

# NEW SERVICE PROCESS

(2" and smaller)



2300 Richmond Road  
Lexington, KY 40502  
Customer Service: (800) 678-6301  
www.kentuckyamwater.com

## STEP 1

To request new service we will need the following:

- Tap Application Form
- Contract
- State Plumbing Inspection to verify if inspection is complete  
(Visit [www.approvedwaterservices.com](http://www.approvedwaterservices.com) for updates)
- Tap Fee
- Backflow Prevention Survey (for non-residential services only)

*Fees effective June 28, 2019:*

	<u>Tap Fee</u>	<u>Monthly Meter Fee</u>
5/8" meter	<b>\$1,223.00</b>	<b>\$15.00</b>
1" meter	<b>\$2,174.00</b>	<b>\$37.30</b>
1.5" meter	<b>\$4,002.00</b>	<b>\$74.70</b>
2" meter	<b>\$4,002.00</b>	<b>\$119.50</b>

## STEP 2

Submit completed tap application form\*\* and fee by mail or deliver to:

ATTN: New Services  
Kentucky American Water  
2300 Richmond Road  
Lexington, KY 40502

## STEP 3

Once all information is submitted:

- If requesting a new installation, service will be installed within 20 to 25 business days after all paperwork / inspections have been received.
- If setting is already installed (dual setting), an order is sent to field representative and meter is installed within 5 to 10 business days.
- Order is returned to office and account is set up for billing.

*\*\* Incomplete applications will be returned.*

## STEP 4

To inquire or follow up on application process:

- Call and leave a message on 24-hour Tap Line at (859) 268-6379

REMEMBER: When inquiring about the status of your application, remember to leave:

- Name and contact phone number
- Address about which you are inquiring

You should receive a response or return call the same day or within 24 hours (one business day). You may also contact our Customer Service Center at 1-800-678-6301, and if they are unable to assist you (due to the process being handled locally), they will get a message to our local dispatcher who will contact you.

All new customers should call the Customer Service Center (available 7 a.m. to 7 p.m., Monday - Friday) at 1-800-678-6301 to have service set up in their names. All information can be found on our website at [www.kentuckyamwater.com](http://www.kentuckyamwater.com).

# NEW TAP APPLICATION



**PLEASE COMPLETE AND RETURN TO:**

Attn: New Taps  
 Kentucky American Water  
 2300 Richmond Road  
 Lexington, KY 40502  
 24-Hour Tap Line #: (859) 268-6379  
 www.kentuckyamwater.com

FOR OFFICE USE ONLY:			
Plumbing Permit #:			
Inspection Date:			
Customer #:		Account #:	
Premise #:	NSI #:		
Private Setting:	Yes	No:	
<i>If yes, inspected and approved by:</i>			
WBS#		Spec Conn Agmt (or Multiple Svc Agmt) #:	
Type of service:		Size:	
Amount Paid		Date Paid:	

**IMPORTANT: This application must be completed and returned with the tap fee. Proof of inspection and approval of water service by State Plumbing Inspector required. A signed "Contract for New Service" is required. Allow 20-25 days for service to be installed after all paperwork is received. (PLEASE NOTE- Services larger than 2" are applied for and coordinated through the New Development/Construction Department. Installation time will vary but will be a minimum of 90 days after application is made.)**

**PLEASE ENSURE ADDRESS IS MARKED AND VISIBLE FROM THE STREET**

The undersigned makes application for water service at Address \_\_\_\_\_  
 County \_\_\_\_\_ Subdivision \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

and hereby requests Kentucky American Water to make a connection to its main. **Kentucky American Water will specify the location, size, kind and quality of all material entering into the service connection and will set and turn on the meter.** The undersigned has completed the following requirements for the installation of a water meter at the above address:

- Service line has been installed to the point where the meter is to be permanently connected **and** visibly marked by the customer to identify the connection point. **Non-residential service lines are required to have a testable approved backflow prevention device installed.**
- The service line which connects the customer supply at the meter setting is \_\_\_\_\_ inch (minimum 3/4") and will require a \_\_\_\_\_-inch meter to be set (**1 1/2" and larger meters require a completed Customer Data Sheet**). The service line is at 30 inches below ground level. **Service lines up to 2"** will have Type "L" or "K" copper line installed at the connection point or affixed with a male adapter at the connection point if the customer's line is other than Type "L" or "K" copper. **Service lines larger than 2"** will have Ductile Iron pipe or C-900 plastic pipe installed to the connection point. If another type of pipe is used at the connection point, the customer is required to make the connection; and
- This service line is equipped with an easily accessible stop and waste valve inside and near the foundation of the building being supplied.

**THE UNDERSIGNED AGREES TO THE FOLLOWING:**

- Comply with all rules and regulations of Kentucky American Water, as approved by the Kentucky Public Service Commission.
- Comply with local codes and ordinances in the construction, use and alteration of the plumbing system.
- If non-residential, shall install an approved backflow prevention device to avert a cross connection or backflow condition.
- Shall not create an electric shock hazard by improper electric grounding to the plumbing system. Kentucky American Water assumes no responsibility for continuity of electrical grounding systems by the installation or removal of its meter.
- Must, at all times, take necessary measures to protect the meter box, meter setting and service line and is responsible for damages to Kentucky American Water property caused by them, their contractor and/or subcontractors.

**THIS METER SERVES THE FOLLOWING PREMISE TYPE (CHECK ONE):**

- Residential (single premise residence, duplex, or multiple premise residence where each unit is served by its own meter).
- Commercial (multiple premise residence [apartment building] served by a single meter, private educational institutions, all businesses where water is not used principally in manufacturing or processing of a product. Commercial includes laundries, hotels, motels, restaurants, bars, non-government office buildings, non-government hospitals and other medical facilities, retail shops, etc.)
- Industrial (manufacturing or processing establishments where the water is used principally in the manufacturing or processing of a product. Industrial includes factories, refineries, bottling plants, etc.)
- Other Public Authority (OPA) (municipal, county, state, or federal agencies). OPA includes municipal buildings, public schools, public libraries, government hospitals, fire stations, public housing developments, etc.
- Sales for Resale (sales to private or public water utilities where the water is to be resold to the customers of the utility).

**SEWER SERVICE PROVIDED BY (CHECK ONE):**

- LFUCG
- GEORGETOWN MUNICIPAL
- ROCKWELL VILLAGE
- TREE HAVEN
- SEPTIC
- IRRIGATION ONLY
- OTHER
- N/A (FIRE HYDRANT/FIRE SERVICE)

Owner/Builder \_\_\_\_\_  
 Phone: \_\_\_\_\_ Plumber Name \_\_\_\_\_  
 Authorized Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

# CONTRACT FOR NEW SERVICE

  
KENTUCKY  
AMERICAN WATER  
2300 Richmond Road  
Lexington, KY 40502  
(800) 678-6301  
www.kentuckyamwater.com

**FOR KENTUCKY AMERICAN WATER OFFICE USE ONLY:**

Premise No.: \_\_\_\_\_ Acct. No.: \_\_\_\_\_ Customer No.: \_\_\_\_\_  
Application for Special Connection No.: \_\_\_\_\_ WBS No.: \_\_\_\_\_  
Type of Service: \_\_\_\_\_  
Person assigned: \_\_\_\_\_

I hereby make application and authorize Kentucky American Water to place a meter and turn on the water at the following address, and I agree to pay all bills by the due date specified on the bill for water furnished to any address where I either have an interest in the ownership of the property, directly or indirectly, or have requested service, and I hereby agree to continue to be responsible for the same until I notify Kentucky American Water in writing to the contrary.

I agree to take the necessary measures to protect the meter box, meter setting and the service during the installation of new services. I will be responsible for damages to Kentucky American Water property caused by me, my contractor and/or sub-contractor during on-site construction.

I agree to abide by the local codes and ordinances in the construction, use, and alteration of my plumbing system. I shall not create an electric shock hazard by improper electric grounding to the plumbing system. I agree to install an approved, testable backflow prevention device on all nonresidential incoming lines and irrigation systems to prevent the creation of a cross connection or backflow condition.

Kentucky American Water assumes no responsibility for continuity of electrical grounding systems by the installation or removal of its meter.

I agree to abide by and comply with all rules, regulations and rates of Kentucky American Water, as approved by the Public Service Commission of the Commonwealth of Kentucky and as changed from time to time.

If, at any time, any bill owed by me to Kentucky American Water, whether collectible under this Agreement or otherwise, is not paid when due and payable, then Kentucky American Water shall have the right to discontinue the supply of water to the location.

**PLEASE COMPLETE THE FOLLOWING INFORMATION (return with deposit and signed agreements)**

Service Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Is this a multi-unit building?  Yes  No If yes, how many units \_\_\_\_\_

Please check primary use of service:  Residential  Commercial  Industrial  OPA

Please check type (s) of service use (if more than one type or number, individual application is required for each service)

Domestic  Irrigation  Fire service -- size: \_\_\_\_\_  Fire hydrant – quantity: \_\_\_\_\_  Other

Billing Name \_\_\_\_\_

Billing Address, if different from service address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone number: (Home) \_\_\_\_\_ (Office) \_\_\_\_\_

Name of person filling out form \_\_\_\_\_

Contact Person \_\_\_\_\_ Phone Number \_\_\_\_\_

Do you own or lease this building? Own \_\_\_\_\_ Lease \_\_\_\_\_

**Authorized Signature** \_\_\_\_\_ **Title** \_\_\_\_\_ **Date** \_\_\_\_\_

## KENTUCKY AMERICAN WATER Water Customer Data Sheet

Customer:		Address	
Building Address:			
Subdivision:		Lot No:	
Type of Occupancy:			

Fixture	Number of Fixtures
Bathtub	
Bedpan Washers	
Combination Sink and Tray	
Dental Unit	
Dental Lavatory	
Drinking Fountain - Cooler	
Drinking Fountain - Public	
Kitchen Sink - 1/2" Connection	
Kitchen Sink - 3/4" Connection	
Lavatory Tray - 3/8" Connection	
Lavatory Tray - 1/2" Connection	
Laundry Tray - 1/2" Connection	
Laundry Tray - 3/4" Connection	
Shower Head (Shower only)	
Service Sink - 1/2" Connection	
Service Sink - 3/4" Connection	
Urinal- Pedestal Flush Valve	
Urinal- Wall Flush Valve	
Urinal - Trough (2ft. Unit)	
Wash Sink (each set of faucets)	
Water Closet - Flush Valve	
Water Closet - Tank Type	
Dishwasher - 1/2" Connection	
Dishwasher - 3/4" Connection	
Washing Machine - 1/2" Connection	
Washing Machine - 3/4" Connection	
Washing Machine - 1" Connection	
Hose Connection (Wash Down) - 1/2"	
Hose Connection (Wash Down) - 3/4"	
Hose (50 feet Wash Down) 1/2"	
Hose (50 feet Wash Down) 5/8"	
Hose (50 feet Wash Down) 3/4"	

**BACKFLOW PREVENTION SURVEY**  
*(For non-residential customers)*

Please complete and return this survey with your tap application so that we can determine the appropriate back flow device requirements for your new service. Should you have any questions or need assistance in completing this survey please call (859) 268-6310.

**Service Address:**

**City:**

Please answer the following questions if your service request is for **Commercial, Industrial, or Public Authority Account:**

- Check the box or boxes that best describes the use of water with your facility:

- Typical, such as bathrooms, drinking fountains, outside water faucets, household laundry or dishwashing appliances
- Private well(s) supplying any part of your facility
- Piped into a manufacturing process
- Piped into a chemical process
- Piped, underground lawn irrigation system
- Piped into a swimming pool
- Piped into water operated/cooled equipment/appliances

- Check the types of backflow prevention devices installed on your plumbing system.  
(Residential Dual Check valves are not acceptable)

- None
- Reduced Pressure Zone device (RPZ)
- Testable Double Check Valve(DCV)
- Pressure Vacuum Breaker (PVB) –for use on underground irrigation systems only
- Other \_\_\_\_\_

Please answer the following questions if your service request is for **Fire Protection:**

- Check the box or boxes that best describes your fire protection account:

- This account serves private hydrants only (no fire sprinkler system in facility)
- This account serves an installed fire sprinkler system
- Fire sprinkler system has outside fire department connections for pumping into the system
- Fire sprinkler system contains antifreeze or other chemicals
- Fire sprinkler system is also supplied by an auxiliary source of water (i.e., pond, reservoir, or storage tank)

- Check the types of backflow prevention devices installed on your sprinkler system if applicable.

- None
- Reduced Pressure Zone device (RPZ)
- Double Detector Check Assembly (DDCA)
- Testable Double Check Valve (DCV)
- Other \_\_\_\_\_

**IMPORTANT: If backflow prevention devices are installed on your plumbing/fire sprinkler system, they are required to be tested annually and copies of the test reports must be maintained on file with Kentucky American Water. If you do not have current copies of the test reports on file with us, please attach copies of the test(s) to this survey.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of person completing survey

\_\_\_\_\_  
Phone Number

**Please mail completed survey to:**

Kentucky American Water  
2300 Richmond Rd.  
Lexington, KY 40502  
Attn. Cross Connection Supervisor