

The

# MAIN LINE

Quarterly

July 2011



DENVER WATER

## It's official: Denver Water top-notch utility takes second in national taste test

Denver Water placed second in a taste test among water utilities across the nation at the American Water Works Association's annual Best of the Best Water Taste in Washington, D.C. The event, composed of regional winners from water-tasting competitions across North America, was part of AWWA's Annual Conference and Exposition.

"We are proud Denver Water placed so highly in this national taste test," said Ken Pollock, superintendent of water treatment for Denver Water. "Our mission is to provide our customers with high-quality water and excellent service. This honor reflects the dedication and commitment that Denver Water employees have to high-quality water."

A panel of experts rated each water system on its flavor characteristics. Judges included Dr. Russell Ford, deputy director of drinking water infrastructure for CH2M Hill and vice chair of AWWA's Taste and Odor Committee; Monique Durand, engineer at Hazen and Sawyer, P.C., and member of the Taste and Odor Committee; Dr. Andrea Dietrich, professor of civil and environmental engineering at Virginia Tech and past chair of the Taste and Odor Committee; and Neal Augenstein, reporter for Washington, D.C.'s WTOP Radio. Top honors went to the Greenville Water System, of the city of Greenville, South Carolina.

Denver Water moved on to the national competition after placing first in a taste test among water utilities in Colorado, Wyoming and New Mexico at the AWWA Rocky Mountain Section's annual conference at Keystone Resort in Colorado last September.

## Quick Drip:

### Water license is not valid until meter set

In order to have a valid license to receive water service, the following must occur:

- Submit a water license application, soil amendment form, legal description of property to be served, and appropriate charges.
- Pass a soil inspection on the property.
- Prior to landscaping or occupancy, contact meter shop to set meter. Meter must be set within two years of application date and service line and meter pit must be in accordance with our current Engineering Standards
- Once meter is set, water supply license is valid and activated for use at the property

Many of our forms involving tap purchases, plan review or hydrant meters can be downloaded from our website and completed ahead of time.

[www.denverwater.org/DoingBusinesswithUs/WaterSalesForms](http://www.denverwater.org/DoingBusinesswithUs/WaterSalesForms).

Water Sales Info

### Contacts

Tap Sales, Plan Review & Hydrant Use  
303-628-6100

Tap Installation  
303-628-6701

Soil Inspection  
303-628-6670

Meter Inspection  
303-628-6145

### Celebrated Holidays

Denver Water will be closed to observe the following holidays:

Labor Day, Sept. 5  
Veteran's Day, Nov. 11  
Thanksgiving, Nov. 24  
Christmas, Dec. 26  
New Year's, Jan 3

### Water Sales

#### Hours of Operation:

Monday - Friday  
7:30 a.m. - 4 p.m.

*Feel free to stop by and speak with an available representative, or call to make an appointment.*

303-628-6100

[www.denverwater.org](http://www.denverwater.org)

# WATER SALES

## F A Qs

### Answers to your most common questions

**Q:** Annual testing of the Backflow and/or Air Gap what's required?

**A:** If you're a permit holder or agent and connect to Denver Water's hydrant system, an annual test of the RPZ backflow preventer and/or Air Gap is required. It's the responsibility of the permit holder to provide Denver Water with a current certificate of the RPZ backflow preventer and/or Air Gap test. The date of the test must coincide with the effective date of the permit. Written annual test results must be provided to Denver Water Sales Administration.

To review the complete Hydrant Policy visit Denver Water's website at: [www.denverwater.org/DoingBusinesswithUs/WaterSalesForms/](http://www.denverwater.org/DoingBusinesswithUs/WaterSalesForms/)

**Q:** What is a Scrape off?

**A:** Denver Water defines a "scrape off" as the removal of the above ground portion of the structure that is receiving water. Work of this sort generally requires a demolition permit from the local building department (in Denver this is an Advisory 307).

If the original tap date is prior to 1958, it will be required to cut the tap at the main within 60 days of demolition/scrape off and the water meter must be returned to Denver Water. The tap cut must be witnessed by Denver Water.

If the original tap date is later than 1958, depending on the tap size and location related to the new structures alignment, the tap may be able to be reused. Any tap to be reused must remain metered at all times and meet current Denver Water Engineering Standards.

To review the complete Scrape off policy visit Denver Water's website at: [www.denverwater.org/WaterServiceSupport/Construction/Scrape-offProcedures/](http://www.denverwater.org/WaterServiceSupport/Construction/Scrape-offProcedures/)

**Q:** Can I get a water meter for my unit if I share a service line with another unit?

**A:** When Denver Water receives inquiries regarding the service line layout and the billing disputes that exist between two property owners that share common service pipe, Denver Water will inform the property owners of their alternatives.

In order to receive separate water bills, a new tap, service line and meter will be required. At times, Denver Water may agree to waive the System Development Charge (SDC) for the additional tap, which depends on the year the tap was installed. A field inspection must be completed to determine the location of the existing buildings and tap. If the field inspection warrants a second tap and the SDC is waived, then the property owner is responsible

for all costs associated with the new meter, pit and service line. Denver Water will witness the cut-off of the service line branch from the other unit. If the branch cut disturbs an existing lead or galvanize service line, then the existing service line will also need to be replaced at the owner's cost.

The owner's other option is to install a sub-meter on the existing service line. However, Denver Water will not read or bill this sub-meter, and it is the owners responsibility to read the meter around the same date as the Denver Water reading, and split the bill with the other property owner.

**Q:** When installing a service line, what is required?

**A:** Service lines include all pipe and fittings up to and including the stop and waste valve in a building with an outside meter setting, and up to and including the valve downstream side of the meter for an inside meter setting.

Taps 2 inches or smaller, the service line, stop box, meter pit and all other apparatus must be installed and ready for inspection, and installation of the meter. Meters require frost proof meter pit or vault within the boundaries of an easement and in front of the premises either in the right-of-way or on the property, not more than 5 feet from the property line. The area around the stop box and the meter pit or vault shall be kept free of trees, shrubs and bushes for a minimum of two feet in from the lid and shall be free of fences, walls, utility pipe, backflow preventer's and other permanent obstructions.

If a service line is being relocated or modified and non copper service line downstream of the meter pit is disturbed, relocated, severed or modified, replacement of the entire service line, including the relocation of the meter to an outside meter pit, from the main to the first copper or brass fitting inside the structure will be required.

The premise to be served should have a minimum of frontage of 10 feet on the street or easement containing the water main to be tapped and the main must extend a minimum of 8 feet along the front lot line of the premise. The tap and service line shall be located entirely on or in front of the premise to be served. The service line needs to be installed continuous straight line, perpendicular to the front property line or curb, from the tap to a point of 5 feet past the meter pit or vault. The tap, stop box and meter pit, or vault should be in a straight line. The service line should be installed at least 4-1/2 feet but no more than 6 feet below the official street grade of the surface of the ground.

To review the complete Engineering Standards visit Denver Water's website at: [www.denverwater.org/DoingBusinesswithUs/EngineeringOverview/EngineeringStandards/](http://www.denverwater.org/DoingBusinesswithUs/EngineeringOverview/EngineeringStandards/)

## Additional information. . .

### 2011 Public Water Board Meetings

To keep abreast on updates and changes here is the link to present and past Board Meetings agenda, [www.denverwater.org/AboutUs/PublicWaterBoardMeetings/](http://www.denverwater.org/AboutUs/PublicWaterBoardMeetings/) All meetings will be held at Denver Water, 1600 West 12th Ave, unless otherwise noted on the agenda.

### HOW TO – timely review of your plans

The plan review process may be lengthy. To ensure that you receive a timely review here is a couple of items to remember:

Check the ‘construction notes’ needed for submittal periodically as this change throughout the year. [www.denverwater.org/DoingBusinesswithUs/PlanReviews/ConstructionWaterNotes/](http://www.denverwater.org/DoingBusinesswithUs/PlanReviews/ConstructionWaterNotes/)

To save you time and space it is no longer required to add each Detail sheet to the plans but reference Details sheets as a list.

Denver Water is in the process of preparing the 14th Edition of the Engineering Standards with a yet to be determined release date. [www.denverwater.org/DoingBusinesswithUs/EngineeringOverview/EngineeringStandards/](http://www.denverwater.org/DoingBusinesswithUs/EngineeringOverview/EngineeringStandards/)

### AutoCAD Standards

In an effort to automate processes, Denver Water has been working on the Denver Water CAD Standards for use by Denver Water, Distributors, consultants & contractors. The CAD Standards will include User Guides specific to project type (i.e. Distribution Pipe, Conduits, Vaults, etc.) and is on the 2011 CAD platform. The AutoCAD Version 2011 platform is expected to be released September 1, 2011.

## Distributor's Corner

### Online Resource

Water distributors can find information about rebates, learn new conservation tips, update contact information or order materials for customers at [www.denverwater.org/Distributor](http://www.denverwater.org/Distributor).

### Learn more about high-quality water

Each year, Denver Water issues a Water Quality Report, filled with information on water sources, the collection system, and water quality data collected throughout the previous year. Learn more at [www.denverwater.org/WaterQuality](http://www.denverwater.org/WaterQuality).

## Recycled water sales: FAQs

### What are the benefits of using recycled water?

Recycled water rates are 40 percent to 80 percent less than potable water rates. System development charges (tap fees) for recycled water is also about 20 percent less than potable water. Using recycled water for non potable uses frees up drinking water for other purposes.

### What uses have been approved for recycled water?

The Colorado Department of Public Health and Environment regulates the use of recycled water. Currently, Denver Water's recycled water can be used for:

- landscape irrigation
- concrete mixing and washout
- cooling towers
- closed loop cooling systems
- dust control
- soil compaction
- fire protection
- mechanized street cleaning
- zoo operations

### Is it safe for my grass, trees, shrubs and golf greens?

Recycled water is safe for irrigation, but because recycled water has different nutrients than potable water, landscape managers may need to modify maintenance practices to keep turf and trees healthy.

### Are there special requirements for using recycled water?

Yes. The Colorado Department of Public Health and Environment regulates the use of recycled water, and Denver Water has special requirements outlined in Chapter 4 of our operating rules and Chapter 11 of our engineering standards.

### How long does the sales process take?

It can take up to six months for the Colorado Department of Health and Environment to authorize each recycled water customer.

### What general rules apply to recycled water that is used along side potable water systems?

- Backflow prevention devices must be installed on potable water services 5 feet downstream of the potable water meter.
- Private systems cannot mix potable water and recycled water in the same pipes. Pipes carrying potable water and recycled water must be completely separate.

### What steps do I need to take to get recycled water at my property?

- Contact Denver Water's recycled water program manager at 303-



628-7010 or [abigail.holmquist@denverwater.org](mailto:abigail.holmquist@denverwater.org)

- Submit a *User Plan to Comply* to the Colorado Department of Public Health and Environment in order to receive a notice of authorization to use recycled water.

- Complete Denver Water's plan review process.

- Complete Denver Water's recycled water training.

Additional resources:  
[www.denverwater.org/WaterQuality/RecycledWater/RecycledWaterPlantLife](http://www.denverwater.org/WaterQuality/RecycledWater/RecycledWaterPlantLife)

[www.denverwater.org/WaterQuality/RecycledWater](http://www.denverwater.org/WaterQuality/RecycledWater)



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