Spartanburg Water Customer Large Water Meter Project Flow Chart

Spartanburg Water Engineering Department assigns a Project Manager to coordinate with Customer. Project Manager: Customer submits: Customer notifies Spartanburg 1. Assists Customer in obtaining information regarding 1. Completed Large Water Meter Questionnaire Water Engineering Department existing water infrastructure 2. 2 sets of proposed Site Plans, including about proposed large meter. If 2. Provides Large Water Meter project requirements, location of the meter and details needed, requests fire flow test. Large Water Meter Questionnaire 3. Electronic copy of proposed site plan 3. Requests flow test and any additional field info that may be required and provides results to Customer. Customer's Contractor(s) participates Customer: Project Manager reviews plans and offers in Pre-con 1. Pays applicable fees feedback as needed. If project is deemed 2. Obtains appropriate encroachment Spartanburg Water representatives feasible and plans are acceptable, Project permits and other applicable permits participate in pre-con conference Manager approves design, notifies 3. Requests pre-construction conference a Customer, and provides Customer meter minimum of 72 hours prior to scheduled start of construction cost and estimated capacity fees. Spartanburg Water: 1. Orders meter at payment of applicable fees. 2. Delivers meter to construction site. 3. Conducts construction inspections and when satisfied approves installation. 4. Tests backflow device and performs any other necessary inspections. If pump is involved, witnesses pump tests. When all steps are successfully completed, the valve is turned on and service is activated. **Note: Ongoing Maintenance Activities after** Large Water Meter project close out. Customer is responsible for 1. Paying monthly or bimonthly bill 2. Notifying Spartanburg Water of change in ownership **Customer Activity** 3. Conducting required periodic testing of backflow devices 4. Notifying SWS of proposed changes that may affect Spartanburg Water Activity water service

Revised December 2018