

## Missouri-American Water Co. (MAWC)– St. Louis Operations

### New Service Tap

#### **Small taps (2 1/2" and smaller)**

- The customer's plumber will install the service line from the foundation of the building to (4) ft from the proposed meter box location.
  - The copper service will be installed up to ground level and terminated. Meter box to be installed by MAWC within (5) ft of the property line on the main or building side of the property line.
- The customer's representative will request a service installation from MOAW at least four (4) weeks in advance of needing the connection to allow for processing and scheduling. The request can be made by contacting our System Records department email [MOAWC-STL.SystemRecords@amwater.com](mailto:MOAWC-STL.SystemRecords@amwater.com) or from our Internet Page: <https://www.amwater.com/moaw/About-Us/Doing-Business-With-Us/St-Louis-County-Service-Line>
- The customer's portion of the service line must be installed prior to requesting a service install from MAWC. *This applies if the customer's plumbing contractor is different than MAWC's plumbing contractor.*
- At the time of the request the customer must complete **electronically** the New Services Workbook-smaller than 3". This workbook contains the following:
  - Demand Worksheet
  - New Service Application
  - New Services Bid Sheet
  - Total Costs Sheet
    - A detailed step process guide will be provided to guide you through completing the Workbook and the process steps.
- One (1) Completed New Services Workbook is required for each service request.
- Once MOAW receives the above documents and required payment of the fees, the customer's account will be set up and the tap connection and installation will be scheduled.
- MOAW's plumbing contractor will be responsible to excavate the OSHA safe excavation for the service connection, the service connection, the installation of the service line from the water main to (4) ft beyond the meter box location, the meter box, meter setter. MOAW personnel will make the tap and installs the meter.
- The customer or the customer's representative will ensure the property line is clearly identified, and must remain so, during installation of the service and meter box.
- The meter will be set at the time of the main being tapped for the connection for ¾" and 1" meters. 1 ½" and 2" meters will be installed within approximately a week of the tap connection.
- The installation will include connecting to the customer's previously installed copper service line that was terminated at ground level.

*\*All new services less than 3" will be bid on a case-by-case basis. Customer to obtain bid using plumbing contractors that are qualified and have an active contract with MAWC to install water service lines smaller than 3" in diameter. A list of these contractors can be provided to the customer at the time of the request.*