



# Raleigh Water

NORTH CAROLINA

## **PUBLIC UTILITIES DEPARTMENT FIRE HYDRANT METER POLICY**

---

Failure to comply with the regulations and procedures of this policy will result in the immediate suspension of hydrant meter privileges, forfeiture of the hydrant meter deposit and assessment of civil penalties

### **I. PURPOSE**

To establish regulations and procedures regarding the usage and metering of water from public and private fire hydrants in non-residential areas for the purchase of bulk water by any person(s) or commercial businesses.

### **II. SCOPE**

All customers must complete a hydrant meter service application at the Raleigh Water Public Utilities Meters Division Office, 3304 Terminal Drive, building 200 or online at [www.raleighnc.gov](http://www.raleighnc.gov). Our hours of operation are Monday through Friday from 7:45am until 3:45pm, excluding holidays. The application must be accompanied by a deposit per hydrant meter according to the published fee schedule. This deposit will be applied to the final bill. No cash will be accepted by the City for hydrant meter deposits.

The rental of hydrant meter assemblies will include the rental of associated equipment. Associated equipment is a fire hose for 3" meter, hydrant wrenches and an adapter used for proper connection to certain types of hydrants.

- Customer must provide the City with service address at the time of rental. If service address changes during the time of rental, the customer must provide an updated service address to the City within 10 calendar days.
1. Customers will be billed on a monthly cycle by the Raleigh Water Public Utilities Department for all water usage according to the published fee schedule. The customer is responsible for providing a picture of their rental unit's readings to the Meter Operations Division by the 7<sup>th</sup> day of each month for billing. Pictures are to include the meter # and register dial showing usage. Readings can be submitted to the Raleigh Water by the following methods:
    - a. Fax to (919) 996-1865
    - b. Email to [hydrant.meter@raleighnc.gov](mailto:hydrant.meter@raleighnc.gov)

- c. Mail to the Raleigh Water, Meter Operations Division, 3304 Terminal Drive, Raleigh NC 27604
- d. Bring the hydrant meter into the Meter Operations Division to be read.

**If readings are not received by the 7<sup>th</sup> day of each month, accounts with 5/8" hydrant meters will be billed for 25 CCF's and 3" hydrant meter accounts will be billed for 100 CCF's.** When accurate readings are acquired and if the usage is under the estimated billed amount, there will be a credit adjustment. Likewise, if the usage is over the estimated billed amount, the customer will be billed for the difference. Failure to report readings for two consecutive months will result in a \$50.00 per month penalty to be deducted from the \$500.00 deposit at the end of the rental period. Continued failure to report meter readings in a timely manner for billing or accounts that are not paid in full will result in the loss hydrant meter privileges, forfeiture of hydrant meter deposits and the permanent closing of the hydrant meter account with the City.

2. All commercial backflow assemblies must be tested yearly. Therefore, all hydrant meter rental units shall be returned to the Raleigh Water Meter Operations Division for renewal of the hydrant meter account and for annual backflow testing. Each yearly rental must be renewed within the month of the original rental period.
3. Upon return of the hydrant meter assembly and associated equipment, deposits shall be refunded to the customer. The cost of repairs or replacement for the hydrant meter, backflow assembly and missing or damaged accessories will be deducted from the deposit prior to any refund being processed. Deposits shall be refunded to the customer within thirty (30) days, provided all of the following has occurred:
  - a. Hydrant meter assembly and associated equipment have been returned in good working condition, with no excessive wear or damage.
  - b. Customer has paid for any damaged and/or missing equipment.
  - c. All outstanding water usage and rental charges for the hydrant meter assembly have been paid in full by the customer.

### **III. PENALTIES**

Only Raleigh Water hydrant meters with approved back flow prevention devices provided by the City may be used to obtain bulk water from a fire hydrant in the Raleigh Water service area. The Raleigh Water service area includes Raleigh, Garner, Rolesville, Knightdale, Wendell, Zebulon and Wake Forest.

The use of any hydrant meter assembly other than those provided by Raleigh Water will be subject to the issuance of Civil Penalties as outlined in the Raleigh City Code Section 8-2002 and 8-2014.

Continued use of a hydrant meter, when usage readings are not being registered will be considered a violation of the Raleigh City Code Section 8-2002 and will be subject to civil penalties in the amount of \$500.00 per day, per violation. It is the responsibility of the customer

to notify the Meters Division at 919-996-2747 when the meter is not registering / recording the water usage.

All hydrant meters assemblies are the property of the Raleigh Water Public Utilities Department. Failure to return the hydrant meter assembly at the end of the rental period will be considered theft of City property and will be prosecuted to the fullest extent of the law.

**Individuals using City water that is unmetered and unauthorized by the Raleigh Water Public Utilities Director are subject to a civil penalty of \$500.00 per day, and applicable water consumption charges.**

#### **IV. PROCEDURES**

Customers may apply for temporary water sales through the City's hydrant meter program. Temporary is defined as less than one (1) year. Construction sites that exceed the one (1) year time frame must have a permanent water service installed at that location. Therefore, construction sites needing water from a hydrant for more than one year must install a tap. All appropriate permits and fees must be paid for by the contractor and in accordance with City policy.

The City also offers bulk reuse water. For more information concerning bulk reuse water, contact the Neuse River Resource Recovery Facility at (919)796-7843 or (919) 795-3615.

Customers will be allowed to rent the hydrant metering devices by the day, month or up to one year. Non-refundable rental rates for the hydrant meter and backflow assembly are listed in the published fee schedules, no prorating will be allowed on monthly and one-year accounts. The customer is responsible for paying for the actual amount of water used (consumed) and will be billed by the City based on the meter readings for the rental period. Rental and consumption charges shall be billed monthly or on the date of account closure. (See published fee schedule for current charges/rates.)

Note: Rental rates are for the actual time customer has the meter, regardless of usage, and will be billed monthly unless an annual rental rate is paid in advance.

#### **V. WATER RESTRICTIONS**

All hydrant meters may be subject to immediate recall/return in the event of the implementation of the Water Shortage Response Plan.

No meter shall be used unless temperature is 35 degrees Fahrenheit or above and rising. When temperature falls to 35 degrees Fahrenheit, the fire hydrant must be closed and the hydrant meter shall be disconnected from the hydrant and stored in an environment where temperatures are above 35 degrees Fahrenheit. Both the fire hydrant and hydrant meter can be damaged if used when temperatures are below freezing.

#### **VI. HYDRANT METER USAGE INSTRUCTIONS**

Raleigh Water staff will provide **written instructions and training video(s)** to all customers on the proper operation of fire hydrants and the proper techniques for the connection and removal

of the hydrant meter assembly. Additional training can be provided upon request.

Hydrant meter may only be used on public hydrants and are not permitted to be used on private hydrants.

Customer must ensure that the hydrant meter assembly is registering usage and that no leaks are present. Any broken or leaking hydrant meter assembly shall be returned **IMMEDIATELY** to Raleigh Water for repair. Any leaking or broken fire hydrants shall be reported **IMMEDIATELY**. Call Raleigh Water at (919) 996-3245 to report these issues. Early reporting of leaks and damage may mitigate the issuance of Civil Penalties due to the overriding interest in the conservation of water.

Any damage to the Raleigh Water, Towns of Garner, Wake Forest, Wendell, Knightdale, Rolesville and Zebulon fire hydrants and/or City-owned potable water system caused by the negligent use of the hydrant meter and/or fire hydrant may result in the issuance of a Notice of Violation that may include Civil Penalties and will include all costs related to the damage under City Code 8-2013 "Damage to utility system" 8-2014 "Enforcement Procedure". Customers will also be held responsible for all City costs for the repair of all related water mains and devices. Should damage occur; hydrant meter privileges will be suspended. The allotted time frame for suspension will be based on the infraction.

Customers must follow the provided instructions and use the equipment that is provided by the City. (Hose, adapter and hydrant wrenches)

- A. At no time shall any hydrant meter/backflow assembly be disassembled or altered by anyone other than City of Raleigh staff.
- B. At no time shall any hose be left connected to a fire hydrant that is not connected to a hydrant meter assembly. If a hose is found to be connected to a fire hydrant without a hydrant meter, a Notice of Violation may be issued for receiving unmeasured water from the Raleigh Water's utility system.
- C. Hydrant meter assemblies may be securely mounted to water truck/tankers and clearly displayed at all times. If hydrant meter cannot be displayed while on a truck/tanker, the customer must provide the designated location at the time of rental. **Truck/tankers shall NOT be filled within residential areas.**
- D. Only use an approved hydrant wrench. **Do NOT** use a pipe wrench, crescent wrench, etc.
- E. Before installing the hydrant meter, open the hydrant slowly and let the water flow for approximately 30 seconds to clear the line of debris.
- F. When opening a hydrant, turn the wrench slowly counterclockwise until the wrench stops turning, then back off ¼ turn.



- G. Make sure you regulate the water flow by turning your hydrant meter assembly's gate valve, **NOT** by partially opening the hydrant or adjusting the ball valves on either side of the backflow

(handles have been removed to prevent this). A fire hydrant must be turned completely on or it will drain. The draining is through a valve under ground level and will damage the area surrounding the fire hydrant and/or the fire hydrant itself.

- H. Large 3" hydrant meter assemblies shall **NOT** be connected directly to the fire hydrant. You must use the provided fire hose to attach the hydrant meter to the fire hydrant. However, 5/8" hydrant meter assemblies can be directly connected to the fire hydrant.
- I. Do **NOT** leave your hydrant meter assembly on the ground. The hydrant meter assembly must be supported and no less than 12" off the ground at its lowest point to allow for proper backflow and drainage. The customer is responsible for providing the materials to support the hydrant meter assembly.
- J. The fire hydrant or hydrant meter assembly should **NOT** be left on overnight. The hydrant meter assembly should not be left unsecured or unattended at any time unless construction site is securely fenced in during non-work hours or the hydrant meter assembly is locked securely to the hydrant.
- K. When closing a fire hydrant, turn the wrench slowly clockwise until the wrench stops turning, then back off a quarter turn.



- L. Be sure to replace and tighten all fire hydrant caps after use. Make sure they are hand tight.
- M. Do **NOT** let anyone drive over or place materials on the fire hose connecting the hydrant meter assembly to the fire hydrant. It may cause severe damage to the hydrant meter assembly, fire hydrant and water lines in the area.

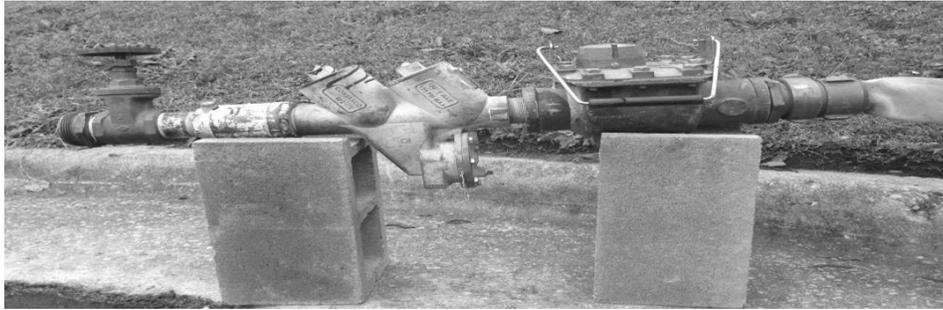
## HYDRANT METER ASSEMBLY

### 5/8" Assembly



5/8" Hydrant Meters are attached directly to the fire hydrant

### 3" Assembly



All 3" Hydrant Meters must be stabilized a minimum of 12" above the ground to prevent debris entering the backflow assembly and allow proper drainage



10' section of Fire Hose provided by the Raleigh Water for all 3" Hydrant Meters

**Customers using unmetered City water that is not authorized by the Raleigh Water Public Utilities Director are subject to Notice of Violation and Civil Penalties, along with applicable water consumption charges.**