

NEW SERVICES SMALLER THAN 3”



***One Completed New Services Workbook is required for each service request. ***

NOTE: DO NOT PRINT OUT DOCUMENTS TO COMPLETE. COMPLETE AS AN ELECTRONIC WORKBOOK.

All restoration will be the responsibility and at the sole costs of the Builder/ Developer.

- 1) Requestor will contact Missouri-American Water Co. (MAWC) to request a New Services Workbook or can retrieve the workbook from our internet page. See link attached:
<https://www.amwater.com/moaw/About-Us/Doing-Business-With-Us/St-Louis-County-Service-Line>
- 2) The New Services Workbook contains the following:
 - Demand Worksheet
 - New Service Application
 - New Service Bid Sheet
 - Total Costs Sheet
- 3) **Demand Worksheet:**
 - a. Fill in items in “Yellow cells”. Information at top of form will carry over to the other forms in the workbook. “District” has a drop down for selection in area work is performed.
 - b. Input the number of fixtures in the building that you are applying
 - c. For certain types of construction requesting a service smaller than 3” where the demand fixture is not listed (ex. Car wash or yard hydrants), please contact MAWC, System Records Dept. (314) 996-2244 or email MOAWC-STL.SystemRecords@amwater.com for assistance.
 - d. Worksheet will calculate the “Highest flow demand required” for the building (Red font)
 - e. Populate the “static” pressure of the water at the closest location of the service request, either from the water main from a fire hydrant nearby or an existing service prior to the pressure regulator of a home nearby. Information comes from your plumber. (This applies to new subdivisions, if service request is in an established area, please contact MAWC, System Records Dept. (314) 996-2244 or email MOAWC-STL.SystemRecords@amwater.com; and we can provide the minimum pressure in the area.)
 - f. Populate the length of the service line being requested from the main to the meter. (Typically, in a new subdivision with a 50 ft right of way the long side service line length would be 60ft and a short side service would be 10 ft.)
 - g. The worksheet will calculate the smallest size of service line and meter to establish a minimum outlet side of the meter pressure of 40 PSI. The sheet will indicate **“USE”** highlighted in green. If you see in the calculations for the different combinations “Fail” and “no value” is shown, this means that the Highest Flow demand has exceeded the meter size capability. If the pressure on the outlet side of the meter is below 40 PSI or the flow demand exceeds the meter size capability, **“DO NOT USE”** highlighted in red will be indicated. In situations where the static pressure of the area is 40 PSI or less the workbook will not provide you a service line size and meter size. In this situation, please



contact MAWC, System Records Dept. (314) 996-2244 or email [MOAWC-AMERICAN WATER
STL.SystemRecords@amwater.com](mailto:MOAWC-AMERICAN WATER.STL.SystemRecords@amwater.com) and we can assist on the sizing of the service and meter.

- h. Please note the size of the service and the meter selected as this information will be used on the other documents within the workbook.
 - i. Proceed to the New Service Application tab
- 4) **New Service Application:**
- a. Fill in items in “Yellow” cells on the Application including the type of service being requested. Some information will carry over from the “Demand Worksheet”
 - b. Indicate the size of the requested service and meter in the area for the type of service being applied (i.e. “Complete For Domestic Water Service”) from the Demand Worksheet. At the bottom of the application, there is a request if you are sole sourcing this work to a particular plumbing contractor. Indicate name of contractor in this location.
 - c. Sign and date the form. (Just type in your name in the signature area line and in the printed area)
 - d. Proceed to the New Services Bid Sheet tab
- 5) **New Services Bid Sheet:**
- a. Place an “X” in the area above the size of service and meter setter that was indicated from the Demand Worksheet and obtain a price from your contractor. * **(Contractor must have executed contract with MAWC for this type of work)** Bid price must be separated out between “Material” and “Labor” costs. This bid costs will be a “Costs not to Exceed”. This will be the costs that MAWC pays the contractor for the service installation.
 - b. Populate the bid costs on the form in the “Yellow” cells.
 - c. Save New Service Workbook to your computer
 - d. Provide the following items back to MAWC-email:
MOAWC-STL.SystemRecords@amwater.com:
 - Completed New Services Workbook
 - Plumbing permit/ “Integrated Permit” and Excavation permit (if applicable) numbers for the water service being requested. (The licensed plumber can obtain a plumbing permit from either St. Louis County or the governing municipality based on the following matrix: [St louis County Municipality Contract Agreement Matrix](#)) in districts where applicable.
 - e. MAWC will review information submitted.

Optional

If requestor wishes to use a contractor for “Sole Source” bid prices that does not have an executed contract with MAWC, Requestor must contact MAWC Procurement dept to start process. Contractor must meet MAWC’s, insurance and safety requirements. Contractor will be required to join MAWC’s safety program, ISNetworld and follow all the requirements set forth. If contractor meets MAWC requirements the process can continue to execute a Master Service Agreement for this type of work. (*Please allow up to 4 weeks to complete this process)

- f. Proceed to Total Costs Sheet
- 5) **Total Costs Sheet:**
- a. MAWC will add in our fees and provide the total costs of the service connection.
 - b. MAWC will email the party that sent the afore- mentioned information a Copy of the Completed New Services Workbook that will contain the Completed Total Costs Sheet that includes the plumbing contractors bid price and MAWC fees for their records.
 - c. Proceed to next step.
- 6) Requestor will submit the payment either by mail or drop off for the service to MAWC's System Records Department at 727 Craig Rd. St Louis, MO 63141. If drop off, go to lower-level lobby and dial x2244 on lobby phone for service. **Please note the subdivision name(s), address(s), and Lot number(s) with the check. Break out the total amount per service to match the total of the check amount if paying for more than one service installation.**
- 7) Once payment is received, MAWC will send the appropriate paperwork to the plumbing contractor to begin the installation of the service line from the water main to the meter box location. Once the contractor receives the purchase order from MAWC that is their notice to proceed with the installation. ***NOTE: Prior to beginning service line installation the portion of the service line from the building to within four (4) ft of the proposed meter box location must be installed by the builders/ developers plumbing contractor. The service line should be installed up to ground level and terminated. (Meter-box should be located within 5-feet of the property line.) *This applies if the plumbing contractor is a different contractor then hired by MAWC.**
- 8) Once plumbing contractor has installed the service, meter setter and meter box, plumber can contact MAWC- Georgia Ezell email: Georgia.Ezell@amwater.com and CC Varon Johnson Varon.Johnson@amwater.com to schedule the tap to be completed by our tappers. ***NOTE: PRIOR TO CALLING FOR THE TAP, THE SERVICE LINE MUST BE INSTALLED FROM THE MAIN TO THE BUILDING.**
- 9) Once Water Service has been installed and approved by the plumbing jurisdiction, the contractor shall submit their invoice with the price that was indicated on the bid (price indicated on task order that will be provided to contractor by MAWC) along with lien waiver to MAWC - email: MOAWC-STL.SystemRecords@amwater.com and CC Georgia.Ezell@amwater.com for payment for the portion of the service from the main to the meter. We request that this invoice and lien waiver be submitted within 30 days of completion but would prefer within two (2) weeks of completion.

***NOTE: PLEASE ALLOW UP TO 4 WEEKS FROM THE START OF PROCESS TO ISSUING WORK TO THE PLUMBING CONTRACTOR. TIME FRAME MAY CHANGE BASED ON HOW QUICKLY INFORMATION IS PROVIDED BACK TO MAWC. ***