

REQUESTING WATER METERS

- All permanent water meters must be requested through the inspector listed on your Encroachment Permit. The Meter Request form attached to the permit must be completed by the applicant, contractor or property owner and emailed or hand delivered to the inspector. The inspector will review the job and determine if the installation is in general conformance with City Design and Construction Standards and the project specific plan.
FOR SUBDIVISIONS- Once the initial meter set has been approved by the project inspector, all future requests should use the subdivision form below and sent per the instructions on the form**
- Once the inspector determines that the service is ready for a final meter inspection, the request form will be forwarded to Water Engineering Services to process. A review will be performed to ensure that all necessary fees have been paid and that no holds have been placed on the meter installation. If any issues are uncovered, Water Engineering Services will contact the inspector so that the inspector can notify the individual listed on the form.
- When approved, the request form will be forwarded to the Meter Desk for work order generation. The Work Order will be sent to the Meter Shop, who will perform a final inspection on the water service. If the service has been constructed per the approved plan and any applicable Design and Construction Standards, the Meter Shop will install the water meter. The Meter Desk will address any questions associated with the scheduling of the final meter inspection and installation and the estimated arrival times. IT MAY TAKE UP TO 10 WORKING DAYS TO SCHEDULE THE FINAL INSPECTION. The Meter Desk can be reached at (707) 543-3917.
- If any issues are identified during the Meter Shop's final inspection, a correction notice will be left inside the meter box or attached to the backflow device. The individual listed as the contact on the request form will also be notified. All items on the correction notice must be addressed prior to requesting a re-inspection. In addition, a re-inspection fee (based on the current published rate) must be paid. Contact the Meter Desk to schedule a re-inspection and to arrange payment of any applicable re-inspection fees.
- If the corrections require a shutdown of the water system, the Encroachment Inspector must be contacted to schedule the shutdown and pay any applicable fees associated with a shutdown.
- The Meter Desk will schedule a re-inspection once the corrections have been made and the payment of any applicable fees have been received. The meter will be installed if all corrections have been addressed and corrected.
- If a backflow device has been installed on the service, the device must be tested by a certified backflow tester prior to allowing water to the site. Once the Meter Shop installs the meter, the street side of the valve will be left in the closed position and a combination lock will be attached. A certified backflow tester must be contacted at this point. The list is available on the City's website at: <https://srcity.org/993/Water-Quality> (go to related documents and click on the Certified Testers Authorized to Test Devices in Santa Rosa – this list is updated regularly)

All testers on the list have the authority to remove the lock, turn the street side valve and activate service to the site once the device is certified. The tester will return the lock and all necessary paperwork to Santa Rosa Water.

(revised August 2017)

Water Meter Installation

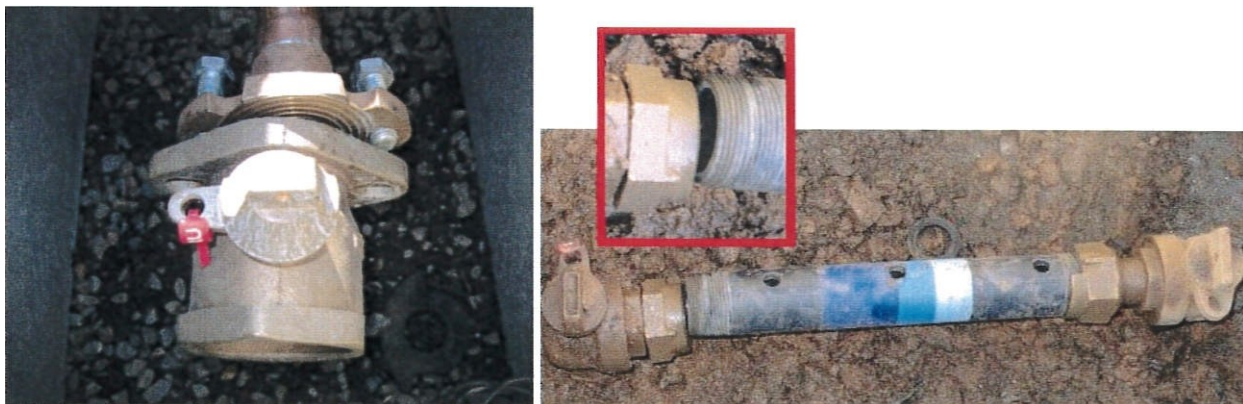
Common Construction Deficiencies

This document provides a brief description of common construction issues that are not explicitly described within the City of Santa Rosa Design and Construction Standards. The items shown below will result in a failed meter inspection and must be remedied prior to installation of the water meter:

Alignment

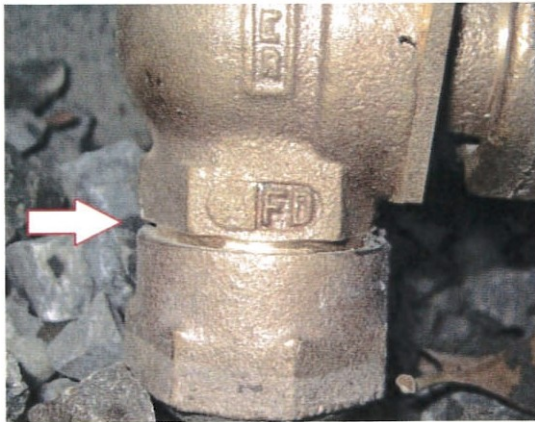
Improper alignment between the street and property side valves is the most common reason for a failure to occur in the meter set process. The proper meter spacer, as shown on the specific construction standard, must be utilized to ensure the proper distance between the valves. All spacer lengths shown on the standards factor in the thickness of the washer. Do not further adjust the distance between the valves to account for the washers. The utilization of a rigid bar is recommended to avoid any flexing in the spacer.

Both valves must also maintain a vertical and horizontal alignment. To inspect the alignment, Utilities Department crews will detach one side of the spacer bar from the valve and inspect how the plumbing reacts once released. The process will then be repeated on the opposite side of the assembly. If any alignment issues are evident, the meter will not be set. Improper alignment can make future removal and resetting of the meter difficult, as well as create potential leak threats due to gaskets not seating properly. The images below show examples of improper alignment:



Compression Nuts

Installation instructions from the various manufacturers require all compression nuts to be tightened to the stop. The end face of the nut must make contact with the stop face of the body. The gap shown below will not be allowed.



Cracks in Meter Box, Lid or Meter Box Extension

Cracks will not be allowed in meter boxes or meter box extensions, due to the lack of structural reinforcement within the product. Cracks within the lid may be accepted depending on the threat they present to the integrity of the lid. Cracks that expose the metal reinforcing or flex during movement of the lid will not be allowed.



Orientation of the Meter Assembly

The meter assembly must be center within the meter box. Installing the assembly off-center may cause the meter to make contact with the inside wall and results in difficulties with removal and reinstallation of the meter. The image below provides an example of an off-centered assembly.



Knock Outs in Meter and Backflow Boxes

Knock outs in meter and backflow boxes will not be allowed. If a box is installed with a manufactured cut out, the hole must be covered with a pressure treated or redwood block. The open cut out allows dirt intrusion over time and creates future maintenance issues.



Gap between Meter Box and Meter Box Extension

A physical gap between the meter box and the meter box extension will not be allowed. The meter box must be resting on top of the extension. Over time, the gap will allow dirt intrusion. **Grouting the seam between the extension and box is not required or allowed.**



Height of Above Ground Backflow Devices

All above ground devices shall be installed a minimum of 12 inches above the finished grade. The distance will be measured from the bottom of the device. The finished grade will be determined based on the height of the adjacent side walk, curb or meter box. Regrading a small area underneath the backflow device to resolve a height issue will not be allowed.



WATER SERVICE CHECKLIST

(STANDARDS 863, 864 & 865)

- D ADDRESS ON LIP OF METER BOX
- D METER BOX SET AT FINISH GRADE {CURB, SIDEWALK, LANDSCAPE}
- D CORRECT TYPE OF METER BOX LID
- D CORRECT METER BOX SIZE (DICTATED BY SERVICE SIZE IN BOX)
- D NO CRACKS IN METER BOX OR LID
- D CITY SIDE CURB STOP IS CABLE TIED (SUBDIVISION)
- D FACE OF CURB MEASUREMENT (PER STANDARD)
- D CURB STOP HEIGHT MEASUREMENT (PER STANDARD)
- D ALL COMPRESSION NUTS TIGHTENED DOWN TO STOP
- D SPACER BAR ALIGNMENT BETWEEN CURB STOPS
- D SPACER BAR MEASUREMENT (LENGTH)
- D CHECK FOR LEAD FREE PARTS
- D FACTORY CUTOUTS IN METER BOX MUST BE BLOCKED
- D DRAIN ROCK (SHOULD COVER BOTTOM EDGE OF BOX)
- D METER BOX EXTENSION (STD. 865 ONLY)
- D NO GAPS BETWEEN METER BOX & EXT. (STD. 865 ONLY)
- D NO KNOCKOUTS/ CUTOUTS IN BOXES (ALL STANDARDS)

BACKFLOW CHECKLIST

(STANDARDS 874, 875 & 876)

- D BACKFLOW BOX SET FLUSH AT FINISH GRADE
- D CORRECT BACKFLOW BOX SIZE
- D CORRECT TYPE OF BACKFLOW BOX LID (SOLID TYPE ONLY)
- D NO CRACKS IN BACKFLOW BOX AND LID
- D NO PVC OR SOFT COPPER BETWEEN METER AND BACKFLOW
- D CORRECT BACKFLOW TYPE, DOUBLE CHECK OR REDUCED PRESSURE
- D NO BROKEN OR MISSING PARTS ON BACKFLOW DEVICE
- D BACKFLOW DEVICE & PIPING ARE THE SAME SIZE AS THE METER OR PER APPROVED PLAN.
- D IF DOMESTIC, BACKFLOW AND ALL FITTINGS MUST BE LEAD FREE
- D BACKFLOW BOX CANNOT BE INSTALLED IN THE SIDEWALK
- D BACKFLOW DEVICE IS INSTALLED ABOVE BOTTOM OF BOX (PER STANDARD)
- D NO KNOCKOUTS IN BOX
- 0 DRAIN ROCK (SHOULD COVER BOTTOM EDGE OF BOX)
- 0 NO LEAKS BETWEEN BACKFLOW AND METER

STANDARD 874 & 876 ONLY

- 0 UNION ON PROPERTY SIDE DOWN LEG (NOT ALLOWED ON CITY SIDE)
- 0 BACKFLOW HAS 12" MINIMUM REQUIREMENT ABOVE FINISH GRADE
- 0 CONCRETE PAD REQUIRED FOR BACKFLOW DEVICES 2" AND LARGER

SUBMIT ONE OF THE
APPROPRIATE FORMS
BELOW

(ENCROACHMENT OR
SUBDIVISION)

City of Santa Rosa Engineering Development Services

Phone # (707) 543-4611

Water Meter Request Form - Encroachment

Submit to Encroachment Inspector after completion.

Please ensure that all meter assemblies and backflow devices are constructed per the approved plan and all applicable design and construction standards. If the meter cannot be set due to improper installation, **a reinspection fee of \$110.00** must be paid to the Meter Desk(543-3917) prior to rescheduling.

Job Address: _____

Project Name: _____

Billing Information (Monthly Account):

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Person Requesting: _____ Date: _____

Phone: _____ Fax: _____ Cell: _____

Service Address	Meter Size	*Meter Type	Backflow Size	**Approval Date

*Meter Type = DOM (domestic), IRR (irrigation) or FIR (fire)

**Field completed by Inspector

INTERNAL USE:

DOM Stds: _____	IRR Stds: _____	FIR Stds: _____
BAC T: _____	Pressure Test: _____	Sewer System: _____
EP# _____	IP# _____	
Inspector: _____		
Comments: _____		

METER INSPECTION CRITERIA CHECKLIST:

Per City Standard 863 or 864 (Note: City Standards supersede this checklist):

Service address on brim of meter box (not on lid) with permanent marker.

10' of service line from back of property side curbstop with 3' hose bib above ground capped or plumbed to unit.

Meter box centered over meter set up.

Meter box set flush with curb or finish grade

Meter set on 3" of $\frac{3}{4}$ " drain rock.

Meter box must be from approved list.

Spacer bar with holes between curbstops (7 $\frac{3}{4}$ " for $\frac{5}{8}$ " meter, 11" for 1" meter).

Mouse holes are not to be broken out.