



# City of New London

Department of Public Utilities  
15 Masonic Street • New London, CT 06320 • Phone (860) 447-5221  
Fax (860) 447-5297

Joseph Lanzafame, PE -- Director of Public Utilities

## CUSTOMER AGREEMENT FORM – OPT IN

**Customer elects for The City to replace Customer's water service line:**  YES

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to The City of New London ("The City") and to its approved contractors and/or subcontractors a license to enter upon Customer's property at the address shown below ("Property") for the purpose of connecting Customer's residence to a City water main at the front of the Property, at no cost to Customer.

**PROPERTY ADDRESS:** \_\_\_\_\_ **City** \_\_\_\_\_ **State** \_\_\_ **Zip** \_\_\_\_\_

Customer represents that Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The City's approved contractors and/or subcontractors will install a new service line from the curb stop to the City's meter or valve installation ("Installation") at Customer's front Property line. The City will determine the location of the Installation. The new Installation will be owned and maintained by the Customer.

Upon completion of the work necessary to place the new connection, The City's approved contractors and/or subcontractors will restore Customer's Property as nearly as practicable to its former condition. City warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date signed and set forth below by the Customer, with The City's liability limited to the cost of repairing or replacing the Customer service line.

**IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT CITY'S COST AND THE CITY'S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS CITY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE CITY AND/ OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.**

**CUSTOMER:**

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

Unique ID \_\_\_\_\_

**PROPERTY TENANT (IF APPLICABLE):**

Print Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

**To be completed by The City of New London:**

Parcel ID \_\_\_\_\_

**RETURN FORMS:**

**By Email:** Email completed form to  
Leadfreewashington@arcadis.com

**Mail or Drop Off:** please mail or drop off to:  
The City of New London  
ATTN: Marianna McGuirk  
15 Masonic Street  
New London, CT 06320



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## CUSTOMER AGREEMENT FORM – OPT OUT

Customer elects for The City to replace Customer's water service line:  NO

### Customer Acknowledgement

The undersigned customer(s), whose name(s) appear(s) in the signature block shown below (the "Customer"), who receives water service provided by the City to the residence at the Property address listed below, acknowledges that Customer has been informed by City that Customer's water service line, which connects Customer's residence to a City water main at the front of the Property, is made of lead pipe. Customer acknowledges that it elects not to permit the City to replace Customer's water service line. Customer acknowledges that it has received and read the "Important Notice About Your Water" and "Lead Fact Sheet" provided by The City.

**PROPERTY ADDRESS:** \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_

### CUSTOMER:

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

### To be completed by The City of New London:

Parcel ID \_\_\_\_\_

### RETURN FORMS:

**By Email:** Email completed form to  
Leadfreewlondon@arcadis.com

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