



## CUSTOMER WORK REQUEST APPLICATION Overview and Instructions

Welcome to Alameda County Water District! As our current or future customer, we want to make doing business with us as easy and efficient for you as possible. This pamphlet provides an overview of the work request process and outlines the information needed to efficiently carry out your request. Any questions regarding this process, the work request application, or the status of ACWD's work on your project can be directed to ACWD's Engineering Department at (510) 668-4499, Monday through Friday, excluding holidays, from 8 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m.



First, some Frequently Asked Questions (FAQs):

**Q: "I'd like to get my water turned on (or off)."**

**A:** If you simply need to establish water service from an existing meter or open a new water service account, please contact ACWD's [Customer Service](#) Division at (510) 668-4299, Monday through Friday, excluding holidays, from 8 a.m. to 5:00 p.m.

**Q: "I'd like to have a new water service installed or upgrade my existing water service."**

**A:** The Customer Work Request Application is used for requesting work by ACWD to install or upgrade a new or existing water service or to request other water service related construction or installation work by ACWD. It covers work requests for:

- New domestic, fire or irrigation water services to new or existing homes, businesses and other applications;
- Upgrades to existing water services such as an increase in the size and capacity of your water meter or service line (the pipe which extends from the main in the street to your water meter), or the addition of a new fire sprinkler connection for a residential fire sprinkler system;
- Abandonment and removal of existing water services;
- New or relocated public fire hydrants;
- Other water service related work by ACWD.

**Q: "I'm not sure what I need or what I should do. Who do I talk to?"**

**A:** ACWD always encourages customers to meet with one of our Engineering Technicians prior to submitting your application. There is NO COST to you for a pre-application meeting. We are here for you and we share your goal of a successful project.

An ACWD Engineering Technician can answer your questions, discuss budgetary cost estimates, and explain how ACWD can help you with your project. These meetings are a good way for you to learn about the work request process and for ACWD to fully understand your project and your needs. Such a meeting may reduce the overall time required to process your request and eliminate changes and rework. The Engineering Technician can review the application with you in detail and explain all of the information needed. If you have all of the information required, the Engineering Technician can help you fill out the application at your meeting together. We recommend that you call in advance and make an appointment for the meeting.

We can be reached at (510) 668-4499, Monday through Friday, excluding holidays, from 8 a.m. to 12:00 noon and from 1:00 p.m. to 5:00 p.m.

**Q: "How long will it take and how much will it cost?"**

**A:** As described below, Customer Work Requests are generally processed in the order received and the entire process usually takes about 8 to 10 weeks, sometimes longer. As each project is individually designed and estimated, you should discuss timing with an Engineering Technician. With regard to cost, all such ACWD work is performed on an actual cost basis and you will receive an estimate which is specific to the work required for

your project. If you need budgetary cost estimates before you submit an application, we recommend that you review the “**Cost Estimates for Budgeting Purposes**” on ACWD’s “[Schedule of Development Charges and Fees](#)” and discuss your project with an Engineering Technician. See “**Cost of ACWD Customer Work**” below for more information.

**Q: “What is the process for having a water main, fire hydrant, or other facility modified or relocated?”**

**A:** Modification or relocation of any part of the existing public water system must be done by ACWD. Customer Work Requests are used to request such modifications and relocations and any other work on the public water system by ACWD. Be sure to complete the pertinent portions of the Customer Work Request Application and discuss your project with an Engineering Technician before submitting your application.



The following provides an overview of the Customer Work Request Application and process, and provides information that applicants should know about the process:

**How to Start the Process**

Following your pre-application meeting (see above), print the [Customer Work Request Application](#) (3 pages) and fill it out. Fax your completed application to (510) 651-1760 or mail it to the ACWD Engineering Department at ACWD, Engineering Department, P.O. Box 5110, Fremont, CA 94537. You may also bring it to our offices at 43885 South Grimmer Blvd., Fremont, CA 94538 (closest main cross street is Automall Parkway).

**Overview of the Customer Work Request Process**

**Figure 1** below shows the entire Customer Work Request Process. The process begins when you (the Customer) submit the completed Customer Work Request Application and any other necessary information to the ACWD Engineering Department. Work requests are processed in the order received. The time required to process your request is dependent on our current backlog, the completeness of the application and other information submitted, any special encroachment permit conditions, unusual field conditions, and other factors. It typically takes 4 to 6 weeks for the ACWD Engineering Department to process work requests, prepare a design for the work, and develop an estimate for the work and any required fees and charges. In the unlikely event that an easement is required (a legal document which grants ACWD the right to install and maintain public water system facilities on your property), you will be contacted by the ACWD Engineering Department.

You will then receive a letter indicating the estimated cost of the work and the deposit necessary for ACWD to proceed with the requested work. We call this letter the “deposit letter”. Once the deposit has been received by ACWD, you will need to ensure any necessary field staking is completed so that ACWD Operations Department crews will know where any new or relocated services are to be installed.

The ACWD Operations Department will schedule the work after the following have been completed:

- Customer has paid the deposit amount to the ACWD Engineering Department (check or cash only).
- Any needed encroachment permits have been issued by the appropriate jurisdictions.
- Any needed traffic control plans have been approved by the appropriate jurisdictions.
- Any necessary easements have been obtained.
- Any wells on the property have been properly addressed (see “Groundwater Wells” below).
- Customer has completed any necessary field staking.
- Any special order parts have been received.

Once the work has been scheduled, it is usually completed within about 2 weeks. The entire process often takes 10 weeks or more (from application to installation). Factors beyond the control of ACWD such as adequacy of application materials, unique and complex engineering requirements, unusual site conditions, special encroachment permit requirements, delays in payment of the deposit, progress of projects underway, etc. may impact the amount of time required for ACWD to complete the work.

If you have any questions, please contact ACWD’s Development Services Division in the Engineering Department at (510) 668-4499.

**Figure 1  
Customer Work Request Process**

Step	Who	Action	Time
1	Customer	<p>Completes Customer Work Request Application, attaches any requested information and returns the completed application to the ACWD Engineering Department.</p> <p><i>Note: ACWD strongly encourages all applicants to discuss their projects with an ACWD Engineering Technician at NO COST prior to submitting an application. If the application is incomplete, ACWD will not be able to process your work request and this will delay your requested work.</i></p>	
2	ACWD Engineering	<p>Conducts a site evaluation, designs the new or modified services, and develops a cost estimate in consultation with the ACWD Operations Department.</p> <p><i>Note: If additional information or coordination is required in order to process your work request, you will be contacted by an ACWD Engineering Technician.</i></p>	Usually 4-6 weeks
3	ACWD Engineering	<p>Prepares and files an encroachment permit application (and traffic control plan if applicable) with any applicable city, state or other agency.</p>	
4	ACWD Engineering	<p>Prepares a "deposit letter" and mails it to the Customer. The deposit letter includes the estimated cost of the construction work by ACWD as well as amounts for any capacity or acreage charges which must be paid in order to complete the requested work.</p> <p><i>Note: If you don't already have one, you may pick up a current copy of our "Schedule of Development Fees and Charges" at the ACWD Engineering Department, or download one at <a href="http://www.acwd.org">www.acwd.org</a> for use in planning and budgeting.</i></p>	
5	Customer	<p>Provides payment of the deposit (cash or check only) in the amount shown in the deposit letter.</p>	
6	Customer	<p>Marks or stakes the locations of any new or relocated services as instructed in the deposit letter.</p>	
7	ACWD Engineering	<p>Once the Customer's deposit is received, any needed encroachment permits have been received from the appropriate city or agency, and all other applicable requirements have been met, the Work Request is released to the ACWD Operations Department for construction.</p> <p><i>Note: To determine the status of the work after the deposit has been made, the Customer should contact the ACWD Operations Department (no less than one week after making the deposit).</i></p>	Usually 1 week
8	ACWD Operations	<p>Obtains any special order parts and schedules the requested work for construction.</p> <p><i>Note: The work cannot be scheduled until any necessary field staking is completed by the Customer. For questions regarding field staking or to coordinate field work, the Customer should contact the ACWD Operations Department.</i></p>	
9	ACWD Operations	<p>Performs the requested work.</p> <p><i>Note: The total amount of time required to complete the work depends on several factors including the current work backlog, the type and complexity of the work, and any restrictions placed on ACWD by other jurisdictions.</i></p>	Usually 2 weeks

## Cost of ACWD Customer Work

The customer will be charged the actual cost of labor, materials, equipment, and outside services required to complete the requested work in addition to any applicable capacity charges or other fees. Such capacity charges and other fees, if applicable, will be determined from ACWD's "[Schedule of Development Fees and Charges](#)" and ACWD's "[Schedule of Fees and Charges](#)." Both fee schedules are available on ACWD's website ([www.acwd.org](http://www.acwd.org)) and a copy of *Schedule of Development Fees and Charges* is also available upon request from the ACWD Engineering Department. In the deposit letter, ACWD will list any applicable charges and fees, and an estimate of the total labor, materials, equipment and outside services needed to complete the work. After payment of the requested deposit, ACWD will schedule the work to be done.

It is important to note that the required deposit amount shown on the deposit letter is based upon an estimated cost only. The customer will be responsible for the actual costs of the work performed. In most cases, the actual costs are different from the estimated costs. After the work is complete, ACWD's Finance Department compiles all applicable charges and payments. The final billing of the job will be the actual costs of the work performed and materials used. If actual costs are less than the deposit amount, the customer will receive a refund in the amount of the unused deposit. If actual costs exceed the deposit amount, the customer will receive an invoice in the amount of the overage.

## Overview and Instructions for the Customer Work Request Application

The [Customer Work Request Application](#) is how ACWD collects the information necessary to begin processing your request. The application is divided into several sections as described below. Remember, if you have any questions, please do not hesitate to contact ACWD's Engineering Department at (510) 668-4499 – we're here to help!

### ➤ **Applicant Information**

The "Applicant" is the person or entity that will be paying for the ACWD work requested. This can be the property owner, contractor, or other person or entity who is requesting the work. It is important to note that:

- 1) The "Applicant" will be responsible to pay for the ACWD work being requested;
- 2) The application **MUST** be signed by the "Applicant"; and
- 3) The Applicant will be responsible to pay for all ACWD work toward the work request (e.g., reviewing plans, site visits, design work, estimate work, encroachment permit fees, etc.); regardless as to whether the project is later cancelled or the request is changed or delayed. See *Agreement and Authorization* below.

### ➤ **Project Contacts**

The Project Contacts section provides ACWD with contacts for those who will be involved in the project on behalf of the Applicant. Examples include Contractors, Developers, Engineers, etc. Please be sure to indicate who the "Main Project Contact" is for your project. For simple requests, the "Applicant" and "Main Project Contact" are often the same. In this case, just check the appropriate box on the application.

### ➤ **Water Service Account Holder**

The Water Service Account Holder is the person or entity that will appear on ACWD's water service account for any meters or water services installed or changed as part of the project. This person or entity will be responsible to receive and pay all ongoing water bills and will be responsible for maintaining the water service account with ACWD. Be sure to print the name and address of the Water Service Account Holder just as you would like it to be shown on water service related mailings and billings from ACWD.

ACWD ALABAMA COUNTY WATER AGENCY		CUSTOMER WORK REQUEST APPLICATION Form MUST be filled out COMPLETELY	
<small>Attach Drawings/Sketches as required. Call ACWD Engineering at (510) 668-4499 with questions or to arrange a no-cost appointment with an ACWD Engineering representative to review your project and assist you in completing this application.</small>			
<b>APPLICANT INFORMATION - The person, company, or agency that will pay for the ACWD work being requested</b>			
Name:	Day Phone:	Ext.:	
Company:	Mobile Phone:	Fax:	
Address:	E-Mail Address:		
City/State:	Zip:	Comments:	
<b>PROJECT CONTACTS - Acting on behalf of Applicant, if applicable (Developer, Engineer, Contractor, etc.)</b>			
<input type="checkbox"/> Check here if same as "Applicant" <input type="checkbox"/> Developer <input type="checkbox"/> Engineer <input type="checkbox"/> Contractor			
Main Project Contact:	Day Phone:	Ext.:	
Company:	Mobile Phone:	Fax:	
Address:	E-Mail Address:		
City/State:	Zip:	Comments:	
<b>Site Contact - The person ACWD crews should contact regarding field staking and ACWD's site work (e.g. Site Superintendent)</b>			
<input type="checkbox"/> Check here if same as "Applicant"			
<input type="checkbox"/> Check here if same as "Main Project Contact"			
Name:	Title:	Phone:	
<b>WATER SERVICE ACCOUNT HOLDER - Responsible for ACWD water bills and for managing the ACWD water service account</b>			
<small>The legal name and contact information for the person, company, or agency that will be named on the ACWD water service account and who will be responsible for receiving and paying the ongoing water bills associated with the water service(s) in this application.</small>			
<input type="checkbox"/> Check here if same as "Applicant"			
Name:	Day Phone:	Ext.:	
Company:	Mobile Phone:	Fax:	
Address:	E-Mail Address:		
City/State:	Zip:	Comments:	
<b>PROJECT AND SITE INFORMATION</b>			
Project Name:		Cross Street:	
Project Address or Location:			
<b>PROJECT SCOPE</b> <small>(Mark all that apply and attach additional information as needed)</small>		<b>PLANS AND DRAWINGS</b> <small>(Mark all that apply and provide drawings as required)</small>	
<input type="checkbox"/> New water service to a new building(s) or building(s) to be constructed.		<input type="checkbox"/> If you have them, electronic drawing files will help ACWD expedite the processing of your project and reduce your overall cost.	
<input type="checkbox"/> New or modified water service to existing building(s).		<input type="checkbox"/> Improvement plans have been prepared for this project. If so, you MUST submit AutoCAD compatible electronic drawing files with this application.	
<input type="checkbox"/> Demolition (requires meter removal or disconnection prior to site demolition work)		<input type="checkbox"/> I am requesting a meter OR fire service larger than 2-inches. If so, you MUST provide a drawing or sketch showing the requested location of the device relative to property lines, surface features (such as landscape strips, sidewalks and driveways) and other utilities.	
<input type="checkbox"/> This service will serve more than one building. -> If so, how many buildings? _____		<small>*NOTE: Electronic drawing files must meet the following requirements: (1) AutoCAD 2012 compatible; (2) complete set - all sheets, base files and any insets included.</small>	
<input type="checkbox"/> This service will serve more than one residential unit. -> If so, how many units? _____			
<input type="checkbox"/> This service will serve a new secondary dwelling unit.			
<input type="checkbox"/> This service will serve more than one parcel. NOTE: Typically not allowed, contact Engineering			
<input type="checkbox"/> Relocation of existing ACWD water facilities (i.e. mains, meters, hydrants, air valves, etc.)			
<input type="checkbox"/> Other: _____			



➤ **Project and Site Information**

This section provides ACWD with basic information about the project including the scope of the project and its location. Simply fill in the requested information and check the boxes. You may include any additional attachments you think would be helpful. Note that if improvement plans (or, “design drawings”) have been prepared for the project, you must submit them to ACWD along with the application. If the project includes water services (water meters and/or fire services) larger than 2-inches, you must include drawings or sketches as described on the application.

➤ **Backflow Prevention and Cross-Connection Control Information**

The information you provide in this section helps ACWD determine what backflow prevention requirements will apply to the project. If your project includes new or modified water services, you must complete the “Backflow Survey” section. In addition, if your project includes a dedicated fire service, you must complete the section titled “Fire System Backflow Survey.” If the appropriate boxes are not checked and supplemental information is not provided as directed, this may delay your project and potentially increase your costs as ACWD will need to investigate whether these conditions exist in order to be sure the proper levels of backflow prevention are included in the project.

➤ **Description of Requested ACWD Work**

This portion of the application is where you tell ACWD specifically what you need from us. Please check the appropriate boxes and provide the requested information. If your request includes ACWD work which cannot be adequately described by the available boxes and fields on the application, please describe the requested work in the space provided in the “Special Requirements” section and attach any additional information or drawings as needed.

Note that if you are requesting a meter larger than 2-inches, you will need to also complete ACWD’s [“Meter Size Verification Form”](#) and attach the completed form to your application. The form is available on ACWD’s website at [www.acwd.org](http://www.acwd.org) under the Development Services section, under the “Customer Work Request Application” link.

Be sure to include the date by which you would like the requested ACWD work to be completed. Please be sure to enter a date here. Do not enter “ASAP.” ACWD makes every effort to meet your requested completion date. Please note the typical processing times shown in reference **Figure 1 – Customer Work Request Process** above. ACWD’s typical processing time for standard customer job work is 8-10 weeks.

➤ **Agreement and Authorization**

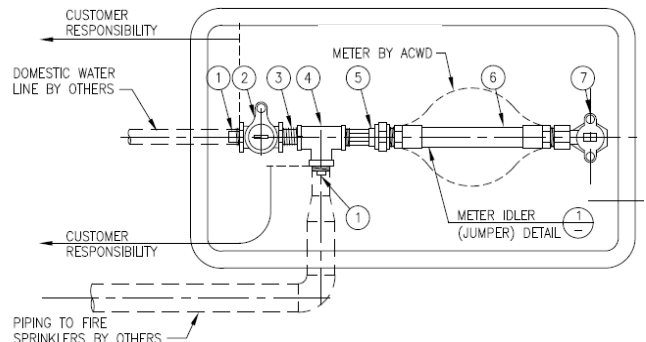
The Applicant must carefully read and understand each item in this section. This section includes the primary agreement terms and the Applicant’s authorization to proceed. Only the person identified as “Applicant” may sign this application. By signing this application, the Applicant agrees to the terms and conditions described under this section.



**Other Important Information**

***Residential Fire Sprinkler Systems***

Many home additions, upgrades and newly constructed homes require the installation of a residential fire sprinkler system. These residential fire sprinkler systems are typically connected to your home’s plumbing using a junction and “tee” connection downstream of the ACWD water meter. It is very important that this connection be properly sized and configured in order to ensure your fire sprinkler system will work as intended. The connection



must include an integrated valve (or “curb stop”) so that the domestic water to your property can be safely turned off at the ACWD water meter without impacting the operation of your fire sprinkler system. In addition, the size and capacity of the fire sprinkler connection must be consistent with the approved fire sprinkler system design.

In many cases, the existing ACWD water service line and meter may be suitable for the addition of a fire sprinkler connection. This depends primarily on the size of the existing service line and meter and whether they are consistent with the approved fire sprinkler system design. In cases where the design calls for a larger water meter, it may be possible for ACWD to install a larger water meter on the existing water service line. If a larger water service line is required, ACWD will need to abandon the existing water service line and install a new service line and meter to the property. ACWD standard drawings [S-4-08](#), [S-5-08](#), [S-6-08](#), [S-7-08](#) and [S-8-08](#) show some of the residential fire service connections available. Because there are several options for installing a residential fire sprinkler connection, ACWD strongly encourages applicants to discuss their project with an Engineering Technician before submitting an application.

Before completing an application for a fire sprinkler connection, you should have your plans approved by the local fire jurisdiction (e.g., Fire Department). The plans should describe the size of the service line, meter, and fire sprinkler connection to be used. ACWD recommends that you submit your approved fire sprinkler design drawings along with your application. If your existing home water service needs to be upgraded (e.g., increased in size) to accommodate the fire sprinkler system, be sure that the application includes the service line and/or meter size approved by the fire jurisdiction.

Please note that ACWD will install what is requested on the application. We will not review the fire system design nor confirm that the meter to be used is capable of providing the needed fire flows to your fire sprinkler system. These design elements must be confirmed by the fire sprinkler designer and approved by the fire jurisdiction.

### ***Customer Side Service Lines***

If the requested work involves replacing or otherwise modifying an existing water service, this service may be temporarily interrupted while ACWD performs the work needed. Unless otherwise instructed, ACWD will temporarily reconnect the customer’s plumbing where it connects to the water meter (the “customer side service line”) in order to restore water service as quickly as possible. However, ACWD has no control over the condition of the customer’s existing plumbing (plumbing on customer’s side of the water meter and/or junction box assembly). Therefore, ACWD cannot accept responsibility for any subsequent water leaks occurring either at the temporary reconnection or elsewhere within the customer’s plumbing.

### ***Backflow preventers***

Backflow preventers protect the water quality within the public water system and are the responsibility of the customer. If required, backflow preventers must be installed by the customer on the new and/or existing service lines to the property. ACWD will determine whether a backflow device is required on your new or modified service connection and the level of backflow prevention needed. The backflow preventer assembly must be installed in accordance with [ACWD’s Standard Drawings](#). ACWD will determine the applicable standard drawing for your service(s) and will attach copies of any applicable drawing(s) to the deposit letter. After installing the backflow preventer(s), you’ll need to notify ACWD’s Cross Connection Control Unit at (510) 668-6504 so that the backflow preventer(s) may be inspected and tested. The new and/or existing water meter(s) will be locked off during installation and water cannot be furnished to the subject property until testing has been completed. In addition, any existing backflow prevention devices may need to be upgraded to current ACWD standards. For more information on Backflow Prevention and ACWD’s Cross Connection Control Program, call (510) 668-6504 or visit ACWD’s website at [www.acwd.com](http://www.acwd.com) and click on "[Backflow Prevention](#)."

### ***Easements***

In some cases ACWD will need to install meters, fire services, hydrants, or other appurtenances on private property, outside the public street right-of-way and outside of a Public Utility Easement or Public Services Easement. This usually occurs when there is insufficient space in the typical service locations due to land use configurations, conflicts with other utilities or improvements, or other reasons. In such cases, ACWD will require an easement from the property owner. An easement is a legal document which grants ACWD the right to install,

operate, and maintain facilities on private property. When an easement is required, you will be contacted by an Engineering Technician with more information and specific requirements. ACWD cannot install facilities on private property without an easement in place.

If an easement is required, ACWD will prepare the easement document, but several items will be needed from the applicant:

1. Current Title Report for the property to which the easement will apply
2. Plat (a drawing or map showing the easement in relation to the property and applicable landmarks)
3. Legal Description (a description of the easement boundaries written in legal terms)

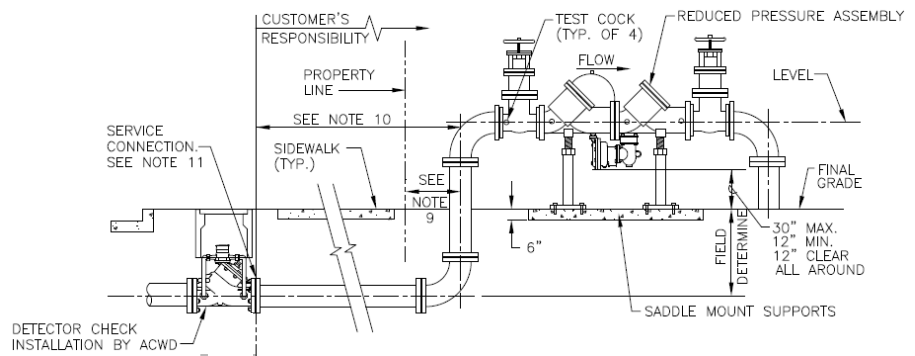
The plat and legal description must be prepared and stamped by a licensed Land Surveyor. Once these items are received, ACWD will prepare the easement document which will need to be signed by the owners of the property and notarized.

More information about ACWD's easement requirements and processes can be found in ACWD's [Development Specifications for Public Water System Extensions](#) on ACWD's website, or from the ACWD Engineering Department upon request. It is important to note that the need for an easement may result in significant delays to your project because of the time that may be required for you to obtain a current title report and to have the plat and legal description prepared.

### ***Dedicated Fire Services***

Dedicated fire services are usually used to serve larger fire sprinkler systems and private fire hydrants. ACWD's standard fire service configuration consists of a service line and detector check only. The detector check is installed in the typical location for a water meter, behind a curb in a landscape strip, or in the furnishings zone along a street. The detector check does not provide suitable backflow prevention. So, any required backflow prevention must be provided by an approved backflow preventer installed by you in accordance with ACWD standard drawing [BP-3-08](#). ACWD will lock the detector check off until the backflow preventer is installed and approved by ACWD. Once the backflow preventer is installed, you'll need to notify ACWD's Cross Connection Control Unit so that it may be inspected and tested. You may contact [ACWD's Cross Connection Control Unit](#) at (510) 668-6504.

ACWD typically requires fire detector checks to be installed by ACWD first so that the onsite piping can be extended to, or from, the new detector checks with piping closures being made by the onsite contractor. If onsite piping needs to be extended to the fire detector check location prior to ACWD installation of the fire service, you will need to



contact an ACWD representative for a field meeting. This will be detailed in the deposit letter, if applicable.

### ***Onsite Pre-construction Fire Protection and Phasing Requirements***

For some larger construction projects, the local fire jurisdiction may require site fire protection to be in place prior to beginning building construction. In such cases, ACWD will probably phase your project so that fire services or public hydrants are constructed first, and other services (such as domestic, irrigation, and fire services dedicated to sprinkler systems) are installed later during site construction. It is important to check with your local fire jurisdiction during the planning stages to confirm what site fire protection will need to be in place during construction and whether any fire services or hydrants need to be installed prior to building construction. Please include such requirements or other water service phasing needs on your customer work request application.

## ***Groundwater Wells***

If you have existing wells on your property, they will need to be in compliance with ACWD's regulations before ACWD can complete water service related work for the property. ACWD's Ordinance No. 2010-01 requires that all wells be either properly protected or properly destroyed in accordance with ACWD requirements as a condition of water service. It is very important that any issues related to wells be addressed early in the process in order to avoid delays in processing your request. If applicable, ACWD will provide additional information and requirements in the deposit letter. If you have any questions, please contact ACWD's Engineering Department at (510) 668-4499.

## ***Annexations***

ACWD is not allowed to provide service to areas outside its service boundary. If your site is outside ACWD's service boundary, you will be contacted by an Engineering Technician with more information and specific requirements. Generally in such cases, you will be required to submit an application for annexation of your site into the ACWD service area to the Local Agency Formation Commission (LAFCo). This can be a lengthy process and will involve fees and charges assessed by LAFCo and ACWD. You will also be responsible to secure agreements from the city and county and possibly adjacent land owners. If your site will require annexation in order to receive water service from ACWD, be sure to allow at least 6 to 12 months for completion of the annexation.

## ***Customer Satisfaction Surveys***

We are always looking at ways of improving and would appreciate your feedback. If you've done business with ACWD's Development Services Division, we would appreciate your feedback about your experience. It only takes a couple of minutes and will help us in our efforts to continuously improve the level of service we provide to our customers. Our customer survey for the Customer Work Request Process can be found on our website at [www.acwd.com](http://www.acwd.com) by clicking on "Development Services" and then "[Customer Satisfaction Surveys](#)." We encourage you to give us your feedback and we greatly appreciate your input.

## ***More Information***

We're here to help! Any questions regarding this process, the work request application, or the status of ACWD's work on your project can be directed to ACWD's Engineering Department at (510) 668-4499, Monday through Friday, excluding holidays, from 8 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m. More information related to ACWD's Development Services Division, including copies of standard specifications, standard drawings, approved materials, forms, permits and other documents, can be found on the [Development Services section of ACWD's website](#).