

2/2022

W-03-0004



# WATER T&D Construction Standard

## WATER SERVICE DISCONNECTS AND RECONNECTS

APPLICATION: Customer notification requirements and sequence of work operations for scheduled disconnecting and reconnecting of BWL standard water services.

Reconnects are not allowed on BWL service lines made from non-standard materials or to standard materials that have been discovered to have been affected in a way to have potentially created a sanitary hazard. If a disconnect is required on a service line made from non-standard materials, it shall be assumed that the service will be entirely replaced to remove all non-standard material to the home.

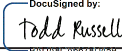
When disconnecting a water service to accommodate scheduled construction, and reconnecting the service after the construction has been completed, the following procedure shall be followed. These procedures apply to the portion of water service between the water main and the curb stop. The work shall be planned as to minimize the time of interruption of water service to the customer. All services shall be disconnected and reconnected, or replaced, the same day.

The customer shall be given 48 hours advance notice prior to any scheduled interruption of water service.

1. Disconnecting water service.
  - a. Notify customer of water service interruption on the morning of the day the interruption is to occur.
  - b. Close/Shut Off BWL water curb stop valve.
  - c. Crimp off service pipe and cut the pipe on the corporation side of the crimp.
  - d. Install a compression type curb stop (in the open position) on the live side of the line while water is flowing.
  - e. Bend service pipe out of the way of the construction being careful not to deform pipe. (Exception: Non-copper services shall be replaced.)
  
2. Reconnecting water service.
  - a. Cut the crimped portion of the pipe cleanly leaving a round end for reconnection into a compression type curb stop. Turn on the curb stop valve of the service side and allow the service to drain. If necessary, coordinate with the customer to open a relief to allow the service to drain. The water and any particulate matter left standing in the service line must be drained out.
  - b. If there is not a sufficient amount of water remaining in the line, the particulate matter will not be flushed out. It will be necessary to reconnect the live side to the service side, fill the service line with water, disconnect the curb stop and again open an outside faucet to flush the service side of the line.
  - c. Bend the service pipe back into position.
  - d. Flush the live side of the service and splice back together. Curb stops installed for flushing during the reconnect can be left in the service line, in the open position. These curb stops do not receive a curb box and may be buried.
  - e. Flush service out of customers outside faucet for a minimum of two minutes.

It is extremely important that the entire service be flushed. Both live side and service side of the line shall be flushed prior to turn on. If the particulate matter inside the service line is not completely flushed out the customer's water service may be negatively affected. BWL labor and material to repair this type of problem will be invoiced directly to the responsible entity performing the work listed above.

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Manager, Water & Steam Distribution  Date: 8/18/2022

Director of Water Operations  Date: 8/19/2022