

# REQUIREMENTS FOR PURCHASING WATER METERS: (ADDITIONS, CHANGES, RELOCATIONS, UPGRADES) CITY OF PLANO BUILDING INSPECTION DEPARTMENT

Select one of the following.

## Change/Upgrade Meter for Paid Meters:

1. Customer will come into the Building Inspection Department and fill out completely an information request form and pay a \$40 non-refundable estimate fee.
2. Building Inspection will fax request form to Utility Operations.
3. Utility Operations coordinates estimate with customer.
4. Utility Operations forwards completed estimate cost sheet to the Building Inspection Department.
5. Customer will come into the Building Inspection Department and pay all appropriate fees listed on estimate cost sheet plus additional impact, meter and sewer fees (if applicable).
6. The Building Inspection Department will verify water-billing information provided by the customer is correct at the time the fees above are paid.
7. Incomplete water-billing information can cause delay with the installation of meters.
8. Contact Customer and Utility Billing with questions regarding water-billing information.
9. Contact Utility Operations with questions regarding the installation of meters.

## Change/Upgrade Meter for Unpaid Meters:

1. Customer will come into the Building Inspection Department and mark changes of meter sizes in the meter schedule table on site plan. (Size changes for larger than 2" will require a vault and may require an easement to be shown on the final plat. Customer to contact Engineering.)
2. The Building Inspection Department will forward meter changes or upgrades to Utility Operations.
3. Customer will pay for impact, meter, automatic meter reader and sewer fees, (if applicable).
4. Customer will supply the Building Inspection Department with complete water-billing information at the time the fees above are paid.
5. Incomplete water-billing information can cause delay with the installation of meters.
6. Contact Customer and Utility Billing with questions regarding water-billing information.
7. Contact Utility Operations with questions regarding the installation of meters.

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This handout is for informational purposes only and should not be relied on in place of official regulations and/or policies. The CITY OF PLANO makes no representations, guarantees, or warranties as to the accuracy, completeness, currency, or suitability of the information provided via the handout. Customers and citizens are personally responsible for complying with all local, state and federal laws pertaining to projects within the city. Copies of the CITY OF PLANO adopted codes and Zoning Ordinances can be found on the city website at [www.plano.gov](http://www.plano.gov) or at the CITY OF PLANO Municipal Center at 1520 Avenue K, Plano, Texas.



**Building Inspections Department** ~ 1520 Ave K, Suite 140 Plano, TX 75074 ~ 972-941-7140 fax 972-941-7187  
[www.buildinginspections.org](http://www.buildinginspections.org)  
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### **Request New Meter:**

1. Customer will come into the Building Inspection Department and fill out completely an information request form and pay a \$40 non-refundable estimate fee.
2. Customer will show location of new meter on a site plan.
3. For unaddressed lots, the Building Inspection Department will forward site plan to Engineering and an address will be issued.
4. Building Inspection will fax request form and site plan to Utility Operations.
5. Utility Operations coordinates estimate with customer.
6. Utility Operations forwards completed estimate cost sheet to the Building Inspection Department.
7. Customer will come into the Building Inspection Department and pay all appropriate fees listed on estimate cost sheet plus additional impact, meter and sewer fees (if applicable).
8. Customer will supply the Building Inspection Department with complete water-billing information at the time the fees above are paid.
9. Incomplete water-billing information can cause delay with the installation of meters.
10. Contact Customer and Utility Billing with questions regarding water-billing information.
11. Contact Utility Operations with questions regarding the installation of meters.

### **Relocate a Meter:**

1. Customer will come into the Building Inspection Department and fill out completely an information request form and pay a \$40 non-refundable estimate fee.
2. Customer will show location of new meter on a site plan.
3. Building Inspection will fax request form and site plan to Utility Operations.
4. Utility Operations coordinates estimate with customer.
5. Utility Operations forwards completed estimate cost sheet to the Building Inspection Department.
6. Customer will come into the Building Inspection Department and pay all appropriate fees listed on estimate cost sheet.
7. The Building Inspection Department will verify water-billing information provided by the customer is correct at the time the fees above are paid.
8. Incomplete water-billing information can cause delay with the installation of meters.
9. Contact Customer and Utility Billing with questions regarding water-billing information.
10. Contact Utility Operations with questions regarding the installation of meters.

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## Department Contact Information

Building Inspection: 972-941-7140  
Contact Person: Permit Service Representative  
Customer and Utility Billing: 972-208-8103  
Contact Person: Carol Beckemeyer  
Engineering: 972-941-7152  
Contact Person: Engineering Technician  
Utility Operations: 972-964-4160  
Contact Person for Taps: Utility Technician  
Contact Person for Meter Shop: Meter Services Technician

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