers. All services are subject to the rates and conditions of the Water Company's Tariff which is available on the Company's website.