



## CITY OF NEWPORT NEWS WATERWORKS DEPARTMENT

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### **Guidelines for New Service Installation and Relocation or Resizing of Existing Services**

The following are guidelines for New Water Service Installation and Relocation or Resizing of Existing Services with the City of Newport News Waterworks Department.

#### 1. Water Service Application

##### a. Customer Fees and Charges to be Paid at the Time of Application:

- i. Service Connection and System Development Fees are based on meter size requested per Newport News City Code Chapter 42-1 (b).
- ii. Any charges required for permits, traffic control, and street repair costs. These charges are estimates and once the installation is complete the customer's account will be reimbursed or billed based on the difference between the fees paid and the actual cost.

##### b. Water service connections (taps) shall be installed within three (3) years of the date of application. If, through no fault of the Waterworks, installation is not made within three (3) years from the date of application, the fees paid in connection therewith shall be forfeited per Newport News City Code Chapter 42, Section 42-24 (7) "Waterworks System Extensions".

##### c. Customer Requirements to be Completed for Unusual Property Conditions:

- i. When a customer is requesting a new water service for a new or changed property address, the customer is responsible to coordinate with the local jurisdictional authority to provide Waterworks with the new address. For example, if property lines have been vacated or lots have been combined or divided that result in an altered or new address.
- ii. When the water main does NOT front the property, the customer's private service line (houeline) will cross either the right-of-way (VDOT/City) or a third party's property. The customer shall provide a VDOT or City permit or an easement from the third party to the customer prior to service/meter installation.
- iii. When an easement is required and the proposed meter is outside an existing easement then an updated easement will be required prior to meter installation.

#### 2. A Waterworks' Coordination Meeting is required prior to water service/meter installation. A Waterworks' representative will meet with the customer to review and approve the meter location based on existing and future site conditions. Please contact us at [wwsvc@nnva.gov](mailto:wwsvc@nnva.gov) to schedule a meeting.

- a. The customer shall be responsible for determining the location of the applicable property line.
- b. Any onsite water plumbing installation prior to the Waterworks' Coordination Meeting will be at the sole financial risk to the customer.
- c. Any customer provided site-drawing shall be reviewed by the Waterworks' representative for new water service location compliance, but final meter location will be determined by the Waterworks' representative.

3. Waterworks Water Service Location Criteria:

- a. Meters shall ***NOT*** be located in concrete or asphalt structures such as curb and gutters, driveways, sidewalks, handicap ramps, and parking areas.
- b. A water meter can be located within the public right-of-way utility grassy strip between the curb and sidewalk.
- c. A water meter can be located within the public right-of-way and behind the sidewalk when the curb abuts the sidewalk.
- d. A water meter can be located in the public right-of-way and behind the storm ditch of a street with no curb and gutter.
- e. A water service can be located in a mutually agreed private property location providing that Waterworks receive a dedicated easement. Easement submittal and approval is required prior to meter installation.
- f. When a meter is located at the private property line, an easement is required for the area surrounding the meter.

Please allow three (3) to four (4) weeks ***AFTER*** the Waterworks' Coordination Meeting for water service installation or relocation. Work in Counties may take up to four (4) to six (6) weeks due to acquiring a VDOT right-of-way permit. Waterworks will make every effort to perform work as soon as possible.