

**Tap Policy**

In a sincere effort to meet the needs of all of Missouri American Water’s customers regarding new tap services, the following policy has been revised as of November, 2016. This document is divided into two sections: **Small Connections** which consist of 2” and smaller taps, and **Large Connections**, which include 3” and larger taps.

**SMALL TAP CONNECTIONS**

**ESTABLISHED TIME FRAMES**

The processing time from receipt of the tap information in the Craig office to scheduling in the field is a minimum of two (2) business days. Taps filed with the System Records department (in the Craig office) prior to noon are considered received on that day. Taps filed with System Records after noon are considered received on the next business day.

**For example**: If the tap is filed before noon on Monday, Missouri American Water will process the information on Monday. The tap will be scheduled for Wednesday.

If the tap is filed after noon on Monday, Missouri American will process the information on Tuesday. The tap will be scheduled for Thursday.

Missouri American Water Field Technicians do not have an “inclement weather” clause in their contract. Please take this information into account when deciding whether or not a tap will be worked on the date for which System Records created the service order. Assume that the tap will be worked on the date indicated. The System Records staff is unable to guarantee morning or afternoon time slots on a particular date.

 You will receive a phone call from a representative of Missouri American Water:

* If we anticipate not being able to make the tap on the date you requested (morning call)
* If we anticipated making the tap that day, but circumstances beyond our control are going to prevent us from doing so (as soon as we are aware of the schedule change)
* We will attempt to find a mutually suitable time to reschedule the tap
* Should there be a change in “readiness” at the premises, the plumber will need to contact the System Records Department (list provided on last page) in order to prevent a “tap turn down” on site.

**READY TAPS**

If the plumber is aware of the date that a tap is ready System Records will:

* Collect the Data Form (Department of Natural Resources Form 1, two-sided)

**NOTE 1:** All information must be entered legibly on the Data Form, including:

* Facility address
* Subdivision name and lot number
* Facility owner’s complete mailing information
* Municipality/St Louis County stamp or a copy of the plumbing permit.
* Notification of a destroy/make tap.
* An excavation permit is necessary when working in right of way, it is not necessary while working in a utility easement.
* Keep a copy of any required excavation permit or municipality release
* Receive the payment check
* Verify the information on the forms
* Enter the data into the Missouri American Water customer information database
* Issue a service order for the date requested (as long as it is received before the noon cut off and scheduled a minimum of two days in advance)
* Deposit the check
* Mail a receipt of payment to the payee.

Once recorded in the customer information database, the tap is considered “ready” for the date filed. Please reference the **ESTABLISHED TIME FRAMES** to calculate when the tap will be made.

**WILL CALL TAPS**

If the plumber is uncertain as to when the tap will be ready, System Records will:

* Collect the Data Form
* Keep a copy of any required excavation permit or municipality release
* Receive the payment check
* Deposit the check
* File the Data Form(s) by Plumber’s Name in the System Records department
* Keep a copy of the plumbing permit

Missouri American Water will not enter information into the customer information database. The tap is not considered “ready.” (Reference **NOTE 1** above)

## CALLING THE TAP READY

Once the plumber determines a “Will Call” tap is “ready:”

* A plumbing company representative should contact the System Records department at least two (2) business days in advance (reference ESTABLISHED TIME FRAMES described above)
* The plumber will inform System Records of the date the premises will be ready
* System Records will locate the Data Form and update it with the date requested
* American Water will enter the premises details into the customer information database
* From this point on, the tap is considered “ready” for that date
* Should there be a change in “readiness” at the premises on the day of the tap, the plumber will need to contact an Operations Supervisors (list provided on last page) in order to prevent having a “tap turn down” on site.

Once recorded in the customer information database, the tap is considered “ready” for the date filed. Please reference the **ESTABLISHED TIME FRAMES** to calculate when the tap will be made.

**TURNED DOWN TAP**

The Field Technician will travel to the premises on the date specified by the plumbing contractor unless unable to do so for scheduling reasons (reference **ESTABLISHED TIME FRAMES**). Should the Field Technician arrive at the premises and find the tap not ready for any reason (indicated on the pink “Tap Turn Down” form left at the job site), the tap will be turned down. The Field Technician will call the System Records Department to notify them of the Tap Turn Down.

To reorder the tap:

* The plumbing company must take corrective actions at the job site per the instructions on the “Tap Turn Down” form
* A plumbing company representative must bring the tap turn down fee to the System Records department at the Craig office
* The plumbing company representative gives the new tap date to the System Records department to reschedule another trip by the Field Technician
* Missouri American Water will make every attempt to assist in scheduling the tap at a convenient time; however, the **ESTABLISHED TIME FRAMES** may have to be applied, depending upon the Field Technician’s schedule.

# DATA FORMS IN WILL CALL

Data forms left in “Will Call” status for six months or longer will be considered expired, unless the plumbing company contacts the System Records department with an update as to the status of the tap. **Checks are non-refundable** and data forms left with Missouri American Water for over six months (with no updated information from the plumber) will be removed from the file. Please estimate as accurately as possible the time frame in which you will make new taps before bringing them into the System Records department for filing.

# EXCEPTIONS

Missouri American Water will make an exception to the non-refundable tap in the following two situations:

1. The Data Form is filed, the tap has been paid for and the plumber discovers that a new tap is not needed at this premises (i.e., the old tap can be used again). The plumber will receive a refund.
2. The Data Form is filed, the tap has been paid for and the plumber finds that a different size tap is needed. The plumber will pay the difference or will receive a refund.

There will be no refund if a plumber files a Data Form, pays for the tap and the project is repealed for whatever reason from the plumbing company.

SPECIAL REQUESTS

Special circumstances will be handled on a case-by-case basis. Missouri American Water attempts to serve the needs of all customers in a timely fashion. We recognize that unforeseen circumstances may require actions above and beyond the framework of this documentation. Please contact an Operations Supervisor in those situations (list provided on last page).

**LARGE TAP CONNECTIONS**

Prior to purchasing a large connection, plans should be submitted to Missouri American Water’s Engineering Department for clearance and approval. Plans will then be sent to Field Customer Service Supervisor to review. If a fire flow meter is to be installed you will need to obtain a quote from the Field Customer Service Supervisor, prior to coming into the office. Once the plans have been reviewed and approved. The following steps should be taken:

* Bring all forms to the System Records department at the Craig office at least twenty (20) business days prior to scheduling an inspection
* Items needed in order to purchase a large tap connection:
	+ Check for tap fee and fire flow meter costs if applicable
	+ Two sets of plans
	+ Excavation permit is necessary for a 3” and larger connection if required by the municipality
	+ DNR form 1 with appropriate information (Reference **NOTE 1** above)
	+ DNR form 1A for taps in non-contract municipalities
	+ Application for Special Connection
	+ Plumbing permit

• When requesting a large tap, the contractor will be responsible for the following:

1. A backhoe must be on-site at the time the tap is made to assist the tapping crew.
2. The contractor is responsible for making sure the tap hole is OSHA acceptable.
3. Any traffic controls that are required to be in place.
* After the service line and tap hole pass inspection, the tap is placed on the Construction department schedule
* Contact the Field Customer Service Supervisors (list provided on last page) after 6:30 a.m. the day after the site passes inspection if there are questions as to when the tap will be made.

Missouri American Water anticipates making a timely tap in all circumstances; however, labor restrictions, uncontrollable weather conditions (especially main breaks) and other unforeseen circumstances beyond our control may prevent us from following the plumber’s preferred timeline.

**PRICING STRUCTURE**

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| **Missouri American Water TAP PRICES CAST/DUCTILE IRON MAINS** |
| **SIZE** | **PRICE** |   | **SIZE** |  **PRICE** |
|  |  |   |  |  |
|   |   |   | 20X4PT | $1,675 |
| 1" | $155 |   | 20X6PT | $1,825 |
| 1.25" -1.5" | $235 |   | 20X8PT | $2,200 |
| 2" | $345 |   | 20X12PT | $3,075 |
|   |   |   |   |   |
|   |   |   | 24X4PT | $2,325 |
| 4X4PT | $1,375 |   | 24X6PT | $2,450 |
| 6X4PT | $1,425 |   | 24X8PT | $2,850 |
| 6X6PT | $1,575 |   | 24X12PT | $4,000 |
|   |   |   |   |   |
|   |   |   | 30X4PT | $2,550 |
| 8X4PT | $1,450 |   | 30X6PT | $2,525 |
| 8X6PT | $1,600 |   | 30X8PT | $3,025 |
| 8X8PT | $1,750 |   | 30X12PT | $4,225 |
|   |   |   |   |   |
| 12X4PT | $1,675 |   | 36X4PT | $2,550 |
| 12X6PT | $1,650 |   | 36X6PT | $2,600 |
| 12X8PT | $1,950 |   | 36X8PT | $3,025 |
| 12X12PT | $2,600 |   | 36X12PT | $4,225 |
|   |   |   |   |   |
| 16X4PT | $1,700 |   | 42X4PT | $2,600 |
| 16X6PT | $1,750 |   | 42X6PT | $2,650 |
| 16X8PT | $2,050 |   | 42X8PT | $3,075 |
| 16X12PT | $2,675 |   | 42X12PT | $4,275 |
|   |   |   |   |   |
| TAPS ON ASBESTOS CEMENT, PVC, LOCK JOINT, STEEL AND HDPE MAINS, AND OFF-HOURS TAPS, WILL BE PRICED SEPARATELY. PRICES SUBJECT TO CHANGE WITHOUT NOTICE. EFFECTIVE 09/01/2016.  |
| SERVICE CONNECTIONS 2" AND SMALLER, MADE ON MAINS 20" AND LARGER, ARE PRICED SEPARATELY.  |
| QUOTES GOOD FOR 30 DAYS. |   |   |   |   |
| Revised: 06/30/2016 |   |   |   |

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|  **Missouri American Water**  |
|  **AC MAIN - TAP DESTROY PRICING** |
| **SIZE TAP** | **PRICE** |   |   |
| 3/4" - 1" | $1,050 | 6" AC Main |   |
| 1.25" - 1.5" | $1,075 | 6" AC Main |   |
| 2" | $1,075 | 6" AC Main |   |
|   |   |   |   |
| 6X4PT | $1,075 |   |   |
| 6X6PT | $1,075 |   |   |
|   |   |   |   |
| 3/4" - 1" | $1,150 | 8" AC Main |   |
| 1.25" - 1.5" | $1,150 | 8" AC Main |   |
| 2" | $1,150 | 8" AC Main |   |
|   |   |   |   |
| 8X4PT | $1,150 |   |   |
| 8X6PT | $1,150 |   |   |
| 8X8PT | $1,150 |   |   |
| Prices subject to change without notice.  |   |   |   |
| Quotes good for 30 days. |   |   |   |
| effective date: 09/01/2016 |   |   |   |
|   |   |   |   |
| revised: 06/30/2016 |   |   |   |

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| **Missouri American Water SMALL TAP FEES** |
| **Cast Iron and Ductile Iron Mains** |
| Service Line Size | Number of Taps | Price |  |  |  |
| 3/4" | 1 - 3/4" | $155 |  |  |   |
| 1" | 1 - 3/4" | $155 |  |  |   |
| 1.25" | 2 - 3/4" | $235 |  |  |   |
| 1.5" | 2 - 3/4" | $235 |  |  |   |
| 2" | 3 - 3/4" | $345 |  |  |   |
| 2.5" | 3 - 3/4" | $345 |  |  |   |
|   |  |  |  |  |   |
| **Plastic and Asbestos Cement (AC) Mains** |
| Service Line Size | Number of Taps | 6"AC Price | 8"AC Price | 6"PVC Price | 8"PVC Price |
| 3/4" | 1 - 3/4" | $220 | $235 | $220 | $235 |
| 1" | 1 - 3/4" | $220 | $235 | $220 | $235 |
| 1.25" | 2 - 3/4" | $370 | $400 | $370 | $400 |
| 1.5" | 2 - 3/4" | $370 | $400 | $370 | $400 |
| 2" | 3 - 3/4" | $540 | $590 | $540 | $590 |
| 2.5" | 3 - 3/4" | $540 | $590 | $540 | $590 |
|   |  |  |  |  |   |
|  |
| Service connections 2" and smaller, made on mains 20" and larger are priced separately.  |   |
| Prices subject to change without notice. Quotes good for 30 days. Effective: 09/01/2016 |  |
| revised 06/30/2016 |   |   |   |   |

**These prices may be changed without notice. Quotes good for 30 days.**

**CONTACT INFORMATION**

System Records Department: 314-996-2244

**Small Connections - 2" and smaller**

Operations Supervisors

Varon Johnson, 314-996-2473

Lynette Kern, 314-996-2452

Bruce Hillen, 314-996-2499

**Large Connections - 4" and larger**

Field Customer Service Supervisors

North: Joseph Finfrock, 314-996-2228

Central: Lamarr White, 314-996-2474

West: Brenda Wickenhauser, 314-996-2480

South: Dave Brakensiek: 314-996-2466