

New Water Service Process for
Residential and Commercial Projects
that do not require an Infrastructure Agreement*

Application Phase

- Complete online *New Water Service Application*
- Pay \$300 application fee (non-refundable)
- **Conditional Will Serve Approval**



Development Phase

(applicant has obtained building permit but has not begun building)

- Submit copy of building permit to Water Resources Staff
- Meet *Water Use Efficiency Requirements*
- **Unconditional Will Serve Approval**



Building Phase

- Submit required engineering documents to Engineering Staff
- Enter into *Service Installation Agreement*
- Pay Water Capacity Fee, Meter Drop Fee, and Construction Inspection Deposit
- Applicant's qualified contractor builds the service with District Inspector Oversight
- Upon completion contractor submits As-Built Cost and Maintenance Bond
- **District installs meter and activates service**

*Infrastructure Agreements are required for developments that will require a mainline extension, more than one additional fire hydrant, or if it's a minor land division or subdivision project.

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Application Phase (Pre-development permits)

1. Applicant completes the [New Water Service Application](#).
2. Applicant pays \$300 Application Will Serve fee (non-refundable).
3. Applicant granted **Conditional Will Serve Approval** (Board of Director's approval required for large projects).
4. District sends Conditional Will Serve Letter to applicant via mail or email.
5. Applicant uses the Conditional Will Serve letter to get development permits from the county or city.

Development Phase (applicant has obtained a building permit but has not begun building)

6. Applicant provides copy of building permit to Water Resources Staff.
7. Applicants submits documents identified in Conditional Will Serve Requirements Checklist for District review.
 - a. All projects - [Indoor Water Use Efficiency Checklist](#)
 - b. Tier I Single-Family Residences (parcel sized less than 10,000 sf) - [Outdoor Water Use Efficiency Checklist](#)
 - c. Tier II Single-Family Residences (parcel sized equal to or greater than 10,000 sf), Multi-Family Residential, Commercial, Industrial, or Public Development - [Landscape Project Application Package](#)
8. Applicant granted **Unconditional Will Serve Approval** (Board of Director's approval required for all large projects).
9. District sends Unconditional Will Serve Letter to applicant by mail or email.

Building Phase

10. Applicant turns in required forms to Engineering Staff:
 - a. [Water Waiver](#) for Pressure and/or Flow (if required)
 - b. [Fire Protection Requirements Form](#)
 - c. [Backflow Prevention Checklist](#)
 - d. Customer Billing Information Form
 - e. Restricted Meter Policy (for 5/8" restricted meters)
11. Engineering Staff prepares Service Installation Agreement detailing fees and guarantee form for contractor insurance requirements. This agreement is valid for 90 days. Please wait until you are ready to start construction. If the agreement expires, the applicant will be subject to paying current water capacity fees.
12. Applicant pays fees, turns in signed agreement (signed by owner) and guarantee form (signed by contractor). Remaining fees include:
 - a. Water Capacity Fee
 - b. Meter Drop Fee
 - c. Construction Inspection Deposit
13. Applicant's qualified contractor installs water service per District guidelines with oversight from District's construction inspector.
14. After passing final inspection, contractor submits total As Built cost and Maintenance Bond.
15. District installs meter and activates service.
16. District closes out project. If there are remaining funds from the Construction Inspection Deposit this is refunded to the owner. If the funds were exceeded, the owner is invoiced for the overage.

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