

The information below summarizes WVWA requirements for water and sewer. There are additional links to documents you may need to proceed. Please review the following information and submit the required information. Our GIS mapping site may provide additional information about our existing systems

[GIS](#)

If you need to start service at an existing facility and will utilize the existing water and sewer services in place without any upgrades to services:

- Please call 853-5700 and ask to set up a new account

If you are renewing or installing new or additional services as part of a Building/Development Plan:

- Any development plans in Roanoke city contact Aaron Shearer @ 853-1588
- Any development plans in Roanoke County or Franklin County contact David Vogelsong @ 853-5688
- The following must be filled out and submitted along with Development/Building plans prior to any fees being generated.
- The contractor/developer is responsible for all construction with inspection coordinated through the WVWA inspectors.
- Only main sewer and water taps are made by WVWA forces.

Single-family residential customers need only to fill out Availability Application for service

[Availability Application](#)

If you are renewing or installing new services please review the following information:

- The following must be filled out and submitted along with Development/Building plans prior to any fees being generated.
- The contractor is responsible for all construction with inspection coordinated through the WVWA inspectors.
- Only main sewer and water taps are made by WVWA forces.

[Availability Application](#)

[Fixture Counts](#)

[Plan Review Checklist](#)

[Sanitary Sewer Data Sheet](#)

- Required for all new sewer main extensions only

[Preliminary Wastewater Treatment Form](#)

- Required for any chemical or medical facilities

[Fats, Oils & Grease \(FOG\) Policy](#)

[Fats, Oils & Grease \(FOG\) Application](#)

- Required for any new restaurant facilities
- Please contact Cassandra Altice at 853-1628 for review and approval

Private Water & Sewer Easement Template

- The Authority allows a private lateral to cross one intervening private property to access a public main. The Applicant must provide a copy of a recorded private easement prior to any service construction. The easement must be a minimum of ten (10) feet in width. It is strongly recommended that the Applicant have a Licensed Surveyor prepare the exhibit drawing to accompany this easement.

Hydrant Flow Test Information

- Flow tests will be performed at the cost of the developer for any hydrant flow test data requested that are not already shown on our GIS website.
- Availability Fees and Connection Fees will be charged to all new customers for the initial connection to the Authority's water and/or sewer systems.
- Fee amounts are listed in the approved Rate and Fee Schedule, as amended. This fee will be collected following issuance of an Availability Letter.
- Any property which can be shown to have been previously served will not be required to pay an Availability Fee for a new service, up to the size of the previous service. If the previous service size can not be confirmed, it will be assumed to have been a 5/8-inch water meter.
- Increases in service sizes require payment of the difference between the current Availability Fees for the original and required service sizes.
- No refund of Availability Fees will be issued for reductions in service sizes.

Rates & Fees

- Once a project has been given Substantial Completion and Final certificates, an agreement is required to warranty the construction for a period of one year

One Year Warranty Agreement

- **For projects with new assets under \$100,000**
- **One Year Warranty Agreement Bond options for project with new assets totaling over \$100,000**
- **This will be required before final acceptance is issued and will be in place for 1 year**

WWWA Rules & Regulations

WWWA Regional Design & Construction Standards