

The

MAIN LINE



DENVER WATER

Quarterly

October 2010

Engineering Standards have been updated

The 13th edition of Denver Water's Engineering Standards went into effect on Sept. 9, 2010. Some of the updates will have an impact on plan review submittals and water tap installations.

Submitted plans can now be supplied with only one full-sized set; reduced from two required sets. Initial sets and final sets should be submitted as 24 inches by 36 inches; any submittals in between can be provided as 11 inches by 17 inches.

We no longer require mylars to be submitted with your final plan sets.

Details can now be referenced on the water plan versus a separate sheet showing each detail.

CAD requirements have changed; please refer to www.denverwater.org/DoingBusinesswithUs/EngineeringOverview for specific requirements.

Denver Water's approval block needs to be included on each page of the plan submittal. This can be downloaded from our website.

Chapter 3 languages regarding service lines, fire lines and meters have been clarified.

There have also been updates and additions to the available drawings. Visit www.denverwater.org/DoingBusinesswithUs/EngineeringOverview/StandardDrawings.

Visit www.denverwater.org to find the most current

rules, standards and plans. These are updated throughout the year as needed. Often, we are not able to send a notice to all of our customers. Relying on our website for the most current information is your best resource.

Information regarding plan review submission, or tap installation and license activation can be found at www.denverwater.org/DoingBusinesswithUs.

Please schedule a time to meet with us if you have any questions regarding your project, plan submittals, Denver Water Engineering Standards and Operating Rules. Call Sales Administration at 303-628-6100 to schedule an appointment.

Quick Drip:

Approval stamps are available online and should be included on every page of your drawings before submittal.

www.denverwater.org/DoingBusinesswithUs/PlanReviews/Checklist.

New construction rebates are open to all Denver Water customers, including single-family residential, multi-family residential, multi-tenant, commercial and industrial accounts. The rebates are available for water accounts activated after Jan. 1, 2010. For more information about this and other rebates, please visit www.denverwater.org/Conservation/Rebates.

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.

Water Sales Info

Always submit meter reads

As the weather gets colder and business slows down for many hydrant permit customers, it is still necessary to submit a monthly meter reading for all active permits.

Readings should be submitted by fax between the first and 15th of the month. Readings received after the 15th will receive an automatic late fee.

Celebrated Holidays

Denver Water will be closed to observe the following holidays:

Veteran's Day, Nov. 11
Thanksgiving, Nov. 25
Christmas Eve, Dec. 24
New Year's Eve, Dec. 31

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

Distributor's Corner

2011 Water Rates

The Board is expected to vote on proposed rate changes on Wednesday, Nov. 17. Public comment will be taken Nov. 10 and 17. Details of the 2011 rates proposal will be available on www.denverwater.org.

December is update time!

In December we will send out requests to Distributors to verify and update their contact information for our Distributors Directory. You can do this online at www.denverwater.org/Distributor.

Temporary valves no longer allowed

As of Oct. 1, 2010, temporary valves, or red valves, are no longer available to be used in place of a hydrant meter while your meter is in the Denver Water meter shop.

To support Denver Water's conservation program and to follow Denver Water policies, the use of any temporary unmetered hydrant connections are not allowed for any reason.

Denver Water will test and repair your hydrant meter in three business days or less. Denver Water will contact you, or a representative from your company, after your hydrant meter has been tested.

Once you are notified that your meter is ready, go to Denver Water's administration building at 1600 W. 12th Ave. Visit the front desk of the sales administration department to complete your permit issuance in order to pick up your meter.

If you do not pick up your meter within 60 days of calibration and testing, the meter shop will assume meter is abandoned and scrap the meter.

The hydrant policy is available on www.denverwater.org/DoingBusinesswithUs/WaterSalesForms. If you have questions, contact Sales Administration at 303-628-6100.

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 nonpotable 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.



- 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

www.denverwater.org/WaterQuality/RecycledWater

Tap to meter: Step-by-step process

Before pouring foundation

If installing a new service line, or replacing an old lead line, complete a tap application and soil amendment form. These are available online at www.denverwater.org/DoingBusinesswithUs/WaterSalesForms. Bring completed forms, a legal description, and payment to Sales Administration for processing. If your property is outside the City of Denver, have the corresponding water district sign off on the tap application prior to submission to Denver Water.

Once construction is complete, prior to landscaping or occupancy

Schedule a soil amendment inspection at 303-628-6670. The inspector will notify you if an additional amendment is required.

After soil inspection has passed, prior to landscaping or occupancy

Schedule a meter inspection and installation at 303-628-6145. Service line and meter pit should be properly installed, following Denver Water's Engineering Standards. If inspection finds all services are properly installed, a meter will be set and the service activated. Water use is restricted to the legally described area as set forth on the water license.

After meter has been set

Congratulations! You can now landscape the property and allow occupancy.

Failure to follow these steps can result in unauthorized water use violations and additional inspection fees.

Hydrant Permits: Step-by-step process

Purchase a hydrant meter and backflow device

All water drawn from Denver Water's system must be metered. Denver Water does not provide, or sell, hydrant meters. Backflow devices are a requirement to protect the water system. Depending on the way you are connecting to the hydrant, you may have a backflow device or an air gap. We do require testing and certification performed on your backflow prior to obtaining a permit. Air gaps must be tested and certified as well. A backflow report or air gap verification form is required to be on file with Denver Water at the time of permit issuance.

Submit your meter to Denver Water's meter shop

Hydrant meters must be tested and calibrated by Denver Water's meter shop prior to obtaining a permit.

Complete a hydrant permit application

Go to the Denver Water's administration building and visit the sales administration department to complete your application and receive your hydrant permit before retrieving your meter from the meter shop.

Understand the policy, submit monthly readings

Review the hydrant policy and make sure any employee handling the hydrant meter understands how to properly transport, support, install and read the meter. Always supervise the hydrant while it is in use and keep a copy of the permit on hand.

Failure to follow the hydrant policy will result in fines and possible permit revocation.

Soil amendment policy still in effect during the winter months

In August 2008, Denver Water adopted a soil amendment program for all new taps. This program applies to all residential, commercial, governmental and industrial properties within Denver Water's service area. By amending soil with compost, soil retains moisture and allows plants to absorb water for longer periods of time.

All permeable areas must be amended with 4 cubic yards of approved compost per thousand square feet. Compost must be tilled to a depth of 4 to 6 inches. A soil inspection must be performed by Denver Water and the property must receive a "pass" status in order to get a meter set on the property.

During winter months, weather conditions can make it difficult to comply with this requirement. Denver Water allows customers to pay a frozen ground deposit. This deposit is fully refundable and allows the property to get the meter set while postponing the soil preparation and inspection until the following spring. The deposit amount is based on 25

percent of the system development charge for the licensed property.

Here's how it works:
Contact Water Sales at 303-628-6100 to find out how much your deposit will be and to arrange payment. After you have paid the deposit and signed the frozen ground deposit agreement, contact the Meter Shop at 303-628-6145 to schedule meter set.

Once weather conditions permit and before June 1, amend the permeable area and call Conservation at 303-628-6670 to schedule an inspection. Denver Water conservation specialists must be allowed access to the entire site that needs the inspection. Once you pass inspection, a refund check will be issued for the full amount of the deposit within approximately two to three weeks. The deposit will be refunded to the payer of the deposit only.

We all know weather conditions in Colorado can change quickly and are

unpredictable. As long as the ground is visible and not frozen, inspections can still be performed. For more information, visit www.denverwater.org/Conservation/SoilAmendmentProgram.





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