

## WATER SERVICE CHECKLIST

Welcome to the customer's step-by-step guide to the water service application process. Follow this checklist to obtain a new water service, upgrade and/or relocate an existing water service, or purchase or transfer water entitlement.

### HOW TO APPLY FOR NEW WATER SERVICE -OR- UPGRADE AND/OR RELOCATE EXISTING SERVICE

**Step 1:** Complete the [Project Information Forms](#) online at [marinwater.org](http://marinwater.org).

**Step 2:** The requirements for your project will be provided to you by email or in person by appointment. You will be provided with all necessary forms and fee information at that time.

Requirements for your new, upgraded, and/or relocated water service will include some or all of the following:

- **Meter [installation charges](#):** Based on meter size (see website for current charges).
- **[Connection fees](#):** Applicable to development of vacant property, accessory dwelling units, changes in type of use, etc.
- **Additional deposit for surface restoration:** As a result of the adoption of the *Uniform Construction Standards* by the Cities and County of Marin, MMWD will collect an additional deposit of \$16,000 for surface restoration on every service installation or upgrade that requires an excavation in a public street. Any unused funds will be reimbursed to the applicant; however, the applicant will be responsible to pay for any additional paving costs above the deposit amount. The applicant may elect to use their own paving contractor in lieu of placing the additional deposit with MMWD. A copy of the encroachment permit clearly indicating the applicant's responsibility for surface restoration will be required as part of the application package.
- **Installation of a [backflow prevention assembly](#):** Protects the public water system from contamination (assembly to be purchased from outside source for additional cost). A field inspection may be required.
- **[Landscape plan review](#):** Ensures landscape projects meet water conservation standards. For details visit [marinwater.org](http://marinwater.org). A field inspection may be required.
- **Installation of a [graywater recycling system](#):** Reuse the maximum practicable amount of graywater on site. For more information see our [graywater information sheet](#).

**Step 3:** Submit your Water Service Application Package to the Engineering Services counter. The package will include some or all of the following (see your Requirement Summary Sheet for applicable items.)

- Water Service Application
- Meter sizing confirmation letter from sprinkler contractor (3/4" upgrades only)
- Copy of the project's building permit
- Check written to MMWD for required fees\*
- Graywater Sign-Off Form
- Documentation from public works department confirming status of road moratorium
- Master meter plumbing plan (for projects that contain a structure with 2 or more residential units)

**Step 4:** MMWD will contact you to confirm approval of your application and provide you with copies of all relevant documents, a work order number for your future reference, and contact information related to installation of the water meter.

**Step 5:** MMWD crew supervisor will contact you to schedule your meter installation.

**Step 6:** MMWD crews install meter.

\* Please note, if you placed an additional deposit for surface restoration due to a road moratorium condition, a refund of unused funds or balance due may apply.

## HOW TO PURCHASE OR TRANSFER WATER ENTITLEMENT

**Step 1:** Complete the [Project Information Forms](#) online at [marinwater.org](http://marinwater.org).

**Step 2:** The requirements for your project will be provided to you by email or in person by appointment. You will be provided with all necessary forms and fee information at that time.

Requirements for your water entitlement purchase or transfer will include some or all of the following:

- **[Connection fees](#):** Applicable to second units, changes in type of use, or to increase the property's water entitlement commensurate with demonstrated consumption.
- **Installation of a [backflow prevention](#) assembly:** Protects the public water system from contamination (assembly to be purchased from outside source for additional cost). A field inspection may be required.
- **[Landscape plan review](#):** Ensures landscape projects meet water conservation standards. For details visit [marinwater.org](http://marinwater.org). A field inspection may be required.
- **[Indoor efficiency requirements](#):** Ensure all water-using fixtures meet conservation standards. For details visit [marinwater.org](http://marinwater.org). A field inspection may be required.

**Step 3:** Submit your Water Service Application Package to the Engineering Services counter including:

- Water Service Application(s)
- Copy of the project’s building permit (if applicable)
- Check written to MMWD for all required fees

**Step 4:** MMWD will contact you to confirm approval of your application and provide you with copies of all relevant documents. MMWD records will be updated to reflect the updated water entitlement.

### WHO TO CONTACT IF YOU HAVE QUESTIONS

Questions	Department	Phone
About new meters About new development	<a href="#">Engineering</a>	415-945-1530
What is backflow prevention? Why do I need to install a backflow prevention assembly?	<a href="#">Backflow and Reclamation</a>	415-945-1488
About landscape plan review About indoor efficiency standards	<a href="#">Water Conservation</a>	415-945-1497 415-945-1520
About your bill	<a href="#">Customer Service</a>	415-945-1400