

Re: Erie Water Works Customers' Service Line Installations, Renewals and Repairs

Plumbers and Service Line Installers performing work within Erie Water Works (EWW) Distribution System:

Thank you for your continual cooperation and adherence to the policies and regulations governing work performed on water service lines of EWW customers. We appreciate the diligence that is applied when work is being done to either a new or existing water service line.

We are enclosing relevant service line EWW Standard Details for your convenience and encourage you to visit our website at [eriewater.org/Engineering](http://eriewater.org/Engineering) periodically for updates.

Please feel free to contact the Engineering Services Management Team with any questions or concerns.

The following requirements must be observed:

- All water service line work must be inspected by an Erie Water Works Inspector. Inspections must be scheduled 24 hours in advance by calling 814-870-8000 Ext 207 or 205, Monday through Friday, between the hours of 8:00 AM - 5:00 PM. If leaving a voice message, please do not assume that your inspection has been scheduled until an Engineering Staff member returns your call and confirms date and time. Requests for "same day" inspections will not be honored unless an emergency situation (as determined by EWW) has occurred.
- All inspection requests must be received by the Engineering office staff and not by contacting an EWW Inspector.
- Service line work must be performed in compliance with the Erie Water Works Standard Details.
- Service lines for new construction are not to be installed until after EWW installs the curb valve.
- All work is to be scheduled within the parameters that inspections will be completed no later than 4:00 PM, Monday through Friday. If an Inspector is required to remain on the job site past the normal business hours, the service line installer will be billed for all Inspection Hours at the Inspector's Burdened Overtime Rate.

Protocol for Weekend or Evening Service Line Inspections

- When water service lines must be renewed or repaired outside of the regularly specified hours, an Erie Water Works Inspector may be deployed by contacting an Erie Water Works Engineering Services Management Staff member. Inspection requests may be denied if EWW Management Staff deems the renewal or repair is a condition that can wait until regular business hours.

**Engineering Supervisor: 814-460-3617**

**Engineering Project Engineer: 814-969-6419**

**Engineering Project Manager: 814-460-2451**

**Engineering Manager: 814-323-7386**

**Erie Water Works 24-Hour Emergency Number: 814-870-8087**

- Any weekend or after-hours inspection will be assessed charges to the customer or plumber at the Inspector's Burdened Overtime Rate.
- Under no circumstances shall work be done to an EWW's customer's water service line without an EWW Inspector inspecting the completed work. Any work found to have been completed without inspections will require that the full length of the water service line be excavated in the presence of an EWW Inspector.