**FAQ’s For Fire Rebuild Customers**

**My house burned down, what is required to start the rebuild process?** You will need to start with a Form 195 (Fire Flow Availability) from the Fire Department to see what their requirements are for the property. They will let you know if you require additional gpm (gallons per minute) at the property and if you need to upgrade your meter.

**How do I submit a Form 195 for processing?** You will need to either download the form from the fire departments website or pick one up from their office. Fill out the front page (application portion) and write your email address on the bottom of the application. Enclose the application in an envelope along with a check in the amount of $120 made out to LVMWD and drop it in one of our night drop boxes at 4232 Las Virgenes Road. If you prefer, you can also mail it in.

**What happens once my Form 195 is submitted to LVMWD?** A receipt for your payment will be emailed to the email on the bottom of your application; Please allow a 10-day turn around for processing. Once completed, the application and all back up documents will be emailed to the fire department along with the email address on the bottom of the application. At this point, you will deal with the fire department to see what their requirements are.

**What if the Fire Department says my fire flow availability is rejected because 1250 gpm is not sufficient?** You will need to hire a fire protection company (we have a list of companies) to perform a Private Hydrant Flow Test. Once the company is hired, they will need to pay $100 to LVMWD and schedule with our employees to observe the flow test.

**Will LVMWD Certify the numbers that the Fire Flow Company comes up with?** No. LVMWD is only there to observe that our facilities are not damaged during the testing process. LVMWD will not certify the calculations from the fire flow company as we will only certify the numbers that our system is designed and built for.

**What if the current water meter does not put out sufficient flow needed?** You can upgrade your meter to a meter selection that will be sufficient for your needs. When a meter is upgraded, you will receive credit for the Construction Maintenance and Conservation portions that have already been paid for. Note: If you request and pay for a meter upgrade, your readiness to serve charge will increase as well on your monthly water bill.

**The meter cost is so expensive; what does it cover?** The meter cost includes multiple components such as Construction & Maintenance of Lines, Conservation, Administrative Fees, Meter cost, Service Installation and Regulator if needed.

**LACO allows a 10% increase to rebuild and LVMWD only allows 5%?** LACO is allowing their increase due to a code upgrade/requirement.  LVMWD is allowing up to 5% for hardship customers only who are rebuilding “in-kind.”  Customer’s choosing to rebuild their properties to improve and exceed the size of their original structure’s square footage beyond 5% of their property is not considered as a financial hardship and waiver’s under this scenario will not be applied. Note: The reduced rate for 5% qualifiers will be honored through December 31, 2021.