



Norwich Public Utilities



WATER Utility Service Installation Guidelines

for residential properties
located NPU's service
territory

Norwich Public Utilities
Administrative Offices
16 South Golden Street
Norwich, CT 06360
860-887-2555
norwichpublicutilities.com
communitymatters@npumail.com

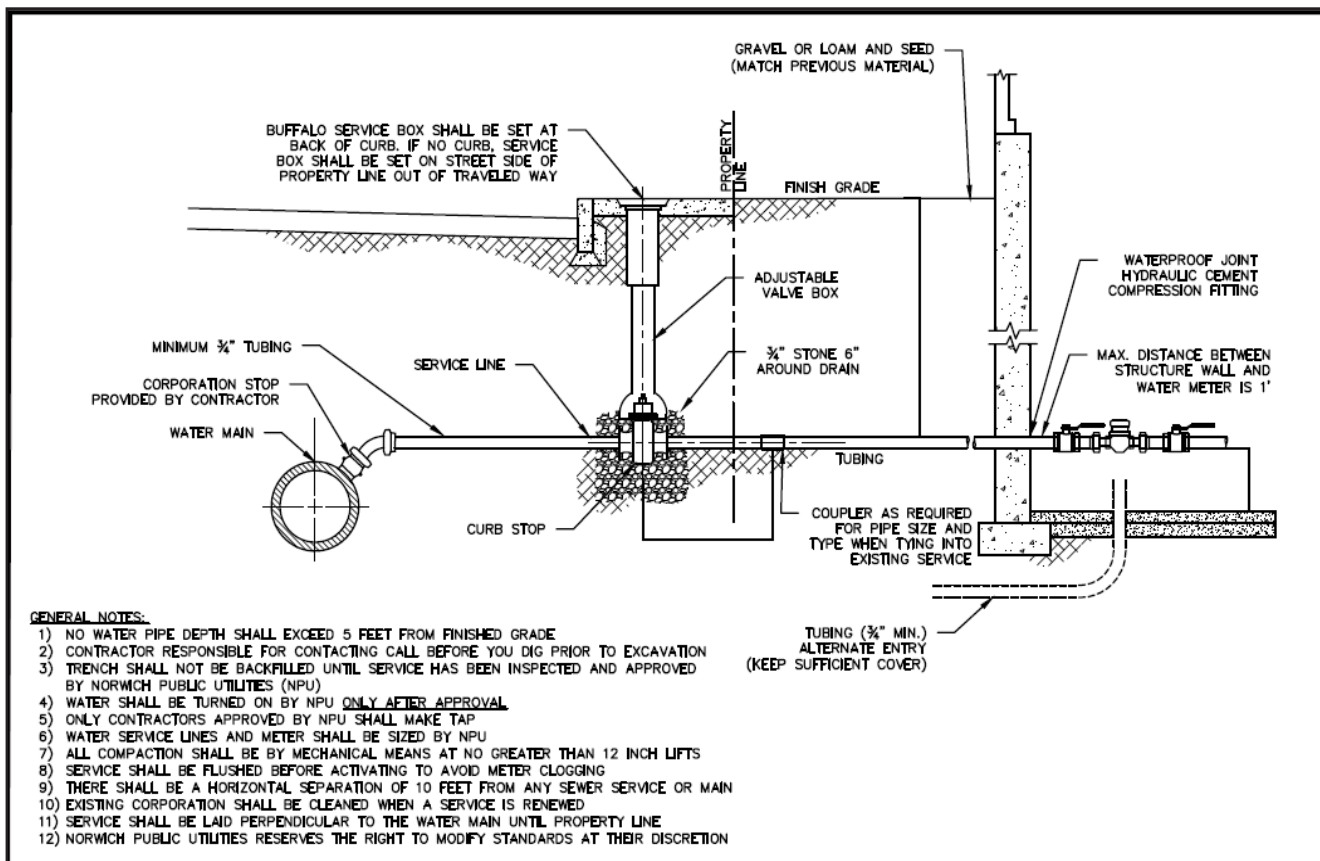
Residential Water Service Installation

The Norwich Municipal Water System is divided into two (2) components:

- **City-owned main and service line** – The City-owned water main and appurtenances consists of all water main line piping, valves, hydrants, and appurtenances located within the publicly owned right-of-way or City easements. The City also owns the water service line up to the curb stop typically located at the private property line. The City shall be responsible for maintenance, repair and installation of new and existing water mains located within the publically-owned rights-of-way or City easement and service lines up to the curb stop.
- **Privately owned mains and service lines** – The privately owned water mains and service lines and all internal building plumbing (with the exception of the water meter) is the responsibility of the property owner, who is responsible for costs associated with the furnishing, installation, repair, maintenance and replacement of these components.

General requirements for water service installation

- A house water connection shall not be constructed less than 5 feet horizontally from any underground gas, electric or telephone service, or less than 10 feet from a sewer service or main unless specifically approved by the appropriate utility and NPU, or as noted in the State of Connecticut Public Health Code and as amended.
- Domestic service pipes must have a minimum diameter of $\frac{3}{4}$ inch and should be sufficiently flexible to prevent fracture from expansion, contraction, and differential settlement.
- Domestic service pipes should be connected to a single-service corporation stop at the water main and should be installed with a shut-off valve (curb stop) and curb box.
- Domestic service connections should be individually metered.
- Means should be provided to flush dedicated fire service lines to remove stagnant water.
- NPU will install or oversee tap installation at the mains and pipe to the curb box at the expense of the developer/home owner.
- After completion of installation, inspection and water quality testing, NPU will be responsible for the service line up to the curb stop. The property owner will be responsible for the service line from the curb stop to the premises, any pressure reducing or enhancement devices, and all internal building lines.

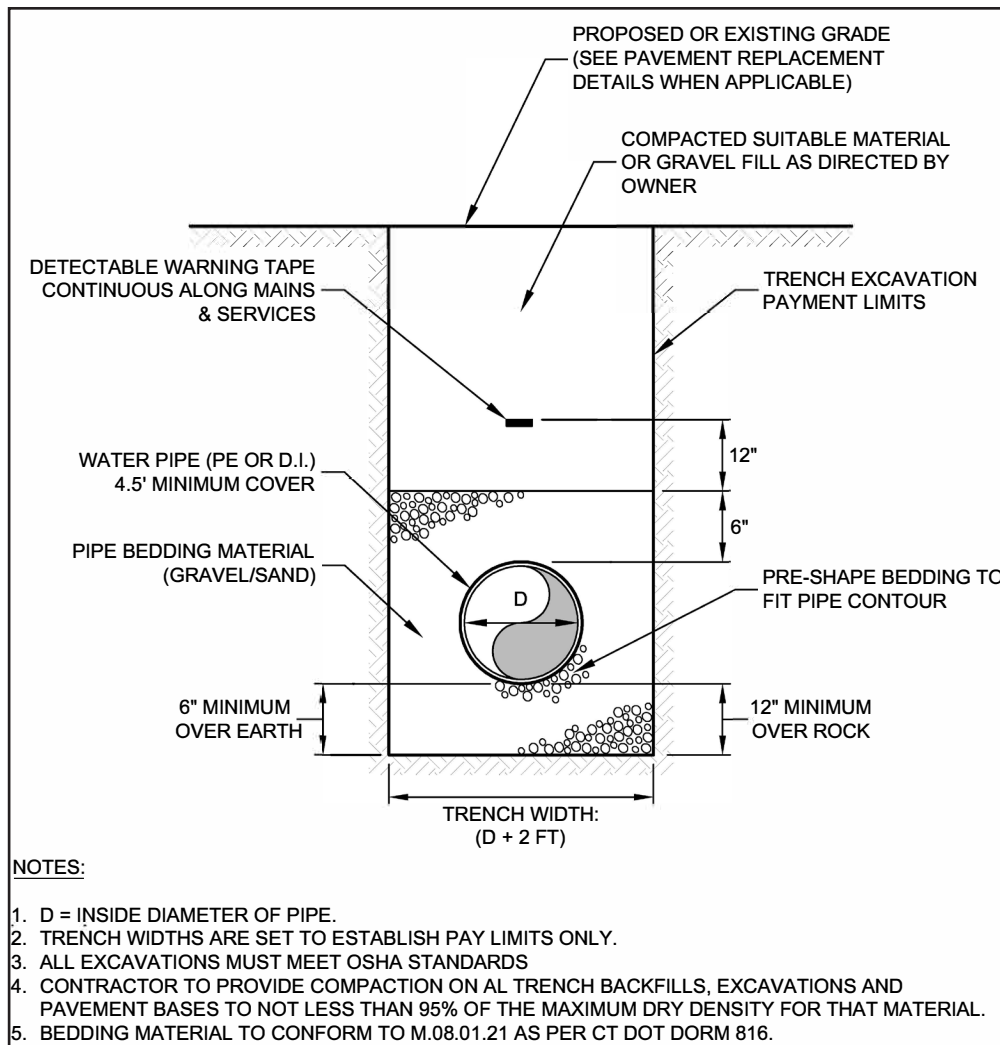


Typical domestic water service (<2") connection

Steps for water service installation

Follow these steps to ensure safe and efficient installation of your municipal water service:

1. Complete a NPU utility service request form. The form can be obtained at www.norwichpublicutilities.com or by calling 860-887-2555. A valid permit from NPU is required before any work (installation, repairs, etc.) to the municipal water system (mains or appurtenances.)
2. Notify Call Before You Dig, 1-800-922-4455 or 811 after the permit has been issued by NPU.
3. Obtain an excavation permit from the proper regulatory agency if work is to be done outside the confines of private property.
4. Notify the NPU Project Coordinator at least one (1) business day before starting any work authorized under the permit.
5. Notify the NPU Project Coordinator a minimum of two (2) business days before backfilling. Any trench containing a water service line or other appurtenance shall not be backfilled until inspected and approved by the NPU Project Coordinator or other duly authorized agent
6. NPU will install a water meter following an inspection by the City/Town regarding completion of work and a passed inspection. Refer to Meter Mounting Equipment Requirements and Option Guide.
7. Prior to activating the service, the developer or homeowner shall provide NPU with a one-year maintenance bond. Upon expiration of the bond, the property owner will convey title of all water facilities and equipment installed up to and including the curb stop to NPU.
8. Provide the NPU Project Coordinator a record drawing of the permitted work.



Trench detail: Water main & service

Water meter installation

- The water meter shall be located in the basement or mechanical/utility room if one is available.
- The water meter shall be placed where the water service line comes through the basement wall or basement floor. Where no basement is provided, the meter shall be placed where the service line comes through the wall or floor of the mechanical/utility room.
- All water meters installed within buildings shall be in a horizontal position, a valve must be installed between 6-12 inches from where the water service first penetrates the floor or wall of the structure.
- The base of single water meters shall be set at a height not less than 30 inches, and not more than 42 inches, above the floor surface.
- Meters shall be indoors and protected from freezing and any other damage.
- Meters may not be located above the first or ground floor level under any circumstances. The individual water meter servicing a dwelling unit shall be the only water meter located within the interior space of that dwelling.
- No water meters may be installed in a crawl space under a residence. A meter pit may be installed outside the residence if the meter cannot be installed in the basement or mechanical/utility room.
- A minimum of three feet of working clearance around the meter is necessary for routine meter maintenance.

Water Meter Size	Meter Location - Maximum Distance from Wall (including incoming water line and length of meter housing)
5/8"	7.5 Inches
1"	10.75 Inches

NPU reserves the right to order all or any portion of the permitted work to be halted, revoke such permit for the work, and/or refuse inspection for noncompliance with applicable construction and/or safety requirements.