



**GUAM  
WATERWORKS  
AUTHORITY  
CUSTOMER'S  
GUIDE TO WATER  
AND SEWER  
SERVICE  
APPLICATIONS**





# "Good Water Always"

## **DID YOU KNOW?**

A **Service Line** is a small diameter pipe connection from the GWA water main to a single customer's home or business and includes a water meter, GWA and customer shut-off valves, and sometimes a pressure reducing valve.

The maximum length of a Service Line is 100-feet. Where an existing distribution main is not within 100-feet, a mainline extension will be required. Please contact the Engineering Department in this case, which is a much more complex situation.

## **DID YOU KNOW?**

A **Building Permit** is a Department of Public Works document that is issued prior to the start of construction. Plans and specifications for water and sewer services are submitted along with the permit application. They are accepted and approved by GWA via a signature on the building permit.

The following information is applicable to customers applying for new water and/or sewer service connections to the GWA system. Typically this will be those individuals that are constructing new homes or businesses. It is not applicable to customers wishing to have a meter installed in an existing service line or activate an account on an existing sewer service lateral.

This information is intended to help explain the process of applying for water and/or sewer service connections. The following summary includes the steps that will guide you through the process and lists documents that will have to be provided in order to complete your application.

## **WATER METER INSTALLATION:**

1. **When to Apply:** An application may be made at any time during the construction process but should be made before the contractor begins construction within the government right-of-way.
2. **Where to Apply:** Applications are initially received at the Customer Service Department. The following information is required to make a complete application:
  - Application Form (Information Sheet).
  - Certificate of Title (or Deed of Gift).
  - Building Permit.
  - Map to the service location.
  - Authorization to Sign (If the applicant is not the property owner, an authorization from the owner is required).
3. The Customer Service Department will assign an account and a work order number and then walk the customer to the Permits and Inspections Section.
4. Permits and Inspection personnel will verify the completeness of documentation and also assist the customer to fill out of an additional form – "A Permit to Tap to the GWA system".  
The Permit to Tap is required before any connection to the GWA system. By completing it at this stage of the process it will save a visit later and is highly recommended.

**YOUR APPLICATION IS COMPLETE!**

5. GWA will conduct periodic inspections throughout construction to ensure compliance with the Building Permit. Our focus will be on facilities that will be inherited by GWA at the completion of construction. GWA will not accept these facilities without having the opportunity to inspect during construction.
6. The applicant or applicant's contractor is responsible for informing GWA at least 48 hours in advance of the scheduled dates for trenching, meter installation, and tapping.
7. After approval of the installation, Permits and Inspection personnel will prepare a Job Cost Sheet for the applicant. The Job Cost Sheet delineates the charges associated with the installation of the meter and the meter cost. These rates have been approved by the Public Utilities Commission.
8. The applicant then makes payment at the Customer Service Department. After receipt of payment, a Service Order is forwarded to Meter Services. Meters are typical installed within 3-5 working days of issuance of the Service Order.

### **WASTEWATER SERVICE CONNECTION:**

*Note: The initial steps for a wastewater application are the same as for a water meter application. These steps do not have to be repeated if applying for water and wastewater connections.*

1. **When to Apply:** An application may be made at any time during the construction process but should be made before the contractor begins construction within the government right-of-way.
2. **Where to Apply:** Applications are initially received at the Customer Service Department. The following information is required to make a complete application:
  - Application Form (Information Sheet).
  - Certificate of Title (or Deed of Gift).
  - Building Permit.
  - Map of the service location.
  - Authorization to Sign (If the applicant is not the property owner, an authorization from the owner is required).

3. The Customer Service Department will assign an account and a work order number and then walk the customer to the Permits and Inspections Section.
4. Permits and Inspection personnel will verify the completeness of documentation and also assist the customer to fill out of an additional form – A Wastewater Connection Permit.

The Connection Permit is required before any connection to the GWA system. By completing it at this stage of the process it will save a visit later and is highly recommended.

### ***YOUR APPLICATION IS COMPLETE!***

5. GWA will conduct periodic inspections throughout construction to ensure compliance with the Building Permit. Our focus will be on facilities that will be inherited by GWA at the completion of construction. GWA will not accept these facilities without having the opportunity to inspect during construction.
6. The applicant or applicant's contractor is responsible for informing GWA at least 48 hours in advance of the scheduled dates for trenching and connection to existing mains.
7. After approval of the installation, Permits and Inspection personnel will prepare a Job Cost Sheet for the applicant. The Job Cost Sheet delineates the charges associated with the inspection of the installation. These rates have been approved by the Public Utilities Commission.
8. After the installation has been inspected and approved, the applicant will be advised by the Inspector to make payment per the Job Cost Sheet at Customer Service.

***For additional information regarding this information, contact the Permits, Inspection and Enforcement Division at 647-7847/9.***

***Should you have any suggestions to help us improve this document, please contact the Permits, Inspection and Enforcement Division at 647-7847/9.***





*"Good Water  
Always"*



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Visit our website at [www.guamwaterworks.org](http://www.guamwaterworks.org)