



## REQUIRED DOCUMENTS FOR NEW SERVICE INSTALLATIONS

### For Residential Premises Located Within the El Paso City Limits

*The following is a list of the documents (copies only) required prior to the review of an application for water or sewer service connections being installed by El Paso Water:*

- Completed and Signed Application for New Water or Sanitary Sewer Service (NI Form A).**
- Platting Determination Certificate.** If the property does not have any existing water or sewer services, then EPWater will require a Platting Determination Certificate, which can be obtained for a fee through the City of El Paso's City Development Department, phone number 915-541-4000 or 311. The City Development Dept. will require Proof of Ownership (Warranty Deed) and a Copy of Plat Plan or Survey. The application is available on the City of El Paso website.
- Proposed Utility Service Sketch (NI Form B).** In order to comply with existing pavement cut ordinances, the City of El Paso will require the locations of all proposed utilities prior to obtaining any permits for new service installations within the City's street right-of-way. Furthermore, the City may reject any permits that may require more than one paving cut within the street right-of-way. EPWater will accommodate to the proposed water service locations when possible.
- Plat Plan or Survey.** If the property does not have any existing water or sewer services.

### For Premises with an On-site Sewage Disposal System (Septic Tank):

- On-site Sewage Disposal System Certificate.** Obtained from the TCEQ Regional Office, phone number 915-834-4949.

## PROCEDURES FOR NEW SERVICE INSTALLATIONS

*The following is a list of the procedures for new water or sewer service connections being installed by El Paso Water:*

1. Once the application is completed, it will be reviewed and a cost estimate will be generated. During this time, the Customer should mark locations of all new services with white spray paint or wooden stakes on-site.
2. The Customer will then be contacted and all contracts will be executed and paid prior to the service installation.
3. EPWater will then acquire the necessary permits from the City of El Paso and send the Installation Orders to the Field Crews. For sewer connections, the Customer will need to follow the instructions for a Sewer Tap Installation, available online or through the EPWater New Installations Department.
4. Once the water service has been installed, EPWater will make a final evaluation of the estimated charges and actual cost. The Customer will receive a refund for any over charges. However, the Customer will be responsible for an additional charge of up to 15% of the estimated cost of installation if the actual cost is higher than the estimated amount.

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