



# GUIDE TO WATER SERVICE APPLICATION

## HOW TO APPLY

Please contact our Developer Services team at [cawdeveloperservices@amwater.com](mailto:cawdeveloperservices@amwater.com) with your project specifics. Please make the subject of the email: “New Service – (property address or APN).”

Your information will be reviewed to determine preliminary service availability. If service is available, an application packet will be sent to the applicant for completion. If a main does not front the property, your inquiry will require a water main extension and you will be sent the main extension guide.

NOTE: The information in this guide is made available for easy reference for potential new customers. All services are subject to the rates and conditions of California American Water’s (CAW) Tariff which is available on the Company’s website at [amwater.com/caaw](http://amwater.com/caaw).

## FAQs

### How long does it take to receive a new service?

Installation of a new service will normally occur in approximately 8 to 12 weeks after all required paperwork, fees and permits are received and depending on availability of materials, weather, departmental workloads, and the readiness of your site.

### How much does it cost to receive a new service?

At the time of the application, a \$5,000 deposit is required. The \$5,000 deposit provides a working balance to begin the process. Any remaining balance will be credited to the cost of construction, fees and taxes. Typical construction cost ranges from \$3,500 - \$15,000 depending on field conditions, length of service run, restoration requirements, etc.

### Where will my service line be located?

A CAW representative will visit the site and determine the best location for the new service and customer.

### Can I increase the size of my existing service line or relocate my existing line?

Increase in size of water service lines will follow the process of a new service if the existing water main is adequately sized and abuts the property or premises to be served. If the property or premise does not have an adequately sized main, then a main extension will be required (see main extension guide). Customers requesting a relocation of their water service lines will pay a fee for the new water service line and the elimination of the existing water service.

### What do I do with the existing well on my property?

1. **Keeping Well Active:** If the property has a private well, and the well will not be abandoned, a Reduced Pressure (RP) Backflow Device must be installed just beyond the meter to prevent a possible cross connection. All costs associated with the installation and required inspections of a Backflow Device are the sole responsibility of the Customer.
2. **Well Abandonment:** If the well is properly sealed and abandoned, no Backflow Device is required. The Customer must provide documentation from the local jurisdiction that the well was sealed and abandoned properly. All costs associated with the abandonment of the well are the sole responsibility of Customer.