

## 1.2.2 Application for Water Service (AP)

April 17, 2004

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### POLICY

A customer is required to complete an [Application for Water Service](#) prior to the establishment of water service. This application is intended to identify the person(s) responsible for payment and to control use of water in accordance with AMWC rates, rules and regulations. The owner or agent must sign the application. Water will only be provided to parcels within the AMWC service area.

Once the meter application has been completed and signed, the Customer Account Clerk will take the following steps:

1. Verify that the property is within the AMWC service area, and that a water main is available to serve the property.
2. Confirm that the property has shares issued,
3. Check to see if a recovery fee is due. If so, the recovery fee and interest are collected, and a copy of the receipt, check and recovery worksheet are given to Director of Administration.
4. Confirm that a current Will-Serve Letter is on file. If not, the customer is required to complete the [Application for Will-Serve Letter](#) (reverse side of Application for Water Service).
5. Attach a copy of the APN map and AMWC atlas map to the application, with the subject lot highlighted on each, and verify the legal description on the application to the APN map. If there is an unrecorded map change, the customer is required to provide a plat map to identify the area to be served.
6. Take the customer's money for deposit.
7. Prepare a service order to check the meter location (code 11) and a second service order to install the meter (code NEW). Hold these until the customer notifies AMWC that the meter location tag is installed.

Once the customer notifies AMWC that the meter location tag is installed, the Customer Account Clerk will:

1. Forward the service order to check the meter location (code 11) to the shop with a copy of the APN map and AMWC atlas map attached (and plot map if applicable).
2. Proceed with processing the second service order to install the meter (code NEW) as follows:
  - a) If there is a current Will-Serve Letter on file, forward the service order to the shop.
  - b) If a current Will-Serve letter is not on file, the second service order is forwarded to the person designated to prepare Will-Serve letters for review, along with a copy of the completed Application for Water Service/Application for Will-Serve Letter and maps. Once the Will-Serve Letter has been approved and checked to the Meter Application to insure that correct fees were charged, the service order to install the meter will be forwarded to the shop.
3. If the property has a well: Once the meter has been installed, prepare a third service order to check for a cross-connect device.
4. Give the original meter application to the Accountant/Bookkeeper.

Information provided may be used by AMWC for any use it determines is necessary, including account collection and emergency notification. Information will only be released to others with the approval of the General Manager.