

New Water Service Process for  
**Tier I and Tier II Single Family Homes, Accessory Dwelling Units, and  
Commercial Projects that do not Require an Infrastructure Agreement**

**Application Phase**

- Meet with Conservation Staff
- Complete *New Water Service Applicant Request* (application) and pay \$300 fee (non-refundable)
- Complete WDO Agreement and pay 10% of total offset requirement (non-refundable)
- Meet with Engineering Staff (if necessary)
- **Conditional Will Serve Approval**



**Development Phase**

(applicant has obtained permits or a tentative map but has not begun building)

- Submit copy of building permit/tentative map
- Meet *Water Use Efficiency Requirements*
- Pay remaining balance of WDO requirement
- **Unconditional Will Serve Approval**



**Building Phase**

- Enter into *Applicant Installed Service Agreement*
- Submit required engineering documents.
- Pay remaining Water Capacity, Engineering Deposit and Meter Drop Fees
- Contractor builds the service with District Inspector Oversight
- Upon completion contractor submits As-Built Cost and Maintenance Bond
- **District installs meter and begins service**
- Schedule Go Green inspection within 6 months of meter installation or 2 years of Unconditional approval (optional)

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**Application Phase (Pre-development permits)**

1. Applicant meets with Conservation Staff and Engineering Staff (as needed).
2. Applicant submits "New Water Service Application Request" (application) form.
3. Applicant pays \$300 Application (Will Serve) fee (non-refundable).
4. All owners of the property sign the "Water Demand Offset (WDO) Program Applicant Agreement."
5. Applicants pays 10% of Water Demand Offset fee requirement (non-refundable).
6. District processes request.
7. Applicant granted **Conditional Will Serve Approval** (Board of Director's approval required for all commercial projects and large residential projects).
8. District sends Conditional Will Serve Letter to applicant via mail or email.
9. Applicant uses the Conditional Will Serve letter to get development permits from the county or city.

**Development Phase (applicant has obtained permit or tentative map but has not begun building)**

10. Applicant provides copy of building permit to District staff.
11. Applicants submits documents identified in Requirements Checklist for District review.
  - a. Indoor Water Use Efficiency checklist;
  - b. Outdoor Water Use Efficiency Checklist (Tier I SFR) or Landscape Project Application Package (Tier II SFR and commercial);
  - c. WDO Residential Green Credit Application (optional)
12. Applicant pays remaining balance of the total Water Demand Offset fee.
13. District processes request.
14. Applicant granted **Unconditional Will Serve Approval** (Board of Director's approval required for all commercial projects and large residential projects).
15. District sends Unconditional Will Serve Letter to applicant by mail or email.

**Building Phase (See 'New Applicant Installed Service Brochure')**

16. Turn in required forms to engineering:
  - a. Water Waiver (If required)
  - b. Fire Protections Requirements Form
  - c. Backflow Prevention checklist
  - d. Customer Billing Information Form
  - e. Restricted Meter Policy (for 5/8" restricted meters)
17. Engineering Staff prepares Service Installation Agreement detailing fees and guarantee form for contractor insurance requirements
18. Applicant pays remaining fees, turns in signed agreement (signed by owner) and guarantee form (signed by contractor) Remaining fees include:
  - a. Water capacity fee
  - b. Meter Cost
  - c. Inspection Deposit
19. Applicant's contractor installs water service per District guidelines with oversight from District's construction inspector.
20. After passing final inspection, contractor submits As Built and Maintenance Bond.
21. District installs meter and service begins.
22. Applicant schedules Go Green program inspection within 6 months of meter installation or 2 years of Unconditional Will Serve approval, whichever is sooner (optional).

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23. District closes out project. If there are remaining funds from the engineering deposit this is refunded to the owner. If the funds were exceeded, the owner is invoiced for the overage. Applicant will also receive any rebates from Go Green measures.