

# Spartanburg Water Customer Fire Service Project Flow Chart

Customer or Customer's representative notifies Spartanburg Water Engineering Department about proposed fire service. If needed, requests fire flow test.

Spartanburg Water Engineering Department assigns a Project Manager to coordinate with Customer. Project Manager:  
 1- Assists Customer in obtaining information regarding existing water infrastructure  
 2- Provides Fire Service project requirements, Fire Service Questionnaire and design requirements package to Customer.  
 3- Requests flow test and any additional field info that may be required and provides results to Customer.

Customer submits:  
 1- Completed Fire Service Questionnaire  
 2- 2 sets of proposed Site Plans  
 3- 2 sets of internal fire protection plans  
 4- Electronic copy of site plan  
 5- Special instructions from fire officials

Project Manager prepares Private Fire Protection Agreement and forwards to Customer for execution.

Customer submits:  
 1- 7 sets of approved plans stamped "Issued for Construction"  
 2- Copy of any necessary encroachment permits or encroachment permit applications

Project Manager reviews plans and offers feedback as needed. If project is deemed feasible and plans are acceptable, Project Manager approves design and notifies Customer.

Customer returns executed Fire Protection agreement then requests a pre-construction conference a minimum of 72 hours prior to construction.

Customer's Contractor(s) participates in Pre-con  
 Spartanburg Water representatives participate in pre-con conference

Spartanburg Water  
 1- Conducts construction inspections and when satisfied approves installation.  
 2- Tests backflow device and performs any other necessary inspections. If pump is involved, witnesses pump tests.  
 When all steps are successfully completed, the fire service valve is turned on and fire service is activated.

**Note: Ongoing Maintenance Activities after Fire Service project close out.**

Customer is responsible for

- 1- Paying quarterly stand-by charge
- 2- Notifying Spartanburg Water of change in ownership
- 3- Conducting required periodic testing of backflow devices
- 4- Notifying SWS of proposed changes or additions to private fire protection system, and of proposed testing of system as outlined in Private Fire Protection Agreement

- Customer Activity
- Spartanburg Water Activity