



Benicia Fire Department – Fire Prevention Policies

Subject: WATER FLOW INFORMATION REQUESTS

Section: Policies

Effective Date: April 2, 2009

Policy A

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Revised Date: July 1, 2015

When the Division receives a request for water flow information, the person receiving the call must do the following:

1. Obtain the caller's name, the company or concern he or she represents, and the callback number.
2. Inform the caller of the Benicia Fire Department's policy of charging a fee of \$100.00 per request; to be collected at the same time the plan check fee is collected. The fee is collected from the sprinkler company that gets the job. If the request is from someone other than a sprinkler company, they will receive a bill along with the requested water flow information.
3. Get the location of the needed flow.
4. Get the reason for the request.
 - a. Sprinkler Bid
 - b. Insurance Company Information
 - c. Citizens Information
5. Check the construction file for the information.
 - a. Look at the water flow information sheet to see if there is current information in the file.
6. If there is **NO** current water flow information, we will have to do a water flow test. After the test, we will call the person requesting the information within 48 hours.
7. Go out and do the test.
8. Fill out the water information sheet and place it in the construction file.
9. Send the Water Flow Test Data Sheet to the person requesting the information.
10. Do not give the information out over the phone if it is for sprinkler design. Fax it if they need it fast.