

WATER FROM FIRE HYDRANTS

City of Santa Clara

Instructions

1. Complete the application and include a map of where the Portable Hydrant Meter (PHM) should be installed
2. Pay the deposit at the finance counter located upstairs in City Hall West Wing
3. Return the application and receipt to the Water Department located downstairs in City Hall West Wing
4. Provide a convenient date for install and Admin will schedule an appointment to install the PHM, usually within 24 hours
5. Report required monthly reading *by* the 1st of every month (described below)
6. When you would like the PHM returned, call the Water Department at 408-615-2000, option 2, to schedule a pickup, usually within 24 hours

General Guidelines

- Installs occur Monday-Thursday between 7 am to 12 pm. You will receive a call advising it's been installed.
- The primary reason for a fire hydrant is fire protection. Do not impede the Fire Department's hydrant use.
- If the assembly leaks at any time, the applicant must contact the City's Water Department, and we will dispatch a technician to investigate.
- Keeping the meter and backflow device in good condition is essential. You will be charged the complete replacement cost if parts or meters are lost or damaged beyond repair. This is to ensure the equipment remains in good working order for all users.
- Your deposit, less the non-refundable portion of \$655.00, any costs to repair any damage to the meter, backflow prevention assembly, or hydrant, and the final billing for water usage will be returned to you within 10 to 12 weeks. For information about a refund of the deposit or other billing questions, please contact customer service at 408-615-2300.
- Always use the spanner wrench when operating the hydrant. If the spanner wrench is lost, contact the Water Department to obtain a replacement; the fee for the wrench is less the fees for repairs. Any necessary repairs resulting from improper use will be taken from the deposit and/or charged to your utility account.

Required Monthly Readings

- Report the meter reading *by* the 1st of each month.
- Record every number on the dial, including leading and trailing zeros. (7 digits - XXXXXXX)
- Email the company name, meter number, and reading to phm@santaclaraca.gov
- Customers who do not provide their meter reading by the 1st of each month will automatically be assessed a monthly minimum charge for every month the meter is in their possession. This 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

- Taking water from any City fire hydrant without a meter is unlawful. The penalty for using water without a meter may be a fine of up to \$1,000 per day and a charge for water taken at twice the rate or prohibited from accessing water (Chapter 13.15.220, City Code and Section 17 of Water Service and Use Rules and Regulations). You are only permitted to connect to City hydrants, which are usually white. If unsure, call the Water & Sewer Department (408) 615- 2000 to verify if it's a City or private hydrant.
- It is unlawful to take water from a City hydrant for such purposes as would be otherwise prohibited under a Water Conservation Plan or any Code 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 1-1/2 times the current regular rate. The City's regular water rates apply only to water utilized within the limits of the City of Santa Clara. Water drawn outside the City is billed at 1-1/2 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 may be obtained at the City of Santa Clara Website: [Water, Sewer, and Recycled Water Rates](#)
 - Our City » Departments G-Z » Water & Sewer Utilities » Water, Sewer and Recycled Water Rates

For further information, contact the City of Santa Clara Water & Sewer Utilities, located at 1500 Warburton Avenue, Santa Clara, telephone number 408-615-2000, select option #2, email: water@santaclaraca.gov, or fax 408-247-0784.

APPLICATION FOR USE OF PORTABLE HYDRANT METER



Name: _____ Company: _____

Company Address: _____ City, State, Zip: _____

Work Location: _____ Site Contact Name: _____

Site Contact Phone: _____ Map attached Yes No Encroachment Permit #: _____

Email: _____

Do you have a Santa Clara Business License? Yes No License #: _____ Permit # _____

Are you a sub-contractor? Yes No If yes, list the general contractor with whom you are working: _____

Signature

Please Print Name

** By signing this application, I acknowledge receipt of a copy of the "Application for Use of Portable Hydrant Meter" and acceptance of its conditions. I further acknowledge that I will be required to inspect the meter semi-annually.

The Water Department will pick up the portable hydrant meter upon completing the abovementioned work.

ISSUED

RETURNED/EXCHANGED

DATE _____

DATE _____

OUT READ _____

IN READ _____

HYDRANT # _____

METER NUMBER: _____

CONDITION: GOOD / DAMAGED

LOCKED BY METER SHOP _____

BACKFLOW NUMBER: _____

CONDITION: GOOD / DAMAGED

ADJUSTABLE HYDRANT WRENCH (\$25.00) Yes _____ No _____

EXCHANGED FOR METER # _____ READING _____ BACKFLOW # _____ INSTALL DATE _____

RETURN DATE: _____ RETURN READ: _____ EXCHANGED BY: _____

DAMAGED/MISSING PARTS

COST

ISSUED BY _____

RECEIVED BY _____

ACCEPTED BY _____

RETURNED BY _____

FOR CASHIER'S USE ONLY:

AMOUNT OF DEPOSIT: **\$4,032.00**

Receipt # _____ Date: _____ Cashier's Initials: _____

Transferred Date: _____ Customer #: _____ Account #: _____