



# CUSTOMER WORK REQUEST APPLICATION

Form **MUST** be filled out **COMPLETELY**. Attach Drawings / Sketches for project site.

You are invited to meet with Engineering staff to review your project prior to submitting this application or other materials.

Contact ACWD Engineering at (510) 668-4499 or [devquestions@acwd.com](mailto:devquestions@acwd.com) for questions, application assistance, or to schedule a no-cost appointment.

## APPLICANT INFORMATION - The person, company, or agency that will pay for the ACWD work being requested

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Company: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext. \_\_\_\_\_  
 Address: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
 City/State: \_\_\_\_\_ Zip: \_\_\_\_\_ Comments: \_\_\_\_\_

## PROJECT CONTACTS - Acting on behalf of Applicant, if applicable (Developer, Engineer, Contractor, etc.)

Check here if **same as "Applicant"**      Check here if:  Developer    Engineer    Contractor

Main Project Contact: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Company: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext. \_\_\_\_\_  
 Address: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
 City/State: \_\_\_\_\_ Zip: \_\_\_\_\_ Comments: \_\_\_\_\_

## Site Contact - The person ACWD field crews should contact regarding survey staking and ACWD's site work (e.g. Site Superintendent)

Check here if **same as "Applicant"**  
 Check here if **same as "Main Project Contact"**

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext. \_\_\_\_\_

## WATER SERVICE ACCOUNT HOLDER - Responsible for ACWD water bills and for managing the ACWD water service account

The legal name and contact information for the person, company, or agency that will be **named on the ACWD water service account** and who will be responsible for receiving and paying the **ongoing water bills** associated with the water service(s) in this application.

Check here if **same as "Applicant"**

Name: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
 Company: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext. \_\_\_\_\_  
 Address: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
 City/State: \_\_\_\_\_ Zip: \_\_\_\_\_ Comments: \_\_\_\_\_

## PROJECT AND SITE INFORMATION

Project Name: \_\_\_\_\_  
 Project Address or Location: \_\_\_\_\_ Cross Street: \_\_\_\_\_

### PROJECT SCOPE (Mark all that apply and attach additional information as needed)

- New water service to a new building(s) or building(s) to be constructed.
- New or modified water service to existing building(s).
- Demolition *(requires meter removal or disconnection prior to site demolition work)*
- This service will serve more than one building.  
→ If so, how many buildings? \_\_\_\_\_
- This service will serve more than one residential unit.  
→ If so, how many units? \_\_\_\_\_
- This service will serve a new secondary dwelling unit.
- This service will serve more than one parcel.  
*NOTE: Typically not allowed, contact Engineering.*
- Relocation of existing ACWD water facilities (i.e. mains, meters, hydrants, air valves, etc.)
- Other: \_\_\_\_\_

### PLANS and DRAWINGS (Mark all that apply and provide drawings as required\*)

- Electronic drawing files will help ACWD expedite the processing of your project and reduce your overall cost.*
- Improvement plans have been prepared for this project. *If so, you MUST submit AutoCAD compatible electronic drawing files and PDF files with this application.\**
  - I am requesting a meter OR fire service larger than 2-inches. *If so, you MUST provide a drawing or sketch showing the requested location of the device relative to properly lines, surface features (such as landscape strips, sidewalks and driveways) and other utilities.*

\*NOTE: Electronic drawing files must meet the following requirements: (1) AutoCad compatible; (2) complete set - all sheets, base files and any xrefs included; (3) provide a PDF copy.

**BACKFLOW PREVENTION AND CROSS-CONNECTION CONTROL INFORMATION**

For questions related to backflow prevention requirements, contact ACWD Cross-Connection Control at (510) 668-6504.

**BACKFLOW SURVEY (Mark 'yes' or 'no' for each question)**

- yes no
- Will the premises be served by more than one water service connection?
- Is there a groundwater well on the property?
- Will there be a single meter serving more than four (4) residential units?
- Will the premises have an auxiliary water supply, such as a water tank, pool, or rainwater collector?
- Will there be any chemical/biological hazards on the site?  
→ If 'Yes', describe: \_\_\_\_\_
- Is this a Commercial, Industrial, or Irrigation application?
- Will your onsite water system be connected to pumps or other pressure systems (i.e. pressure washers or pneumatic tanks)?

**FIRE SYSTEM BACKFLOW SURVEY (Complete only if the property will be served by at least one separate fire service connection from ACWD)**

- yes no
- Will a pump be connected to the onsite fire system?
- Will any non-fire related uses be connected to the onsite fire system?
- Will the onsite fire system have more than one connection to the public mains (looped internally or not)?
- Will there be any private fire hydrants (connected to the private onsite fire system) on the site?
- Will the onsite fire system include fire sprinklers?
- Will chemicals be injected into the fire line?

**DESCRIPTION OF REQUESTED ACWD WORK (Mark all that apply and provide the required information)**

► **NEW OR UPGRADED WATER METER AND/OR SERVICE LINE**

1.  Meter  Service Line Quantity: \_\_\_\_\_ New Meter Size: \_\_\_\_\_ (inches, diameter) New Service Line Size (if applicable): \_\_\_\_\_ (inches, diameter)
2.  Meter  Service Line Quantity: \_\_\_\_\_ New Meter Size: \_\_\_\_\_ (inches, diameter) New Service Line Size (if applicable): \_\_\_\_\_ (inches, diameter)
3.  Meter  Service Line Quantity: \_\_\_\_\_ New Meter Size: \_\_\_\_\_ (inches, diameter) New Service Line Size (if applicable): \_\_\_\_\_ (inches, diameter)

NOTE: Applications for water meters sized larger than 2-inches require standardized calculations, in a form acceptable to ACWD, confirming the requested meter size conforms to American Water Works Association Standards and the California Plumbing Code and Uniform Plumbing Code requirements, whichever is more conservative. ACWD reserves the right to determine the appropriate meter size for any application and may determine such information is necessary in support of any application, regardless of requested meter size. **Contact ACWD Engineering at (510) 668-4499 or [devquestions@acwd.com](mailto:devquestions@acwd.com) for more information.**

► **NEW RESIDENTIAL FIRE SPRINKLER CONNECTION (On new or existing residential domestic water service)**

- Requires new Meter **and/or** Service Line **with Fire Sprinkler Connection** (be sure to also fill out the section above).
- Use existing Service Line and Meter. Install a Fire Sprinkler Connection behind the existing meter.
- Fire Sprinkler Connection Size: \_\_\_\_\_ (inches, diameter)

► **NEW DEDICATED FIRE SERVICE (Typically used for commercial, industrial, institutional, or multi-family applications)**

NOTE: ACWD's standard fire service consists of a fire service line, single check detector check valve, and above-grade backflow prevention device installed by Project Applicant. Backflow prevention devices must be listed as a Reduced Pressure Principle Assembly (RP) in the University of Southern California's Foundation for Cross-Connection Control and Hydraulic Research List of Approved Backflow Prevention Assemblies. Backflow prevention devices shall be installed in accordance with ACWD Standard Drawings (See BP drawings, BP-3-08 and BP-4-25).

1.  New Detector Check Device Size: \_\_\_\_\_ (inches, diameter)  New Fire Service Line Required Req. Line Size: \_\_\_\_\_ (nominal diameter) \_\_\_\_\_ (inches, diameter)
2.  New Detector Check Device Size: \_\_\_\_\_ (inches, diameter)  New Fire Service Line Required Req. Line Size: \_\_\_\_\_ (nominal diameter) \_\_\_\_\_ (inches, diameter)

(DESCRIPTION OF REQUESTED ACWD WORK continued on Page 3...)

**DESCRIPTION OF REQUESTED ACWD WORK - Continued - (Mark all that apply and provide the required information)**

▶ **PUBLIC FIRE HYDRANT(S)**

New by ACWD - Quantity: \_\_\_\_\_  ACWD to Relocate - Quantity: \_\_\_\_\_  ACWD to Remove - Quantity: \_\_\_\_\_

The local fire authority is requiring new site fire protection *prior to* or *early in* construction.\*\*

Describe Requirements: \_\_\_\_\_

Requested completion date for new site fire protection only: \_\_\_\_\_

▶ **WORK RELATED TO WATER MAINS** (Typically applies only to new developments or utility work in existing streets)

→ For any work related to water mains (i.e. "crossings", vertical or horizontal "offsets", abandonments, "tie-ins", or valve related work), you MUST describe the work below (including sizes and quantities) and provide suitable drawings\* and reference them in your description. Review your project with Engineering staff before submitting the application.

▶ **SPECIAL REQUIREMENTS, ADDITIONAL INFORMATION OR REQUESTED WORK NOT DESCRIBED ABOVE**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

▶ **WHEN WOULD YOU LIKE THE REQUESTED WORK TO BE COMPLETED?** Date: \_\_\_\_\_ (See Note below)

NOTE: Enter a date here; do not enter "ASAP." Although ACWD will make every effort to complete the requested work by this date, ACWD generally processes Customer Work Requests in the order received, and factors beyond the control of ACWD such as adequacy of application materials, unique and complex engineering requirements, special encroachment permit requirements, payment of the deposit, progress of projects underway, etc. may impact the amount of time required for ACWD to complete the work. ACWD's typical processing time for reviewing and processing Customer Work Request applications is four (4) to six (6) weeks. Following processing of the application, the Applicant will receive a request for deposit in the amount of the estimated cost of the work. Allow a minimum of two (2) additional weeks following payment of the deposit for the work to be scheduled. Processing time may vary in periods of high development activity or if additional plan review is required.

Contact ACWD Engineering at (510) 668-4499 or [devquestions@acwd.com](mailto:devquestions@acwd.com) for more information.

**AGREEMENT AND AUTHORIZATION**

- I have provided all requested information on this application and any attachments and I certify that the information is true and correct. I understand an incomplete application will delay my project.
- By submitting this application, I am requesting work to be done by ACWD and I agree that I am responsible for any and all costs incurred by ACWD toward fulfillment of this request, even if this request is later changed or cancelled.
- I understand and agree that ACWD cannot schedule the requested work until after a deposit in the amount of the estimated cost has been paid. I further understand that in order to expedite the requested work, ACWD may file for an encroachment permit application with the applicable City or agency prior to receiving the deposit for the work. In the event that conditions required for ACWD to begin work have not been met 30 days after the requested completion date, I may be responsible for any additional permit fees imposed by the applicable City or agency.
- I attest that I am the property owner or have been authorized by the property owner to obtain information about any existing water services to the site of the work, where applicable.
- I attest that I am, or have been authorized by, the named ACWD Water Service Account Holder, and that the ACWD Water Service Account Holder understands and shall abide by ACWD's rules and regulations including those codified in ACWD's Rate and Fee Schedule (available at [www.acwd.org](http://www.acwd.org)).
- The ACWD Water Service Account Holder will be responsible to pay water service bills. ACWD water service bills will begin accruing immediately following installation of new metered water services. All metered water services will incur both water consumption charges and bimonthly service charges consistent with the ACWD Rate and Fee Schedule.
- In consideration of ACWD's acceptance of this application, I agree to waive any claims against ACWD, and to indemnify, defend, and hold harmless ACWD, its directors, officers, employees, and agents, from and against any and all liability, including but not limited to, injury to persons and damage to property, that may arise from the performance or failure to perform any activities associated with this application.
- I agree that ACWD may reschedule construction of my project as needed for operational reasons and as needed in order to meet established maintenance and construction priorities.

**---- ACWD Use Only ----**

Job No(s). \_\_\_\_\_  
\_\_\_\_\_

ACWD No. \_\_\_\_\_

Action	Initials	Date
App. Received By:	_____	_____
Copy to GWR By:	_____	_____
Initial Log Entry By:	_____	_____
App. Complete:	_____	_____
Assigned By:	_____	_____
Assigned To:	_____	_____
Checked By:	_____	_____
Scheduled J/O Release Date:	_____	_____
Actual J/O Release Date:	_____	_____

▶ Applicant Signature: \_\_\_\_\_ Application Date: \_\_\_\_\_

\*Electronic drawing files must meet the following requirements: (1) AutoCad compatible; (2) complete set - all sheets, base files and any xrefs included; (3) provide a PDF copy.

\*\*If the project includes any special phasing of ACWD work, or if the local fire authority is requiring new site fire protection prior to or early in construction, ACWD recommends that the applicant request a pre-project coordination meeting with Engineering staff to review the project requirements.

Contact ACWD Engineering at (510) 668-4499 or [devquestions@acwd.com](mailto:devquestions@acwd.com) for questions about this application.