



Hydrant Meter Policy

3" Meter - Fire Hose Connection	Meter Size	5/8" Meter – Garden Hose Connection
		
Cement blocks provided by the customer.		

Hydrant Meter Policy:

1. That City of Raleigh utility bills are issued and must be paid monthly by the stated due date;
2. unpaid balances on final billed accounts will be transferred after the due date to an active account;
3. that as authorized by NC General Statutes, Chapter 105A, The Setoff Debt Collection Act, the City of Raleigh may submit any debt to the North Carolina Department of Revenue for collection by applying the debt against any income tax refund or lottery winnings in excess of \$50 that you may be entitled to receive. Additionally, in accordance with the Act, a local collection fee of \$15 per debt will be added to the obligation or account if submitted for setoff.
4. that no user of the City's sewer system shall contribute or cause to be contributed to the sewer system any pollutant or waste which causes interference or pass through with the City's wastewater treatment system. Certain commercial and industrial users may be required to obtain permits and/or pay additional fees and charges for use of the City's sewer system. Please see Article C of the City of Raleigh's Code of Ordinances for additional information regarding these requirements; https://library.municode.com/nc/raleigh/codes/code_of_ordinances?nodeId=DIVIICOGEOR_PT8PU_UT
5. the City of Raleigh may deny your application if any of the information requested in this application is not complete;
6. that I am authorized to sign this Contract for Hydrant Meter Rental Unit, and that all the information that I provided on this Contract for renting a Hydrant Meter Rental Unit is true and correct.
7. to abide by all ordinances, rules, and policies related to the Hydrant Meter Rental Policy as described below and adopted by the City of Raleigh, as the same may be amended from time to time;
 - a. 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. 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.
 - b. All customers must complete a hydrant meter application online at www.raleighnc.gov (Search: Hydrant Meter). Our hours of operation are Monday through Friday from 7:45am until 3:45pm, excluding holidays. You may contact our Hydrant Meter office by phone at 919-996-3245 or email at hydrant.meter@raleighnc.gov
 - c. Each hydrant meter rental unit obtained will be charged a deposit. No cash or check will be accepted by the City of Raleigh for hydrant meter deposits.

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- d. Hydrant meter rental units are provided with all necessary equipment to properly connect to a Raleigh Water public hydrant. Associated equipment is a 10' fire hose for 3" meter, hydrant wrenches, and adapters used for proper connection to certain types of hydrants.
- e. The customer must provide the City with a service address at the time of rental. If the service address changes during the time of rental, the customer must provide an updated service address to the City within 10 calendar days.
- f. 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 7th day of each month for billing. Pictures are to include the meter number and register dial showing usage. Readings can be submitted to Raleigh Water by the following methods:
 - i. Email to hydrant.meter@raleighnc.gov
 - ii. Picked up via Cellular tracking. The customer will be made aware if the unit applies to cellular
- g. **If readings are not received by the 7th day of each month, accounts with 5/8" hydrant meter rental units will be billed for 25 CCFs, and 3" hydrant meter accounts will be billed for 100 CCFs.** 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 will result in a per 2-month rebilled charge according to the published fee schedule. 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 of hydrant meter privileges, forfeiture of hydrant meter deposits, and the permanent closing of the hydrant meter account with the City.
- h. All commercial backflow assemblies must be tested annually. Therefore, all hydrant meter rental units shall be returned to the Raleigh Water Meter Operations Division for the renewal of yearly backflow testing. Each yearly rental must be renewed within the month of the original rental period. The Hydrant Meter Office will reach out during the testing period to schedule an exchange appointment.
- i. Upon return of the hydrant meter rental unit 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 the following has occurred:
 - i. Hydrant meter rental unit and associated equipment has been returned in working condition, with no damage.
 - ii. Customer has paid for any damaged and/or missing equipment.
 - iii. All outstanding water usage and rental charges for the hydrant meter rental unit has been paid in full by the customer.

PENALTIES

- j. Only hydrant meter rental units with approved backflow assemblies provided by Raleigh Water may be used to obtain bulk water from public fire hydrants in the Raleigh Water service area. The Raleigh Water service area includes Raleigh, Garner, Rolesville, Knightdale, Wendell, Zebulon, and Wake Forest.
- k. The use of any hydrant meter rental unit 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.
- l. Continued use of a rental unit 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 919-996-3245 when the meter is not registering/recording the water usage in order to schedule an exchange for a working unit.

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- m. All hydrant meter rental units are the property of the Raleigh Water Public Utilities Department. Failure to return the hydrant meter rental unit 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.
- n. **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.**

PROCEDURES

- o. 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.
- p. 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.
- q. Customers will be allowed to rent the hydrant metering devices by the day, month, or year. Nonrefundable rental rates for the hydrant meter and backflow assembly are listed in the published fee schedules. No prorating will be allowed on monthly and yearly accounts. The customer is responsible for paying for the actual amount of water used (consumed) and will be billed by the City of Raleigh 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 the customer has the meter, regardless of usage, and will be billed monthly unless an annual rental rate is paid in advance.

WATER RESTRICTIONS

- r. All hydrant meter rental units may be subject to immediate recall/return in the event of the implementation of the Water Shortage Response Plan.
- s. No meter shall be used unless the temperature is 35°Fahrenheit or above and rising. When the temperature falls to 35°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 °Fahrenheit. Both the fire hydrant and hydrant meter can be damaged if used when temperatures are below freezing.

HYDRANT METER USAGE INSTRUCTIONS

- t. Raleigh Water has provided these **written instructions** to all customers on the proper operation of fire hydrants and the proper techniques for the connection and removal of the hydrant meter rental unit. Additional training can be provided upon request.
- u. Hydrant meter rental units may only be used on public hydrants and are not permitted to be used on private hydrants.
- v. Customer must ensure that the hydrant meter rental unit is registering usage and that no leaks are present. Any broken or leaking hydrant meter rental unit 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.
- w. 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.

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Should damage occur; hydrant meter privileges will be suspended. The allotted time frame for suspension will be based on the infraction.

- x. Customers must follow the provided instructions and use the equipment that is provided by the City. (Hose, adapter and hydrant wrenches)
- y. At no time shall any hydrant meter rental unit be disassembled or altered by anyone other than City of Raleigh staff.
- z. At no time shall any hose be left connected to a fire hydrant that is not connected to a hydrant meter rental unit. If a hose is found to be connected to a fire hydrant without a rental unit, a Notice of Violation may be issued for receiving unmetered water from the Raleigh Water's utility system.
- aa. Hydrant meter rental units may be securely mounted to water truck/tankers and clearly always displayed. If the rental unit 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.**
- bb. Only use the provided approved hydrant wrenches. **Do NOT** use a pipe wrench, crescent wrench, etc.
- cc. Before installing the rental unit, open the hydrant slowly and let the water flow for approximately 30 seconds to clear the line of debris.
- dd. When opening a hydrant, turn the wrench slowly counterclockwise until the wrench stops turning, then back off 1/4 turn.



- ee. Make sure you regulate the water flow by turning the rental unit'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.
- ff. Large 3" hydrant meter rental units shall **NOT** be connected directly to the fire hydrant. You must use the provided fire hose to attach the rental unit to the fire hydrant. However, 5/8" hydrant meter rental units can be directly connected to the fire hydrant. All customers that return 3" assemblies with bent hydrant connection ports, due to a direct connection to a hydrant, will be charged scheduled fees for the replacement of that hydrant meter.
- gg. Do **NOT** leave your hydrant meter rental unit on the ground. The hydrant meter rental unit 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 rental unit.
- hh. The fire hydrant or rental unit should **NOT** be left on overnight. The hydrant meter rental unit should not be left unsecured or unattended at any time unless the construction site is securely fenced in during non-work hours or the rental unit is locked securely to the hydrant.
- ii. When closing a fire hydrant, turn the wrench slowly clockwise until the wrench stops turning, then back off a 1/4 turn.



- jj. Be sure to replace and tighten all fire hydrant caps after use. Make sure they are hand-tight.
- kk. Do **NOT** let anyone drive over or place materials on the fire hose connecting the hydrant meter rental unit to the fire hydrant. It may cause severe damage to the rental unit, fire hydrant and water lines in the area.
- ll. All Hydrant rental units are subject to monitoring as City of Raleigh property.

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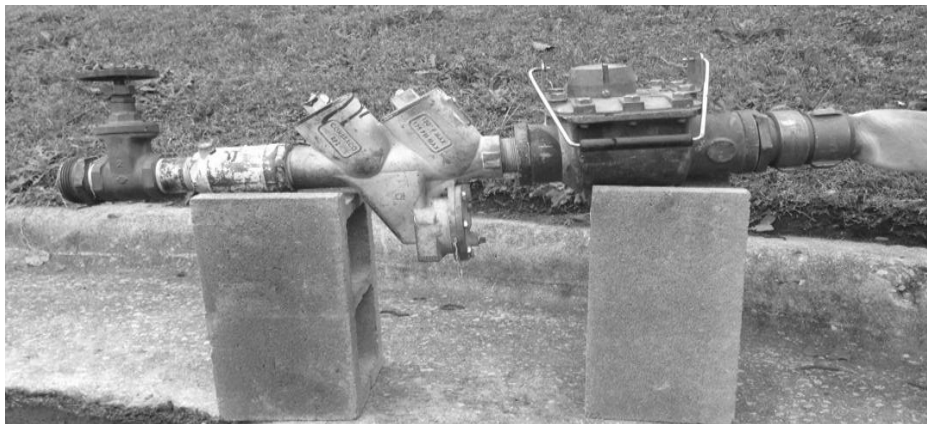
HYDRANT METER RENTAL UNIT

5/8" Assembly



5/8" hydrant meter rental units are attached directly to the fire hydrant

3" Assembly



All 3" hydrant meter rental units must be stabilized a minimum of 12" above the ground to prevent debris entering the backflow assembly and to allow proper drainage



10' section of fire hose is provided by Raleigh Water for all 3" hydrant meter rental units.

All customers that return 3" rental units with a bent hydrant connection port, due to a direct connection to a hydrant, will be charged for the replacement according to scheduled fees.

mm. 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.