

New Water Connection

Time Frame: The steps and requirements for a new utility service connection may vary based on individual circumstances, weather conditions, and any ongoing emergencies affecting the utility provider. However, the general process typically includes the following:

The timeframe for establishing a new water service connection can vary and may take a few weeks to several months. The duration depends on factors such as:

- The complexity of the installation.
- The distance from the main water supply.
- The utility provider's workload and contractor availability.

Application for Service Connection

- **Submission:** The property owner or authorized agent applies the application to the water utility,
- **Documentation** needed:
 - **Proof of Ownership or Lease:** Documentation proving that the applicant is the property owner or legally authorized to request the connection.
 - **Planning Permissions:** Proof that the property has received necessary planning or building permissions may be required in some cases, especially for new developments.
 - **Compliance with Local Regulations:** The installation must comply with all local building codes, safety standards, and environmental regulations.
 - **Pipe Size and Capacity:** The utility provider will assess the property's water needs and the appropriate pipe size for the connection

Site Inspection

- The water technician will schedule a meeting with the homeowner or contractor to determine the best location for installing the meter. The meter must be placed within 10 feet of the main road and cannot be installed beyond this distance.

Locates and Permits

- **Utility Locates:** Once the meter location has been determined, the office staff will request a utility locate to have underground utilities marked in the area. No meter tap installation will begin until approval is granted by 811.
- **Permits:** A permit is required for any new taps in Blount County. The utility technician will complete and submit the permit application. Work cannot begin until the permit has been reviewed and officially approved.

Installation of Service Line

- **Construction:** Before the tap is completed, the area where the meter will be installed must be at its final grade level.
 - For existing homes with an established yard, the utility will level the disturbed area and apply seed and straw.
 - For properties without an existing yard, no seeding or strawing will be provided.

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- **Installation:** The utility will install the connection from the main water line and extend a three-foot pipe from the meter box for the customer's connection. The customer is responsible for establishing the connection between their property and the meter. The utility will leave the homeowner's side of the meter exposed.
- **Water Meter Installation:** The water meter will be installed on the same day as the tap.

Meter Box: Meter Box Guidelines:

- The meter box must remain at least two inches above ground to prevent mud and debris from entering. This ensures proper meter functionality and an accurate signal for readings.
- No flower beds, trees, or other objects may be placed around or over the meter box, as it is the utility's property.
- If any obstructions are placed around the meter box, the utility will access it as needed without restoring the affected area.

6. Billing and Ongoing Service

- **Water Billing:** After activation, the utility provider will begin billing. Friendsville Utility operates on a minimum bill system, meaning that once the tap and meter are installed, billing will start regardless of water usage.
- **Maintenance and Repairs:** The utility provider is generally responsible for maintaining the water mains, while property owners are responsible for maintaining the pipes and infrastructure on their side of the connection (e.g., the service line from the meter to the property).

Special Considerations

- **Developments and New Buildings:** A more extensive process may be involved in new subdivisions or large-scale developments, including the installation of water infrastructure before individual connections can be made.
- **Emergency Water Connections:** Some utilities offer expedited emergency services, such as fire-fighting capabilities or emergency water access.
- **Water Restrictions:** Local regulations may limit the water consumed or stipulate specific conservation measures, particularly in droughts or water scarcity areas.

Acknowledgment & Signature Requirement

To proceed with the service connection, the applicant must review and sign the required document. By signing, the applicant acknowledges and agrees to the terms outlined.

Signature

Date

Signature

Date