



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.

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 up to \$16,000 for surface restoration on every service installation or upgrade that requires 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. 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: Return your completed Water Service Application Package to the Development Services section of the Engineering Department. 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 crew supervisor will contact you to schedule your meter installation.

Step 5: MMWD crews install meter.

* Please note, if you placed an additional deposit for surface restoration 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.

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. A field inspection may be required.
- **Efficiency requirements:** Ensure all water-using fixtures and irrigation/landscape components meet conservation standards. For details visit marinwater.org. A field inspection may be required.

Step 3: Return your Water Service Application Package to the Development Services section of the Engineering Department 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 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 | Engineering | 415-945-1530 |
| What is backflow prevention? Why do I need to install a backflow prevention assembly? | Backflow and Reclamation | 415-945-1488 |
| About landscape plan review About indoor efficiency standards | Water Conservation | 415-945-1497 415-945-1520 |
| About your bill | Customer Service | 415-945-1400 |