

CITY OF VIRGINIA BEACH DEPARTMENT OF PUBLIC UTILITIES STANDARD OPERATING POLICY	POLICY NO. <u>PU SOP/BD08 5079</u>
	Date of Adoption: 3/17/98
	Date of Revision:
TITLE: Procedures for Authorization of Fire Hydrant Meter Rentals	PAGE <u>1</u> OF <u>2</u>

I. Purpose and Need for Policy

This administrative policy establishes guidelines and policies to control the use, financial accountability, water quality impact and availability of fire hydrant meters for use by our customers as defined in Section 37-22.

II. Policy

It is the policy of the Department of Public Utilities to provide portable fire hydrant meters to businesses and individuals requiring access to water from fire hydrants. A fire hydrant meter is a portable water meter used to measure the amount of water that flows through a fire hydrant.

III. Procedure To Accomplish Policy

- A. A completed hydrant meter request form from the individual or business is required. Requests will be coordinated by the Customer Service Division, Administrative Area.
- B. Customer Service Administration will use the following criteria to evaluate the application:
 - 1. Previous billing/payment history
 - 2. Condition of previous equipment rented/returned
 - 3. Utility Engineering verification of need by utility contractors
 - 4. Possible water quality issues
 - 5. Current availability of equipment
- C. Customer Service Administration will notify the customer if the request is approved or denied. If denied, the reason will be stated. If approved, the customer will be informed of the amount of the deposit, where to pay the deposit, and where to pick up the hydrant meter.
- D. The deposit is \$650 per meter, plus \$150 for each 50-foot roll of fire hose supplied by the Department of Public Utilities. Fire hose is provided on an availability basis and is not available for long-term use.
- E. Customer Service Administration will notify the Operations Storekeeper of each request to ensure the equipment is available and ready for pick up by the customer.
- F. Customer Service Accounting will be notified of the approval and will accept the deposit, issue a receipt, and provide a ticket to the customer. Receipt copies will also be forwarded to Customer Service Billing and Customer Service Administration.
- G. The customer will take the receipt and ticket to the Operations Storekeeper to obtain the equipment. The Storekeeper will also provide an instruction sheet detailing the operation, safety precautions, and billing and equipment return instructions.


- H. The Storekeeper will complete the ticket with the issued hydrant's serial number, the meter reading and any additional equipment provided. A copy of the ticket will be forwarded to Customer Service Billing to set up a billing record.
- I. Hydrant meters will be painted bright orange and labeled "Property of the City of Virginia Beach" for easy identification.
- J. Fire hydrant meters are billed for actual water consumption, service availability, and utility tax approximately every 60 days. Customer Service Billing will mail letters notifying customers when they are required to bring the hydrant meter to the Operations Division on Dam Neck Road for a bi-monthly inspection and meter reading.
- K. To reduce possibilities of water quality problems, customers are not permitted to withdraw water from hydrants in residential neighborhoods. Only hydrants connected to large mains away from residential neighborhoods are to be utilized.
- L. When the hydrant meter and equipment are returned, the Storekeeper will inventory to ensure everything is returned in satisfactory condition, take a final reading, and forward the information to Customer Service Billing for final billing.
- M. A deposit refund will be processed when all equipment is returned in satisfactory condition. Final billing charges will be deducted from the deposit.
- N. The City reserves the right to revoke a hydrant meter authorization due to:
 - 1. Improper use of the hydrant/meter
 - 2. Water quality problems in the surrounding area resulting from the hydrant use
 - 3. Failure to appear for inspections and meter reading every 60 days as requested
 - 4. The declaration of a mandatory water conservation condition.

IV. Responsibility and Authority

The interpretation and enforcement of this policy shall be the responsibility of the Customer Services Division Manager or his designee.

Recommended:

GLJ
3/12/98


Joseph P. Martin
Acting Customer Service Administrator

Date: 3/13/98

Approved:


Clarence Warnstaff, P.E. Director
Department of Public Utilities

Date: 3-17-98

This policy shall become effective immediately upon the approval of the Director of Public Utilities.

CRITERIA FOR WATER HYDRANT METER REQUEST

COMPANY NAME: _____

CONTACT PERSON'S NAME: _____

BILLING ADDRESS: _____

PHONE NUMBER: _____

NUMBER OF HYDRANT METERS REQUESTED: _____
(\$650 deposit required for each meter)

DURATION OF TIME YOU EXPECT TO NEED THE HYDRANT METER: _____

DO YOU NEED FIRE HOSE WITH THE HYDRANT METER (if available): _____

HOW MANY 50' ROLLS: _____
(\$150 deposit required for EACH roll of hose)

ADDRESS(ES) WHERE WATER WILL BE USED: _____

HOW WILL WATER BE USED: _____

HOW MUCH WATER WILL BE USED: _____

ECONOMIC IMPACT OF NOT BEING GRANTED REQUEST: _____

MAIL RESPONSES TO:

**DEPARTMENT OF PUBLIC UTILITIES
MUNICIPAL CENTER
VIRGINIA BEACH, VA 23456
FAX #427-4925**

PLEASE FEEL FREE TO ADD ADDITIONAL WRITTEN INFORMATION THAT WILL ASSIST THE DECISION PROCESS.

City of Virginia Beach

Department of Public Utilities

Information Notice to Fire Hydrant Meter Customers

The following information is provided regarding the fire hydrant meter you have received. Although you have paid a deposit for the use of this meter, the meter remains the property of the City of Virginia Beach and may be recalled at any time. The City of Virginia Beach is waived of any liability resulting from the use of hydrants which results in claims or damages. In order to reduce the potential impact to water quality, the following procedures must be observed when using the hydrant meter:

1. Fire hydrant meters are provided to customers for use in Virginia Beach ONLY.
2. Utility charges are assessed in accordance with charges established in City Code Sections 37-46, 37-47, and 35-115. Daily charges for service availability and utility tax are due on the meter with or without the registration of water.
3. Approximately every 60 days, Customer Service will notify you by mail to take the hydrant meter to the Operations Division on Dam Neck Road for inspection and reading. Occasionally, the meter will need to be returned for maintenance. The City will provide a replacement meter in this instance.
4. When using the hydrant meter, do NOT use fire hydrants located in residential neighborhoods. Using these hydrants may cause severe water quality problems in these areas.
5. Before connecting the hose, slowly open the hydrant until water begins to run. The arrow on top of the hydrant indicates the direction to open the hydrant. Open one or two turns and allow water to gently run until clear (usually no more than three minutes). Once the water is clear, slowly close the hydrant.
6. **ALWAYS OPEN AND CLOSE FIRE HYDRANTS VERY SLOWLY!** Failure to do so may cause personal injury to the operator, as well as damage to the water system.
7. After connecting the hose, slowly open the hydrant until it is fully open.
8. Maintain a constant flow. Fluctuating the rate of flow or quickly opening/closing the hydrant may stir sediment in the water lines, causing discoloration of the water and affecting the quality of water you receive as well as the quality of the water in the surrounding area.
9. The City reserves the right to revoke a hydrant meter authorization due to:
 - A. Improper use of the hydrant/meter
 - B. Water quality problems in the surrounding area resulting from the hydrant use
 - C. Failure to appear for scheduled inspections and meter readings
 - D. The declaration of a mandatory water conservation condition.
10. Meters and equipment must be returned to: Department of Public Utilities, Operations, 3500 Dam Neck Road.

If you have further questions regarding the operation of this hydrant meter, please call the Operations Division at 563-1400. Billing questions should be directed to Customer Service, 427-4631.