



El Toro Water District

"A District of Distinction"

Serving the Public - Respecting the Environment

COMMERCIAL SERVICE APPLICATION

For starting commercial (non-residential) water and sewer services. Services typically include a potable water meter and sewer service. In some cases, service may be multiple potable water meters, multiple sewer services, irrigation services, and/or fire protection services. These different services depend on the commercial business and requirements of other agencies such as Orange County Fire Authority or your City's Building Division.

FLOW CHART

SUBMISSION

- Fill out the **Commercial Service Application**
- Prepare necessary documents, see below for full list
- Submit to **CustomerService@etwd.com**

ENGINEERING REVIEW

- Engineering Department will review your request for further requirements
- Process may take up to 7 calendar days.

BEGIN SERVICE

- Account is created and service is established

El Toro Water District

SUBMISSION DOCUMENTS

During the Engineering Department's review, additional requirements may exist. If deemed necessary, below is a list of the potential documents:

- **FOG Application Form:** If your establishment is serving food, a Fats, Oil and Grease (FOG) Application is needed. The application can be found [here](#).
- **Backflow Device Testing Results:** If your commercial address is associated with a backflow device, you will be required to adhere to our Backflow Prevention Program. This means that yearly testing and maintenance is required for each device. More information about this program can be found [here](#).
- **Construction plans:** If construction is being performed within your commercial address, plans are reviewed for potential permitting requirements.

In some instances, your commercial application may enter into our Will Serve permitting process. In which case, an Engineer will notify you immediately with further guidance, action steps, and potential fees.

FREQUENTLY ASKED QUESTIONS

- 1. How long does this process take?**
 - a. The entire process can take as little as 1-2 business days. However, this process can take longer if the Engineering review determines further requirements are necessary.
- 2. What are the fees for starting service?**
 - a. A one-time \$15 administrative fee will be added to your first bill.
 - b. If the Engineering review assesses further requirements, an Engineer will contact you to discuss further permitting fees.
- 3. What plans are necessary if I'm performing construction in my commercial address?**
 - a. The Engineering Department reviews the plumbing, landscape, and civil construction plans however, the complete construction plans are typically requested. Plans are preferred to be submitted electronically to Engineering@etwd.com.
- 4. How do I know if I have a backflow prevention device associated with my commercial address?**
 - a. Contact our Cross Connections Specialist Steve Wingen at SWingen@etwd.com or (949) 837-7050, ext 209.

If you should have any questions please feel free to contact the Engineering Department at Engineering@etwd.com or (949) 837-7050.