

OBTAINING WATER
SERVICE FROM
THE CLEVELAND
WATER -
RESIDENTIAL

*Application
Instructions*

Obtaining Water Service from the Cleveland Water - Residential

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Who Should Fill Out This Application?

- Anyone seeking new residential service, revising their current residential service due to remodeling, or requesting to reuse an existing water service for a new building. This application is for residential service. "Residential" shall be defined as a one or two family, owner-occupied housing units that do not require fire suppression. Any other new service request must fill out a standard/commercial water service application.
- While the application must be filled out in the name of the person or entity that will ultimately be on the account, they may designate someone to fill out the application on their behalf, such as an architect, general contractor, plumbing contractor, engineer, or family member. However, the accountholder must be the one to sign the application.
- Please read the instructions before filling out the application, as many questions are answered herein. If at any time you are unclear about any information in this document, contact:
WaterServiceApplication@ClevelandWater.com.

How do I submit this application?

The application may be submitted in person at 1201 Lakeside Ave E, Cleveland to the Permits and Sales desk. The application may also be mailed to:

Cleveland Division of Water
Attn: Engineering, 2nd Floor
1201 Lakeside Ave. E
Cleveland, OH 44114

It may also be emailed to WaterServiceApplication@ClevelandWater.com.

The application must be accompanied by a site plan. A site plan is a drawing of the proposed utilities for the project. In addition to the submittal of this application, applicants proposing water service should submit site utility drawings for our review. Please only submit utility drawings and water details. Requirements of the plan are detailed on the next page.

Please note that any site plans that are larger than 11"x17" must be mailed or submitted in person.

How Long Will My Application Take To Process?

Review times are based upon the number of service applications submitted for review at any point in time, however, we estimate we will either approve your service or address any deficiencies in your submittal within 20 business days from the day we receive the completed application. A completed application is defined as a submittal that includes site utility drawings meeting all stated requirements and an application that is not missing any information pertinent to setting up an account and completing our review. All Division of Water Service Connection requirements and standard details are available at <http://www.clevelandwater.com/construction/design-construction-specifications>. It shall be required that all applicants are familiar with these polices and have designed their water utility site plans accordingly.

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Site Plan Requirements

In addition to the submittal of this application, applicants proposing water service to a facility should submit site utility drawings for our review. Please **only** submit utility drawings and water details. Building elevations, structural drawings, site grading plans, and similar drawings should be excluded.

The Division of Water will review this submittal and specify the appropriate sizes, materials, configuration and requirements for all water components including the service piping, fittings, valves, valve boxes, meters, meter piping/assemblies, backflow prevention devices, and vaults (for meters and/or backflow prevention devices). All Division of Water Service Connection specifications are attached to this document.

The following are the drawing requirements:

1. Drawings or Sketches may be submitted in a scaled or dimensioned format and include a directional arrow indicating north.
2. Permanent Parcel Number and parcel boundary lines should be shown on drawing with frontage dimensions given.
3. The following water related items should be included on the drawing:
 - a. Existing water mains along the frontage of the property seeking water service.
 - b. The proposed tap location(s).
 - c. The distance from the nearest hydrant or valve to the proposed tap location. Taps must be a minimum of 18" away from a joint on water main, and five foot from any valve, fire hydrant, or other water appurtenance. Taps must be installed on "distribution" mains and may not be installed on a "transmission" main. (for a definition, please see the Service Connection Requirements document)
 - d. Show any existing service connections, meters, and/or meter vaults.
 - e. Proposed Meter and note the size and type of meter desired. If proposed meter is located in a vault, show the vault. If Vault is on private property, show the vault easement.
 - f. If a Backflow Prevention Device is needed, please indicate type, size and location on drawing.
 - g. Other buried utilities. To obtain a map showing the location of services along or near your property frontage, we recommend making a records request to the Ohio Utilities Protection Service (OUPS) at 800-362-2764 so that you may obtain not only water maps, but also the location of other potentially conflicting utilities.

How Do I Fill Out The Application?

The information requested is broken down into several categories, and is explained below:

Questions 1-6: General Information about Property and Owner

The Division of Water will require general information about the property receiving water service and the respective property owner(s). This is the case for each new water service request. Please fill out questions 1 through 6 to provide us with this information.

Question 7: Reuse of exiting service

Most new structures will require a new tap. If you are planning a new tap, please indicate so.

Existing connections can be reused if they are in acceptable condition. Please note Cleveland Water makes no warranty as to the condition of inactive connections. Some may be plugged, while others are corroded or made of lead and thus

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ineligible to be used. (Lead connections were generally used on 1" and smaller connections prior to 1954. If it is a small connection, the connection number is 326705 or smaller, and the main was installed prior to 1954, the connection is likely to be lead.) It is the customer's responsibility to research the existence and condition of existing connections. The Division of Water will not perform field investigations regarding reusing existing connections.

Please note that any existing connection not reused and not previously plugged will be required to be plugged before a new connection will be approved.

Question 8: Sewer information

Please indicate who provides sewer service at the property. The Cleveland Division of Water provides billing services for various sewer departments in the Greater Cleveland Area. In general, it is assumed that your water consumption equals the water you put into your drains and into the sewer. **THE DIVISION OF WATER CANNOT WAIVE ANY SEWER CHARGES WITHOUT AUTHORITY FROM A CUSTOMER'S SEWER AGENCY.** However, some agencies provide options to reduce charges if a large portion of water does not go into the sewer. The Northeast Ohio Regional Sewer District provides a program to avoid charges on water used for lawns and gardens called the Summer Sprinkling Program. However, they do not permit deduct meters. Other agencies may allow for sewer exempt or deduct meters, as detailed below.

Questions 9-11: Water Requirements

In order to properly size and configure connections, meters and backflow devices, the Division of Water must know some information about your water service such as:

- How much water do you need?
- What is the elevation?
- Will you need water for a dedicated irrigation system
- What is the property's setback distance (the length of the piping servicing your site)?
- The proposed sizes and material types of the piping, fittings, meter and backflow devices servicing the residence(s).

Cleveland Water will calculate the peak flow it is anticipated you will use, Called the "Peak Instantaneous Demand" and determine the water pressure at the meter for that flow. If the water pressure exceeds 35 psi, the application will be approved. Sometimes to maintain a minimum of 35 psi, Cleveland Water will require a larger connection and service connection piping to be installed. If you have any domestic water fixtures that require a minimum pressure it will be necessary for you to indicate is writing these requirements to us, including for irrigation systems. We will contact you if maintaining 35 psi (or the minimum you specify) cannot be met. Cleveland Water cannot increase pressure, so you may have to accept lower pressure or install a pump if your minimum pressure.

Pressures in Cleveland's water system may range from 40 psi to upwards of 140 psi. We advise that you install a pressure regulator in cases where the pressures exceed 85 psi.

Lawn Irrigation Water Service

If your water service will include lawn irrigation, please provide the water needs of this system, noting the peak flow. If you system is zoned, only the peak flow of the largest zone is required.

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Sewer Exemption

If a customer plans to have an irrigation system, or otherwise believes a significant amount of their water will not go into the sanitary sewer, they may contact their local sewer agency to see if they will approve a sewer exemption or “deduct” meter. The meter will deduct the volume of water not going into the sewer and Cleveland Water will remove charges for that volume from the sewer bill.

Deduct meters are subject to the below requirements:

1. A permissions letter from the local sewer jurisdiction must be obtained before the Cleveland Water Department will review an application for sewer exempt meters.
2. All sewer exemption requests require a sketch of the piping configuration and an engineering plan review.
3. All additional meters must be purchased from the Division of Water.
4. The customer must arrange to have the plumbing modified to accept the new meter(s) and call 24 hours in advance to schedule an inspection.
5. The Division of Water, Permits & Sales department must approve an inspection of the meter setting before installation. Once the plumbing has passed inspection, the customer may call for a meter installation appointment.

Question 12: Private water system

If you currently have another source of water for your property, such as a well, pond, cistern, spring, or hauled water system, then prior to obtaining a permit from the Cleveland Division of Water, you must obtain either an:

- **Alteration Permit** – If you intend to keep your well as a supplementary source of water
- **Abandonment Permit** – If you intend to completely eliminate your well.

The Cleveland Division of Water will **NOT** issue a permit without a permission from the County if you have another source of water for your property such as a well, pond, or cistern. Please provide either permit you receive from the County as attachments to your application. These systems are governed under Sections 3701.344 to 3701.347 of the Ohio Revised Code (ORC) and Chapter 3701-28 of the Ohio Administrative Code (OAC). They require such permits.

You may obtain a permit by filling out Ohio Department of Health form HEA 5202 and filing it with your local County Health Department. For more information regarding such permits, please contact the County as shown below:

County	Contact	Contact
Cuyahoga	Megan Conklin	(216) 201-2001 x1266 mdunleavy@ccbh.net
Medina	Steve Mazak	(330) 723-9523
Summit– Board of Health	Tom Leplant – Abandonment Permits	(330) 926-5600
Summit – Building Department	Donna Zagar – Alternation Permits	(330) 630-7302
Geauga	Bill Wendell	(440) 279-1900

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If you intend to keep your private water system available for any reason, in addition to a copy of the alteration permit, the City of Cleveland, Division of Water as well as the Ohio Administrative Code requires the installation of an Ohio E.P.A. approved reduced pressure type backflow assembly on your service line that the customer must maintain

Additional Requirements

Backflow Prevention

A backflow prevention device prevents water that has entered your property from flowing back into the distribution piping system in the street. Such devices are required in certain situations by both State Law and Cleveland Ordinance.

Backflow Prevention Devices must be tested annually to ensure they are working properly. The customer must hire a State Certified Tester at their expense. Results are then submitted to Cleveland Water. Failure to report test results will lead Cleveland Water to turn off the water to the premises. Tests are to be submitted on line to at <https://www.bsionlinetracking.com/>

Please verify your contractor is licensed to preform backflow tests. You may verify your tester's certification at https://www.comapps.ohio.gov/dic/dico_apps/bdcc/CertifiedBackFlowTesters/.

For any questions related to filing backflow test, contact **Backflow Solutions Inc. (BSI) at 1-800-414-4990**.

Further information about the Division of Water's backflow requirements as they relate to new water service can be found on our website at <http://www.clevelandwater.com/construction/backflow-prevention>.

Meter Location and Piping Arrangements

In general, if your house is less than 250 feet as measured from the right-of-way, you may place the meter in the house unless the owner prefer to install the meter in a vault. In all other instances the meter must be placed in a vault. The Right-of-Way line is the boundary between the private and public property. In most cases it is at or near the line formed between your front yard and the sidewalk.

Details for connection configurations, meter assemblies for meters in vaults, interior meter installations, and vault arrangement can be found on our website at <http://www.clevelandwater.com/construction>

If a vault is required for your service and the vault cannot go in the public right-of-way, an easement, adjacent to the public right-of-way must be furnished with this application. In all cases, please review the Division of Water's Connection Policies and Standard Details at <http://www.clevelandwater.com/construction>

Make sure to identify which apply to your specific circumstances and include the appropriate notes and details in your drawings and application submittal.

If no vault is required, use the following details to help you with your water service:

- **STD-C15**
- **STD-M17**

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Note that if you require a pressure regulator, it may be installed just “downstream” of the valve after the meter. The direction of the flow of water is from the upstream end to the downstream end. Flow direction is indicated on **STD-M17**

If a vault is required, use the following details to help you with your water service:

- **STD-C14**
- **STD-M30**
- **STD-M31**

These details show all that is needed to complete your service. Use STD-M31 if no regulators are required and STD-M30 if a regulator is required.

Note that in both cases you must furnish ALL the materials to complete this work as indicated on STD-C14 and STD-C15.

Street Opening Permits/Hold-Harmless Letters

In all cases when a new water service connection must be tapped or any excavation, tunneling or boring is required in the public right-of-way, the applicant will need to secure a street opening permit or a “hold-harmless” letter from the local community in which water service is being requested and submit it to the Division of Water. No water service permit shall be approved without the referenced letter/permit. If an existing water service is available and no excavation is required in the public Right-of-Way, no street opening permit or hold-harmless letter will be required. It is typical to provide the street opening permit or a “hold-harmless” letter to the Division of Water at the time payment is made for the tap and meter fees.

Restricted Water Mains

In some cases the water main that the applicant wished to connect to was installed by the local community, a private developer or another party who seeks compensation for the main they paid to install. These water mains are considered “Restricted” mains and fees may be required by your local community. The Division of Water does not restrict connections in this case, but we cannot permit connections until the requirements of the restricted water main are met. It is the customer’s responsibility to research these issues.

Approving Your Service

Once all the appropriate submittals have been made and the Division of Water has reviewed and approved the water service application, a quote will be prepared to summarize the associated fees. Quotes are generally good until the end of the year they are issued. Payments can be made in the forms of Cash, Credit Cards or Checks payable to the Division of Water. Once these fees are paid and a Street Opening Permit/Hold Harmless letter has been submitted, the following items will occur:

1. An account will be created in our Billing System based on the Information provided on your application. The account will begin to bill.
2. If a new tap is required, a work order will be issued to the Division of Water Tap Unit to inform them that you have paid for a tap on the public water main and that they may schedule a tap with you or your contractor.

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3. A work order will be issued to the Division of Water Meter Installation Department to inform them that you have paid for a meter and that they may schedule an appointment to install the meter.
4. A work order will be issued to the Division of Water's Permit and Sales Service Inspector to inform them that you have paid for new service so they can expect to travel to your site to inspect your work in the near future.

Installing Your Service

Once all the steps above are complete, your connection is approved, all fees are paid, and all needed documentation has been submitted, you and/or your contractor are now ready to proceed with the connection.

There are 4 elements to your connection:

1. The tap at the main
2. The city portion of the connection (the portion from the tap up to and including the curb valve)
3. The private portion of the connection (the portion from the curb valve to the inside of the building)
4. The meter setting (and backflow, if applicable), either located in a vault at or near the edge of the right of way after the curb valve, or immediately inside the building where the connection enters.

The Cleveland Division of Water performs the tap in an excavation provided by the customer's contractor. The customer's contractor installs the other 3 elements, each subject to inspection by the Division of Water

During the course of the installation, you will need to work with the Cleveland Water Permits and Sales department to ensure inspections are made. Cleveland Water Inspections are in addition to any local inspections that may be required by the city the property is located in. Approval from the local plumbing inspector does not constitute approval of Cleveland Water. Additionally, inspections of water service connections must be made while the trench is open. Inspections must be scheduled at least 24 hours in advance. We also suggest taking digital pictures of the installation. The pictures should unambiguously reflect the type of material used, the bury depth of the service line, and the types of joints used. Such pictures may be helpful later, but they do not exempt you from inspection.

Materials

The first step is to obtain materials. The property owner or owners' contractor must secure all the materials necessary to complete the installation of the water service. This generally includes the following:

- Tapping Sleeves or saddles
- Tapping Valves
- Curb Valves
- Piping and Fittings
- Retaining Glands/Joint restraint
- Adjustable tap and curb valve boxes
- All meter assembly materials as required in the meter detail and bill of material list (see web site for detailed list of materials) or a meter setter if the meter is 1" or smaller
- Contractor must provide a pump if one is needed to dewater the excavation(s).
- If the tap is 3" or larger, the contractor must also supply a compressor.

In addition, all meter assemblies located in vaults will be built and tested by the Division of Water. In such cases, it is necessary to furnish the Division of Water's Meter Shop with all the necessary materials as specified

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on the Bill of Materials which are associated with each detail. Contact our Meter Shop at 216-664-2444 x73120 to arrange delivery of the meter assembly materials. (However, if a meter 1" or smaller is specified to service your facility, only a meter setter is required if the meter is designated to go in a vault. In this case there is no assembly to build.)

Service Connection Piping

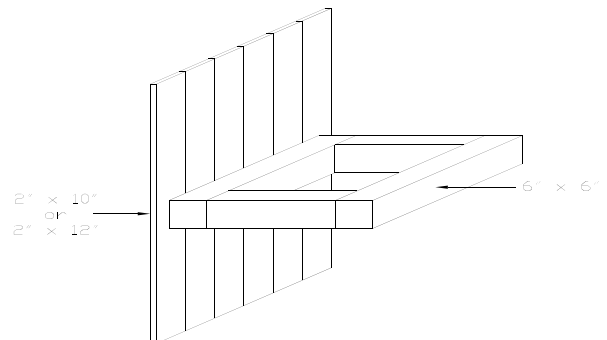
As mentioned, there are two portions to a service connection, the public portion and the private portion. These portions can be installed in either order after your service has been approved and your fees have been paid. If the public portion is performed first, then a firm tap location is identified, the connection is installed at a right angle to the main and is extended to the curb valve. Afterwards the private section may be installed by connected to the curb valve at its location and extended from that point on. Alternatively it is feasible to install the private portion first. However, this is conditional to the following:

- The service must be approved by the Division of Water's Plan Review Unit.
- All associated tap and meter fees must be paid.
- It is understood by the owner and all owners representatives that the tap location may need to be adjusted based on the requirements of the Division of Water's Tapping Unit and if the tap location needs to be adjusted because it is not directly across from the location at which the private service line was installed, that the public portion of the service line will be installed with the connection at a right angle to the main, extended to the curb and any alignment adjustment will be made downstream of the curb valve such that there are no additional fittings on the public portion of the service connection.

Further installation requirements for each portion of the service connection are summarized below:

Requirements For The Public Portion Of The Service Connection In The Public Right-Of-Way Between The Public Main And Curb Valve

- All openings must be dug or shored to OSHA Standards.
 - An excavation may not have any vertical walls higher than 5 ft.
 - An unshored opening must be stepped on all 4 sides
 - If a shoring box is used it must be four-sided and OSHA approved.
 - If wood shoring is used; we require 6"x 6" wales and cross-braces (2 sets for every 5 ft. of depth). Also, 2"x 10" or 2"x 12" uprights (close sheeted).
- Requirements for Installation of tap
 - Openings must be a minimum of 4 ft. x 4 ft..
 - Clearance around the water main must be a minimum of 1-inch behind the main, 6-inches below the main, and 4-feet minimum from front of the main out in direction of tap.
 - A tap may not be made within 18-inches of a joint on the main.



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- A tap may not be within 5 feet of a valve, hydrant tee, or other fitting.
- A tap may not be within 5 feet of another connection on the same side as the proposed tap or within 18-inches of a connection on the opposite side of the main.
- Contractor is to thoroughly clean the pipe where tap is to be made.
- The service connection must have 5-feet of cover over it.
- Curb valves must be placed within 3 feet of curb or edge of road (exceptions can be made due to underground utilities in the way).
- For 1-inch connections (where the water main is on the far side of the street with respect to the property it is servicing).
 - Copper must be in the ground when tap is made. (PVC Casing is allowed in New Developments ONLY).
 - Copper must run straight across the street from tap to curb valve.
 - If there is a swale or drainage ditch along the road, the curb valve is to be placed between the road and ditch. If it cannot be done, then it is to be set just beyond the ditch.
- If the water main is in the tree lawn, the curb valve is to be set 3 ft. from the main.
- If the taps are being made on a NON-DEDICATED Street, the curb valves are to be set 3 ft. from the main for both long and short sided connections. Cleveland Water will only maintain 3 ft. on either side of the main; because of this, connection boxes may end up in the street on some long-sided connections).

To schedule a tap, please contact 216-664-2444 x73234

Requirements For The Portion On Private Property Between The Curb Valve And The Building

The portion of the service connection piping on private property between the curb valve and the building/facility may be installed once the application is approved and the fees have been paid. The owner or owners' contractor must install the connection in compliance with our service connection polices, as stated on our website at: <http://www.clevelandwater.com/construction/design-construction-specifications>. These items will verified by the inspector.

The owner or owners' contractor contact is required to contact our **Permits and Sales Unit at 216-664-2444 x 75209** to schedule an appointment for an inspection. Inspections must be scheduled 24 hours in advance.

Inspection list of items outside the building/facility are as follows:

- Assure proper depth (5 ½' minimum)
- Assure Proper materials are used
- Assure box is centered over valve
- Assure box is plum in all directions
- Assure curb valve and box placement is approximately two to three feet from face of curb.
- Assure box is set on compacted ground or brick
- Assure proper backfill (Clean sand or limestone screenings)

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- If a vault is required
 - Inspect and assure new meter setting for proper plumbing and meter installation prior to that installation
 - Assure compliance with standard details
 - Assure a proper vault is used
 - If backflow is required to go in a vault, assure backflow device is the correct size, type, and location as specified by Engineering

Inspection list of items inside the building/facility are as follows:

- Inspect and assure new building meter setting has proper plumbing for specified meter installation prior to that installation
- Assure compliance with standard details
- Assure a 3-strand, 18 gauge wire is installed from the meter setting to the location of the “End Point”. The End Point is the Remote read device, touchpad, or soon to the ClearReads AMR (Automatic Meter Reading) transmitter.
 - Assure Backflow is the correct size, type, and location as specified by Engineering
 - Assure owner has submitted Test and Maintenance form

Meter Setting

Meters designated to go inside the facility are to be built by the owner or their contractor based on the applicable detail based on the meter and meter setting. Please see our standard details:

<http://www.clevelandwater.com/construction/design-construction-specifications>.

If your meter is designated to go in a vault, and a 1” meter is specified to service your facility, only a meter setter is required. Larger meters in vaults will go in settings built by the Division of Water. Materials should be delivered to the Meter Department, and you will receive instructions on when to pick up the setting so you can install it in the vault.

Getting your Meter Installed

If the tap has been made and the service line with all its components have been installed and passed inspection, you may call customer services at 216-664-3130 (prompt #6) to have your meter installed. Any Division of Water Customer Service Representative will be able to schedule your meter installation.

The Division of Water urges our customers to call in to have meters scheduled for installation at the earliest possible time. Prior to having the meter installed, the Division of Water may begin billing at an estimated rate.