

## Aquatera Service Connection Procedure

### Step 1: Submit Service Connection Application Form.

The applicant is responsible for determining the line sizes required for development and they should either meet or exceed the below minimum requirements (not including fire suppression for commercial or industrial properties). Aquatera requests a Site Servicing Plan for commercial, industrial or residential (with 4 or more units) properties showing water and wastewater size and location. The Service Connection Application Form can be found at:

<https://www.aquatera.ca/services/engineering/service-connection-disconnection-application>

Development	Water Size	Sewer Size
Residential	19mm	100mm
Commercial	25mm	150mm
Industrial	25mm	150mm

Note: The Infrastructure Charge increases proportionally with an increase in water meter.

### Step 2: Conduct site inspection and prepare quote.

Aquatera conducts a site inspection and distributes a quote within ten business days. The quote includes the installation of services onto the property line and the restoration of the site to its original condition. The applicant is responsible for contacting a private contractor to extend water and/or wastewater services from the property line to the building.

### Step 3: Sign quote and submit payment for service installation.

Additional costs will be invoiced for extra work related to changes in site conditions, frost excavation and unforeseeable circumstances. Signing the quote prompts construction.

### Step 4: Service installation.

Aquatera schedules the service installation and conducts testing if it is required. Please note that it is done on a first-come, first-served basis.

### Step 5: Submit meter application.

The applicant is responsible for submitting the meter application to Aquatera. Once the application is submitted Aquatera will provide a quote for the Infrastructure Charge and Meter Fee. Upon payment and completion of other requirements, the meter installation will be scheduled. Payment is required prior to meter installation. The Infrastructure Charge Policy can be found at:

<https://www.aquatera.ca/public/download/files/90310>

For any questions, please contact us at [connections@aquatera.ca](mailto:connections@aquatera.ca)