

**San Francisco Public Utilities Commission – Customer Services**  
**Builders and Contractors Supply**  
**Rules Governing the Rental and Use of Hydrant Meters**

1. Contractor is required to strictly comply with all rules and regulations of the San Francisco Fire Department in the operation and proper installation of meters on Low Pressure Fire Hydrants. Use of B&C meters is restricted within the limits of the City and County of San Francisco, and meters must be returned at the end of the rental period. Meter will be confiscated on expired hydrant permit and applicable charges billed to the contractor's account. **DIRECT HOOK-UP TO HYDRANT or HARD-PIPE PLUMBING IN ANY FORM IS NOT PERMITTED.**
2. Contractor is to apply for the rental use of a hydrant meter and establishment of water service account with the SFPUC-Customer Services. The contractor is required to provide a valid California contractor's license, or San Francisco business license and applicant's California Driver's license. Upon request, other identification may be required. **Note: Due to the Shelter-in-Place order because of the COVID-19 pandemic, the Customer Service offices at 525 Golden Gate Avenue remain closed. You must contact Customer Services-Billing Unit at 415-551-4770 for rental application submission, approval and payment process. Once approved, you will receive instructions on how to pick-up your new hydrant water meter.**
3. Contractor is to pay guarantee deposit and connection fee upon approval of the application. **Payment is by check only.** Business name or contractor's name must be imprinted on the check. Credit Card payment is not accepted. A \$50.00 service fee will be assessed for each returned check. If the check is not redeemed, the check will be submitted to the District Attorney's office, Bad Check Enforcement Unit for further action. Once referred, an additional fee will be assessed. In addition, contractor must return the meter immediately to the Meter Shop with all the connection devices. If the meter is not returned, it will be considered stolen. Stolen meter that is found in use will be confiscated, and the contractor or its agent who has the stolen meter in possession will be billed for all the water usage (based on the last recorded meter reading) plus all applicable fees and charges including damages to the meter and missing parts and connections. Further, contractor will not be permitted from renting another hydrant meter. DEPOSIT ON LOST OR STOLEN METER IS FORFEITED.
4. Contractor is responsible to pick up the meter with appurtenant connections after the application is approved and fees paid in full. **Note: Due to the Shelter-in-Place order because of the COVID-19 pandemic, the Meter Shop office at 1990 Newcomb Avenue operates by appointment only; and services are limited to issuing, receiving, and repairing of hydrant meters. Walk-ins are not permitted at this time. You must call Meter Shop at (415) 550-4969 to schedule an appointment before going to the site. Bring the completed application with the required documents and check payment on the day of pick-up.**
5. The contractor is billed every two (2) months within five (5) days from the meter reading date. Odd or even months billing cycle is based on the meter pick-up date. Rates are billed based on the SFPUC Water Rates Schedule W-5. The rate may change every fiscal year (each July 1) without notice to B&C customers. For published rates, refer to [www.sfpuc.org](http://www.sfpuc.org). Delinquent accounts including closed accounts with unpaid balances will be sent to the City Tax Collector's Bureau of Delinquent Revenue for further collection.
6. Contractors are required to submit the meter readings for billing as scheduled. **Due to the Shelter-in-Place order, a digital photo of the meter read is currently accepted. Send an email with the Account Number and Meter Number to [cddmetershop@sfwater.org](mailto:cddmetershop@sfwater.org).** You may be required at any time to bring back the meter to the shop for reading and or testing as determined by Meter Shop personnel. Failure to submit the meter reading within the read schedule time frame will result in the assessment of a non-reporting penalty fee of \$263.75 per month. This fee is non-refundable even after the meter is read later. Continuous non-compliance will result in meter confiscation and forfeiture of the deposit amount, and contractor will not be permitted from renting a hydrant meter.
7. Contractor is responsible in the safekeeping of the water meter while in their possession and to disconnect from the hydrant at the end of each workday. Lost or stolen meter must be reported immediately by contacting Customer Services-Billing Unit at 415-551-4770. Contractor must file and submit a police report to Customer Service within 15-days of the lost or stolen meter notification. Any meter that has been declared lost or stolen will be confiscated if it is found in use. The contractor or its agent who has the stolen meter in possession will be billed for all the water usage (based on the last recorded meter reading) plus all applicable fees and charges including damages to the meter, missing parts and connections. Further, contractor may not be permitted from renting another hydrant meter. DEPOSIT ON LOST OR STOLEN METER IS FORFEITED.
8. Upon completion of the work, the meter must be returned to the Meter Shop with all fittings and appurtenant connections in the same condition as when issued. When returning meters to the Meter Shop, all hydrant connection units are to be separated from the meter. THERE IS A DISCONNECT CHARGE. DISCONNECT ALL FITTINGS FROM METER.
9. If meter or appurtenant fittings and connections are damaged in use or through other operations of the Contractor, the Contractor will be made responsible for all damages to meter, fittings or connections.
10. B&C meters are not to be used for the purpose of farming, irrigation, car washing, and filling in swimming pools or decorative fountains.
11. For special event where the fire hydrant water is to be used for drinking and other potable purposes, the hydrant must be flushed and tested prior to its use. The contractor must inform Customer Services five (5) days in advance to schedule the flushing. Flushing fee of \$763.15 per hydrant applies.
12. Hydrants shall be opened and closed slowly so as not to break the measuring disc piston of the meter. If disc piston is broken through Contractor's operation, a proper charge for repairs will be made.
13. Any violation of the rules and regulations of the SFPUC or the SF Fire Department may result in the termination of the hydrant permit and/or forfeiture of guarantee deposit.
14. The Contractor shall instruct all employees to comply with all rules of the SFPUC and SF Fire Department.
15. Contractor's signature or its agent is the customer's guarantee to the SFPUC and SF Fire Department of their agreement and adherence to these conditions.

Authorized initials: \_\_\_\_\_  
Revised: 07-01-2022

Customer Services Director  
San Francisco Water, Power and Sewer