



Mail or deliver this application along with a check or money order to:

CHARLOTTE WATER
 Customer Services
 5100 Brookshire Boulevard
 Charlotte, NC 28216
www.charlottewater.org (Service Connections)

Residential Water and Sewer Application

Service Information

First name	Last Name	MI	Company	
Street Address			Apartment/Unit #	
City	State	Zip	Tax Parcel Number	Phone (On-site Contact)
E-Mail	Notes			

Billing Information

First name	Last Name	MI	Company	
Street Address			Apartment/Unit #	
City	State	Zip	Tax Parcel Number	Phone (Billing Contact)
E-Mail	Notes			

Connection Size(s)

Domestic Water		Sewer	
Check the appropriate connection type		Check the appropriate connection type	
Size		Size	
<input type="checkbox"/> ¾ inch		<input type="checkbox"/> 4-inch	
<input type="checkbox"/> 1 inch		<input type="checkbox"/> 1 ½ inch low pressure	
<input type="checkbox"/> Using Private Well		<input type="checkbox"/> Using Private Septic System	
<input type="checkbox"/> Duplex/Triplex/Quadraplex		<input type="checkbox"/> Other	
¾ inch is the common residential water service size		4 inch is the common residential sewer service size	
Irrigation			
Check the appropriate connection size:			
<input type="checkbox"/> ¾ inch	<input type="checkbox"/> Split connection	<input type="checkbox"/> Dedicated Connection	<input type="checkbox"/> 1 inch (dedicated connection only)
¾ inch is the common residential irrigation service size			
For split irrigation requests: Is/will domestic meter box be located in concrete? <input type="checkbox"/> Y <input type="checkbox"/> N (Split irrigation <u>not allowed</u> when domestic is in concrete)			
All requests for irrigation service must be accompanied by a Backflow Prevention Service Application			

Office Use Only

NCDOT Road: Y/N _____	NCDOT Encroachment Required? _____	Water Main Size: _____	Sewer Main Size: _____
Water: Short Side/ _____	Long Side/ _____	Side Street/ _____	Ext Req. _____
Customer # _____	Premise # _____		
Sewer: Short Side/ _____	Long Side/ _____	Side Street/ _____	Ext Req. _____
Water Inv. # _____	Sewer Inv. # _____		
Project # _____	Water S/O # _____	Water S/O # _____	
Cycle: _____	Route: _____	Sequence: _____	Sewer S/O # _____
			Sewer S/O # _____

****CUSTOMER SHALL INDICATE SERVICE LOCATION(S) WITH SUPPLIED FLAG OR OTHER MEANS OF MARKING UPON PAYMENT****

PRIOR TO SUBMITTING NEW SERVICE APPLICATION AND PAYMENT:

- DETERMINE AVAILABILITY OF EXISTING WATER AND/OR SEWER LINES (CALL 704-432-2854) OR EMAIL CLTWaterNewServices@charlottenc.gov.
- DETERMINE CONNECTION FEES AND SYSTEM DEVELOPMENT FEES LOCATED AT <https://charlottenc.gov/Water/RatesBilling/Pages/CLTWRates.aspx>.
 - Confirm fees with Customer Service at CLTWaterNewServices@charlottenc.gov.
- DETERMINE ELIGIBILITY OF STREET MAIN EXTENSION AT NewServiceRequests@charlottenc.gov.

SUBMITTING NEW SERVICE APPLICATION AND PAYMENT:

- Include the following:
 - Completed new service application
 - Completed backflow application (**does not apply to 5/8-inch residential or sewer only requests**)
 - Connection and system development fees (check or money order only)
 - Recorded private service easement, upon CLT Water allowance
 - Private water service easements are not acceptable unless property is landlocked

NEW SERVICE RESPONSIBILITIES:

- CLT Water is responsible for the new water service from the main line connection to the meter near the road right-of-way
- CLT Water is responsible for the new sewer service from the main line connection to the clean out, installed directly behind the road right-of-way
- Customer is responsible for private plumbing from back of meter / sewer clean out to residence
- Customer is responsible for clearly marking their preferred location of services
 - Note: Due to underground conflicts or other circumstances, CLT Water may not be able to install your service connection at your requested location. Do not install private plumbing until the service connection is installed.

STREET MAIN EXTENSIONS:

- Apply by submitting residential application and payment
- All unmaintained public road right-of-way's must be cleared the width of the right-of-way or to the width deemed suitable by the CLT Water Engineer to allow access and future servicing, prior to CLT Water initiating survey
- Street main extension program only applies to extensions within 1,000 LF of existing infrastructure and within the public right-of-way

INSTALLATION TIME FRAMES (ANTICIPATED BUT SUBJECT TO CHANGE):

- NEW WATER/SEWER SERVICES: 6-8 WEEKS (Longer if NCDOT Encroachment or CDOT/Town Permit required)
- SHORT MAIN LINE EXTENSIONS (LESS THAN 140 LF): 10-12 MONTHS
- LONG MAIN LINE EXTENSIONS (GREATER THAN 140 LF): 2 YEARS or LONGER

Billing for services shall commence immediately after service installation without regard to the use of the service during that time. If you wish to discontinue billing, you must call 311 (704-336-7600) after the service is installed.