

**COMMISSIONERS OF PUBLIC WORKS**  
of the  
**CITY OF CHARLESTON, SOUTH CAROLINA**



**TRANSIENT AND NON-TRANSIENT  
WATER USE POLICY**

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## Transient and Non-Transient Water Use Policy

### **Section I - Purpose**

To establish a policy that will meet the needs of temporary water users while preventing unauthorized water use, maintaining distribution system integrity and protecting water quality.

Fire Departments are explicitly excluded from this policy. In no manner does this policy limit the use of CWS hydrants for fire departments conducting official business under their jurisdictional authority.

### **Section II – Contact Information**

To initiate the application/contract process and make payment: Call CWS Customer Service Line at 843-727-6800; Choose option 3; then option 2 to speak to a New Service & Technical Support Coordinator. CWS Cross-Connection Control Department will schedule hydrant usage assembly installation or air-gap inspections after contract acceptance. Extension requests are coordinated through Cross-Connection Department. Payments should be coordinated through Cross-Connection and Customer Service / Cash Departments.

To report hydrant malfunctions: Call CWS Water Distribution Department at 843-308-8279 or Customer Service at 843-727-6800.

For Transient Users:

To notify CWS of hydrant field use – Leave a message at 843-308-8454 with the following information:

- Name
- Contact Number
- Permit #
- Hydrant # and / or Location
- Date and Time of Use.

To request use of a hydrant that is not on the approved list, contact CWS Water Distribution at 843-308-8279.

### **Section III - Definitions**

- **Air-gap:** The unobstructed vertical distance through the free flowing discharge end of a potable water supply pipeline and an open or non-pressure receiving vessel. An “approved air-gap” with regard to transient users shall be at least twice the diameter of the supply pipe measured vertically above the overflow rim of the receiving vessel; in no case less than one inch.
- **Hydrant Usage Assembly:** The combination of a backflow prevention assembly, shut-off valve, hose assembly and the green in-use tag supplied and installed by CWS Cross-Connection Compliance inspectors on specific hydrants designated for non-transient use.

- **Non-Transient:** A category of temporary water use defined as a stationary, site-specific supply from a single hydrant. Once the permanent source of water is available, the non-transient hydrant use assembly will be removed.
- **Transient:** A category of temporary water use defined as water use from pre-identified hydrant locations for the purpose of filling water tankers or other mobile water vessels utilized in the operators' business.

#### **Section IV – Hydrant Operation Instructions**

- Anytime a Transient or Non-Transient User operates a hydrant on the CWS system, they must adhere to the Hydrant Operation Instructions provided in this policy. Any deviation from the instructions that results in damage to the CWS hydrant or water distribution system may result in termination of the contract and possible fines and penalties as provided by CWS policy and applicable laws. Hydrant Operation Instructions are available on our website.

## **HYDRANT OPERATION INSTRUCTIONS**

Check area to assure no damage will result from flooding.

Using a hydrant wrench, remove the desired nozzle cap. Note: Only use a wrench specifically designed for hydrants. Any other type of wrench may cause damage to the nozzle cap and bronze operating nut.

Check the remaining nozzle caps to assure they are snug on the nozzles and will not blow off under pressure.

Attach the hydrant wrench to the operating nut on top of the hydrant bonnet and tighten the wrench to prevent any slippage.

The hydrants within the CWS distribution system are predominantly “open-right” or turn clockwise to open. There are however, some hydrants in the system which are “open-left” or turn counter clockwise to open. The direction to open a hydrant is usually stamped on the bonnet or bonnet flange in the form of an arrow.

Following the direction of the arrow stamped on the bonnet or bonnet flange, turn the operating nut until the hydrant is fully open. Partial opening of a hydrant will result in the bleeder valves remaining open and washing out the area around the hydrant boot.

Always open a hydrant completely, approximately 8 to 10 turns. Do not force a hydrant to a complete stop. If it is necessary to control the output flow, attach a nozzle valve between the nozzle and attached apparatus and throttle the flow from the valve.

Continuously monitor the hydrant flow output to assure no damage or safety hazard will result from excessive flooding. When the water appears to be flowing clear from the hydrant, no rust or discoloration, slowly close the hydrant (approx. 5 revolutions per minute) using gradual even turns. Never close down a hydrant fast as this could result in water hammer and possible damage to the distribution system.

For Transient Users: When notifying CWS of use, call 843-308-8454 and leave the following information:

Name / Contact Number / Permit # / Hydrant # and or Location / Date and Time of Use.

**CWS Service Dispatcher**  
**CWS Water Distribution**  
**Cross-Connection Control**

**843-308-8454**  
**843-308-8279**  
**843-727-7216**

## **Section V – Suspension of Hydrant Use during an Emergency**

In the event of an emergency that impacts the water system, such as a natural disaster, large fire, significant main break, etc., Charleston Water System reserves the right to suspend transient and non-transient hydrant use. In such situations, Charleston Water System's operational requirements will supersede all permits and contracts for hydrant use.

If such a restriction is necessary, permitted users should stay tuned to local media for announcements regarding water system issues or check Charleston Water System's web site, [www.charlestonwater.com](http://www.charlestonwater.com).

## **Section VI - Transient Water Use**

CWS will allow temporary, un-metered hydrant use for transient users under the below-described conditions. Examples of transient water uses include street sweepers, hydro-seeders, landscape, utility, roadway or other types of construction contractors, sewer cleaners, or any other similar business utilizing water on a frequent basis at varying locations.

### **1. Application and Contract**

Transient users are required to:

- Apply annually for permission to utilize CWS hydrants by submitting a completed Transient Water Use Permit Application and Contract
- Demonstrate knowledge and competency operating hydrants
- Make each vehicle or vessel available for air-gap inspection
- Ensure that the vehicle air-gap passes an inspection by a CWS Cross-Connection Compliance Inspector
- Make available an appropriate hydrant wrench at the time of inspection
- Make payment of fees to the CWS Customer Service Department

Companies in the business of renting or leasing water trucks must apply and pay the permit fee for each of the trucks they rent or lease for use within the CWS service area. Said rental companies shall be responsible for properly educating their customers who rent or lease the truck on proper hydrant use. Failure to properly permit the vehicle may result in penalties assessed to the rental company for unauthorized hydrant use or illegal connections as provided for in the CWS Water Rules and Regulations.

### **2. Terms**

Transient Water Use Permits are issued on an annual basis. Permits automatically expire on December 31 of each year. Partial year permits are offered on a quarterly basis at a prorated amount to users that apply for permits after March 31 (See Table 3). All fees are non-refundable.

Transient Water Use Permit decals are required to be displayed on the rear of each permitted vehicle after being affixed to the vehicle / tanker by a CWS Cross-Connection associate. Failure to display a current decal may result in termination of

the contract and / or penalties for unauthorized hydrant use. Decals are color-coded for each calendar year.

Permits are not automatically renewed, however, renewal letters will be sent to current year permit holders in November or December. It is then the responsibility of the Contractor to apply for the following year's permit.

Permits cannot be transferred from one vehicle to another without approval from CWS Cross-Connection Control Department. Additional fees for larger capacity tankers may be required prior to an approved transfer. Refunds for smaller capacity vessels will not be granted.

### 3. Fees

Transient water use fees are assessed annually, per vehicle or tanker. Fees are based on capacity as shown in Table 2.

<b>Table 2</b>		
<b>Transient Water Use Fees</b>		
<b>Class</b>	<b>Capacity (gallons)</b>	<b>Annual Fee</b>
1	3,000 or more	\$ 2,750.00
2	2,000 – 2,999	\$ 2,000.00
3	1,000 – 1,999	\$ 1,500.00
4	501 – 999	\$ 1,000.00
5	500 or less	\$ 750.00

Fees will be pro-rated on a quarterly basis, depending on the date of application as shown in Table 3.

<b>Table 3</b>				
<b>Transient Water Use Fees (PRO-RATED)</b>				
<b>Class</b>	<b>Capacity (gallons)</b>	<b>2<sup>nd</sup> Quarter (Apr-Jun)</b>	<b>3<sup>rd</sup> Quarter (Jul – Sept)</b>	<b>4<sup>th</sup> Quarter (Oct – Dec)</b>
1	3,000 or more	\$ 2,062.50	\$ 1,375.00	\$ 687.50
2	2,000 – 2,999	\$ 1,500.00	\$ 1000.00	\$ 500.00
3	1,000 – 1,999	\$ 1125.00	\$ 750.00	\$ 375.00
4	501 – 999	\$ 750.00	\$ 500.00	\$ 250.00
5	500 or less	\$ 562.50	\$ 375.00	\$ 187.50

#### 4. Responsibility/Liability

At application, the Contractor will be required to sign the Transient Water Use Permit Application and Contract acknowledging the Contractor's responsibilities under the terms of the contract. Responsibilities include, but are not limited to:

- Limiting use to hydrants that have been pre-identified as approved for use
- Notifying CWS Service District Dispatcher at 843-308-8454 when hydrants are going to be used. Notification must take place prior to withdrawing water
- Displaying the Transient Water Use Permit decal on each authorized vehicle
- Proper use of hydrant including responsibility for any damage to the hydrant or appurtenances, private or public property damage that results from use of the hydrant usage assembly, negligence, theft or vandalism

#### 5. Penalty

Failure to follow the terms and conditions of this Policy or the Transient Water Use Permit Contract may result in removal of the permit decal, cancellation of the contract or other penalties that may apply as governed by CWS Rules and Regulations.

#### 6. Specific Hydrant Locations Approved for Use

Certain hydrants have been pre-identified by CWS for utilization in the Transient Water Use program. These hydrants will be painted with an ORANGE barrel and a white top in-lieu of the typical YELLOW barrel. As the list of pre-identified hydrants may change, the most current list should always be reviewed. It is available on the internet at [www.charlestonwater.com](http://www.charlestonwater.com).

Under all circumstances, transient contractors are required to notify the CWS Service Dispatcher 843 308-8454 prior to use of water from a CWS hydrant, each and every time the hydrant is to be operated.

On a case-by-case basis, CWS will review requests for transient water use from hydrants not pre-identified. Such requests shall be approved by the CWS Senior Distribution System Manager at 843-308-8279. These requests may be made by email [SterlingLK@charlestoncpw.com](mailto:SterlingLK@charlestoncpw.com), or submitted in writing to Kevin Sterling / Water Distribution / 1256 Supply Street / North Charleston, SC 29405. If permission is granted, written approval must be received from the Water Distribution Department prior to using the hydrant.

Use of any other hydrant will be considered unauthorized and may result in removal of the vehicle permit and immediate termination of the contract. Other penalties for unauthorized hydrant use or illegal connections may be assessed as provided for in the CWS Water Rules and Regulations.

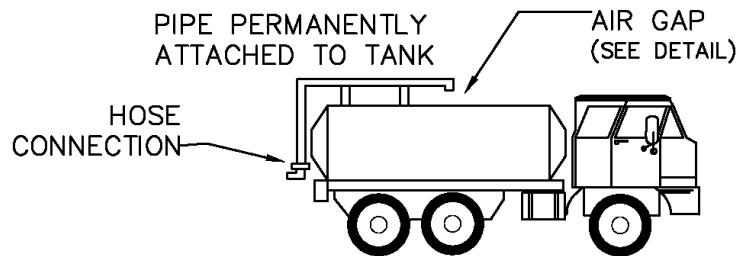
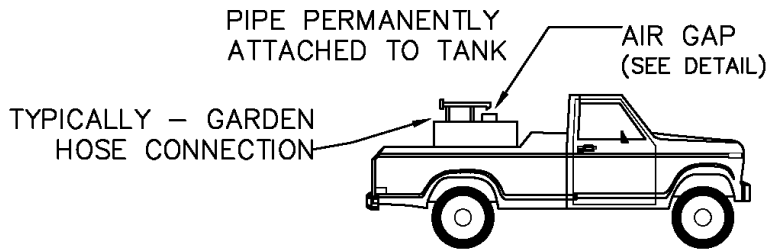
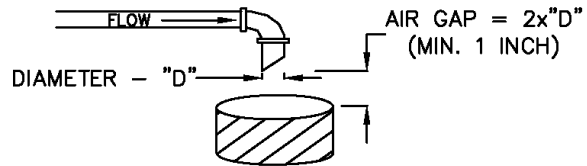


## 7. Transient Air-gap

The air-gap is the safest, most effective method of backflow prevention available. CWS requires an air-gap for transient users. The air-gap must be permanently affixed above the receiving vessel, and requires a passing inspection by a CWS Cross-Connection Compliance Inspector.

# TRANSIENT AIR-GAP DETAIL

AIR GAP DETAIL



**TRANSIENT WATER USE PERMIT APPLICATION AND CONTRACT**

**Application**

Applicant's Name: \_\_\_\_\_ Federal ID #: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Billing / Mailing Address: \_\_\_\_\_

Contact Phone #'s

Responsible Party: \_\_\_\_\_ Office: \_\_\_\_\_ Cell: \_\_\_\_\_

Purpose of Water Use: \_\_\_\_\_

Vehicle License # \_\_\_\_\_

Capacity of Tank (Gallons): \_\_\_\_\_

**CALL CWS DISPATCHER 843 308-8454 EACH TIME HYDRANT IS OPERATED!**

Leave the following information:

Name / Contact Number / Permit #/ Hydrant # and or Location / Date and Time of Use.

**CROSS-CONNECTION VERIFICATION: FOR CWS USE ONLY**

Air-gap Inspection: Pass: \_\_\_\_\_ Inspector Name: \_\_\_\_\_ Date: \_\_\_\_\_

Fail: \_\_\_\_\_ Inspector Name: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

**Contract**

This Contract made effective as of \_\_\_\_\_(date), by and between \_\_\_\_\_, a corporation organized and existing under the laws of the State of South Carolina, hereinafter called the "Contractor", and the Charleston Water System, hereinafter called "CWS".

**Terms**

1. Effective dates of Contract are: \_\_\_\_\_ to \_\_\_\_\_; unless otherwise cancelled by either party.
2. The Contractor asserts that a non-refundable payment in the amount of \_\_\_\_\_ has been made to CWS in consideration of its allowance to draw potable water from specified CWS hydrants.

3. Only hydrants pre-identified by CWS for transient water use are authorized for use by transient contractors. CWS will review requests for transient water use from hydrants not pre-identified. Such requests must be made in writing to the Water Distribution Senior Distribution System Manager at [sterlinglk@charlestoncpw.com](mailto:sterlinglk@charlestoncpw.com).
4. Transient contractors are required to notify the CWS Service Dispatcher 843 308-8454 prior to each time the hydrant is operated during use of water from a CWS hydrant.
5. A current Transient Water Use Permit decal (affixed to the tanker at time of inspection) shall be displayed on the vehicle or tanker at all times.
6. The Contractor will have an approved hydrant wrench and insure their staff is properly trained in the proper operation of a CWS hydrant.
7. The Contractor will be responsible for any and all damage to private or public property as a result of operating CWS hydrants. This includes, but is not limited to the CWS hydrant and the CWS water distribution system.
8. The Contractor agrees to follow the applicable portions of CWS Water Rules and Regulations in the execution of this Contract. Failure to follow the requirements could result in termination of this Contract and/or penalties allowed to CWS by policy and law.

The parties hereto, have caused this Contract to be executed on the day and year first above written.

By: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
 (Contractor's Designee Signature)

By: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
 (CWS Associate)

## Section VII - Non-Transient Water Use

CWS will allow temporary un-metered hydrant use for non-transient users under the below-described conditions. Examples of Non-Transient water uses include construction of new commercial and residential developments or major renovations of existing properties when a metered service is not available.

### 1. Application and Contract

Non-Transient Users must:

- complete and submit for approval a Non-Transient Water Use Permit Application and Contract to the CWS Customer Service Department
- only use a hydrant that has a SC DHEC Permit to Operate
- complete a request for service for the proposed permanent water service
- pay all tap and impact fees related to that permanent water service
- coordinate payment of non-transient water use fees through the CWS Customer Service Department

### 2. Terms

At the time of application, the Contractor may request one of two initial contract durations:

- 1) An initial period of up to seven (7) days
- 2) An initial period of up to ninety (90) days

Extensions in monthly increments can be requested by the Contractor and approved by Charleston Water System.

The contract automatically ends when a metered service has been activated on the property. The hydrant usage assembly will be removed at the time of meter activation.

If the hydrant usage assembly is no longer needed prior to the contract end date, it is the Contractor's responsibility to notify the CWS Cross-Connection Control Department to pick up the hydrant usage assembly. Otherwise, CWS will remove the assembly on or about the contract end date.

Refunds for a shorter period of use than granted in the Contract will not be given.

3. Fees

Fees shall be in accordance with Table 1 and must be paid prior to receiving the hydrant usage assembly. CWS will not finance any part of these fees.

<b>Table 1</b>		
<b>Non-Transient Water Use</b>		
<b>Connection Size</b>	<b>Duration of Use</b>	<b>Fee</b>
3/4"	7 days or less	\$200.00
1-1/2"	7 days or less	\$475.00
3/4"	7-90 days	\$475.00
1-1/2"	7-90 days	\$950.00
3/4"	1-month extension	\$200.00
1-1/2"	1-month extension	\$380.00

4. Set up and Turn-On

Installation of the hydrant use assembly will normally be provided within two (2) business days upon approval and acceptance of the Non-Transient Water Use Permit Application and Contract. CWS will install the temporary hydrant usage assembly and activate the hydrant. Hydrant usage assemblies may not be altered or disassembled in any manner.

The Contractor may request relocation of the hydrant usage assembly to another hydrant under the following circumstances:

- Relocation options are discussed at time of application
- Relocation is done in accordance with contract, policy and hydrant operation instructions
- Relocation is approved by the Cross-Connection Control Department

5. Responsibility/Liability

At application, the Contractor will be required to sign the Non-Transient Water Use Permit Application and Contract acknowledging the Contractor's responsibilities under the terms of the contract. Responsibilities include, but are not limited to:

- adhering to application procedures
- making proper, timely payments
- utilizing the hydrant usage assembly and the hydrant in conformance with hydrant operation instructions
- obtaining and using an appropriate hydrant wrench
- providing security for the hydrant usage assembly to prevent unauthorized use of the hydrant. (Contractor may remove the hydrant usage assembly for overnight or week-end storage, leaving the shut-off valve and green In-Use tag attached to the hydrant.)

- providing protection of the hydrant usage assembly during freezing or otherwise inclement weather that may cause damage to the set up. (See further instructions below / Item #6)
- timely return of the hydrant usage assembly as directed
- Upon return/retrieval of the hydrant usage assembly, an evaluation will be made as to its condition. CWS will seek reimbursement for repair and/or replacement costs if, in the opinion of CWS, assembly damage has occurred as a result of negligence and/or misuse. The Contractor will be responsible for material and labor costs associated with repair and/or replacement of a damaged hydrant usage assembly and may be required to make restitution for any and all private or public property damage due to misuse, negligence, theft or vandalism

## 6. Freezing Weather Protection

In the event of inclement weather that poses a freezing threat to the hydrant, follow the instructions below to prevent the hydrant from freezing, provide protection for the hydrant usage assembly and CWS water distribution system.

- 1) Shut hydrant off
- 2) Remove hydrant usage assembly and hose
- 3) Open ball valve half way to break air to hydrant and allow water to drain out

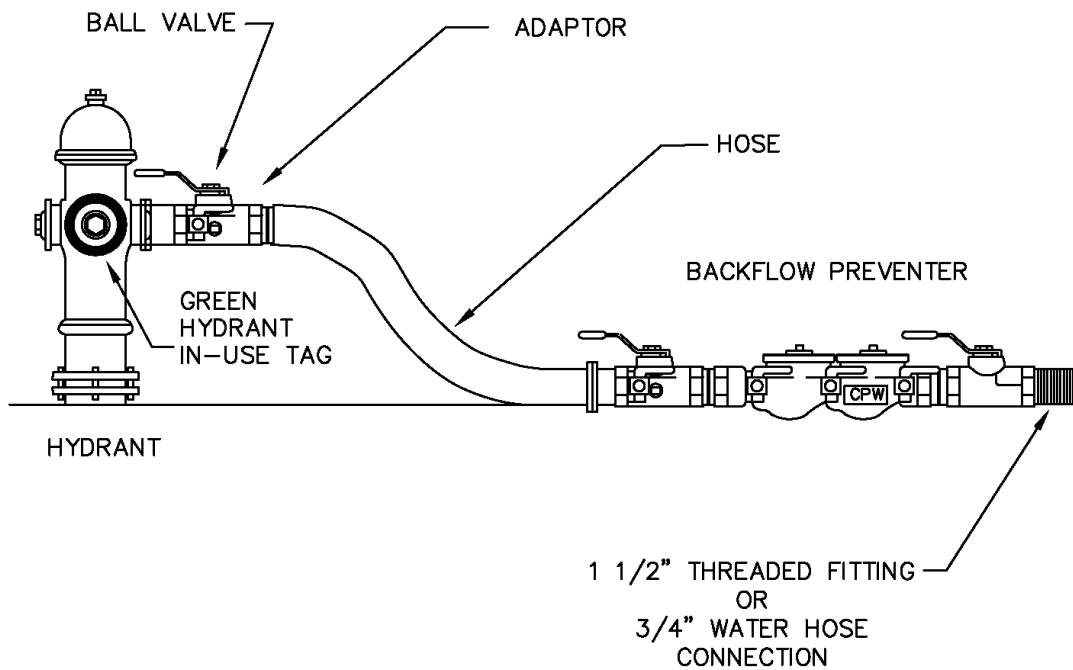
## 7. Penalty

Failure to follow the terms and conditions of this Policy or the Non-Transient Water Use Permit Contract may result in removal of the hydrant usage assembly, cancellation of the contract or other penalties that may apply as governed by CWS Rules and Regulations.

# HYDRANT USAGE ASSEMBLY DETAIL

CHARLESTON WATER SYSTEM  
TEMPORARY HYDRANT USAGE ASSEMBLY

1-1/2" AND 3/4" ASSEMBLIES AVAILABLE





**NON-TRANSIENT WATER USE PERMIT APPLICATION AND CONTRACT**

**Application**

***Allow a minimum of 3 business days from the time of applying, for the assembly to be set.  
Application for Permanent Service MUST be completed before hydrant use is permitted.***

-----  
Permanent Service Applied for:    Yes     Account # \_\_\_\_\_    No   
No? Is Application Pending: \_\_\_\_\_  
Applicant's Name: \_\_\_\_\_  
Physical Address: \_\_\_\_\_  
Billing / Mailing Address: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Contact Phone #'s

Responsible Party: \_\_\_\_\_ Office: \_\_\_\_\_ Cell: \_\_\_\_\_  
Purpose of Water Use: \_\_\_\_\_

**Backflow Assembly Info**

**Hydrant Information**

Size Needed:    3/4"     Date of Application: \_\_\_\_\_  
                    1-1/2"     Set Date Requested: \_\_\_\_\_  
  Location of Hydrant \_\_\_\_\_  
  Hydrant #: \_\_\_\_\_  
Customer Supplied:  \*\* Must be tested by an Approved Tester prior to use.

**CROSS-CONNECTION VERIFICATION: FOR CWS USE ONLY**

Bkfp ID or SN# _____	Expiration Date: _____
Backflow Assembly Info:    Make: _____	Model: _____    Size: _____
Installed by: _____	Date: _____    Tested: _____

**NON-TRANSIENT WATER USE PERMIT APPLICATION AND CONTRACT**

**Contract**

This Contract made effective as of \_\_\_\_\_(date), by and between \_\_\_\_\_, a corporation organized and existing under the laws of the State of South Carolina, hereinafter called the "Contractor", and the Charleston Water System, hereinafter called "CWS".

**Terms**

Initial

- 1. Effective dates of Contract are: \_\_\_\_\_ to \_\_\_\_\_; unless otherwise cancelled by either party or when permanent water service is activated. \_\_\_\_\_
- 2. The Contractor asserts that a non-refundable payment in the amount of \_\_\_\_\_ has been made to CWS in consideration of its allowance to draw potable water from CWS hydrants. \_\_\_\_\_
- 3. The Contractor will have an approved hydrant wrench and insure their staff is properly trained in the proper operation of a CWS hydrant. \_\_\_\_\_
- 4. The Contractor will be responsible for any and all damage to private or public property as a result of operating CWS hydrants. This includes, but is not limited to the CWS hydrant and the hydrant usage assembly. \_\_\_\_\_
- 5. The Contractor is responsible for obtaining extensions to this contract if needed. Once the contract expires, the assembly will be removed. \_\_\_\_\_
- 6. The Contractor agrees to follow the applicable portions of CWS Water Rules and Regulations in the execution of this Contract. Failure to follow the requirements could result in termination of this Contract and/or penalties allowed to CWS by policy and law. \_\_\_\_\_

The parties hereto, have caused this Contract to be executed on the day and year first above written.

By: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
(Contractor's Designee Signature)

By: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_  
(CWS Associate)