

FIRE HYDRANT METER APPLICATION

City of Asheville

Department of Water Resources
Meter Services

P.O. Box 7148
Asheville, NC 28802
828-259-5977
www.ashevillenc.gov

Applicant Information

Applicant: _____

Date: _____

Billing Address: _____

SSN/FID: _____

Work Phone: _____

Cell Phone: _____

Deposit Collected

- 5/8 Inch: \$290.00
 - 3 Inch: \$840.00
-

Service Charge

\$50.00 initial charge, then \$50.00 monthly until hydrant meter is returned

Payment & Scheduling

Total Fee Received: _____

Date hydrant meter to be picked up: _____

Estimated date hydrant meter will be returned: _____

Location hydrant meter is being used: _____

HYDRANT RENTAL POLICY AND FEES

- Customers must take a picture of the dial on the hydrant meter and email that picture to hydrantmeters@ashevillenc.gov no later than the last business day of each month. Failure to do so will result in a \$940.00 charge.
 - A \$15.00 delinquent fee will be assessed to any account not paid on or before the due date.
 - A \$50.00 disconnect/reconnect fee will be assessed to any account scheduled for cut-off because of non-payment. Accounts are eligible for cut-off fifteen (15) days after the due date.
-

Customer signature indicates they have read and agree with the terms and conditions of this application.

Customer Signature: _____

Customer Printed Name: _____

Received by (CSR Signature): _____

Account Information (Office Use)

Account#: _____

Meter#: _____

Start Read: _____

Date Hydrant Meter Returned: _____

Final Read: _____

Received by: _____

TESTING SCHEDULE

Hydrant meters come with a backflow assembly. These backflow assemblies must be periodically tested to ensure they are working properly and maintained correctly.

All hydrant meters are on a four (4) month testing rotation. They must be brought into Meter Services for testing by the end of February, June, and October. Failure to do so will result in a \$940.00 charge being applied to the account. In the event that the Water Resources schedule prevents testing during the designated month, testing will be rescheduled to the following month and no penalty fee will be added.

If a customer gets a hydrant meter within thirty (30) days of the testing month, they will be scheduled for the following testing month. For example, if the hydrant meter is picked up on January 15, the customer will be allowed to skip the February testing. They will be instructed to return the meter for testing in June.

BILLING READ

When taking the monthly read photo, be sure to get the full dial. All numbers on the dial need to be in clear sight. The entire meter number needs to be in clear sight. Not all meters are the same. Some may require two (2) photos to provide all the necessary information. These meters have their meter number on the cap that covers the dial. The customer will have to take a photo of the cap and another of the meter reading to provide all the necessary information.

Email photos to hydrantmeters@ashevillenc.gov no later than the last business day of each month.

ADDITIONAL HYDRANT INFORMATION AND INSTRUCTIONS

- Meter Size Needed:
 - 5/8" meter = +/- 20 gallons per minute
 - or 3" meter = +/- 350 gallons per minute
- Complete application and pay fees to a Water Resources Customer Service Representative.
- You can do this at either the first floor of City Hall or the permit office, located at 161 S. Charlotte St.
- Pick up and return hydrant meter at the Water Resources Department.
 - The address is 200 Bingham Rd. Asheville, NC 28806; phone number: 828-259-5977
- When utilizing a hydrant meter, you may connect to any yellow public hydrant served by the City of Asheville Water Department. Once the meter is fully installed on the hydrant, SLOWLY open the valve until the hydrant is FULLY turned on. If you have leaks, please call 828-259-5977 and someone will be dispatched to assist you.
- First time hydrant users will be given a short demonstration on the proper operation of a fire hydrant. You are required to have a hydrant wrench.
- A photo of the meter dial must be sent to hydrantmeters@ashevillenc.gov by the last business day of each month. Failure to do so will result in a charge of \$940.00.
- Failure to report a meter read more than two (2) consecutive months will result in a forfeiture of your hydrant meter and privileges for twelve (12) months.
- All hydrant meters must be brought to Meter Services every four (4) months to have their backflow assembly tested. Failure to do this will result in a charge of \$940.00. A city representative will examine and test the backflow assembly and return it as quickly as possible, usually on the same day it is brought in. Should the backflow assembly, or hydrant meter, be damaged or tampered with, the account holder will be charged the total value of the backflow assembly and/or meter.
- Should the hydrant meter be lost, stolen, or not returned, the account holder will be charged the total value of the hydrant meter and its backflow assembly.
- Hydrant meters should be stored indoors at night to avoid damage or theft.

Customer acknowledges he/she has received a copy of these instructions and understands the complete meter usage policy and billing procedures.

Customer Signature: _____

City of Asheville Representative: _____

The City of Asheville is committed to delivering an excellent quality of service to enhance your quality of life.