

Virginia Department of Public Utilities  
618 2<sup>nd</sup> St S  
Virginia, MN 55792

**Application for Water Service**

(please print)

Customer Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

Address/location where service is requested: \_\_\_\_\_

\_\_\_\_\_

Intended use:     \_\_\_\_\_ Residential                     \_\_\_\_\_ Commercial

When is water service being installed?: \_\_\_\_\_

Name of contractor or individual who will be doing the installation in your home or business:

\_\_\_\_\_

\_\_\_\_\_

**Having read and being familiar with the attached information, checklist, and policies for water service, including applicable fees associated with the installation of water service, I hereby agree to fully comply with those policies to the satisfaction of the Public Utilities Commission.**

Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

**Please include a check made out to the “Department of Public Utilities” in the amount of \$230.00 (which covers \$150.00 for the General Facility Hookup Fee and \$80.00 for water remote). (Fee Effective 03-23-04 – Subject to Change Without Notice)**

For department use only:

- Give “Customer Information” to applicant                      Fee Received \$ \_\_\_\_\_  
 Remote Issued    Sketch received

## Customer Information – Water Service

### Virginia Department of Public Utilities

#### Information

- The water service line is owned by the customer from and including the corporation stop (tap) at the main all the way into the building or point of service.
- The property owner is responsible to have a contractor install the water line and tap into the main. The Public Utilities does not provide labor or equipment for this task.
- The property owner is also responsible for the restoration, including pavement, curb, and sidewalk, of any excavation resulting from the said installation.

#### Customer Check List

- Request Locate of Water Main** – Contact Gopher State One-Call @ 1-800-252-1166 to locate the water main in your area (they will not locate privately owned – water service lines). Please provide 72 hours notice prior to excavation.
- Sketch** – Owner is to provide a sketch to the Public Utilities as to where the water line will be routed on their property.
- Install Curb Stop and Standpipe** – The water service line must have a curb stop and standpipe that is accessible. DO NOT locate under concrete – preferably not under blacktop but can stick up through blacktop.
- Water Meter** – Pick up a water meter from our business office at 618 2<sup>nd</sup> St S. At this point, monthly service charges, as well as any consumption, will start to be billed to your account.
- Service Connection** – After your contractor/installer has connected the water meter into service, and placed the remote outside in an accessible location (running wires from the remote to the area of the meter), contact our business office at 218-748-7545 to request connection of the water remote to the water meter.

**Highlights of Water Service Policies** (not inclusive – see complete Water Service Policies at business office):

#### ***Water Service Standpipe Policy***

Should a customer's water service standpipe be damaged by city-owned equipment, the cost of the repairs will be the responsibility of the City. The Public Utilities will make one reasonable attempt to locate the customer's standpipe during normal business hours. Should a homeowner request the water be turned off at the standpipe, the Public Utilities will make an attempt to turn off the water contingent upon: the customer being aware that any damage shall remain the responsibility of the homeowner and if the Public Utilities is unable to catch the value because the standpipe is filled with mud and/or debris, the Public Utilities will make one reasonable attempt to blow out the standpipe with compressed air.

#### ***Water Main Shut Off Policy***

If a customer is making repairs on their plumbing and requests the Public Utilities shut down the water main to the area because the standpipe cannot be located or was never installed, the customer will be billed for fees incurred.

#### ***Water Service Leak Policy***

In the event of a leak in the customer's water service, the Public Utilities shall give written notification to the property owner informing them of the leak and allowing them seven (7) calendar days to repair said leak. Again, the water line belongs to the property owner from the tap in the main to the point of service. If the leak is not repaired within the specified time period, the costs incurred for lost water based on estimated flow will be billed to the property owner. Again, the property owner is also responsible for the restoration, including pavement, curb and sidewalk of any excavation resulting from the repair.

#### ***Permanent Disconnection of Service***

The property owner is responsible for notifying the Public Utilities they are requesting termination of service to their property. The disconnection of water services shall be performed by a qualified contractor at the property owner's expense.