



## **Residential Customers**

### **New Water and/or Sewer Service Information**

A service line is the pipe located within the public right-of-way or easement that connects a water main to a water meter or that connects a wastewater main to the house line serving the property. If there is not a water service line or sewer service lateral already installed for a property, then one must be installed at the customer's expense. A customer can pay a connection fee and ECUA will connect the service(s) or the customer can hire an appropriately licensed contractor to connect the service(s) and ECUA will inspect the connection(s). The water connection fee is set by the ECUA Board.

#### **If you choose to have ECUA install your new service:**

- It is the customer's responsibility to secure all permits for construction in the public right-of-way from the appropriate agency. The customer must provide the superintendent of the crew that will install the service with proof that the permit was granted before ECUA will commence with the installation. ECUA will install a temporary patch in the roadway after the work is completed. It is the responsibility of the permit holder to make the final restoration of the roadway as required by the agency that issued the permit.
- The water connection fee must be paid in full for your specific meter size.
- The sewer connection fee is based on the actual cost of the connection, which includes the costs for labor, materials and overhead, as determined by ECUA. The customer will be given a quote from ECUA for their approval before the work begins.
- ECUA will only make connections on normal work days between 8:00 a.m. and 2:00 p.m.

#### **If you choose to hire a contractor to install your new service:**

- You must contact ECUA two business days prior to the work to schedule an inspection.
- ECUA must approve the work before the connection is covered or backfilled.
- ECUA will only inspect connections on normal work days between 8:00 a.m. and 2:00 p.m.

#### **If the customer connects to an existing sewer lateral:**

- You must contact ECUA two business days prior to the work to schedule an inspection.
- The plumber, licensed by the State of Florida, must certify on the application form provided by ECUA that the lateral is connected to ECUA's collection system and is in good condition. An ECUA inspector must be present to witness this connection.
- ECUA will only inspect connections on normal work days between 8:00 a.m. and 2:00 p.m.

ECUA must be contacted a minimum of 48 hours in advance to schedule a connection or inspection. All connections and inspections will be made between the hours of 8:00 a.m. and 2:00 p.m.

After all fees have been paid, water and sewer tap orders will be issued and the work completed. New services are installed in the order they are received. You will be given a meter card, which should be placed on a stake on your property line where the meter is to be located. The meter card must be in place for the service installation to be scheduled and subsequently installed.

All new water and sewer service installations are dependent on field verification of the line location. If a water or sewer line is not available within a prescribed distance, approximately 100 feet, fees will be refunded.

The ECUA Code Chapter 5, established in accordance with Florida Department of Environmental Protection (FDEP) Rule, 62-555.360 – Cross Connection Control for Public Water Systems requires residential property owners with certain type of water service, to install, operate, maintain and test backflow prevention assemblies (BPAs). Any residential property with a dedicated irrigation service, or a dedicated fire suppression service must meet these requirements. Any residential property with an auxiliary water supply (such as private well) must also meet these requirements or provide acceptable certification of no cross connection. The type of BPA required depends on several factors and will be determined by ECUA based on information you provide on the attached questionnaire. The BPA must be tested upon installation and tested biannually by a certified BPA tester who is registered with ECUA. For your convenience a list of licensed plumbers and a list of certified BPA testers are attached. If you, your licensed plumber or your certified and registered BPA tester have any questions please contact the Cross Connection Control Division at (850) 969-3346.

**IF YOU HAVE ANY QUESTIONS CONCERNING THE NEW SERVICE INFORMATION,  
PLEASE INFORM THE CUSTOMER SERVICE REPRESENTATIVE.**

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

OFFICE USE ONLY

\_\_\_\_\_  
Customer Service Specialist

\_\_\_\_\_  
Date

Revised 11/21/14  
Revised 12/18/14  
Revised 11/3/17  
Revised 3/26/18  
Revised 4/23/18  
Revised 5/17/19  
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