



# **CUSTOMER'S GUIDE TO WATER AND WASTE WATER SERVICE APPLICATIONS**



**GUAM WATERWORKS AUTHORITY**



# "Investing in Better Water Better Lives"



## DID YOU KNOW?

A Service Line is a small diameter pipe connection from the GWA water main to a single customer's home or business and includes a GWA water meter and customer shut-off valves, and sometimes a pressure reducing valve. The maximum length of a Service Line is 100-feet. Where an existing distribution main is not within 100-feet, a mainline extension will be required.

## DID YOU KNOW?

A Building Permit is a Department of Public Works document that is issued prior to the start of construction. Plans and specifications for water and sewer services are submitted along with the permit application. They are accepted and approved by GWA via a signature on the building permit application form.

*The following information is applicable to customers applying for new water and/or sewer service connections to the GWA system. Typically this will be those individuals that are constructing new homes or businesses. It is not applicable to customers wishing to have a meter installed in an existing service line or activate an account on an existing sewer service lateral.*

*This information is intended to help explain the process of applying for water and/or sewer service connections. The following summary includes the steps that will guide you through the process and lists documents that will have to be provided to complete your application.*

## WATER METER INSTALLATION:

**1. When to Apply:** An application must be made before a contractor begins construction on the water or wastewater lines.

**2. Where to Apply:** Applications are initially received at the Customer Service Department. The following information is required to make a complete application:

- Application Form (Information Sheet).
- Certificate of Title (or Deed of Gift).
- Building Permit Or a letter from Department of Agriculture if you are applying for an Agriculture Meter.
- Map to the service location.
- Authorization to Sign (If the applicant is not the property owner, an authorization from the owner is required).

**3.** The Customer Service Department will assign an account and a work order number and then walk the customer to the Permits and Inspections Section.

**4.** Permits and Inspection personnel will verify the completeness of documentation and also assist the customer to fill out of an additional form – "Request for

Tapping Permit Form". The Permit to Tap is required before any connection to the GWA system. By completing it at this stage of the process it will save a visit later and is highly recommended.

**5.** The applicant should be free from any outstanding debts.

**6.** Commercial accounts should be under the business's name, and the business owner's name will be recorded in the joint customer information form.

**7.** New installation request are valid for 270 days from the date of application and will be cancelled if customer is unable to complete the new account requirements. Customer will be required to re-submit application.

**8.** GWA will conduct periodic inspections throughout construction to ensure compliance with the Building Permit. Our focus will be on infrastructure that will be inherited by GWA at the completion of construction. GWA will not accept these infrastructure without having the opportunity to inspect during construction.

**9.** The applicant or applicant's contractor is responsible for informing GWA at least 48 hours in advance of the scheduled dates for trenching, meter installation, and tapping.

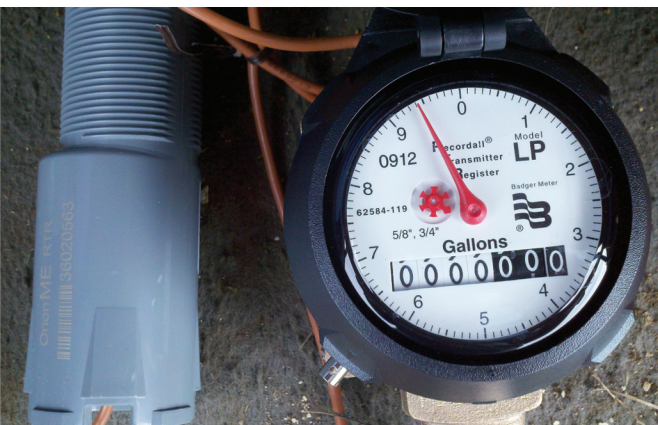
**10.** After approval of the installation, Permits and Inspection personnel will prepare a job cost sheet for the applicant. The job cost sheet delineates the charges associated with the installation of the meter and the meter cost. These rates have been approved by the Public Utilities Commission. Also, a sketch will be provided indicating exact location of meter installation.

**11.** The applicant then returns to Customer Service Department to further process work order. Payment is then made to GWA cashier. After receipt of payment, a service order is forwarded to meter services. Meters are typically installed within 3-5 working days of receiving the service order.



## WASTEWATER SERVICE CONNECTION:

**Note:** The initial steps for a wastewater application are the same as for a water meter application. These steps do not have to be repeated if applying for water and wastewater connections. Waste water only, go to the permits section to apply for a tapping permit.



1. **When to Apply:** An application must be made before a contractor begins construction on the wastewater line.
2. **Where to Apply:** Applications are initially received at the Customer Service Department. The following information is required to make a complete application:
  - Application Form (Information Sheet).
  - Certificate of Title (or Deed of Gift).
  - Building Permit.
  - Map of the service location.
  - Authorization to Sign (If the applicant is not the property owner, an authorization from the owner is required).
3. The Customer Service Department will assign an account and a work order number and then walk the customer to the Permits and Inspections Section.
4. Permits and Inspection personnel will verify the completeness of documentation and also assist the customer to fill out of an additional form – **A waste water Tapping permit**. The Connection Permit is required before any connection to the GWA system. By completing it at this stage of the process it will save a visit later and is highly recommended.
5. The applicant should be free from any outstanding debts.
6. Commercial accounts should be under the business's name, and the business owner's name will be recorded in the joint customer information form.
7. New installation request are valid for 270 days from the date of application and will be cancelled if customer is unable to complete the new account requirements. Customer will be required to re-submit application.
8. GWA will conduct periodic inspections throughout construction to ensure compliance with the Building Permit. Our focus will be on infrastructure that will be inherited by GWA at the completion of construction. GWA will not accept these infrastructure without having the opportunity to inspect during construction.
9. The applicant or applicant's contractor is responsible for informing GWA at least 48 hours in advance of the scheduled dates for trenching, meter installation, and tapping.
10. After approval of the installation, Permits and Inspection personnel will prepare a job cost sheet for the applicant. The job cost sheet delineates the charges associated with the installation of the meter and the meter cost. These rates have been approved by the Public Utilities Commission. Also, a sketch will be provided indicating exact location of meter installation.
11. The applicant then returns to Customer Service Department to further process work order. Payment is then made to GWA cashier. After receipt of payment, a service order is forwarded to meter services. Meters are typically installed within 3-5 working days of receiving the service order.

For additional information regarding this information, contact the Permits and Inspection Division at 647-7847/9.

Should you have any suggestions to help us improve this document, please contact the Permits and Inspection Division at 647-7847/9.





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Visit our website at [www.guamwaterworks.org](http://www.guamwaterworks.org)

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