

WATER CONNECTION GUIDELINES

Public Works
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General overview

These guidelines were developed to assist property owners in the Menlo Park Municipal Water service area obtain a new water service connection or to upsize an existing water service connection. These guidelines only apply to properties located within the Menlo Park Municipal Water service area. Applicants with properties not served by Menlo Park Municipal Water should contact their respective water provider directly. There will be additional fees to install a new water meter or to upsize an existing water meter. Submit your application and plans online.

Submission checklist

1. A completed online application.
2. A copy of the Menlo Park Fire Protection District stamped and approved fire sprinkler plans. If the project does not include fire sprinklers, applicant may submit an approved site utility plan. The approved plans must show the following:
 - a. Location and size of the existing meters and the new proposed meters.
 - b. Location and size of the existing water service lines and the new proposed water service lines (water service lines connect the water meter to the water main).
 - c. If applicable, fire flow information used to design the fire sprinkler system including test date.
 - d. To ensure that Menlo Park Municipal Water can provide the required water supply, if the fire flow information on the submitted Menlo Park Fire Protection District plans is older than 12 months at the time an applicant submits a completed Water Connection Application, the City reserves the right to request that the applicant have an updated fire flow test performed.
 - e. For all projects, a backflow protection device must be installed. For residential service connections with two dwellings or less, a passive-purge system may be installed in lieu of a backflow preventer. If a passive-purge system is installed, it must be clearly noted on the approved plans. If a backflow prevention assembly will be installed, show location, size, manufacturer and model.

Backflow prevention

1. The backflow prevention assemblies must be approved by the University of Southern California's Foundation for Cross-Connection Control, installed per City Standards, tested by an approved backflow prevention tester listed on the San Mateo County Environmental Health Service's list of Certified Backflow Prevention Testers, and identified with a County tag. Assemblies must be tested by the owner upon installation and annually thereafter.
2. After the installation of the water meter, the owner must test all backflow prevention assemblies and submit passing test results to water@menlopark.org within 48 hours. Failure to submit proof of successful testing will result in shut-off of the water service.

San Mateo County Environmental Health Services manages the cross-connection control program on behalf of MPMW. For information about the cross-connection control program, or to obtain a list of approved backflow prevention testers, please contact San Mateo County Environmental Health Services at 650-372-6200 or backflow@smcgov.org. Alternately, you may visit smchealth.org/crossconnection.

Design guidelines

1. The water service line (between the water meter and water main) must be the same size as the requested water meter, at a minimum. In cases where the existing service line is smaller than the requested water meter size, we will require that the service line be upgraded.
2. If the water service line will be replaced, the owner shall hire a Class A contractor to perform the work within the public right of way. The contractor shall obtain an encroachment permit and fulfill all permitting requirements with the City. Encroachment permit information can be found at menlopark.org/202/Encroachment-permits.
3. All work shall be done per City Standards.
4. The City will provide the following services as part of the water connection:
 - a. Provide meters (all sizes).
 - b. If the water service line will be replaced, the City may provide the wet tap connection to the water main depending on pipe material. This will be at the discretion of the City.
 - c. Shutdown of water main, if needed.
 - d. If City services are provided outside of business hours (evenings or weekends) that require staff to be available, additional costs may be incurred and will be included in the fees described below.

Fees
<ol style="list-style-type: none"> 1. Water capacity charge based on new meter size, including credit for the old meter, if applicable. 2. Water capital charge for fire services, if applicable. Water capital charges for fire services are assessed based on each on-site end use. 3. Engineering/administration fee, including staff time to review and process your application and coordinate and inspect water service installation. 4. Material costs. 5. Additional costs if City services will be provided outside of business hours (evenings or weekends) that require staff to be available.
Application submittal process
<ol style="list-style-type: none"> 1. The City reviews the application and contacts the owner with additional questions, if any; 2. The City verifies the existing water service, including location, size and material; 3. The City sends applicable fees to applicant for payment; 4. Applicant pays fees; 5. Once applicant pays the fees, the contractor can obtain an encroachment permit, if necessary; 6. The City conducts inspections on the excavation, water service installation, backfill and restoration; 7. The City verifies that the backflow prevention assembly, if applicable, has been installed and tested, and receives passing test results from the applicant; and 8. The City approves the project and updates water account information.