



Wilson County Water Services maintains two water districts: Southeast Water District and Southwest Water District.

Southeast Water District:

Services: 1,565 customers | Seven volunteer fire departments

Southwest Water District:

Services: 1,814 customers | Eight volunteer fire departments

Water Services is required to report all water usage to the State of North Carolina every thirty days. We purchase every gallon of water that is used. For consistency and quality of water services, the following procedures will be followed regarding fire hydrants with our districts.

Scheduling Procedures

Hydrant Flow Testing

- a. All departments wishing to conduct hydrant flow testing must submit dates seven (7) business days prior to the date you wish to flow test hydrants.
- b. Your request should include:
 - Location you plan to flow test
 - Dates of testing
 - In the future each hydrant will have inventory identification but at this point roads and addresses are sufficient for reporting

All requests should be emailed to rford@wilson-co.com or faxed to 252-399-4825.

- c. Flow testing of hydrants should be performed:
 - Monday-Thursday
 - 8:00 a.m. - 3:30 p.m.

Customers often experience water quality issues during hydrant flow testing. We are committed to quality water to customers; therefore, we require testing when our customers tend to be at work or using lower quantities of water. Contact us if special circumstances require flow testing outside of the time frame noted above. We will do our best to work with you.

- d. Two departments in the same water district cannot flow test hydrants on the same date.
- e. Wilson County Water Services will notify your department if the requested dates you wish to hydrant flow test are approved or denied no more than three business days upon receiving your request.
- f. Businesses in your district:
 - In addition to your seven day notice for dates to flow test Wilson County Water Services will require a two day notice of any business or businesses in your district that may be affected by hydrant flow testing.
 - A business or businesses will be notified by Wilson County Water Services as to the date(s) your department plans to flow test. If these dates may cause any problems for the business or business, your department may be required to reschedule the date(s).

* *This applies to businesses that use our water for a product.

Hydrant Training

- a. Wilson County Water Services requires departments to submit requests not less than three days prior to the use of a hydrant(s) for the purpose of training.
- b. Your request should include:
 - Type of training your department will be conducting
 - Location of the hydrant(s) you wish to use
 - Time line of how long they will be flowed.
- c. Wilson County Water Services may require that the location of hydrant(s) your department will be requesting be changed due to a customer's water service.
- d. We will notify your department of the date that hydrants may be used for training within three days of receiving your request.

In the event of an emergency we may request you halt hydrant flow testing and training. If such an event should happen your dates can be rescheduled.

Out of Service Hydrants

Please notify us of hydrants that are broken or out of service such as: hydrants missing, leaking, not operating correctly or missing caps.

At no time should you try to repair or replace a hydrant. If there is an emergency contact the on-call number at 252-265-8017. We will repair or replace hydrants as soon as

possible. Some repairs or replacements may take longer than others.

Notification of Hydrants Out of Service

Contact Gordon Deno, Emergency Management regarding problems with hydrants. He maintains a master list for both districts. In the event Wilson County Water Services should remove a hydrant from service in your fire district, your department and the emergency dispatch center will be notified of the location.

Contact Information

For scheduling hydrant flow testing and training

Ronald Ford

Water Services

Office: 252-399-2749

Fax: 252-399-4825

Cell Phone: 252-205-6143

Email: rford@wilson-co.com

For reporting issues with fire hydrants:

Gordon Deno

Emergency Manager

Office 252-399-2830

Email: gdeno@wilson-co.com

// Emergency On-Call Number 252-265-8017 //