



# MARIN MUNICIPAL WATER DISTRICT

220 Nellen Avenue Corte Madera CA 94925-1169  
[www.marinwater.org](http://www.marinwater.org)

To Our Consumer:

Your application for water service installation/upgrade has been received in our engineering department. A work order will be created, and sent to our system maintenance department as soon as possible. There are a few things you can do to help speed up the installation process.

- If this is an application for a new service, please mark the location that you want the meter to be placed with a stake, or white paint. The rule of thumb is that the meter will be placed at the property line, at the back of the sidewalk, or the edge of the road. In some cases you can use your neighbors meter to help determine the location. When you have marked the location out please call the appropriate supervisor and let him know it has been done. Someone will come out to mark the area for utility location, and at that time will confirm that the location will be acceptable. If there is a problem the supervisor will call you and set up a meeting.
- You may be required to obtain an encroachment permit. In most cities and within the County of Marin, this is separate from your building permit. You will need to talk to your local public works department, and fill out a separate form. When you have obtained this form, please fax a copy to the appropriate supervisor at 415-945-1107. We will need to have a copy of this form in our possession before we can begin work.
- **The current estimated waiting period prior to installation is 6 to 8 weeks.** This wait time is determined by the number of services already waiting to be installed, staffing levels, and time of year. The crews that do the service work are also responsible for emergency repairs within the system, and should there be a high number of leaks, there may be a delay. If you are given a date for your installation you should understand that emergencies may move you back.
- Please understand that District crews will not make permanent connections to your pipe. If you are having a new service installed we will plumb up to the meter, and leave a connection point on the back of the meter. You will need to have your plumber make the final connection. If you are having a service upsized, the District crew may make a temporary connection until you have your plumber come in to run your new line. Our ability to make this connection will be left to the discretion of the Crew Foreman. If he feels that the consumer line is too badly deteriorated to connect to, we will contact you so that you may arrange to have your plumber on site when we install the service. Should we make the temporary connection we will not be responsible for maintaining it.
- If we are digging in a paved/concreted street/sidewalk in front of your property, our crew will put down a temporary patch before leaving the job for the day. This patch resembles asphalt, but will not harden in a permanent fashion. The common name for this material is cold mix. The Crew Foreman will fill out a paving tag, and that will be sent to our paving contractor. They will come in shortly thereafter and put down a permanent surface (asphalt or concrete). Permanent paving times vary due to workload, weather, and possible traffic issues. Should the patch begin to deteriorate prior to finish paving please contact the appropriate supervisor and we will make repairs to the patch.
- Finally, when you do contact the supervisor, please let him know your name, the address of the job (including city), your phone number, and your relation to the job (homeowner/contractor/etc).
- We will strive to get your service installed/upgraded as soon as possible. Your assistance in this process will help this happen in a timely fashion. If you have any questions please do not hesitate to call.

Sincerely,

**Andrew Mitchell**  
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