



Residential and Development Processes

1. Call Aqua Indiana at 260-625-4700 to determine if home or development is within Aqua Indiana's servicing territory.
2. If determined that the home or development is within Aqua Indiana's servicing territory, you will be directed to Aqua Indiana's engineering department.
3. Aqua Indiana's engineering team will determine line availability for connection. This will include location of connection point and also if capacity is available within the section.
4. If it has been determined that all the above is possible then Aqua Indiana will direct you to one of two options:
 - A) Gravity Lines
 - B) Low pressure system
5. If your home is able to connect to a gravity line then the homeowner will be instructed to find a contractor to make the connection from their home to the point of connection to Aqua Indiana's sewer system. The homeowner is responsible for all cost associated with the installation and permitting of that connection. The contractor is responsible for getting in touch with Aqua Indiana's engineering department to find out approved material and method of connection and for making sure all permitting has been provided to them by the homeowner.
6. If this is a development that is able to connect to a gravity line then the Developer will seek out a professionally licensed surveyor to design the sanitary sewer system within the development. The surveying firm is finished with the design, they will submit all design requirements into Aqua Indiana's engineering department for review and approval. Once approved by Aqua Indiana's State Engineer the surveying firm will then submit to the State of Indiana (IDEM) for approval and permitting.
7. When the Developer receives their permit from IDEM, they will then reach out to Aqua Indiana's engineering department to work out a Developer contract. The contract is to assist the Developer in recouping cost of the sanitary sewer system that they paid to have installed within that development. It also assures that Aqua Indiana will receive a guarantee that all installation that was approved by Aqua Indiana and the IDEM is actually being installed.
8. If the home or development is required to put in a low pressure system then Aqua Indiana will inform either homeowner or Developer to seek out a professionally licensed engineer to design the system. Once design the engineering firm is finished

with the design, they will submit all design requirements into Aqua Indiana's engineering department for approval.

9. Most homeowners will not need to seek approval from IDEM. However, all developments will be required to submit to IDEM for approval.

10. At the completion of installation documentations will be required to be submitted into Aqua Indiana as permanent record on that property or development. Developments will require more documents than individual homes.

Aqua Indiana will walk each homeowner or Developer through the process and help assist in getting your project off the ground. If you have questions please ask to speak with anyone in the engineering department.

Thank you,
Michelle Buffenbarger
Field Operations Supervisor
Aqua Indiana- Aboite Division

