FIRE HYDRANT METER POLICY AND PROCEDURE

Changes effective August 6, 2026

As of December 1, 2025 our rate and fees are:

▪ Deposit (Paid by Cash, Check or Money Order ONLY)	$ 1,500.00
▪ Permit	$ 25.00
▪ Monthly base fee for 2" Fire Hydrant Meter	$ 78.40
▪ Water usage per 1,000 gallons used.	$ 3.06
▪ Utility tax (on consumption and base charge).	10%
▪ Failure to provide reading	$ 25.00
▪ Failure to exchange meter after six months (per month)	$ 150.00
▪ Not returning wrench with the meter (same day)	$ 90.00
▪ Tampering with, disassembly of, or an inability to obtain a reading on the meter in order to bill consumption whether by damage, failure to report, or theft of the device	$ 300.00
▪ Miscellaneous damage to the device – whichever is greater replacement cost	$ 100.00
▪ Loss or theft of the device or missing parts – actual replacement value.	

1. **Fire hydrant meters are for use with fire hydrants only- WATER FROM HYDRANTS IS NOT FOR POTABLE USE. No other connections of fire hydrant meters are allowed under any circumstances.**
Fire hydrant meters will not be issued for use at building construction sites where a water system that has been accepted for operation and maintenance by the JEA is available. A permanent tap and meter installation will be required.

2. Fire hydrant meters will be issued to the following categories of contractors and businesses:

(No permits for one- or two-day events)

- Master Plumbers
- Underground Utility Contractors
- Well Drilling Contractors
- Lawn and Garden Services
- Paving Contractors
- Demolition Contractors
- Household and Landscape Pest Control Firms
- Motion Picture, Television Crews, Circus, Fair

3. **Fire hydrant meter deposit and permit fees are to be paid at JEA Headquarters located at 225 N Pearl St in downtown Jacksonville.** Once application and payments (cash, check or money order only) are processed you will go to JEA's Service Center located at 6674 Commonwealth Ave with your receipt to pick up the meter.

4. Fire hydrant meters shall be issued to the specific party who will utilize the meter and who will be responsible for the meter and payment for water usage. No third-party billing will be allowed.

5. The party to be issued the fire hydrant meter and permit shall be required to sign a statement "JEA Fire Hydrant Meter Policy" acknowledging and accepting their responsibilities under the policy prior to issue of a permit.

6. Hydrant meters issued by JEA can be used in Duval County, parts of St. Johns County to include Ponte Vedra and some parts of St. Augustine around the area CR210 and Nassau County. (JEA Territory)

7. **Meters are issued for periods of six months. At the end of the six-month period, the meter must be returned, and a new meter will be issued**. JEA will attempt to notify the customer by letter, one month prior to the 6-month exchange date. Failure to exchange the backflow assembly within the specified time period is a violation of JEA's Cross Connection Control Program Policy (Chapter IV, 4.04(7). Failure to exchange a meter assembly during the exchange month will result in a **$150.00 per month late exchange fee** until the meter is exchanged, returned, or confiscated. In addition, **if the account is delinquent, a replacement meter will not be issued until the balance is paid in full**. If you have any questions regarding the exchange or return of the meter, please contact the Water Meter Shop at 665-8450. You may exchange or return the hydrant meter to **6674 Commonwealth Ave** - Monday thru Friday between **7:30 AM to 3:30 PM.**

8. Meters found without a valid permit will be confiscated.

9. No credits for water usage charges will be allowed against the deposit. The deposit will be returned when the assembly is returned, and any water usage and all late charges have been paid in full.

10. Fire hydrant meter customers shall be billed at the end of each month. Monthly charges may include water usage, a meter base meter fee, Public Service Tax, late fees, and any damages or penalties incurred by the customer for non-compliance to the policy.

11. Fire hydrant meter readings are to be reported on a monthly basis via email between the 5th and 25th day of each month. All information should be emailed to firehydrant@jea.com. Please include your company's name, your name and a return phone number, the meter number (which is stamped on top of the lid), and the meter reading with **all digits** from left to right. Failure to provide readings within specified dates may result in a **$25.00 fee per day** for no meter read with a maximum of **$150.00 per monthly occurrence.** Readings reported prior to or after the billing window will be noted but not considered as a reading for billing purposes and the customer may still be assessed the meter-no read fee. For any questions related to the reporting of meter reads, please contact JEA Meter Reading at 904-665-6980.

12. Customers shall utilize an approved fire hydrant wrench with the meter assembly to operate hydrants; no other tools or methods of operation are allowed. The meter assembly needs to be supported between the meter, backflow, and at least 12" off the ground when attached to a fire hydrant. **Please flush the hydrant (approximately 1-2 minutes) before attaching the meter assembly to avoid damage to the meter.**

13. Customers who return damaged meter assemblies to the Water Meter Shop will be charged the actual cost of repair or a minimum repair charge of $100.00, whichever is greater. Damaged condition shall mean any wear or deterioration, beyond the wear to be expected from normal use and operation of the assembly.

14. Customers who have a past due balance **will not** be issued new meters or permits until the account balance is current. In addition, all fire hydrant meter permits issued will be revoked and the meter may be confiscated.

15. Fire hydrant meters are to be made available to JEA upon demand for inspection and verification of reported readings. Failure to produce a meter upon demand will result in revocation of the fire hydrant meter permit.

16. JEA shall have the authority to refuse service to customers who are found to be chronic violators of the Fire Hydrant Meter Policy. Violations include the failure to report meter readings, exchange the meters on time and make regular invoice payments.

17. **In the event of the theft of an issued unit, a police report must be filed. Customer shall notify JEA in writing and provide a copy of the police report in order to halt the monthly billing on the meter. Customer will forfeit the existing deposit. If a replacement meter is needed, an additional deposit will have to be paid, and the account made current prior to the new issue.**

18. For questions regarding your monthly invoice or refund of deposit, please contact your JEA Business Support Center at **(904) 665-6250**.

Signature _____Date _____

Print Name _____

Company _____