



## Water from Fire Hydrants

### Instructions

1. Complete the application. Include a map of where the Portable Hydrant Meter (PHM) should be installed.
2. Pay the deposit at the Finance counter upstairs in City Hall West Wing.
3. Return the application and receipt to Water & Sewer Utilities at 851 Martin Avenue.
4. Provide a convenient date for installation. Admin will schedule, usually within 24 hours.
5. Report required monthly ready by the first of every month.
6. When you would like the PHM returned, call Water & Sewer Utilities to schedule a pickup, usually within 24 hours.

### General Guidelines

- Installs occur Monday-Thursday from 7 a.m. to 12 noon. Once the PHM is installed, you will receive a phone call.
- Do not impede the Fire Department's hydrant use.
- If the assembly leaks, you must contact Water & Sewer Utilities to dispatch a technician to investigate.
- Keep the meter and backflow in good condition. You will be charged the complete replacement cost if parts or meters are lost or damaged beyond repair.
- Your deposit, less the non-refundable portion of \$655, any costs to repair any damage to the meter, backflow prevention assembly or hydrant and the final bill for water use will be returned to you within 12 weeks. For refund of deposit or other billing questions, call 408-615-2300.
- Always use the hydrant wrench when operating the hydrant. Contact Water & Sewer Utilities for replacement if the hydrant wrench is lost; the fee for the wrench is less the fee for repairs. Any repairs resulting from improper use will be taken from your deposit and/or charged to your utility account

## Required Monthly Readings

- Report the meter reading by the first of each month.
- Record every number on the dial, including leading and trailing zeros.
- Email the company name, meter number and reading to [phm@santaclaraca.gov](mailto:phm@santaclaraca.gov).
- Customers who do not provide meter readings by the first of each month will be automatically assessed a monthly minimum charge for every month they possess the meter. The charge is not refundable and cannot be applied toward payment for any future water use. The meter will be repossessed after two missed readings.

## Unlawful Use of Hydrants

- You are only permitted to connect to City hydrants (usually white). Call Water & Sewer Utilities to confirm whether a hydrant is City or private. Taking water from any City fire hydrant without a meter is unlawful. (Chapter 13.15.220, City Code and Section 16.D of Potable and Recycled Water System Rules and Regulations). The penalty for using water without a meter may be
  - fine of up to \$1,000 per day and a charge for water taken at twice the rate or
  - prohibition from accessing water
- It is unlawful to take water from a City hydrant for such purposes as would be otherwise prohibited under a water conservation plan or Ordinance of the City (Chapter 13.15 Article III, City Code).
- Obtaining water from a City hydrant for use outside the City is unlawful without paying 1.5 times the current regular rate. The City's regular water rates apply only to water used within the limits of the City of Santa Clara. Water drawn outside the City is billed at 1.5 times the regular rate.

## Additional Information

- Cross Connection Control: California Code of Regulations, Title 17, requires appropriate cross-connection control when there is any potential for water distribution system backflow contamination. All hydrant meters will be supplied with a backflow prevention assembly (Cross Connection Controls) for an additional monthly fee. The user agrees to keep the apparatus adequately supported. The apparatus must not be set up in a manner that is a hazard to public safety.
- The water meter is 3" and the backflow prevention assembly (Cross Connection Controls) is 2". Information about the current meter minimum monthly charge and the backflow prevention assembly (Cross Connection Controls) monthly fee is available at [Water, Sewer and Recycled Water Rates](#).
- Contact City of Santa Clara Water & Sewer Utilities:
  - 851 Martin Avenue, Santa Clara, CA, 95050
  - Call: 408-615-2000, option 2
  - Email: [water@santaclaraca.gov](mailto:water@santaclaraca.gov).

