



DEPARTMENT OF PUBLIC SERVICES

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December 19, 2018

Comstock Township
Randy Thompson
6138 King Highway
Kalamazoo MI 49048

RE: New Water Service Process Change

Dear Randy Thompson:

Beginning January 1st, 2019, the City of Kalamazoo is issuing a new policy toward the installation of residential water services system wide. In an effort to streamline the connection of new customers, the City of Kalamazoo will be managing the installations of the services. All residential water services will either be installed by City of Kalamazoo water distribution crews, or by a private contractor. The City of Kalamazoo recently opened bids for the supplemental water service installation work, and will be ready to begin the installations after the first of the year.

Attached to this document is a handout for all future customers, which details to application process for getting a new water service. Please ensure this information is given so that they know the step by step process of what needs to be done and where to go. Here is a breakdown of that process:

1. If residence is located in City of Kalamazoo, City of Portage, or City of Parchment, skip to step 3. Otherwise, go to township of residence.
2. Apply for a new water service, paying any township assessments.
3. Proceed to City of Kalamazoo Treasury Department located at City Hall to request a new service installation, presenting township permit if necessary. Pay \$100 deposit for service installation.
4. In addition, a \$60 security deposit for billing is required by the City of Kalamazoo for a new customer
5. The new water service will be scheduled for installation within 2 weeks of the City of Kalamazoo receiving the request, or when the site is ready when applying in advance.
6. The new water service will be installed either by a City of Kalamazoo water distribution crew, or by a contractor retained by the City of Kalamazoo
7. After the work has been completed, the customer will receive the final bill for the installation. The final cost of the service installation will vary on whether a complete service was constructed, meaning the entire copper water service from the water main to the meter setting location, or if only the yard side portion of the service was constructed, meaning the portion of the service from the curb shutoff to the meter setting location.

If a complete service was installed, the total bill will be \$4,600.00. If only a yard service was installed, the total bill will be \$1,700.00.

The reason for the two costs is the city will continue to allow the installation of the street services with plat water main constructions. The amounts listed for complete services and yard services were based off of the typical installation system wide. It is the intent to examine these numbers at the end of the year to determine if an adjustment will be made.

If you have any questions or comments regarding the change in the new water service process, please feel free to contact Steve Skalski, PE, at 269-337-8454, or by email at skalskis@kalamazoo-city.org.

Respectfully,



James J. Baker, PE
Public Services Director & City Engineer

C: Jim Ritsema, City Manager
Jeff Chamberlain, Deputy City Manager
Clyde Robinson, City Attorney
Teresa Johnson, Public Services Deputy Director
John Paquin, Water Resources Division Manager
Brianna Clawson, Support Services Division Manager
Steve Skalski, PE, Assistant City Engineer
Anna Crandall, E.I.T., Senior Civil Engineer
Bob McClenney, Field Services Manager
Joseph Bonhomme, Water Superintendent
Melissa Fuller, Deputy Director Management Services/Purchasing
Jennifer Clark, Accounting and Budget Division Manager