

Pennichuck Water

Residential/ Commercial Service Application Package

Welcome to Pennichuck Water (“Pennichuck”)! The following is the step-by-step procedures for attaining service. Should there be any questions concerning what is required to attain service, please do not hesitate to call the Engineering Services Department at 603-913-2321. This package includes all the information and forms that you will need to complete to obtain water service from Pennichuck.

Step by Step Procedures for Attaining Service:

1. Create an account on our Customer Portal, if you have not done so previously at <https://cwpll.pennichuck.com:10443/Portal/CreateApplication/Index>. After you receive the verification email, login and apply for service. If you are unable to use the Customer Portal, please reach out to Kelsey Dillon at 603-913-2321.

- Fax: (603) 913-2331
- Email: kelsey.dillon@pennichuck.com

2. When the Residential/Commercial Water Demand Form is received through the Customer Portal, the service and meter will be sized within **5 business days** and a **Water Service Installation Application** will be forwarded to the customer or the entity acting on behalf of the customer with the fee amount and meter size detail. We ask that special attention is paid to the application and meter details and should you have any questions or concerns please contact the engineering department at 603-913-2321. Return this application and payment to the Engineering Services Department (Fax or email copies are acceptable). Typical fees are listed on the Application for Service and include the following:

- a) Domestic Inspection Fee: Service line from the curb stop into the dwelling (includes work on private property referred to as the “Stop to End”). The inspection fee is \$230.00 and for each new application submitted there will be a non-refundable fee of \$108.00.
- b) Meter Fitting Fees for 1.5” and 2” meters will be addressed on the application.
- c) High or Low Pressure Release Filing Fee with the Registry of Deeds is \$21.00. If this form is required, the applicant must sign the form and have it notarized. Also note that this form must be printed on two pages. **It cannot be double sided.**
- d) Fire Service inspection fees are \$3.44 per Lineal Foot with a minimum charge of \$344.00 for services 100 Lineal Feet or less.

High Pressure Service - If pressures exceed 80 psi under static conditions a pressure release form and pressure reducing valve will be required. It is Pennichuck’s policy to use 80 psi, set by the B.O.C.A. building codes, as the allowable upper limit before requiring a Pressure Release Form and Pressure Reducing Valve. Lawn irrigation

systems that exceed 80 psi under Static Conditions require a pressure release form but in no case will a pressure reducing valve be required.

Low Pressure Service - If pressures at the meter horn are less than or equal to 40 psi under Static Conditions a booster pump is required. Lawn irrigation systems that fall below 40 psi under Static Conditions require a pressure release form but in no case will a booster pump be required.

3. When the application and payment are received, the application will be processed within 3-5 business days, and you may now call for a water service inspection of the service pipe installation allowing a **minimum of 24 business hours notice**.

4. The Customer or the agent acting on behalf of the customer shall hire the services of a contractor to install the water service (stop to end) into the dwelling. The installation of your water service shall be done in accordance with Pennichuck's service specifications. A copy of these service specifications can be found on our website at <https://www.pennichuck.com/engineering/> for your convenience.

Please note the water service must be inspected by Pennichuck inspectors prior to back filling. Pennichuck requires a minimum of **24 hours** notice prior to an inspection. Inspections are scheduled through the Engineering Services Department at 603-913-2321 Monday through Friday 7:30 to 3:30. It is the Customer's responsibility to fence/protect any trenches and to obtain any local permits (e.g. street opening permits, plumbing permits, etc.) to complete the work.

An additional inspection fee will be assessed if the installation of service is found to be incomplete or in noncompliance with Pennichuck's specifications. The Customer will need to schedule another inspection with Pennichuck and may be charged an additional inspection fee.

Please contact Brandon Bowler of Engineering Services at 603-913-2325 or via email at Brandon.Bowler@pennichuck.com if a Main to Stop is not installed at your Property Line or Development. He will discuss with you the availability, procedures, and requirements for bringing water from the Water Main to your Property or Development.

5. The final step to receiving water service includes the installation of the water meter, remote reader and turning on the water service. Please contact Pennichuck's **Customer Service Department at 800-553-5191** to have your meter installed.

Please note that the meter cannot be set until:

- a) The **connecting wire, a 3-Lead #22 AWG Gauge**, must be run from the inside meter location to the outside of your house before the meter can be set in accordance to specifications detail. **It is the customer's responsibility to both furnish and install the wire.**

b) The Customer's plumber has installed the internal plumbing inside of the dwelling in accordance with the attached Residential/Commercial Service & Meter Detail. It is the customer's responsibility to furnish and install meter fittings as sized by Pennichuck's Engineering Department and listed on the Application for Service Installation.

6. The Final meter set/water on appointment at the dwelling/business can be scheduled at any time through the **Customer Service Department at 800-553-5191**. The water can be turned on during the same appointment when the meter is set so long as the work described in 5a and 5b above is complete. **New Meter set appointments are scheduled on a 1-7 business day flex schedule appointment.**

Please ensure that you have reviewed the **Check list** below prior to setting your meter installation appointment:

- Is interior piping/service line braced and reduced per specifications/meter detail sheet?
- If required: is PRV (pressure reducing valve) present & installed. Has the Pressure Release Form been completed and returned to engineering?
- If required: is Backflow installed and ready to be tested?
- Did you set plumbing, meter fittings to meter specifications detail?
- Did you install the connecting wire to the meter specifications detail?
- Is the curb box or gate boxes to grade and operational?
- Is siding completed?
- If winter, is heat on?
- If installing Fire Service line please ensure that the bacteria and pressure tests have been submitted and approved by Engineering and that the Service is ready to be turned on.