

Rebuilding Resources

Water Service “Will-Serve” Letters

Revised 6/26/25

What is a Will-Serve Letter?

A water agency “Will-Serve” Letter is an official document issued by a public water utility stating that the water agency is willing and has the capacity to provide water service to a planned project (e.g. house, commercial building), subject to specified conditions.

Do I need a Will-Serve letter if I am rebuilding “like for like”?

Yes. Even if water service existed before, rebuilding can change several factors, such as:

- A. Water demand (e.g., additional building footprint, more water fixtures)
- B. Current fire code compliance, including interior fire sprinklers and minimum fire hydrant flow and minimum water meter size requirements
- C. Changes in California water conservation laws and landscaping regulations

How much will water utility connection fees for a rebuild cost?

Connection fees and requirements vary by agency. Some agencies may require an additional service line and meter for ADU connections. All construction costs will be the responsibility of the owner. Please contact your water agency to verify associated costs.

Who is my water provider?

See the map on the back of this flyer or visit LA County Public Works service locator at <https://pw.lacounty.gov/general/servicelocator/> to find your utility providers and their contact information.

At what point in the rebuild permitting process should I go to my water agency?

Once your full building plans have been submitted for review is typically the best time, but it is recommended you contact your water agency early in the process.

What to bring with you to the water agency?

An electronic (PDF) copy of your plans and Will Serve Letter Application if required (some agencies prefer email).

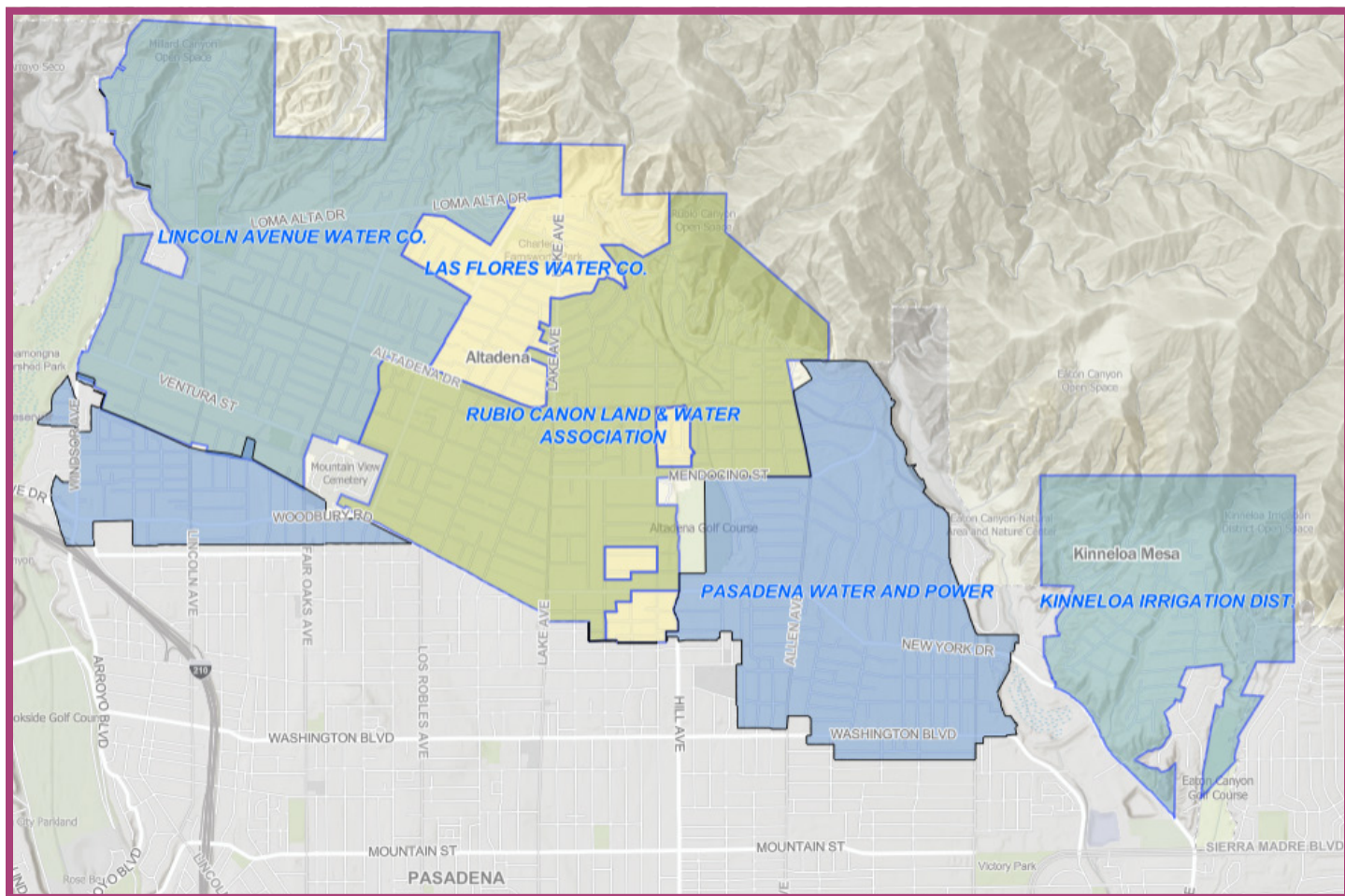
How long will it take to issue a Will-Serve Letter?

Review times may vary, but expect 10 business days or more.

Other Notes

- Water lines must be at minimum 10 feet away from septic tanks, sewer service laterals, and/or leach fields.
- Your new one- or two-family dwelling will require interior fire sprinklers. If a fire sprinkler system is connected to the domestic meter, a USC approved Double Check Valve Assembly is required to be installed at the fire sprinkler riser for backflow prevention by County of Los Angeles Department of Public Health.

Water Agencies in Eaton Fire-Impacted Unincorporated County Area



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Water Agency	Kinneloa Irrigation District	Las Flores Water Co.	Lincoln Ave. Water Co.	Pasadena Water & Power	Rubio Canon Land and Water Association
Website	https://kinneloa.irrigationdistrict.info	https://lasfloreswaterco.com	https://lawc.org	https://pwp.cityofpasadena.net/waterusp/	www.rclwa.org
Hours	M-Th, 8a-5p	M-F, 7:30a-4p	M-F, 8a-4p	M-F, 7:30a-5:30p	M-Th, 7:30a-4p
Email	gm@kidwater.info	info@lasfloreswaterco.com	support@lawc.org	WPDUSPWater@cityofpasadena.net	service@rclwa.org
Phone	(626) 797-6295	(626) 797-1138	(626) 798-9101	(626) 744-4005	(626) 797-0509
Office	1999 Kinclair Dr, Pasadena, CA 91107	428 E Sacramento St, Altadena, CA 91001	564 W Harriet St, Altadena, CA 91001	150 S Los Robles Av, Suite 200, Pasadena, CA 91101	583 E Sacramento St, Altadena, CA 91001