



REQUIRED DOCUMENTS FOR NEW SERVICE INSTALLATIONS

For Residential Premises Located Within the El Paso City Limits

The following is a list of the documents (copies only) required prior to the review of an application for water and/or sewer service connections.

- Completed and Signed Application for New Water and/or Sanitary Sewer Service (NI Form A).**
- Platting Determination Certificate.** If the property does not have any existing water or sewer services, EPWater will require a Platting Determination Certificate. This certificate can be obtained for a fee through the City of El Paso's One-Stop Shop, located at 811 Texas Ave., phone number 915-212-0104 or 311. The One-Stop Shop will require Proof of Ownership of the property (Warranty Deed) and a Copy of Plat Plan or Survey. The application is available on the City of El Paso's website.
- Official Address Form.** If the property does not have existing water or sewer services.
- Plat Plan or Survey.** If the property does not have any existing water or sewer services.
- Proposed Utility Service Sketch.** The City of El Paso and TxDOT require the location of a proposed utilities prior to obtaining any permits for new service installations within City or State street rights-of-way. Furthermore, the City or TxDOT may reject any permits that may require more than one paving cut within the street right-of-way. EPWater will accommodate to the proposed water service locations when possible.

For Premises with an existing On-site Sewage Disposal System (Septic Tank):

- On-site Sewage Disposal System Certificate.** Obtained from the TCEQ Regional Office, located at 401 E. Franklin Ave. Suite 570, phone number 915-834-4949. [Inside City Only]

PROCEDURES FOR NEW SERVICE INSTALLATIONS

The following are the procedures for new water and/or sewer service connections being installed by El Paso Water:

1. After an application is received, it will be reviewed for completeness. Once the application is completed, an Installation and Service Contract (ISC) will be generated.
 2. The Customer will then be contacted once the ISC is approved and provide the contract and charges. Contracts need to be executed and charges paid prior to the service installation. During this time, the Customer should mark locations of all new services with white spray paint or wooden stakes on-site.
 3. EPWater will then acquire the necessary permits from the City of El Paso and/or TxDOT and send the Installation Orders to the Field Crews. For sewer connections, the Customer will need to follow the instructions for a Sewer Tap Installation (NI Doc. #5) available online or through the EPWater New Installations Department.
- Services will be provided in accordance with the current El Paso Water PSB Rules and Regulations.

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