



Chapter 6 – Water Service

Purpose

The purpose of this chapter is to set out the review process for developers as it relates to water service.

Public Improvements – Water Service Requirements

Public improvements are often required with projects that will develop areas where the City's infrastructure does not already exist or where improvements are necessary to accommodate the new development.

The developer should contact the System Planning and Development Division of the Water Utilities Department at (316) 268-4555 to determine if potable water services are available to the development. If not, the developer or the developer's engineer should contact the Engineering Division of the Department of Public Works for petitions that would approve construction of water lines to serve the new development.

If water service is available to the entire development, the developer should contact the System Planning and Development Division of the Water Utilities Department concerning taps, tap fees, and the general processing time for connection to the City's water and sanitary sewer facilities.

Submission materials

The developer shall submit to the Water Utilities Department any materials that may relate to water service. This may include the following:

- The approximate time when development will begin.
- Copy of the proposed plat including the building zoning or proposed zoning.
- Approximate proposed water usage (average and maximum rate).

General Processing Time and Fees

The tap and plant equity fees for single family and duplex housing are paid in the Central Inspection Office (OCI) and collected at the same time the building permit is issued. When the foundation of the building is completed, the developer or builder notifies System Planning and Development. This begins the process to install the meter box, meter and the City service line from the City water main to the water meter. The process from foundation release to water meter installation averages 10 days.

Tap and plant equity fees for construction requiring water service other than single family and duplex housing are paid in the Customer Service Division of the Water Utilities Department. Call 316-268-4365 for information regarding these fees. When the plumber completes the water service line from the building to the proposed water meter location, a plumber's release is called in to the Water Utilities Department at 316-268-4940.

Process Steps- One and Two Family Dwellings

Step 1- Tap Application and Scheduling Process

Once a water line is cleared for service, tap requests for connections to the main may be processed. For one and two family dwellings, the process provides for streamlined fee payment processing and installation scheduling is tied into a foundation release request from the builder.

For one and two family dwellings inside Wichita's City limits and in Andover, the service tap process is initiated when the builder/developer takes out the building permit. For City of Wichita permit applications, the OCI is the office responsible for permit application and processing.

Step 2- Fees and Payment Processing

OCI notes on the permit application if water is available. If service is available, the appropriate entries are made on the permit form and the OCI information system assesses the appropriate tap and plant equity fees to the applicant at the time the building permit is issued.

It should be noted that tap fees are designed to pay the cost of the actual installation of the service, and the fees represent cost recovery for this service. Plant equity fees represent a pay as you go philosophy in regards to new construction, or a growth pays for itself perspective. Plant equity fees are calculated based on meter size. The fee is designed to be representative of the equity that existing customers have accumulated in the utilities and represents a buy in value tied to the size of the water meter.

Water Utilities Department Customer Service, working off of the building permit, enters the address information on the customer information system. The order is then routed to System Planning, where a check is made to confirm that the main is cleared for service and if there are any "Fees in Lieu of Assessment" that need to be paid. System Planning will notify

Process Improvement Points

Ask questions and understand the development process, especially the fees and the time it takes for the services to be completed.

Process Improvement Points

the applicant of any requirements. In some cases, a check of the record may indicate a service setter is already located on the premises. In these cases, System Planning will initiate refund of the tap and plant equity fees.

Fees in Lieu of Assessment are required in those instances where a property is requesting connection to a water main and the property has not been a part of an established special assessment benefit district for the purpose of bringing water service to the area. The fee is calculated on the basis of an average cost related to front footage of the lot. The fee is re-calculated annually by Water Utilities.

For tap only projects the customer or contractor must have the water main ready for an immediate tap. Therefore, above application fees do not include any excavation cost, pavement cut or removal costs. The customer or contractor must submit professional engineered plans to Public Works Engineering for approval to construct service line. A tap work order will not be issued until the Water Utilities Department verifies the approved plans, appropriate payments, and bonding. Street cuts, excavation, thrust blocking, backfilling, pavement reconstruction, and all other incidental costs are the responsibility of the contractor.

In lieu of assessment fees are based on whether a specific property was included in a water project benefit district. Staff needs to know the specific project location to determine if this fee is applicable.

The charge for “in lieu of assessment” fee may be appealed if it meets one of the following criteria:

- The property was in the City of Wichita city limits prior to 1970.
- There are health related issues with the existing occupants of the property that requires water and/or sewer service.
- The property owner or owners had no opportunity to participate in a benefit district.

To appeal the fee, a letter should be sent to the Director of Water Utilities Department. The mailing address is 455 N Main, Wichita, KS 67202.

Step 3-Water Tap And Service Installation Scheduling

Tap scheduling is available on the [Wichita Water Utilities](#) web page by selecting the [Tap Scheduling](#) module. The tap should be scheduled when the foundation stage of the construction is finished.

The builder requesting the tap installation should then enter the number of the building permit and the web page will access all relevant information from the building permit, including address and legal description.

The system will assign a tentative date for the installation from the date of application. The Water Services Supervisor may need to adjust the scheduled installation date.

Actual installation will be made either by City crews or by a contractor.

Installation Issues and Responsibilities

It is the responsibility of the builder/developer to properly mark the desired location of the service setter. The normal location is approximately eight feet behind the curb in street right-of-way. The location should be marked with a four to six foot long two-inch by four-inch lumber buried approximately two feet deep. The board should have the house number on it visible to the street. Failure to mark the location prior to service installation crew arriving on site may result in an additional \$150 fee. The service installation crew will set the meter box and lid at the proper elevation, call Water Distribution for adjustments.

The builder/developer is responsible for any damage to the meter box that may occur after its construction until the building is occupied.

The service installation crew will mark the location of the pigtail or outlet connection with a piece of two by four lumber. The plumber installing the consumer line will be responsible for making the connection to the pigtail.

Process Improvement Points

Know telephone numbers, e-mail addresses and names of City staff involved in the development process.

Process Steps- Commercial Development

Process Improvement Points

Step 1- Water Service Application Process for Non-Residential Structures

Applicants for water service for structures other than single family or duplex will need to contact the System Planning Division of the Water Utilities Department at 268-4555.

Step 2- Service Availability Checks

System Planning will check availability of service to the area in question. If service to the site is not available, the applicant is apprised of the options and costs involved in bringing water service to the site. Often, consultation with Public Works Engineering is required.

Step 3- Service Sizing

Service should be appropriately sized and metering requirements determined according to the expected volumes of water to be consumed and the anticipated usage characteristics for the type and size of structure. This information and a recommendation is typically to be provided by the applicant and is subject to review and approval by System Planning.

Step 4- Tap and Plant Equity Fee Payment Requirements and Procedures

These fees should be paid in the Customer Services Division of the Water Utilities Department. Call 268-4555 to verify costs for any project. See Step 2 of the One and Two family dwelling water service process above.

Step 5- Vault Requirements and Location

If a vault is required for the service, System Planning supplies specifications governing vault construction to the applicant. System Planning also determines the appropriate location for the vault in the Water Utilities Department. Please call 316-268-4365. Fees vary according to service size and are listed in the table included in this chapter.

Step 6- Tap Scheduling

The service tap is scheduled following receipt of a plumbing release from a licensed plumber, indicating the consumer service line has been installed according to code requirements. The plumber will mark the location where the setter or vault is to be constructed for connection to the consumer line. System Planning should be contacted at 316-268-4555 to record a plumber's release and schedule the service installation.

Other Issues

The developer must determine if water service is available or must be extended to the development.

The Water Utilities Department will always be responsible for the installation of the service line and meter on a 1" tap.

The customer has the option to install the service line, but must submit professional engineered plans to Public Works Engineering for approval for 2" and larger lines.

Private Domestic Water Wells

Where public water utilities are not feasible, water wells may be an option. For information regarding the use of [water wells](#) and for permitting and groundwater testing requirements call the Environmental Services Department Water Quality staff at 268-8351.

Issues That May Result in Additional Review

These items may result in additional reviews and requirements:

- Determination if property was previously assessed or in a benefit district for water and sewer lines. This will determine the requirement to charge for "in lieu of assessment" fees.
- Determination if an extension to the City water lines is required to serve the property.
- Determination of the correct tap and meter size to serve the planned development.
- Determination if private domestic water wells are an option for domestic personal uses such as drinking, cooking, washing and bathing.

Backflow Prevention Testing and Certification Process

Backflow, or cross connection control, is the program and process designed to prevent harmful contaminants from entering the City's potable water system.

The program requires water connections of specific types, such as lawn services or industrial connections, to be equipped with backflow prevention devices. Authority for cross connection controls for public water supply systems is provided for by statute.

In Wichita, it is required that all backflow prevention devices be tested annually by a certified tester.

A Public Health Sanitarian in the Water Distribution Division administers the certification and testing program. Contact 269-4940 if you have questions about this program.

Process Improvement Points

Helpful Links Mentioned in this Chapter.

[Water Utilities](#)

[OCI](#)

[Environmental Services](#)

[Tap and Equity Connection Fees](#)

[E-Permitting](#)

[Water Wells](#)

CITY OF WICHITA WATER TAP APPLICATION PROCESS

