

ATTENTION!

New GCWW Online Application for Water Service Branches and Meters

You are receiving this letter to inform you of the Greater Cincinnati Water Works (GCWW) new paperless option for water service branch and meter applications. These applications will now be available on line and can be submitted from the convenience of your office or other location at any time, any day. Please note the review, approval, and payment processes will not change, nor will the information and documentation that we require.

You can access the application portal through the GCWW website, www.myGCWW.org, under the tab "Engineering and Construction" **beginning August 1, 2019**.

The direct links to access the forms are as follows:

- [Domestic Application](#)
- [Fire Application](#)

We will still accept paper applications until December 31, 2019. After that date, paper applications may be submitted on a case-by-case basis with approval from GCWW.

Please note that this is not a replacement for those who are already electronically submitting spreadsheets for 2" or smaller curb-only, domestic subdivision branches to be installed with new water mains. That process will continue as is.

Please contact the GCWW Branch Services Group either at branch.services@gcww.cincinnati-oh.gov or call (513) 591-7837 if you have any questions or concerns; we are here to help! Our goal is to improve for a better customer experience, and we appreciate your feedback.

Sincerely,



Andrew Orth
Interim Chief Engineer