

# GENERAL INFORMATION FOR NEW WATER SERVICE

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## OVERVIEW

A service connection is that portion of the water line between the District's pipeline, in a roadway or easement, and the meter. A building service is the piping from the meter to the building. Properties may or may not have a service connection to the property. Also, a property may require a District line to be extended to serve the property. Please contact Customer Service for service information to your property. Instructions to activate a service connection are described below.

A signed Utility Service Request (USR) form will initiate the installation of the water meter, inspections, and monthly service charges. Current fees are included with this packet.

The following information must be included with the submission of a USR form:

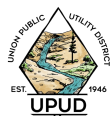
- The approved County plot plan, or site plan, showing the location of the service(s) to the building.
- A copy of the County Building Permit.
- Accessory Dwelling Permit, if applicable.
- Easement(s), if applicable; and
- A copy of the Quote for New Service (described below), if requested.

## Properties with an existing Service Connection

An existing service connection is one with a meter box at the property line. Activation of the service connection is obtained by paying the required fees, submitting applicable information about the lot, and having a Customer Service Representative fill out a USR form. If an interested party wishes to have an estimated cost for a new service, an Application for New Service Quotation can be submitted as described below.

## Properties without a Service Connection

Properties that are contiguous to a District water line but are not connected, and capacity is available, will need to pay the cost for a connection. To obtain a cost estimate for the new connection, an Application for New Service Quotation can be submitted. The costs for the connection will be prepared by a Customer Service Representative and will be mailed to you, typically within 7 – 10 days.



## **Properties without a Service Connection (*continued*)**

The cost of service consists of the current capacity fee, water meter and installation cost, inspection fees, and if applicable, estimated service connection costs and assessment fees. A District Capacity and Connection Fee Schedule is included with this package.

Application fees shall be refunded to the applicant if the USR process is completed, and applicable fees are paid within ninety (90) days of the quote. Note that any material differences between the information on an application and the subsequent use of the property and UPUD services may render the quote invalid.

## **Extension of a District Line to the Property**

Properties that require a service or main line extension are to submit a Concept Review Application. The District Engineer processes these applications and should be contacted for additional information.

## **Building Service**

Customers are responsible for the installation and maintenance of the service from the meter box to the building. All work must be done in accordance with the Uniform Plumbing Code and to the attached Standards. It is the property owner's responsibility to bring all materials up to District standards. The District will inspect all work up to the property line / meter.

## **SITE PLAN**

The attached Site Plan, or a copy of the plot plan submitted to the County, is to be used by the customer to show the location of the services and submitted with the USR. Service locations may be hand drawn. If the actual location of the meter box is different from what is shown by District maps, show the correct location(s). The name of the road, driveways, parking lots, fires lines, and accessory dwellings are to be depicted.

No building service shall be located on any parcel other than the parcel that is to be served without approval of the District. Easements, if applicable, are to be submitted with the Application, and shown on the site plan, should the service cross other parcels.

## **RESIDENTIAL SERVICE**

### **Water**

- The standard meter size for a single-family residence is 5/8". The meter is provided and installed by the District.
- Locations of meter boxes are not to change unless approved by the District. No meter boxes are allowed in driveways or sidewalks.



- All meter boxes are to have a clearance area of 4 feet vertical and 2 feet horizontal.
- The District requires a backflow device after the meter for all new construction and all parcels having a well. Irrigation systems require a backflow device on the irrigation line. See our Backflow Handout.
- A pressure regulating valve, to be owned and maintained by the property owner, is recommended to be installed on the customer side of the meter

### **Accessory Dwelling**

An accessory dwelling can be provided water service by the primary residence only if:

- The accessory dwelling has been approved by Calaveras County in accordance with the Calaveras County Code Title 17, Chapter 17.66.
- An accessory dwelling permit from the County is attached to the Application for New Service Quotation.
- A licensed plumber has provided written verification as to the adequacy of the meter size.

## **COMMERCIAL SERVICE**

### **Water**

- The District determines the size of the meter. The plumbing plans for the proposed building are to be submitted with the Application and will be the basis for determining the meter size.
- Fire service lines will require a separate metered connection with a backflow prevention device.
- Commercial irrigation for landscaping requires a separate metered connection with a backflow device.

### **Master Water Meters**

The District allows separate business units on one parcel, under a single ownership or management, to be served, at the option of the applicant, by either of two methods:

- Through separate service connections to each business unit, provided that the piping system for each unit is independent of the others and is not interconnected, or
- Through a single service connection and meter to the entire premises.

## **LOW WATER PRESSURE SERVICE**

The District is not obligated to deliver the premises of any of its customers any water or water pressure. It is the customers responsibility to install and pay for appropriate pressure boosters approved by the District in the event such customer has inadequate pressure.



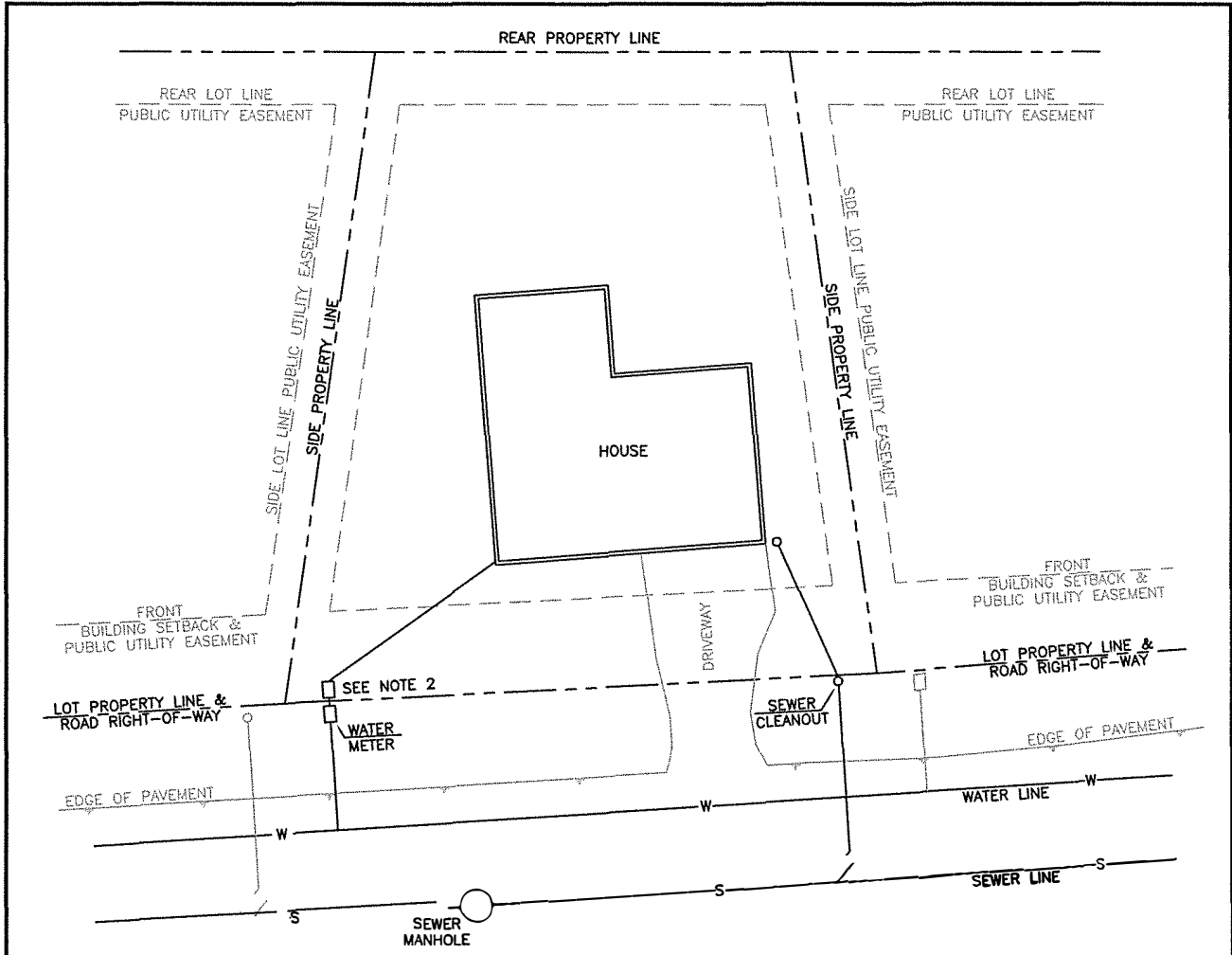
## **HIGH WATER PRESSURE SERVICE**

Where the static water pressure at the meter exceeds eighty (80) psi, an approved pressure regulator with a strainer shall be installed on the customer side of the meter and set to 60 psi. The property owner maintains the pressure regulator and strainer.

## **QUESTIONS?**

If you have any questions regarding the application process, please contact the UPUD Customer Service Department at

**209.728.3651**



**STANDARD CONNECTIONS SITE PLAN**

TYPICAL PARCEL WATER CONNECTIONS FOR SINGLE FAMILY RESIDENCE SHOWN FOR ACCESSORY DWELLINGS REQUIREMENTS CONTACT UPUD CUSTOMER SERVICE

**NOTES:**

1. AN APPROVED BUILDING PERMIT FOR THE PARCEL REQUESTING SERVICE IS REQUIRED AT THE TIME APPLICATION FOR WATER SERVICE IS MADE.
2. CUSTOMER IS RESPONSIBLE FOR INSTALLATION AND MAINTENANCE OF PRESSURE REGULATING VALVE, BACKFLOW DEVICE, BOOSTER PUMP OR OTHER APPURTENANCES AFTER METER, IF REQUIRED.
3. CUSTOMER REQUESTING SERVICE SHALL BE RESPONSIBLE FOR MOVING ANY WATER METER LOCATED WITHIN A DRIVEWAY. NO WATER METERS ALLOWED IN DRIVEWAY.

<b>UNION PUBLIC UTILITY DISTRICT</b>		
CUSTOMER SERVICE DETAILS STANDARD SERVICE CONNECTIONS SITE PLAN		
DRAWN BY:	SCALE:	UPUD STANDARD DRAWING NO.
APPROVED:	DATE:	SERVICE CONNECTION SITE PLAN HANDOUT