



New London Public Utilities
15 Masonic St.
New London, CT.
(860) 447-5222



Procedure to Install a New Water Service in New London

1. Get a yellow water service card, application for the water service and a Plumber's and Inspection form from the following locations:
 - The City of New London Water Division Office, 15 Masonic St. New London. (Preferred)
2. Complete the yellow service card by noting the service location on the top line, signing and dating. Provide your future billing address. You will need a street number in order to apply for water service.
3. Meet with your plumber to determine your water service size. (see attachment, "Select your Meter Size).
4. Your plumber will install the new service from your house to the property line and set up the piping inside your building for a water meter. If the pipe is longer than 150 feet from the building to the street line, as laid, your plumber must install a meter pit at the street line off the road and driveway. IMPORTANT: When the service is done your plumber will fill out the plumber's return, sign it and arrange for the work to be inspected by the City of New London Water & Sewer Department.
5. Complete the Application for Service form, sign it and forward the following completed forms to the City of New London Water & Sewer Office at 15 Masonic St. New London (1st floor). Completed packet includes;
 - Application for Water Service
 - Plumbers and Inspection Form
 - Yellow Service Card
 - Check for the appropriate connection fee made out to "The City of New London". The application will not be accepted unless all the items above are included.
6. Once the application is accepted.....
For Service requiring a new pipe in the street:
 - Installation of the street portion of your service will be assigned to the field crew. New service installations are done in the order of receipt, except for bona-fide emergencies. Schedule dates for installation are not given because weather and emergencies can cause delays. For new buildings and well transfers, it's best to schedule water service installation as early in the job as possible so as not to delay the certificate of occupancy or a closing.
 - Visit or call the New London Water & Sewer Division to schedule the meter installation and turn the water on. To Call: (860) 447-5222

PLEASE NOTE:

- New multi-family, condominiums and duplexes must have separate domestic services from the street to each unit.
- If you have been using well water, the well must be completely disconnected prior to the use of municipal water. Where the well remains live on the property, a RPZ (Testable) backflow preventer must be installed on the municipal water line and the property will be subject to cross connection control as required by state law.



New London Public Utilities
15 Masonic Dr.
New London, CT.
(860) 447-5222



THIS IS TO CERTIFY THAT:

1. The water service pipe from the building served to the street line at;

Address: _____

Owned by: _____

Was laid with a minimum cover of 4' – 6" on date of: _____

2. The water service is for:
- | | | | |
|-----------------|-------|--------------|-------|
| Single family | _____ | No. of units | _____ |
| Two family | _____ | No. of units | _____ |
| Multi-family | _____ | No. of units | _____ |
| Condominium | _____ | No. of units | _____ |
| Other (specify) | _____ | No. of units | _____ |

3. The service was laid with a minimum of 4'-6" and the service pipe is _____ "K" copper tubing with flared or compression fittings. (All water service pipes must be "K" copper tube or ductile minimum service size is ¾".)
4. In conformance with Connecticut's Public Health Code, the water service pipe from the building served to the street line is located 10 feet or more from any part of a sewage disposal system.
5. The water service pipe was laid into the building and the required two-valve meter setting has been installed. Provisions have been made the connections of the service pipe to the building's system, complete with all necessary fittings.
6. No cross connections exist between the City system and any other existing source of supply. IF there is a live well on the property, an RPZ is installed on the municipal water service.
- The service has been connected into a pre-laid street connection. YES ☐ NO ☐
7. A meter pit has been installed. (Where the length of pipe needed to reach from the street line to the place where the service line enters the building's foundation exceeds 150 feet, a meter pit at the street line at the owner's expense.) YES ☐ NO ☐

Signed: _____
Licensed Plumber

Class of	License	Expiration
License P - _____	Number _____	Date _____

NOTE: Plumber must hold one of the following classes of license and it must be appropriate for the type of work performed:

- P-1 Contractor's license unlimited
- P-3 Contractor's license limited to residential and light commercial
- P-7 Limited to work outside structure

WATER WORK ORDER NO. _____



New London Public Utilities
15 Masonic Dr.
New London, CT.
(860) 447-5222



DATE: _____

APPLICATION FOR WATER SERVICE
CITY OF NEW LONDON, CONNECTICUT

1. Service Address: _____
2. Owner(s) full name(s): _____
3. Billing Address: _____ PHONE# _____
4. Type of water service requested:
Domestic _____ Fire _____ Residential Combined Domestic/Fire _____
5. Size of water service requested (3/4" minimum). _____
6. Size of water meter requested (5/8" minimum). See "Select your meter size." _____
7. Use for water service: Residential ☐ Commercial ☐ Industrial ☐
Institutional ☐ Governmental ☐
8. If service is for residential use, please indicate type: Single family ☐ Two family ☐
Multi-family ☐ Condominium unit ☐ Other (specify) _____
9. Does the length of pipe need to reach from the street line to where the service line enters the building's foundation exceed 150 feet? _____ (If yes, a meter pit must be placed at owner's expense)
10. Is there an existing city water service that served this property in the past? YES ☐ NO ☐
11. If yes, do you intend to reuse this water service? YES ☐ NO ☐
12. Is there a well on the property? YES ☐ NO ☐
13. This building was built on or before 7/1/87? YES ☐ NO ☐
or a certificate of occupancy was issued on the date of: _____

The fee that is indicated on the attached fee schedule must accompany this form.

Signature: _____ PHONE # _____

Mailing Address: _____

Please return to: City of New London
Water Department
15 Masonic St.
New London, CT 06320

NOTE: A separate application is required for each service connection.



New London Public Utilities
15 Masonic St
New London, CT
860-447-5222



Billing Rates Effective July 1, 2024

Customer Facility Charge:

Water Meter Size	Water in City	Water outside City	Sewer
5/8"	\$14.54	\$17.97	\$11.35
3/4"	\$15.56	\$19.22	\$12.17
1"	\$19.69	\$24.36	\$14.57
1 1/2"	\$30.04	\$37.18	\$20.28
2"	\$44.68	\$55.29	\$28.25
3"	\$69.76	\$86.26	\$44.53
4"	\$107.67	\$128.04	\$67.66
6"	\$183.05	\$226.45	\$125.84
8"	\$276.77	\$342.33	\$196.07
10"	\$399.87	\$494.65	\$289.37

Residential Water Connection Fee:

\$4,400.00

Non- Residential Water Connection Fee

Water Meter Size	
5/8 inch	\$ 4,400.00
3/4 inch	\$ 5,000.00
1 inch	\$ 6,400.00
1 1/2 inch	\$ 9,200.00
2 inch	\$ 16,000.00
3 inch	\$ 24,000.00
4 inch	\$ 40,000.00
6 inch	\$ 72,000.00
8 inch	\$ 110,000.00
10 inch	\$ 145,000.00

Water in City	Water outside City	Sewer
\$2.49 per 100 CF	\$2.92 per 100 CF	\$9.56 first 500 CF Free
NL Surcharge \$0.42 per 100 CF Total: \$2.91/100CF		Plus \$4.75 per additional 100 CF

Sewer Connection Fee by Meter Size

Water Meter Size	
5/8 inch	\$ 3,172.24
3/4 inch	\$ 6,414.96
1 inch	\$ 7,824.84
1 1/2 inch	\$ 11,772.51
2 inch	\$ 16,000.00

2" and over is same as Non-Residential

Fire Service Connection Fee: \$7,090.72

Demo/Abandonment of Service:\$1,040.00

Water Meter Size	Cost Plus 20%	Contractor installed line
5/8"	\$114.00	\$328.86
3/4"	\$159.60	\$374.46
1"	\$228.00	\$442.86
1 1/2"	\$480.00	\$694.86
Over 2" Labor / Material Only	\$613.20	\$828.06