



ILLINOIS
AMERICAN WATER

**NEW DEVELOPMENT
BOOKLET**

Updated September 2021



The 2019 Edition Supersedes all previous versions of the Developer Booklet

To Whom It May Concern:

SUBJECT: DEVELOPER POLICIES AND PROCEDURES
FOR INSTALLATION OF WATER MAINS

Illinois American Water (ILAW) looks forward to providing water service for your development. The enclosed informational packet has been prepared to guide you through the various components of the water supply portion of your project. The step-by-step check list of requirements, procedural flow charts and forms included in this packet is an essential tool for planning your project and keeping it on schedule. Please carefully review and follow this guide. **We cannot provide water service, even though the main installation may be completed, until all applicable requirements have been completed and submitted.**

Please look over this packet carefully. Due to ILAW's desire for statewide uniformity of procedures, some changes have been made to our forms and to our internal operations. **All documentation contained within this packet will be required, effective immediately.** However, ILAW's representatives are committed to answering your questions and to make the paperwork process as easy as possible.

The Illinois Environmental Protection Agency (IEPA) requires that a construction permit application must be prepared and submitted on all new public water supply construction projects regardless of main size or length. The developer must utilize an Illinois Licensed Professional Engineer to prepare the permit application. Construction work is not to begin until the IEPA issues to the developer a written approval and all the associated conditions are satisfied. Furthermore, the developer should consider the IEPA application review time for processing the Construction and Operating Permits when calculating a timetable for a project.

Additionally, the Illinois Historic Preservation Agency (IHPA) requires by statute, review and approval of any construction requiring a state issued permit. Since water main construction falls within this category, the IHPA approval is required. The IHPA is automatically notified through the IEPA upon submittal of an IEPA Construction Permit Application; however, they can be contacted directly. A copy from a USGS quad map showing the proposed development site should be included with the IEPA permit application to help expedite the process. This copy should include the Township, Range, and Section Number of the site location and the quad name.

Upon request, the Developer should be able to provide to Illinois American Water all approved construction permits and must provide verification that all requirements were fulfilled.

Very truly yours,

ILLINOIS AMERICAN WATER



INDEX

PAGE NO.

Section One – Introduction of Document	1 - 6
Document Objective	1
General Considerations	1
Permissible Work by Developer	2
Non-Permissible Work	2
Program Checklist	3-9
Section Two – Project Registrations and Project Design	7 - 9
Application for New Developments or New Mains	7
Design of Project	7
Process Map – Project Design Construction Agreement	9
Section Three – Construction	10 - 11
Process Map – Project Construction	11
Section Four – Main Testing and As-Built Documentation	12 - 13
Process Map – Main Testing	13
Section Five – Project Acceptance	14 - 15
Process Map – Main Acceptance Process	15
Section Six – Things to Keep in Mind	16

APPENDICES

Appendix A	Program Forms/ Contracts (in this book)
Appendix B	Supplemental Technical Specifications
Appendix C	“American Water Works Service Company Incorporated Standard Pipeline Specifications” dated August 2008
Appendix D	Minimum Standards for Drawings
Appendix E	Standard Detail Drawings
Appendix F	Bacteriological Sampling Policy
Appendix G	GIS Requirements for Water Main Construction Projects
Appendix H	Equipment Data Spreadsheet for Water Main Construction Projects
Appendix I	GIS Requirements for Wastewater Main Construction Projects
Appendix J	Equipment Data Spreadsheet for Wastewater Main Construction Projects
Appendix K	TBD



Section One

Introduction of Document

This document provides an outline of the tasks and procedures to be followed by Developers during the installation of water mains within their new development within the Illinois American Water System. This booklet was developed with consideration to statutory, technical, financial, and administrative issues that support and form the basis of an agreement between Illinois American Water and the Developer for the extension of the water system to the new development.

Document Objective

This booklet was established to provide the following:

- A clear, efficient and simple process to allow for water main extensions for new development.
- To ensure installation of the water main meets the Water Company requirements.
- To ensure that water main is installed to allow for ease of operation and maintenance by Water Company Representatives in the future.
- To ensure that the water main extension is adequately designed and installed for the future needs of the development and the community the development is within.
- To ensure that all water quality requirements are taken into consideration and achieved.
- To ensure compliance with all the relevant entities that have jurisdiction over the water main extension (local communities, highway, regulators etc.)
- To recognize and protect the environment, the developer, municipality, current customers and the general public at large.

General Considerations

- Please consider bringing our involvement with your project as early as possible. It is never too early to talk with us regarding your proposed main placements and sizes as well as bacteriological sampling sites. Working together and at the beginning of the project, the Water Company can support your team at every stage of design and assist you in saving time and money.
- The Water Company reserves the right to amend this booklet and documents at any time without prior notice.
- Likewise, The Water Company reserves the right to reject submitted versions of the documents from this package that have been substantially altered, in our opinion, without prior consent from the local Water Company Representative.
- Unauthorized operation of valves and hydrants within the existing distribution system is strictly forbidden. Water Company Representatives will operate all valves to complete the flushing, disinfection and pressure testing.
- The Water Company will not provide water service, even though the main installation may be completed, until all applicable requirements have been completed and the documentation has been received and approved.
- This booklet is intended for new developments only.
- This booklet is intended to provide you with a point of contact that will be maintained throughout the project.

Permissible Work by the Developer

- Installing on-site mains
- Installing on-site hydrants
- Installing off-site water mains in adjacent land and/or right-of-ways where developer have obtained the necessary easements, permits and satisfied any other legal requirements.
- Designing on-site water mains in accordance with our specifications.
- Pressure testing and disinfecting new mains, under supervision.
- Installation of Service Lines upon approval by Water Company Representative within the Chicago Metro Area. This practice is not allowed in other areas of the state at this time.

Non-Permissible Work

- Off-site work not associated with new development
- Approval of on-site water system design.
- Determining the schedule of service line connections to new mains.
- Connections or work that involves disruption to existing customers.
- Installing water meters.
- Operation of valves or hydrants off-site.
- Filling of main for flushing or testing without Water Company Representative on-site.

Program Checklist

The following checklist is to be used to ensure that all items have been sent to ILAW for the acceptance of the Developer Installed Water Main. This chart has a brief description of all tasks that are required by ILAW.

Project Registration and Design <i>(Following items need to be completed prior to Construction Agreement and Approval for Construction)</i>					
Item No.	Form	Description	Initiated By	Date Submitted	Date Complete
1	D-1 W-9	Developer/ Engineer will provide to the Water Company a completed Project Application form and W9 Form	Developer/ Engineer		
2		2 sets of Preliminary Plans for the water main installation. The Plans must meet the Minimum Standards for Drawings (Appendix D) and the Illinois-American Water Company Technical Specifications for Developer Installed Water Mains, (Appendix B) in this packet. Water Company will review Preliminary Plans and provide the Developer with a Plan Review Letter and/or a Plan Approval Letter. Allow at least 21 days for review and response to the initial Plan submittal. The actual initial review time may vary	Developer/ Engineer		
3	D-2	Developer will provide to the Water Company the completed Estimated Cost Form for the installation of the water mains and appurtenances and 3% of the Estimated Cost for the main extension.	Developer		
4		Developer will provide to the Water Company a copy of their IRS W9 Form. This form is for the developer who receives the refunds for the following 10-year period.	Developer		
5	E-1	Engineer to complete and submit ICC Main Sizing Justification Form (E-1) if any mains within the development are smaller than 8-inches	Developer/ Engineer		
6		Developer will provide to the Water Company official notification from the applicable party, e.g., local Fire Department, which authorized the installation and location of the fire hydrants. In some community's municipal hydrants ordinances may also be required.	Developer		
7		Developer will submit 3 copies of the completed IEPA Application for Construction Permit along with 3 sets of plans and a check for the applicable IEPA fee, to the Water Company for our review and execution. The executed application will be mailed directly to IEPA with the Developer being copied on the correspondence. Note: All IEPA Application for Construction Permit forms and sets of plans must have original signatures & seal.	Developer		
8	D-3	Developer will provide to the Water Company the name of the main installation Contractor selected from the prequalified list provided by the Water Company or otherwise approved by the Water Company in writing.	Developer		
9	D-5	Developer will provide to the Water Company the name of the Inspector selected from the prequalified list provided by the Water Company or otherwise approved by the Water Company in writing.	Developer		

Construction Agreement and Pre-Construction Approval

(Following items need to be completed prior to Approval for Construction)

Item No.	Form	Description	Initiated By	Date Submitted	Date Complete
10	D-4A D-4B	Developer will provide to the Water Company the necessary <u>recorded</u> Easement and Right of Way Agreement for all properties involved. (Form D-4A to be used for individual landowners or trusts and Form D-4B to be used for Corporations)	Developer		
11	D-6	Prepare and execute the Agreement that is enclosed in this packet, attach the Plans as Exhibit A to the Agreement, attach the completed Form D-1 to the Agreement, and return it to the Water Company for final execution. Please allow approximately 10 days for the review of documents.	Developer		
12		After the execution of the Agreement, the Water Company will provide to the Developer a letter, with a copy of the executed Construction Agreement, which will advise him that all the preconstruction requirements have been met	Water Company		
13		Developer will provide to the Water Company copies of all approved construction permits and must provide verification that requirements were fulfilled.	Developer		
14	C-2	<i>The Engineer will provide the Water Company with the completed Notification of Received Material To Site and a copy of the Submittals for final approval prior to construction.</i>	Engineer		
15		Water Company will provide Authorization for Construction Form to Developer. <u>Developer cannot begin to install water main until Authorization for Construction has been received.</u>	Water Company		
15a		<i>Contractor CANNOT start water main installation without a copy of the plans that has been signed and stamped by a Water Company Representative during Pre-Construction Meeting. Failure to comply will result in the removal from our list of qualified contractors.</i>			
15b		A Pre-Construction meeting will be arranged prior to the start of work on site. The meeting should be attended by representatives from the Developer's Engineer, the Inspector, the Contractor and a representative from Illinois American Water.			
16	E-2	The Inspector will provide written daily progress reports with photos of all hydrants, fittings, valves, ect., using the provided Inspection Form and periodic inspection reports of the main installation, along with a copy of field book pages, to the Water Company no less than once a week. Note: Depth of main shall not exceed depth listed in Section 2210, Part 3.05F as indicated in the Supplemental Technical Specifications. Any deviations require a waiver from Illinois American Water.	Engineer		

Main Testing

(Following items need to be completed at the end of Construction Activities)

Item No.	Form	Description	Initiated By	Date Submitted	Date Complete
17		Contractor will be responsible for the main being flushed, disinfected and pressure tested. The Water Company will operate any valves required to complete the flushing, disinfection and pressure testing. <i>A minimum of 48 hours</i> notice must be given the Water Company prior to beginning this process.	Developer		
18	E-3	Contractor must complete the Hydrostatic Pressure Test. (Equipment utilized for testing must have available certification of calibration upon request) * <u>The test must be witnessed and signed by a Water Company representative.</u>	Contractor		
19	C-5	Bacteriological samples will be collected as per the procedure outlined by the Water Company. Samples with turbidity >1 NTU or excessive chlorine residual will be rejected by the lab. The Contractor will be responsible for installing a sampling device at each correct location before testing begins. (At least one sample for each 1200 ft., one sample from the end of the line, and one sample from each branch.)	Contractor		
20		At the direction of the Water Company, the Contractor must complete Pressure and Fire Flow Forms for each fire hydrant installed. * <u>The test must be witnessed and signed by a Water Company representative.</u>	Contractor/ Engineer		
21	C-7	Contractor must complete (Daily) Estimated Water Usage to allow the Water Company to account for the estimated amount of water used during construction and testing operations. Estimates should be provided to company following each usage of facilities prior to acceptance.	Contractor/ Engineer		
22		The Water Company, the Developer, the Contractor and the Engineering Firm will make a final field inspection of the main construction. Items not in accordance with the requirements of the Water Company will be outlined for completion by the Developer.	All		
23		The Inspector will provide two sets of certified Record drawings, in AutoCAD, electronically to the Water Company. The drawings must meet the Minimum Standards for Drawings for Developer Installed Water Main Packet (Appendix D), which is included in this packet.	Engineer		

Post Construction and Pre-Acceptance

(Following items need to be completed prior to Acceptance of the Water Main)

Item No.	Form	Description	Initiated By	Date Submitted	Date Complete
24	E-4	The Developer's Engineer will complete the Certification By Engineer and provide it to the Water Company.	Engineer		
25	D-7	The Developer will complete the Final Actual Cost Form and sign the section at the bottom of the form titled Certified Statement of Installed Materials.	Developer		
26	C-8 C-9	The Developer will provide the completed Release of Liens in a formal, suitable fashion, to the Water Company, which has been executed by the appropriate contractor.	Contractor		
27	D-8	The Developer will provide to the Water Company the completed Bill of Sale.	Developer		
28	D-9	The Developer will provide the completed Transfer of Ownership of Developer Installed Mains, which transfers the ownership of the mains and appurtenances to the Water Company.	Developer		
29		Developer will provide to the Water Company the final recorded plat.	Developer		
30		Upon acceptance of all of the required project paperwork, the Water Company will complete and forward the IEPA Operating Permit for approval.	Water Company		
31		Water Company will receive Operating Permit from the IEPA.	Water Company		
32		Water Company Associates will conduct a final blow-off and testing of the main before it is placed in service. 24 Hours notice is required. Acceptance of the water main is predicated on the satisfactory results of the following criteria: a) appearance, b) odor, c) residual, d) pH, and e) turbidity.	Water Company		
33	I-4	The Water Company will provide a letter to the Developer accepting the main installation after all documents are reviewed and approved with copies of supporting documentation.	Water Company		
34		Water Service can now be provided.	Water Company		
35		The Water Company will provide a letter or communicate to the Fire Department to inform them that the facilities have been accepted and future maintenance will be conducted by the water company.	Water Company		

Section Two

Project Registration and Project Design

This section is intended to provide a general guideline for the design of the proposed water distribution system. More detailed guidelines are included in the attached Specifications.

Application for New Developments or New Mains

The Developer shall submit an application form for new mains to the appropriate office as indicated in section one. Illinois American Water requests that this form be submitted at the earliest opportunity to allow for the company to determine if the development is located within the current service areas of the company or if an application to the Illinois Commerce Commission will be required prior to serving the development.

As a regulated utility through the Illinois Commerce Commission, Illinois American Water is required to follow Section 8-406 of the Public Utilities Act (220 ILCS 5/8-406). Within this section part b indicates that *No public utility shall begin the construction of any new plant, equipment, property or facility which is not in substitution of any existing plant, equipment, property or facility or any extension or alteration thereof or in addition thereto, unless and until it shall have obtained from the Commission a certificate that public convenience and necessity require such construction.* The commission will review the application and determine if the *proposed construction will promote the public convenience and necessity only if the utility demonstrates: (1) that the proposed construction is necessary to provide adequate, reliable, and efficient service to its customers and is the least-cost means of satisfying the service needs of its customers; (2) that the utility is capable of efficiently managing and supervising the construction process and has taken sufficient action to ensure adequate and efficient construction and supervision thereof; and (3) that the utility is capable of financing the proposed construction without significant adverse financial consequences for the utility or its customers.*

If it is determined that an application is needed to the Illinois Commerce Commission, Illinois American Water will initiate the application and develop the necessary submittals. The Developer and Developer's Engineer may be requested to provide additional information regarding the development to support the application by the company. Upon submission to the Illinois Commerce Commission, the process for approval of the request to modify the service area typically requires 6 to 10 months. During this period design and permitting can continue, however construction can not start until the Illinois Commerce Commission issues its final order for the application.

Design of Project

The Developer's Engineer shall be responsible for the design of the water distribution for the new development. The Engineer shall utilize the specifications and information contained in this booklet as a guide to designing the water main extension. The design will address the following issues and is subject to Illinois American Water approval prior to installation.

- Assessment of demand from the development, which will include
 - Average and Maximum Daily Demands
 - Fire flow requirements
 - Any other special water flow requirements
- Consideration of fire demands as required by the fire department and the Insurance Service Office. In addition, the insurance requirements for fire protection for the development should be considered.

- Consideration of future development of the area surrounding the development. The Engineer shall work with Illinois American Water to incorporate the Company's master plan requirements for the area.
- Coordinate with Illinois American Water on the location of the appropriate point of connection for the development.
- Determination of adequate pipe size to address the required demand and maintain the minimum required level of service for each potential customer while maintaining appropriate pipe flow velocities.
- Determination of system configuration and layout to reduce the number of fittings and facilitate efficient operation and maintenance of the piping network.
- Engineer shall coordinate with Illinois American Water on the location of valves within development to ensure that minimum number of customers will be affected during system shutdowns.
- Determination of efficient method of flushing, disinfection and testing to meet the requirements of the Illinois Environmental Protection Agency and Illinois American Water.
- Determination of how the system will be connected to the existing system with assistance of the water company to avoid outages to existing customers.
- Approval of fire hydrant locations by the appropriate fire authorities. Developer must provide a letter of authorization from the appropriate fire department demonstrating that the requirements have been met for fire hydrant locations within the development.
- Water main extensions shall extend across the developing property to the next continuous parcel of land. Easements may be required for connection of future main extensions where needed for sound system development as required by Illinois American Water.
- Service line locations shall be considered, however the location of the service lines and fire services shall not be shown on extension drawings, unless otherwise indicated by a representative of Illinois American Water.
- Provide to Illinois American Water the opening direction of the valves to be used in the main installation.

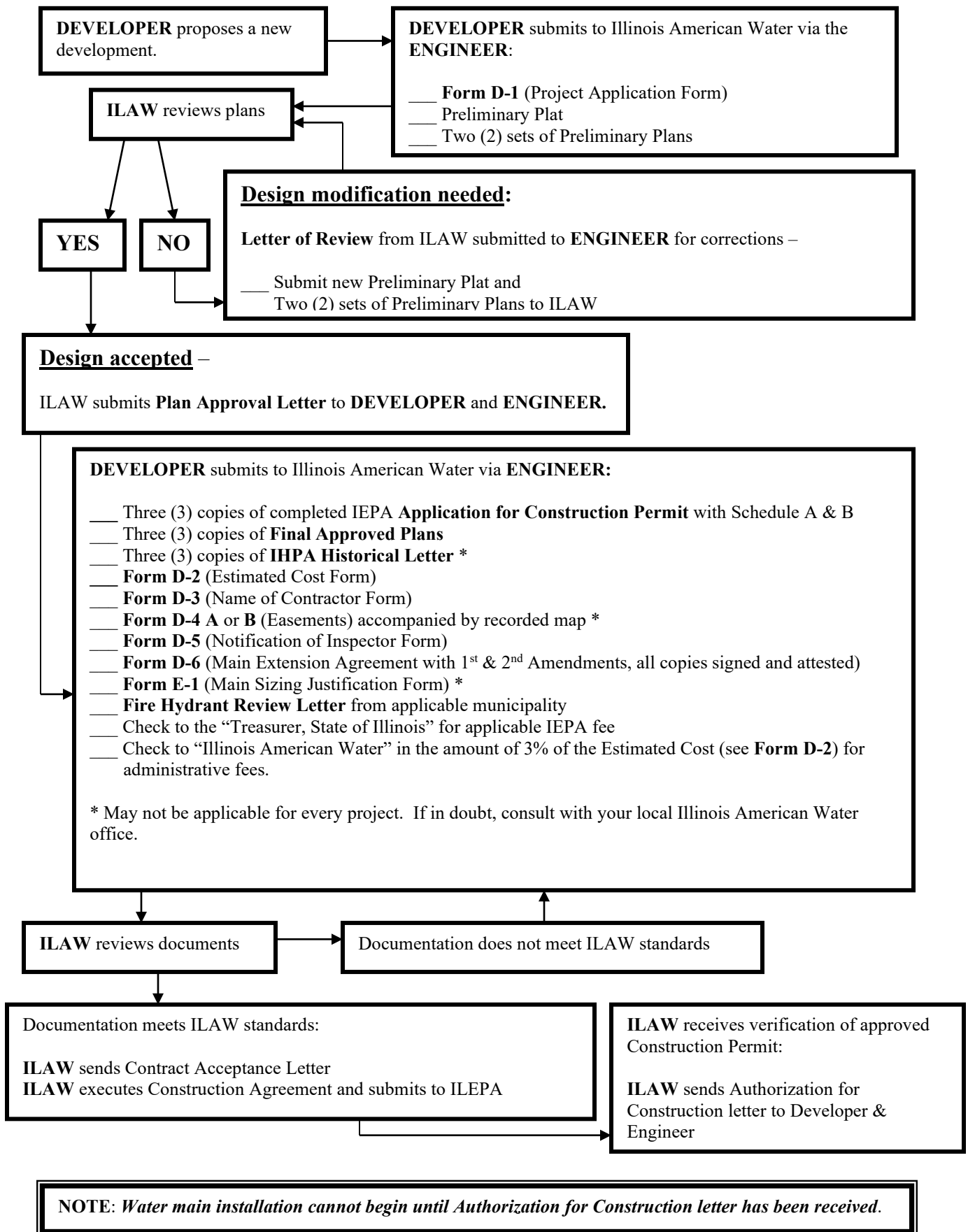
The water company's standards and requirements are listed in the Appendix.

The Developer's Engineer will provide two (2) sets of preliminary drawings for review by Illinois American Water. Submission of the drawings shall be by the two (2) sets of hard copy or electronically submitted as required by the representative of the company. The company will review the drawings based on the above criteria as well as to ensure that the water company's standards and requirements have been met. The company will provide a letter outlining the deficiencies and requesting that the engineer address the deficiencies and resubmit two (2) revised sets of drawings.

The approved water plan sheets shall be provided to the contractor and the signed location shall be present to ensure that the plans being used for construction have been approved by the water company.

The Developer's Engineer must be a Licensed Professional Engineer in the State of Illinois.

Process Map Project Design Construction Agreement



Section Three

Construction

Through the proper design of the water main extension, it is anticipated that to a great extent the construction issues have been addressed. The water company expects that the Contractor shall utilize best practices for the storage and installation of materials.

At least 15 working days ahead of the contractor's intention of starting work on site, the contractor shall submit form C-1 "Notification of commencement of main installation". Between the serving of this notice and starting work on site, a Pre-Construction site meeting should be arranged.

The Pre-Construction meeting should be attended by a representative from the Developer's Engineer, the Inspector, the contractor and a representative from Illinois American Water. At the Pre-Construction meeting the following will be discussed:

- The date that main construction will commence.
- Confirmation of on-site inspector and contractor supervisor/foreman.
- Emergency contact information of Inspector and Contractor.
- The designated area of storage of pipe and fittings will be discussed.
- Staking of the proposed water main and the other utility services in the vicinity of the water mains will be complete or a date will be identified as to when the staking will be complete to allow for any site adjustments to be approved.
- A water sampling plan for the proposed water main. The plan will be provided by the water company and shall include number of sample locations to assist in the water sample collection and testing.
- Any other site-specific information.

Contractor will install the water main as per the approved plans and according to ILAWC Technical Specifications for Developer Installed Water Mains, which is included in this packet.

Illinois American Water expects the Inspector to provide written daily progress reports of the main installation and maintain adequate as-built measurements and drawings to assist in the efficient operation and maintenance of the network.

No deviation from the approved plans and specifications shall be made without prior approval of Illinois American Water. Change Orders authorizing the changes in the approved plans and specifications must be co-signed by Illinois American Water prior to changes being made in the field. The water company reserves the right to request that the main be placed in an alternate alignment if the proposed changes will affect operation and maintenance of the network.

Process Map Project Construction

CONTRACTOR notifies ILAW of intent to start at least 15 working days ahead of commencement date.

___ **Form C-1** (Notification of Commencement of Main Installation)

CONTRACTOR, via **ENGINEER**, notifies ILAW of material delivery.

___ **Form C-2** (Notification of Received Material Form) with a copy of packing/delivery tickets associated with installation of water main must be submitted by the **CONTRACTOR** via the **ENGINEER** to ILAW.

CONTRACTOR installs water main as per the approved plans and according to the Illinois American Water Technical Specifications for Developer Installed Water Mains as details in this packet.

___ **Form E-2** (Water Main Installation Inspection Form) must be submitted by the **ENGINEER** no less than once a week at ILAW's discretion, along with a copy of field book pages and *daily* progress reports.

NOTE: Any modifications to the approved plans **must** be communicated to ILAW.

Section Four

Main Testing and As-Built Documentation

At least 10 working day notice of any pressure testing, flushing and sampling, which requires inspection and/or approval, contractor shall submit form C-4 "Notification of commencement of main testing and sampling".

The contractor shall be responsible for the main being flushed, disinfected and pressure tested according to the attached specifications and approved testing procedures. **The Water Company will operate any valves required to complete the flushing, disinfection and pressure testing that are located next to existing live lines.** A minimum of 72 hours confirmation notice must be given to the Water Company on the exact date prior to commencing the testing. Please note that testing and sampling may only be able to occur between Monday and Thursday, please confirm with a Water Company representative.

The contractor shall pressure test the main in accordance with the attached specifications and shall submit form E-3 "Hydrostatic Pressure Test". Please note that the pressure test must be witnessed and signed by a Water Company representative.

Just prior to final testing, the contractor should check with the local Water Quality Supervisor or communicated representative of the Water Company confirm sampling points to be utilized in collecting bacteriological samples as previously provided at the Pre-Construction Meeting. The contractor will be responsible for installing a sample device as shown in the details at each correct location before testing begins. At least one sample location should be included for each 1200 feet, one sample location for the end of each main line and one sample for each branch. Water Company shall confirm proposed location and designation identification of the sample taps prior to sampling beginning.

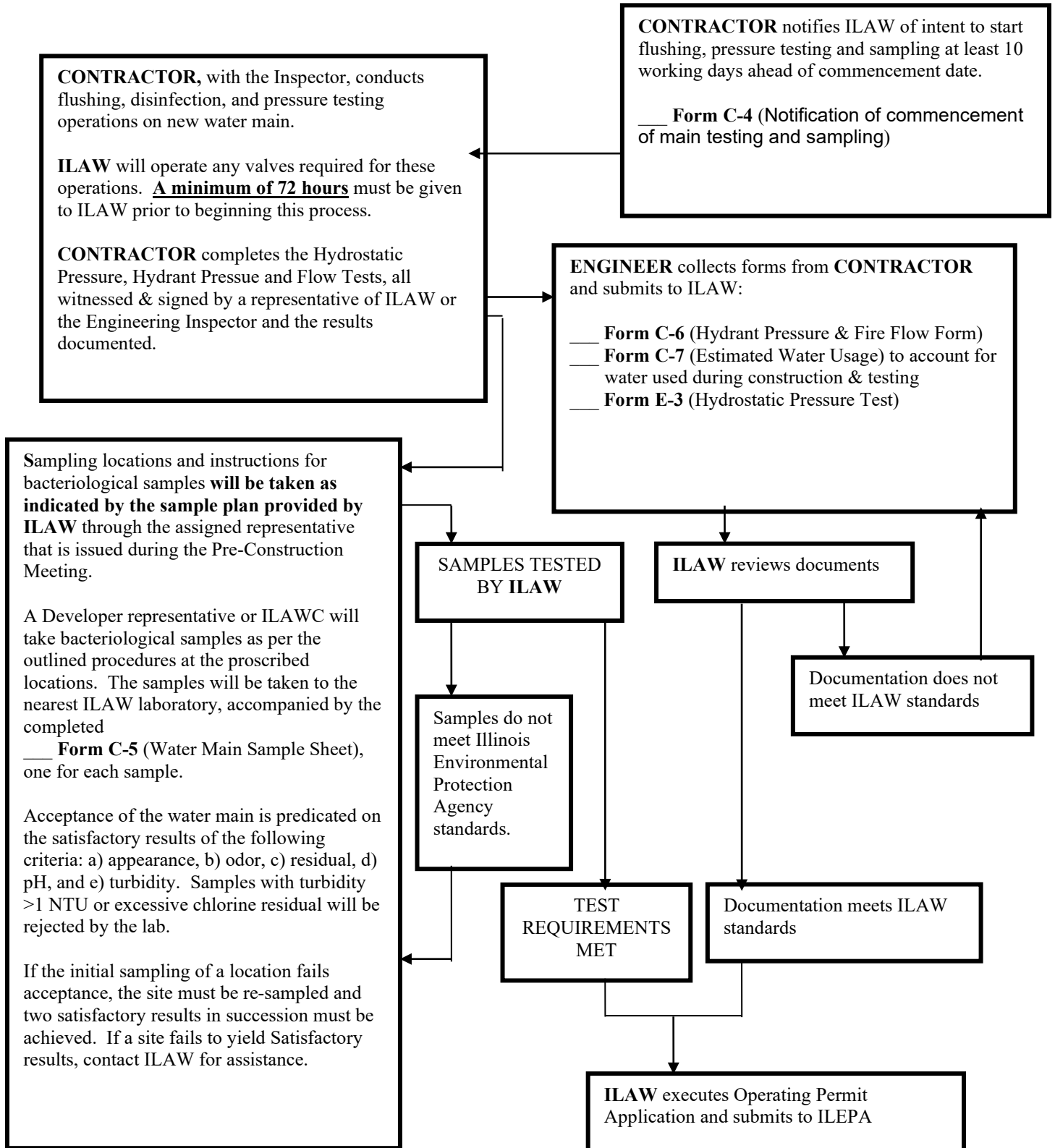
Bacteriological Testing of the new main will be conducted by the contractor or as indicated by the local representative of the Water Company. All testing shall be carried out in accordance to the attached specifications.

Once all samples have passed, and before the Water Company **applies for the Operating Permit**, we must have the following from you:

- The appropriate number of Bacteriological Testing Forms (**form C-5**), one per sample taken
- The Notification of Received Materials Form (**form C-1**)
- All Daily Progress Reports (**form E-2**)
- All Hydrostatic Pressure Test Forms (**form E-3**)
- All Fire Hydrant Pressure and Flow Forms (**form C-6**)
- The Estimated Water Usage Form (**form C-7**)
- Any other previously mentioned ILAW forms that were not submitted

At this point, the local ILAW office will apply for your Operating Permit, and you may schedule a Walk-Through Inspection of the development.

Process Map Main Testing



Section Five

Project Acceptance

The Engineer/ Inspector will provide the following information

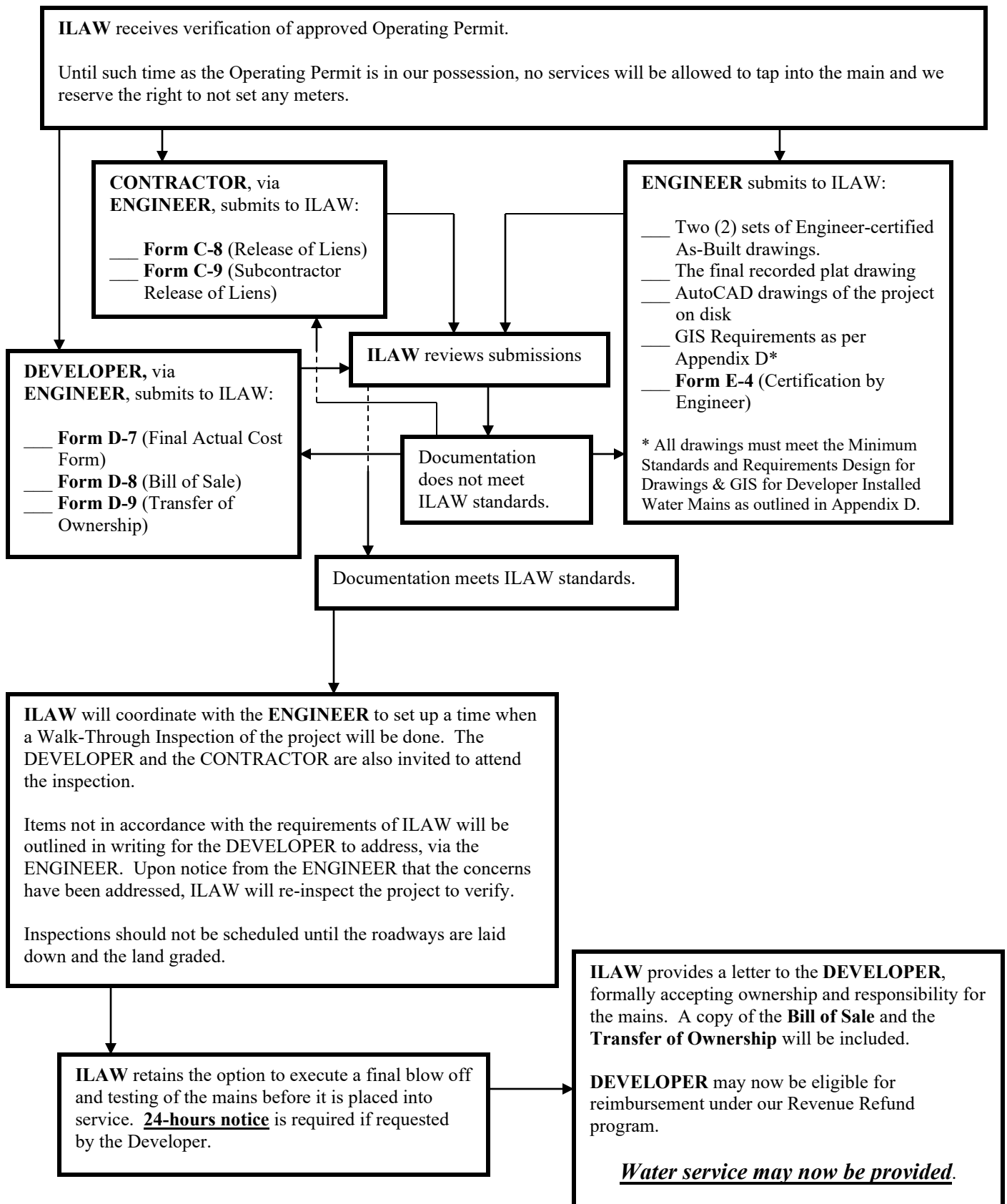
- Two sets of certified Record Drawings
 - All PDFs in zip file
- The approved platted map
- AutoCAD file electronically to ILAWC
 - All PDFs in zip file
- GIS Requirements

The “as-built” drawings must meet the Minimum Standards and Requirements for Design Drawings and GIS (Appendix D) for Developer Installed Water Main. “As-built” drawings must include gps coordinates that have been post processed and is sub foot accurate and two-way ties to permanent fixtures for water main valves, fire hydrants, fire hydrant auxiliary valves, fittings, casings, manholes and service line stubs, etc.

Before **Illinois American Water accepts ownership of any mains and hydrants, or issues any Developer Refunds** (as per the Main Extension Agreement), we must have the following:

- An As-Built Drawing of the project
- A copy of the Final Record Plat
- A CAD Drawing of the project (electronically)
- The Final Cost Estimate Form (**form D-7**)
- The Engineer's Certification Form (**form E-4**)
- The Developer's Release of Liens Form (**form C-6**)
- The Subcontractor's Release of Liens Form (**form C-7**)
- The Bill of Sale (**form D-8**)
- The Transfer of Ownership, signed and attested by your officer (**form D-9**)
- Written confirmation of repairs to the infrastructure discovered during the Walk-Through Inspection

Process Map Main Acceptance Process



Section Six

Things to Keep in Mind

Denial of any paperwork may result in services delayed by Illinois American Water to include processing of ILEPA forms, scheduling Walk-Through Inspections, acceptance of the mains, processing Developer Refunds, and even water service itself. Please refer to the *Documentation Timeline* document to ensure a timely submission of paperwork.

ILAW will channel inquiries and paperwork through the Engineering firm who should be the point of contact for all parties, unless alternative contacts are arranged.

Walk-Through Inspections should not be scheduled until the Operating Permit is issued, the roadways laid down, and the land graded. If an inspection is scheduled and the weather turns bad or our crews must leave to handle a main break, ILAW will make every effort to work with you to reschedule.

If during the Walk-Through Inspection, it's discovered that repairs must be made to any part of the project, a list of those repairs will be submitted in writing to the Engineer. Repairs must be addressed in a timely manner and acknowledged in writing before ILAW accepts ownership of the mains.

And if at any stage of construction, you have a question or concern, you are welcome to contact your local office so we may address the issue.