# New Water, Wastewater, and Reclaim Residential Services Connection Procedure

## *A.* Introduction

1. ***Effective Date for this Procedure:*** February 17, 2025

2. ***Purpose and Intent***
   This procedure outlines the steps required for connecting new residential water, wastewater, or reclaimed water services to GRU's systems.

3. ***Scope of Application***
   This procedure applies to all new water, wastewater, and reclaim water single-family residential connections made to GRU's systems. The following new residential connection types are covered:
   - Connections for Lots in New Subdivisions
   - Connections for In-Fill Lots (Not in a New Subdivision)
   - Connections for Accessory Dwelling Units (ADUs)
   - Connections for Cottages

   *Note: Commercial and multi-family construction are exempt from this procedure since those projects are inspected by W/WW Engineering.*

4. ***References***
   - GRU Policy and Procedures Manual
   - GRU W/WW Design Standards
   - GRU W/WW Construction Details
   - GRU Manual of Cross Connection Control
   - GRU New W/WW Service Installation Guide

## B. General Procedure Overview

1. ***Requesting a New Service***

   - Contact GRU New Services: Business partners (customers, Builders, property owners, etc.) need to reach out to GRU New Services (NewServices@gru.com) to check service availability and get an estimate for connection costs.
   - Provide Building Permit Number: A City or County Building Permit Number must be provided with all new service requests.

## 2. *Payment of Fees*

- Fee Payment: All necessary fees must be paid before the connection process can begin.
- Work Order Creation: Once fees are paid, GRU New Services will create a work order for the Water/Wastewater Department to begin the connection process.

## 3. *Service Connection Types*

Connections apply to the following residential types:

- New Subdivisions: Lots in new residential developments which went through a formal plan review with GRU's W/WW Engineering. These services are connecting to newly installed infrastructure.
- In-Fill Lots: Individual residential lots connecting to existing infrastructure, requiring only a Building Permit (no full plan review).
- Accessory Dwelling Units (ADUs): Additional units on single-family properties, following a similar process as In-Fill Lots, typically only requiring a Building Permit.
- Cottages: Multiple single-family units on a single parcel, similar to Subdivisions, undergoing a formal plan review and may have privately maintained sewer services.

## 4. *Right-of-Way (ROW) Permits*

- Right-of-Way (ROW) Permits may be required for the new services and could add additional requirements, costs, and delays to the work.
- Permits are generally required for Infill Lots and ADUs. These permits will be identified in your construction estimate and must be obtained by GRU prior to construction.

## 5. *Service Installation Procedure*

- Subdivisions & Cottages: These typically have an existing service extended to each lot constructed by the developer, and GRU installs the water or reclaim meter when each lot is built.
- Infill Lots & ADUs: These typically do not have service extended to the lot, and GRU must then connect to the existing pipe in the ROW and construct a new service to each lot.

## 6. *Location of Services*

- Service Placement: GRU will be relying on Builders to field confirm placement of meters and cleanouts for each lot so the locations are compatible with the lot's site plan. Proper staking of the requested service locations is critical to ensure relocations are not needed later in the construction process.
- Staking: Builders should see the *New W/WW Service Installation Guide* for details on proper staking for meter and cleanout locations.
- Relocations/Adjustments: If a relocation or adjustment of a meter or cleanout is needed, horizontal or vertical, then that request must be made through GRU New Services.

## 7. *Service Installation Timelines*

- Timeframes: GRU is committed to providing your new service as soon as possible. Below are expected durations after receiving a Work Order from New Services:
  (1) Water Meter
    (a) Subdivision & Cottages: 10 business days
    (b) Infill Lots & ADUs: 20 business days
  (2) Reclaim Water Meter: 10 business days
  (3) Sewer Service (Infill Lot & ADU): 4 - 6 weeks

- Delays: Delays can occur due to permitting, or system emergencies (such as storms) that may impact our ability to meet the timeframes listed above.

## 8. *Required Inspections*

- GRU W/WW Release: This will be conducted on all lots in which GRU is included in the Building Permit as a required inspection. This inspection must be requested by the Builder through CitizenServe.
  (1) This inspection shall not be requested until all plumbing connections are made; final grading is established; sidewalk, driveways, and walkways are installed; and construction equipment and debris are clear from area around connection points.

- Reclaim Inspection & Cross Connection Test: These will be performed on all reclaim connections. Inspections must be requested directly through GRU by email (WWWInspections@gru.com)
  (1) This inspection shall not be requested until the irrigation system is installed and plumbing connections are made.

## C. Detailed Connection Procedures

This section describes the specific process for the different types of residential connections.

### *1. Connections for Lots in New Subdivisions*

**General**:

- GRU is revising the W/WW Design Standards to have Developers install meter assemblies to each lot rather than leaving the service pipe stubbed out above grade. The procedure below addresses both types of installations.

**Service Installation:**

- Subdivisions without Developer Installed Meter Assembly
    - Developers will install all the infrastructure including a service to each lot, with the service pipes stubbed out at a pre-determined location.
    - **Water and Reclaim Service:** GRU is responsible for lowering the service and installing the meter assembly. The Builder is responsible for connecting plumbing to the outlet of the meter.
    - **Sewer Service:** The Builder is responsible for connecting plumbing to the service, lowering the cleanout stand-pipe and installing the correct cleanout box.
- Subdivisions with Developer Installed Meter Assembly
    - Developers will install all infrastructure including a service to each lot, including the meter assembly for each lot, and sewer services standpipes will be buried rather than raised.
    - **Water and Reclaim Service:** GRU installs the meter only in an existing box. The Builder is responsible for connecting plumbing to the outlet of the meter.
    - **Sewer Service:** The Builder is responsible for locating the service, connecting plumbing to the service, raising the cleanout stand-pipe and installing the correct cleanout box.

**Service Location/Placement:**

- Builders must place wooden stakes to indicate meter locations.
- Post-installation, Builders may make minor adjustments to meter box height relative to finished grade, but GRU Standards for service pipe depth must be adhered to.
- Requests for relocation of the water or reclaim meter must be made through GRU New Services.
- Relocations of GRU's sewer services and/or cleanouts are prohibited.

**Schedule:**

- Water and reclaim meters will be installed within 10 business days after receiving a work order from GRU New Services.
- Reclaim meters will be locked until passing the Cross-Connection Test.

**Required Inspections:**

- GRU W/WW Release
- Reclaim Inspection & Cross Connection Test

***2. Connections for In-Fill Lots (Not in a New Subdivision)***

**Service Installation**:

- These services are typically constructed by GRU and often involve installing a new service from the main to the point of connection at each lot.
- GRU will install the water service including the meter assembly, the Builder will be responsible for connecting plumbing to the outlet of the meter.
- GRU will leave standpipes for sewer services buried below grade. The Builder will be responsible for connecting to the stub-out, raising the standpipe, and installing the appropriate cleanout box.

**Service Location/Placement:**

- Builders must place wooden stakes to indicate meter locations.
- Post-installation, Builders may make minor adjustments to meter box height relative to finished grade, but GRU Standards for service pipe depth must be adhered to
- Requests for relocation of the water meter must be made through GRU New Services.
- Request for relocation of a sewer cleanout may be possible but may not involve installation of any horizontal bends in the lateral. These requests must be made through GRU New Services.

**Schedule:**

- Water services will be installed within 20 business days after receiving a work order from GRU New Services.
- Sewer services will be installed within 4-6 weeks.

**Required Inspections:**

- GRU W/WW Release

### *3. Connections for Accessory Dwelling Units (ADUs)*

**General**:

- Typically, only a new water service is required for this type of lot, however a sewer service may be needed depending on the specific layout of the proposed construction.

**Service Installation**:

- These services are generally constructed by GRU and often involve installing a new service from the main to the point of connection at each lot.
- GRU will install the water service including the meter assembly, the Builder will be responsible for connecting plumbing to the outlet of the meter.
- GRU will leave standpipes for sewer services buried below grade. The Builder will be responsible for connecting to the stub-out, raising the standpipe, and installing the appropriate cleanout box.

**Service Location/Placement:**

- Builders must place wooden stakes to indicate meter locations.
- Post-installation, Builders may make minor adjustments to meter box height relative to finished grade, but GRU Standards for service pipe depth must be adhered to
- Requests for relocation of the water meter must be made through GRU New Services.
- Request for relocation of a sewer cleanout may be possible but may not involve installation of any horizontal bends in the lateral. These requests must be made through GRU New Services.

**Schedule:**

- Water services will be installed within 20 business days after receiving a work order from GRU New Services.
- Sewer services will be installed within 4-6 weeks.

**Required Inspections:**

- GRU W/WW Release

### *4. Connections for Cottages*

**General**:

- Cottages typically involve multiple single-family units on a single parcel. Water services may be installed in gangs of meters, and there is typically a single sewer service per dwelling.
- The sewer service may be GRU owned or privately owned depending on the approved plans and layout for the subdivision.

**Service Installation:**

- Configurations of the services will be consistent with Subdivisions, with two potential scenarios for construction of the service by the developer.

**Service Location/Placement:**

- Builders must place wooden stakes to indicate meter locations.
- Post-installation, Builders may make minor adjustments to meter box height relative to finished grade, but GRU Standards for service pipe depth must be adhered to
- Requests for relocation of the water meter must be done through GRU New Services.
- Relocations of GRU's sewer services and/or cleanouts are prohibited.

**Schedule:**

- Water meters will be installed within 10 business days after receiving a work order from GRU New Services.

**Required Inspections:**

- GRU W/WW Release

## D. Damages

### *1. Protection of GRU Infrastructure*

The Builder is responsible for ensuring the protection of all GRU infrastructure throughout the construction process, including meter assemblies, sewer cleanouts, and any connected service piping.

- Protection of Infrastructure: The Builder must take necessary precautions to prevent damage to GRU facilities (e.g. meters, cleanouts, etc.) during construction activities on the lot.

- Clear Area Requirement: A minimum clear area of 2 feet around the point of connection (e.g., meters, cleanouts, etc.) must be maintained during construction. This area must remain free of construction equipment, debris, or other obstructions. Ensuring this clear space allows for accessibility during inspections, meter readings, and other operations by GRU.
- Repair Responsibility: If the Builder is found responsible for any damage to GRU infrastructure they will be held liable for the cost of repairs per GRU's *Policy and Procedure's Manual.* The Builder is authorized to make minor repairs, such as replacing meter boxes, cleanout boxes, or sewer standpipes, provided these items are outside of the ROW, in a utility easement, and comply with all GRU Standards. Any repairs in the ROW must be performed by GRU.
- Reporting Damage: Any damage to GRU infrastructure within the ROW must be reported promptly to GRU to ensure repairs and restoration are carried out in a timely manner. If the Builder discovers any damage to GRU facilities prior to home building construction, they should notify GRU.

## E. GRU Inspections

The type of inspections required depends on the new services being added to the lot and the type of work occurring.

### *1. GRU W/WW Release*

Requirements for GRU to start the inspection for the W/WW Release:

- Water and wastewater connections must be completed.
- Final grading must be established. Landscaping is not required.
- Sidewalk, driveways, and walkways must be installed.
- The Builder must request this through CitizenServe for each Building Permit.

Timeframe/Schedule:

- GRU W/WW staff will be available for inspections on standard business days for GRU (Monday thru Friday), excluding holidays.
- Inspections will be completed by the required due date in CitizenServe.
- Inspections take 30-60 minutes, with results emailed to the Builder.

Process:

1. The Builder requests the inspection through CitizenServe.
2. GRU inspects the site based on the checklist.
3. Inspection results are provided and uploaded by GRU to CitizenServe.
4. If failed, the Builder must resolve the issues and request a re-inspection. through CitizenServe.

### *2. Reclaim Inspection & Cross Connection Test*

The reclaim water meter will be closed and locked shut by GRU until the lot passes this test. This is required to ensure protection of GRU's drinking water system.

Requirements for GRU to start the Cross Connection Test.

- Final grading, irrigation system installation, and sidewalk installation must be completed.
- Irrigation system must be operable and connected to the reclaim meter.

Timeframe/Schedule:

- The Customer must request the Cross Connection Test via email to WWWInspections@gru.com and provide the following information:
    a. Type of Inspection Requested (Cross Connection Test)
    b. Address and Lot Number
    c. Subdivision Name (if in subdivision)
    d. Name and Phone Number
- GRU will perform the test within 10 business days.
- The cross-connection test will take between 1-2 hours, with results emailed to the Builder.

Process:

1. Builder must request the inspection via email as listed above.
2. GRU performs the Reclaim Inspection and the Cross-Connection Test.
3. If passes, the reclaim meter will be left active. If failed, the reclaim meter will be locked and the builder must resolve the issues before requesting a re-inspection.

## F. Inspection Checklists

GRU Inspectors use a standardized checklist for every new connection inspection. Copies of these checklists are included in this section for reference. After the inspection is complete, GRU will provide the results to the Builder via an automated email. These results will be uploaded to CitizenServe if part of a Building Permit.

Each item on the checklist will be marked as either Pass, Fail, or N/A. Items marked as Informational Only will be labeled Yes, No, or N/A.

The results of the inspection will fall into one of the following categories:

- **Pass:** All inspection items passed.
- **Pass with Corrections:** Items were found that need minor corrections, but they will not delay your Building Permit.
- **Fail:** Significant items were found that require immediate correction before proceeding.

# GRU W/WW Release

| Item # | Checklist Item | Description |
|---|---|---|
| 1 | General Comment | Additional notes not covered in inspection items below. |
| 2 | General, Inspection Readiness | Water and wastewater connections must be completed; Final grading must be established; Sidewalk, driveways, and walkways must be installed; and Construction equipment and debris clear from area around W/WW infrastructure (e.g. dumpsters, construction materials) |
| 3 | Sewer, Camera Service | Private lateral is properly connected to the GRU service per Details WW-5.0, WW-5.1, and WW-5.2 |
| 4 | Sewer, Service Debris | Construction debris not entering the system from the sewer service |
| 5 | Sewer, Pipe, Fittings and Joints | Pipes are in sound condition; all joints on GRU owned portion of the service are gasketed joints; joints are properly assembled; Glued joints are prohibited. |
| 6 | Sewer, Cleanout Box | Cleanout box placed over cleanout per Detail WW-5.3 or WW-5.3.1; Box level and at grade; box and lid undamaged; lid fits correctly and flush, and box is properly supported. |
| 7 | Sewer, Cleanout Cap | Cleanout cap is properly installed; Cleanout cap is the approved product type. |
| 8 | Sewer, Cleanout Locate Ball | Locate marker ball installed at cleanout and reading properly by locator device |
| 9 | Sewer, Valve Box and Pad | Valve box accessible and flush with grade; valve nut visible; box free of debris; 24"x6" round or square pad around box; tracing wire present |
| 10 | Sewer, Manhole Cover | Manhole cover accessible and flush with grade |
| 11 | Sewer, Curb Markings | Curb markings present for all cleanouts, manhole, valves, and wire boxes. Markings must be sized and colored per installation guidelines. |
| 12 | Water, Meter | Meter centered in box; curb stop upright and inside box; dual check valve installed (if Reclaim Customer); meter depth is within acceptable range per Detail W-8.01 (8" min to 12" max depth from grade to top of service pipe). |
| 13 | Water, Meter AMI | AMI ERT is connected to the meter; ERT cable is not damaged or broken; ERT is correctly placed in the box. |
| 14 | Water, Meter Box | Approved box is installed; box level and at grade; box and lid undamaged; lid fits correctly and flush. |
| 15 | Water, Meter Locate Ball | Locate marker ball installed at water meter and reading properly by locator device |
| 16 | Water, Valve Box and Pad | Valve box accessible and flush with grade; valve nut visible; box free of debris; 24"x6" round or square pad around box; tracing wire present |
| 17 | Water, Backflow Present | (Informational Only) If lot has irrigation system then they must have a Backflow Preventer installed 12" (min) above finished grade; must be installed outside of Right-of-Way. |
| 18 | Water, Irrigation System | (Information Only) Lot has residential irrigation system |

# GRU Reclaim Inspection & Cross Connection Tests

| Item # | Checklist Item | Description |
|---|---|---|
| 1 | General Comment | Additional notes not covered in inspection items below. |
| 2 | General, Inspection Readiness | Final grade must be established; irrigation system must be installed; Owner's representative must be present and able to operate irrigation system for the test. |
| 3 | Reclaim, Meter | Meter centered in box; curb stop upright and inside box; meter depth is within acceptable range per Detail RCW-8.0 (8" min to 12" max depth from grade to top of service pipe). |
| 4 | Reclaim, Meter AMI | AMI ERT is connected to the meter; ERT cable is not damaged or broken; ERT is correctly placed in the box. |
| 5 | Reclaim, Meter Box | Box colored purple for reclaim; Box level and at grade; box and lid undamaged; lid fits correctly and flush. |
| 6 | Reclaim, Valve Box and Pad | Valve box accessible and flush with grade; valve nut visible; box free of debris; 24"x6" square or round pad around box; tracing wire present |
| 7 | Reclaim, Meter Locate Ball | Locate marker ball installed at reclaim meter and reading properly by locator device |
| 8 | Reclaim, Curb Markings | Curb markings present for all meters, valves, and wire boxes. Markings must be sized and colored per installation guidelines |
| 9 | Reclaim, CC Test #1 | With Water Meter OFF and Reclaim ON, open hose spigot, operate each zone of irrigation system and verify no water discharges from the water spigot. |
| 10 | Reclaim, CC Test #2 | With Water Meter ON and Reclaim OFF, open hose spigot and verify water is running then operate each zone of irrigation system and verify no reclaim discharges from any sprinkler. |