



## VEOLIA REQUIRED STEPS FOR COMMERCIAL OR METER VAULT PROJECTS

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The following is the procedure for the installation of water network and facilities for new commercial or meter vault projects within the Veolia Water Pennsylvania, Inc. (Veolia) Certificated Service Area. The requirements below are listed in chronological order.

### ABILITY TO SERVE:

1. **CUSTOMER** submits a request for ability to serve.
  - a. Letter of request
  - b. A layout of land development plan set
  - c. Preferred location of meter vault
  - d. Completed meter and service sizing form with proposed domestic water demands (gpm)
2. **Veolia** issues an Ability to Serve Letter (valid for one year): letter states conditions of service for proposed plan and includes documents to proceed with fire flow test and domestic meter and service sizing.

### REVIEW / APPROVAL

1. **CUSTOMER** submits a letter from the fire suppression company stating the size fire service needed,
  - a. **CUSTOMER** may need to submit a Fire Flow Request Form, if needed:
    - Veolia Operations department has 30 business days to complete the fire flow test
    - Veolia Engineering will return the fire flow test results to the customer via email
2. **CUSTOMER** submits a completed Veolia meter and service sizing form for all facilities new and existing to be served.
3. **Veolia** will review the above two items and respond via email with a typical meter vault specification for the project
4. **CUSTOMER** submits a package for review and approval to Veolia that includes **ALL** of the following items:
  - a. Cover letter with all contact info, site address
  - b. Current LD plan set showing meter vault location to scale
  - c. Vault design drawing to include: Piping design drawing, Hatch, Ladder, Ladder Safety Up Post, Concrete Sealants, Sump Pump, Valves, Backflow Preventer, MJ/Flanged Fittings, Megalugs, Megaflanges, Omni Sleeve/Link-Seal, Pipe Supports, Pipe Material, Joints, Couplings, Saddles and Meter Idlers
  - d. All manufacturer cut sheets specifying all materials they are purchasing, submitted in one pdf for Veolia to review to ensure all piping/fittings/valves are NSF approved and of acceptable quality.

### NOTES:

- Heaters are no longer required.
  - Drain to daylight is no longer an approved option.
5. **Veolia** will confirm installation location of meter vault, a site meeting may be requested.
  6. **Veolia** returns submittal with an approved stamp and invoice for fire meter.
    - a. At this point in time you can contact Veolia customer service department at 888-299-8972 or [cspa@veolia.com](mailto:cspa@veolia.com) to request an application for service.

### INSPECTION:

1. **CUSTOMER** submits payment for fire meter prior to requesting site inspection.
  - a. If additional service installation fees are required, payment will need to be received at this point in the process.
2. **CUSTOMER** contacts Veolia to inspect vault installation (1-2-week notice required)
  - a. Inspection includes site visit to confirm interior plumbing, connection of customer side service, and installation of sump pump including electric to vault, drainage and safety up post.
  - b. If not yet completed please contact Veolia customer service to complete the application process.

### INSTALLATION:

1. **Veolia** will schedule installation of domestic meter and fire meter within 30 days of the approved site inspection.
  - a. At time of meter installation service valve will not be turned on unless someone is onsite or upon written request.

### CONTACT:

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