

## EXTENSION POLICIES

Applicants who do not have direct access to public water and/or sewer may qualify for one of Charlotte Water's Street Main Extension Programs. Extensions under the following programs must occur along existing publicly maintained streets.

### RESIDENTIAL STREET MAIN EXTENSION PROGRAM

This program provides for publicly funded extension of water and sewer mains to serve single-family residential properties. Extensions are limited to 1,000 ft in length.

### 50/50 EXTENSION PROGRAM

This program provides for shared funding of water and sewer street main extensions. Charlotte Water will fund 50% of the cost of eligible extensions when one or more customers provide the other 50%. This program may be combined with the Residential Street Main Extension Program for customers who require extensions greater than 1,000 feet, and less than 2,000 in length.

### PUBLIC HEALTH HAZARD EXTENSION PROGRAM

This program provides for complete Charlotte Water funding of residential water and sewer street main extensions for the purpose of providing access to public utilities when the private system(s) result in a health risk to the occupant and/or the general public.

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CHARLOTTE  
**WATER**  
[www.CharlotteWater.org](http://www.CharlotteWater.org)

New Services  
5100 Brookshire Blvd.  
Charlotte, NC 21602

Phone: 704-432-2854  
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Owned & Operated by the City of Charlotte

CHARLOTTE  
**WATER**

## RESIDENTIAL NEW SERVICE CONNECTIONS



[www.CharlotteWater.org](http://www.CharlotteWater.org)



## RESIDENTIAL CONNECTIONS

Customers who would like water or sewer service(s) for residential use must follow these steps:

### 1 DETERMINE AVAILABILITY

Call Customer Service at 704-432-2854 to determine the availability of existing water and sewer services in your area.

### 2 DETERMINE SIZE

Consult a licensed plumber to determine the needed connection size. The typical single-family residential connection is 3/4-inch for water and 4-inch for sewer.

### 3 SUBMIT AN APPLICATION

1. Complete a water/sewer service application
2. Complete a backflow questionnaire if you have an irrigation system or plan to install an irrigation system.
3. Submit a check or money order for all connection and capacity fees.
4. Mail these three items to the address on the back of this brochure.

### 4 MARK LOCATION

Clearly mark where you would like the service location(s) on your property. Marking flags are available at the New Services office or you can mark the location with a wooden stake in the ground.

### 5 MARK IRRIGATION

Mark all existing private irrigation lines. Any damage to an unmarked private irrigation system by a City of Charlotte contractor will be the customer's responsibility to repair.

### 6 AWAIT INSTALLATION

Prepare for installation to start 0 to 6 weeks after your application is submitted. Once completed, the service(s) will be activated in the billing system. A water service includes the following:

- Connection to the public water main
- Service line to the edge of the right-of-way connection to backside of meter box
- Meter Assembly and box

*Due to underground conflicts or other circumstances Charlotte 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.*

### 7 LOW PRESSURE LAKE AREAS

If your connection is located in or around Lake Norman, Lake Wylie or Mountain Island, you may have Low Pressure Sewer Service (LPSS) available and may require a customer installed 2HP Grinder Pump Station. If your connection is located in these areas, please contact Charlotte Water Customer Service.

## ENCROACHMENTS

If an encroachment permit is required, you will be notified by Charlotte Water and will be provided the necessary documents for NCDOT's encroachment submittal. Please allow additional time for service installation if an NCDOT encroachment is required.

