

Aquatera Service Disconnection Procedure

Step 1: Submit Service Disconnection Application Form and Demolition Permit Application.

The applicant is required to submit the Service Disconnection Application Form as well as the Demolition Permit Application. It is the responsibility of the applicant to obtain the Demolition Permit Application from the respective municipality. Aquatera Service Disconnection Application Form can be found at: <https://www.aquatera.ca/services/engineering/service-connection-disconnection-application>

On the Service Disconnection Application Form, the applicant may decide if it is temporary or permanent service disconnection, depending on future development. Please note that Aquatera Engineering Service Manager will make the final decision to disconnect service temporarily or permanently.

Step 2: Schedule meter removal with Aquatera Account Services department.

The applicant needs to contact Sarah Dennis, Commercial Account Services Representative, at sdennis@aquatera.ca to schedule the meter removal. Once the meter is removed and water is off, the Account Services department will sign off on the Demolition Permit Application.

Step 3: Applicant hires private contractor to disconnect water and wastewater service line, corresponding with Aquatera Standards and Guidelines.

The applicant is responsible for hiring a private contractor to disconnect the water and wastewater services at the property line. The private contractor will follow Aquatera's Service Disconnection Standards and Guidelines (Please see the details 66-01), found at: <https://www.aquatera.ca/public/download/documents/59180>

Step 4: Private contractor contacts Aquatera to schedule property line disconnection.

Aquatera must witness the service disconnection on the property line, corresponding with Aquatera Standards and Guidelines, before backfilling proceeds. The contractor will schedule the service disconnection with Aquatera with a minimum of 24 hours notice. Once Aquatera witnesses the property line disconnection, and no concerns arise, the Engineering department will sign off on the Demolition Permit Application.

For any questions, please contact us at connections@aquatera.ca