



CITY OF CAMDEN GUIDE TO MUNICIPAL WATER SERVICE

WATER SERVICE

General Information

1. Water connections (service lines) are subject to the existence of an adequately (capacity and pressure) sized City distribution main within a public right of way or an easement abutting the property to be served.
2. The property owner is responsible for the cost to install a water service Line (domestic water or fire protection) to any City water main.
3. No water service line shall be used to supply more than one building.
4. A separate curb stops or shut off valve is required for each type of water service line (domestic water or fire protection).
5. No person shall cut or disconnect a water service pipe connected a City water main without first obtaining a permit so to do.

Is water service available to my property?

1. Property has a Standing Structure
 - a. Contact the City of Camden's Contract Operator for municipal utilities at **855-769-3164** with your site specifics, including block and lot information.
 - b. The City of Camden's Contract Operator for municipal utilities will determine if there is an existing active water service line to the property in question.
 - c. If there is an existing active water service line to the property, the City of Camden's Contract Operator for municipal utilities will establish a Utility Account for the property or premise.
 - d. If there is no existing active connection to the property, the applicant must contact the **Division of Capital Improvements and Project Management** to complete an "Application for Water Service".
2. Property without a Standing Structure
 - a. The applicant must contact the **Division of Capital Improvements and Project Management** to complete an "Application for Water Service".

What about changes in existing water service?

1. Any request for an increase in size of a service will be directed to **Division of Capital Improvements and Project Management** for processing. This request is subject to fees for the new water service line, and the abandonment of the existing water service line.
2. Any request for a relocation of an existing water service line will be directed to **Division of Capital Improvements and Project Management** for processing, and will be to fees for the new water service line and the abandonment of the existing water service line.
3. Customers requesting that the water service line be upsized and placed in a new location will be directed to the **Division of Capital Improvements and Project Management** for processing, and will be to fees for the new water service line and the abandonment of the existing water service line.

Will the existing mains support my proposed water needs?

1. Your water demands must be submitted to the **Division of Capital Improvements and Project Management** for analysis. The **Division of Capital Improvements and Project Management** will provide utility information regarding available water main(s) within a public right of way or an

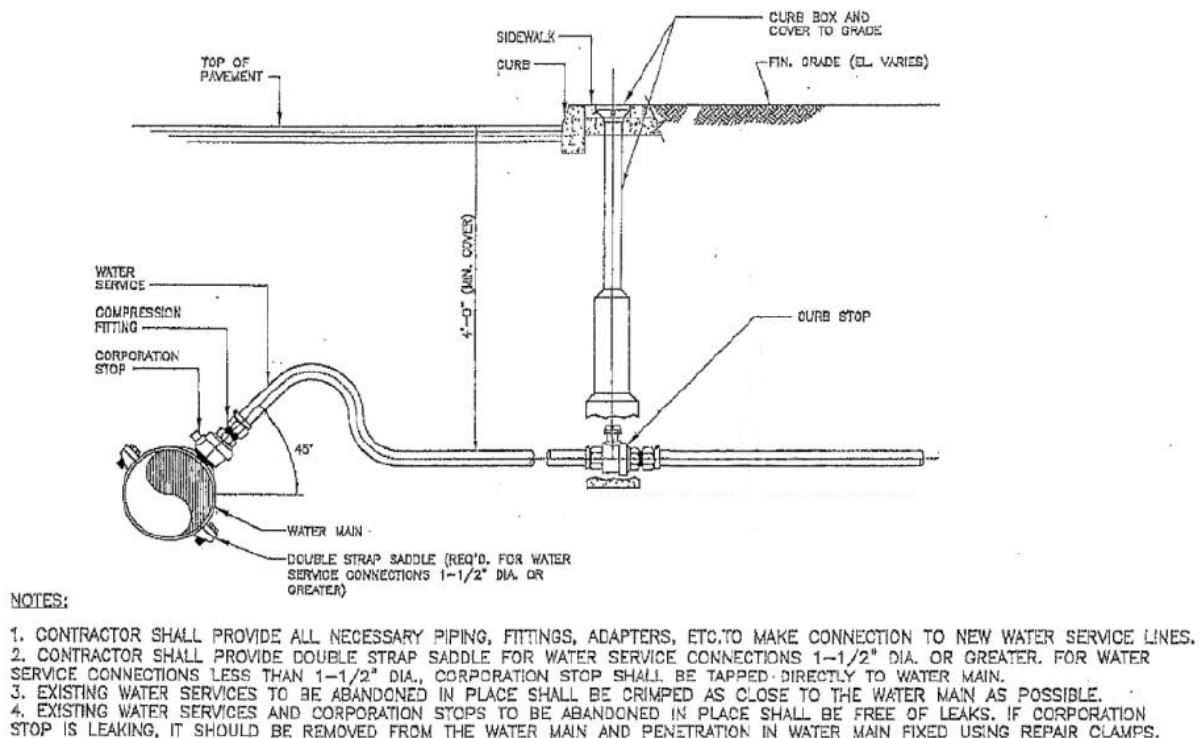
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easement abutting the property to be served.

2. A larger water main may be required due to the proposed demand (fire & domestic) by the Developer. The property owner will be responsible for the fees for the installation of the new water main and the abandonment of the existing water main.

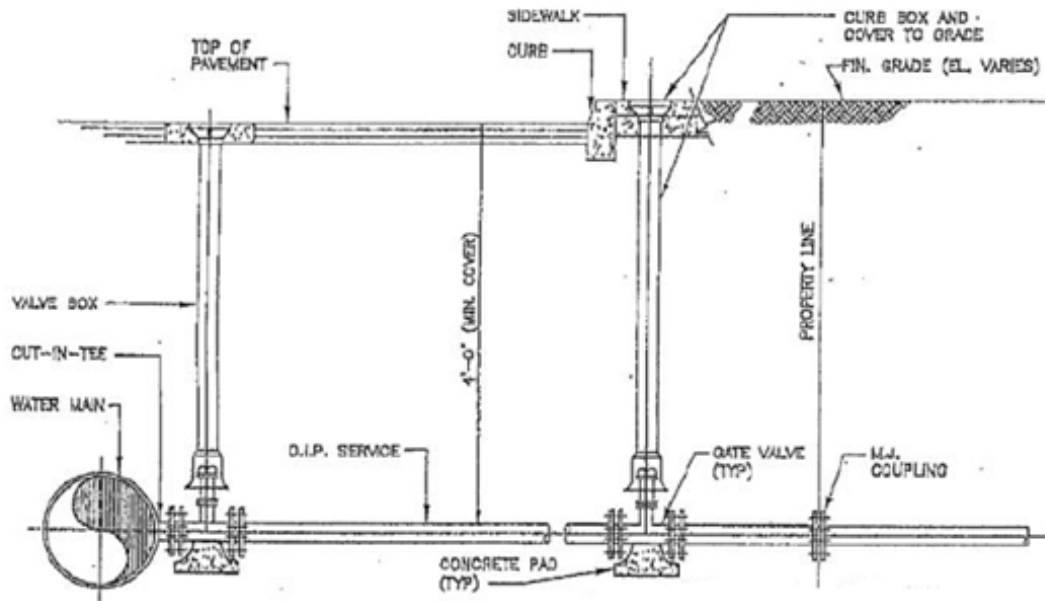
Who is responsible for installing a water service line?

1. The Customer is responsible for the installation cost of any water service line (domestic or fire protection).
2. For water service lines 1 inch or less in size for a single existing structure will be made by the City's Contractor Operator for municipal utilities. The property owner will be billed the cost for making the physical connection to the City water main, including all permitting, traffic control, and street restoration costs.
3. For water service lines greater than 1 inch in size for a single existing structure, the customer must secure the services of a licensed plumber or contractor for the installation of the water service tap and appurtenances. The customer's licensed plumber or contractor must schedule his/her work through the **Division of Capital Improvements and Project Management** so said work can be inspected and verified to be in compliance with all City Ordinances and specifications of the **Division of Capital Improvements and Project Management**.



Typical Residential Water Service Line Installation

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Typical Commercial Water Service Line Installation

General Installation Requirements

1. Water service lines are to be run perpendicular from the main to the curb box or roadway valve box, and shall be located in front of the building to be served.
2. Water service lines shall be laid at least ten feet horizontally from any existing or proposed drain or sewer line. Should local conditions prevent a lateral separation of ten feet, a water service line may be laid closer than ten feet to a storm or sanitary sewer line, provided that the service line is laid in a separate trench or on an undisturbed earth shelf located on one side of the sewer line and at such an elevation that the bottom of the service line is at least eighteen inches above the top of the sewer line.
3. Water service lines shall have a cover of not less than four (4) feet or more than five (5) feet, unless obstructions require deeper excavation for clearance that is approved by the **Division of Capital Improvements and Project Management**.
4. A record drawing must be completed for water service lines, and must contain the following:
 - a. Indicate street curb lines, driveways, sidewalks, building outlines, lot lines, and street names so that location of water service line(s) with respect to other facilities is clear.
 - b. Provide distances in feet, accurate to 1/10 ft., from two control points to corporation or tapping valve. Control point can be a center of manhole, top of hydrant, or center of valve box cover. The type and location of the control point should also be shown on the drawing.
 - c. Indicate distance from curb line to centerline of water main to which connection was made.
 - d. Indicate size of water service pipe and its length between tapping valve, curb valve and exterior building wall.
 - e. Show all abandoned in place water service lines including the method of abandonment.
5. The record drawing must be submitted to the **Division of Capital Improvements and Project Management**, and a copy supplied to the City of Camden's Contract Operator for municipal utilities at:
American Water Contract Services
100 South 17th Street
Camden, NJ 08105

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Backflow Devices

1. Backflow devices are a requirement by the NJDEP for all fire services and certain domestic services.
2. Backflow devices are supplied, owned, regularly inspected (tested) and maintained by the customer. The Property Owner shall obtain any required Physical Connection Permit.

Excerpt from N.J.A.C. 7:10 Physical Connections and Cross Connection Control by Containment

7:10-10.4 Installation

- (a) *The approved physical connection installation shall be installed on the customer's side of the water meter on the pipe(s) conveying the water from the public community water system into a facility, shall be installed as close to the meter as is reasonably practicable, and shall be prior to any other connection, unless such other connection is also protected by means of an approved physical connection installation. For a fire service line, the approved physical connection installation shall be installed prior to the alarm check and siamese connection.*
 - (b) *The approved physical connection installation shall be installed so as to allow easy access, with adequate space for maintenance, inspection, and testing. No part of the device shall be submerged or subjected to freezing temperatures unless such part is thermally protected*
 - (c) *The approved physical connection installation shall not be installed in a pit or vault.*
 1. *This subsection shall not apply to any physical connection installation operated under a current physical connection permit issued before November 18, 1996 until such time as the existing physical connection installation is replaced or modified.*
 - (d) *Unless specifically designed for installation in a vertical position, any device used as an approved physical connection installation shall be installed in the horizontal position. Devices specifically designed for vertical installation shall be installed in an up-feed position.*
 - (e) *There shall be no bypass around any approved physical connection installation unless such bypass is also protected by an approved physical connection installation.*
 - (f) *When a physical connection installation is proposed for a facility whose supply of water from the public community water system cannot be interrupted for testing and/or maintenance, a redundant backflow prevention device shall be provided at the facility.*
3. Domestic service back flow devices are double check valves for commercial accounts with low, standard hazard. High hazards, such as: Medical offices and facilities, veterinary facilities, per stores, funeral homes, businesses where water is mixed or used in the processing of chemicals, food stuffs, etc., will require RPZ, (Reduced Pressure Zone).
 4. Domestic service back flow devices for residential accounts with gray water systems will require RPZ's.
 5. All backflow devices need to be tested by a certified tester and reported to Water Company annually.
 6. Fire line backflow device is determined by the type of fire service and its connections. If there are any chemical or foam additives, any anti-freeze loops, any tanks, etc., a RPZ is required. For standard wet or dry fire sprinkler service with no additives or cross connections, a double check valve assembly is acceptable.
 7. Backflow devices cannot be placed in a vault, pit or confined space and per BOCA must be easily accessible. The backflow device with its inlet and outlet valves must be installed in an insulated above ground enclosure or building.
 8. There can be no connections to the service line before the back flow device which is to be placed as close to the meter as possible.

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9. Where the backflow device is in the building and hydrants are to be connected to the fire service they must be connected to the piping after the back flow device by running the piping back out of the building.
10. Adequate clearances from floors, ceilings and walls must be provided to access the test cocks and to allow the repair and/or removal of the relief valve and check valves; as follows:
 - a. All assemblies shall be installed with a centerline height from 30 inches to 60 inches above the floor.
 - b. Any installation at a greater height shall be provided with a fixed platform, a portable scaffold or a lift meeting OSHA standards.
 - c. All RPZ devices must have an 18-inch minimum clearance between the bottom of the relief valve and the floor to prevent submersion and provide access for servicing and relief valve.
 - d. A minimum of 12 inches of clear space shall be maintained above the assembly to allow for servicing check valves and for operation of shut-off valves.
 - e. A minimum of 30 inches of clear space shall be maintained between the front side of the device and the nearest wall or obstruction.
 - f. At least 8 inches' clearance should be maintained from the back side of the device to the nearest wall or obstruction. This clearance may need to be increased for models that have side mounted test cocks or relief valves that would be facing the back wall.

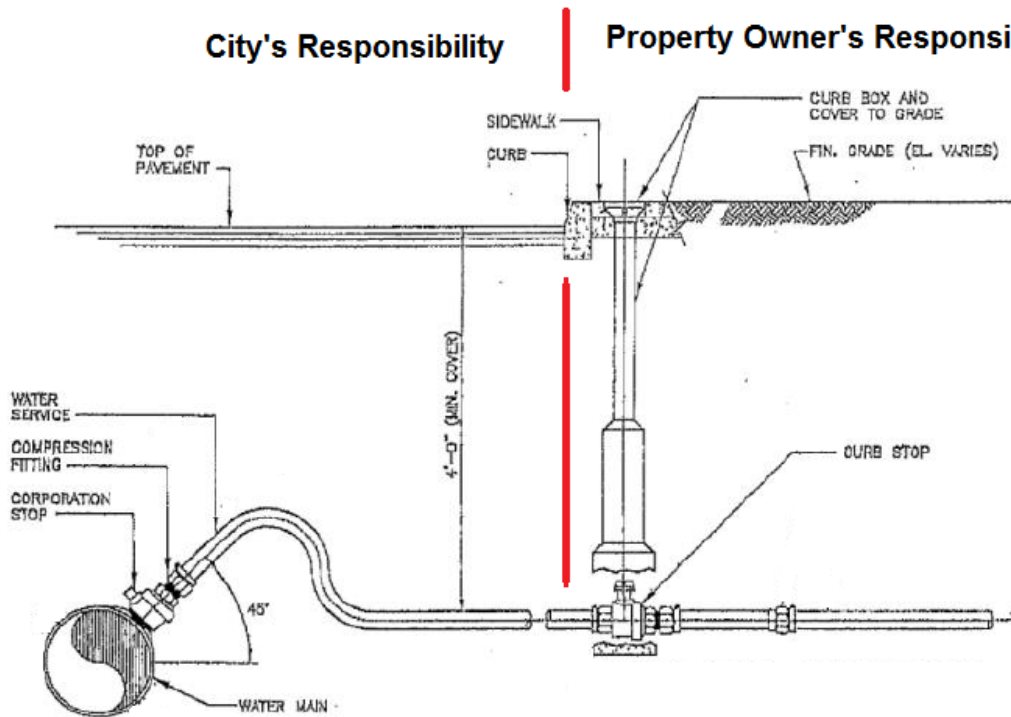
Private Fire Hydrants

1. Any request for a private fire hydrant will be directed to **Division of Capital Improvements and Project Management** for processing. Private fire hydrants shall be installed by the customer at the customer's expense, and are to be maintained and kept in good repair by the customer.

Who is responsible for the maintenance of the water service line?

1. Once a water service line is installed, the City of Camden's Contract Operator for municipal utilities will be responsible for the maintenance of the water service line from the water main to the street side of the curb line; and the property owner is responsible for the maintenance of the water service line from the curb line to the structure; including curb stops/curb valves, curb boxes, and valve boxes.
2. It is the property owner's responsibility to protect the curb stops/curb valves, curb boxes, and valve boxes for the water service line from damage and vandalism.
3. Stopcocks or valves on a City water main are only to be operated by employees of the City of Camden's Contract Operator for municipal utilities, or a duly licensed plumber authorized the City of Camden's Contract Operator for municipal utilities.
4. Curb stops or curb valves used on water service lines are only to be operated by employees of the City of Camden's Contract Operator for municipal utilities, or a duly licensed plumber authorized by the City of Camden's Contract Operator for municipal utilities.

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Water Service Maintenance

WATER METERS

General Information

1. All water supplied to consumers for consumption or for fire service use from the City's water supply shall be metered, except in extraordinary circumstances where, in the opinion of the **Division of Capital Improvements and Project Management**, metering would be impractical.
2. All water meters shall be installed by the consumer, at their own cost and expense, except commercial consumers.
3. The meters in commercial establishments shall be installed, owned and controlled by the City of Camden.
4. All meters at all times are under the control of the City of Camden.
5. Residential Service: Service to a residential structure through a meter size of 5/8 inch or 3/4 inch where water consumption is for domestic purposes and the sewage generated is the result of domestic activities.
6. Commercial Service: Service to a structure where the consumption of water and the sewage generated is related to other than domestic activities.
7. Any service through a meter size in excess of 3/4 inch shall constitute commercial service.
8. All meters shall be set as near as possible to the point where the water service line from the street main enters the consumer's structure. However, City may alter the location of the meter for the purpose of accessibility.

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9. A shut off valve shall be provided ahead of the meter on all service lines.
10. The customer must provide a suitable electrical bonding connection around the meter that is in compliance with the National Electrical Code - 1978, Section 250-112, and local power company electric service installation regulations.
11. The City assumes no responsibility for continuity of electrical grounding systems by the installation or removal of water meters.

How do I obtain a water meter for my property?

1. There must be water service available at the property. See section entitled: *Is water service available to my property?*
2. If your property has water service but does not have a water meter, you must contact the **Division of Capital Improvements and Project Management**.
 - a. The **Division of Capital Improvements and Project Management** will check to see that all applicable water service fees associated with the property have been paid.
 - b. Once all applicable water service fees are paid, the **Division of Capital Improvements and Project Management** will notify the City's Contract Operator for municipal utilities that the property owner is authorized to purchase a water meter.
3. Contact the City of Camden's Contract Operator for municipal utilities at **856-541-3810** with your site specifics, including block and lot information.
 - a. You will need to provide the type and size of the water meter you require for your property.
 - b. A Customer Service Representative will advise of the price of the water meter.
4. The City of Camden's Contract Operator for municipal utilities maintains a Customer Service Counter where you must go to pay for the water meter at:
PNC Bank
110 Broadway
Camden, NJ 08102
5. In order to purchase a water meter, you must bring the following:
 - a. A NJ issued photo ID.
 - b. The original deed or a "certified true copy" of the deed.
 - i. An original HUD-1 Form can be used in lieu of the original deed or "certified true copy" of the deed.
 - c. Cash, a check, or a money order.

Note: If the water meter is being purchased by a LLC or Corporation, the *Registered Agent, Manager, or a Member* must bring a copy of the Certificate of Formation issued by the **New Jersey Department of the Treasury, Division of Revenue**.

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Meter Price Chart

Size	Meter Type	Meter	Coupl.	Total
5/8" x 3/4"	Positive Displacement Meter	\$ 104	\$ 13	\$ 117
3/4" x 3/4"	Positive Displacement Meter	\$ 143	\$ 20	\$ 163
1"	Positive Displacement Meter	\$ 214	\$ 26	\$ 240
1-1/2"	Positive Displacement Meter	\$ 382	\$ 33	\$ 415
2"	Positive Displacement Meter	\$ 486	\$ 46	\$ 532
3"	Turbine Meter	\$ 809	\$ -	\$ 809
4"	Turbine Meter	\$ 1,683	\$ -	\$ 1,683
6"	Turbine Meter	\$ 2,977	\$ -	\$ 2,977
8"	Turbine Meter	\$ 4,725	\$ -	\$ 4,725
10"	Turbine Meter	\$ 6,213	\$ -	\$ 6,213
3"	Compound Meter	\$ 1,489	\$ -	\$ 1,489
4"	Compound Meter	\$ 2,298	\$ -	\$ 2,298
6"	Compound Meter	\$ 4,336	\$ -	\$ 4,336
8"	Compound Meter	\$11,158	\$ -	\$11,158
10"	Compound Meter	Call for Pricing		
4"	UL& FM Fire Line Meter	\$ 5,329	\$ -	\$ 5,329
6"	UL& FM Fire Line Meter	\$ 6,981	\$ -	\$ 6,981
8"	UL& FM Fire Line Meter	\$10,858	\$ -	\$10,858
10"	UL& FM Fire Line Meter	\$15,319	\$ -	\$15,319
12"	UL& FM Fire Line Meter	Call for Pricing		
Call to verify meter price, as prices are subject to change by the supplier without notice.				

- After paying for the water meter, contact City of Camden's Contract Operator for municipal utilities at **856-541-3810** to arrange to pick-up your meter at:

American Water Contract Services
100 South 17th Street
Camden, NJ 08105

Remember to bring the receipt issued by the Contract Operator's Customer Service Counter in order to pick-up the meter.

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Failure to install a meter

1. If a meter is not installed within the time established by the Director of Public Works or if the consumer shall direct, the Department of Public Works shall furnish and install the meter. Such installation by the City shall be at the cost and expense of the consumer, including any additional piping or protection required.
2. The cost and expense shall be a lien upon the property upon and for which the water meter is installed and shall be collectible in the following manner:
 - a. If a meter is not installed within a property, the City may furnish and install the meter, at the cost and expense of the consumer.
 - b. The City will cause bills to be sent to all premises in or for which the City has installed a meter for the cost and expense thereof, including any additional piping or protection required, which bill may be paid without interest or penalty before the due date appearing thereon.
 - c. The owner of such premises may exercise an option to pay such bill in three equal installments, the first installment thereof to be paid before the due date appearing on such bill, the second installment to be paid one year after the due date and the third installment to be paid two years after the due date.
3. Interest at the rate of 6% per annum shall be charged on all balances remaining unpaid after payment of the first installment.
4. The City may shut off the supply of water to any consumer who has failed to install a meter within the fixed time period after being noticed that the property has to be metered, and who has refused to permit the City to install a meter.

Maintenance of Meters

1. The City shall maintain, repair, and when deemed necessary, replace all inoperative meters up to one inch in size without additional cost to the consumer, except where damage to such meter is caused by the consumer's negligence or failure to provide adequate protection for such meter.
2. The cost and expense for repairing such damage or injury shall be paid by the owner of the premises. In case such payment is not made, the water may be shut off from said premises and shall not be turned on again until all such charges and the turn off and turn-on charges prescribed by § 564-28 of the City Code are paid.
3. The City assumes no responsibility for the maintenance, repair or replacement of supplemental or special meters. All such meters must be installed so that they receive water only after the water has passed through and has been measured by the main meter receiving water from the City's main pipe or supply.

Voluntary Discontinuance of Service

1. The owner of property or other consumer of water responsible for the payment of water charges or rents who intends to discontinue water service to the property must give written notice to the **Division of Capital Improvements and Project Management**, and copy the City of Camden's Contract Operator for municipal utilities at:
American Water Contract Services
100 South 17th Street
Camden, NJ 08105
2. If the property is metered, the owner of property or other consumer of water responsible for the payment of water charges or rents who intends to discontinue water service to the property must make arrangements for the removal of the meter. The water service shall be deemed discontinued for billing purposes as of the end of the current quarter in which the meter is removed.

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3. If the property is not metered, and is charged on an annual flat rate basis, the owner of property or other consumer of water responsible for the payment of water charges or rents who intends to discontinue water service to the property must provide the written notice on or before the 30th day of November in any year. Failure to give such notice on or before said date, the flat water rates in effect for the following year will be charged.

Turn-Off / Turn On of Service

1. The City of Camden charges a \$40 fee when to water service is turned off at the curb on weekdays during normal City working hours, for any of the following reasons:
 - a. Customer request to make repairs
 - b. Failure to make repairs under § 564-8 F
 - c. Non-payment of water charges or rents
2. The City of Camden charges a \$40 fee when to water service is turned on at the curb on weekdays during normal City working hours.
3. If turn-off or turn on service must be performed at any other time, the charge for said services will be \$60
4. In no event shall the water be turned on unless or until all water charges, rents, penalties and interests have been paid.

Water Service Abandonment

1. For water services < 2" in diameter; water main shut down:
 - a) Coordinate shut down of the water main with the City's Contract Operator.
 - b) Shut off the corporation.
 - c) Remove and crimp the service line at the main.
 - d) Remove of the service saddle or the corporation and install of a full circle stainless steel repair clamp and stainless steel hardware.
 - e) Coat the repair clamp bolts with Carboline Bitumastic® 50 or equivalent approved by the City.
 - f) Excavate as necessary behind the curb or sidewalk.
 - g) Cut and crimp the service line behind the curb, remove the curb stop and the curb box.



Full Circle Stainless Steel Repair Clamp

2. For water services < 2" in diameter; water main live
 - 1) Coordinate the service abandonment with the City's Contract Operator.
 - 2) Shut off the corporation.
 - 3) Remove and crimp the service line at the main.
 - 4) Install a Ford Meter Box Company Abandoned Corporation Cap, or equivalent approved by AWO&M.
 - 5) Coat the abandoned corporation cap bolts with Carboline Bitumastic® 50 or equivalent approved by the City.
 - 6) Excavate as necessary behind the curb or sidewalk.
 - 7) Cut and crimp the service line behind the curb, remove the curb stop and the curb box.

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Abandoned Corporation Cap

3. For water services > 2" in diameter; water main shut down
 - a) Coordinate shut down of the water main with the City's Contract Operator.
 - b) If the abandonment takes place at a tee or tapping saddle, the tee/tapping saddle shall be removed from the main and straight pipe installed using mechanical joint sleeves.
 - c) Coat all bolts with Carboline Bitumastic® 50 or equivalent approved by the City.
 - d) All valve boxes and other appurtenances are to be removed.

4. For water services > 2" in diameter; water main live
 - a) Coordinate the service abandonment with City's Contract Operator
 - b) Shut off the service line valve at the main (tapping valve or valve on tee).
 - c) All open ends on the abandoned pipe shall be cut and plugged with the required fittings, rods, and concrete as close to the existing main in service as possible.
 - d) Coat all bolts with Carboline Bitumastic® 50 or equivalent approved by the City.
 - e) All valve boxes and other appurtenances are to be removed.

Water Main Abandonment

1. The abandonment shall be as directed by the City Engineer.