



City of Santa Barbara  
Public Works Department  
**GUIDELINES FOR A WATER  
SERVICE CONNECTION WORK  
ORDER**

## INTRODUCTION TO NEW PROCESS

The process for installing new water services has changed to require the customer's contractor to expose the water main and trench for the new water service line before City crews install the new tap, service line, meters, and meter boxes. This will require the customer to apply with a licensed contractor for new/modified water service, as well as traffic control and construction permit for the excavation work.

The new process went into effect on July 1, 2018. As of January 1, 2019, City crews will not perform any excavation work except on previously issued work orders.

### I. WATER/SEWER SERVICE APPLICATION BY PROPERTY OWNER/AGENT

- A. Property Owner/Agent completes all requested information on the Water/Sewer Service Application Form for new water service connections including:
- All new water services requested
  - Size of water services
  - Number of water meters
  - Size of water meters
  - Proposed type of water uses (i.e. domestic, irrigation, fire line, multifamily). Note: [Click here](#) for separate handout regarding fire lines.
  - Addresses for new water service(s)
- B. The completed application and payment of an initial site visit fee, application fee, and technology fee (additional fees will be assessed after the site visit and upon confirmation of the scope of work) shall be submitted to the:
- City of Santa Barbara – Public Works Department  
Public Works Counter  
630 Garden Street  
Santa Barbara, CA 93101
- C. Water Distribution staff will contact the Applicant to schedule a site visit and discuss the location of proposed water service, sizes, numbers, and discuss construction coordination. The Contractor must be present at the visit. The Public Works Inspector is encouraged to be at the site visit but is optional.

## II. WATER SERVICE CONNECTION WORK ORDER

- A. The appropriately licensed and insured Contractor shall obtain all necessary permits at the Public Works Permit Counter and perform the trenching work in compliance with all applicable City Codes and per City Standard Details.
- B. Once the final scope of work is agreed upon, the work order fee, inspection fee, and capacity charges will be calculated and provided to the applicant. Final fees must be paid before the work order is issued. Under no circumstances will water meters be set without payment of capacity charges.
- C. To schedule your Water Service Connection Work Order:

Water main connections and service runs will be scheduled with the issuance of a Public Works Permit to the Contractor. City pipeline work will then be performed by the City Water Distribution crew on the following days:

Tuesdays or Thursdays\*  
with a water main excavation inspection one working day prior

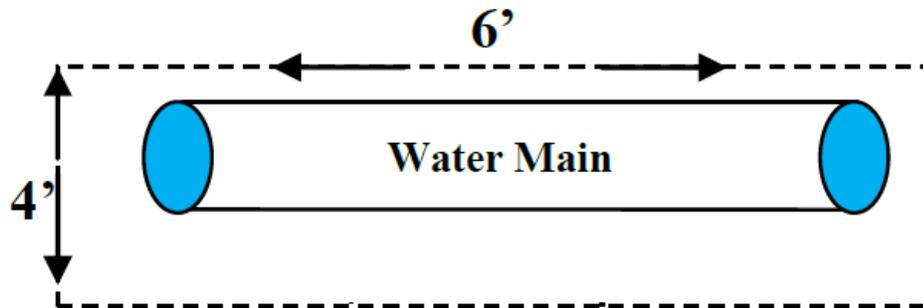
\*Phasing for trenching of the service shall be discussed at the site visit.

Work is scheduled by the Water Distribution Lead 4-6 weeks out from issuance. Exact date will be on issued work order/permit.

### C. NOTES TO THE CONTRACTORS

- a. The Contractor (Licensed A General Engineering Contractor or C-34 Pipeline Contractor) for work in the Public Right-of-Way is responsible for following all City Standard Details and "The Greenbook". If damage to the City's main is caused by the Contractor, the Contractor is financially responsible for the repair. If the City or its Contractor is required to do the repair, the Contractor will be billed at the current time and materials rate.
- b. The Contractor shall be responsible for the following:
  - i. Notify DigAlert (811) and make sure all utilities are clearly marked before excavation.
  - ii. Trench and shoring safety requirements, and
  - iii. All applicable Temporary Traffic Control requirements as required by MUTCD and/or the City of Santa Barbara, County of Santa Barbara and Caltrans. Depending on the type of street and location of the trenching, the Contractor will either need to propose a Typical Application of the MUTCD or complete a site specific traffic control plan for City review.

- iv. Trench backfill per City Standard Detail with focus on material and compaction of sand within pipe zone. Use of single sack slurry is a good option above the pipe zone per City Standard Detail U-01.1 Trench Bedding and Backfill.
  - v. Immediately plug and then final paving per City Standard Details and restoring work area to preexisting condition.
- c. The assigned Public Works Inspector shall determine, if the job site is fully prepared and meets all identified City Standards and MUTCD requirements. The Water Distribution Lead will coordinate the water main excavation (see below typical excavation size), and oversee the City crew tap and service line work. The crew will also set the meter(s) and meter box(es) for those 2-inches or less. Furthermore, the Inspector and Water Distribution Lead has the authority to require the Contractor to make necessary changes to meet compliance prior to City crew arrival.



- d. The City reserves the right to alter the requested tap location within a reasonable distance. This shall be done as a cautionary measure if a pre-existing tap already exists, a joint exists, or to allow the City crew to abandon any pre-existing service at the main (corporation stop). A very small number of service connections require a shutdown of the water main. If that occurs, the trenching may need to be delayed and shutdown coordination completed by Water Distribution. The Contractor shall not operate any City valves or perform any hot taps.
- e. The Public Works Inspector will inspect the backfill and paving of the trench per City Standard Details after the service work is complete.

**The above addresses the Public Works Department's concerns and requirements. Other City Divisions/Departments may have additional requirements.**

*For information call Water Distribution at (805) 564-5413 or PW Counter at (805) 564-5388*

*City of Santa Barbara Public Works Department*

*630 Garden Street, Santa Barbara, CA 93102*