NEW AND ADDITIONAL CONNECTIONS

Applying for a new or additional water connection with WASCO is not simply a matter of submitting a form. It is a regulated process designed to ensure fairness, proper documentation, and the sustainable management of our national water supply. Customers are therefore required to meet specific eligibility criteria and provide verifiable documentation that establishes ownership, tenancy, or authorized responsibility for the property in question.

These requirements serve several important purposes:

- ✓ Verification of ownership: Ensuring that only legitimate property owners, tenants, or authorized representatives can apply.
- ✓ Regulatory compliance: Aligning with national laws and WASCO's operational standards.
- ✓ Transparency and accountability: Protecting both the applicant and the company by maintaining clear records and preventing unauthorized or illegal connections.
- ✓ Operational efficiency: Streamlining the connection process so that estimates, approvals, and installations are completed within established timelines.

By meeting these requirements and submitting the necessary documentation, applicants help WASCO deliver services more efficiently, safeguard community resources, and uphold the integrity of the water distribution system. The following checklists outline the mandatory steps and supporting documents for both new connections and additional meters, as well as special conditions that may apply depending on property ownership.

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NEW CONNECTION REQUIREMENTS

Requirement	Details	Supporting Documents
☐ **Approved House Plan**	Submit plans for houses under construction.	DCA-approved house plan
☐ **Land Register / Deed of Sale**	Provide updated copy within 30 days of application. If pending, submit attorney's letter confirming purchase and registration in progress.	Updated land register or deed; attorney's letter
☐ **Caution on Land Register**	Show proof that caution has been removed.	Court documents verifying removal
☐ **Valid Picture I.D.**	Present proof of identity.	National ID, or Driver's License
☐ **Estimate Fee**	Pay non-refundable fee of **$33.75** (VAT inclusive).	
☐ **Application Form**	Complete and submit.	Completed WASCO application form
☐ **Outstanding Balances**	Ensure all accounts/connections are fully settled.	

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SPECIAL OWNERSHIP CONDITIONS

Requirement	Details	Supporting Documents
☐ **Deceased Landowner(s)**	Provide proof of death and authorization from responsible person(s).	Death certificate(s); J.P. letter; authorization letter + ID
☐ **Inherited Land**	Submit proof of inheritance.	Copy of will + death certificate(s)
☐ **Joint Ownership**	Obtain authorization from half or all owners. Application must be in name of living owner.	Written authorization + ID cards
☐ **Government Property**	Secure authorization from relevant entity.	Official letter (CCC, Invest Saint Lucia, NHC, etc.)
☐ **Church/Institution Property**	Obtain authorization from parish priest/institution head, who must sign application form.	Written authorization + ID
☐ **Crown Lands**	Secure authorization from J.P. or parliamentary representative.	Authorization letter
☐ **Representative Applying**	Provide written authorization and IDs.	Power of attorney; applicant's ID; representative's ID
☐ **Commercial Entities**	Submit incorporation and compliance documents. Contractors pay a refundable fee of $1,000 when applying on behalf of clients.	Certificate of incorporation; annual returns; payment receipt

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APPLYING FOR AN ADDITIONAL METER

Requirement	Details	Supporting Documents
☐ **Land Register**	Provide updated copy within 30 days	Updated land register
☐ **Existing Connection Info**	Provide account or meter number.	Account/meter details
☐ **Outstanding Balances**	Ensure all accounts/connections are up to date.	
☐ **Valid I.D.**	Present proof of identity.	National ID, or Driver's License
☐ **Application Form**	Complete and submit.	WASCO application form
☐ **Estimate Fee**	Pay non-refundable fee of **$33.75 (VAT inclusive)**.	
☐ **Tenant Connections**	Property owners must apply and finance service connections for tenants.	

ESSENTIAL INFORMATION

Process	Timeline
☐ **Estimate Completion**	7–10 working days after application approval
☐ **Connection Completion**	7–10 working days after payment
☐ **Estimate Validity**	Valid for 1 year from application date

Consumption billed at commercial rate until completion; notify WASCO to adjust to domestic rate.

Applications will be denied if property:

☐ Has an existing disconnected connection

☐ Receives water from a disconnected line/account

☐ Benefits from any illegal connection

☐ Is within a housing development without WASCO-approved infrastructure

☐ Requires more than 10 lengths of pipe to nearest WASCO main or has no mains in area

Recommendations:

- Each household should maintain at least 1000 gallons of storage for at least 3 days to manage supply interruptions.
- Lines from property to the point of the meter/lateral installation should be buried 12-18 inches, and have a non-return valve and a stopcock installed (examples shown below). Approved connections will not be made if these essentials are not on the service line.

NON-RETURN VALVE





STOPCOCK



