

# Rowland Water District

## New Water Service Installation Procedures

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The following steps are for acquiring new potable or recycled water service installations.

*NOTE: If you simply need to establish an account in your name and/or activate an existing water service, please call (562) 697-1726 or E-mail [info@rowlandwater.com](mailto:info@rowlandwater.com) or come to the District's customer service counter.*

**Step 1:** The **Owner/Agent** will submit a request for the installation of all domestic, irrigation, and fire service connections. Requests can be made from the District's website or by downloading and submitting the designated form.

[Link to Potable/ Recycled Water Service Installation Request Form](#)

**Step 2:** The **District** will determine a list of plans or documents required for the project and prepare an agreement establishing the estimated installation costs.

**Step 3:** The **Owner/Agent** is required to submit full funding for the estimated project costs prior to the commencement of any work.

**Step 4:** The **District** will obtain applicable permits and schedule the installation(s) with the Owner/Agent.

**Step 5:** The **Owner/Agent** is required to establish a water service account with the District. Water service accounts can be established on-line, by telephone, or at the District's customer service counter.

**Step 6:** The **Owner/Agent** is required to install all backflow prevention assemblies (if required) and subsequently request water service activation. The Owner/Agent has thirty (30) days to have all backflow prevention assemblies tested by a certified, County of Los Angeles, Backflow Prevention Device Tester and have the test report(s) delivered to the District's Cross-Connection Control Specialist.

**Step 7:** The **District** will notify Owner by mail of Backflow Test Report receipt and water service will remain activated.

### ***Non-Compliance of Assembly Testing within the Thirty-Day Requirement***

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The District will lock off all water service connections that fail to have the backflow assembly/assemblies tested within the allotted thirty (30) days.

The Owner must then schedule an appointment with the District's Cross-Connection Control Specialist to meet with the Owner's certified tester. The District will then activate the service connection for the sole purpose of facilitating the assembly testing by the Owner's certified tester. Water service will remain activated upon satisfactory test results. Additional service charges may apply for non-compliance.