Web Form

COMMERCIAL BUSINESS CUSTOMERS

TURNING WATER ON- ESTABLISHING A NEW ACCOUNT

CUSTOMER SERVICE OFFICE

MONDAY – FRIDAY	8:30 AM – 4:00 PM	716-847-1065

WATER INSPECTIONS OFFICE

MONDAY – FRIDAY	8:30 AM – 4:00 PM	716-851-4782

HOW DO I KNOW IF I QUALIFY FOR A COMMERCIAL/BUSINESS ACCOUNT?

Property owners wishing to open water accounts for businesses, commercial properties and multiple dwellings consisting of twelve (12) units or more qualify for commercial/business accounts only. Water services that require meters larger than 1½ inches are also classified in this category.

ESTABLISHING YOUR WATER ACCOUNT

You get the process started by opening your commercial/business water service account with the City of Buffalo Division of Water at the Customer Service Office located at 281 Exchange Street, Buffalo, New York 14204 in person or by filling out the attached application and faxing it to 716-851-5517,
Attn: Inspections Team. We will need you to fill out an application to establish commercial/business service. The application will ask for:

- The business name
- Service address
- Billing address (if different than service address)
- Effective date to start service
- The name and telephone number of a contact person within the organization

If you chose to complete the form while you are in our Exchange Street billing office, you may return it to the customer service representative for forwarding to our inspections team. If you chose to secure the application and complete it away from our billing office, at your leisure, you must return the completed, signed application for service to the following address:

The City of Buffalo
Division of Water Inspections Office
2 Porter Avenue
Buffalo, New York 14201

Once our water inspections team receives your signed and completed application for commercial/business service, the contact person you specified will be contacted within one to three (1-3) business days in order to set a date and time for inspection.

WHAT FEES ARE ASSOCIATED WITH OPENING A COMMERCIAL/BUSINESS ACCOUNT?

Fees associated with establishing your commercial/business account cannot be determined until you meet with our water inspector.

WHEN WILL I GET A BILL?

The City of Buffalo Division of Water bills most customers on a quarterly basis.

If you are a large water user and expect to use more than 150,000 cubic feet of water per quarter you may request monthly billing initially.

If you don't know what your usage patterns will be, we will review your usage patterns over several quarterly-billing periods and transition you to monthly billings if necessary.

Any change from your original quarterly billing cycle will result in our notifying you of the change via US mail service.

281 Exchange Street …Buffalo, New York 14204
Phone (716) 847-1065 …Fax (716) 847-0150

WATER INSPECTIONS OFFICE

2 Porter Avenue - Buffalo, New York 14201
Phone (716) 851-4782 - Fax (716) 851-5517

If you are applying for a commercial account or having water restored to a commercial service (anything other than residential, with the exception of residential apartment buildings with twelve (12) or more units, which do require backflow prevention), please fill out the application below and forward it to our Inspection Department at 2 Porter Avenue.

A member of our Inspection team will then contact you on how to complete and submit the DOH-347 backflow application form.

NEW YORK STATE DEPARTMENT OF HEALTH
Bureau of Public Water Supply Protection

Application for Approval of Backflow Prevention Devices

PRINT OR TYPE ALL ENTREES EXCEPT SIGNATURES
Please complete items 1 through 12a + Block and Lot Numbers

Block #	Lot #	FOR DEPARTMENTAL USE ONLY Log No.

1. Name of Facility	2. City, Village, Town	3. County
4. Location of Facility (Street)	City	State / Zip
4a. Phone Numbers	5. Contact Person	
Approx. Location of Device(s)	6. Mfg Model #	Size of Device(s)

# of Fire Services	# of Domestic Services	# of Combined Services	Total # of Services	Total # of Buildings

7. Name of Owner	Title	Phone Number	8. Nature of works ☐ Initial Device Installation ☐ Replace Existing Device

Full Mailing Address street
Address _____
City _____ state _____ zip _____

Owner's Signature _____ Date ____/____/____ (M D Y)

8a.
☐ New Service
☐ Existing Service

8b
☐ New Building
☐ Existing Building
☐ Major Renovations

9. Name of Design Engineer or Architect

Street Address
City
State Zip

Original ink signature and seal required on all copies

Signature _____

10. NYS License # _____
☐ PE: ☐ RA ☐ Other

10a. Telephone Number(s)

Date ____/____/____ (M D Y)

11. Water System Pressure (psi) at Point of Connection Max _____ Avg _____ Min _____	12. Estimate Installation Cost	12a. Estimate Design Cost

13. Degree of Hazard
☐ Hazardous
☐ Aesthetically Objectionable

List of processes that lead to degree of hazard checked: _____

14. Public water supply name
City of Buffalo Water
Mailing Address
2 Porter Avenue
street
Buffalo NY 14201
City state zip
Telephone No. (716) 851-4710

Name of suppliers designated representative
Title _____
Signature _____ ____/____/____ (M D Y)

Note: All applicants must be accompanied by plans, specifications and an engineer's report describing the project in detail. The project must first be submitted to the water supplier, who will forward it to the local public health engineer. This form must be prepared in quadruplicate with four copies of all plans, specifications and descriptive literature.

DOH-347 (5/91)