

## **Q. HYDRANT USE POLICY**

### **1. Purpose**

The purpose of this policy is to protect the water system from damage and contamination. The primary purpose of the water system is to provide reliably water that is safe from harmful contaminants. A secondary service provided to county citizens is water for fire protection. This service will be provided so long as it does not damage the water system physically or through the introduction of harmful contaminants.

The policy establishes rules and requirements for permitted uses of water system hydrants owned by the PSA.

### **2. Permitted Uses**

- a. Because fire hydrants exist to assist fire departments in fighting fires and for PSA maintenance personnel to maintain the water system, all other uses of hydrants are secondary and will be allowed at the discretion of the Executive Director only so long as no damage to the hydrants' primary function will result. Any non-emergency use of hydrants requires a Hydrant Permit from the Executive Director.
- b. Fire Department training that involves PSA assets must be scheduled with PSA maintenance personnel one week in advance so that personnel can be present to monitor the system and ensure proper operation of hydrants.
- c. Flow testing of hydrants may be performed at the discretion of the Executive Director. Hydraulic models exist to provide information on pressures and flows, and shall be used as the primary source of such information. Should the Executive Director determine that flow testing is in the best interest of the PSA and community; the tests must be scheduled with the maintenance department. PSA personnel shall perform the tests. Except in the case of Insurance Services Office (ISO), the requestor is responsible for paying the costs associated with flow testing.
- d. Road and street maintenance by VDOT or VDOT contractors.
- e. Bulk water hauling in tankers for nonpotable uses.
- f. Bulk water hauling in tankers for potable uses, if approved by the Virginia Department of Health, for emergency purposes only.
- g. Other uses as determined by the Executive Director.
- h. Long-term or continuous use is not permitted. Examples of non-permitted uses include, but are not limited to, seasonal lawn and garden watering and other recurring uses where a permanent water service is warranted, as determined by the Executive Director.
- i. Homeowners are prohibited from accessing hydrants for any activities, including filling pools and lawn watering. Homeowners may use their outdoor spigots to fill their pools or hire a contract water hauler who has a valid Hydrant Permit.

### **3. Hydrant Use Restrictions**

Use of water from hydrants for fund-raising activities is not permitted.

Except for fire protection and water system maintenance by PSA personnel, hydrant use between November 1 and March 31 will be limited. Hydrant use during this period may be allowed by the discretion of the Executive Director, weather and temperature permitting.

Hydrant permits will not be issued when the PSA has issued water use restrictions due to drought or other water shortage condition.

### **4. Hydrant Identification**

Hydrants available for use with a permit will be painted with yellow caps and numbered. Hydrants restricted to Fire Department and PSA use will remain red. The PSA will identify the authorized fire hydrants; however, additional permission may be required from property owners.

The PSA will provide a list of hydrants that are available for use by permittees. Such restrictions minimize the adverse effects of large withdrawals and allow the PSA to maintain security.

### **5. Hydrant Permits**

Hydrant Permits are issued by the PSA business office according to PSA procedures. Applicants must provide the PSA with a valid state-issued identification card, such as a driver's license, 10-digit Virginia (or Rockbridge County) business license number, business telephone number, address and federal tax identification number. The PSA may contact the telephone number provided to verify employment of the applicant and will photocopy all documents. The applicant must have the legal authority to sign on behalf of the company.

Hydrant Permits are valid for up to one (1) year from the date of issuance. All vehicles to be used to fill from hydrants shall be listed on the Hydrant Permit and must be inspected by PSA personnel.

The agency using the hydrant is responsible for the appropriate cleanliness and disinfection of the tanker and all appurtenances.

### **6. Reporting, Billing and Payment**

Users of hydrants for emergency purposes are asked to report to the PSA the hydrant location and volume used for each emergency. The Authority needs this information to account for its water.

Users of hydrants for training of emergency personnel are asked to report to the PSA the volume of water used during each training session. The Authority needs this information to accounts for its water.

Permittees are required to report their hydrant meter readings to the PSA business office by the last business day of each month. If the permittee fails to report a reading, a trip charge to read the meter will be applied to the permittee's bill. The PSA reserves the

right not to issue or reissue a Hydrant Permit to any permittee with an outstanding balance until the permittee's account is paid in full.

Bills and payments will be regulated by Section D of the PSA's Administrative Policies.

### **7. Enforcement**

Per Section 4 above, connections to red hydrants by any others without prior written permission from the Executive Director are a violation of this policy and will result in revocation of the Hydrant Permit. The customer's hydrant meter, hose, and/or wrench will be confiscated by PSA personnel at the time of the offense. PSA personnel may photograph the connection as evidence. An invoice and photograph, if any, will be provided to the customer, per the PSA's procedures.

PSA reserves the right to revoke or not reissue a Hydrant Permit to any permittee that violates this policy.

### **8. Hydrant Connections**

Proper connection to hydrants shall be metered and made in accordance with PSA procedures. Improper connections are subject to enforcement actions per Section 7 of this policy.

### **9. Appeals**

A Customer may appeal a decision by the Executive Director or his/her authorized agent, to take enforcement actions against the Customer, including the denial or termination of an account or permit.

The Customer must provide to the Executive Director written details of: 1) the enforcement action taken by the Executive Director or his/her authorized agent, 2) the policy, law, regulation or other basis for the appeal, and 3) the Customer's argument as to why the enforcement action was not in compliance with the law or the Board's policies and regulations.

The Executive Director will review the information and either change his/her decision or request a meeting with the Customer. At the meeting, the Executive Director will review the entire situation and the Customer's arguments and legal bases, and determine whether the decision will be maintained or reversed. The Executive Director will inform the Customer of his/her decision in writing.

If the Customer is still not satisfied, the Customer may make a written request to the Executive Director to be placed on the Board agenda, at least five days prior to the next Board meeting. The Executive Director will include the Customer's request on the Board's agenda and notify the Customer of the date and time of the next Board meeting.

The Board will hear the Customer's arguments and notify the Customer of its decision in writing. The decision of the Board will be final.