



## Bow Water System Customer Connection Process/Checklist

1. Obtain Applications (Bow Town Hall – Town Manager’s Office, Bow DPW or call 1.888.377.7678 or online at <https://whitewateronline.com/bow-nh/applications/>)
2. Request quote from contractor to install water service line to Bow Water System specifications (specifications available at same locations as noted in above step)
3. Request internal plumbing modifications to be performed in preparation for connection to the Water System and installation of a water meter by a licensed plumber.
4. Request plan/sketch to accompany application package. Sketch/plan must include/clearly identify at a minimum the following:
  - a. curb stop
  - b. proposed water service line
  - c. roadway
  - d. driveway/parking lots
  - e. footprint of the house/business & other structures (sheds, etc.)
  - f. septic system & other waste lines
  - g. other utilities in the area of the proposed water service line
  - h. distances clearly labeled to the house/business from the curb stop/valve, service line to septic system or other waste lines,
  - i. location of the water meter
  - j. Other required construction detail:
    - i. Statement that contractor will install, once approved by WhiteWater, Inc., to the Town of Bow specifications. The contractor will only install once coordinated in advance with WhiteWater, Inc. so that an inspector is present during the installation. The contractor will provide a detailed As-built Plan to the customer and to WhiteWater, Inc. within 5 business days of installation.
    - ii. materials description, construction detail and depth of service line
5. Submit the completed applications, written quote and sketch/plan as a package to Town Hall (Town Manager’s office), DPW or to WhiteWater, Inc. – ( [eburkett@rhwhite.com](mailto:eburkett@rhwhite.com))
6. WhiteWater, Inc. will review and approve/deny the installation as proposed within 7 business days of receipt.
7. Once approved, the contractor will coordinate the installation with WhiteWater, Inc. for installation, Monday through Friday from 8AM - 3 PM with at least 3 business days’ notice so that an inspector can be onsite.
8. Once the water service line is properly installed and approved **and all other required plumbing modifications have been made and approved by the Town’s building Inspector**, WhiteWater will set the water meter and turn-on the water. If all approvals have been made in advance of the water service line installation it may be coordinated for the meter to be set once the line is installed by the inspector and service turned on at that time.
9. You are now a customer of Bow Water System and will be billed monthly for your water services.

**If you or your contractor has questions, please contact WhiteWater, Inc. (Eric Burkett) at 1.888.377.7678 or [eburkett@rhwhite.com](mailto:eburkett@rhwhite.com)**