

The

MAIN LINE

Quarterly

April 2011



DENVER WATER

Violations high during spring, summer

During the spring and summer, Sales Administration sees an increase in misuse or illegal activity on water hydrants. If you are a hydrant use permit holder, make sure you and your staff understands the hydrant use policy.

We provide the hydrant use policy when issuing the permit. You can also access the hydrant use policy online at www.denverwater.org/DoingBusinesswithUs/WaterSalesForms/HydrantUsePolicy.

Report monthly consumption

A meter must be connected and in use during all hydrant connections. Failure to report monthly meter readings will result in a \$50 penalty fee assessed per meter. The readings can be submitted

anytime between the first and 15th of each month. Extra time is not provided if the 15th falls on a holiday or weekend. It is the permit holder's responsibility to confirm readings have been received on time. There are absolutely no exceptions. Verbal meter readings will not be accepted.

Always carry a valid permit

Denver Water field personnel are always on the watch for violations. Always keep a copy of your hydrant use permit on the job site. Failure to present a valid permit upon request will result in a violation and possible confiscation of your water meter.

Use the proper tools

Operating a hydrant requires a hydrant wrench. The use of any other tool to open or close the hydrant valve can cause damage



to the hydrant, which the permit holder must repair. Open the valve fully to ensure proper operation of the hydrant.

Avoid damage to hydrant

Backflow devices and meters connected to a hydrant should be properly supported so they are level with the hydrant ear. Failure to ensure this will cause damage to the hydrant, which the permit holder must repair.

Protect the water system

Keeping our water safe is our highest priority. All hydrant meters must have a certified and tested an RPZ backflow prevention

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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

Happy birthday to The Main Line Quarterly!

The Main Line Quarterly celebrates one year of publications. Thank you to all who read, support and contribute to The Main Line Quarterly.

Prior issues are available on Denver Water's website

www.denverwater.org/

DoingBusinesswithUs/WaterSalesForms.

Water Sales Info

Avoid unauthorized usage

Denver Water will set a meter after all fees have been paid, soil inspection completed and the meter and service line have been inspected and approved in accordance with Denver Water's Engineering Standards.

Landscaping or occupying a property prior to meter set will incur a \$500 unauthorized water use violation.

Celebrated holidays

Denver Water will be closed to observe the following holidays:

- Memorial Day, May 30
- Independence Day, July 4
- Labor Day, Sept. 5
- Veterans Day, Nov. 11
- Thanksgiving, Nov. 24
- Christmas Day, Dec. 26

Sales Administration

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

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assembly or air gap properly connected and in use while using hydrant water.

Unauthorized use

Any misuse or failure to follow all procedures in the hydrant use policy will be considered unauthorized use and will result in violations and possible confiscation of equipment. Continued unauthorized use may result in police involvement.

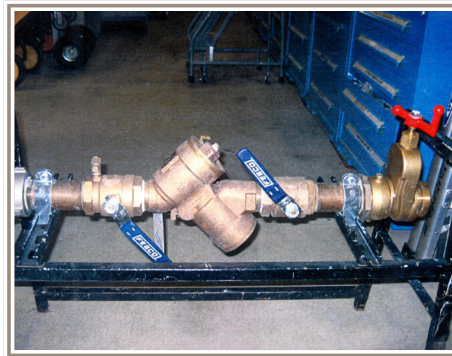
Subcontracting your meter

If you are allowing a subcontractor to use your hydrant permit and equipment, you must ensure the third party follows our hydrant use policy. You also must provide that third party with proper documentation stating the permit holder has given permission for use of that meter and permit. If Denver Water finds the third party in violation of the hydrant use policy, that person will be issued a

fine, the equipment will be confiscated and the permit holder also will be issued a fine.

Denver Water has the right to revoke all existing permits for some of the following reasons (not limited to):

- Failure to pay Denver Water invoices promptly.



- Failure to report meter readings.
- Numerous violations issued to permit holder within the same permit calendar year.

If equipment is confiscated you must pay for violation prior to Denver Water releasing your meter.

Water Distributor permits

Before using a hydrant, confirm if you are within the City and County of Denver or if the hydrant falls under a Denver Water distributor boundary. Non-Denver Water hydrants may require an additional permit before use. A map and listing of our water distributors is available online at www.denverwater.org/AboutUs/distributors/.

If you have any questions regarding equipment, the hydrant use policy or account concerns, please contact Sales Administration at 303-628-6100.

As summer approaches, landscaping plan reviews increase

The review of irrigation plans can be a lengthy process. To ensure a smooth and timely review of your plans, submit all required items upon first submission.

Landscape irrigation, more than or equal to 1 acre, whether contiguous or noncontiguous, and all irrigation projects for the City and County of Denver is subject to special review by Denver Water.

The following is a checklist of items required to initiate an irrigation review with Denver Water:

1. Transmittal letter with contact person's name, phone number and email address.
2. \$450 filing fee
3. One full set of 24 by 36-inch irrigation/landscape plans, details and irrigation notes (obtain current Denver Water Notes and Details at www.denverwater.org).
4. Water budget.

If nonpotable water is being considered for irrigation purposes, a User Plan to Comply must be submitted and approved by the Colorado Department of Public Health and Environment before Denver Water will approve the plans and install a tap. Expect at least six months processing time for the Colorado Department of Public Health and Environment to review and approve the plan.

If the proposed tap size is 3 inches or larger, submit a Civil Plan Submittal in addition to the irrigation review. The process mentioned below doesn't include main extensions, fire line or fire hydrant installations.

The following is a checklist of items required to initiate a Plan Review Submittal for a 3-inch or larger tap:

1. Transmittal letter with contact person's name, phone number and e-mail address.
2. Applicable filing fee (see current fee chart at www.denverwater.org).



3. One full set of 24 by 36-inch civil engineered drawings; also see Chapter 2 of Denver Water's Engineering Standards for details.
4. Denver Water's approval stamp should be added to all pages of submittal.
5. AutoCAD design files.
6. Water budget – See Irrigation Review Requirement No. 4. This document is not required if original water budget is accepted and no changes are required

Please note: The processes identified above are separate and should be recognized as such. You should expect a three-to-four week review period on the initial submittal. If nonpotable water is considered, the review period may take longer. You are expected to include duplicate information on each submittal; such as, point of connection, tap size, meter placement, backflow prevention assembly, main size, vicinity map, etc.

For questions regarding irrigation plan review contact Sales Administration at 303-628-6100.

Director of Public Affairs, Marie Bassett, retired April 1

Marie Bassett didn't realize she was breaking new ground for women when she went to college for engineering.

"I liked math and my dad was an engineer," Bassett said. "He just never told me that women didn't go into engineering." Bassett, director of Public Affairs, retired April 1 after 33 years of service. When she started at Denver Water in 1978, she was the first female engineer ever hired at Denver Water. But that was nothing new to her - she was the first female engineer in the two jobs she held before coming to Denver Water as well.

"Someone had to be first, I guess," she said. "I didn't think much of it until I got to college and saw how few females there were in engineering. By the time I got to Denver Water, I was used to what the workforce looked like."

Cay Strother started at Denver Water 25 years ago, when there were still only a handful of female engineers in the division. "I don't think Marie knew she was an example for those of us who

came in after her," Strother said.

During Marie's time in Engineering, she worked on several conduit projects and helped design and build the hydropower plant at Dillon Dam. She oversaw the engineering behind hooking Denver International Airport up to water service, managing all the pipes, conduits and service lines that had to be installed so the airport could function. She was the lead project manager for the pre-treatment system at Marston in the late 1980s and also led the upgrade project at Moffat Treatment Plant.

In the early 2000s, Denver Water enacted a hiring freeze because of the financial strain caused by the drought. When the director of Public Affairs left, former Manager Chips Barry asked Bassett to fill in as the interim director until the freeze could be lifted. She ended up staying on full time, learning about a different division and taking on new challenges. As the Public Affairs director, she helped supervise the development and implementation of a new Customer Information System, Denver Water's complex billing system



project - all with little interruption to customers. She oversaw an award-winning conservation program and managed Denver Water's second largest division - 180 employees who work on conservation projects, public outreach, customer care and tap sales, among other duties.

"I've worked with a lot of good people who really liked where they work," she said. "I'm thankful to everyone who helped me along the way."

Don't lose your frozen soil deposit; amend by June 1

With spring approaching, this is a reminder to all tap applicants who paid a frozen ground deposit to amend the soil and complete an inspection on the site prior to June 1, 2011. If the soil is not amended prior to this date, your frozen ground deposit will be forfeited.

The program rules for amending the soil are as follows:

- Each 1,000 square feet of soil must be amended with 4 cubic yards of approved compost.
- Compost must be incorporated into the soil to a depth of 4-to-6 inches.
- Remove rock and debris larger than 1 inch in diameter to avoid interfering with planting and maintenance.
- All permeable areas of the property, including tree lawns and right-of-way land the owner is responsible for, must be amended with compost.

Once the property has passed the soil amendment inspection, Denver Water will refund the applicant's deposit but will not pay interest on the deposit. To schedule a soil amendment inspection, contact Denver Water's Conservation Section at 303-628-6670.

Use only what you need

Denver Water continues to encourage wise water use and offers a variety of incentives to help customers along the way. We offer rebates for customers who replace inefficient water fixtures with water efficient fixtures, which often includes toilets and washing machines. For outside uses we offer rebates for fixtures such as, rainfall sensors, rotary nozzles and weather-based smart controllers. Denver Water also offers incentive contracts for both indoor and outdoor water saving projects to help offset the cost of installing or upgrading equipment and landscape. Becoming more water-efficient is good for the environment, may reduce your water and sewer bill, and saves energy too. To determine if you or someone you know qualifies for a rebate, please visit us on line at www.denverwater.org/rebates.

Don't forget to adhere to Denver Water's watering scheduling program beginning May 1 and lasting through to Oct. 1. Denver Water employs a group of water education officers to make sure customers understand by the rules. Remember to avoid watering between 10 a.m. and 6 p.m., regardless of your assigned day.

Colorado's dry climate means everyone needs to do their part to ensure adequate water supplies will be available well into the future. Please keep our logo in mind and continue to use only what you need.

USE ONLY WHAT YOU NEED.





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Send us an email and tell us what you want to see in the next issue. *The Main Line* is your resource for doing business with us.