



## Process of Obtaining a Water Meter

City of Lubbock provides resources to assist the building community to obtain services and meters for commercial, industrial and single-family residential homes. This document lays out the workflow to assist you through the process. Web links provide additional information, forms, checklists, including contact names; e-mails and phone numbers are included. City of Lubbock personnel are ready to assist you.

### Departments Involved:

- Building Safety
- Engineering
- Accounting
- City of Lubbock Utilities
- Water Utilities

### Types of Projects:

- New Construction – developing a new subdivision or property that does have existing utility service connections
- Rebuild/Renovation/Demolition – properties with existing utility service connections may require new service lines and/or upgraded meter size

- 1. Verify your service address.** Without an existing address, a meter cannot be set. Builders/Contractors/Developers should verify the address exists by going to <https://ewebmap.ci.lubbock.tx.us/Parcelviewer/>. If the address is not on the Parcel View, please contact Victor Escamilla ([vescamilla@mylubbock.us](mailto:vescamilla@mylubbock.us)) or Whitley Green ([wgreen@mylubbock.us](mailto:wgreen@mylubbock.us)). You may also visit Building Safety located on the first floor of Citizens Tower. No appointment is necessary.
- 2. Complete and drop off water tap multi card.** Builders/Contractors/Developers will need fill out a water tap multi card (located in Building Safety, first floor Citizens Tower) and submit it to Anna Salazar or Matt Sanchez. You may also email Anna Salazar ([asalazar@mylubbock.us](mailto:asalazar@mylubbock.us)) and Matt Sanchez ([msanchez@mylubbock.us](mailto:msanchez@mylubbock.us)).
- 3. Make your payment.**
  - a. By email or phone: Contact Anna or Matt to create an invoice. Once the invoice is created, contact accounting at 806-775-2156 to make payment.
  - b. In person: Visit Building Safety, where Matt or Anna will create an invoice that can then be taken to accounting for payment. No appointment is necessary.

- 4. Prepare the site for installation.** Once the tap is complete the meter shall be prepared for installation. Prepare the site **prior to** contacting City of Lubbock Utilities:
- a. Address number fixture must be installed on the premise;
  - b. Flag meter box to assist Water Meter & Customer Service personnel to locate box;
  - c. Ensure that water meter box area is free of scaffolding and obstructing materials;
  - d. Ensure the interior of the meter box is free of trash and debris;
  - e. Expose tap;
  - f. Minimum of 18" distance from curb stop /valve to the customer side required to install meter;
  - g. Meter box is in good condition;
  - h. If the meter box is damaged, the customer can purchase an approved meter box from one of the below suppliers and install the meter box:
    - **Ferguson Waterworks:** 510 E County Road 7200; 806-392-9064
    - **O'Tool:** 1322 Erskine Street; 806-762-1822
    - **Premier Waterworks:** 4004 Avenue A; 806-759-9500

**5. Contact City of Lubbock Utilities to start services.**

- a. Call customer service at 806-775-2509
- b. Complete the online form (fastest)
  - i. On the [Help Me Move](#) page, click on "Commercial Move-In Form"
  - ii. Fill out a separate form for each address.

**\*Please provide current contact phone number when entering data\***

- 6. Allow 10 business days for meter to be set.** Once the request has been made to have services turned on, you will receive a confirmation email and a work order will be created to set the new meter. The estimated meter set time is 10 working days from the time the work order is issued.

**Additional Notes:**

1. Ensure meter set site is ready for meter installation. If the site is not prepared for meter installation, this will result in a delay.
2. Provide an accurate contact phone number when setting up services with City of Lubbock Utilities. City personnel cannot update you on your project if the appropriate contact or phone number is not provided.