

FREQUENTLY ASKED QUESTIONS

What is a temporary water meter and what is it used for?

A temporary water meter is typically installed on a City of Fullerton -owned fire hydrant and always includes a backflow preventer. They are generally used to provide water for construction projects. They are not permitted to provide potable water in place of installing a permanent water service.

Who is eligible to apply for a temporary water meter?

Anyone without a past due balance owed to the City, may request a temporary water meter.

Can more than one temporary water meter be requested?

Yes. There is no limit to the quantity of temporary water meters requested. However, each meter requires a separate permit and payment of deposits and fees.

What are the fees associated with a temporary water meter?

Fees typically include the cost of a permit, a deposit to cover the cost of the devices, installation of meter/backflow and testing of the backflow preventer, commodity charge for water used, and relocation charge (when applicable). A fixed meter charge for the temporary meter will begin once the meter is installed and continue until the meter is removed. Fees are set by Resolution and approved by City Council. A current rate schedule can be found at:

<https://www.cityoffullerton.com/government/departments/public-works/water-system>

How is a temporary water meter requested?

All requests for a temporary water meter must be made in person at the City Hall, Engineering counter, located on the 2nd floor, at 303 West Commonwealth Avenue, Fullerton, CA 92832.

After permit is approved and payment of all applicable fees, the request for installation will be released to field staff.

How much time does it take to have a temporary water meter installed?

Once the request is released to the field, it normally takes a minimum of two business days to have the temporary water meter installed and the backflow preventer tested and certified. It is up to you to determine the best timing to request a meter for your project needs.

Must the backflow preventer be used at all times?

YES! The backflow preventer protects the drinking water system from potential contamination. If a temporary water meter is used without the supplied backflow preventer, the City may remove the temporary water meter and terminate the permit agreement.

When can the temporary water meter begin to be used?

The temporary water meter may be used once it and the backflow preventer have been installed, and the backflow preventer has been tested and certified.

Operation of the Meter and Security:

A fire hydrant wrench is the only tool acceptable for turning the fire hydrant on or off. The fire hydrant should be fully open when needing water. Any regulating of water is to be done with the valve attached to the backflow preventer.

It is important to slowly open and close the fire hydrant when operating. Rapidly opening or closing the hydrant may cause water hammer and damage other portions of the water distribution system, for which you will be held financially responsible.

Once installed, the temporary water meter and the backflow preventer are not to be removed. Discretion can be used on whether to secure the meter and backflow preventer. However, the meter register and fire hydrant must be accessible at all times.

What if the temporary water meter is damaged and water is still needed?

Contact Maintenance services at (714) 738-6897 to notify us of the damaged temporary water meter and to have the temporary meter repaired or replaced. A charge for the damages will be added to the next monthly bill.

What if the temporary water meter is damaged and I no longer need water?

Contact Maintenance services at (714) 738-6897 to notify us of the damaged temporary water meter and to close your account. Charges for the damages, any consumption, and daily charges will be deducted from the deposit and any remaining charges will be added to the final bill.

What if the temporary water meter is stolen and water is still needed?

Contact Maintenance services at (714) 738-6897 to notify us of the stolen meter. The account will be closed, and the deposit forfeited to cover the replacement cost of the temporary water meter. Other charges due to damages or any balances must be paid prior to a new request for a temporary water meter. The new request follows the same requirements and payment of fees/issuance of permit as described above.

What if the temporary water meter is stolen and water is no longer needed?

Contact Maintenance services at (714) 738-6897 to notify us of the stolen meter and to close the account. The account will be closed, and the deposit forfeited to cover the replacement cost of the temporary water meter. Other charges due to damages or any balances will be added to the final bill.

Can an installed temporary water meter be relocated to a different location/fire hydrant?

Yes, contact Maintenance Services at (714) 738- 6897 to request a relocation. **Only city staff may relocate the temporary water meter and backflow preventer.**

Additional connections made to the temporary water meter or backflow preventer must be taken off prior to the relocation. Failure to do so may result in these parts being discarded.

Once the request is released to the field, it normally takes a minimum of two business days to have a temporary water meter relocated and backflow preventer tested and certified.

A fee will be added to the next monthly bill for each relocation.

The temporary water meter is no longer needed, what is the process to have it picked up?

It is your responsibility to notify Maintenance Services at (714) 738-6897 when the temporary water meter is to be removed. As long as the meter is installed, the account will continue to be billed and the customer remains responsible for the temporary water meter, backflow preventer, water use and damages.

Additional connections to the temporary water meter or backflow preventer must be taken off prior to it being picked up. Failure to do so may result in these parts being discarded.

Once a request is released to the field, it normally takes up to the next business day to remove the temporary water meter and the backflow preventer.

Upon removal and inspection of the temporary water meter, backflow preventer and fire hydrant for damage, the deposit will be applied to all outstanding charges and a refund will be issued, if applicable.

What if I have additional questions?

Contact Maintenance Services at (714) 738-6897