



Hydrant Permit System for 2025

The hydrant permit system continues to be available for customers requiring access to bulk water. In addition to hydrants, the City of Calgary maintains several permanent bulk water fill stations throughout the city that can also be used for obtaining bulk water. The City of Calgary encourages customers to first use these bulk water fill stations wherever possible and use hydrants as a last resort. Applicants need to disclose if they intend to add chemicals to the water and provide the MSDS (subject to approval). If approved, chemicals will be listed in the agreement.

All interested hydrant users must apply and receive approval. In certain cases, you may be directed to use a bulk water station instead of a hydrant. To arrange for a hydrant permit call 268-4712 or 268-4416 to book an appointment. Please note that only registered companies can obtain a permit for a hydrant unit.

Hydrants are connected to Calgary's drinking water system and protection of the water system is of paramount importance to The City of Calgary. Hydrant users play a role in ensuring a safe and reliable drinking water supply for all customers by following these requirements.

Hydrant use is subject to the following terms and conditions:

1. All authorized hydrant users must use the appropriate Hydrant Control Unit (HCU) when withdrawing water from a hydrant, both of which can be rented from Water Services by paying a deposit and non-refundable rental fee. Company Cheque or Letter of Credit are acceptable forms of payment.

Unit	Connection size	Damage Deposit	Monthly Rental Fee (non-refundable)	Hydrant Inspection Fee	Water Rate (per m ³)	Service Charge
Backflow/Meter Assembly (BMA) unit	50mm (2 inch) unit	\$5,000.00	\$250.00	Included	\$1.7610	\$19.70
Meter Assembly (MA) with an approved air gap. Requires a vehicle inspection	75 mm (3 inch) unit		\$175.00			

Units can be rented from January 1 to November 26 and must be returned by November 27, 2025, unless there is another date on the agreement you signed. Late returns are subject to a late fee of \$25/day.

A limited number of HCU's are available to rent during the month of December and will be approved on a case-by-case basis. Most customers requiring bulk water during this time will be directed to use a bulk water station.

A deposit received by **cheque** is cashed upon receipt. Upon return and subsequent inspection of the unit, the applicable charges are calculated and either a refund or an invoice will be sent to the customer.

A **letter of credit** may be used as the damage deposit if it meets the following requirements:

- It is a revolving letter of credit.
- It is cashable at a bank in Calgary and the address of the bank is stated.
- The letter of credit must specify that it is for the damage deposit for a hydrant connection unit and the withdrawal of water from hydrants.

Note: The customer is responsible for revising the letter of credit; if they wish to change the rental arrangements from year to year (either increase or reduce the number of units rented). The customer must provide 60 days' notice if they want the letter of credit returned. All outstanding charges must be paid prior to the letter of credit being returned.

2. Ensure the required inspections are completed:

a) Hydrant Inspections: Water Services cannot guarantee that all requested hydrants will be authorized for use. You will be notified of what hydrants you are authorized to use following the inspection of the hydrants. For bylaw enforcement and water services personnel, it is requested that the agreement receipt be always kept in the vehicle. An inspection is required on each hydrant that is used.

For a hydrant inspection please go to Calgary.ca/HCU once you have an agreement number. Scroll down to the bottom: "To arrange for a Hydrant Inspection please open a 311 Service Request" and provide the information. **Initial Hydrant inspection is needed before you pick up the unit.**

b) Vehicle Inspection: If the Meter Assembly and air gap is chosen, the vehicle must be inspected to ensure the tank or vessel is fitted with an approved air gap between the end of the supply piping and the tank. The meter assembly unit and piping must be properly secured, and the discharge outlet must be fitted with a single check valve or a fitting that will not facilitate a connection to the hydrant hose (See Waterworks Standard Specifications Sheet 53). The vehicle(s) must be inspected before any water is withdrawn from a hydrant and the City of Calgary inspector will remove the seal. All trucks must have a sticker with the current year of use on their vehicles.

Twenty-four (24) hours advance notice is required to schedule the inspection. Inspections are typically held at The Water Centre, Manchester Centre, 625 25 Ave S.E. and are available Monday to Friday from 9:00 am to 3:00 pm. Arrangements can be made to inspect a fleet of vehicles in a customer's yard or inspect a vehicle on a jobsite. When the vehicle passes the inspection, a sticker will be adhered to the driver's windshield. Vehicles need to be inspected each year and will be issued a new sticker upon inspection. To book your inspection please go to [Apply for a bulk water account \(calgary.ca\)](http://Apply for a bulk water account (calgary.ca)) to request a bulk water vehicle inspection, scroll down and click "Start your application here".

Failure to adhere to the terms and conditions of hydrant use program can result in a non-compliance penalty of \$2,500 issued to the user and/or the contractor. Repeat offenders can be removed from the HCU program. Offences include, but are not limited to:

- Failure to call in for a hydrant inspection prior to using the HCU to draw water from a hydrant.
- Failure to have the current year on a truck.

3. Hydrant user shall pay to the City the following charges:

- (a) A service charge of \$19.70 and
- (b) A consumption charge equivalent to the 2025 Bulk Water Rate of \$1.7610 – to be billed based on the metered consumption of each unit when it is returned.

Help Us Protect the Public Water System

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Report Suspected Illegal Hydrant Users

If you see a vehicle without the windshield sticker or an attached HCU unit taking water from a hydrant, record the date, time, location, and vehicle license plate number and promptly call **311**.

Hydrant user must follow any other Bylaws and Regulations

All hydrant users must abide by all other Bylaws and regulations while using an HCU. This includes obtaining a Street Use permit if required and any other permits and licenses that may be needed for your operation. Information on **Street Use Permits** can be found at [Street use permit \(calgary.ca\)](https://calgary.ca/street-use-permit).

Conditions of Using a Hydrant Connection Unit

Failing to adhere to these conditions could result in charges for all damages and removal from the program.

No user will operate any main valve or hydrant valve. If any user is found operating the water system, the HCU contract will be revoked on all units. By law enforcement may also occur.	
Hydrant users are expected to operate hydrants properly and with care. If the Company and affiliates do not know how to use a fire hydrant, training can be provided at a cost of \$376.00 (non-refundable)	
If the hydrant breaks during use, it must be reported to 311 immediately. The user will be charged for any parts and labor to fix the hydrant.	
If operation of the hydrant causes damage to water infrastructure or impacts drinking water quality, the user will be responsible for all costs related to correcting the issue.	
If a user is flushing water from a hydrant into the storm system a Stormwater Drainage Permit must be obtained from the City of Calgary. Call 3-1-1 to obtain a Drainage Permit. (Permits will be issued with instruction on how to ensure water quality parameters are met. This will include de-chlorination for discharge of potable water. Sodium Sulfite Dichlorination pucks can be used for this.	
The BMA or MA cannot be modified. The Meter Shop can provide suggestions on how the equipment can be mounted. The seal may only be broken and removed by a City of Calgary Inspector. Offenders may be prosecuted under the City of Calgary Water Utility Bylaw.	
The vehicle must pass inspection before any water is withdrawn from a hydrant that is being used with the MA unit. The inspector will remove the seal from the unit after it passes inspection.	
The equipment must be protected from damage, unreasonable wear and tear, theft, or loss. Any damage, unreasonable wear and tear, theft, or loss is the responsibility of the user.	
If the equipment malfunctions or is damaged, it must be reported to Water Services immediately. The hose, gate valve hydrant wrench and gate valve lockout provided with the unit must be used.	
Replace the dust cap after the hose has been disconnected. It will stop any drafts that may cause the meter to advance.	
Water can only be withdrawn from the City's hydrants identified on the Agreement Receipt. Keep the rental agreement in the vehicle, so the location can be verified, if requested by a Bylaw Officer or Water Services Personnel.	
Do not leave the hose connected to the hydrant. You must leave the hydrant on, and gate valve attached. Attach the lockout and the lock so no one can tamper with the valve. If the lockout is not found on a hydrant, the apparatus will be removed immediately, and the user will pay a replacement cost to Meters. Leaving the hose in mud is not acceptable and if found, the unit will be removed.	

All attachments on hydrants must have the appropriate documentation affixed to the gate valve and hydrant when in use. Failure to comply with the tag out and appropriate documentation, will result in immediate removal of the gate valves, hoses and units.

When the user has finished using the hydrant, they must book a final inspection.

The Hydrant Connection Unit must be returned in a clean and reasonable condition along with all the equipment that was issued