

BI Water/Wastewater FAQ's

Where can I find a permit application?

- [Water and Wastewater Service Installation Application](#)

How do I submit my application for Water/Wastewater (W/WW) connections?

- Single Family and Duplex new construction: Upload W/WW application to building application in ProjectDox.
- Single Family and Duplex, addition or remodel where domestic plumbing is involved: Email application to BIWaterWastewater@dallascityhall.com, after the addition permit is acquired.
- All other: Email application to BIWaterWastewater@dallascityhall.com

Do I have an existing water connection?

- Maybe. Teardown/rebuild/infill lots typically had water service in the past and as such will probably still have a service line run to the property. Most single family/duplex service lines will be 3/4".
- Email DWUvult@dallascityhall.com for main location information, which may aid in locating existing service lines.
- Water customer service may be able assist you in identifying existing connections if a particular property had water/wastewater service in the past. Customer Service: 214-651-1441.

Who do I contact if I have questions about my permit?

- Issued Permits
 - Call 214-670-2137, Business and Revenue Division
 - Email Dwupermitinbox@dallascityhall.com
- Not issued
 - Call 214-948-4606
 - Email BIWaterWastewater@dallascityhall.com

Where do I get my meter?

- P-contracts:
 - The city contractor doing the utility work will obtain the meter
- Your bonded contractor or city contractor will obtain the meter

How do I know what service line and meter size to choose for my single family/duplex?

- Most single-family homes and duplexes have 3/4" service lines.
- Most 3/4" service lines have 5/8" meters.
- Most older homes have 5/8" meters. Low flow faucets and fixtures with 5/8" meters should meet the demand of most homes.
- Your plumber or engineer should be able to size your service line and meter size.

Where can I find a bonded contractor?

- [Bonded Contractor List](#)

When am I required to have a bonded contractor?

- Meter and service lines larger than 2 inches require bonded contractor installation

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- Meter and service lines 2 inches and smaller may use the city to install service lines and meters.

Who do I contact when I'm ready for inspection?

- Wastewater (Sewer), scheduled automatically with 210 plumbing inspections. 214-670-8521
- Distribution (Service line and Meters) 214-670-8521,

How do I apply for a permit if I have a duplex?

- Complete two separate water/wastewater applications with one building permit.

When is a property considered residential or commercial?

- Residential = Single Family or Duplex (one house on one lot or two houses on one lot)
- Commercial = All other applications

Who do I contact to make updates to my current account?

- Water Customer Service 214-651-1441

What do I do when my permit is still open and ready to be closed?

- Call 214-670-2137, Business and Revenue Division,
- Email Dwupermitinbox@dallascityhall.com

Who do I contact for refund issues?

- Email: DWURefunds@dallascityhall.com

Who do I contact if the City of Dallas serves an address outside Dallas city limits?

- Contact DWU Wholesale Services at 214-670-5886/5887 for reciprocal water service.

Irrigation

When is an irrigation meter permit required?

- Never required; You have the option to tie irrigation into your existing meter.

Should I get an irrigation meter?

- Commercial (General Service) accounts:
 - There is an advantage related to commercial properties having irrigation meters. Irrigation meters will prevent commercial accounts from being billed wastewater charges on water used for irrigation.
- Residential:
 - Irrigating increases the amount of water used monthly, which can increase overall usage and impact sewer bills. Sewer (wastewater) rates are based on the average water used during the previous winter months (December thru March), or current month's use, whichever is less. If irrigation usage is substantially higher than average usage, it could be beneficial to get an irrigation meter. However, you do have the option to tie your irrigation into your existing line. For rate information visit dwurates.com or visit DWU's [residential water charges calculator](#).