

SEQUENCE OF EVENTS (TYPICAL) FOR CUSTOMER CONNECTION TO THE CORRALES WASTEWATER UTILITY SYSTEM

STEP 1: Inquiry.

Prospective customer is provided a blank Application for Wastewater Utility Service and other information requested and available from the Village. At this time, the prospective customer should also be advised, if possible, of the best available connection point for the requested service.

STEP 2: Application.

Customer submits completed Application for Wastewater Utility Service with connection fee and required attachments (design drawings; NMED registration of septic tank if needed).

STEP 3: Approval of Application.

After Village review, the applicant is notified that the application is approved. The Notice of Approval includes a designation of the connection point where the service connection will be made. Form of **Agreement for Wastewater Utility Service** should be provided to the applicant for signature.

NOTE: If the application is disapproved by the Village, provide a letter explaining the deficiency that resulted in disapproval. The applicant may then submit a corrected or revised application, without needing to pay the connection fee again.

STEP 4: Connection Completed.

Customer or customer's contractor builds and completes the connection. Village will observe the final connection at the service connection point to ensure that it is properly completed.

STEP 5: Agreement Signed.

If the Agreement for Wastewater Utility Service has not previously been signed by the customer, it must be signed by the parties before the service is started. A copy of the signed Agreement should be provided to the customer along with the four documents listed in Paragraph I.2 of the Agreement.

STEP 6: Service and Billing Begin.

Valve at the service connection is opened and service commences. Village staff create a billing account and commence monthly billing for the service. Applicable rate for billing purposes can be determined from the information at the top of the Agreement for Water Utility Service.

NOTE: Ideally, steps 4, 5 and 6 should all be completed the same day, or within a period of no more than two or three days, so that there is no significant time during which the customer is without service. However, most installations will have sufficient reserve capacity in the piping, septic tank and/or pump basin to accommodate a few hours or days between disconnection of the old discharge and commencement of Village service.