**New Fire Service Application and Installation Process Flow Chart**

1. **Start**
   - Project Sponsor obtains fire service approval from San Francisco Fire Department (SFFD). SFFD sends documentation of the approval to SFPUC.

2. **Flowchart Steps**
   - Project Sponsor applies for new fire service at SFPUC Customer Service Bureau (CSB), 525 Golden Gate Avenue, 2nd Floor, San Francisco
   - Project Sponsor submits completed Request for Hydraulic Analysis for Water Distribution Capacity form to CSB
   - SFPUC City Distribution Division (CDD) performs the hydraulic analysis to determine if the existing water distribution system has sufficient capacity to support the fire service
     - **Hydraulic Analysis**
       - Determines if water distribution system requires a main upgrade or extension for fire service
         - **REQUIRED**
           - CSB sends a cost estimate to install the fire service to the Project Sponsor
         - **NOT REQUIRED**
           - Project Sponsor submits payment and backflow prevention device approval (obtained from SFPUC/Water Quality Bureau) to CSB for the fire service installation.

3. **Project Sponsor Actions**
   - Project Sponsor hires engineer/contractor to design & install the water main or pays CDD to design & install the water main
   - Project Sponsor submits payment and backflow prevention device approval (obtained from SFPUC/Water Quality Bureau) to CSB for the fire service installation.*
   - CDD installs the new fire service and CSB opens a new service account
   - Project Sponsor pays additional installation costs, if any

4. **End**
   - Fire service is turned on

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*After CSB has received your payment and all required approvals (SF Fire Department and SFPUC/Water Quality Bureau) for the fire service, please allow a minimum of sixty-five (65) business days for the work to be completed.

Note: Please contact SFPUC Customer Service Bureau at (415) 551-3000 if you have questions or need further clarification regarding the information provided.

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