



Aqua Pennsylvania New Connection Portal™
User Guide

Version 4.3

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Introduction

Greetings, valued customer! On behalf of Aqua Pennsylvania, we extend a warm welcome to our **New Connection Portal User Guide**. This comprehensive resource is designed to serve as your trusted companion throughout the process of establishing water and/or wastewater service with Aqua.

For generations, Aqua Pennsylvania has proudly provided reliable and high-quality water to communities across the state. We understand that navigating the [New Connection process](#) can sometimes feel complex, and we are committed to making it as smooth and straightforward as possible. This user guide is your essential tool for understanding our procedures, completing necessary forms, and ensuring a seamless transition to Aqua Water and Wastewater services.

Whether you're embarking on a new residential adventure, establishing the perfect environment for your business, or requiring water or wastewater solutions for a construction project, this guide caters to your specific needs. Within its pages, you will find step-by-step instructions from creating your online account, submitting a service inquiry to verify whether we can provide the requested service at your address, and submitting your application once we have confirmed that the service is available, we walk you through each stage of the process with clear and concise explanations.

Comprehensive information: Discover critical details about various connection types and required forms for your specific service needs.

Helpful tips and best practices: Utilize valuable insights to complete your application accurately and expeditiously, minimizing potential delays.

By utilizing this User Guide, you can rest assured that you are equipped with the necessary knowledge and guidance to establish your Aqua Pennsylvania connection efficiently and effectively.

Navigating Around the Portal User Guide

To aid in navigating the User Guide, we have made the Table of Contents clickable. Clicking on any section in the Table of Contents will take you to that section in the User Guide.

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Introduction

Greetings, valued customer! On behalf of Aqua Pennsylvania, we extend a warm welcome to our **New Connection Portal User Guide**. This comprehensive resource is designed to serve as your trusted companion throughout the process of establishing water and/or wastewater service with Aqua.

Create an New Connection Portal Account

When you arrive at the [Aqua PA New Connection landing page](#), you will be able to sign in if you already have an account or you can create a new account if it is the first time you have visited the New Connection Portal. To create a new account, click the “Create an account” button.


Create a New Connection Portal Account

If you seek a new connection to Aqua’s water or wastewater system for a new or existing home, a proposed development, or fire hydrants, please create an account. Once you have done so, you will be able to submit connection inquiries and applications. Please note that transfer of service requests for Customers moving between existing addresses or billing information for an existing service should be directed to Aqua Customer Service at 877-987-2782.

[Create an account](#)

When you click the “Create an account” button, the “Create an Aqua New Connection Portal Account” dialogue box will appear. Fill out all the required fields in the form. Fields marked with an asterisk * are required. Make sure to read the Terms and Privacy Policy and then click the checkbox before submitting the form.

After submitting the account creation form, Aqua will send you a confirmation email, and you will be ushered into your Home Page where you will be able to submit Inquiries and Applications for connection to the Aqua water or wastewater system for residential and commercial properties, developments, and fire hydrants.



Create an Aqua New Connections Portal Account

Your First Name *

Your Last Name *

Which best describes you? *

Your company name

Your contact address *

Your City, State, Zip Code *

Your phone number *

Type of Phone Number *

Your Email *

Create a Password *

I agree to the [Terms](#) and [Privacy Policy](#)

[Create Account](#)

Your Home Page

The Home Page is divided into four sections:

1. Inquiries Dashboard
2. Applications Dashboard
3. Inquiry Submission Button
4. Application Submission Button
5. Begin Main Extension Button

Inquiries Dashboard

To determine whether a new water or wastewater connection is possible for your property, please submit an Inquiry. When you submit an Inquiry, Aqua will send you a confirmation email and the new Inquiry will appear in your Inquiries Dashboard as shown in the example below.

WSTINQ 10-04-24-990 Wastewater

555 Main Street, Nowhere, PA 55555

Clicking on the Inquiry will open the “Quick View” of the Inquiry, where you can check basic information and the current status of the Inquiry.

WSTINQ 10-04-24-990 Wastewater

555 Main Street, Nowhere, PA 55555

Service Address 555 Main Street, Nowhere, PA 55555	Service County Adams	Service Township/Borough Birmingham (portion)
Tax Parcel ID 123456	Type of Service Inquiry Wastewater	Status of Service Conversion from on-lot septic or private system
Is property within PUC territory? Under review	Is there a main in front of the property? Under review	Is there capacity to serve the connection? Under review
Can we supply service to this property? Currently under review	Application Received? No	Application Number (if any) -
Project plans you have uploaded -	Docs you have uploaded into your Inquiry -	

[View/Edit Details](#)[Upload documents](#)

You can edit certain fields of the Inquiry by clicking the “View/Edit Details” button. You can also upload additional documents requested by Aqua, if needed, by clicking the “Upload Documents” button.

Applications Dashboard

Similar to the Inquiry Dashboard, once you submit an Application, Aqua will send you a confirmation email, and the newly created Application will appear in your Applications Dashboard like in the example below. Please note that you must FIRST submit an Inquiry AND Aqua must make a determination that service is available for the property BEFORE you can proceed to submit an Application.

Applications Dashboard

When you submit new connection Applications, they will appear in this Applications Dashboard. Once they do, you will be able to click on them to check the current status. You can also upload additional documents required by Aqua, if needed.

WATAPP 09-13-24-256 Water

913 Main, Lower Makefield, PA 555555

Clicking on the Application will open the “Quick View” for the Application.

WATAPP 09-13-24-256 Water

913 Main, Lower Makefield, PA 555555

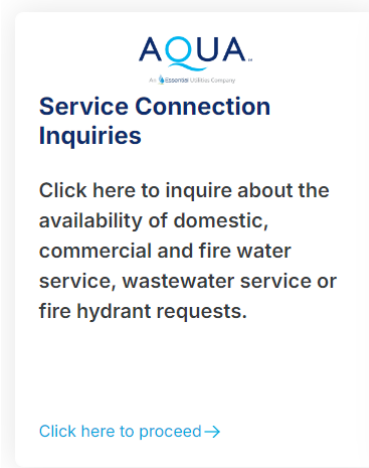
Inquiry Number WATINQ 09-13-24-973	Status of Service New Connection	Tax Parcel ID 123456
Total steps to be completed 35	Steps completed to date 0	Site plans you have uploaded -
Docs you have uploaded into your Application -	Application approval letter (if any) -	

See DetailUpload documents

You can see the Application details by clicking on the “See Detail” button and you can upload additional documents by clicking on the “Upload documents” button.

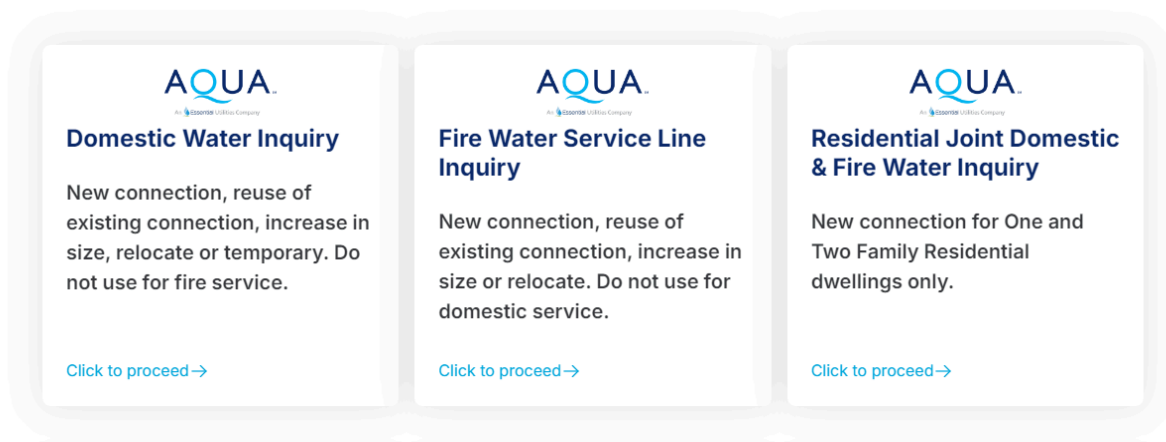
Inquiry Submission Button




To submit a new Inquiry, click on the “Service Connection Inquiries” button. Once you do, you will be taken to the Inquiry Selection Page.




On the Inquiry Selection Page, select the type of connection you are seeking:

- Domestic Water Inquiry
- Fire Water Service Line Inquiry
- Residential Joint Domestic & Fire Water Inquiry
- Commercial Domestic and Fire Water Inquiry
- Wastewater Inquiry
- Water and Wastewater Inquiry
- Fire Hydrant Inquiry



 <p>Commercial Domestic and Fire Water Service Inquiry</p> <p>New connection for domestic and fire water services where both are needed on a commercial or industrial property. Also use for properties with 3 or more residential units, i.e., apartment buildings.</p> <p>Click to proceed →</p>	 <p>Wastewater Inquiry</p> <p>New connection, change in use, septic conversion, subdivision or knock down/rebuild.</p> <p>Click to proceed →</p>	 <p>Water and Wastewater Inquiry</p> <p>New connection, reuse of existing connection, increase in size or relocate, septic conversion where both water and wastewater are needed.</p> <p>Click to proceed →</p>
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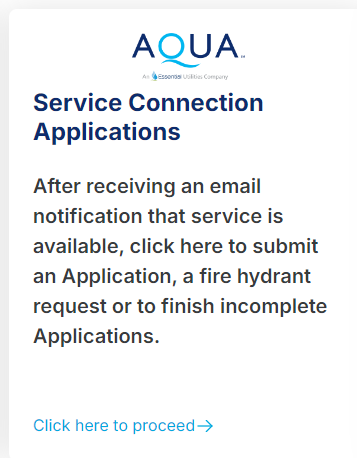
Fire Hydrant Inquiry

New fire hydrant connection or relocate existing connection.

[Click to proceed →](#)

Application Submission Button

Please note: You must FIRST submit a connection Inquiry and receive confirmation from Aqua that service is available BEFORE you can submit an Application. Once you have done so, Aqua will send you a confirmation email advising you that service is available and that the next step is to submit an Application against the Inquiry. Clicking on the “Service Connection Applications” button will take you to the Application Submission page.



Once in the Application Submission page, you will see all the Inquiries in your account that qualify for submitting an Application as shown in the example below. Click on the “Submit Application” button to begin the Application submission process.

WSTINQ 10-04-24-990			
Service Address 555 Main Street, Nowhere, PA 55555	Type of Inquiry Wastewater	Status of Service Conversion from on-lot septic or private system	Submit Application

Beneath the Application submission section, you will find a list of any partially completed Applications in your account, if any. Below is an example of such an application.

Below are all Applications in your account that have not been completed.

Click the Application to see which sections are incomplete then click on the respective Section buttons to complete them.

To access Section D, click the button with **three dots**.

WSTAPP 10-04-24-267	Wastewater
555 Main Street, Nowhere, PA 55555	

Clicking on a partially completed Application will reveal which Sections of the Application are complete and which remain to be completed.

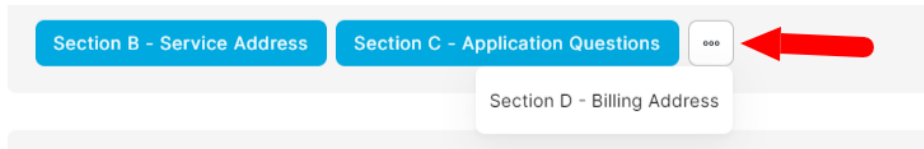
WSTAPP 10-04-24-267 Wastewater

555 Main Street, Nowhere, PA 55555

Type of Application Wastewater	Status of Service Conversion from one-lot or private system	Section A Completed? Yes
Section B Completed? Yes	Section C Completed? Yes	Section D Completed? No

[Section B - Service Address](#) [Section C - Application Questions](#) ...

In the example above, Sections A, B and C are complete, but Section D is not completed. To complete a Section, a user would click on each of the Section buttons and proceed with completing them. Section D appears by clicking on the three dots as seen in the image below.



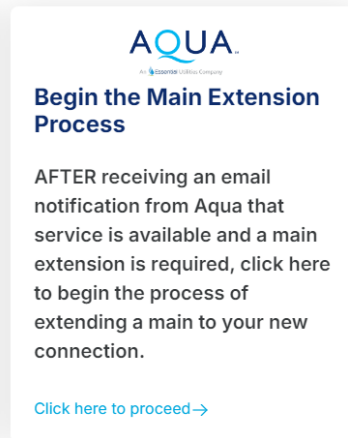
[Section B - Service Address](#) [Section C - Application Questions](#) ...

Section D - Billing Address

An Application is considered complete once all Sections A, B, C, and D are completed.

Begin Main Extension (for developers)

If Aqua determines a main extension is required to supply service to your property, Aqua will invite you to initiate the main extension process by completing the Begin the Main Extension Process form.



If you are a developer, Aqua will invite you to Procore, Aqua’s construction management software, to collaborate in the construction process.

If you are not a developer, one of Aqua’s engineers will contact you to assist you through the process.

Please note: You must FIRST submit a connection Inquiry and receive confirmation from Aqua that a main extension is required BEFORE you can submit a Begin the Main Extension Process form. Aqua will send you a confirmation email advising you if this is required.

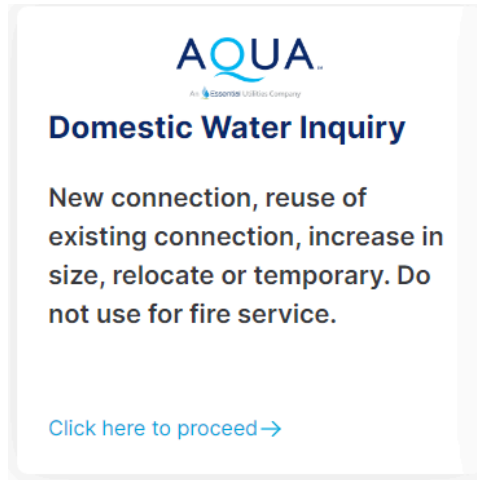
Clicking on the “Begin the Main Extension Process” button will take you to the Begin Main Extension Form page where you will be asked to submit the primary contact information. The primary contact is the person who will be invited to Procore.

See the [Service Requests Requiring a Main Extension](#) page for more information.

Domestic Water Connection

Domestic Water Inquiry

Select Domestic Water Inquiry if you want to see if domestic water service is available for your home or business. Developers who want to extend water service to a new development should also use this option.



AQUA
An Essential Utilities Company

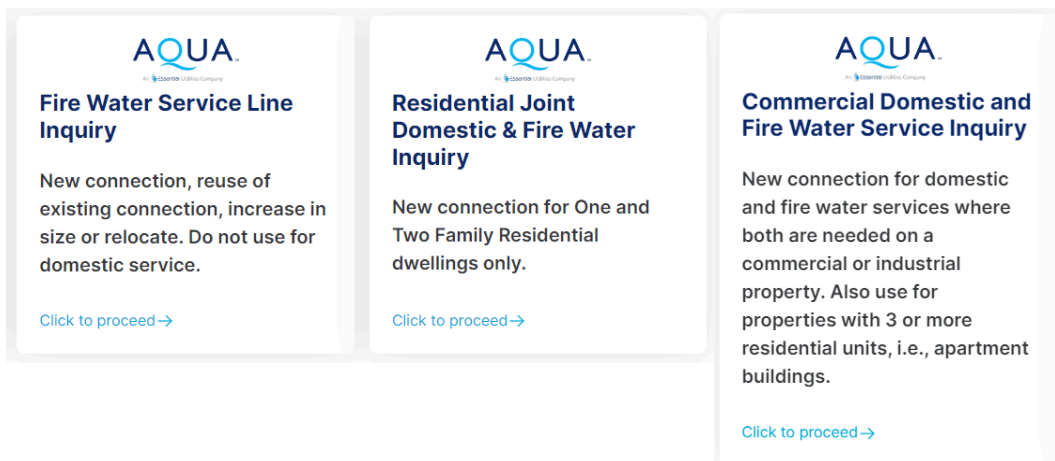
Domestic Water Inquiry

New connection, reuse of existing connection, increase in size, relocate or temporary. Do not use for fire service.

[Click here to proceed →](#)

Clicking on the Domestic Water Inquiry option will take you to the Domestic Water Service Inquiry Page.

Please note: If a **fire service** will be required for an automatic sprinkler system, standpipe, and/or fire hydrants, you should instead submit a **Fire Water Service Line Inquiry**, or **Residential Joint Domestic and Fire Water Inquiry** (for both domestic water and fire) or a **Commercial Domestic and Fire Water Inquiry** (if it is a commercial property.)



<p>AQUA An Essential Utilities Company</p> <p>Fire Water Service Line Inquiry</p> <p>New connection, reuse of existing connection, increase in size or relocate. Do not use for domestic service.</p> <p>Click to proceed →</p>	<p>AQUA An Essential Utilities Company</p> <p>Residential Joint Domestic & Fire Water Inquiry</p> <p>New connection for One and Two Family Residential dwellings only.</p> <p>Click to proceed →</p>	<p>AQUA An Essential Utilities Company</p> <p>Commercial Domestic and Fire Water Service Inquiry</p> <p>New connection for domestic and fire water services where both are needed on a commercial or industrial property. Also use for properties with 3 or more residential units, i.e., apartment buildings.</p> <p>Click to proceed →</p>
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Water Connection Inquiry Form

Status of Service: Select **New Connection** for a new service, **Increase in size** to increase capacity for an existing service, **Relocation** to move existing service, **Temporary** for construction projects, **Well Conversion** for new service, or **Re-connect/Rebuild** if you are moving in and want to re-connect or rebuild an existing service.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street, and the tax parcel ID in the appropriate field, to help us locate the property and complete our service availability assessment.

First floor elevation above mean sea level (AMSL), if known: If you have the elevation AMSL of your property please provide it in this field. [Click here](#) for help on finding AMSL for your property.

Aqua Pennsylvania Water Connection Inquiry

Please complete the form below. Once submitted, Aqua will review the request and determine if you are in Aqua's Public Utility Commission certificated service territory, if a water main abuts your property and if there is adequate capacity to service your property. The review will typically take 3 to 5 business days to complete. All fields with an asterisk (*) are required.

Status of Service (to unselect an option, click it a second time) *	<input type="text"/>
Will this water service be used for an automatic sprinkler system, standpipe, and/or fire hydrants? *	<input type="text" value="Yes or No"/>
Service Address: This is the address we will check for service availability.	<input type="text" value="Service Address"/>
If this is a new development project, is fire hydrant service required? If not applicable, leave empty.	<input type="text" value="Yes or No"/>
If the property does NOT have an assigned street address, please enter the lot number and nearest intersecting street in this field and provide a tax parcel number in the field below.	<input type="text" value="Street addresses and lot numbers"/>
Tax Parcel ID. If you don't know or don't have one, enter "Not known." *	<input type="text" value="Tax Parcel ID"/>
Service City *	<input type="text" value="City"/>
Service State *	<input type="text"/>
Service Zip Code *	<input type="text" value="Zip Code"/>
Service Township/Borough: Start typing into the field or scroll down the list to find your township/borough. *	<input type="text" value="Select one"/>
Service County *	<input type="text" value="Select one"/>
Is this an existing home or business? *	<input type="text" value="Yes or No"/>
Type of Occupancy: Classify your property to the most appropriate option. If this is a residential property with 3 or more units, please select Commercial. *	<input type="text" value="Select one"/>
Total number of units *	<input type="text" value="Example: 50 apartments or 50 single family homes"/>
Describe the nature of your project or request. *	<input type="text" value="For example, apartment, commercial, development"/>
First floor elevation above mean sea level (AMSL) in feet. If unknown, type "0" *	<input type="text" value="First floor elevation AMSL in feet."/>
Will you require a Will Serve Letter? *	<input type="text" value="Yes or No"/>
If you have site plans, please upload them here (128MB size limit)	<input type="text" value="Can be a sketch or screenshot of digital map"/>

After completing and submitting an Inquiry, Aqua will send you an email confirming receipt of the Inquiry and Aqua will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua-owned main abuts the service address; if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

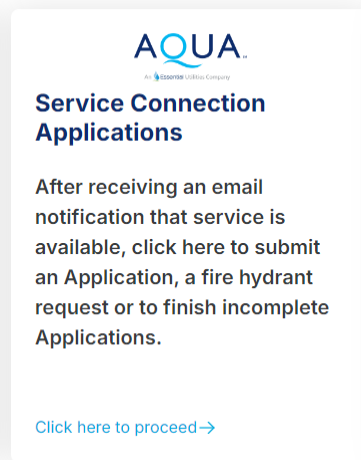
Aqua will typically respond to a connection inquiry within 3 to 5 business days.

If Aqua determines the required connection is available from an existing main for the service address provided, you will receive an email inviting you to submit an Application for Service.

If Aqua determines a main extension is needed to provide the requested service, you will be asked to provide additional information and will be informed of next steps.

Domestic Water Application

Once Aqua has assessed your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.



Each Application is composed of four Sections:

Section A - The information of the person who will sign the Application

Section B - Confirmation of the service address

Section C - Questions Aqua needs in order to process your application

Section D - Billing contact information

Once you have completed and submitted all four sections of the Application, Aqua will send you a confirmation email acknowledging receipt of the completed Application.

Domestic Water Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please **DO NOT** change this pre-fill.

Applicant Fields: These fields are also pre-filled based on your contact information. If the information for the person who will be signing the application is **DIFFERENT** from the information listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	<input type="text" value="Inquiry Number"/>
Please give a name to your project.	<input type="text" value="Name of development or complex"/>
Applicant's Full Name *	<input type="text" value="Full name"/>
Applicant's Company Name (if any)	<input type="text" value="Company name"/>
Applicant's Address *	<input type="text" value="Applicant address"/>
Applicant's City, State Zip *	<input type="text" value="City, State Zip"/>
Applicant's Phone Number *	<input type="text" value="🇺🇸 *Example: 1 215 555 5555"/>
Applicant's Email	<input type="text" value="✉ Email"/>

[Click to Submit and Continue to Step B](#)

Domestic Water Application Section B

In Section B, you will confirm or update the service address. You are also given the opportunity to review or edit the Applicant information you submitted in Section A.

Click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below “Inquiry Address” field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the “Confirm Service Address” button and entering the address.

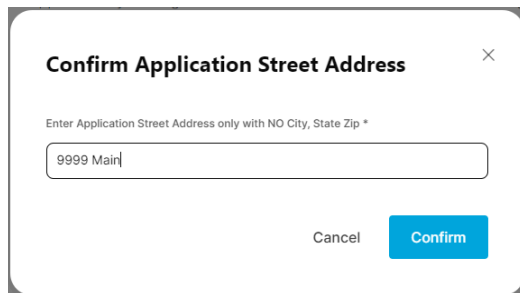
Wat02-04-24121

Inquiry Number InqWat01-18-24773	Inquiry Address 9999 Main	Applicant First Name Joe
Applicant Last Name Smith	Applicant Company (if any) Smith Industries	Applicant Address 1234 Main
Applicant City, State Zip Nowhere, PA 55555	Applicant Phone +11111111111	Applicant Email joesmith@nowherestreet.com

Edit Applicant Information

Confirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.



Confirm Application Street Address ×

Enter Application Street Address only with NO City, State Zip *

Cancel Confirm

Domestic Water Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Water Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Water Connection Questions

Please click the “Water Connection Questions” button and complete all required fields in the form prior to proceeding to Section D.

Wat02-04-24123

Inquiry Address

Confirmed Application Address

9999 Main

9999 Main

Edit Confirmed Service Address

Water Connection Questions

The Water Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Water Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Select the option that is most appropriate for your situation.	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Temporary, Relocation, Well Conversion, Rebuild, Change in Use
Please acknowledge the steps required if you are converting from a well water supply to Aqua supplied water.	If well conversion, I will abandon my present water supply at the time that Aqua PA activates water service to my property. I will notify the County Health Department of such abandonment and will comply with their Well Abandonment Requirements, and those of any other agencies having jurisdiction. *	Yes, No, Not applicable

<p>Please acknowledge the steps required if you are converting from a well water supply to Aqua-supplied water and wish to maintain your existing well.</p>	<p>If well conversion, I will apply for permits from the County Department of Health to continue to maintain my present well. Once the county application is approved, I understand that I must install and maintain an approved testable backflow prevention device in accordance with Aqua’s Rules and Regulations concerning Cross Connections and understand that I may not interconnect the piping between the present supply and the Aqua PA water supply. *</p>	<p>Yes, No, Not applicable</p>
	<p>If you are developing a new project, attach a separate page with street addresses and lot numbers.</p>	<p>Upload file</p>
<p>If residential with 3+ units, please select “Commercial (multi-residential)</p>	<p>Type of Occupancy *</p>	<p>Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other</p>
<p>Please select the size of service you need for your property.</p>	<p>Requested Size of Service *</p>	<p>3/4”, 1”, 1.5”, 2”, 4”, 6”, 8”, 10”</p>
<p>Enter the total anticipated demand for your property</p>	<p>Anticipated demand in gallons per minute (Standard Residential Demand = 20 gallons per minute) *</p>	<p>Gallons per minute</p>
<p>If you will be using this service for irrigation, please acknowledge you will have to install a backflow device.</p>	<p>Will this service supply an irrigation system? If YES, a testable backflow device is required on the service or branch line that feeds the irrigation system. It is the responsibility of the property owner to purchase and install the backflow device and to have it tested by an ASSE Certified Backflow Tester upon installation and annually thereafter. *</p>	<p>Yes, No</p>
	<p>Irrigation system anticipated demand in gallons per minute. If not applicable, enter "0". *</p>	<p>Irrigation gallons per minute</p>
	<p>Will you be using water for your heating system? *</p>	<p>Yes, No</p>
	<p>If NO, what type of heating system?</p>	<p>Text</p>

This helps Aqua confirm capacity requirements.	How many total sinks will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total toilets will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total bathtubs and showers will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total dishwashers will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total washing machines will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total outdoor hose bibs will be serviced on the property? *	Number
This helps Aqua confirm capacity requirements.	How many total swimming pools will be serviced on the property? *	Number
Click here for help on finding AMSL for your property.	First floor elevation above mean sea level (AMSL) in feet. If unknown, type "0"	Number
Can be a sketch or a map screenshot.	Please upload site or utility plans (128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.

Domestic Water Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Application.

Section D - Billing Address

Please click the "Enter Billing Address" button to complete the Application.

Wat02-05-24132

Inquiry Address 5555 Main	Confirmed Application Address 9999 Main	Water Status of Service New Connection
If well conversion, I will abandon my present water supply	If well conversion, I will apply for permits from the County Department	Street addresses and lot numbers.
2	2	0
Total stories/floors in the property. -	First floor elevation above mean sea level (AMSL) in feet. 125	Height in feet to the highest water fixture 15
Uploaded site or utility plans.		
📎 Sketch_of_9999_Main.pdf		
Edit Your Answers		Enter Billing Address

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service	Drawn or typed signature

Once you have completed all the required fields, click the [Complete the Application](#) button to submit your completed Application.

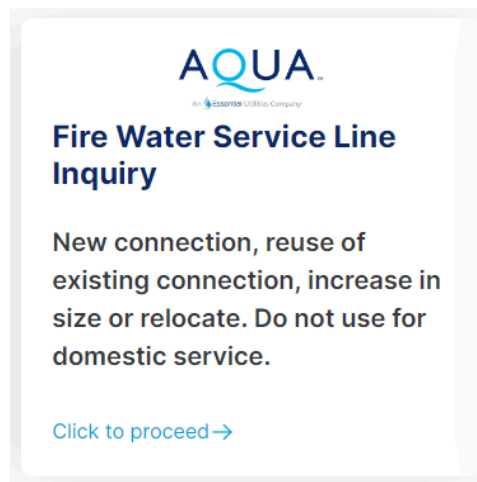
Your newly submitted application will now appear in your Applications Dashboard on your Home Page.

Fire Water Connection

Fire Water Inquiry

Select Fire Water Inquiry if a fire service will be required to service an automatic sprinkler system, standpipe, and/or fire hydrant(s). If you will require Domestic Water and Fire Water Service, you should instead submit a Residential Joint Domestic and Fire Water Inquiry (for both residential water and fire) or a Commercial Domestic and Fire Water Inquiry (if it is a commercial property.).

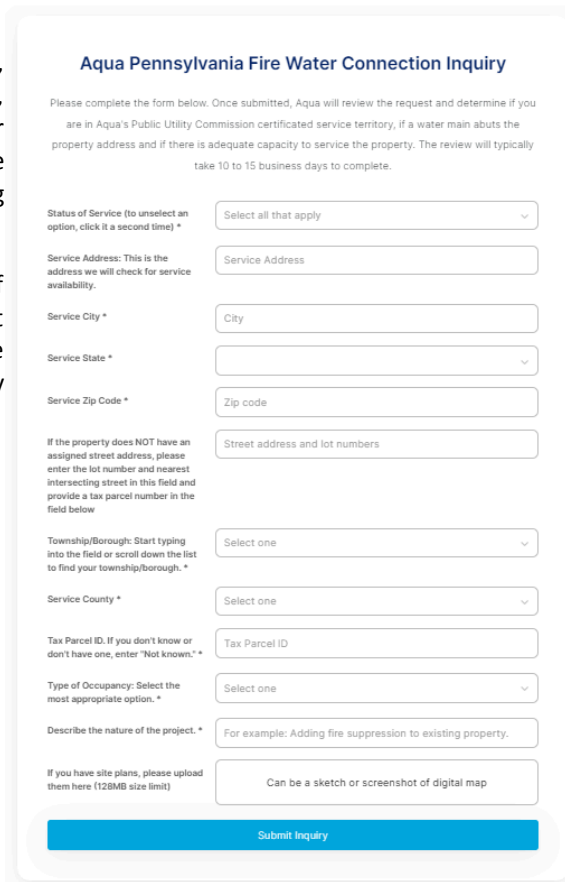
Clicking on the Fire Water Inquiry button, will take you to the Fire Water Connection Inquiry Page.



Fire Water Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Increase in size** to increase capacity for an existing service, **Relocation** to move existing service, **Temporary** for construction projects, or **Re-connect/Rebuild** if you are moving in and want to re-connect or rebuild and existing service.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street to help us locate the property and complete our service availability assessment.



The screenshot shows the 'Aqua Pennsylvania Fire Water Connection Inquiry' form. It includes a title, a brief instruction, and several input fields: 'Status of Service' (dropdown), 'Service Address' (text), 'Service City' (text), 'Service State' (dropdown), 'Service Zip Code' (text), 'Street address and lot numbers' (text), 'Township/Borough' (dropdown), 'Service County' (dropdown), 'Tax Parcel ID' (text), 'Type of Occupancy' (dropdown), and a text area for 'Describe the nature of the project'. There is also a field for uploading site plans. A blue 'Submit Inquiry' button is at the bottom.

Aqua will send you an email confirming receipt of the Inquiry and will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua-owned main abuts the service address; if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

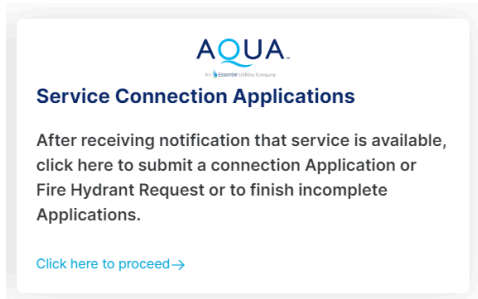
Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines service is available to the service address provided, you will receive an email inviting you to submit an Application for Service.

If Aqua determines the Inquiry may need a main extension to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

Fire Water Application

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, log in to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.



Once you click on the “Service Connection Application” button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the “Submit Application” button to proceed.

InqFir02-05-24797			
Service Address 9999 Main Street, Nowhere, PA 55555	Type of Inquiry Fire Water	Status of Service New Connection	Submit Application

Click the “Submit Application” button to begin the process of submitting an Application for your Inquiry.

Each Application is composed of four Sections:

1. Section A - The information of the person who will sign the Application
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your application
4. Section D - Billing contact information

Fire Water Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please do not change this number.

Applicant Fields: These fields are also pre-filled based on your contact information. If the person signing the application is DIFFERENT from the person listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	InqWas02-05-24795
Applicant's First Name *	Joe
Applicant's Last Name *	Smith
Applicant's Company Name (if any)	Smith Construction
Applicant's Address *	1234 Main Street
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	+11111111111
Applicant's Email	joesmith@nowherestreet.com

[Click to Submit and Continue to Step B](#)

Fire Water Application Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Applicant’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below "Inquiry Address" field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the "Confirm Service Address" button and entering the address.

Fir02-05-24137

Inquiry Number InqFir02-05-24797	Inquiry Address 9999 Main Street	Applicant First Name Joe
Applicant Last Name Smith	Applicant Company (if any) Smith Construction	Applicant Address 1234 Main Street
Applicant City, State Zip Nowhere, PA 55555	Applicant Phone +11111111111	Applicant Email joesmith@nowherestreet.com

Edit Applicant InformationConfirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.

Confirm Application Street Address ×

Enter Application Street Address only with NO City, State Zip *

Cancel Confirm

Fire Water Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Firewater Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Firewater Connection Questions

Please click the “Firewater Connection Questions” button and complete all required fields in the form prior to proceeding to Section D.

Fir02-05-24137

Inquiry Address

Confirmed Application Address

9999 Main Street

9999 Main

[Edit Confirmed Service Address](#)

[Firewater Connection Questions](#)

The Firewater Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Firewater Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Rebuild, Relocation, Temporary
If you are developing a new project, attach a separate page with street numbers and lot numbers, if applicable.	Street addresses and lot numbers	Upload file
Required	Type of Occupancy *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Required	The fire sprinkler system design and installation details have been prepared and approved by the following registered professional engineer or NICET representative (Level III or IV). Please provide Engineer Name. *	Text
Required	Fire Engineer Registration/Certification	Text

	No. *	
Required	Fire Engineer Company *	Text
Required	Fire Engineer Address *	Text
Required	Fire Engineer City, State Zip *	Text
Please check the box to indicate you understand the requirements.	It is understood that I must design, install, own, and maintain a separate service line to be used exclusively for firefighting purposes from the curb valve to the building including all fixtures required by Aqua. The domestic service line cannot be utilized to provide service to any part of the fire system including tank and/or pump type systems fed by a hose connection or any other type of fixture which is part of the domestic system. I acknowledge that Aqua is not responsible for the sizing of either Aqua's or Customer's service line from the main to the curb, as well as the line to the building. Aqua is not responsible, nor liable, for determining the adequacy of flow and pressure to meet the fire system needs. *	Check box
Required	Fire Service Connection Size Diameter *	1", 1.5", 2", 4", 6", 8", 10", Other
Required	Total maximum water requirements including allowance for inside hose stream, hydrants, and sprinkler system in GPM *	Total water required in gallons per minute
Required	To contain antifreeze or other inhibitor? *	Yes or No
Please check the box to indicate you understand.	The fire connection size (other than one and two-family residential lines) will determine monthly rate charge for the fire service. *	Checkbox
Please check the box to indicate you understand the requirements.	I understand and agree to install a Aqua approved backflow prevention device on the fire service line at an approved	Checkbox

	location before any branch line or outlet as specified in the Aqua's Manual of Cross-Connection Control. *	
Required	Please upload site or utility plans (128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.


Fire Water Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Application.

Section D - Billing Address

Please click the “Enter Billing Address” button to complete the Application.

Fir02-05-24137

Inquiry Address 9999 Main Street	Confirmed Application Address 9999 Main	Status of Service New Connection
Type of Occupancy Residential (one or two family home)	Fire Engineer Name Jane Doe	Fire Engineer Registration/Certification No. 1234567
Fire Engineer Company Doe Fire Engineering	Fire Engineer Address 5555 Maple	Fire Engineer City, State Zip Nowhere, PA 666666
Understood: Must design, install, own, and maintain a separate service line. checked	Fire Service Connection Size Diameter 1"	Total maximum water requirements including allowance for inside hose stream, hydrants and sprinkler system is: 20
Will Use Fire Antifreeze or Other Inhibitor? No	The fire connection size (other than one and two-family residential lines) will determine monthly rate charge for the fire service. checked	Understood and agreed: Must install a Company approved backflow prevention device on the fire service line. checked
Street addresses and lot numbers -	Uploaded site or utility plans.  Sketch_of_9999_Main.pdf	

[Edit Your Answers](#)

[Enter Billing Address](#)

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the [Complete the Application](#) button to submit your completed Application.

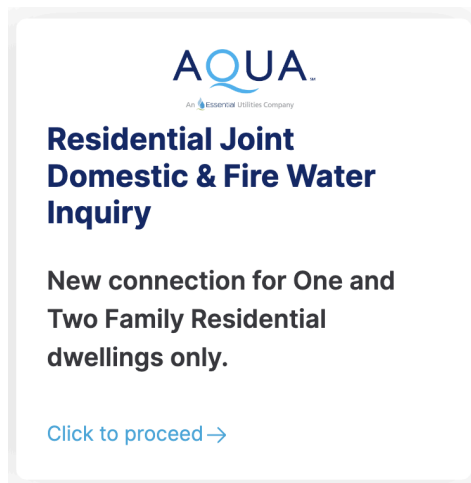
Your newly submitted application will now appear in your Applications Dashboard on your Home Page.


Residential Joint Domestic and Fire Water Connection

Residential Joint Domestic and Fire Water Connection Inquiry

You should submit this RESIDENTIAL Joint Domestic and Fire Water Connection Inquiry if your property is a one or two-family residential property, otherwise, please submit a NON-RESIDENTIAL Joint Domestic and Fire Water Connection Inquiry.

Clicking on the Residential Joint Domestic and Fire Water Connection Inquiry button will take you to the Residential Joint Domestic and Fire Water Connection Inquiry Page.




An Essential Utilities Company

**Residential Joint
Domestic & Fire Water
Inquiry**

**New connection for One and
Two Family Residential
dwellings only.**

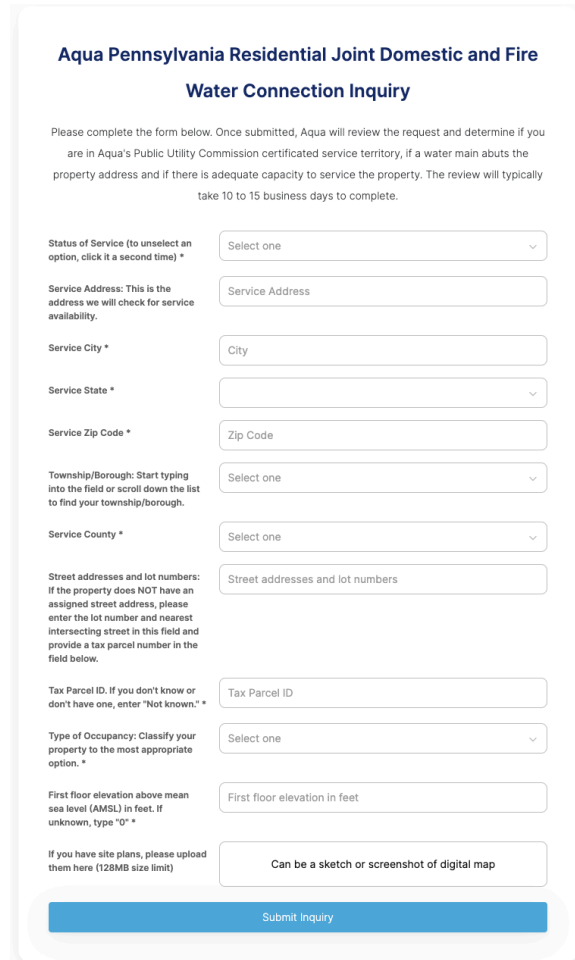
[Click to proceed →](#)

Residential Joint Domestic and Fire Water Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Increase in size** to increase capacity for an existing service, **Relocation** to move existing service, **Temporary** for construction projects, or **Re-connect/Rebuild** if you are moving in and want to re-connect or rebuild an existing service.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street to help us locate the property and complete our service availability assessment.

First floor elevation AMSL: If you do not know AMSL for your property, you can find it by using it using Google Earth. [Click here](#) to see instructions on how to do so.



The screenshot shows a web form titled "Aqua Pennsylvania Residential Joint Domestic and Fire Water Connection Inquiry". The form includes the following fields and instructions:

- Status of Service:** (to unselect an option, click it a second time) * - Select one (dropdown menu)
- Service Address:** This is the address we will check for service availability. - Service Address (text input)
- Service City:** * - City (text input)
- Service State:** * - (dropdown menu)
- Service Zip Code:** * - Zip Code (text input)
- Township/Borough:** Start typing into the field or scroll down the list to find your township/borough. - Select one (dropdown menu)
- Service County:** * - Select one (dropdown menu)
- Street addresses and lot numbers:** If the property does NOT have an assigned street address, please enter the lot number and nearest intersecting street in this field and provide a tax parcel number in the field below. - Street addresses and lot numbers (text input)
- Tax Parcel ID:** If you don't know or don't have one, enter "Not known." * - Tax Parcel ID (text input)
- Type of Occupancy:** Classify your property to the most appropriate option. * - Select one (dropdown menu)
- First floor elevation above mean sea level (AMSL) in feet:** If unknown, type "0" * - First floor elevation in feet (text input)
- Site Plans:** If you have site plans, please upload them here (128MB size limit) - Can be a sketch or screenshot of digital map (file upload area)

At the bottom of the form is a blue "Submit Inquiry" button.

Aqua will send you an email confirming receipt of the Inquiry and will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua-owned main abuts the service address; if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

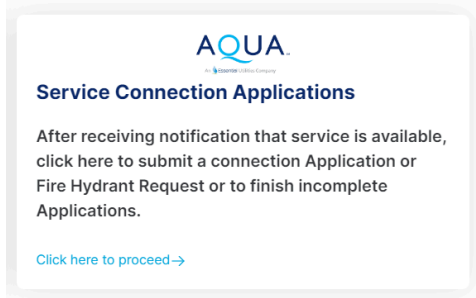
Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines service is available to the service address provided, you will receive an email inviting you to submit an Application for Service.

If Aqua determines the Inquiry may need a main extension to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

Residential Joint Domestic and Fire Water Application

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, log in to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.



Once you click on the “Service Connection Application” button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the “Submit Application” button to proceed.

InqRes02-06-24798		
Service Address	Type of Inquiry	Status of Service
9999 Main Street, Nowhere, PA 55555	Residential Joint Domestic and Fire Water	New Connection
Submit Application		

Click the “Submit Application” button to begin the process of submitting an Application for your Inquiry.

Each Application is composed of four Sections:

1. Section A - The information of the person who will sign the Application
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your application
4. Section D - Billing contact information

Residential Joint Domestic and Fire Water Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please do not change this number.

Applicant Fields: These fields are also pre-filled based on your contact information. If the person signing the application is DIFFERENT from the person listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	InqRes02-06-24798
Applicant's First Name *	Joe
Applicant's Last Name *	Smith
Applicant's Company Name (if any)	Smith Construction
Applicant's Address *	1234 Main
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	+11111111111
Applicant's Email *	joesmith@nowherestreet.com

Click to Submit and Continue to Step B

Residential Joint Domestic and Fire Water Application Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Applicant’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

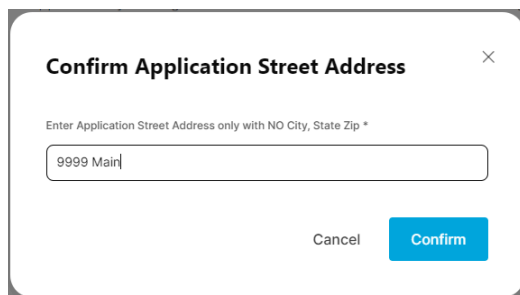
The below "Inquiry Address" field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the "Confirm Service Address" button and entering the address.

Res02-06-24139

Inquiry Number InqRes02-06-24799	Inquiry Address 9999 Main Street	Applicant First Name Joe
Applicant Last Name Smith	Applicant Company (if any) Smith Construction	Applicant Address 9999 Main
Applicant City, State Zip Nowhere, PA 55555	Applicant Phone +11111111111	Applicant Email joesmith@nowherestreet.com

[Edit Applicant Information](#) [Confirm Service Address](#)

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.



Confirm Application Street Address X

Enter Application Street Address only with NO City, State Zip *

9999 Main

Cancel [Confirm](#)

Residential Joint Domestic and Fire Water Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Residential Domestic and Fire Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Residential Domestic and Fire Connection Questions

Please click the "Residential Domestic and Fire Water Connection Questions" button and complete all required fields in the form prior to proceeding to Section D.

Res02-06-24139

Inquiry Address

Confirmed Application Address

9999 Main Street

9999 Main Street

[Edit Confirmed Service Address](#)

[Residential Domestic and Fire Connection Questions](#)

The Residential Domestic and Fire Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Residential Domestic and Fire Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Required	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Rebuild, Relocation, Temporary
Required	Type of Occupancy *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Required	The fire sprinkler system design and installation details have been prepared and approved by the following registered professional engineer or NICET representative (Level III or IV). Please provide Engineer Name. *	Text
Required	Fire Engineer Registration/Certification No. *	Text
Required	Fire Engineer Company *	Text

Required	Fire Engineer Address *	Text
Required	Fire Engineer City, State Zip *	Text
Please check the box to indicate you understand the requirements.	It is understood that I must design, install, own, and maintain a separate service line to be used exclusively for firefighting purposes from the curb valve to the building including all fixtures required by Aqua. The domestic service line cannot be utilized to provide service to any part of the fire system including tank and/or pump type systems fed by a hose connection or any other type of fixture which is part of the domestic system. I acknowledge that Aqua is not responsible for the sizing of either Aqua's or Customer's service line from the main to the curb, as well as the line to the building. Aqua is not responsible, nor liable, for determining the adequacy of flow and pressure to meet the fire system needs. *	Check box
Required	I request that Aqua install a single service connection and lateral, which originates from Aqua's main to the curb to be: *	1", 1.5", 2"
Required	Total gallons per minute based upon a combined FIRE and DOMESTIC demand. *	Number
Required	I request that the following domestic water size service connection be provided at the curb valves. *	1", 1.5", 2"
Required	I request that the following fire water size service connection be provided at the curb valves *	1", 1.5", 2"
Required	Total maximum water requirements including allowance for inside hose stream, hydrants, and sprinkler system in gallons per minute. *	Total water required in gallons per minute

Required	To contain antifreeze or other inhibitor? *	Yes or No
Please check the box to indicate you understand.	One and two-family Residential services will follow Aquay's rate schedule for "Residential Multiple Meter Sets". *	Checkbox
Please check the box to indicate you understand the requirements.	I understand and agree to install a Aqua approved backflow prevention device on the fire service line at an approved location before any branch line or outlet as specified in Aqua's Manual of Cross-Connection Control. *	Checkbox
Required	Please upload site or utility plans (128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.

Residential Joint Domestic and Fire Water Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Application.

Section D - Billing Address

Please click the “Enter Billing Address” button to complete the Application.

Res02-06-24140

Inquiry Address 9999 Main Street	Confirmed Application Address 9999 Main Street	Status of Service New Connection
Type of Occupancy Residential (one or two family home)	Fire Engineer Name Jane Doe	Fire Engineer Registration/Certification No. 1234567
Fire Engineer Company Doe Fire Engineering	Fire Engineer Address 5555 Maple	Fire Engineer City, State Zip Nowhere, PA 666666
Understood: Must design, install, own, and maintain a separate service line. checked	Joint Domestic and Fire Size 1"	Domestic and Fire Total Gallons Per Minute 20
Joint Water Service Size 1"	Joint Fire Service Size 1"	Joint Total Maximum Water Requirements 20
Will Use Fire Antifreeze or Other Inhibitor? No	Understood: One and two-family residential services will follow the Company’s rate schedule for “Residential Multiple Meter Set.s” ✓	Understood and agreed: Must install a Company approved backflow prevention device on the fire service line. ✓
Uploaded site or utility plans.		
📎 Sketch_of_9999_Main.pdf		

Edit Your Answers

Enter Billing Address

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the [Complete the Application](#) button to submit your completed Application.

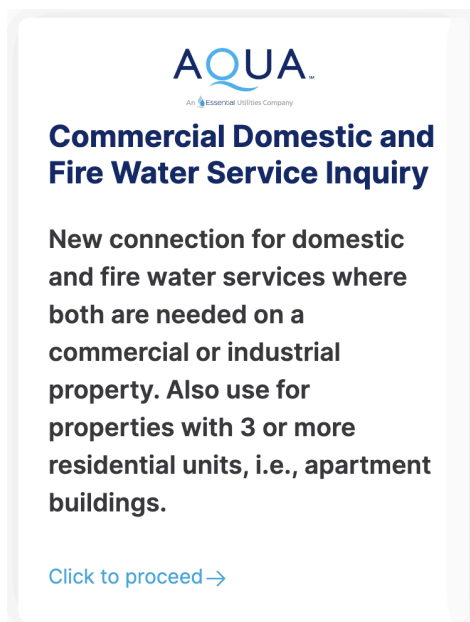
Your newly submitted application will now appear in your Applications Dashboard on your Home Page.


Commercial Domestic and Fire Water Connection

Commercial Domestic and Fire Water Connection Inquiry

You should submit this COMMERCIAL Joint Domestic and Fire Water Connection Inquiry if your property is multi-residential, commercial, industrial, or public. Otherwise, please submit a RESIDENTIAL Joint Domestic and Fire Water Connection Inquiry.

Clicking on the Commercial Domestic and Fire Water Inquiry button will take you to the Commercial Domestic and Fire Water Connection Inquiry Page.




An Essential Utilities Company

Commercial Domestic and Fire Water Service Inquiry

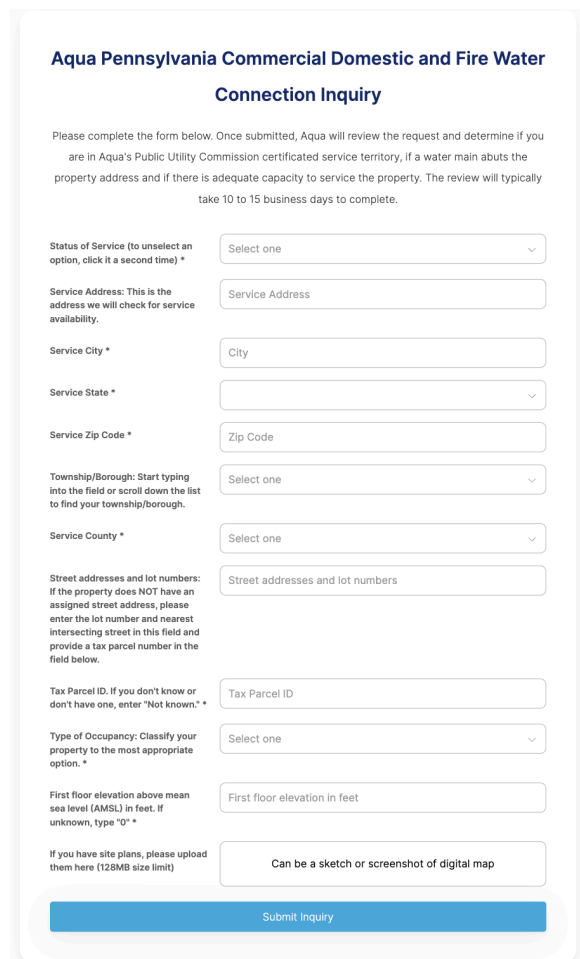
New connection for domestic and fire water services where both are needed on a commercial or industrial property. Also use for properties with 3 or more residential units, i.e., apartment buildings.

[Click to proceed →](#)

Commercial Domestic and Fire Water Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Increase in size** to increase capacity for an existing service, **Relocation** to move existing service, **Temporary** for construction projects, or **Re-connect/Rebuild** if you are moving in and want to re-connect or rebuild an existing service.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street to help us locate the property and complete our service availability assessment.



Aqua Pennsylvania Commercial Domestic and Fire Water Connection Inquiry

Please complete the form below. Once submitted, Aqua will review the request and determine if you are in Aqua's Public Utility Commission certificated service territory, if a water main abuts the property address and if there is adequate capacity to service the property. The review will typically take 10 to 15 business days to complete.

Status of Service (to unselect an option, click it a second time) *

Service Address: This is the address we will check for service availability.

Service City *

Service State *

Service Zip Code *

Township/Borough: Start typing into the field or scroll down the list to find your township/borough.

Service County *

Street addresses and lot numbers: If the property does NOT have an assigned street address, please enter the lot number and nearest intersecting street in this field and provide a tax parcel number in the field below.

Tax Parcel ID. If you don't know or don't have one, enter "Not known." *

Type of Occupancy: Classify your property to the most appropriate option. *

First floor elevation above mean sea level (AMSL) in feet. If unknown, type "0" *

If you have site plans, please upload them here (128MB size limit)

Aqua will send you an email confirming receipt of the Inquiry and will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua-owned main abuts the service address; if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

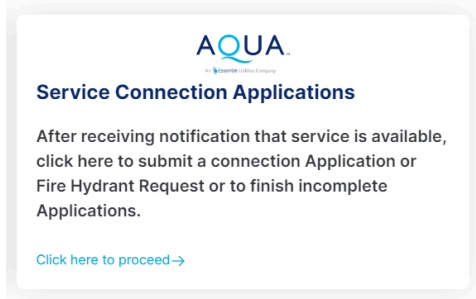
Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines service is available to the service address provided, you will receive an email inviting you to submit an Application for Service.

If Aqua determines the Inquiry may need a main extension to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

Commercial Domestic and Fire Water Application

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, log in to your New Connection Portal account, scroll down your Home Page to the "Service Connection Applications" button seen below and click on it.



Once you click on the "Service Connection Application" button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the "Submit Application" button to proceed.

InqCom02-06-24800	Type of Inquiry	Status of Service	
Service Address 9999 Main Street, Nowhere, PA 55555	Commercial Domestic and Fire Water	New Connection	Submit Application

Click the "Submit Application" button to begin the process of submitting an Application for your Inquiry.

Each Application is composed of four Sections:

1. Section A - The information of the person who will sign the Application
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your application
4. Section D - Billing contact information

Commercial Domestic and Fire Water Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please do not change this number.

Applicant Fields: These fields are also pre-filled based on your contact information. If the person signing the application is DIFFERENT from the person listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	InqCom02-06-24800
Applicant's First Name *	Joe
Applicant's Last Name *	Smith
Applicant's Company Name (if any)	Smith
Applicant's Address *	1234 Main
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	+11111111111
Applicant's Email *	joesmith@nowherestreet.com

Click to Submit and Continue to Step B

Commercial Domestic and Fire Water Application Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Applicant’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below "Inquiry Address" field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the "Confirm Service Address" button and entering the address.

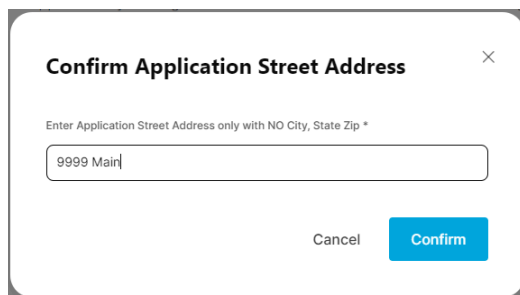
Com02-06-24144

Inquiry Number	Inquiry Address	Applicant Full Name
InqCom02-06-24800	9999 Main Street	Joe Smith
Applicant Company (if any)	Applicant Address	Applicant City, State Zip
Smith Construction	9999 Main	Nowhere, PA 55555
Applicant Phone	Applicant Email	
+1111111111111	joesmith@nowherestreet.com	

Edit Applicant Information

Confirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.



Confirm Application Street Address ×

Enter Application Street Address only with NO City, State Zip *

Cancel

Commercial Domestic and Fire Water Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Commercial Domestic and Fire Water Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Commercial Domestic and Fire Water Connection Questions

Please click the "Commercial Domestic and Fire Water Connection Questions" button and complete all required fields in the form prior to proceeding to Section D.

Com02-06-24145

Inquiry Address

Confirmed Application Address

9999 Main Street

9999 Main Street

Edit Confirmed Service Address

Commercial Domestic and Fire Water Connection Questions

The Commercial Domestic and Fire Water Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Commercial Domestic and Fire Water Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Required	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Rebuild, Relocation, Temporary
Required	Type of Occupancy *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Required	The fire sprinkler system design and installation details have been prepared and approved by the following registered professional engineer or NICET representative (Level III or IV). Please provide Engineer Name. *	Text
Required	Fire Engineer Registration/Certification No. *	Text

Required	Fire Engineer Company *	Text
Required	Fire Engineer Address *	Text
Required	Fire Engineer City, State Zip *	Text
Please check the box to indicate you understand the requirements.	It is understood that I must design, install, own, and maintain a separate service line to be used exclusively for firefighting purposes from the curb valve to the building including all fixtures required by Aqua. The domestic service line cannot be utilized to provide service to any part of the fire system including tank and/or pump type systems fed by a hose connection or any other type of fixture which is part of the domestic system. I acknowledge that Aqua is not responsible for the sizing of either Aqua's or Customer's service line from the main to the curb, as well as the line to the building. Aqua is not responsible, nor liable, for determining the adequacy of flow and pressure to meet the fire system needs. *	Check box
Required	I request that Aqua install a single service connection and lateral, which originates from Aqua's main to the curb to be: *	1", 1.5", 2"
Required	Total gallons per minute based upon a combined FIRE and DOMESTIC demand *	Number
Required	I request that the following domestic water size service connection be provided at the curb valves. *	1", 1.5", 2"
Required	I request that the following fire water size service connection be provided at the curb valves *	1", 1.5", 2"
Required	Total maximum water requirements including allowance for inside hose stream, hydrants, and sprinkler system	Total water required in gallons per minute

	in gallons per minute *	
Required	To contain antifreeze or other inhibitor? *	Yes or No
Please check the box to indicate you understand the requirements.	I understand and agree to install a Aqua approved backflow prevention device on the fire service line at an approved location before any branch line or outlet as specified in Aqua’s Manual of Cross-Connection Control. *	Checkbox
Required	Please upload site or utility plans (128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.


Commercial Domestic and Fire Water Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Application.

Section D - Billing Address

Please click the "Enter Billing Address" button to complete the Application.

Com02-06-24145

Inquiry Address 9999 Main Street	Confirmed Application Address 9999 Main Street	Status of Service New Connection
Type of Occupancy Commercial	Fire Engineer Name Jane Doe	Fire Engineer Registration/Certification No. 1234567
Fire Engineer Company Doe Fire Engineering	Fire Engineer Address 5555 Maple	Fire Engineer City, State Zip Nowhere, PA 666666
Understood: Must design, install, own, and maintain a separate service line. checked	Joint Domestic and Fire Size 1"	Domestic and Fire Total Gallons Per Minute 20
Joint Water Service Size 1"	Joint Fire Service Size 1"	Joint Total Maximum Water Requirements 20
Will Use Fire Antifreeze or Other Inhibitor? No	Understood and agreed: Must install a Company approved backflow prevention device on the fire service line. ✓	Uploaded site or utility plans.  Sketch_of_9999_Main.pdf

[Edit Your Answers](#)

[Enter Billing Address](#)

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

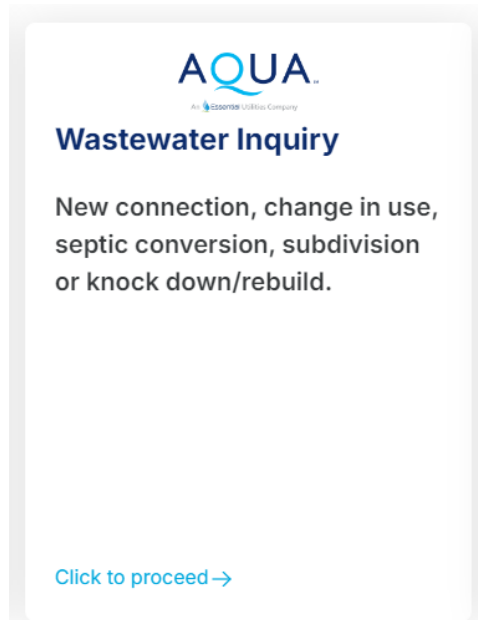
Once you have completed all the required fields, click the [Complete the Application](#) button to submit your completed Application.

Your newly submitted application will now appear in your Applications Dashboard on your Home Page.

Wastewater Connection

Wastewater Inquiry

Select Wastewater Inquiry if you are looking to make a new wastewater connection to your property.



Clicking on the Wastewater Inquiry button, will take you to the Wastewater Connection Inquiry Page.

Wastewater Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Change in Use** if the property has a different use (for example changing from a retail store to a restaurant or increasing or decreasing wastewater flow), **Conversion from on-lot septic or private system**, if you want to switch to Aqua’s sewer system, **Failing on-lot septic system** if switching to Aqua’s sewer system, **Subdivision** for multiple future connections for a development, or **Rebuild** if you are knocking down an existing home or building and rebuilding a new structure. You may select multiple options here.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street and/or a parcel number to help us locate the property and complete our service availability assessment.

Aqua Pennsylvania Wastewater Connection Inquiry

Please complete the form below. Once submitted, Aqua will review the request and determine if you are in Aqua’s Public Utility Commission certificated service territory, if a wastewater main abuts the property address and if there is adequate capacity available to accept the wastewater flow from this property. The review may take up to 30 business days to complete.

Status of Service (to unselect an option, click it a second time) *	Select all that apply
Service Address: This is the address we will check for service availability.	Service Address
If the property does not have an assigned street address, provide lot number and nearest intersecting street in this field, and a tax parcel number in the field below.	Lot number and nearest intersecting street
Tax Parcel ID. If you don’t know or don’t have one, enter “Not known.” *	Tax Parcel ID
Service City *	City
Service State *	State
Service Zip Code *	Zip Code
Township/Borough: Start typing into the field or scroll down the list to find your township/borough/division. *	Select one
Service County *	Select one
Is this an existing home or business? *	Yes or No
Type of Occupancy: Classify your property to the most appropriate option. *	Select one
Total number of units	Example: 50 apartments or 50 single family homes
If commercial-other, specify the type of the business	Example: retail, warehouse, restaurant, office, hotel
If industrial, specify the nature of the business.	Example: Site for manufacture or production of goods
If this is a commercial or industrial property, will you be discharging anything other than typical domestic wastewater?	Enter description of the source of the wastewater
If this property is used for short term rentals please provide the number of people the home sleeps and the number of bedrooms.	Number of people and the number of bedrooms
Does your project represent a change in the use of the property or a change in the quantity of wastewater generated? If so, describe the change.	Ex. From retail to restaurant or increased sq footage
Total expected wastewater flow in gallons per day	Standard single residential = 225 gallons per day
Provide further description of the project. *	Example: Subdivision with 50 single family homes
If you have project plans, a sketch, or wastewater quality data, please upload that here (128MB size limit)	Can be a sketch or image of a digital map

Submit Inquiry

Note: In addition to the above, if you are a non-developer/builder, you will be asked to provide the following information, if applicable.

Required	Will you be using an engineer, builder or contractor to work on your project?*	Yes, No
Optional, as required	If yes, enter the engineer, builder or contractor full name.	Text
Optional, as required	Engineer, builder or contractor company, if any.	Text
Optional, as required	Engineer, builder or contractor full address, if any.	Text
Optional, as required	Engineer, builder or contractor email address, if any.	Text
Optional, as required	Engineer, builder or contractor email address, if any.	Text

Once you complete and submit the Inquiry, Aqua will send you an email acknowledging receipt of the Inquiry. Then Aqua will evaluate the Inquiry using the information provided to determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua owned main abuts the service address, and, if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

Once Aqua's evaluation is complete, you will receive an email to let you know if service is available, and if it is, what the next steps you would need to take to get wastewater service. Aqua will typically perform the evaluation and provide the email response within 30 business days.

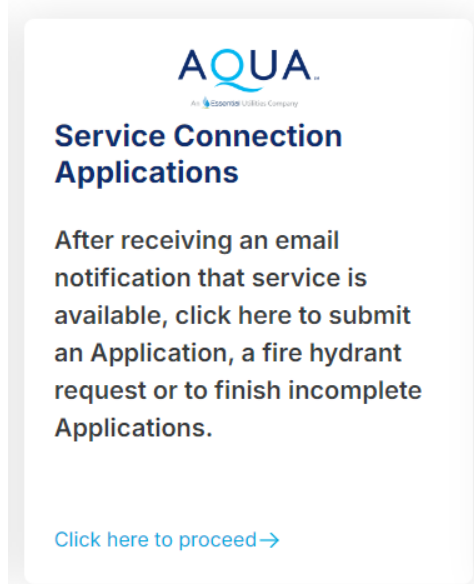
If service is available, and your connection does not require a main extension to serve a development, our email response will inform you that if you would like to proceed with the connection, to return to the Portal to submit an Application for Service.

If Aqua determines your project involves a main extension to serve a new development your email will inform you to return to the Portal to start the Begin Main Extension process.

If your project involves a lengthy main extension to serve individual property, Aqua may contact you for more information and to provide the next steps.

Wastewater Application

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.



Once you click on the “Service Connection Application” button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

WSTINQ 10-04-24-990			
Service Address	Type of Inquiry	Status of Service	Submit Application
555 Main Street, Nowhere, PA 55555	Wastewater	Conversion from on-lot septic or private system	

Click the “Submit Application” button to begin the process of submitting an Application for your Inquiry.

Each Application is composed of four Sections:

1. Section A - The information of the person who will sign the Application
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your Application
4. Section D - Billing contact information

Wastewater Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please **DO NOT** change this number.

Applicant Fields: These fields are also pre-filled based on your contact information. If the information for the person who will be signing the application is **DIFFERENT** from the information listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	WSTINQ 10-04-24-990
Please give a name to your project.	Blue Tree Apts.
Applicant's Full Name *	Joe Smith
Applicant's Company Name (if any)	Smith Industries
Applicant's Address *	1234 Main Street
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	+11112223333
Applicant's Email	joesmith@joesmithindustries.xxx

[Click to Submit and Continue to Step B](#)

Wastewater Application Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Applicant’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below "Inquiry Address" field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the "Confirm Service Address" button and entering the address.

WSTAPP 10-04-24-269

Inquiry Number	Inquiry Address	Municipality
WSTINQ 10-04-24-990	555 Main Street	Nowhere
Applicant Full Name	Applicant Company (if any)	Applicant Address
Joe Smith	Smith Industries	1234 Main Street
Applicant City, State Zip	Applicant Phone	Applicant Email
Nowhere, PA 55555	+11112223333	joesmith@joesmithindustries.xxx

Edit Applicant InformationConfirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.

Confirm Service Street Address ✕

Enter Application Street Address only (NO City, State, Zip) *

Enter Municipality

Cancel Confirm

Wastewater Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Wastewater Connection Details” button to answer questions and provide Aqua with relevant information to process your Application.

Section C - Wastewater Connection Details

Please click the "Wastewater Connection Details" button and complete all required fields in the form prior to proceeding to Section D.

WSTAPP 10-04-24-269

Inquiry Address

Confirmed Service Address

555 Main Street

556 Main Street

Edit Confirmed Service Address

Wastewater Connection Details

The Wastewater Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Wastewater Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Select the option that is most appropriate for your property.	Type of Occupancy: Classify your property to the most appropriate option *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Total number of units in the property.	Number of Units*	Number
Select the option that best fits your situation.	Status of Service (to unselect an option, click it a second time) *	New Connection, Change in Use, Conversion from one-lot or private system, Failing on-lot septic system, Subdivision, Rebuild
Select the option that fits your situation.	Type of wastewater service requested *	Gravity, Low Pressure Individual Grinder Pump
Optional	For low pressure force main, provide grinder pump manufacturer name.	Grinder pump manufacturer name, if applicable

If date of first discharge is known, enter it here	Expected Date of first discharge of sewage flows	Date
	Is public water service installed at the property? *	Yes, No
Optional, as required	If yes, who is the water supplier?	Text
Optional, as required	Account Number for the water supplier	Text
	Please upload additional information (drawings, details or sketches) (128MB size limit).	Upload file

Once you have completed all the required questions, click the “Submit Answers” button to proceed to Section D.

Wastewater Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Customer Billing Address” button to complete the remaining information and submit your Application.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

WSTAPP 10-04-24-269

Inquiry Address 555 Main Street	Confirmed Service Address 556 Main Street	Wastewater Status of Service Failing on-lot septic system
Type of Occupancy Residential (one or two family home)	If NOT residential, nature of project -	Type of fixtures connected to sewer lateral -
If low pressure force main, grinder pump manufacturer name. -	Grinder pump manufacturer for low pressure pump lateral. -	Expected Date of first discharge of sewage flows October 31, 2024
Is public water service installed at the property? Yes	Public water supplier, if any. Aqua	Account Number for the water supplier. 123456
Uploaded drawings, details or sketches. -		

Edit Your Answers

Enter Customer Billing Address

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Billing Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the "Complete the Application" button to submit your completed Application.

[Complete the Application](#)

Your newly submitted application will now appear in your Applications Dashboard on your Home Page.

Water and Wastewater Connection

Water and Wastewater Inquiry

Select Water and Wastewater Inquiry if you are a property owner and you want to see if both water AND wastewater services are available for your home or business. This option is for both services to be applied to the same service address.

The card features the AQUA logo at the top, followed by the title "Water and Wastewater Inquiry". Below the title is a paragraph describing the service: "New connection, reuse of existing connection, increase in size or relocate, septic conversion where both water and wastewater are needed." At the bottom of the card is a blue link that says "Click here to proceed →".

Clicking on the Water and Wastewater Inquiry option will take you to the Water and Wastewater Connection Inquiry Page.

Please note: If a **fire service** will be required to service an automatic sprinkler system, standpipe, and/or fire hydrants, you should instead submit a **Fire Water Service Line Inquiry**, or **Residential Joint Domestic and Fire Water Inquiry** (for both domestic water and fire) or a **Commercial Domestic and Fire Water Inquiry** (if it is a commercial property.)

This block contains three separate inquiry cards, each with the AQUA logo at the top. The first card is titled "Fire Water Service Line Inquiry" and describes a new connection, reuse of existing connection, increase in size or relocate, but notes it is for domestic service only. The second card is titled "Residential Joint Domestic & Fire Water Inquiry" and is for one and two-family residential dwellings. The third card is titled "Commercial Domestic and Fire Water Service Inquiry" and is for commercial or industrial properties with three or more residential units. Each card has a blue link at the bottom that says "Click to proceed →".

Water and Wastewater Inquiry Connection Inquiry Forms

Since water and wastewater mains are separate, it is necessary to fill one form for each of the services - one for water and one for wastewater. This will create two separate inquiries. Aqua will process each inquiry separately to determine if both types of service are available for your property.

For help completing the Water Connection Inquiry, [click this link](#).

For help completing the Wastewater Connection Inquiry, [click this link](#).

Once you submit your Water and Wastewater Inquiries, Aqua will send you an email confirming receipt of the Inquiries and will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua owned main abuts the service address, and, if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines either Inquiry may need a main extended to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

You will be able to see both of your inquiries on the Inquiries dashboard.

Inquiries Dashboard

When you submit connection Inquiries, they will appear in this Inquiries Dashboard. Once they do, you will be able to click on them to check the current status of the Inquiry. You will be also be able to edit the Inquiry or upload additional documents required by Aqua, if needed.

InqWat02-08-24805 9999 Main Street, Nowhere, PA 55555	Water
InqWas02-08-24806 9999 Main Street, Nowhere, PA 55555	Wastewater

If Aqua determines service is available to the service address provided, you will receive separate emails inviting you to submit an Application for each service type.

For help with the Water Connection Application, [click here](#).

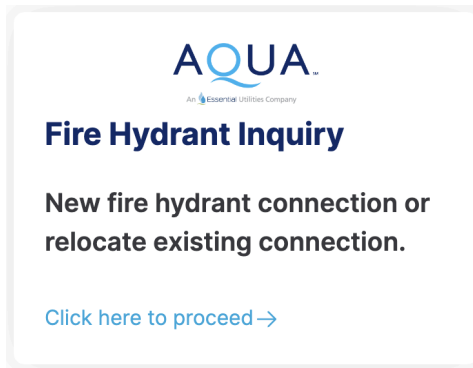
For help with the Wastewater Connection Application, [click here](#).

Fire Hydrant Connection

Fire Hydrant Connection Inquiry

You should submit a Fire Hydrant Connection Inquiry if you would like to request a new fire hydrant connection or relocate an existing connection.

Clicking on the Fire Hydrant Inquiry button will take you to the Fire Hydrant Connection Inquiry Page.



Fire Hydrant Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Relocate existing service** to move existing service.

Aqua Pennsylvania Fire Hydrant Connection Inquiry

Please complete the form below. Once submitted, Aqua will review the request and determine if you are in Aqua's Public Utility Commission certificated service territory, if a water main abuts the property address and if there is adequate capacity to service the property. The review will typically take 10 to 15 business days to complete.

Status of Service (to unselect an option, click it a second time) *

If relocating an existing fire hydrant, is it in the right of way?

If existing hydrant is not in the right of way, please upload a picture showing its location.

Service Address: This is the address we will check for service availability. *

Service City *

Service State *

Service Zip Code *

Township/Borough/Division *

Service County *

Tax Parcel ID. If you don't know or don't have one, enter "Not known." *

Site plan showing the proposed new hydrant, or a site plan showing the existing hydrant and the proposed new location of the existing hydrant (128MB size limit).

Aqua will send you an email confirming receipt of the Inquiry and will determine if:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua owned main abuts the service address, and, if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

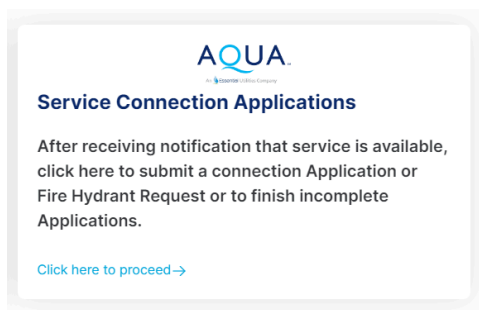
Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines service is available to the service address provided, you will receive an email inviting you to submit a Fire Hydrant Connection Information Request.

If Aqua determines the Inquiry may need a main extended to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

Fire Hydrant Connection Information Request

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Information Request to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the "Service Connection Applications" button seen below and click on it.



Once you click on the "Service Connection Application" button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the "Submit Application" button to proceed.

InqFir01-10-24696		
Service Address	Type of Inquiry	Status of Service
1234 Main, Chicago, PA 56789	Fire Hydrant	New Connection
Submit Info Request		

Click the "Submit Info Request" button to begin the process of submitting an Information Request for your Inquiry.

Each Information Request is composed of four Sections:

1. Section A - The information of the person who will sign the Information Request
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your Information Request
4. Section D - Billing contact information

Fire Hydrant Information Request Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please do not change this number.

Requestor's fields: These fields are also pre-filled based on your contact information. If the person signing the Information Request is DIFFERENT from the person listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Requestor Information

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Requestor information is correct and that the person below will be signing the Information Request, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	InqFir01-10-24696
Requestor's Full Name *	Joe Smith
Requestor's Company Name (if any)	Smith Construction
Requestor's Address *	1234 Main Street
Requestor's City, State Zip *	Nowhere, PA 55555
Requestor's Phone Number *	+15555555555
Requestor's Email *	joesmith@nowherestreet.com

[Click to Submit and Continue to Step B](#)

Fire Hydrant Information Request Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Requestor’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below “Inquiry Address” field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the “Confirm Service Address” button and entering the address.

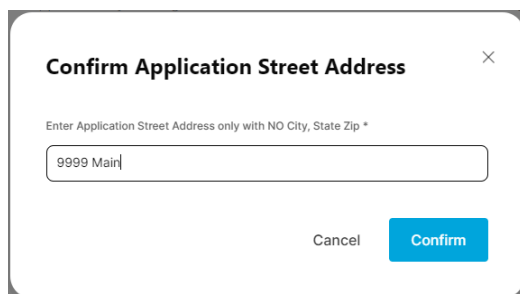
Fir02-09-24152

Inquiry Number InqFir01-10-24696	Inquiry Address 1234 Main	Requestor Full Name Joe Smith
Requestor Company (if any) Smith Construction	Requestor Address 1234 Main	Requestor City, State Zip Nowhere, PA 55555
Requestor Phone +13333333333	Requestor Email joesmith@nowherestreet.com	

Edit Requestor Information

Confirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.



Confirm Application Street Address [X]

Enter Application Street Address only with NO City, State Zip *

Cancel Confirm

Fire Hydrant Information Request Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Fire Hydrant Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Fire Hydrant Connection Questions

Please click the "Fire Hydrant Connection Questions" button and complete all required fields in the form prior to proceeding to Section D.

Fir02-07-24147

Inquiry Address

Confirmed Application Address

9999 Main Street

9999 Main Street

[Edit Confirmed Service Address](#)

[Fire Hydrant Connection Questions](#)

The Fire Hydrant Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Fire Hydrant Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Required	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Rebuild, Relocation, Temporary
If the information is available, please attach a file that contains it.	If you are developing a new project, attach a separate page with street addresses and lot numbers.	Upload file
Required	Is the fire hydrant beyond the meter? *	Yes or No
Only if the last question was responded as “Yes”, please fill the following	If the fire hydrant is beyond the meter, enter feet.	Number
Required	Plan showing location of proposed hydrant. (Aqua drawing format not required. 128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.

Fire Hydrant Information Request Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Information Request.

Section D - Billing Address

Please click the "Enter Billing Address" button to complete the Application.

Fir02-07-24148

Inquiry Address

9999 Main Street

Confirmed Application Address

9999 Main Street

Is the fire hydrant beyond the meter?

Yes

Feet beyond the meter.

20

Street addresses and lot numbers

-

Plan showing location of proposed hydrant.

 Sketch_of_9999_Main.pdf

[Edit Your Answers](#)

[Enter Billing Address](#)

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the [Complete the Information Request](#) button to submit your completed Information Request.

Your newly submitted Information Request will now appear in your Applications Dashboard on your Home Page.

Service Requests Requiring a Main Extension

For new connection requests that **DO NOT** require a main extension, the general process flow is relatively simple:

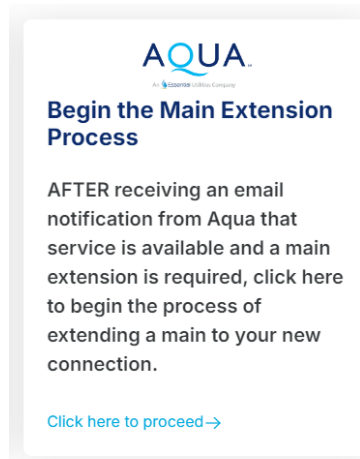
- First, complete and submit a service Inquiry.
- Second, when Aqua advises service is available for your property, submit a service Application.
- The connection is made.

However, if your connection request **DOES** require a main extension, there will be some additional steps.

If this is the case for your property, Aqua will send you an email inviting you to begin the main extension process.

Once you receive the email, follow these instructions:

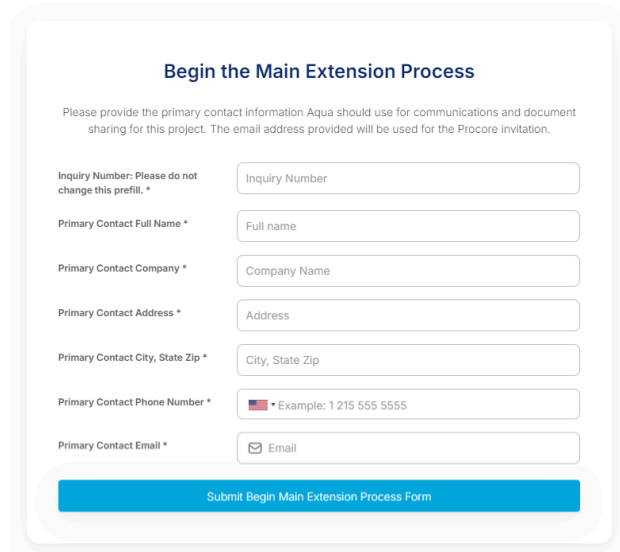
1. Login to your Aqua PA New Connection Portal account.
2. Once on your Home Screen, scroll to the bottom of the page and click the “Begin the Main Extension Process” button.



3. This will take you to the Main Extension Landing page where you will see all your Inquiries, if any, that require an extension in order to provide service to your property.

WSTINQ 10-03-24-986			
Service Address 1003 Bear Tree Run, Lower Merion, PA 65456	Type of Inquiry Wastewater	Status of Service New Connection, Subdivision	Begin Extension Process

4. Click the “Begin Extension Process” button. This will take you to the Begin the Main Extension Process form.



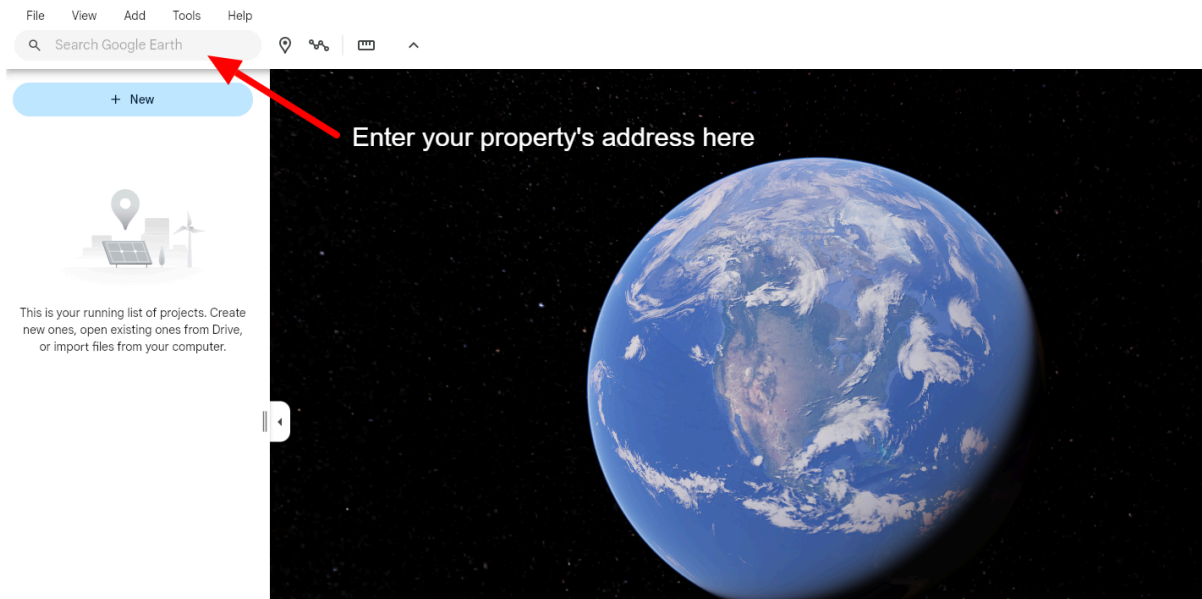
The screenshot shows a web form titled "Begin the Main Extension Process". Below the title is a paragraph: "Please provide the primary contact information Aqua should use for communications and document sharing for this project. The email address provided will be used for the Procure invitation." The form contains several input fields: "Inquiry Number" (with a note: "Please do not change this prefix. *"), "Primary Contact Full Name *", "Primary Contact Company *", "Primary Contact Address *", "Primary Contact City, State Zip *", "Primary Contact Phone Number *" (with a note: "Example: 1 215 555 5555"), and "Primary Contact Email *". At the bottom of the form is a blue button labeled "Submit Begin Main Extension Process Form".

5. Complete the form and click the “Submit Begin Main Extension Process Form” button.
6. Aqua will send a confirmation email that your form has been received.
7. Aqua will invite you to collaborate with Aqua using the Procure construction management platform where the initial begin main extension steps will be completed.
8. Once the initial steps have been completed in Procure, Aqua will invite you to complete an Application for service so the remaining steps can be completed.

Finding Above Mean Sea Level (AMSL) for your property

If you do not know what the AMSL is for your property, you can find it by using Google Earth.

1. Click this link to go to [Google Earth](#).
2. Enter your property's address in the "Search Google Earth" field at the top left of the screen.



3. Place your mouse pointer over your property. You will see AMSL at the bottom right of the screen. In this example, AMSL at the location where the mouse is pointing is 82 m (the large red arrow).

