

APPLICATION FOR SERVICE PROCEDURES

The following are required:

1. Completed Application Form with the following details:
 - ❑ The service address
 - ❑ The name(s) to appear on the account
 - ❑ Your mailing address (if different from the service address)
 - ❑ Your contact telephone number(s)
 - ❑ Location of property giving details of property and your nearest neighbor
2. Proof of ownership of property such as a Certificate of Title or other legal document. If you do not have such a document, a letter from a Solicitor or Village Council may be considered.
3. A letter from the owner of the property authorizing you to install a water connection, if you are renting the property. You will be required to pay a Security Deposit of (\$120.00) if you are not the Owner.
4. Letter of approval from Housing Division if the connection is for a new building.
 - A survey will be carried out to determine whether you can get a water and/or sewer connection to your property and the cost involved.
 - On completion of the survey you will be informed by phone, of the outcome of the survey.
 - If road cutting is required for making the connection, you will be given a form to take to the Public Works Department or Village Council for costing and payment. Submit the receipt to our **Customer Service Department**.
 - Pay Water Connection Deposit of (\$450.00) and/or Sewer Connection Deposit of (\$850.00).
(**Note that the deposit is not the actual cost and may defer after the connection is made.**)
 - After the deposit is paid, we will proceed with the connection of your service.

PLEASE NOTE: As per policy, a property under construction is billed at a commercial rate. Upon completion of construction, please inform DOWASCO in writing if the building is used for domestic purposes, in order that the correct billing rate can be applied