



## Missouri-American Water Co.– St. Louis Operations

### New Service Tap and Tap/ Service Line termination processes

**Effective August 21<sup>st</sup>, the Missouri Public Service Commission has approved a change in our tariff regarding service lines in St. Louis County.**

Below is a summary of the changes:

- Missouri American Water (MOAW) will take responsibility for the maintenance and replacement, if needed, for the portion of the service line traditionally owned by the water service provider (from the water main to the curb stop or meter box). MOAW will assume ownership of the service line from the water main to the curb stop or meter box when maintenance or replacement work is performed.
- If MOAW encounters a service line containing lead while doing maintenance or replacement, we will replace all the lead in the service line, including any lead in the portion of the service line owned by the property owner.
- These changes apply to both residential and non-residential service lines.
- With these changes, the County Service Line Protection Program would only continue to be utilized for leaks that occur on 1) non-lead residential service lines, and 2) the portion of the service line from the curb stop or meter box to the building premise.
- New service line installations from the main to the meter box will be the responsibility of MOAW.
- All service line work will continue to be done in accordance with applicable laws and ordinances.

We are committed to providing clean, safe, reliable water service to our customers, and these changes will allow us to address service line issues quickly and safely. The change will also bring parity in how service line ownership and maintenance responsibilities are handled in St. Louis County and throughout the state.

## New Service Tap

**\*NOTE:** Small or large taps purchased prior to 8/21/2020 with the tap connection to be made before 10/1/2020, will fall under the old tap process where the plumber installs the service line and meter box, MOAW makes the tap and sets the meter. If the pre-purchased small or large taps cannot be installed and the tap connection made in accordance with the stated time frame, the costs of the tap connection will be refunded to the original purchaser and the new process and costs will apply. There may be exceptions to this rule, we will review on a case by case basis. Please see the new process below:

### 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 MOAW within (5) ft of the property line on the main or building side of the property line.
- The customer's representative will purchase the tap from MOAW at least two (2) weeks in advance of needing the connection to allow for scheduling.
- The customer's portion of the service line must be installed prior to purchasing the tap from MOAW.
- At the time of purchase, provide the following:
  - Tap fee; includes the tap to the water main, service line installation from the water main to (4) ft beyond the meter box location, meter box, and the meter setter.
  - Copy of the plumbing permit.
  - DNR form 1
- Once MOAW receives the above documents and fees the customer's account will be set up and the tap connection and installation will be scheduled.
- MOAW 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 and 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.

\* Contact System Records for current small tap prices.

### Large taps (3" and larger)

- Project plans, including service line design, are to be submitted to MOAW for conflict review between proposed improvements and MOAW existing facilities along with the proposed service line review.
- Once the conflicts are resolved, and the service line layout is approved, the plans for the proposed service line will be sent out for bid for the installation. **Please note** that the bid process will not begin until all conflicts with our existing facilities have been resolved. The bid process can take up to (2) two weeks.
- The price of the connection, service line and meter box / vault installation will be communicated to the developer/customer.
- The customer's contractor will install the service line(s) (Fire, Domestic, Irrigation) from the foundation of the building to (4) ft from the proposed meter box location for services smaller than (3) inches.
  - If the service line size is 3" or larger, then the service line will be installed within (6) ft of the proposed meter box location.
  - Service lines smaller than (3) inches; the copper service will be installed up to ground level and terminated.
  - Service lines larger than (3) inches; the Plumbing Code approved piping material will be installed, capped, and at the required elevation below grade (42"-48" of cover).



- Meter box / Vaults to be installed within (5) ft of either side of the property line between the main and the building.
- To allow for scheduling, the customer's representative must purchase the tap from MOAW at least two (2) weeks in advance of needing the connection.
  - If the service involves a full flow fire meter, up to four (4) weeks' notice in advance of needing the connection will be required.
- The customer's portion of the service line must be installed prior to purchasing the tap from MOAW.
- At the time of purchase, provide the following:
  - Tap fee; includes the tap to the water main, service line installation from the water main to the customers installed service line (s), meter box/ vault, the meter setter/ internal plumbing within the vault, detector check and fire flow meter (If applicable) .
  - Copy of the plumbing permit.
  - DNR form 1
  - Completed Application for Special Connection. (which includes requested flow requirements)
- Once MOAW receives the above documents and fees, the customer's account will be set up. Then the tap connection and installation will be scheduled.
- MOAW 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 (6) ft beyond the meter box location for services 3" or larger and (4) ft beyond the meter box location for services smaller than 3", the meter setter and meter (s).
- 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(s) will be set within approximately (2) weeks of the main being tapped for the connection.
- The installation will include connecting to the customers previously installed service line(s).



## Tap/ Service Line termination

The destruction (removal) of existing water service taps and service lines for both residential and commercial premises requesting discontinuation of service shall be at the sole discretion of Missouri American Water Company (MOAW). All costs, including restoration, associated with the removal of such taps and service lines shall be paid by the customer requesting discontinuation of service. All work outlined below for service lines smaller than 3" will be performed by the customers plumbing contractor and witnessed by MOAW. Service lines 3" and larger, the customers plumbing contractor will provide all OSHA approved excavations and MOAW will perform the tap/ service line termination.

At the discretion of Missouri American Water, taps and service lines **which have** the potential for re-use may be left in if they are in good physical condition, and can be properly terminated to avoid leakage. These taps/service lines shall be terminated at the existing meter vault/pit or other isolation valve at or about the edge of right of way/property line. Costs for termination or partial removal beyond the termination point will be paid for by the customers requesting discontinuation of service.

At the discretion of Missouri American Water, taps and service lines **which do not have** the potential for re-use may be left in place if they are in good physical condition, can be properly terminated to avoid leakage, and removal of such would negatively impact existing roadways which have been recently paved or re-paved, or the removal of such would create hazards beyond typical operations to American Water employees due to traffic conditions or other related concerns. Costs for termination or partial removal beyond the termination point will be paid for by the customers requesting discontinuation of service.