



Aqua Pennsylvania New Connection Portal™

User Guide

Version 5.1

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Introduction

Greetings, valued customer! On behalf of Aqua Pennsylvania, we extend a warm welcome to our **New Connection Portal User Guide**. This comprehensive resource is designed to serve as your trusted companion throughout the process of establishing a new water and/or wastewater connection with Aqua.

Please note: This portal and guide are NOT to be used to transition ownership of an existing service in case you are moving in, for example. This is for new water and/or wastewater connections only.

For generations, Aqua Pennsylvania has proudly provided reliable and high-quality water to communities across the state. We understand that navigating the [New Connection process](#) can sometimes feel complex, and we are committed to making it as smooth and straightforward as possible. This user guide is your essential tool for understanding our procedures, completing necessary forms, and ensuring a seamless transition to Aqua Water and Wastewater services.

Whether you're embarking on a new residential adventure, establishing the perfect environment for your business, or requiring water or wastewater solutions for a construction project, this guide caters to your specific needs. Within its pages, you will find step-by-step instructions from creating your online account, submitting a service inquiry to verify whether we can provide the requested service at your address, and submitting your application once we have confirmed that the service is available, we walk you through each stage of the process with clear and concise explanations.

Comprehensive information: Discover critical details about various connection types and required forms for your specific service needs.

Helpful tips and best practices: Utilize valuable insights to complete your application accurately and expeditiously, minimizing potential delays.

By utilizing this User Guide, you can rest assured that you are equipped with the necessary knowledge and guidance to establish your Aqua Pennsylvania connection efficiently and effectively.

A note on our progress:

We are dedicated to providing this convenient portal for all new water and wastewater connections. In order to provide the maximum benefit to our customers as quickly as possible, you will find the following capabilities available today:

- **Wastewater New Connection:** The [complete process](#) can be accomplished via the New Connection Portal
- **Water or Fire Suppression New Connection:** You will be able to submit your [Inquiry](#) to determine whether Aqua can serve your premise. Aqua personnel will then connect with you via e-mail to complete the process
- **Fire Hydrant New Connection:** Please use your existing methods to make requests to Aqua.

Coming soon: Our complete water process and the fire hydrant process are being developed and will be available through the portal soon.


Navigating Around the Portal User Guide

To aid in navigating the User Guide, we have made the Table of Contents of this User Guide clickable. Clicking on any section in the Table of Contents will take you to that section in the User Guide.

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An Essential Utilities Company

Introduction

Greetings, valued customer! On behalf of Aqua Pennsylvania, we extend a warm welcome to our **New Connection Portal User Guide**. This comprehensive resource is designed to serve as your trusted companion throughout the process of establishing water and/or wastewater service with Aqua.

Create a New Connection Portal Account


When you arrive at the [Aqua PA New Connection landing page](#), you will be able to sign in if you already have an account or you can create a new account if it is the first time you have visited the New Connection Portal. To create a new account, click the “Create an account” button.

Create a New Connection Portal Account

Create an account

When you click the “Create an account” button, the “Create an Aqua New Connection Portal Account” dialogue box will appear. Fill out all the required fields in the form marked with an asterisk (*). Make sure to read the Terms and Privacy Policy and then click the checkbox before submitting the form. Also make sure to remember the e-mail address and password to sign in in the future.

After submitting the account creation form, Aqua will send you a confirmation email, and you will be ushered into your Home Page where you will be able to submit Inquiries and Applications for connection to the Aqua water or wastewater system for residential and commercial properties, developments, and fire hydrants.



Create an Aqua New Connections Portal Account

Your First Name *

Your First Name

Your Last Name *

Your Last Name

Which best describes you? *

Select the best option

Your company name

Your company name, if any

Your contact address *

Your street address

Your City, State, Zip Code *

City, State Zip Code

Your phone number *

Example: 1 215 555 5555

Type of Phone Number *

Select one

Your Email *

Your Email

Create a Password *

Password

☐ I agree to the [Terms](#) and [Privacy Policy](#)

Create Account

Your Home Page

The Home Page is divided into four sections:

1. Inquiries Dashboard
2. Applications Dashboard
3. Inquiry Submission Button
4. Application Submission Button
5. Begin Main Extension Button

Inquiries Dashboard

To determine whether a new water or wastewater connection is possible for your property, please submit an Inquiry. When you submit an Inquiry, Aqua will send you a confirmation email and the new Inquiry will appear in your Inquiries Dashboard as shown in the example below.

WSTINQ 10-04-24-990

555 Main Street, Nowhere, PA 55555

Wastewater

Clicking on the Inquiry will open the “Quick View” of the Inquiry, where you can check basic information and the current status of the Inquiry.

WSTINQ 10-04-24-990

555 Main Street, Nowhere, PA 55555

Wastewater

Service Address 555 Main Street, Nowhere, PA 55555	Service County Adams	Service Township/Borough Birmingham (portion)
Tax Parcel ID 123456	Type of Service Inquiry Wastewater	Status of Service Conversion from on-lot septic or private system
Is property within PUC territory? Under review	Is there a main in front of the property? Under review	Is there capacity to serve the connection? Under review
Can we supply service to this property? Currently under review	Application Received? No	Application Number (if any) -
Project plans you have uploaded -	Docs you have uploaded into your inquiry -	

View/Edit Details

Upload documents

You can edit certain fields of the Inquiry by clicking the “View/Edit Details” button. You can also upload additional documents requested by Aqua, if needed, by clicking the “Upload Documents” button.

Applications Dashboard

Similar to the Inquiry Dashboard, once you submit an Application, Aqua will send you a confirmation email, and the newly created Application will appear in your Applications Dashboard like in the example below. Please note that you must FIRST submit an Inquiry AND Aqua must make a determination that service is available for the property BEFORE you can proceed to submit an Application.

Applications Dashboard

When you submit new connection Applications, they will appear in this Applications Dashboard. Once they do, you will be able to click on them to check the current status. You can also upload additional documents required by Aqua, if needed.

WATAPP 09-13-24-256
913 Main, Lower Makefield, PA 55555

Water

Clicking on the Application will open the “Quick View” for the Application.

WATAPP 09-13-24-256
913 Main, Lower Makefield, PA 55555

Water

Inquiry Number WATINQ 09-13-24-973	Status of Service New Connection	Tax Parcel ID 123456
Total steps to be completed 35	Steps completed to date 0	Site plans you have uploaded -
Docs you have uploaded into your Application -	Application approval letter (if any) -	

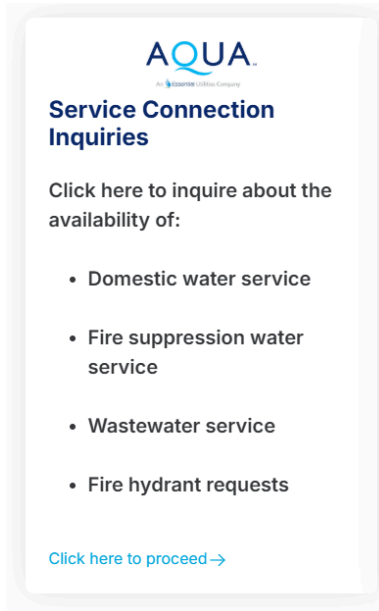
See Detail

Upload documents

You can see the Application details by clicking on the “See Detail” button and you can upload additional documents by clicking on the “Upload documents” button.

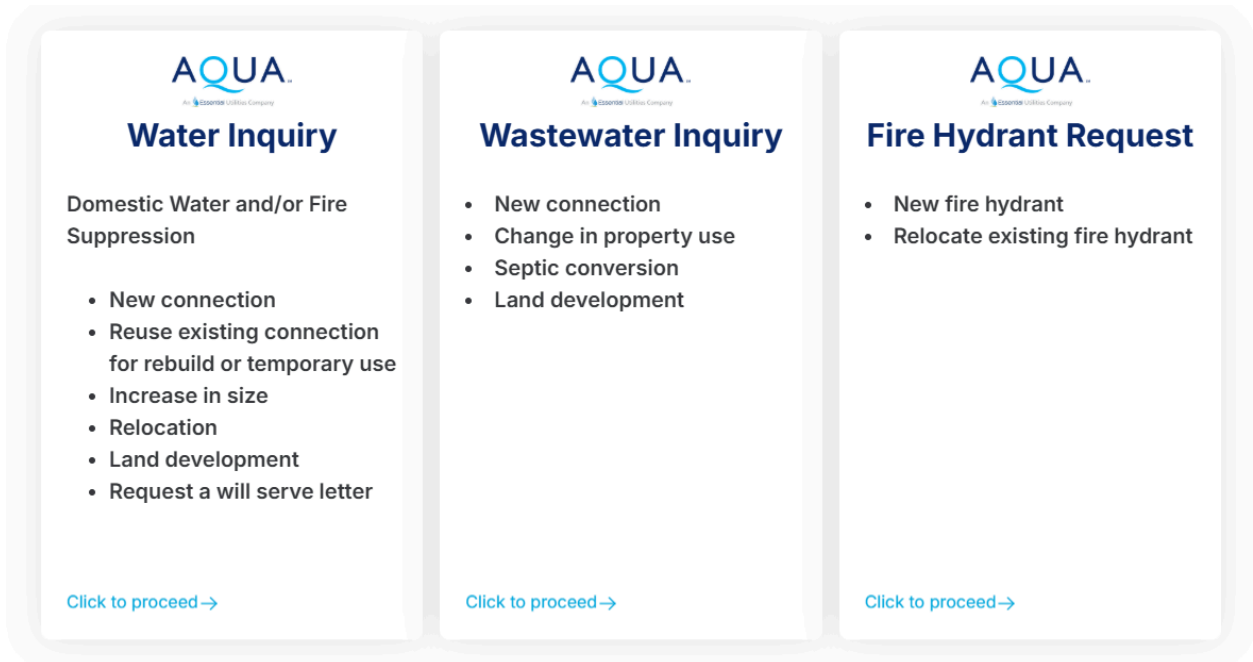
Inquiry Submission Button

To submit a new Inquiry, click on the “Service Connection Inquiries” button at the bottom of your Home page. Once you do, you will be taken to the Inquiry Selection Page.



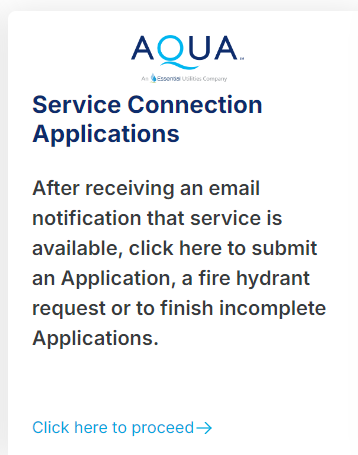
On the Inquiry Selection Page, select the type of connection you are seeking:

- Water Inquiry (for Domestic Water and/or Fire Suppression)
- Wastewater Inquiry
- Fire Hydrant Request



Application Submission Button

Please note: You must FIRST submit a connection Inquiry and receive confirmation from Aqua that service is available BEFORE you can submit an Application. Once you have done so, Aqua will send you a confirmation email advising you that service is available and that the next step is to submit an Application against the Inquiry. Clicking on the “Service Connection Applications” button will take you to the Application Submission page.



Once in the Application Submission page, you will see all the Inquiries in your account that qualify for submitting an Application as shown in the example below. Click on the “Submit Application” button to begin the Application submission process.

WSTINQ 10-04-24-990			
Service Address	Type of Inquiry	Status of Service	Submit Application
555 Main Street, Nowhere, PA 55555	Wastewater	Conversion from on-lot septic or private system	

Beneath the Application submission section, you will find a list of any partially completed Applications in your account, if any. Below is an example of such an application.

Below are all Applications in your account that have not been completed.

Click the Application to see which sections are incomplete then click on the respective Section buttons to complete them.

To access Section D, click the button with **three dots**.

WSTAPP 10-04-24-267	Wastewater
555 Main Street, Nowhere, PA 55555	

Clicking on a partially completed Application will reveal which Sections of the Application are complete and which remain to be completed.

WSTAPP 10-04-24-267Wastewater

555 Main Street, Nowhere, PA 55555

Type of Application Wastewater	Status of Service Conversion from one-lot or private system	Section A Completed? Yes
Section B Completed? Yes	Section C Completed? Yes	Section D Completed? No

Section B - Service Address

Section C - Application Questions

...

In the example above, Sections A, B and C are complete, but Section D is not completed. To complete a Section, a user would click on each of the Section buttons and proceed with completing them. Section D appears by clicking on the three dots as seen in the image below.

Section B - Service Address

Section C - Application Questions

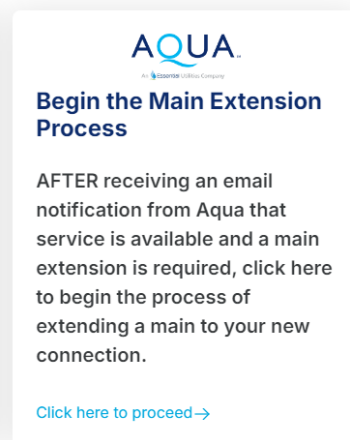
...

Section D - Billing Address

An Application is considered complete once all Sections A, B, C, and D are completed.

Begin Main Extension

If you are a developer and Aqua determines a main extension is required to supply service to your property, Aqua will invite you to initiate the main extension process by completing the Begin the Main Extension Process form.



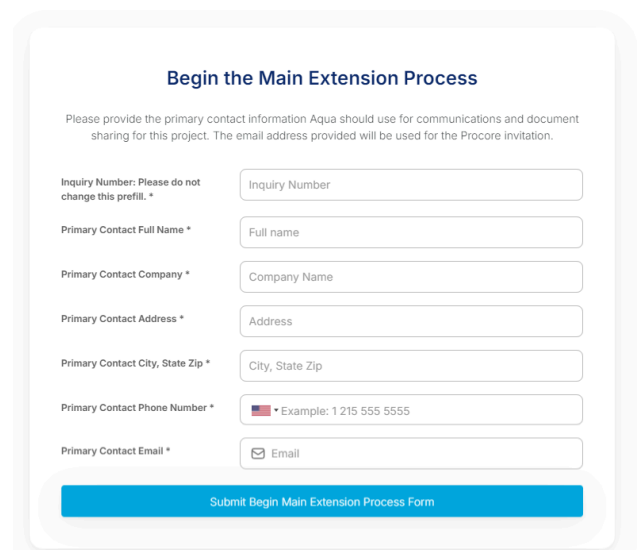
If you are a construction professional, e.g., developer, builder, engineer, etc., Aqua will invite you to Procore, Aqua's construction management software, to collaborate in the construction process.

If you are not a construction professional, one of Aqua's engineers will contact you to assist you through the extension and connection process.

Please note: You must FIRST submit a connection Inquiry and receive confirmation from Aqua that a main extension is required BEFORE you can submit a Begin the Main Extension Process form. Aqua will send you a confirmation email advising you if this is required.

Clicking on the "Begin the Main Extension Process" button will take you to the Begin Main Extension Form where you will be asked to submit the primary contact information. The primary contact is the person who will be invited to Procore and will later provide contact information for any additional team members who will be collaborating in the extension process..

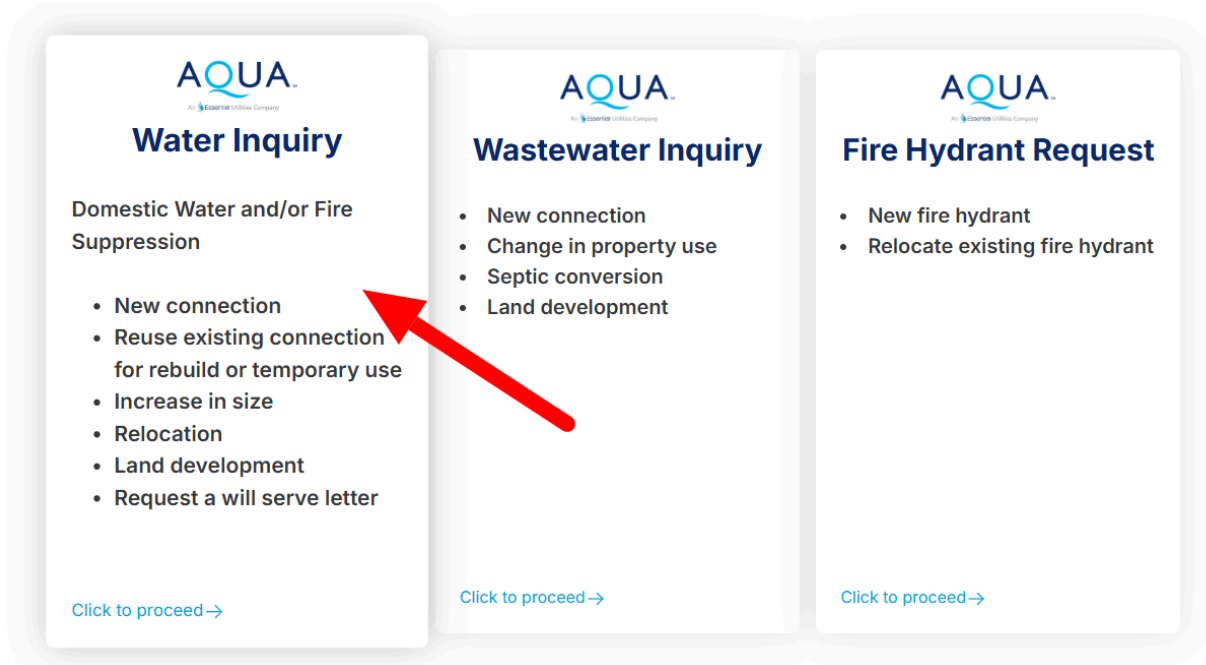
See the [Service Requests Requiring a Main Extension](#) page for more information.

A screenshot of the "Begin the Main Extension Process" form. The title is in bold blue font. Below the title is a note: "Please provide the primary contact information Aqua should use for communications and document sharing for this project. The email address provided will be used for the Procore invitation." The form contains several input fields, each with a label and an asterisk indicating it is required: "Inquiry Number: Please do not change this prefix. *" (with a text input field), "Primary Contact Full Name *" (with a text input field), "Primary Contact Company *" (with a text input field), "Primary Contact Address *" (with a text input field), "Primary Contact City, State Zip *" (with a text input field), "Primary Contact Phone Number *" (with a text input field and a small icon of a phone), and "Primary Contact Email *" (with a text input field and a small icon of an envelope). At the bottom of the form is a blue button with the text "Submit Begin Main Extension Process Form".

Water Connection

Domestic Water and/or Fire Suppression Inquiry

Select Water Inquiry if you want to see if domestic water and/or fire suppression service is available for your home or business. Developers who want to extend domestic water and/or fire suppression service to a new development should also use this option.



Clicking on the Water Inquiry option will take you to the Water Service Inquiry Page.

Water Connection Inquiry Form

Step 1: Type of Service Select which type of water Inquiry you would like to submit, Domestic Water and/or Fire Suppression, then select the appropriate Status of Services field(s) that appear.

Type(s) of Service

What types of service are you inquiring about for your property?
All fields with an asterisk (*) are required.

Select "Domestic Water" for potable water and "Fire Suppression" for sprinkler system.

Select which types of service you would like included in your Inquiry. *

☒ Domestic Water

☒ Fire Suppression

If the project also requires Wastewater service, submit a separate WASTEWATER Inquiry in addition to this WATER Inquiry. Water and Wastewater services are connected to different mains and must be evaluated independently.

Domestic Water Status of Service (to unselect an option, click it a second time) *

Select all that apply

Fire Suppression Status of Service (to unselect an option, click it a second time) *

Select all that apply

Previous

Next

Step 2: Service Address

If the property does NOT have an assigned address: Enter the lot number(s) and nearest intersecting street, and the tax parcel ID in the appropriate field, if you have it, to help us locate the property and complete our service availability assessment.

Service Address (where service is requested)

Service address

If the property does NOT have an assigned street address, please enter the lot number and nearest intersecting street.

lot numbers 12, 13, 14 at Pine Street

Tax Parcel ID. If you don't know or don't have one, enter "Not known." *

12-123-123

First floor elevation above mean sea level (AMSL), if known: If you have the elevation AMSL of your property please provide it in this field. [Click here](#) for help on finding AMSL for your property.

Step 3: Domestic Water and Fire Suppression Questions

Depending on which types of service inquiry you are submitting (Domestic Water and/or Fire Suppression), you will be presented with further questions to help us determine requirements for connectivity.

Domestic Water Questions

Domestic Water		
All questions marked with an * are required fields.		
Instruction	Question	Options
Helps Aqua determine if capacity is available.	How many total sinks will be serviced per home or building?	Number
Helps Aqua determine if capacity is available.	How many total toilets will be serviced per home or building?	Number
Helps Aqua determine if capacity is available.	How many total bathtubs and showers will be serviced per home or building?	Number
Helps Aqua determine if capacity is available.	How many total dishwashers will be serviced per home or building?	Number
Helps Aqua determine if capacity is available.	How many total washing machines will be serviced per home or building?	Number

Helps Aqua determine if capacity is available.	How many total outdoor hose bibs will be serviced per home or building?	Number
Helps Aqua determine if capacity is available.	How many total swimming pools will be serviced on the property per home or building?	Number
Allows Aqua to anticipate specific requirements	Is there an existing well, spring or other well source on the property? *	Yes or No
Helps Aqua determine if capacity is available.	Total anticipated domestic water demand in gallons per minutes (standard residential demand = 20 gpm) *	Enter a number
Allows Aqua to anticipate specific requirements	Will service be used for irrigation system? *	Yes or no
If the answer to "Will service be used for irrigation system?" " is Yes Helps Aqua determine total capacity requirements.	Total anticipated irrigation demand in gallons per minute *	Enter a number
Provide Aqua with an understanding of the property	If you have a proposed water utility plan, please upload it here (128 MB size limit)	Upload a file

Fire Suppression Questions

Fire Suppression All questions marked with an * are required fields.		
Instruction	Question	Options
Helps Aqua determine if capacity is available.	Total maximum water requirements including allowance for inside hose stream, hydrants and sprinkler system in gallons per minute (gpm).	Number in gallons per minute
Helps Aqua determine total volume of capacity required..	What duration (minutes) will that flow be required?	Enter a number in minutes

Allows Aqua to anticipate specific requirements	Will sprinklers contain antifreeze or other inhibitor?	Yes or no
Allows Aqua to understand flow requirements	Will you require a fire hydrant after the meter?	Yes or no
<p>If the answer to “Will you require a fire hydrant after the meter?” is Yes, enter the number in this field.</p> <p>Helps Aqua determine total volume required.</p>	Number of hydrants required	Enter a number
<p>If you have any other information you believe is pertinent to your request that can help Aqua perform its assessment, with regard to location of your property or capacity required, enter it here. Too much information is better than not enough!</p>	Provide any additional information, not addressed elsewhere, you believe would be useful for processing your Inquiry.	Enter desired information
Provides overall plan	Upload a proposed utility plan showing the fire suppression service lateral location(s) (128 MB size limit)	Upload a file

Will Serve Letter

Will Serve Letter All questions marked with an * are required fields.		
Instruction	Question	Options
Not all services require a Will Serve Letter. Aqua will provide one if service is available and one is needed.	Does the township or borough require a Will Serve Letter? *	Yes or No

Engineer, builder or contractor information

Note: In addition to the above, if you are a non-developer/builder, you will be asked to provide the following information.

Engineer, builder or contractor information

All questions marked with an * are required fields.		
Instruction	Question	Options
Required	Will you be using an engineer, builder or contractor to work on your project?*	Yes, No
To be provided if Yes above	If yes, enter the engineer, builder or contractor full name.	Text
To be provided if Yes above	Engineer, builder or contractor company.	Text
To be provided if Yes above	Engineer, builder or contractor full address.	Text
To be provided if Yes above	Engineer, builder or contractor email address.	Text
To be provided if Yes above	Engineer, builder or contractor email address.	Text

After completing the all required questions and submitting the Inquiry, Aqua will send you an email confirming receipt of the Inquiry and will begin the process of determining whether:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua-owned main abuts the service address; if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

Aqua will typically respond to a water connection inquiry within 3 to 5 business days.

If Aqua determines the required connection is available from an existing main for the service address provided, you will receive an email inviting you to submit an Application for Service.

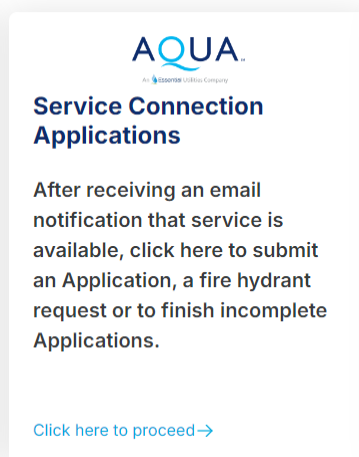
If Aqua determines a main extension is needed to provide the requested service, you will be asked to provide additional information and will be informed of next steps.

If, for some reason, service cannot be supplied to your property, Aqua will inform you via e-mail.

Domestic Water and/or Fire Suppression Application

Once Aqua has assessed your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.


Developers invited to begin the Main Extension Process will receive their invitation to submit an application once the initial steps of the Main Extension Process have been completed.



Clicking on the “Service Connection Application” button will take you to the Application Landing page where you will see all Inquiries that are eligible for submission of an application. When you are ready to proceed, click the “Submit Application” button.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the “Submit Application” button to proceed.

DFINQ 01-22-25-1333			
Service Address	Type of Inquiry	Township/Borough	 Submit Application
123 Main Street, Nowhere, PA 55555	Domestic Water, Fire Suppression	Abington, Montgomery County	

Each Application is composed of four Sections:

- Section A - The information of the person who will sign the Application
- Section B - Confirmation of the service address
- Section C - Questions Aqua needs in order to process your application
- Section D - Billing information

Water Application Section A



Inquiry Number: This field is pre-filled with the Inquiry number previously submitted when checking for service availability. Please **DO NOT** change this pre-fill.

Applicant Fields:

Here, you are given the opportunity to set a name to your project. These remaining fields are also pre-filled based on your contact information. If a **DIFFERENT** person will be signing the Application, please update these fields accordingly. Click the “Click to Submit and Continue to Step B” button to continue.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	DFINQ 01-22-25-1333
Please give a name to your project.	Name of development or complex
Applicant's Full Name *	John Doe
Applicant's Company Name (if any)	Company name
Applicant's Address *	123 Main Street
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	 + 11234567899
Applicant's Email	 johndoe@nowhere.com

Click to Submit and Continue to Step B

Water Application Section B

In Section B, you will confirm or update the service address and municipality. Click the “Confirm Service Address” button to proceed.

Section B - Confirm Location of Proposed Service

The “Address from Inquiry” and “Municipality from Inquiry” fields display the service address and municipality we collected from your previously submitted Inquiry. Please confirm both by clicking the “Confirm Service Address” button and entering the address.

DFAPP 01-28-25-315

Inquiry Number

DFINQ 01-22-25-1333

Address from Inquiry

123 Main Street

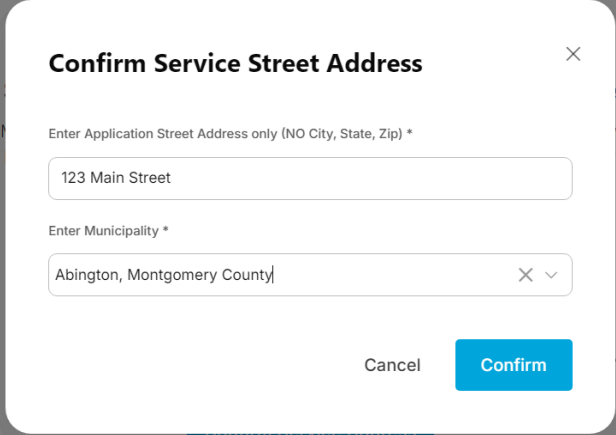
Municipality from Inquiry

Abington, Montgomery County



Confirm Service Address

The “Confirm Service Street Address” dialogue box appears. Enter the service address for the Application (only the street address - no City, State Zip). Select the municipality, then click the “Confirm” button to continue to Section C.



Confirm Service Street Address ✕

Enter Application Street Address only (NO City, State, Zip) *

123 Main Street

Enter Municipality *

Abington, Montgomery County ✕ ▾

Cancel Confirm

Water Application Section C

Depending on which service type you are seeking, you will see Domestic Water and/or Fire Suppression buttons in Section C. In this example, both Domestic Water and Fire Suppression are being requested.

Section C - Water Connections

If the Confirmed Service Address and Confirmed Municipality are correct, please continue below.

DFAPP 01-28-25-315

Address from Inquiry

123 Main Street

Confirmed Service Address

123 Main Street

Confirmed Municipality

Abington, Montgomery County

Please click the "Domestic Water Questions" button and complete all required fields in the form prior to proceeding to Section D.



Domestic Water Questions

Please click the "Fire Suppression Questions" button and complete all required fields in the form prior to proceeding to Section D.



Fire Suppression Questions

Domestic Water Questions

After clicking the "Water Connection Questions" button, the Domestic Water Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Domestic Water Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Select the option that is most appropriate for your situation.	Status of Service (to unselect an option, click it a second time) *	New Connection, Increase in Size, Temporary, Relocation, Well Conversion, Rebuild, Change in Use
Please acknowledge the requirements if you are converting from a well water supply to Aqua supplied water.	If well conversion, I will abandon my present water supply at the time that Aqua PA activates water service to my property. I will notify the County Health Department of such abandonment and will comply with their Well Abandonment Requirements, and those of any other agencies having	Yes, No, Not applicable

	jurisdiction. *	
Please acknowledge the requirements if you are converting from a well water supply to Aqua-supplied water and wish to maintain your existing well.	If well conversion, I will apply for permits from the County Department of Health to continue to maintain my present well. Once the county application is approved, I understand that I must install and maintain an approved testable backflow prevention device in accordance with Aqua's Rules and Regulations concerning Cross Connections and understand that I may not interconnect the piping between the present supply and the Aqua PA water supply. *	Yes, No, Not applicable
	If you are developing a new project, attach a separate page with street addresses and lot numbers.	Upload a file
If residential with 3+ units, please select "Commercial (multi-residential)"	Type of Occupancy *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Please select the size of service you need for your property.	Requested Size of Service *	3/4", 1", 1.5", 2", 4", 6", 8", 10"
Enter the total anticipated demand for your property	Anticipated demand in gallons per minute (Standard Residential Demand = 20 gallons per minute) *	Enter a number in gallons per minute
If you will be using this water service for irrigation, please acknowledge you will have to install a backflow device.	Will this service supply an irrigation system? If YES, a testable backflow device is required on the service or branch line that feeds the irrigation system. It is the responsibility of the property owner to purchase and install the backflow device and to have it tested by an ASSE Certified Backflow Tester upon installation and annually thereafter. *	Yes, No
	Irrigation system anticipated demand in gallons per minute. If not applicable, enter "0". *	Irrigation gallons per minute
	Will you be using water for your heating system? *	Yes, No

	If NO, what type of heating system?	Text
Click here for help on finding AMSL for your property.	First floor elevation above mean sea level (AMSL) in feet. If unknown, type "0"	Number
	Height in feet to the highest water fixture	Enter a number
Can be a sketch or a map screenshot.	Please upload site or utility plans (128MB size limit).	Upload file

Once you have completed all the required questions, click the "Submit Answers" button to proceed.



Fire Suppression Questions

After clicking the “Fire Suppression Questions” button, the Fire Suppression Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Fire Suppression Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Select the option that is most appropriate for your situation.	Status of Service (to unselect an option, click it a second time) *	New, Increase in Size, Relocate, or Temporary
For a project with multiple addresses, it is not necessary to submit a separate application for each address; however, ALL addresses must be included in the application	If you are developing a new project, attach a separate page with street addresses and lot numbers.	Upload a file
If residential with 3+ units, please select “Commercial (multi-residential)”	Type of Occupancy *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
The fire system design engineer must be included in Aqua’s records	The fire sprinkler system design and installation details have been prepared and approved by the following registered professional engineer or NICET representative (Level III or IV). Please provide Engineer Name. *	Full name of engineer
	Fire Engineer Registration/Certification No. *	Fire Engineer Registration/Certification No.
	Fire Engineer Company *	
	Fire Engineer Address *	
	Fire Engineer City, State Zip *	
Click the checkmark field to indicate	It is understood that I must design, install, own, and maintain a separate service line to be used exclusively for firefighting purposes from the curb valve to the building including all fixtures required by Aqua. The	Checkmark field

	domestic service line cannot be utilized to provide service to any part of the fire system including tank and/or pump type systems fed by a hose connection or any other type of fixture which is part of the domestic system. I acknowledge that Aqua is not responsible for the sizing of either Aqua's or Customer's service line from the main to the curb, as well as the line to the building. Aqua is not responsible, nor liable, for determining the adequacy of flow and pressure to meet the fire system needs. *	
Select the connection size required for your project.	Fire Service Connection Size Diameter *	1", 1.5", 2", 4", 6", 8", 10", 12" or Other
Allows Aqua to assess capacity	Total maximum water requirements including allowance for inside hose stream, hydrants and sprinkler system in GPM *	Enter number in gallons per minute
Allows Aqua to anticipate specific requirements	To contain antifreeze or other inhibitor? *	Yes or No
Check the box to indicate that you understand the prescribed rate charge.	The fire connection size (other than one and two-family residential lines) will determine monthly rate charge for the fire service. *	Checkmark field
Check the box to indicate that you understand the backflow requirement.	I understand and agree to install a Company approved backflow prevention device on the fire service line at an approved location before any branch line or outlet as specified in Aqua's Manual of Cross-Connection Control. *	Checkmark field
	Please upload site or utility plans (128MB size limit).	Upload a file

Water Application Section D

Click the "Enter Billing Address" button to complete the remaining information and submit your Application.

Section D - Billing Address

Please click the "Enter Billing Address" button to complete the Application.

DFAPP 01-28-25-316



Enter Billing Address

Customer Billing Address		
All questions marked with an * are required fields, even in the case of Billing and Applicant information being the same		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	This application is valid for one (1) year from date approved. Subject to the Rules and Regulations of the Company, I hereby apply for service...	Draw or type your signature

Add signature

×

Use the space below to draw your signature

DRAW

TYPE

Clear

Once you have completed all the required fields, click the "Complete the Application" button to submit the Application.



Aqua will send you a confirmation email acknowledging receipt of the Application. Your newly submitted application will now appear in your Applications Dashboard on your Home Page. The example above was for Domestic Water and Fire Suppression, so I will be seen in the “Water Applications” tab of the Applications Dashboard.

Applications Dashboard

When you submit new connection Applications, they will appear in this Applications Dashboard. Once they do, you will be able to click on them to check the current status. You can also upload additional documents required by Aqua, if needed.

Water Applications Wastewater Applications Fire Hydrant Applications

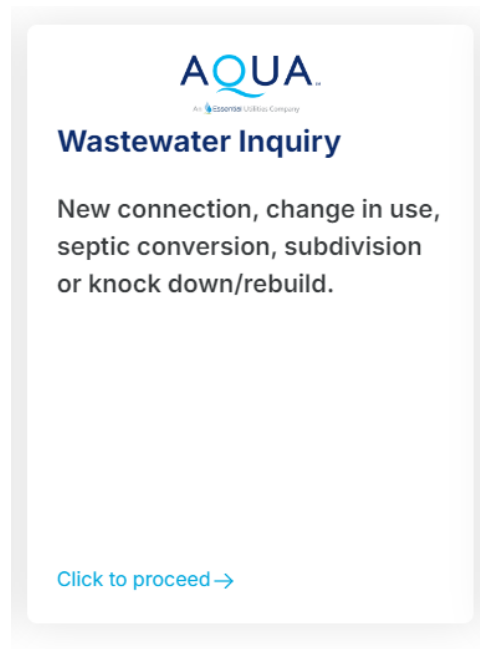
DFAPP 01-28-25-316
123 Main Street, Nowhere, PA 55555

Domestic Water
Fire Suppression

Wastewater Connection

Wastewater Inquiry

Select Wastewater Inquiry if you need to make a new wastewater connection to your property.



Clicking on the Wastewater Inquiry button, will take you to the Wastewater Connection Inquiry Page.

Wastewater Connection Inquiry Form

Status of Service: Select **New Connection** for new service, **Change in Use** if the property has a different use (for example changing from a retail store to a restaurant or increasing or decreasing wastewater flow), **Conversion from on-lot septic or private system**, if you want to switch to Aqua's sewer system, **Failing on-lot septic system** if this is the reason you are switching to Aqua's sewer system, **Subdivision** for multiple future connections for a development, or **Rebuild** if you are knocking down an existing home or building and rebuilding a new structure. You may select multiple options here. For example, if this is for a new development project for 100 homes, you would select New Connection and Subdivision.

If the property does NOT have an assigned address: If your property does not yet have an address, enter the lot number and nearest intersecting street and/or a parcel number to help us locate the property and complete our service availability assessment.

Aqua Pennsylvania Wastewater Connection Inquiry

Please complete the form below. Once submitted, Aqua will review the request and determine if you are in Aqua's Public Utility Commission certificated service territory, if a wastewater main abuts the property address and if there is adequate capacity available to accept the wastewater flow from this property. The review may take up to 30 business days to complete.

Status of Service (to **unselect** an option, click it a second time) *

Select all that apply



Service Address: This is the address we will check for service availability.

Service Address

If the property does NOT have an assigned street address, please enter the lot number and nearest intersecting street in this field and provide a tax parcel number in the field below.

Lot number and intersecting streets

Tax Parcel ID. If you don't know or don't have one, enter "Not known." *

Tax Parcel ID

Service City *

City

Service Zip Code *

Zip Code

Service Township/Borough: Start typing into the field or scroll down the list to find your township/borough. *

Select one



Type of Occupancy: Classify the property to the most appropriate option. If this is a residential property with 3 or more units, please select Commercial (multi-residential).

*

Select one



Is this an existing home or business? *

Yes or No



Total expected wastewater flow in gallons per day

Standard single residential = 225 gallons per day

Provide further description of the project. *

Example: Subdivision with 50 single family homes

If you have project plans, a sketch, or wastewater quality data, please upload that here (128MB size limit)



Can be a sketch or image of a digital map

If you are uploading a large file or combination of files, please allow sufficient time for the file(s) to upload before submitting the Inquiry.

Previous

Next

Note: In addition to the above, if you are a non-developer/builder, you will be asked to provide the following information.

Required	Will you be using an engineer, builder or contractor to work on your project?*	Yes, No
To be provided if Yes above	Enter the engineer, builder or	Text

	contractor full name.	
To be provided if Yes above	Engineer, builder or contractor company	Text
To be provided if Yes above	Engineer, builder or contractor full address.	Text
To be provided if Yes above	Engineer, builder or contractor email address.	Text
To be provided if Yes above	Engineer, builder or contractor email address.	Text

Once you complete and submit the Inquiry, Aqua will send you an email acknowledging receipt of the Inquiry. Then Aqua will evaluate the Inquiry using the information provided to determine whether:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua owned main abuts the service address, and, if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

Once Aqua's evaluation is complete, you will receive an email to let you know if service is available, and if it is, the next steps you would need to take to connect wastewater service. Aqua will typically perform the evaluation and provide the email response within 30 business days.

If service is available, and your connection does not require a main extension to serve a development, our email response will inform you that if you would like to proceed with the connection, to return to the Portal to submit an Application for Service.

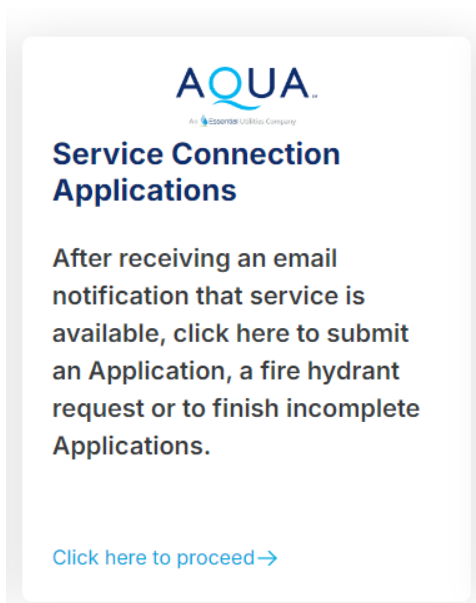
If Aqua determines your project involves a main extension to serve a new development your email will inform you to return to the Portal to start the Begin Main Extension process.

If your project involves a lengthy main extension to serve individual property, Aqua may contact you for more information and to provide the next steps.

Wastewater Application

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Application to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the “Service Connection Applications” button seen below and click on it.

A developer requiring a main extension will receive an invitation to submit an application once the initial Main Extension steps have been completed.



Once you click on the “Service Connection Application” button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

WSTINQ 10-04-24-990			
Service Address	Type of Inquiry	Status of Service	Submit Application
555 Main Street, Nowhere, PA 55555	Wastewater	Conversion from on-lot septic or private system	

Click the “Submit Application” button to begin the process of submitting an Application for your Inquiry.

Each Application is composed of four Sections:

1. Section A - The information of the person who will sign the Application
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your Application
4. Section D - Billing contact information

Wastewater Application Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please **DO NOT** change this number.

Applicant Fields: These fields are also pre-filled based on your contact information. If the information for the person who will be signing the application is **DIFFERENT** from the information listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Applicant

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Applicant information is correct and that the person below will be signing the Application, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	WSTINQ 10-04-24-990
Please give a name to your project.	Blue Tree Apts.
Applicant's Full Name *	Joe Smith
Applicant's Company Name (if any)	Smith Industries
Applicant's Address *	1234 Main Street
Applicant's City, State Zip *	Nowhere, PA 55555
Applicant's Phone Number *	+11112223333
Applicant's Email	joesmith@joesmithindustries.xxx

Click to Submit and Continue to Step B

Wastewater Application Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Applicant’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below “Inquiry Address” field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the “Confirm Service Address” button and entering the address.

WSTAPP 10-04-24-269

Inquiry Number	Inquiry Address	Municipality
WSTINQ 10-04-24-990	555 Main Street	Nowhere
Applicant Full Name	Applicant Company (if any)	Applicant Address
Joe Smith	Smith Industries	1234 Main Street
Applicant City, State Zip	Applicant Phone	Applicant Email
Nowhere, PA 55555	+11112223333	joesmith@joesmithindustries.xxx

Edit Applicant InformationConfirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.

Confirm Service Street Address

Enter Application Street Address only (NO City, State, Zip) *

Enter Municipality

CancelConfirm

Wastewater Connection Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Wastewater Connection Details” button to answer questions and provide Aqua with relevant information to process your Application.

Section C - Wastewater Connection Details

Please click the "Wastewater Connection Details" button and complete all required fields in the form prior to proceeding to Section D.

WSTAPP 10-04-24-269

Inquiry Address

Confirmed Service Address

555 Main Street

556 Main Street

Edit Confirmed Service Address

Wastewater Connection Details

The Wastewater Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Wastewater Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Select the option that is most appropriate for your property.	Type of Occupancy: Classify your property to the most appropriate option *	Residential (one- or two-family home), Commercial, Commercial (multi-residential), Industrial, Other
Total number of units in the property.	Number of Units*	Number
Select the option that best fits your situation.	Status of Service (to unselect an option, click it a second time) *	New Connection, Change in Use, Conversion from one-lot or private system, Failing on-lot septic system, Subdivision, Rebuild
Select the option that fits your situation.	Type of wastewater service requested *	Gravity, Low Pressure Individual Grinder Pump
Optional	For low pressure force main, provide grinder pump manufacturer name.	Grinder pump manufacturer name, if applicable

If date of first discharge is known, enter it here	Expected Date of first discharge of sewage flows	Date
	Is public water service installed at the property? *	Yes, No
Optional, as required	If yes, who is the water supplier?	Text
Optional, as required	Account Number for the water supplier	Text
	Please upload additional information (drawings, details or sketches) (128MB size limit).	Upload file

Once you have completed all the required questions, click the “Submit Answers” button to proceed to Section D.

Wastewater Connection Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Customer Billing Address” button to complete the remaining information and submit your Application.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

WSTAPP 10-04-24-269

Inquiry Address 555 Main Street	Confirmed Service Address 556 Main Street	Wastewater Status of Service Failing on-lot septic system
Type of Occupancy Residential (one or two family home)	If NOT residential, nature of project -	Type of fixtures connected to sewer lateral -
If low pressure force main, grinder pump manufacturer name. -	Grinder pump manufacturer for low pressure pump lateral. -	Expected Date of first discharge of sewage flows October 31, 2024
Is public water service installed at the property? Yes	Public water supplier, if any. Aqua	Account Number for the water supplier. 123456
Uploaded drawings, details or sketches. -		

Edit Your Answers

Enter Customer Billing Address

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields, even in the case when the Applicant and Billing information are the same.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Billing Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the "Complete the Application" button to submit your completed Application.

[Complete the Application](#)

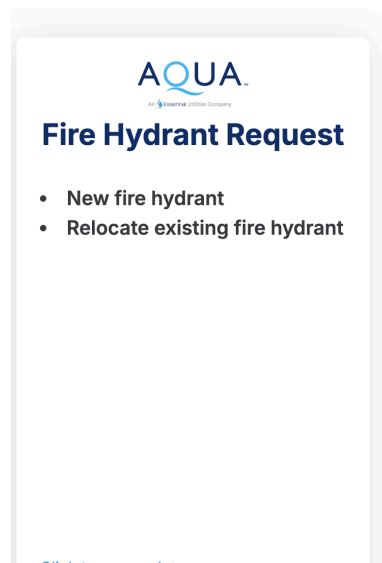
Your newly submitted application will now appear in your Applications Dashboard on your Home Page.

Fire Hydrant Connection

Fire Hydrant Connection Request

You should submit a Fire Hydrant Connection Inquiry if you would like to request a new fire hydrant connection or relocate an existing connection.

Clicking on the Fire Hydrant Inquiry button will take you to the Fire Hydrant Connection Inquiry Page.

A screenshot of the top portion of a web form titled "Fire Hydrant Request". At the top is the AQUA logo with the tagline "An Essential Utilities Company". Below the logo, the title "Fire Hydrant Request" is displayed in a bold, dark blue font. Underneath the title is a bulleted list with two items: "New fire hydrant" and "Relocate existing fire hydrant". The form is presented within a light gray rounded rectangular frame.

Please note that this form is NOT necessary if your project only involves new fire hydrants that are part of a subdivision or land development project with a water main extension.

Fire Hydrant Connection Request Form

Status of Service: Select **New Connection** for new service, **Relocate existing service** to move existing service.

How many NEW fire hydrants are requested? *

Enter total number

New Fire Hydrant Street Address *

Street Address

New Fire Hydrant City *

City

New Fire Hydrant Zip Code *

Zip Code

New Fire Hydrant Municipality/County *

Select one



Closest intersection or cross street *

Example: The closest intersection is Main St and Broad St.

Will the new Fire Hydrant(s) be within Right of Way? *

☐ Yes

☐ No

☐ Unknown

Provide any additional information for requested new Fire Hydrant(s).

Upload a site plan, sketch, screenshot , or digital map of proposed NEW Fire Hydrant location(s) (128MB size limit).

Aqua will send you an email confirming receipt of the Inquiry and will determine whether:

1. The service address provided is in Aqua's Pennsylvania Public Utilities Commission certificated service territory.
2. An Aqua owned main abuts the service address, and, if not, whether a main extension is possible.
3. There is sufficient capacity to satisfy the needs of the service address.

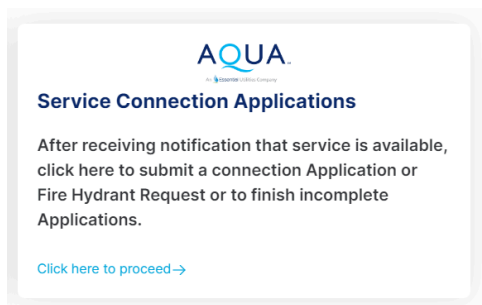
Aqua will typically respond to requests for service availability within 15 business days.

If Aqua determines service is available to the service address provided, you will receive an email inviting you to submit a Fire Hydrant Connection Information Request.

If Aqua determines the Inquiry may need a main extended to provide the requested service, Aqua will contact you for more information and provide the next steps. This could include a Builder's Extension Agreement.

Fire Hydrant Connection Information Request

Once Aqua has completed assessing your Inquiry submission and determined service is available for your property, you will receive a confirmation email with an invitation to submit an Information Request to initialize the installation of service. Once you receive that email, login to your New Connection Portal account, scroll down your Home Page to the "Service Connection Applications" button seen below and click on it.



Once you click on the "Service Connection Application" button, you will arrive at the Application Landing page where you will see all the Inquiries in your account that qualify for Application submission.

Below are all the Inquiries in your account that qualify for submittal of an Application.

Please note: Inquiries still under review by Aqua will NOT appear in this list until Aqua has made a final determination that service is available for the property. If you see your Inquiry below and are ready to submit an Application for service, click on the "Submit Application" button to proceed.

InqFir01-10-24696			
Service Address	Type of Inquiry	Status of Service	Submit Info Request
1234 Main, Chicago, PA 56789	Fire Hydrant	New Connection	

Click the "Submit Info Request" button to begin the process of submitting an Information Request for your Inquiry.

Each Information Request is composed of four Sections:

1. Section A - The information of the person who will sign the Information Request
2. Section B - Confirmation of the service address
3. Section C - Questions Aqua needs in order to process your Information Request
4. Section D - Billing contact information


Fire Hydrant Information Request Section A

Inquiry Number: This field is pre-filled with the Inquiry number you previously submitted when checking for service availability. Please do not change this number.

Requestor's fields: These fields are also pre-filled based on your contact information. If the person signing the Information Request is DIFFERENT from the person listed in these fields, please update them accordingly and click the Submit button to continue to Section B.

Section A - Requestor Information

The fields below have been pre-populated with the contact information submitted in the Inquiry. Please confirm the Requestor information is correct and that the person below will be signing the Information Request, otherwise update the information as necessary.

Inquiry Number: Please do not change this prefill. *	InqFir01-10-24696
Requestor's Full Name *	Joe Smith
Requestor's Company Name (if any)	Smith Construction
Requestor's Address *	1234 Main Street
Requestor's City, State Zip *	Nowhere, PA 55555
Requestor's Phone Number *	 +15555555555
Requestor's Email *	joesmith@nowherestreet.com

Click to Submit and Continue to Step B

Fire Hydrant Information Request Section B

In Section B, you will confirm or update the service address. Click on “Edit Applicant Information” to make any appropriate changes.

If everything looks good with the Requestor’s information, click the “Confirm Service Address” button to confirm the service address.

Section B - Confirm Location of Proposed Service

The below “Inquiry Address” field displays the service address we collected from your previously submitted Inquiry. Please confirm the service address for this Application by clicking the “Confirm Service Address” button and entering the address.

Fir02-09-24152

Inquiry Number

InqFir01-10-24696

Inquiry Address

1234 Main

Requestor Full Name

Joe Smith

Requestor Company (if any)

Smith Construction

Requestor Address

1234 Main

Requestor City, State Zip

Nowhere, PA 55555

Requestor Phone

+13333333333

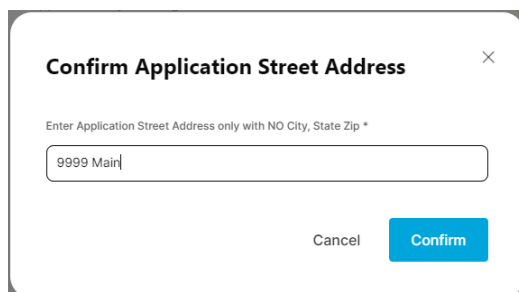
Requestor Email

joesmith@nowherestreet.com

Edit Requestor Information

Confirm Service Address

Once you click the “Confirm Service Address” button, the following dialogue box will appear. Enter the service address for the Application and click the “Confirm” button to continue to Section C. Please enter only the street address. There is no need to include the city, state, or zip code.



Confirm Application Street Address ×

Enter Application Street Address only with NO City, State Zip *

9999 Main

Cancel Confirm

Fire Hydrant Information Request Section C

In Section C, you will have a second chance to change the service address for the Application by clicking the “Edit Confirmed Service Address” button. If everything looks correct with the Confirmed Application Address, click the “Fire Hydrant Connection Questions” to answer questions and provide Aqua with relevant information to process your Application.

Section C - Fire Hydrant Connection Questions

Please click the "Fire Hydrant Connection Questions" button and complete all required fields in the form prior to proceeding to Section D.

Fir02-07-24147

Inquiry Address

Confirmed Application Address

9999 Main Street

9999 Main Street

Edit Confirmed Service Address

Fire Hydrant Connection Questions

The Fire Hydrant Connection Questions dialogue box will appear with the following questions. Please complete all required fields to the best of your ability.

Fire Hydrant Connection Questions		
All questions marked with an * are required fields.		
Instruction	Question	Options
Required	Number of new fire hydrants requested*	Number
Required	Fire hydrant installation and relocation payment information	Provide information on the responsible party
Required if applicable	New fire hydrant monthly payment information	Provide information on the responsible party
Required if applicable	Relocated fire hydrant monthly payment information	Provide information on the responsible party
Required	Plan showing location of proposed hydrant. (Aqua drawing format not required. 128MB size limit). *	Upload file

Once you have completed all the required questions, click the [Submit Answers](#) button to proceed to Section D.

Fire Hydrant Information Request Section D

In Section D, you will have a second chance to change your answers to the questions from Section C by clicking the “Edit Your Answers” button. If you are content with all your answers, click the “Enter Billing Address” button to complete the remaining information and submit your Information Request.

Section D - Billing Address

Please click the “Enter Billing Address” button to complete the Application.

Fir02-07-24148

Inquiry Address

9999 Main Street

Confirmed Application Address

9999 Main Street

Is the fire hydrant beyond the meter?

Yes

Feet beyond the meter.

20

Street addresses and lot numbers

-

Plan showing location of proposed hydrant.

 Sketch_of_9999_Main.pdf

Edit Your Answers

Enter Billing Address

Once you click the “Enter Billing Address” button, you will see Section D - Customer Billing Address.

Section D - Customer Billing Address

Please click the "Enter Customer Billing Address" button to complete the Application.

Upload Customer Billing Address		
All questions marked with an * are required fields.		
Instruction	Question	Options
Billing contact information	Billing full name*	Text
Billing contact information	Billing company name (if any)	Text
Billing contact information	Address *	Text
Billing contact information	Billing City, State Zip *	Text
Billing contact information	Billing phone *	Text
Billing contact information	Billing Email *	Text
Applicant's signature	By signing, you are acknowledging that you have read and agree to Aqua PA's Terms of Service.	Drawn or typed signature

Once you have completed all the required fields, click the [Complete the Information Request](#) button to submit your completed Information Request.

Your newly submitted Information Request will now appear in your Applications Dashboard on your Home Page.

Service Requests Requiring a Main Extension

For new connection requests that **DO NOT** require a main extension, the general process flow is relatively simple:

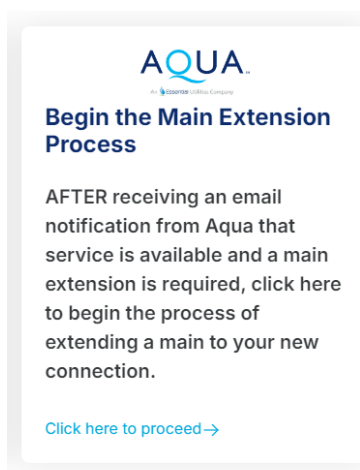
- First, complete and submit a service Inquiry.
- Second, when Aqua advises service is available for your property, submit a service Application.
- The connection is made.

However, if your connection request **DOES** require a main extension to supply service, there will be some additional steps.

If you are a developer, Aqua will send you an email inviting you to begin the main extension process.

Once you receive the email, follow these instructions:

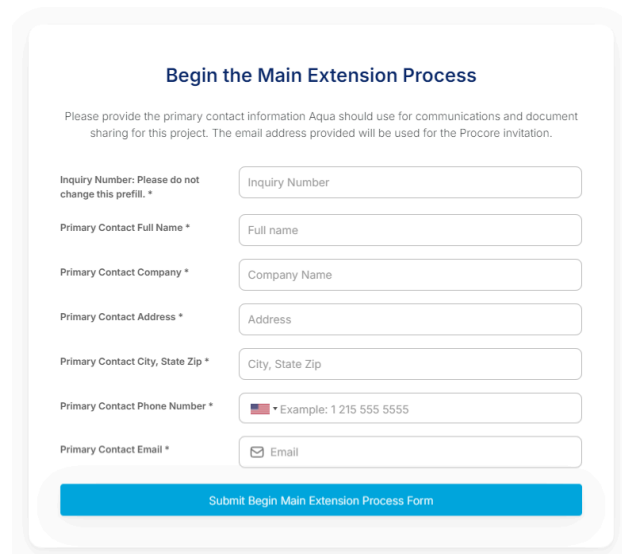
1. Login to your Aqua PA New Connection Portal account.
2. Once on your Home Screen, scroll to the bottom of the page and click the “Begin the Main Extension Process” button.



3. This will take you to the Main Extension Landing page where you will see all Inquiries that require an extension in order to provide service to your property.

WSTINQ 10-03-24-986		
Service Address	Type of Inquiry	Status of Service
1003 Bear Tree Run, Lower Merion, PA 65456	Wastewater	New Connection, Subdivision
Begin Extension Process		

4. Click the “Begin Extension Process” button. This will take you to the Begin the Main Extension Process form.



The screenshot shows a web form titled "Begin the Main Extension Process". Below the title is a paragraph: "Please provide the primary contact information Aqua should use for communications and document sharing for this project. The email address provided will be used for the Procore invitation." The form contains several input fields, each with a label and an asterisk indicating it is required:

- Inquiry Number:** Please do not change this prefill. * (Input field with placeholder "Inquiry Number")
- Primary Contact Full Name *** (Input field with placeholder "Full name")
- Primary Contact Company *** (Input field with placeholder "Company Name")
- Primary Contact Address *** (Input field with placeholder "Address")
- Primary Contact City, State Zip *** (Input field with placeholder "City, State Zip")
- Primary Contact Phone Number *** (Input field with a US flag icon and placeholder "Example: 1 215 555 5555")
- Primary Contact Email *** (Input field with an email icon and placeholder "Email")

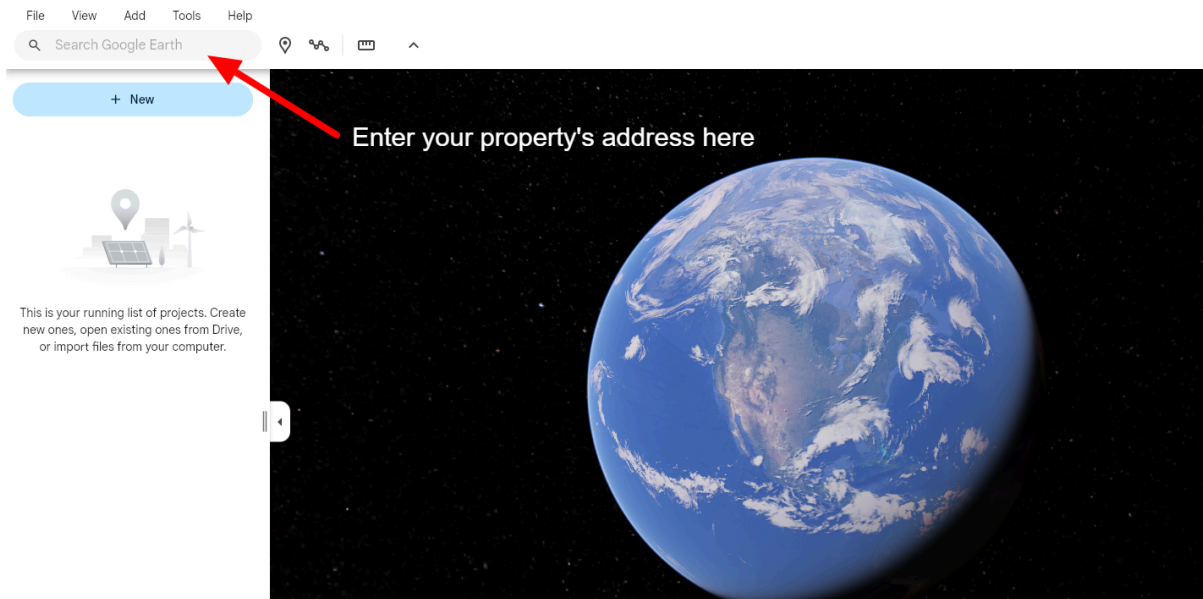
At the bottom of the form is a blue button labeled "Submit Begin Main Extension Process Form".

5. Complete the form and click the “Submit Begin Main Extension Process Form” button.
6. Aqua will send a confirmation email that your form has been received.
7. Aqua will invite you to collaborate with Aqua using the Procore construction management platform where the initial main extension steps will be completed.
8. Once the initial steps have been completed in Procore, Aqua will invite you to complete an Application for service so the remaining steps can be completed.

Finding Above Mean Sea Level (AMSL) for your property

If you do not know what the AMSL is for your property, you can find it by using Google Earth.

1. Click this link to go to [Google Earth](#).
2. Enter your property's address in the "Search Google Earth" field at the top left of the screen.



3. Place your mouse pointer over your property. You will see AMSL at the bottom right of the screen. In this example, AMSL at the location where the mouse is pointing is 82 m (the large red arrow).

