

# GUIDE TO WATER SERVICES



# INTRODUCTION

This booklet has been prepared to assist customers in obtaining water service from the Los Angeles Department of Water and Power (LADWP).

Sections one through four provide information on various types of water service. Installation and adjustment of public fire protection facilities are discussed in the Public Fire Protection Service section. The "Miscellaneous" section provides information on other water related LADWP services available to the public.

In planning for water service, it should be noted that customers are required to pay for those facilities necessary to serve their particular needs. These costs are generally stated as "flat rate" charges which are subject to review and adjustment on an annual basis. New charges generally go into effect on or about July 1 of each year. Properties not ready for installation of ordered water facilities by June 30 will be subject to the new charges.

**Should you wish to visit the Water Services Office, the address is:**

Los Angeles Department of Water and Power  
Water Services Office,  
Room 1425  
111 North Hope Street  
Los Angeles, California  
90012-2607

**Mailing address:**

Los Angeles Department of Water and Power  
Water Services Office,  
Room 1425  
P.O. Box 51111  
Los Angeles, California  
90051-5700

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## RESIDENTIAL SERVICE

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### **(Single-Family Dwellings) Billing Application**

Water service applications are necessary to assure proper billing. This should be done at the time of initial contact with LADWP, to avoid delays in establishing service. Applications may be requested online at [www.ladwp.com](http://www.ladwp.com), by phone using the self-serve options at 1-(800) DIAL DWP (1-800-342-5397), 1-(800) HEAR DWP (1-800-432-7397) (for the hearing impaired), or at any LADWP Customer Service Center.

Residential water service to single-family dwellings is generally provided through a one-inch water service and meter but is also available for larger service sizes. The service size you will require is determined by your particular flow requirements. Large lots with extensive landscape irrigation systems may require a service greater than one inch in size. Your builder or a qualified plumber should be consulted

regarding your particular service requirements.

Individual small services that do not require water main installations or replacements are generally processed and installed approximately 90 days after receipt of payment and all required information (subject to availability of installation crews). Additional time will be required in cases involving main installations or replacements. To ensure timely installation, it is advisable to make your initial contact prior to start of construction. In addition to payment for the service and meter, charges may also be due for new or existing water mains (Water Main Charges or WMC) and extraordinary storage, pump, and distribution facilities (Acreage Supply Charges or ASC). For information regarding applicable charges, contact our Water Services Office at (213) 367-2130.

A Street Damage Restoration Fee (SDRF) may also apply to your project. SDRF mandates that the entire street block be resurfaced should any excavation be performed in streets paved less than one year prior to excavation. In addition, if slurry seal was applied to the street within the past two years, a Slurry Seal Damage Restoration Fee (SSDRF) will apply. The SDRF and SSDRF are imposed by the Los Angeles Department of Public Works, Bureau of Engineering (BOE). In an effort to streamline the service installation process, SDRF and SSDRF charges will be collected by LADWP on behalf of the BOE when you pay for your new water facilities.

**In order to process your order, the LADWP will require, in addition to your payment, the following information:**

- 1. Address of residence
- 2. Legal description of property (one or more of the following):
  - a. Tract Number and Lot Number,
  - b. Metes and bounds description or
  - c. Assessor Parcel Number [APN]
- 3. Preferred meter location\* (paint "W" on the face of the curb as illustrated below): Meters cannot be installed in driveways and must be at least five feet away from the edge of the driveway apron
- 4. Name and telephone number of person to be contacted for job coordination.
- 5. Your anticipated schedule (date service is desired)
- 6. Email address for developer and field contact



**Questions regarding any of the above items may be addressed to LADWP Water Services office at (213) 367-2130 or visit our website at: [www.ladwp.com](http://www.ladwp.com)**

**To check the status of your job, log on to <http://wmisweb.ladwp.com/waterwmis>**



## COMMERCIAL, MULTI-FAMILY RESIDENTIAL, & INDUSTRIAL SERVICE

### (Domestic and Private Fire Protection)

The size and type of water service(s) required for developments within this category will vary greatly depending on code requirements and requirements of the Department of Building and Safety (DBS) and the Los Angeles Fire Department (LAFD). The LADWP Water Services Office should be contacted to determine the adequacy of existing facilities to meet your needs. In order to make the proper determination, the following information is needed: the proposed service location, your precise service requirements including flows, and desired water pressure ranges (if applicable). Upon receipt of this information and payment, a Service Advisory Request (SAR) will be initiated. When completed, the SAR will provide information regarding precisely the range of flows

and pressures that can be expected at your requested service location. The type and approximate cost of improvements to meet your requirements will also be provided. The processing time for the SAR is generally about two weeks. A copy will be mailed or e-mailed to you as soon as the SAR is completed. A copy of the completed SAR is sent to DBS for their records.

Charges applicable to your development are based on your particular service requirements. In addition to payment for services and meters, charges may also be due for either new or existing water mains (Water Main Charges or WMC) and extraordinary storage, pump, and distribution facilities (Acreage Supply Charges or ASC).

You will also be required to participate in the cost of any necessary new main extensions and/or replacements required for your project. In the event the LADWP is unable to perform required installations and replacements in a timely manner due to prior commitments, it may be necessary for you to have such work performed by a private contractor. Under such circumstances, the LADWP will advise you regarding how such work is to be accomplished and your obligations.

Individual small services within this category (three-inch equivalent in size and smaller) which do not require water main installations or replacements, are generally processed and installed approximately 90 days after required information and payment are received..Normal processing and installation time for large services (four inches in size or larger) is approximately 120 days (subject to availability of installation crews). Additional time should be allowed in cases involving water main installations and replacements.



**In order to process your order the LADWP will require, in addition to your payment, the following information:**

- 
- 1. Address of residence
- 
- 2. Legal description of property (one or more of the following):
    - a. Tract Number and Lot Number,
    - b. Metes and bounds description or
    - c. Assessor Parcel Number [APN]
- 
- 3. Plot plan showing service(s) location(s) (measurements should be from recorded property lines or from the center-line of the nearest cross street)
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- 4. Completed SAR
- 
- 5. Copy of permit receipt or permit number for your fire and/or domestic services
- 
- 6. Your anticipated schedule (date service is desired)
- 
- 7. Name, telephone number and email address of the developer and the person to be contacted for job coordination
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**To check the status of your job, log on to <http://wmisweb.ladwp.com/waterwmis>**

In addition, many commercial and industrial service installations require backflow protection devices. Please contact the LADWP Water Quality and Operations Business Unit at (213) 367-3471 regarding such requirements.

Questions regarding any of the above items may be addressed to LADWP Water Services Office at (213) 367-2130 or visit our website at: [www.ladwp.com](http://www.ladwp.com)

State Water Code 10910 – 10915 requires a Water Supply Assessment in any of the following situations:

1. Any project generating over 500 residential units.
2. Any commercial business over 500,000 sq. ft of space with over 1,000 employees.
3. Any industrial business over 250,000 sq. ft. of space with over 1,000 employees

A written request must be submitted in order to obtain a Water Supply Assessment.





## SUBDIVISIONS

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The determination of water service requirements for new subdivisions is an ancillary function of the tract recordation process. Copies of final tract maps submitted to the City Engineer are forwarded to the LADWP for review and determination of required facilities. Arrangements for any required water facilities must be concluded in order for the LADWP Water Services Office to release tracts for recordation purposes. The LADWP Water Services Office should be contacted to determine activities you are required to perform.

Subdivisions not requiring any extension or replacement of the distribution system or other significant installation of water system facilities, such as fire hydrants, can generally be cleared for recordation purposes upon the execution of an "Authority for Billing" document by the developer. This document authorizes LADWP to bill the Developer for any repair to any water facilities

damaged by the developer in the course of construction of the subdivision. The billing will occur after payment is received for all charges due for existing facilities. Normally such charges are limited to water main frontage charges (Water Main Charges or WMC) and extraordinary storage, pump, and distribution facilities (Acreage Supply Charges or ASC). Should any new water service connections and meters be required, applicable charges will also be due.

For subdivisions requiring a water main extension or replacement of the distribution system, you may be required to make arrangements with a private contractor for the design and installation of the required facilities if LADWP crews are unavailable. An agreement detailing your obligation will be prepared by LADWP. In accordance with the terms of this agreement, you will be required to post an Irrevocable Letter of Credit or a Corporate Surety Bond



with the LADWP guaranteeing your performance under the agreement. In addition, liability, worker compensation, and auto insurance in the amount of \$1,000,000 naming the LADWP as coinsured will be required subject to approval by LADWP's Risk Management Office.

To facilitate the design of the required water system, an Engineering Standards Manual is available for purchase. A copy of installation specifications will be given to you upon execution of the agreement. The LADWP will provide inspection for all work installed by you or your contractor.

Clearance for recordation of tracts requiring main extensions will be provided upon execution of the agreement and the conclusion of required financial arrangements. Financial arrangements will include: any charges due for existing facilities; the LADWP service fees which cover the cost of administration, plan check, inspection, sanitation, etc.; and charges for LADWP work to provide a connection(s) to the existing distribution system.

Clearance for tracts requiring main replacements or facility adjustments will be provided upon completion of financial and contractual arrangements, if required.

Ample lead time (45-90 days) should be allowed for agreement processing, plan check review and approval, material procurement, and required preconstruction meetings.

Permanent water service for facilities installed by private contractors will be provided after testing, sanitation, and acceptance by LADWP. Formal acceptance will require title transfer of all installed facilities. All installed facilities shall become the property of the City of Los Angeles. As a condition of acceptance, an Irrevocable Letter of Credit in an amount equal to 10 percent of the value of the installed facilities will be required to guarantee to the LADWP that, for one year after the acceptance of the installed facilities, the installed facilities shall be free from any and all liens and encumbrances and free from any and all defects in the materials or construction.. In addition, a completion deposit may be required to guarantee that water facilities are not paved over and are adjusted to final grade once final paving and sidewalk construction is completed.

Questions regarding any of the above items may be addressed to LADWP Water Services office at (213) 367-2130 or visit our website at: [www.ladwp.com](http://www.ladwp.com)

## TEMPORARY WATER SERVICE (Construction Projects, Etc.)

Construction projects, as well as other types of activities, may require temporary water service. Temporary service can generally be provided through a metered water service attached to a fire hydrant or other available water facility adjacent to or in the vicinity of your project.

### Arrangements for temporary water service can be made by contacting:

Department of Water and Power Water Services Office at (213) 367-2130 or by visiting any of the LADWP's service centers.

#### In addition to concluding financial arrangements, the following information will be required:

- 1. Purpose for which the water will be used
- 2. Expected duration
- 3. Exact location of the fire hydrant you plan to use (address hydrant is in front of or cross-street names and on which side of the street the hydrant is located). Person to contact (name and phone number)
- 4. Name telephone number and e-mail address of a project contact person

#### In order to be billed for water consumption, a billing application must be placed in conjunction with the temporary meter request. If you are representing a company, the following information will be required:

- a. Letter of authorization.
- b. Name, address, and driver's license number of corporate officer(s)
- c. Corporate telephone number
- d. Corporate ID Number and Federal Tax ID Number

Arrangements for temporary water service are made for specified periods, and rent is charged accordingly. You will be billed for water consumption. Such meters are automatically removed at the expiration of the rental period. Should an extension of the rental period be required, it will be necessary to contact the Water Services Office and complete financial arrangements at least 72 hours prior to the expiration of the rental period. All temporary water service must be metered. Temporary meters are only to be moved by LADWP personnel. Portable temporary meters are not available.



## **PUBLIC FIRE PROTECTION SERVICE**

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All plans for new construction, reconstruction or change in land usage are subject to review by the Los Angeles Fire Department (LAFD). The purpose of such review is to determine the adequacy of existing fire protection facilities and to determine whether new facilities or adjustment to existing facilities are required. Fire hydrant locations and flow requirements are established by LAFD. To determine your obligations in this regard, you should contact:

Los Angeles Fire Department  
Bureau of Fire Prevention and  
Public Safety (213) 482-6543.

Public fire hydrant installations,  
and water main installations  
and replacements associated  
with such hydrant installations

are the financial responsibility of the developer. In addition, the relocation or adjustment of public fire protection facilities (or other water facilities) resulting from property or street improvement work related to your project will be your responsibility. To determine your financial obligations in this regard, or for required water main extensions, contact the LADWP Water Services Office.

Questions regarding any of the above items may be addressed to LADWP Water Services Office at (213) 367-2130, [newwater@ladwp.com](mailto:newwater@ladwp.com) or visit our website at: [www.ladwp.com](http://www.ladwp.com)



## WATER SUBMETER

### Why Install a Submeter?

If you use more water outdoors than indoors, it may make sense to install a submeter on your property. A submeter will provide a precise way to measure the amount of potable water discharged into the sewer system. The sewer service charge is based upon the lowest winter water usage at a rate of 90% indoor use and appears on your bi-monthly LADWP bill.

### How to Install a Private Submeter

Installation of a private submeter is a multi-step process that includes obtaining a permit from the Department of Building and Safety (LADBS),

purchasing a meter from the LADWP, installation of the meter on customer's private property and passing inspection by LADBS. The cost of installation is borne by the LADWP customer and costs range from \$350-600.

### How to Purchase a Submeter from the LADWP

Customers can purchase a submeter at the "One Stop" permit counter at Figueroa Plaza at: 201 N. Figueroa St., LA, CA 90012, the same location where the LADBS permit is obtained. Applications can also be obtained at other LADBS offices. Please call (213) 482-0061 to find the office nearest you.



Submeters can also be purchased at any of the 14 LADWP Customer Service Centers located through Los Angeles and picked up at either the Metro or Valley meter shops. Customers can also arrange to have the submeter delivered to their residence within two business days. Please call the LADWP at (213) 367-2130 or visit [www.ladwp.com](http://www.ladwp.com) for a list of Customer Service Center addresses and hours of operation.

### **How to Pay for a Submeter**

The LADWP provides several options to customers, including payment by e-mail, fax, mail and in person. Payment can be in the form of cash, check,

money order or credit card. Please note: Payment for the submeter cannot be added to your bi-monthly LADWP bill as a special surcharge.

### **How to Learn More**

Please visit the Los Angeles Bureau of Sanitation website to learn more about the city's submeter program and how a submeter can help you determine your indoor and outdoor water usage and sewer charges: [www.lacitysan.org/fmd/pdf/submtrres.pdf](http://www.lacitysan.org/fmd/pdf/submtrres.pdf) You can also download an LADBS.



## MISCELLANEOUS

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### **LADWP CUSTOMER SERVICE 24-HOUR TELEPHONE NUMBERS:**

**Metropolitan Los Angeles**  
(800) 342-5397

**San Fernando Valley**  
(800) 342-5397

**Other Areas**  
(800) 342-5397

Assistance for the hearing or  
Speech impaired customers  
(800) 342-5397

**Water Trouble** – contact  
regarding emergency situations  
such as leaks, outages,  
emergency offs/ons, low  
pressure, etc.  
Citywide (24 hours)  
(800) 342-5397

Office Hours for the Following  
Services:

Monday-Friday  
(except Holidays)  
8:00 a.m. to 5:00 p.m.

**Water Pressure Inquiries**  
(213) 367-0973

**Water Quality Inquiries**  
(213) 367-3182

**Backflow Prevention  
Information**  
(213) 367-3471

**Water Rates**  
(213) 367-1010

**Water Conservation Hotline**  
(800) 544-4498

**Private Sewer Sub Meter  
Information**  
(Bureau of Sanitation)  
(800) 540-0952

LADWP Service Center Office Hours and Locations  
Monday-Friday (except Holidays) 9:00 a.m. to 5:00 p.m.

## **METROPOLITAN AND WEST LOS ANGELES OFFICES**

### **Main Office**

111 N. Hope Street  
Building and Safety One-Stop  
201 N. Figueroa Street,  
4th Floor

### **Boyle Heights**

919 S. Soto Street, Suite 10

### **Central**

4619 S. Central Avenue

### **Crenshaw/Baldwin Hills**

4030 Crenshaw Boulevard

### **Hollywood**

6547 Sunset Boulevard,  
Unit B

### **Lincoln Heights**

2417 Daly Street

### **Slauson-Vermont**

5928 S. Vermont Avenue

### **Watts**

1686 E. 103rd Street

### **West Los Angeles**

1394 S. Sepulveda Boulevard

## **SAN FERNANDO VALLEY OFFICES**

### **Winnetka-Canoga Park**

7229 Winnetka Avenue

### **Mission Hills**

11100 Sepulveda Boulevard,  
Suite 3

### **Van Nuys**

6550 Van Nuys Boulevard

## **HARBOR AREA OFFICES**

### **San Pedro**

535 W. 9th Street

### **Wilmington**

931 N. Avalon Boulevard

Note: For additional  
payment centers, visit the  
Department's website at  
LADWP.COM

## **ELECTRIC SERVICE PLANNING OFFICE**

### **Metro**

(213) 367-6000

### **Valley**

(818) 771-4100

Los Angeles Department of Water and Power website [www.ladwp.com](http://www.ladwp.com)  
City of Los Angeles Website [www.lacity.org](http://www.lacity.org)



# CITY WATER SERVICE AREAS

## San Fernando Valley Communities

Sources: Los Angeles Aqueduct, local groundwater, and MWD State Water Project.

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Arleta	North Hills	Sherman Oaks	Valley Village
Canoga Park	North Hollywood	Studio City	Van Nuys
Chatsworth	Northridge	Sun Valley	Warner Center
Encino	Olive View	Sunland	West Hills
Granada Hills	Pacoima	Sylmar	Winnetka
Hollywood Hills	Panorama City	Tarzana	Woodland Hills
Lake View Terrace	Porter Ranch	Toluca Lake	
Mission Hills	Reseda	Tujunga	

## Western Los Angeles Communities

Sources: Los Angeles Aqueduct and MWD State Water Project.

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Bel Air Estates	Cheviot Hills	Palms	Westchester
Beverly Glen	Culver City*	Playa del Rey	Westwood
Brentwood	Mar Vista	Sawtelle	
Castellamare	Pacific Palisades	Venice	
Century City	Palisades Highlands	West Los Angeles	

## Eastern Los Angeles Communities

Sources: MWD State Water Project and Colorado River Aqueduct.

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Atwater Village	Eagle Rock	Glassell Park	Montecito Heights
Boyle Heights	Echo Park	Highland Park	Monterey Hills
Cypress Park	El Sereno	Lincoln Heights	Mt. Washington

## Central Los Angeles Communities

Sources: Los Angeles Aqueduct, MWD State Water Project, and local groundwater.

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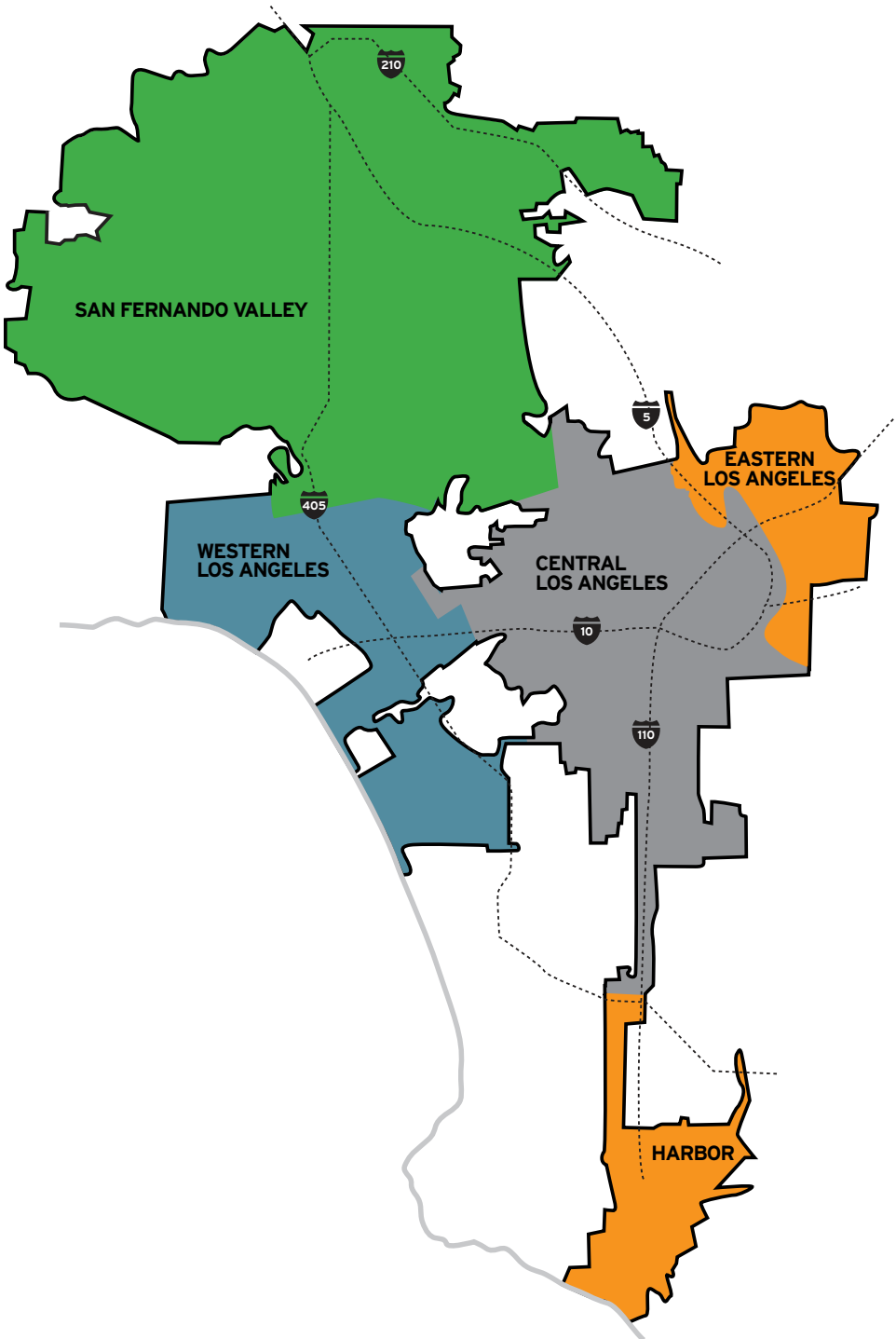
Baldwin Hills	Hancock Park	Little Tokyo	Rancho Park
Chinatown	Hollywood	Los Feliz	Silverlake
Country Club Park	Hyde Park	Mid City	Watts
Crenshaw	Koreatown	Mt. Olympus	West Hollywood*
Griffith Park	L.A. City Strip*	Park La Brea	Westlake

## Harbor Communities

Sources: MWD State Water Project and Colorado River Aqueduct.

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East San Pedro (Terminal Island)	Harbor City Harbor Gateway*	L.A. City Strip* San Pedro	Wilmington
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## FREQUENTLY ASKED QUESTIONS

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### **How much will my new water service installation cost?**

The charge for a new water service installation is based on the service size and type, and the property being served

### **How long does it take to install a new water service?**

- Small services (3-inches or smaller) approximately 90 days from date of payment
- Large services (4-inches and larger) approximately 120 days from date of payment

### **What work does the price of service installations include?**

The service installation price includes street excavation and resurfacing, water main tap, service lateral and meter installation behind the curb (in the public right-of-way). All plumbing from the meter to the building is the responsibility of the customer.

### **How can I monitor the progress of my service installation?**

You may monitor the progress of your service installation by navigating to the following web link:

<http://wmisweb.ladwp.com/waterwmis>

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You may monitor the progress of your service installation by navigating to the following web link:

<http://wmisweb.ladwp.com/waterwmis>

### **Who determines the location for the new meter?**

The customer determines the meter location and marks the curb with the letter "W" in blue or white paint to indicate the preferred location to our installation crew

### **Do you have water meter spotters?**

No. Water meter locations are determined by the customer.

### **When do I pay?**

Since small services (3-inches or smaller) are installed approximately 90 days from date of payment and large services (4-inches and larger) are installed approximately 120 days from date of payment, it is best to make payment for small water services at least 90 days before the services are required, and for large services at least 120 days before the services are required.

**Where can I pay?**

Payment can be made at any of our 15 LADWP Service Centers located throughout the service area.

**Can I pay with a credit card?**

We accept Master Card and Visa payments at our main office located on the 14th floor at 111 North Hope Street. Credit card payments are not accepted at our 15 LADWP Service Centers.

**Where is the water meter installed?**

Water meters are normally installed behind the curb within the public right of way.

**If I am constructing a new driveway, can an existing water meter remain inside the new driveway area?**

No. Existing water meters cannot remain in newly constructed driveways and must be at least five feet away from the edge of the driveway apron. The water meter and service lateral must be relocated out of the new driveway. You may call (213) 367-2130 to receive a price quote for this work.

**If my meter needs to be relocated out of my driveway, who is responsible for payment?**

The party requesting the meter relocation is responsible for payment.

**Can my water meter be installed before my new curb and gutter is installed?**

Curbs must be installed in new streets and in existing streets subject to change of grade before we install our portion of the water facilities.

**What are sewer sub-meters?**

Sewer sub-meters are used to calculate sewer service charges. If you use more water outdoors than indoors, it may make sense to install a submeter on your property. A submeter will provide a precise way to measure the amount of potable water discharged into the sewer system. The sewer service charge is based upon the lowest winter water usage at a rate of 90% indoor use and appears on your bi-monthly LADWP bill.

**Can sewer sub-meters be used to serve individual residential or commercial units?**

No. Sewer sub-meters can only be used to calculate the amount of water that does not enter the sewer system.

Los Angeles  Department of Water & Power

[www.ladwp.com](http://www.ladwp.com)

