

---

## **Aquatera Service Disconnection Procedure**

### **Step 1: Submit Service Disconnection Application Form and Demolition Permit.**

The applicant is required to submit the Service Disconnection Application Form as well as the Demolition Permit. It is the responsibility of the applicant to obtain the Demolition Permit from the respective municipality. The Service Disconnection Application Form can be found at: <https://www.aquatera.ca/services/engineering/service-connections-disconnections2>.

On the Service Disconnection Application Form, the applicant may decide if it is temporary or permanent service disconnection, depending on future development. Please note that the Aquatera Engineering Services Manager will make the final decision to disconnect service temporarily or permanently.

### **Step 2: Schedule meter removal with Aquatera Account Services department.**

The applicant will contact Aquatera at [mdesk@aquatera.ca](mailto:mdesk@aquatera.ca) to schedule the meter removal. Once the meter is removed and water is off, the Account Services department will sign off on the Demolition Permit.

### **Step 3: Applicant hires private contractor to disconnect water and wastewater service line, corresponding with Aquatera Standards and Guidelines.**

The applicant is responsible for hiring a private contractor to disconnect the water and wastewater services at the property line. The private contractor will follow Aquatera's Service Disconnection Standards and Guidelines, found at: <https://www.aquatera.ca/public/download/documents/59180>.

### **Step 4: Private contractor contacts Aquatera to schedule property line disconnection.**

Aquatera must witness the service disconnection on the property line, corresponding with Aquatera Standards and Guidelines, before backfilling proceeds. The contractor will schedule the service disconnection with Aquatera with a minimum of 24 hours' notice. Once Aquatera witnesses the property line disconnection, and no concerns arise, the Account Services department will sign off on the Demolition Permit.

For any questions, please contact our engineering team at [connections@aquatera.ca](mailto:connections@aquatera.ca).

---