



Acquaa User Manual (Fire Hydrant Use Permit)

Version 1.0

07/08/2026

Document Version Control

Version	Date	Description
1.0	07/08/2026	Fire Hydrant Use Permit MVP release

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Introduction

We are delighted to welcome you to start using Acquaa, an intuitive portal designed to streamline your daily operations. Whether you are a plumber, contractor, property manager, or administrator, Acquaa centralizes your workflows in one secure location. This user guide provides a walkthrough of how to register as a Fire Hydrant user and manage fire hydrants.

Fire Hydrant module allows users to apply for permits, make online payments, request extensions, submit meter readings, report damage, request replacement, return equipment & make additional payments.

Through your account, you'll be able to maintain your profile, request additional roles, access a streamlined dashboard, track the status of your transactions, receive acknowledgment emails, receive real time alerts about rejections and receive reminders about expiry.

System Requirements

The Acquaa portal is an internet-based application. You are required to have a stable internet connection. This application is best viewed on a laptop, computer, or tablet using one of the following browsers: Microsoft Edge, Chrome, Safari, or Mozilla Firefox. Note that you may not have the best experience using a mobile phone.

Getting Started

When starting with the Acquaa portal you need to:

- Login to the portal
- Register as a new user

IMPORTANT: Please note that existing users do not have to re-register. The instructions for logging into the portal are the same whether you are an existing user or a new user.

Login

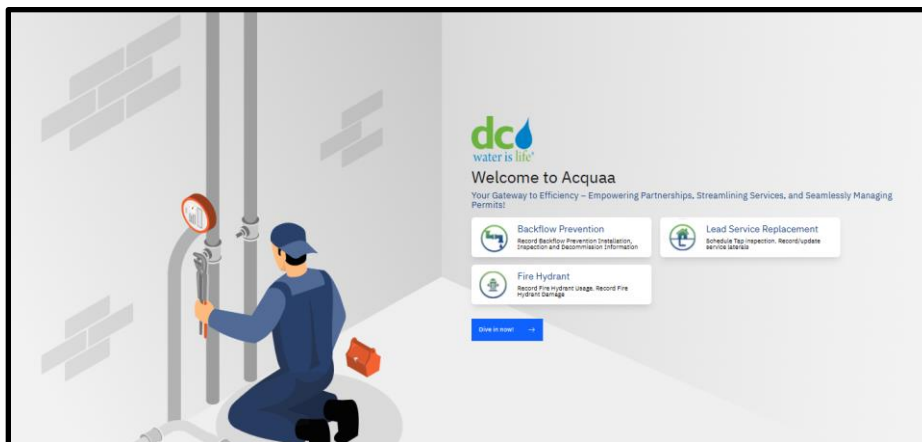
To login to the Acquaa portal

1. Access the portal using the following URL:

<https://dcwater.acquaa.com>

Note: Please contact your IT administrator if you're unable to access the Acquaa portal.

The “Welcome to Acquaa” page will be displayed.



2. Click the “Dive in now” button

The “Acquaa Welcome” page will be displayed.

3. If you are an existing user, you don’t have to register on Acquaa. You can simply type in your previously registered email id in the Email address box and hit the Continue button. You will be asked to enter a one-time passcode in the next step. Please access your mailbox to fetch the passcode & type in the 6-digit code to sign in & start using Acquaa

right away! If you're a new user, you can either sign with a standard email or try a social sign in. If you want to continue with a standard email, continue to Step 6.

OR

If you want to continue with Google, continue to Step 4.

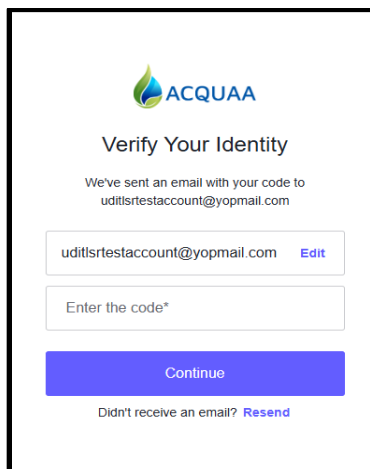
Note: Please check OTP email from support@acquaa.com in your spam folder if you did not find it in your primary folder or contact your IT administrator to allow emails from support@acquaa.com.

Note: Please don't forget to mark the emails from "support@acquaa.com" as "not spam" to receive emails in future.

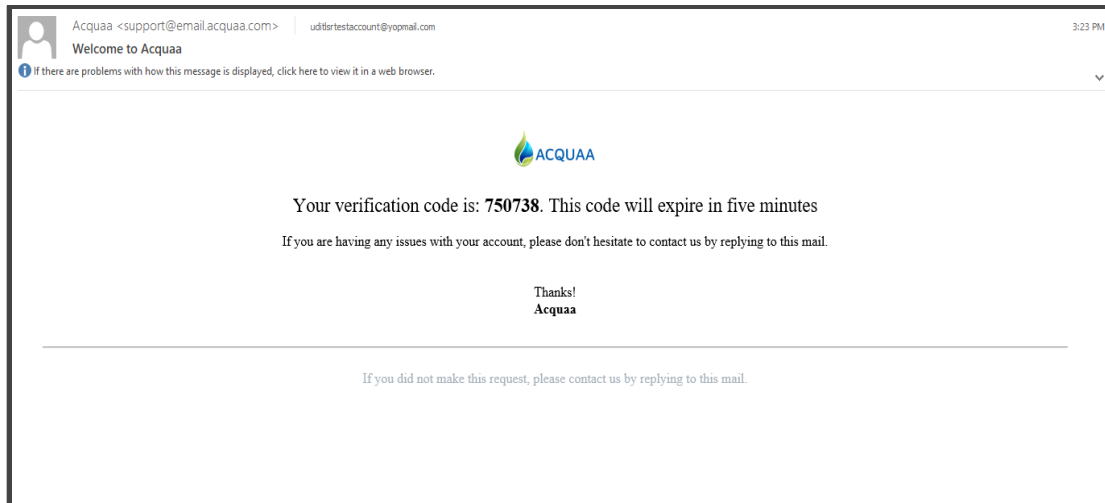
Note: If you are not a registered user, (i.e. a first-time user), you can either sign in manually or choose social sign in options like "Continue with Google". When using either of these options, you will need to follow the standard Google authentication process.

4. Click the "Continue with Google" button. The standard Google window will be displayed.
5. Continue to Step 10
6. Enter your standard email address in the "Email address" field.
7. Click the "Continue" button.

The "Verify Your Identity" page will be displayed.



8. Go to your email provider. You would have received an email from support@acquaa.com. Sample email is as follows:



Note: Your screen may differ depending on your email service. However, the information will be the same

9. Copy the one-time verification code (shown in bold text) and paste it into the “Enter the code” field on the “Verify Your Identity” page.
10. Click the “Continue” button. The resulting page will differ based on whether you are registering or a returning user.

Note: If you are a returning user, you will be taken to a landing page that allows you to search for work order in the system. Refer the **Fire Hydrant Services** section of this guide for more information about the actions you can perform.

11. If you are registering, continue to the **“Registration”** section of this guide-

Note 1: If you create a new Gmail account while signing in via social sign in option like Continue with Google, please ensure you enter your email id in lower case.

Note 2: It is not recommended to hit the browser back button during the sign in process.

Logout

1. Click the V (down arrow) next to your name in the top-right corner of the page. A menu will be displayed.
2. Select “Logout” from the menu.

The “Welcome to Acquaa” page will be displayed.

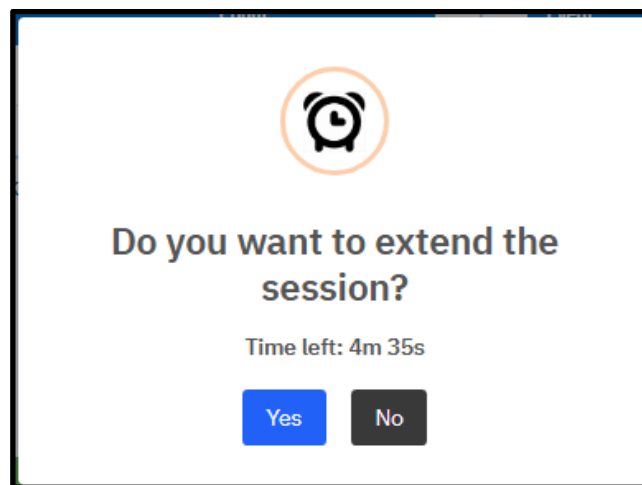
Session Extension

The portal is configured with a 20-minute session expiry limit. When the user logs in and starts using the portal, the session timer starts the countdown. If the session is idle for 20 min,

then the user will get automatically logged out at the end of the session. If the user does a file upload or a button click action during the active session period, the timer gets automatically reset for another 20 min. The timer is displayed in the top menu bar as shown below.



If the user is idle for 15 min or just browsing without any form save or submission or file upload, they will see a prompt with an option to extend the session, 5 minutes before the expiry limit. If the user clicks on the “Yes” button, then the timer is reset back to 20 minutes, and the countdown starts again. If the user doesn’t respond, the session will be timed out and the user will be logged out of the portal. If the user clicks on the “No” button, the session will be terminated immediately.



Registration

If you are not an existing third-party portal user, you will have to register on Acquaa. You need to complete a step-by-step registration process. This is a one-time process. You will need to choose the correct role, fill in your contact and company information, upload the required supporting documents depending on the role, and complete the registration. Once your registration is approved by the DC Water Administrator you will be able to sign in & start work.

The registration flow explained below is for FHUP User role.

Note: You may also select additional roles like BPA Installer, BPA Inspector if you handle Backflow services and LSR User role if you handle Lead Services Replacement. You will need to upload supporting documents like license document, BPA certificate & calibration report.

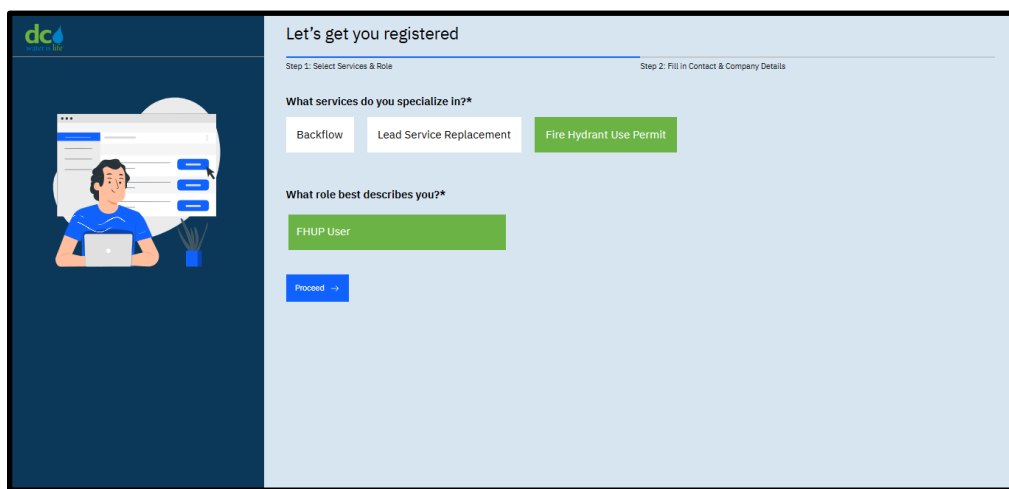
You can use any of the below methods to register:

- Using a valid email address. This method allows you to use any email id – personal or work email id (Microsoft outlook, Hotmail, Gmail, Microsoft work account).

- Social sign in via Google account.

If you are registering as a new user, after you login you will see the “Let’s get you registered” page as shown below.

“Step 1” of the registration form will be displayed. In step 1 of the registration process, you will need to select the required service –Fire Hydrant Use Permit. Next you will need to select the required role as FHUP User as shown below.



1. Complete the page as required:

Field	Description
What services do you specialize in?	Required. Choose the “Fire Hydrant Use Permit” option.
What role best describes you?	Required. Choose the “FHUP User” option.

2. Click the “Proceed ->” button. The “Let’s get you registered – Step 2” page will be displayed. The blue progress bar at the top of the page moves to Step 2.

Let's get you registered

Step 1: Select Services & Role Step 2: Fill in Contact & Company Details

Fill in your contact details

Title: First Name*: Last Name*:

Address*: Apt/Suite/Unit Number:

Phone Number*: Email Address:

Alternate Email Address:

Fill in your company details

Company Name*: Phone Number*:

Address*: Company Email Address*:

DC Business License Number: Apt/Suite/Unit Number:

[Back](#) [Preview](#)

3. Fill in the contact details as required.

Fill in your contact details

Title: First Name*: Last Name*:

Address*: Apt/Suite/Unit Number:

Phone Number*: Email Address:

Alternate Email Address:

Field	Description
Title	Select your preferred title from drop down
First Name	Required. Enter your first name
Last Name	Required. Enter your last name. You can include suffixes such as IV or professional labels if desired.

Address	Required. This is a smart search field. Start typing an address and the system will bring up the addresses that match. Select your home address. Note that the portal finds the address based on a Google address search.
Apt/Suite/Unit Number	You can enter the apartment, suite, or unit number of your home address
Phone Number	Required. Enter the phone number where you can be contacted for inquiries. Please include an area code with 7 other numbers: ###-###-####.
Email Address	This field is read-only. This is the email you used to start the registration process.
Alternate Email Address	If you want to receive notifications to one more email id (along with the one you have already used for registration), you may enter that email id in this field. This can be Gmail or yahoo mail. This is useful if you're registered with a company email id.

Fill in the company details as required:

Fill in your company details ⓘ

Search Company

If you can't find your company, please contact DC Water Administrator. Refer section [Contact DC Water Administrator](#) for contact details.

Company Name*

Enter company name

Phone Number*

(xxx) xxx-xxxx

Address*

Enter company address

Company Email Address*

Enter company email address

DC Business License Number

Enter DC business license number

Apt/Suite/Unit Number

Enter Apt/Suite/Unit Number

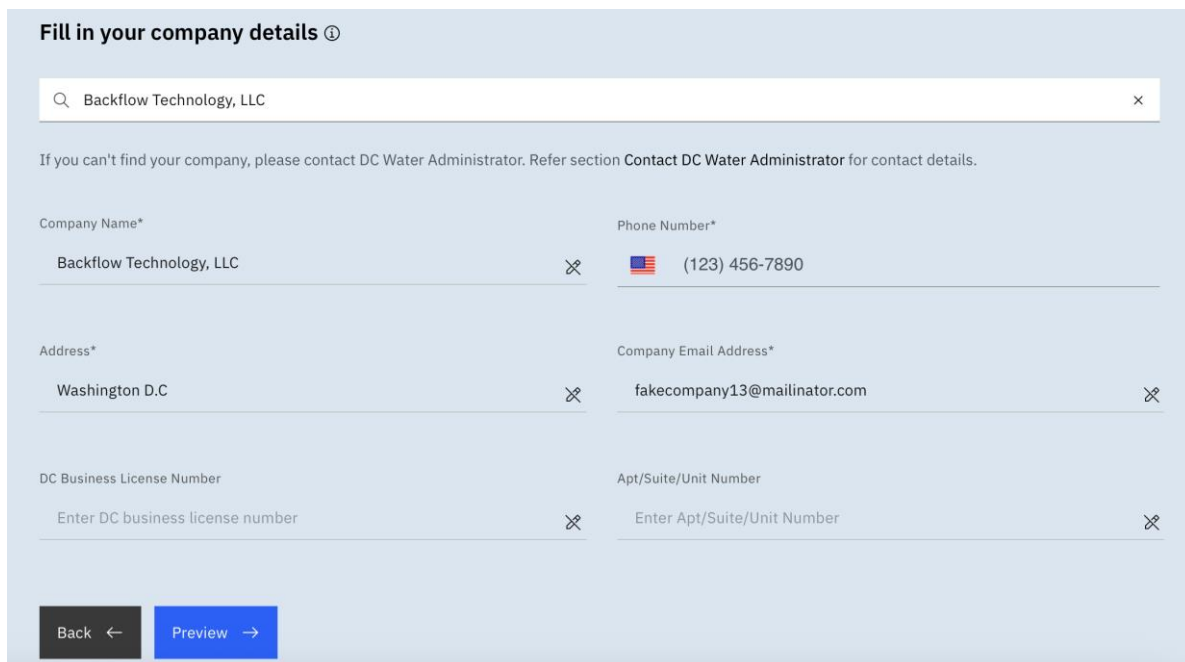
Back ←

Preview →

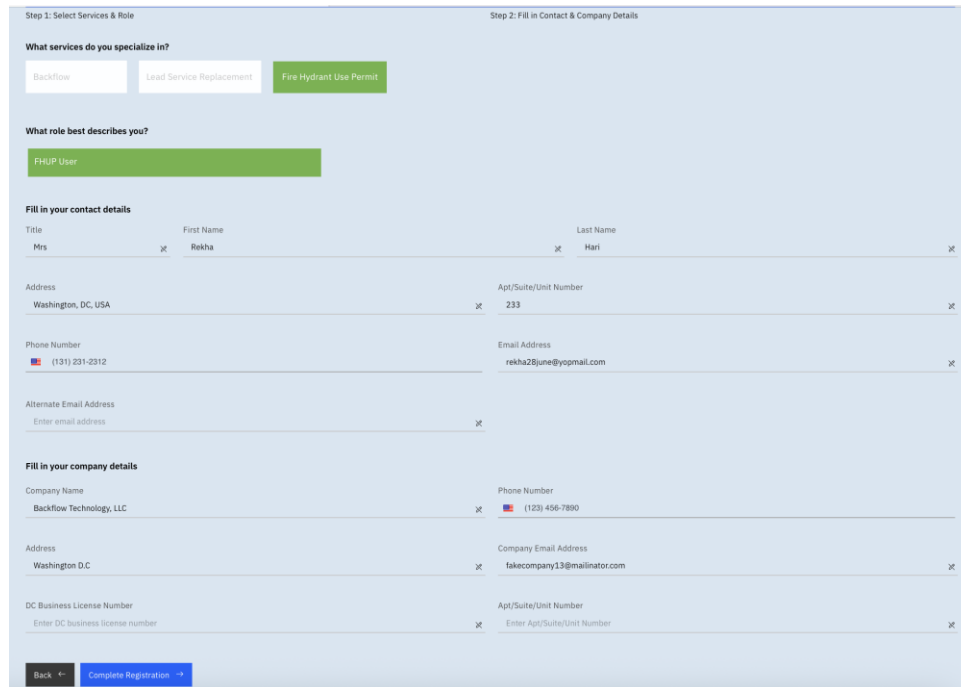
Field	Description
Company Search	Required. Use this field to search for your company. If your company is not listed, contact DCW support at: fhup@dcwater.com



Note: After you select a company, the system auto-populates the remaining fields. You cannot edit these fields. If you need any updates, contact DC Water Administrator at fhup@dcwater.com.



- Click the “Preview ->” button to preview the form before submission.



Step 1: Select Services & Role

What services do you specialize in?

Backflow Lead Service Replacement **Fire Hydrant Use Permit**

What role best describes you?

FHUP User

Fill in your contact details

Title: Mrs First Name: Rekha Last Name: Hari

Address: Washington, DC, USA Apt/Suite/Unit Number: 233

Phone Number: (131) 231-2312 Email Address: rekha28june@yahoo.com

Alternate Email Address: Enter email address

Fill in your company details

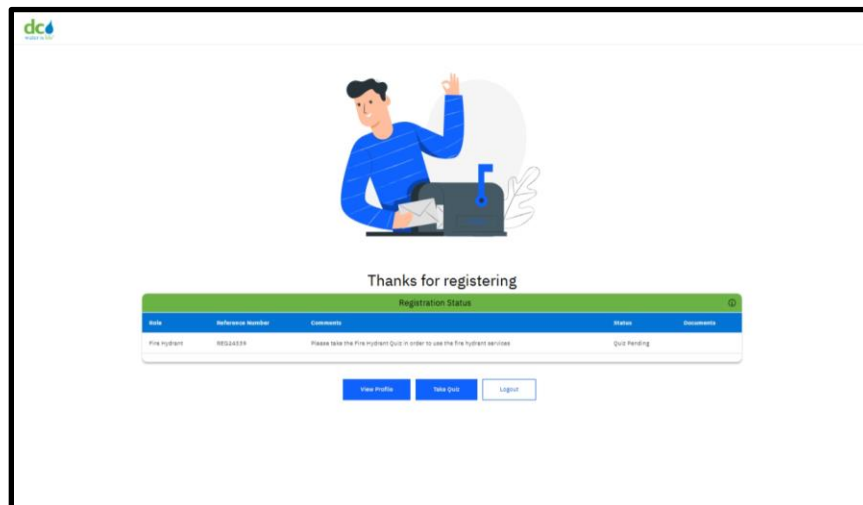
Company Name: Backflow Technology, LLC Phone Number: (123) 456-7890

Address: Washington D.C. Company Email Address: fakaccompany13@malinator.com

DC Business License Number: Enter DC business license number Apt/Suite/Unit Number: Enter Apt/Suite/Unit Number

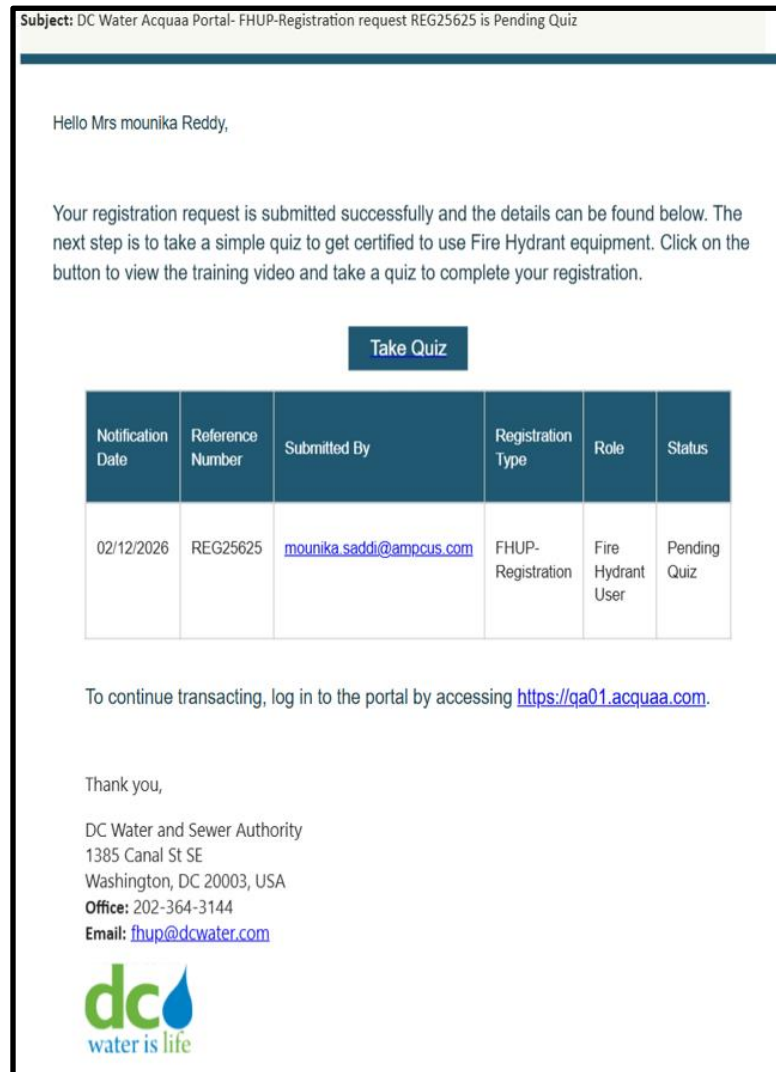
[Back](#) [Complete Registration](#)

5. Review the data you entered. If there is anything you want to change, click on the “Back” button.
6. If you’re ready to submit, click on the “Complete Registration” button.
7. An acknowledgement page will be displayed as shown below along with your registration number and registration status.



8. For FHUP User role, registration process includes an additional step. You must complete a quiz before your request is submitted for administrative review. Hence the registration status moves to “Quiz Pending” status.

9. You would have received an email asking you take quiz to complete your registration.



10. To view your profile, click the “View Profile” button on the confirmation page. You will be taken to your profile page where you can review your registration details.
11. To logout and complete the quiz later, click on the “Logout” button.
12. To take quiz, click on the “Take Quiz” button.
13. You must read the instructions and watch the video before taking the quiz.

Fire Hydrant Use Permit (FHUP) Application And Use Summary.

[Fire Hydrant Usage Document](#)

Instructions
DC Water

LARGE PREFABRICATED UNIT

Please watch the video, read the instructions given below and then take the quiz to complete the certification.

You must read below before taking the quiz for obtaining Acquaa access to FHUP module.

- To use a fire hydrant in the District of Columbia, you must obtain a
 - DC Water issued permit
 - DC Water issued fire hydrant meter and
 - certified Reduced Pressure Backflow Preventer meeting American Society of Sanitary Engineers (ASSE) 1013 standards.
- The certified Reduced Pressure Backflow Preventer and DC Water fire hydrant meter must be connected to the fire hydrant when being used. The fire hydrant use permit must be kept on-site of the fire hydrant use connection.
- All Fire Hydrant Use Permits (FHUP) must be applied through DC Water's Acquaa portal at <https://qa03.acquaa.com> and has a maximum duration of 180 days.
- You must pay a \$80 application fee and subsequently prepay all daily rental fees before fire hydrant use equipment is used to you.
- For those users who request a fire hydrant meter only and will use their own Reduced Pressure Backflow Preventer meeting ASSE 1013 standards, they must upload a fire hydrant backflow prevention assembly/inspection report signed by an DC Water approved backflow preventer inspector to the Acquaa Portal during application submission. Alternatively, you may request a Reduced Pressure Backflow Preventer from DC Water during application.
- You must return the fire hydrant use equipment before the fire hydrant use permit expires. Failure to return the fire hydrant use equipment after the permit expires may result in forfeiting of deposit and estimated water and sewer usage fees.
- After the fire hydrant use equipment is returned to DC Water, you will be refunded any remaining balance and deposit. If the equipment is returned and you owe an additional amount, you must pay an additional amount before you are approved for a new Fire Hydrant Use Permit.
- If the fire hydrant use equipment is lost or damaged, the cost to replace or repair the equipment will be deducted from the deposit.
- DC Water issues fire hydrant use equipment from 8am to 2pm Monday through Friday, excluding federal holidays. Fire Hydrant Use Equipment pick-up location will be sent by email once the permit is approved.
- You are responsible for all hydrant wrenches, hoses, and hydrant connections.

[Take Quiz](#)

14. You must pass the quiz with 100% accuracy.

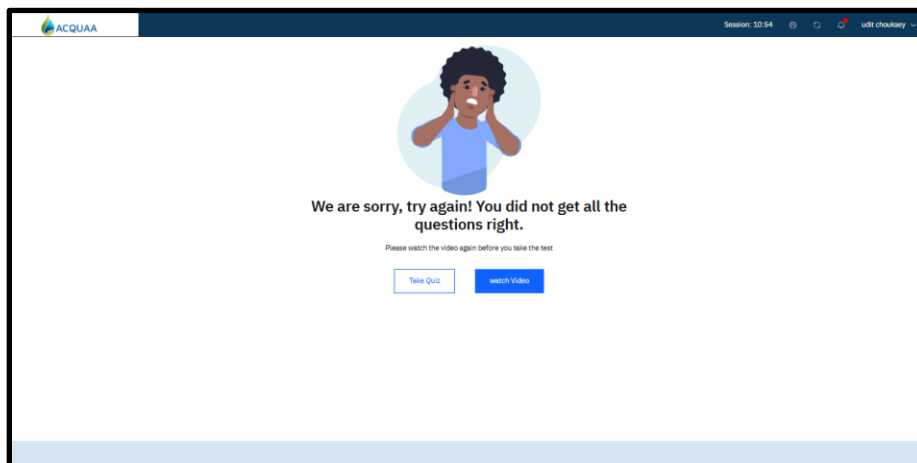
Certification Quiz

Please take the quiz below to complete the certification, you need to get all the 100% of the questions right in order to pass the quiz and use Fire Hydrant Service.

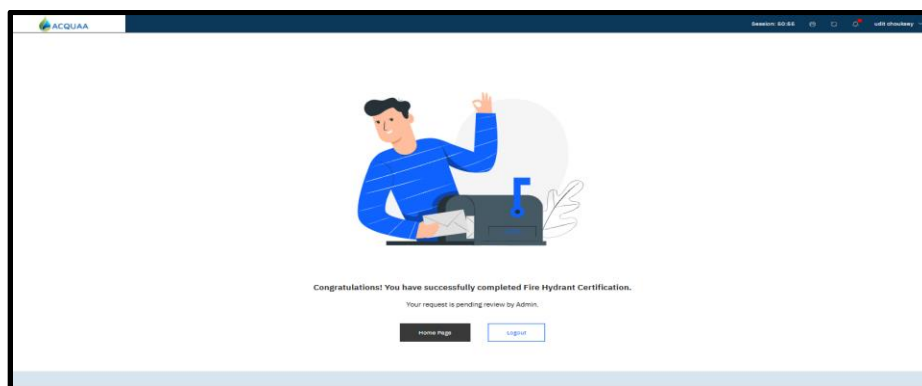
- To apply for a fire hydrant use permit you must apply in the Acquaa portal at <https://qa03.acquaa.com> and pay a submission fee of \$80
 - ☒ True
 - ☐ False
- When you connect to a DC Fire Hydrant you must use a - _____.
 - ☐ DC Water issued hydrant meter.
 - ☐ Reduced Pressure Backflow Preventer meeting ASSE 1013 standards.
 - ☐ Hydrant wrench.
 - ☒ All of the above.
- What is the maximum duration of the fire hydrant use permit?
 - ☐ 365 days
 - ☒ 180 days
 - ☐ 90 days
 - ☐ 730 days
- Before you are issued the fire hydrant use permit and equipment, you will be required to pay a daily rental fee and opt to prepay water and sewer usage fees?
 - ☒ True
 - ☐ False
- After your permit expires and you have not returned your fire hydrant use equipment, how much time do you have before DC Water cancels your permit, confiscates your deposit, and issues a final bill based on estimated water and sewer usage?
 - ☐ 10 days
 - ☒ 30 days
 - ☐ 90 days
 - ☐ 180 days

[Submit](#)

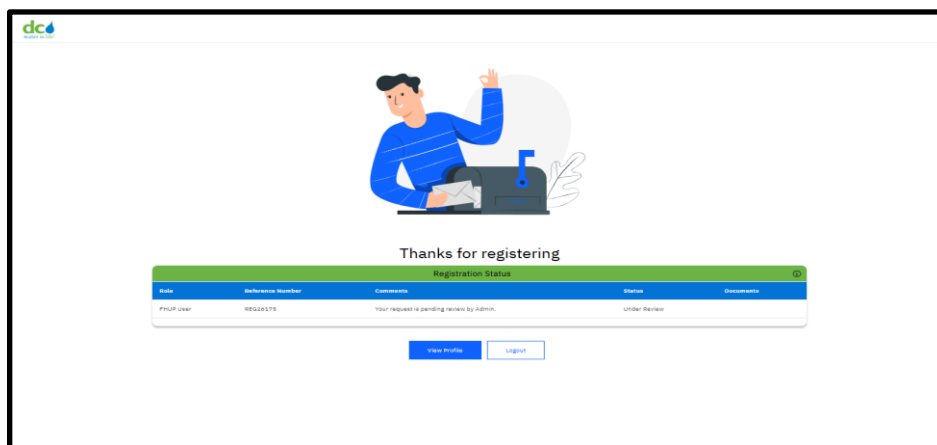
15. If you fail in the quiz, you can retake the quiz by clicking on the “Take Quiz” Button.



16. Once the quiz is completed successfully, you will see a confirmation page as shown below.

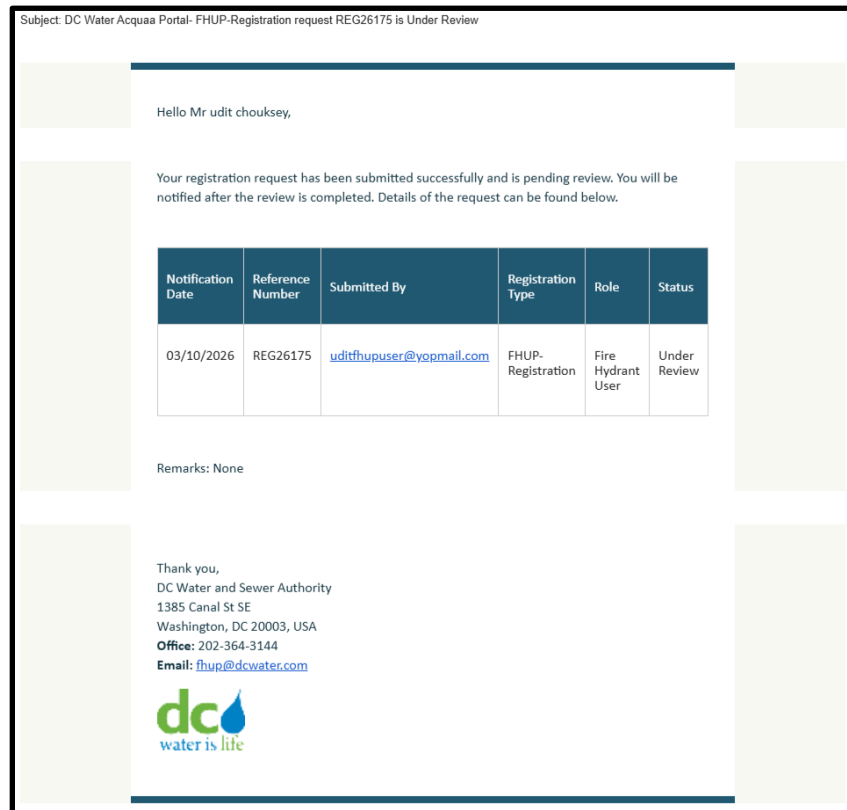


17. Your registration request has moved to “Under Review” status and is under administrative review.



18. You would have received an email confirming your registration as shown below.

Sample registration acknowledgment email



19. You will receive a notification when DC Water administrator reviews your request and either approves, rejects or marks it as Missing Information.

IMPORTANT: If your registration is marked as “Missing Information”, you will receive email reminders with a due date to provide the missing information. If you fail to provide the requested information by the due date indicated in the email, the system will automatically reject your registration.

Approval Email

When the DC Water administrator approves a registration request, users receive a notification about the approval.

Below is a sample of the approval notification email sent to users.



Missing Information Email

When DC Water administrator marks a registration request as “Missing Information”, users receive notification about the status.

User receives three notifications reminders to resubmit the registration request after making necessary updates. If the user does not respond within the due date, the request will be automatically rejected by the system after the due date.

Below is a sample of the missing information first notice sent to users.

Subject: DC Water Acquaa Portal- FHUP-Registration request REG21140 is Missing Information - First Notice

Hello Mr udit chouksey,

We regret to inform you that your registration request is not approved as it is missing some details or has incomplete information. Details of the request can be found below. Please note that you have to re-submit this request before 03/18/2026 via the portal, failing which the registration request will be automatically rejected by system

Notification Date	Reference Number	Due Date	Submitted By	Registration Type	Role	Status
03/16/2026	REG21140	03/18/2026	uditfhupuser@yahoo.com	FHUP-Registration	Fire Hydrant User	Missing Information

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,
DC Water and Sewer Authority
1385 Canal St SE
Washington, DC 20003, USA
Office: 202-364-3144
Email: fhup@dcwater.com



Below is a sample of the missing information second notice sent to users.

DC Water Acquaa Portal- FHUP-Registration request REG21288 is Missing Information - Second Notice

Hello muser new,

This is a notification to remind you that your registration request is missing some information & is pending action from you. Details of the request can be found below. Please note that you have to re-submit this request before 03/20/2026 via the portal, failing which the registration request will be automatically rejected by system

Notification Date	Reference Number	Due Date	Submitted by	Registration Type	Role	Status
03/19/2026	REG21288	03/20/2026	moni914@outlook.com	FHUP-Registration	Fire Hydrant User	Missing Information

To continue transacting, log in to the portal by accessing <https://dcwater-uat.acquaa.com>.

Thank you,
DC Water and Sewer Authority
1385 Canal St SE
Washington, DC 20003, USA
Office: 202-364-3144
Email: fhup@dcwater.com

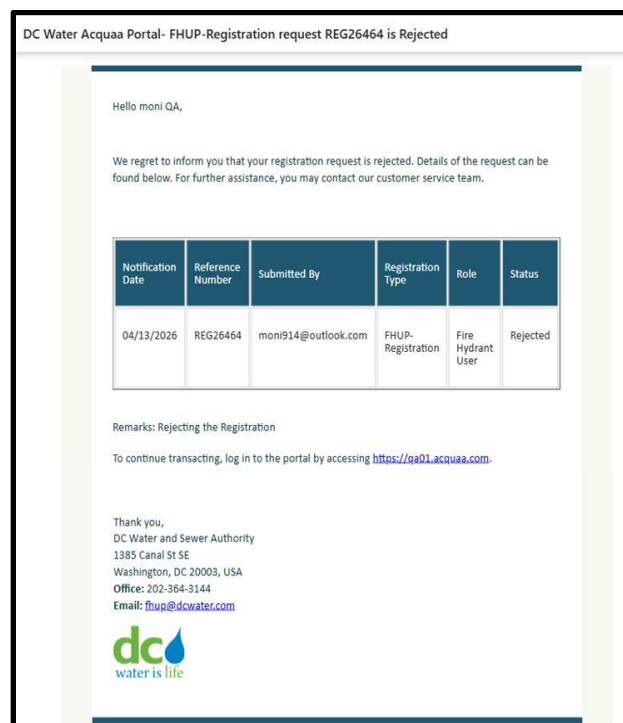


Below is a sample of the missing information auto rejection email sent to users.



Rejection Email

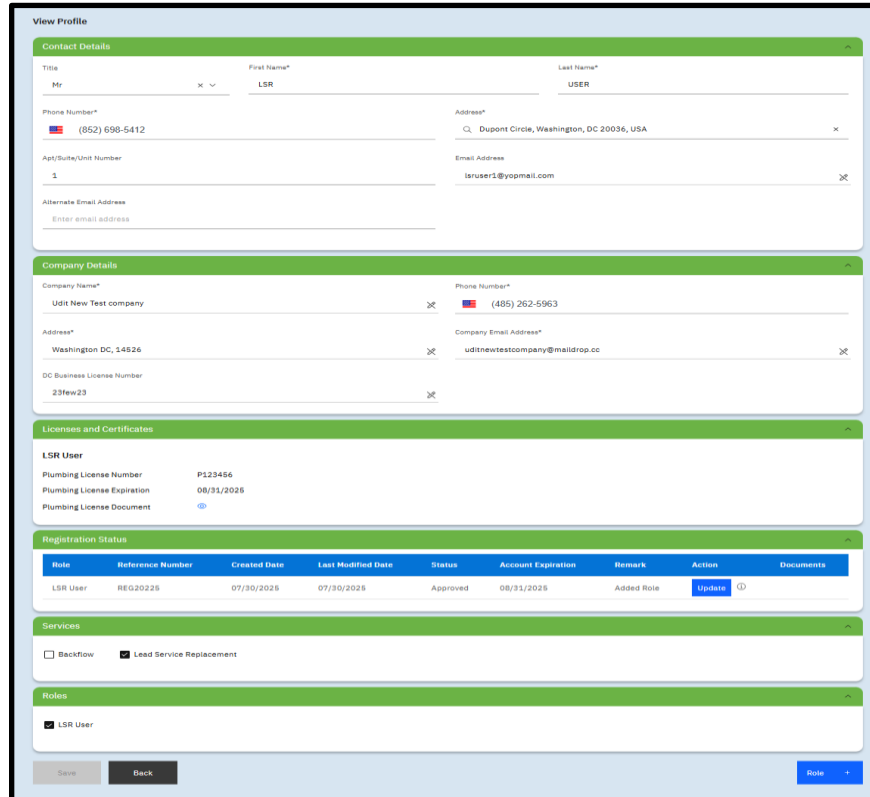
When DC Water administrator rejects a registration request, users receive a notification about the rejection. Below is a sample of the rejection notification email sent to users.



Profile

Upon successful login, the user can view his profile page. The user profile section allows you to view & manage your contact details, company details, license & certificate details, registration status, view services & roles subscribed to, as well as request additional roles.

1. Expand the username menu on the top right corner of the page and click on the “Profile” link. The “View Profile” page will be displayed as shown below.



The screenshot shows the 'View Profile' page with the following sections:

- Contact Details:**
 - Title: Mr. (dropdown)
 - First Name: LSR
 - Last Name: USER
 - Phone Number: (852) 698-5412
 - Address: Dupont Circle, Washington, DC 20036, USA
 - Apt/Suite/Unit Number: 1
 - Email Address: lsuser1@yopmail.com
 - Alternate Email Address: (empty)
- Company Details:**
 - Company Name: Udit New Test company
 - Phone Number: (485) 262-5963
 - Address: Washington DC, 54526
 - Company Email Address: uditnewtestcompany@maildrop.cc
 - DC Business License Number: 23few23
- Licenses and Certificates:**
 - LSR User
 - Plumbing License Number: P123456
 - Plumbing License Expiration: 08/31/2025
 - Plumbing License Document: (empty)
- Registration Status:**

Role	Reference Number	Created Date	Last Modified Date	Status	Account Expiration	Remark	Action	Documents
LSR User	REG20225	07/30/2025	07/30/2025	Approved	08/31/2025	Added Role	Update	
- Services:**
 - ☐ Backflow
 - ☒ Lead Service Replacement
- Roles:**
 - ☒ LSR User

Buttons at the bottom: Save, Back, Role +

Data	Sub data	Description
Contact Details	Title	Selected title (editable)
	First Name	Given First Name (Editable)
	Last Name	Given Last Name (Editable)
	Phone Number	Primary contact number Provided (Editable)

	Address	Physical address provided (Editable)
	Apt/Suite/Unit Number	Specific apt/suite/unit number provided
	Email Address	Primary email for communication and registered (non-editable)
	Alternate Email Address	An additional email provided (Editable)
Company Details	Company Name	Full company provided (non-editable)
	Phone Number	Primary contact number for company (non-editable)
	Address	Physical Address for company (non-editable)
	Company Email Address	Company email address (non-editable)
	DC Business License Number	Business license number for company (non-editable)
Registration Status	Role	Role the user is registered in Acquaa portal Note: User can have multiple roles in the different module (BPA+LSR) will listed in these sections

	Reference Number	Unique reference number for registration
	Created date	The date when registration was initiated
	Last modified date	The date when registration information was last updated
	Status	The status of the registered role. Following will be status that are shown for the role • Approved • Rejected • Under review • Suspended • Expired • Pending Quiz • Missing Information
	Account Expiration	The date when the role is set to expire.
	Remarks	Remarks by administrator.
	Action	
	Documents	
Services	Services	Show all the services available under the Acquaa Portal.

		Checkbox on the services indicates that users have access to that service.
Roles	Roles	Show all the roles available under the Acquaa Portal. The checkbox on the role indicates that the user has access to that service.

Edit Profile

1. You can edit profile information from the view profile page however only selected fields are editable by the user.

Data	Sub data	Description
Contact Details	Title	Selected title (editable)
	First Name	Given First Name (Editable)
	Last Name	Given Last Name (Editable)
	Phone Number	Primary contact number Provided (Editable)
	Address	Physical address provided (Editable)
	Apt/Suite/Unit Number	Specific apt/suite/unit number provided
	Email Address	Primary email for communication and registered (non-editable)

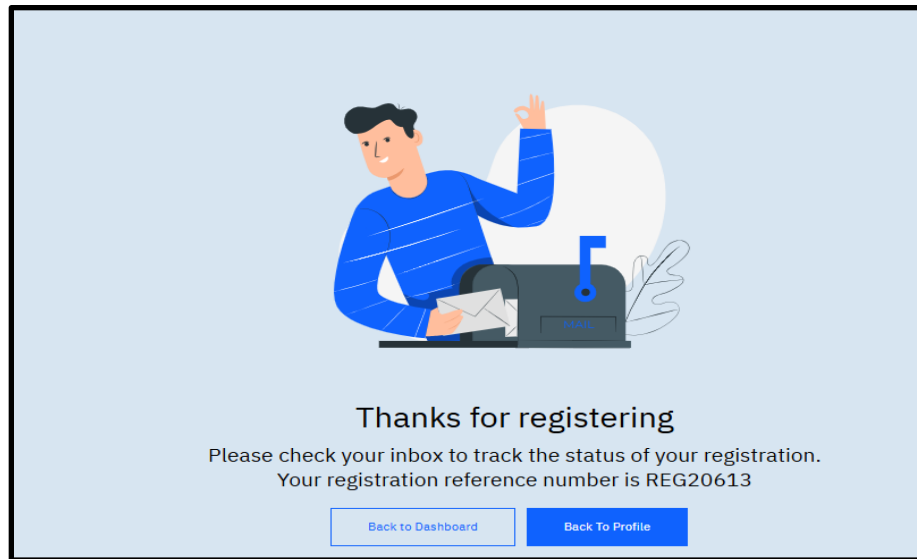
	Alternate Email Address	An additional email provided (Editable)
Company Details	Company Name	Full company provided (non-editable)
	Phone Number	Primary contact number for company (non-editable)
	Address	Physical Address for company (non-editable)
	Company Email Address	Company email address (non-editable)
	DC Business License Number	Business license number for company (non-editable)

- Once the changes are made to the profile “Save” button will enable to save the changes. Click on the “Save” button to reflect the changes on the profile.
- If registration is expired, rejected, missing information or pending quiz, you will view the action column, and it will be updated with the button to act.

Status	Action	Description
Rejected	Re-apply button	Click on the re-apply button to apply for the role again. Follow registration steps and reapplied registration will be sent for the administrator approval. Review “ <u>Registration</u> ”section for more details on the registration steps.

Expired	Re-new button	Click on the re-new button to renew the registered account. Follow registration steps and renewed registration will be sent for the administrator approval. Review “Registration” section for more details on the registration steps.
Missing Information	Re-submit	Click on the re-submit and add the missing information mentioned in the comments. Follow registration steps and resubmitted registration will be sent for the administrator approval. Review “Registration” section for more details on the registration steps.
Pending Quiz	Take Quiz	Click on the take quiz and it will redirect to the Quiz page where users are required to read the instructions and watch the video before taking the quiz. Users will have to answer all the questions correctly to proceed and registration will be sent for the administrator approval. Review “Registration” section for more details on the registration steps.

4. Click on the “Review & Submit” button.
5. The “Thanks for registering” page will be displayed. Your registration number is shown in the “Reference Number” column starting with “REG”



Note: You will receive separate registration reference numbers for every role that you register on Acquaa.

Role Upgrade

This feature allows existing users to apply for new roles or services. Each submission generates new “REGID” (Registration ID) per role.

Following are the steps to add new role on the profile:

1. Expand the “Username” menu on the top right corner and click on the “Profile” link. The “View profile” page will be displayed.

View Profile

Personal Details

First Name: [Text Field] Last Name: [Text Field] Username: [Text Field]

Phone Number: [Text Field] Address: [Text Field]

Hard/Softline Number: [Text Field] Email Address: [Text Field]

Alternate Email Address: [Text Field]

Company Details

Company Name: [Text Field] Phone Number: [Text Field]

Address: [Text Field] Company Email Address: [Text Field]

DC Business License Number: [Text Field]

[Add New Company](#)

Registration Status

ID	Reference Number	Created Date	Last Modified Date	Status	Amount Registered	Amount	Notes	Attachments
PRUP user	REG20613	05/10/2024	06/10/2024	Approved	\$470.00			

Services

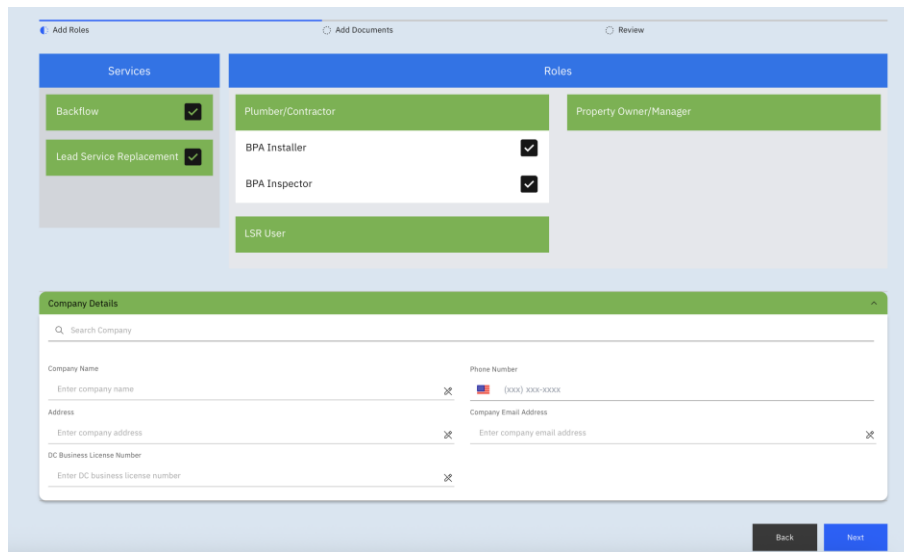
☐ Backflow ☐ Lead Service Replacement ☒ Fire Hydrant

Roles

☐ Bldg Inspector ☐ Bldg Inspector ☒ PRUP user

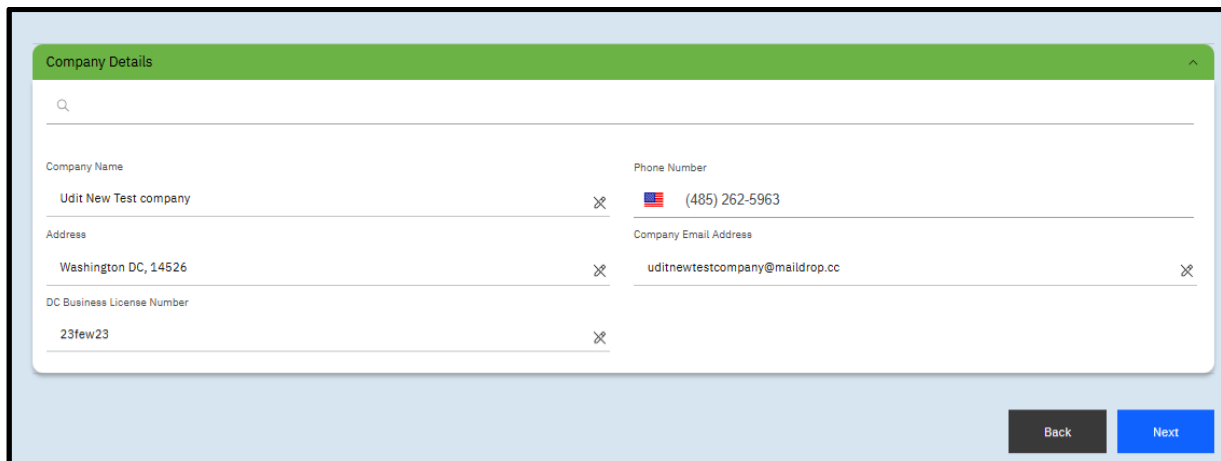
[Save](#) [Back](#) [Add](#)

2. Click on the “Role +” on the bottom right corner.
3. Select Service and Roles as shown below.



The screenshot shows the 'Add Roles' form with three tabs: 'Add Roles', 'Add Documents', and 'Review'. The 'Add Roles' tab is active. It features two columns: 'Services' and 'Roles'. In the 'Services' column, 'Backflow' and 'Lead Service Replacement' are selected with checkmarks. In the 'Roles' column, 'Plumber/Contractor', 'BPA Installer', 'BPA Inspector', and 'LSR User' are selected with checkmarks. Below these columns is a 'Company Details' section with a search bar and fields for Company Name, Address, DC Business License Number, Phone Number, and Company Email Address. At the bottom right are 'Back' and 'Next' buttons.

4. Users can view the existing company information section. This is non-editable.



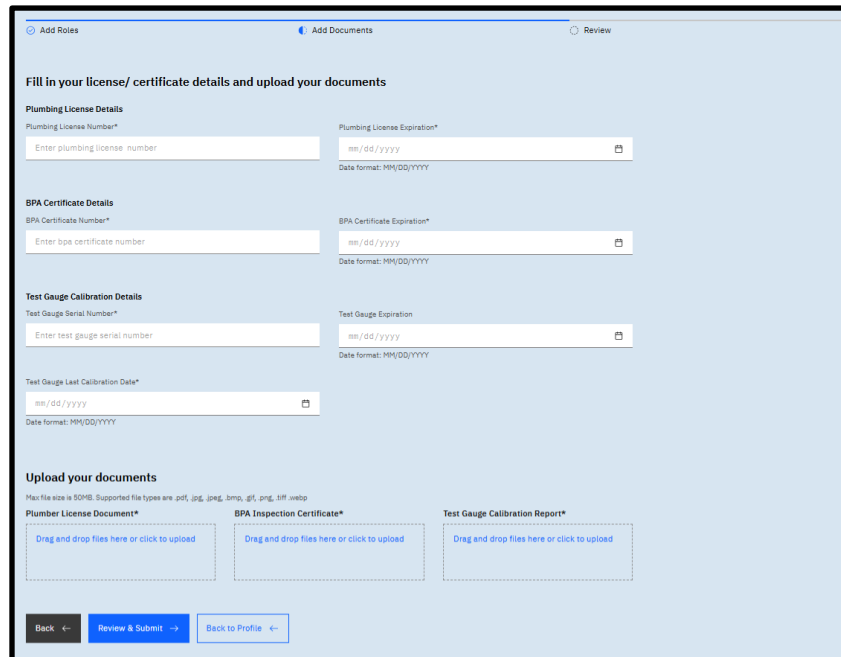
The screenshot shows the 'Company Details' form, which is non-editable. It displays the following information: Company Name: Udit New Test company; Address: Washington DC, 14526; DC Business License Number: 23few23; Phone Number: (485) 262-5963; Company Email Address: uditnewtestcompany@maildrop.cc. At the bottom right are 'Back' and 'Next' buttons.

5. Click on the next button to proceed to the document upload section applicable for the selected roles.
 - a) To upload a document- Click the “Drag and drop files here or click to upload” link. The “Open” window will be displayed.

Note: You would need to upload supporting documents if you selected BPA or LSR roles. You can upload a PDF file or any standard image file as mentioned on the page under 50 MB.

- b) Search for your document using standard Windows functionality.

- c) Click the “Open” button. An (eye) icon will be displayed under the section for the uploaded files.
- d) Repeat steps for all required documents



Field	Description
Plumbing License Number	Displayed for Installers. Required. Enter your plumbing license number.
Plumbing License Expiration	Displayed for Installers Required. Enter or select the date on which your plumbing license expires.
BPA Certificate Details	Displayed for Inspectors. Enter your plumbing license number.
BPA Certificate Expiration	Displayed for Inspectors - Required. Enter or select the date on which the BPA certificate expires.
Test Gauge Serial Number	Displayed for Inspectors - Required. Enter the serial number of the test gauge.

Test Gauge Expiration	Displayed for Inspectors - Required. Enter or select the date on which the test gauge expires
Test Gauge Last Calibration Date	Displayed for Inspectors - Required. Enter or select the date on which the gauge was last calibrated
Plumber License Document	Displayed for Installers – Required. Use the following instructions to attach an electronic copy of your plumbing license.
BPA Inspection Certificate	Displayed for Inspectors - Required. Use the following instructions to attach an electronic copy of your BPA inspection certificate.
Test Gauge Calibration Report	Displayed for Inspectors - Required. Use the following instructions to attach an electronic copy of your test gauge calibration report.

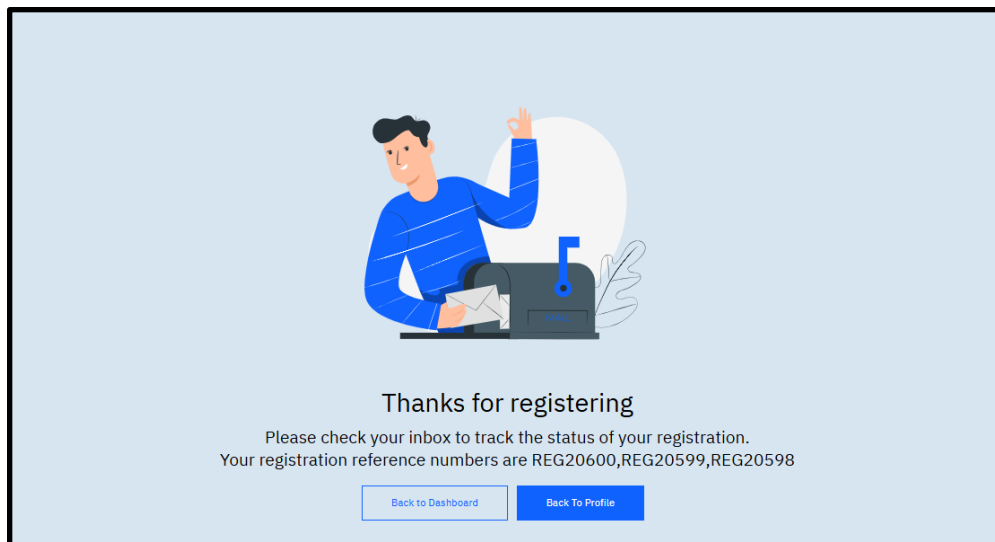
6. Click the “Review and Submit” button.

7. Review the data you entered.

Note: If there is anything you want to change: Click the “Back “button, Change the data as needed.

8. Click on the “Submit” button for submission to administrator for the approval.

9. The “Thanks for registering” page will be displayed. Your registration number is shown in the “Reference Number” column starting with “REG”.

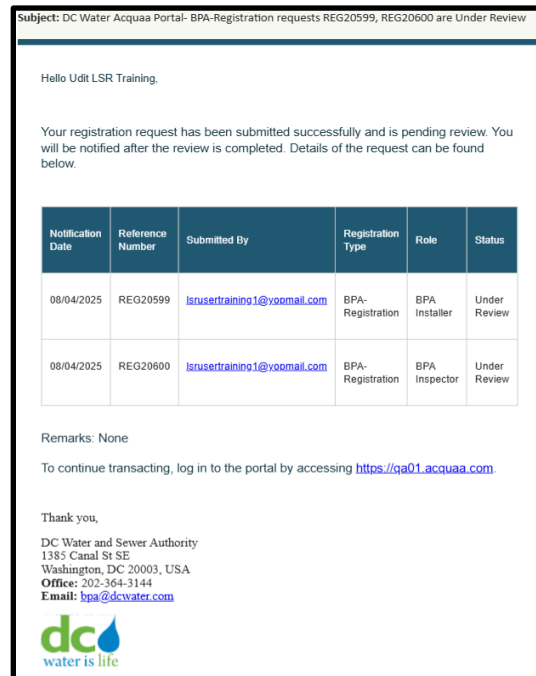


10. Click on the “Back to Profile” button to go back to your profile

Registration Status							
Role	Reference Number	Created Date	Last Modified Date	Status	Remark	Action	Documents
Property Owner	REG20598	08/04/2025	08/04/2025	Approved	Added Role		
LSR User	REG20592	08/04/2025	08/04/2025	Approved	Added Role	Update ⓘ	
BPA Inspector	REG20600	08/04/2025	08/04/2025	Under Review	Added Role		📄
BPA Installer	REG20599	08/04/2025	08/04/2025	Under Review	Added Role		📄

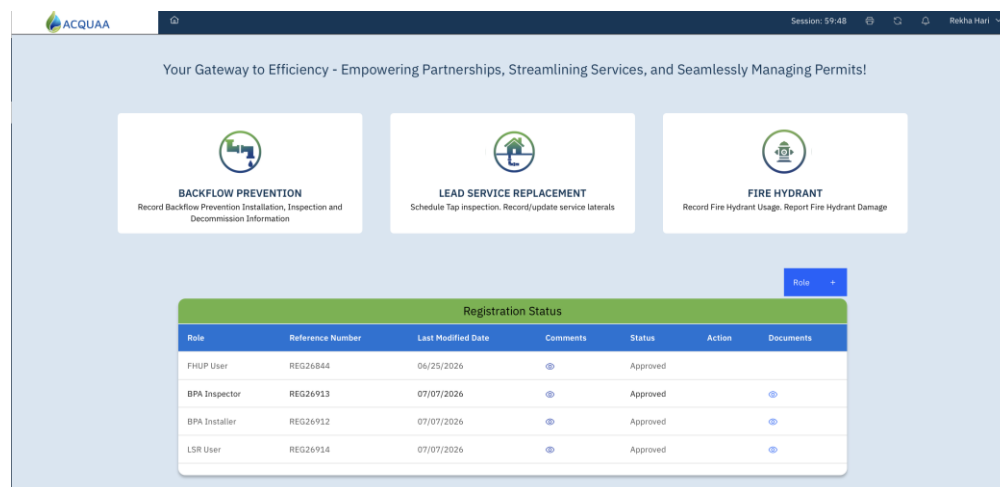
Note: Registration status will show all the roles with their status; the recently added role will be in “Under Review” status until the request is approved by the administrator.

Sample registration acknowledgment email when user requests for additional BPA Installer and BPA Inspector roles.



Note: Property Owner role will be automatically approved, you can start using the application immediately.

Once your registration is approved by respective administrators, you can login and view your dashboard. You should see a dashboard as shown below if you had upgraded your role to Backflow and LSR roles.

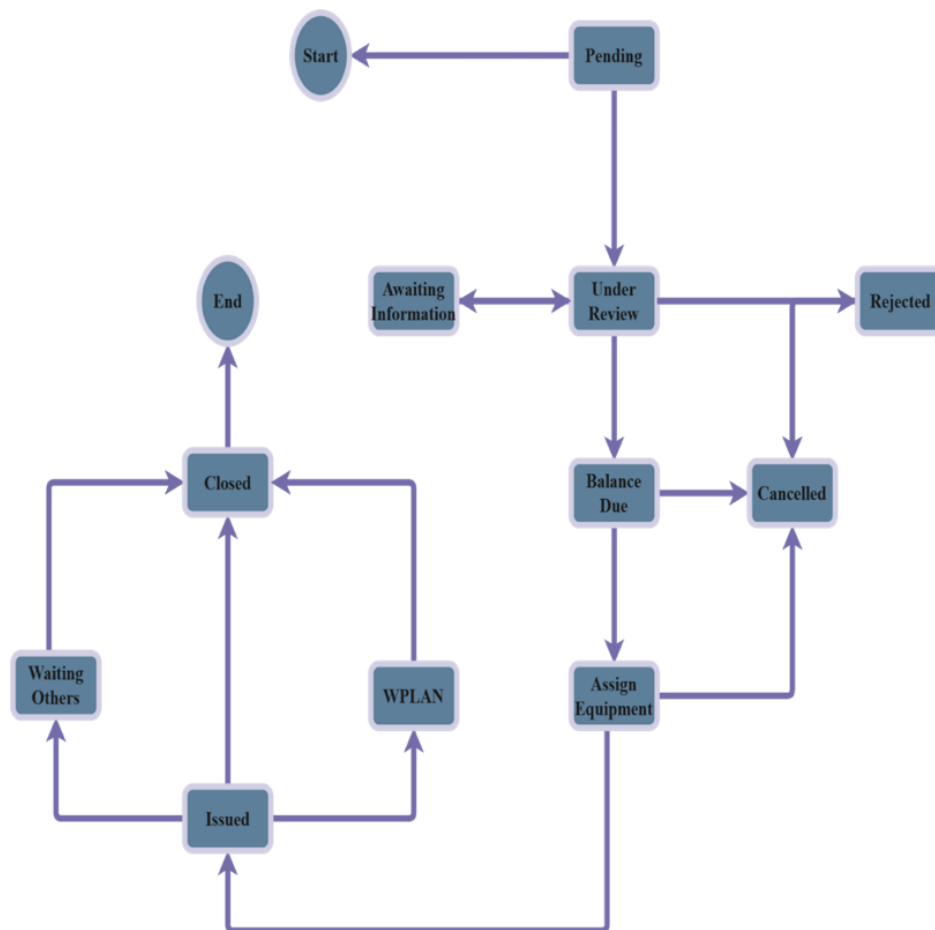


Fire Hydrant Services

Fire Hydrant Use Permit module includes multiple features to manage Fire Hydrant permits. Through this module, users can apply for permits, make online payments, request extensions, submit meter readings, report damage, request replacement and return equipment.

Additionally, users can maintain their profile, request additional roles, access a streamlined dashboard, track the status of their transactions, receive acknowledgment emails, alerts about rejections and reminders about permit expiry and account expiry.

Permit Life Cycle

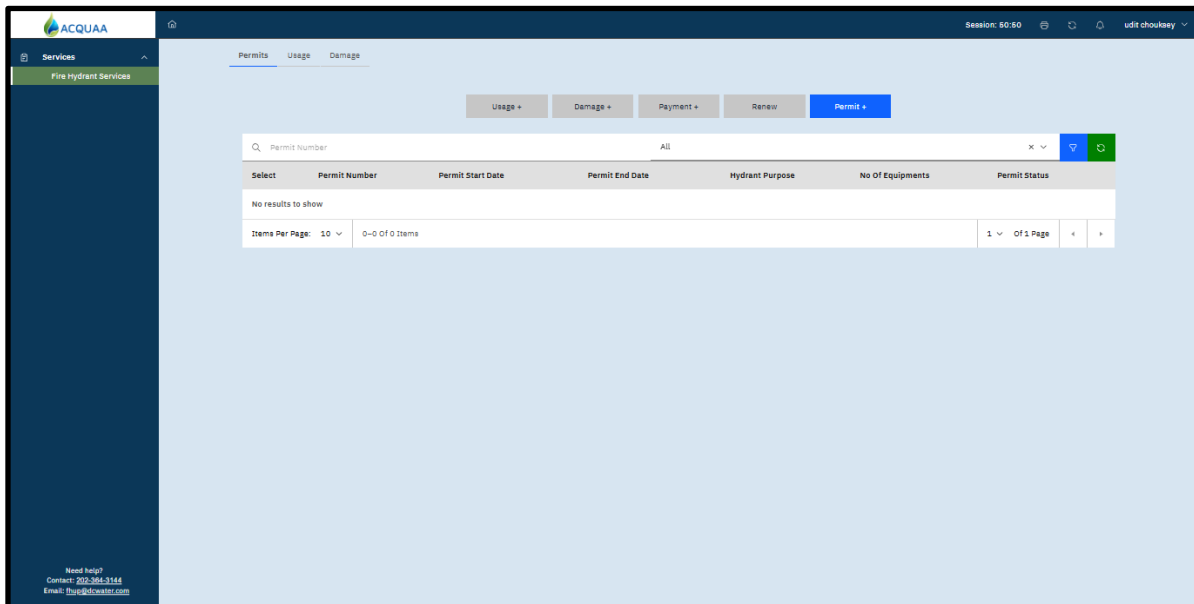


Permit Status	Description
Pending	User logs in to Acquaa portal and starts filling in the fire hydrant request form. When permit information is saved but not yet submitted for administrator review, permit status

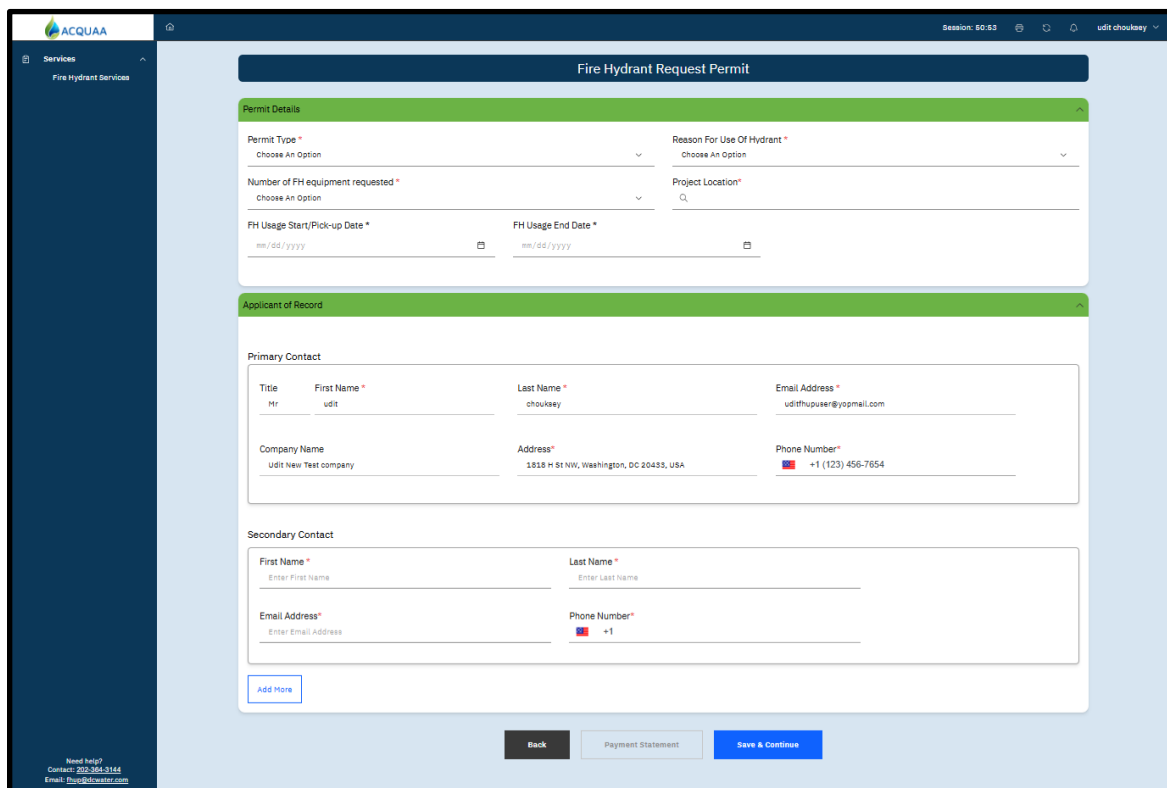
	moves to Pending state. Permit information can be edited by user at this stage.
Under Review	Permit has been submitted and is currently being reviewed by the administrator. Permit information cannot be edited by user.
Missing Information	Additional details are requested from the user by the administrator. Permit information can be edited by user. User must update the details and send it back for administrator's review.
Rejected	Permit application has been rejected by the administrator.
Balance Due	Payment is pending for two or more fees (Application fees, Deposit fees and Rental fees)
Cancelled	Permit has been cancelled by the administrator.
Assign Equipment	Once all the fees are paid, administrator assigns the equipment. User must visit DC Water office to collect the equipment.
Issued	Permit is issued, and user can download permit document.
Waiting Others	Not all equipment under the permit have been returned to DC Water office.
WPLAN	Permit has expired but one or more equipment has not been returned to DC Water office.
Closed	Permit lifecycle is completed. All the equipment associated with a permit have been returned to DC Water office.

Permit Creation

1. Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit +” button.



2. Fire Hydrant Request Permit form will be displayed.



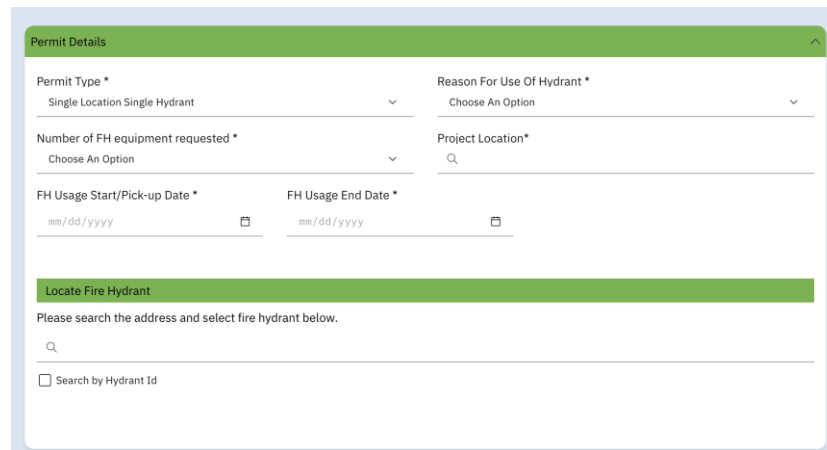
3. Fill in the permit details section. Refer below table for the fields and their definition.

Permit Details:

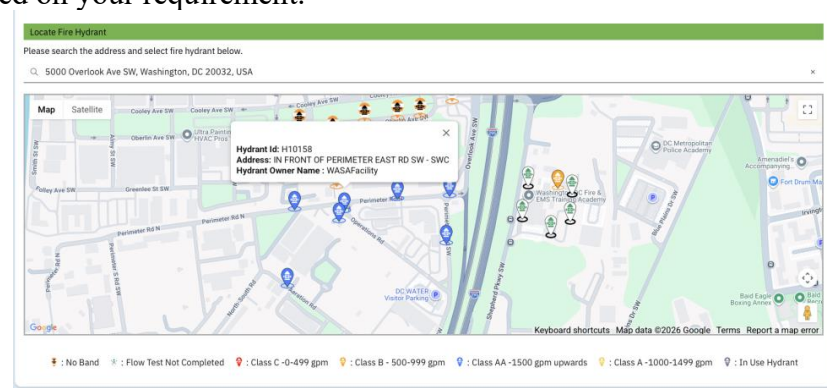
Field	Description
Permit Type	Required. Drop down with options: 1. Single Location Single Hydrant 2. Single Location Multiple Hydrant 3. Multiple Location Multiple Hydrants
Reason for Use of Hydrant	Required. Drop down with options: 1. Construction 2. Non-construction
Number of FH equipment requested	Required (Minimum 1 equipment and Maximum 6 equipment allowed) Drop down with options: 1. (1) 2. (2) 3. (3) 4. (4) 5. (5) 6. (6)
Project Location	Enter the location of the Project Note: Project Location will be populated as Various when the Permit Type is “Multiple Location Multiple Hydrants”
FH Usage Start/Pick Up Date	Enter the start date of the permit
FH Usage End Date	Enter the end date of the permit

4. Depending on the selection of Permit Type, you will see the “Locate Fire Hydrant” section.

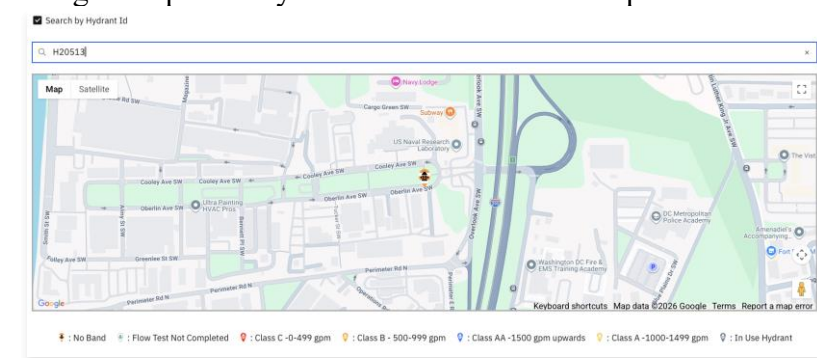
- If permit type is “Single Location Single Hydrant” you can locate a hydrant either by searching by address or by hydrant id.



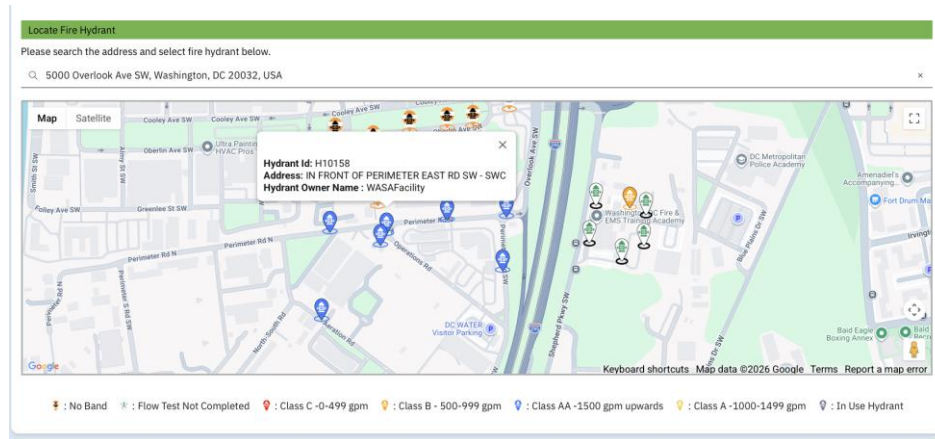
- You can start typing an address in the address bar. Choose required address from the prompt and the map will show all nearby hydrants. You can choose an appropriate hydrant based on your requirement.



- Alternatively, if you already know the Hydrant Id you’re looking for, you may directly type it in the search box under the option “Search by Hydrant Id”. A map will be displayed showing that specific hydrant’s location on the map.



8. If the permit type is “Single Location Multiple Hydrant” you can locate hydrants by address search as shown below.



9. Note: You can select a maximum of one hydrant when permit type is single location single hydrant. You can select up to six hydrants when permit type is single location multiple hydrants. If permit type is “Multiple Location Multiple Hydrant”, a map will not be displayed. You will have to contact DC Water administrator to issue the hydrants.
10. Next step is to fill in the Equipment Type section. Depending on the number of equipment selected in the previous step, you will need to fill in the equipment type information. Below is a sample when two equipment are requested.

Permit Details

Permit Type *
Choose An Option

Reason For Use Of Hydrant *
Choose An Option

Number of FH equipment requested *
2

Project Location*

FH Usage Start/Pick-up Date *
mm/dd/yyyy

FH Usage End Date *
mm/dd/yyyy

Equipment Type *

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

Note: The Backflow Prevention Assembly Inspection Report must be uploaded for equipment type Meter Only

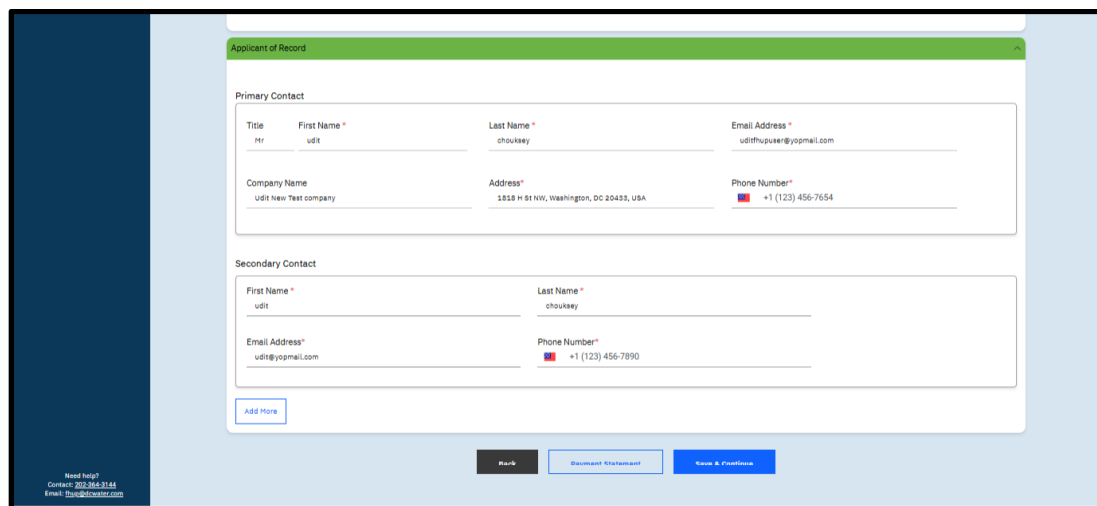
Equipment	Equipment Type*	BPA Inspection Report*
Equipment-1	Equipment Type	
Equipment-2	Equipment Type	

11. Select the required Equipment Type from options – Meter Only, Large Assembly or Small Assembly. Note: For Meter Only equipment type, you will need to upload a BPA Inspection Report.

Equipment Type:

Field	Description
Equipment	No of Equipment selected in the field (Number of FH equipment) will be listed here.
Equipment Type	Required for each equipment. Drop down select from the following: 1. Meter Only 2. Small Assembly 3. Large Assembly
Backflow Assembly Inspection Report	Upload Backflow assembly inspection report for the equipment type “meter only”. Click on the eye icon to view uploaded file and delete button to delete the file

12. In the next step, you need to review the details of the primary applicant and fill in the details of the secondary applicants. Note: Primary applicant’s details are pre-filled by the portal based on the submitter’s profile information.



The screenshot displays the 'Applicant of Record' section of the Acquaa application form. It is divided into two main parts: 'Primary Contact' and 'Secondary Contact'.

Primary Contact:

- Title:** Mr.
- First Name:** uidit
- Last Name:** chouksey
- Email Address:** uidit@puser@yopmail.com
- Company Name:** uidit New Test company
- Address:** 1818 H St NW, Washington, DC 20431, USA
- Phone Number:** +1 (123) 456-7654

Secondary Contact:

- First Name:** uidit
- Last Name:** chouksey
- Email Address:** uidit@yopmail.com
- Phone Number:** +1 (123) 456-7890

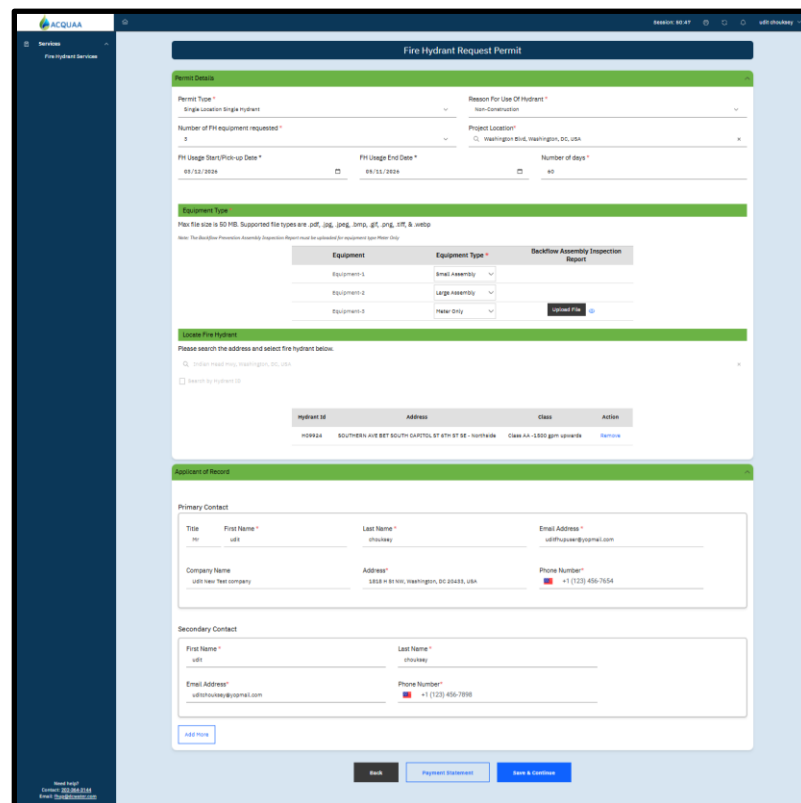
At the bottom of the form, there is an 'Add More' button and three action buttons: 'Back', 'Discard Statement', and 'Save & Proceed'.

Applicants record:

Field	Description
Primary Contact (Submitter)	
Title	Pre-filled with title information from submitter's user profile (non-editable)
First Name	Pre-filled with First Name information from submitter's user profile (non-editable)
Last Name	Pre-filled with Last Name information from submitter's user profile (non-editable)
Email address	Pre-filled with Email Address information from submitter's user profile (non-editable)
Company Name	Pre-filled with Company Name information from submitter's user profile (non-editable)
Address	Pre-filled with Address information from submitter's user profile (non-editable)
Phone Number	Pre-filled with Phone Number information from submitter's user profile (non-editable)
Secondary Contact (Up to 4 contacts can be added per permit)	
First Name	Required. Enter the First Name of the secondary contact.
Last Name	Required. Enter the Last Name of the secondary contact.

Email address	Required. Enter the Email Address of the secondary contact.
Phone Number	Required. Enter the Phone Number of the secondary contact.

13. You can add three more secondary contact by clicking on “Add More” Button.
Note: At least one secondary contact information is mandatory on the permit.



Fire Hydrant Request Permit

Permit Details

Permit Type: Single Location Single Hydrant
Reason for Use of Hydrant: Non-Construction
Number of PT equipment requested: 3
Project Location: Washington Blvd, Washington, DC, USA
PT Usage Start/Pick-up Date: 08/15/2024
PT Usage End Date: 08/15/2024
Number of days: 40

Equipment Type

Please file size is 50 MB. Supported file types are .pdf, .jpg, .png, .mp3, .gif, .png, .xls, & .xlsx
Note: The Backflow Prevention Assembly Inspection Report must be submitted for equipment open Water Only

Equipment	Equipment Type	Backflow Assembly Inspection Report
Equipment 1	Small assembly	
Equipment 2	Large assembly	
Equipment 3	Water Only	

Locate Fire Hydrant

Please search the address and select fire hydrant below.

Search by hydrant ID

Hydrant ID	Address	Class	Action
H09924	SOUTHERN AVE BET SOUTH CAPITOL ST 4TH ST SE - Northside	Class A-A - 1500 gpm upwards	View

Applicant of Record

Primary Contact

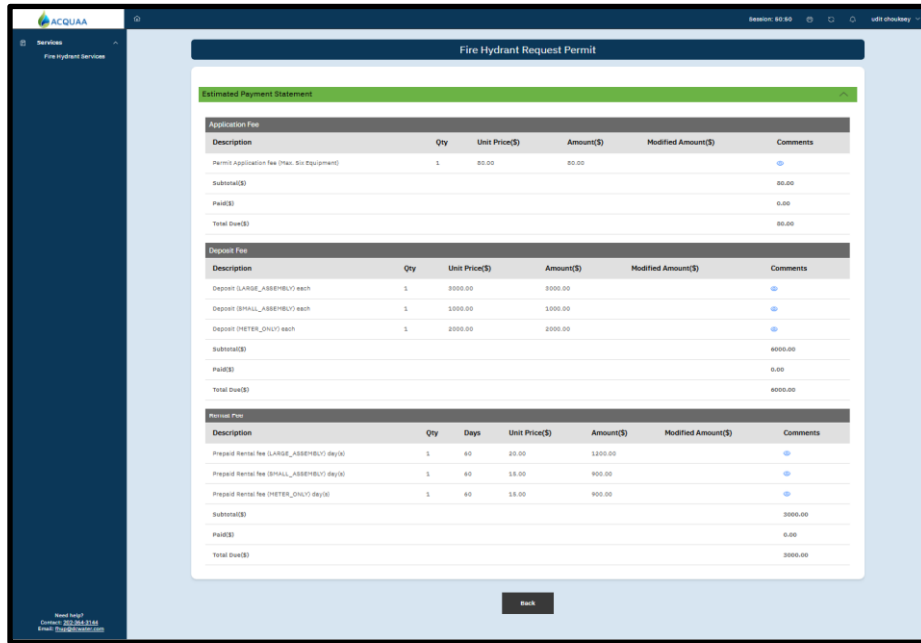
Title: Mr
First Name: Jeff
Last Name: Chisney
Email Address: jeffchisney@gmail.com
Company Name: Jeff Chisney LLC
Address: 1814 N St NW, Washington, DC 20036, USA
Phone Number: +1 (202) 456-7654

Secondary Contact

First Name: Jeff
Last Name: Chisney
Email Address: jeffchisney@gmail.com
Phone Number: +1 (202) 456-7654

Buttons: Back, Payment Statement, View & Continue

14. When you’re ready to view the payment statement, you can click on the “Payment Statement” button. You can see the amount breakdown of all the three types of Fees- Application Fee, Deposit Fee and Rental Fee.



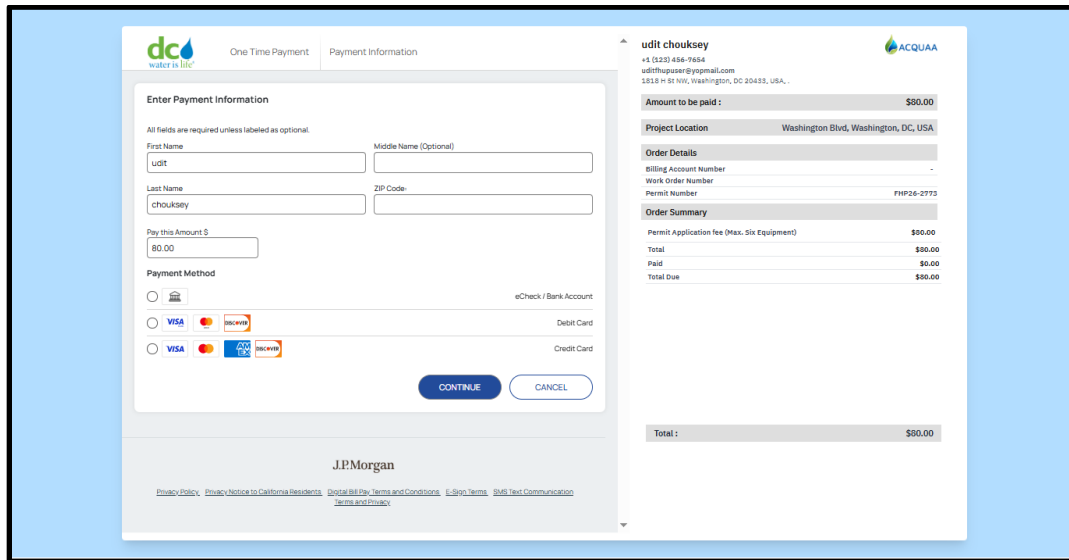
The screenshot shows the 'Fire Hydrant Request Permit' form with the 'Estimated Payment Statement' section expanded. It displays three tables for fees: Application Fee, Deposit Fee, and Rental Fee. Each table lists items with their quantity, unit price, amount, and modified amount. A 'Back' button is visible at the bottom right of the form.

Description	Qty	Unit Price(\$)	Amount(\$)	Modified Amount(\$)	Comments
Permit Application Fee (Max. Six Equipment)	1	80.00	80.00		
Subtotal(\$)			80.00		
Taxes(\$)			0.00		
Total Due(\$)			80.00		

Description	Qty	Unit Price(\$)	Amount(\$)	Modified Amount(\$)	Comments
Deposit (LARGE_ASSEMBLY) each	1	3000.00	3000.00		
Deposit (SMALL_ASSEMBLY) each	1	1000.00	1000.00		
Deposit (METER_ONLY) each	1	2000.00	2000.00		
Subtotal(\$)			6000.00		
Taxes(\$)			0.00		
Total Due(\$)			6000.00		

Description	Qty	Days	Unit Price(\$)	Amount(\$)	Modified Amount(\$)	Comments
Prepaid Rental Fee (LARGE_ASSEMBLY) day(s)	1	40	20.00	1200.00		
Prepaid Rental Fee (SMALL_ASSEMBLY) day(s)	1	40	15.00	900.00		
Prepaid Rental Fee (METER_ONLY) day(s)	1	40	15.00	900.00		
Subtotal(\$)				3000.00		
Taxes(\$)				0.00		
Total Due(\$)				3000.00		

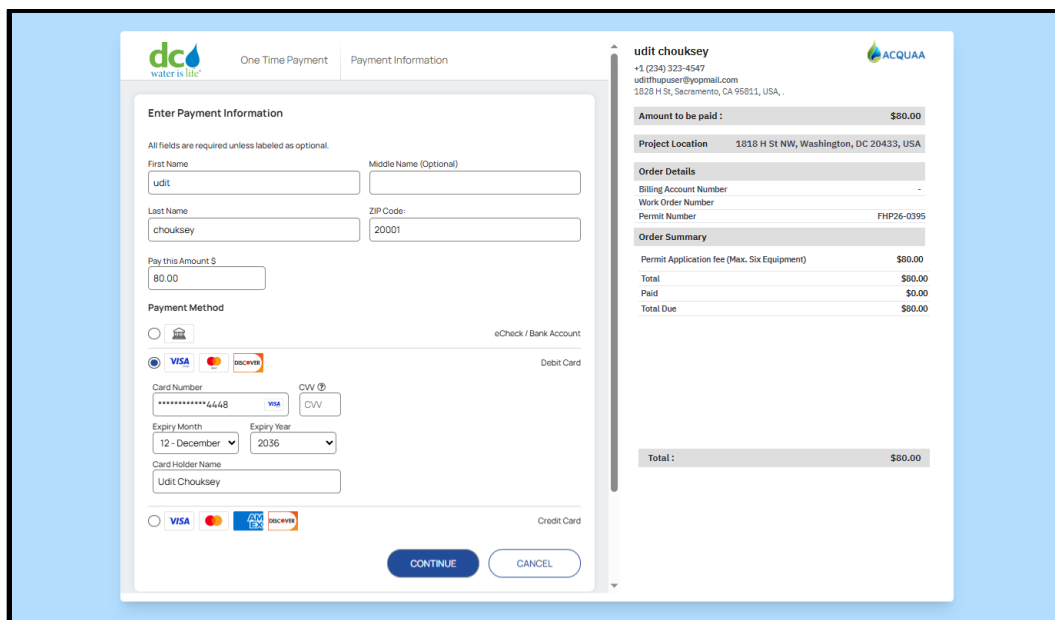
15. Click on the “Back” Button to go back to Fire Hydrant permit form if you need to edit the permit details. If the calculations look good, you can proceed to the payment step by clicking on the “Continue” button.
16. Permit details are saved, and the status moves to “Pending”. **Note:** In this state, you can drop off and resume the permit application if needed.
17. You need to click on the acknowledgment check box before selecting payment method.
18. You will have two payment method: “Paymentus” or “Pay at Pick Up”
19. If you select “Paymentus”, you will be able to complete a secure payment via Paymentus IFrame on Acquaa portal.
 - a. You can make payment using e-check/Bank account, Debit Card or Credit Card.
 - b. You will have to pay an additional convenience fee if you choose to pay with Debit or With Credit card.
 - c. No additional fee is charged if you choose e-Check.



The screenshot shows the 'Enter Payment Information' form on the left and a summary panel on the right. The form includes fields for First Name (udit), Middle Name (Optional), Last Name (chouksey), ZIP Code, and Pay this Amount (\$80.00). It also has a 'Payment Method' section with radio buttons for eCheck / Bank Account, Debit Card, and Credit Card. The summary panel on the right shows the user's name (udit chouksey), contact information, and a table of charges.

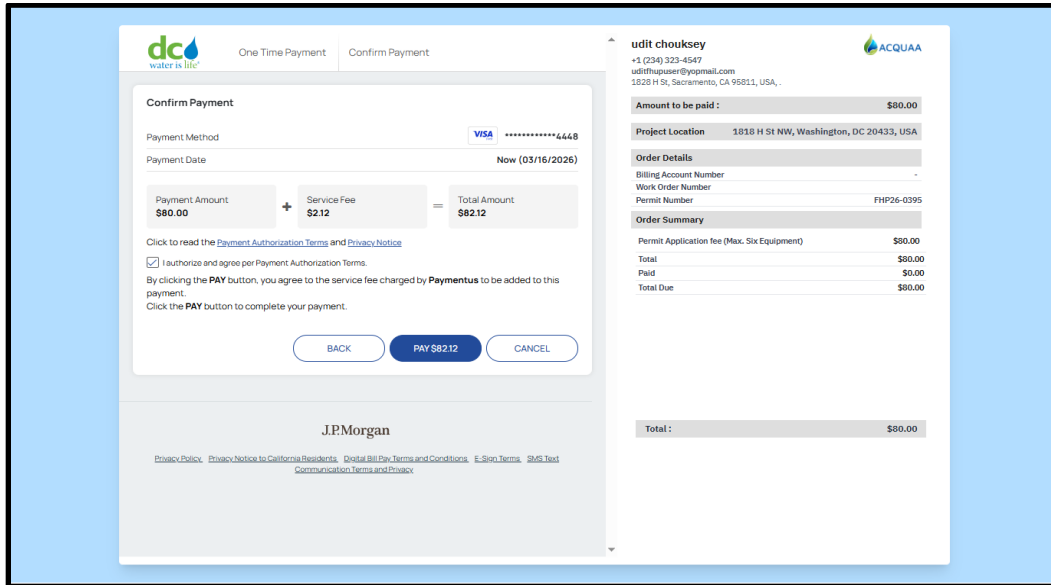
Order Summary	
Permit Application fee (Max. Six Equipment)	\$80.00
Total	\$80.00
Paid	\$0.00
Total Due	\$80.00

- Review the order details and order summary in the right-hand side of the page.
- Review the name, amount and Zip code information on the left-hand side of the payment page.
- Select the appropriate Payment method and enter the payment details.



This screenshot shows the same payment form as the previous one, but with the 'Debit Card' payment method selected. The 'Card Number' field is filled with '*****6448', and the 'CVV' field is filled with 'CVV'. The 'Expiry Month' is set to '12 - December' and the 'Expiry Year' is set to '2036'. The 'Card Holder Name' is 'Udit Chouksey'. The summary panel on the right is identical to the previous one.

- Hit the Continue button to proceed. If you wish to cancel the transaction, then hit the Cancel button.



Confirm Payment

Payment Method: VISA *****4448

Payment Date: Now (03/16/2026)

Payment Amount	Service Fee	Total Amount
\$80.00	\$2.12	\$82.12

Click to read the [Payment Authorization Terms](#) and [Privacy Notice](#).

☒ I authorize and agree per Payment Authorization Terms.

By clicking the **PAY** button, you agree to the service fee charged by Paymentus to be added to this payment.

Click the **PAY** button to complete your payment.

[BACK](#) [PAY \\$82.12](#) [CANCEL](#)

J.P.Morgan

[Privacy Policy](#) [Privacy Notice to California Residents](#) [Digital Bill Pay Terms and Conditions](#) [E-Sign Terms](#) [SMS Text Communication Terms and Privacy](#)

udit chouksey
+1 (234) 323-4547
udit@puser@yopmail.com
1828 H St, Sacramento, CA 95811, USA, .

Amount to be paid : \$80.00

Project Location 1818 H St NW, Washington, DC 20433, USA

Order Details

Billing Account Number: -

Work Order Number: -

Permit Number: FHP26-0395

Order Summary

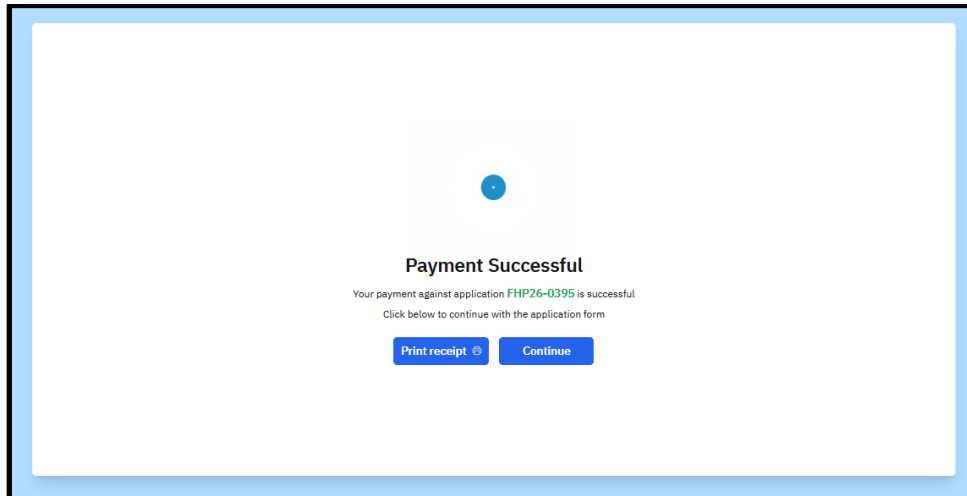
Permit Application fee (Max. Six Equipment)	\$80.00
Total	\$80.00
Paid	\$0.00
Total Due	\$80.00

Total : \$80.00

21. Select the Check box for authorizing payment and hit the “Pay\$” button.

22. If you want to make any changes you can hit the “Back” button.

23. Once payment is successful you will see the payment confirmation page.



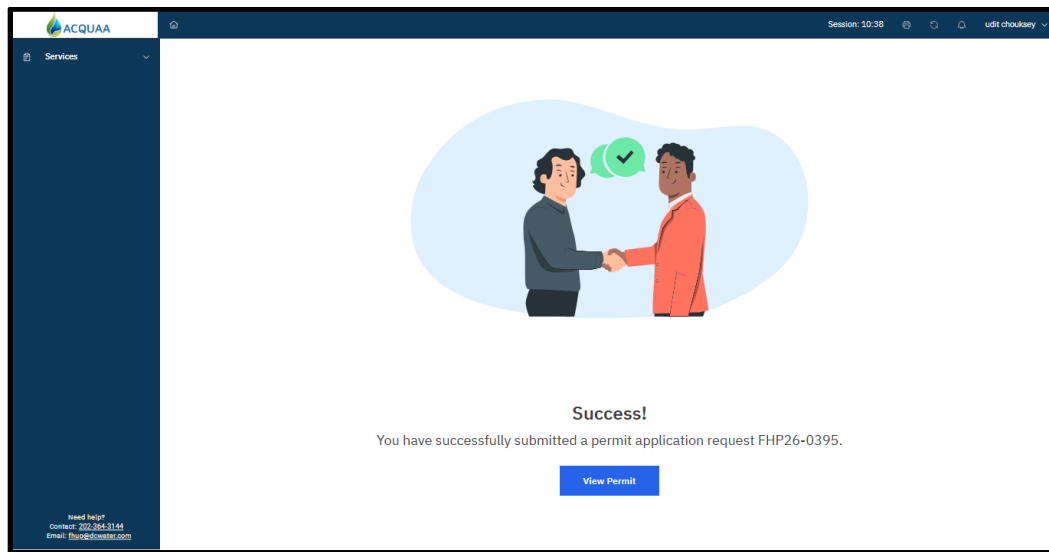
Payment Successful

Your payment against application **FHP26-0395** is successful

Click below to continue with the application form

[Print receipt](#) [Continue](#)

24. Hit the “Print Receipt” Button to print the receipt or hit the Continue button to view the acknowledgement page as shown below.



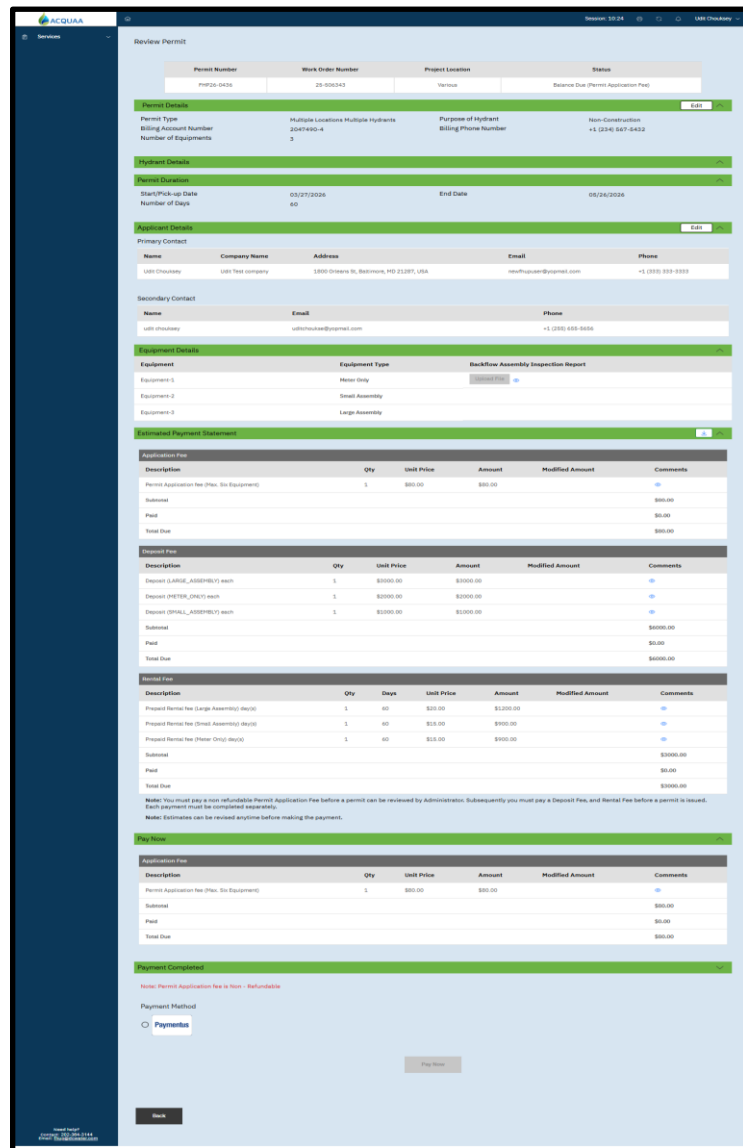
25. If you had selected “Pay at Pick Up” option, you will be required to make payment at the DC Water office. After permit is approved, permit status moves to Balance Due (Permit Application Fee). You can also pay application fee online. Refer Application Fee Payment section.
26. To review all the permit details and download the payment receipt of the application fee payment, click on the “View Permit” button. Permit is sent for DC Water Administrator review and the status changes to “Under Review”.
27. DC Water Administrator will review your permit application, and you will be notified when application is approved, rejected or marked as Missing Information (need more details).
28. If permit is marked as “Missing information”, you will be required to make updates to the permit information and sent it back to the DC Water administrator for review. Check the remarks or comments from the administrator in the notification email. Refer section “Resubmit Missing Information Permit” for more details.
29. If permit is “Rejected”, you can submit another permit application.
30. If permit is “Approved”, you will be required to make payment for Application fees (if you had chosen Pay At Pick Up option while submitting the permit application), Deposit fees and Rental fees.
 - Paymentus: If Application fee was already paid online, Deposit fee and Rental fee payment can be paid online so that the permit can be issued.
 - Pay at Pickup: Payment for Application fee, Deposit fee and Rental fee is pending. User can make payment at the DC Water office before the permit can be issued. You can also

Permit in Balance Due Status

Application Fee Payment

31. For approved permits, you can follow below steps to complete all payments.

- Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit Number” hyperlink with permit status “Balance Due”.
- Fire Hydrant Request Permit form will be displayed.
- You will have payment method: “Paymentus”
- Click on the “Pay Now” Button.



Review Permit

Permit Number	Work Order Number	Project Location	Status
PRF20-0436	20-000343	Yerkes	Balance Due (Permit Application Fee)

Permit Details

Permit Type	Multiple Locations Multiple Hydrants	Purpose of Hydrant	Non-Construction
Billing Account Number	2047490-4	Billing Phone Number	+1 (234) 647-8432
Number of Equipments	3		

Hydrant Details

Permit Duration			
Start/Pick-up Date	03/27/2026	End Date	06/26/2026
Number of Days	60		

Applicant Details

Primary Contact

Name	Company Name	Address	Email	Phone
UAB Choudhary	UAB Test company	3800 Orleans St, Baltimore, MD 21287, USA	uabchoudhary@gmail.com	+1 (202) 552-8952

Secondary Contact

Name	Email	Phone
uab choudhary	uabchoudhary@gmail.com	+1 (202) 435-8626

Equipment Details

Equipment	Equipment Type	Backflow Assembly Inspection Report
Equipment 1	Meter Only	Upload File
Equipment 2	Small Assembly	
Equipment 3	Large Assembly	

Estimated Payment Statement

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Permit Application Fee (Non-Res Equipment)	1	\$80.00	\$80.00		
Subtotal					\$80.00
Tax					\$0.00
Total Due					\$80.00

Deposit Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Deposit LARGE, ASSEMBLY each	1	\$2000.00	\$2000.00		
Deposit METER, (2000) each	1	\$2000.00	\$2000.00		
Deposit SMALL, ASSEMBLY each	1	\$2000.00	\$2000.00		
Subtotal					\$6000.00
Tax					\$0.00
Total Due					\$6000.00

Rental Fee

Description	Qty	Days	Unit Price	Amount	Modified Amount	Comments
Proposed Rental Fee (Large Assembly) (day)	1	60	\$20.00	\$1200.00		
Proposed Rental Fee (Small Assembly) (day)	1	60	\$10.00	\$600.00		
Proposed Rental Fee (Meter Only) (day)	1	60	\$10.00	\$600.00		
Subtotal					\$2400.00	
Tax					\$0.00	
Total Due					\$2400.00	

Notes: You must pay a non-refundable Permit Application Fee before a permit can be reviewed by Administration. Subsequently you must pay a Deposit Fee, and Rental Fee before a permit is issued. Each payment must be completed separately.
Notes: Estimates can be revised anytime before making the payment.

Pay Now

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Permit Application Fee (Non-Res Equipment)	1	\$80.00	\$80.00		
Subtotal					\$80.00
Tax					\$0.00
Total Due					\$80.00

Payment Completed

Notes: Permit Application Fee is Non-Refundable.

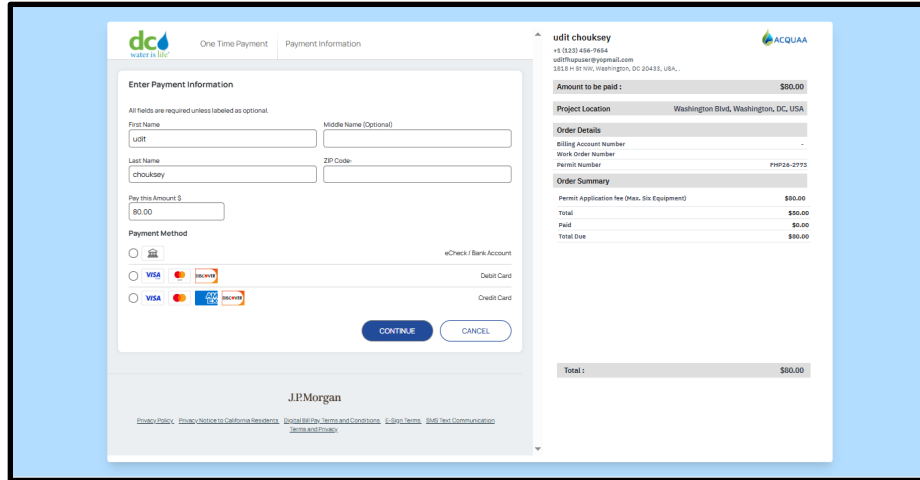
Payment Method

☒ Paymentus

[Pay Now](#)

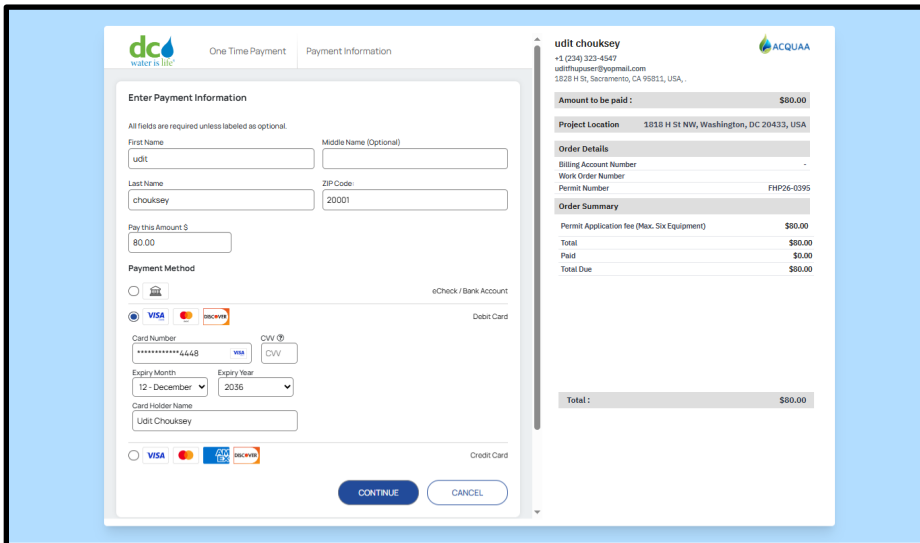
[Back](#)

- You will be able to complete a secure payment via Paymentus IFrame on Acquaa portal.



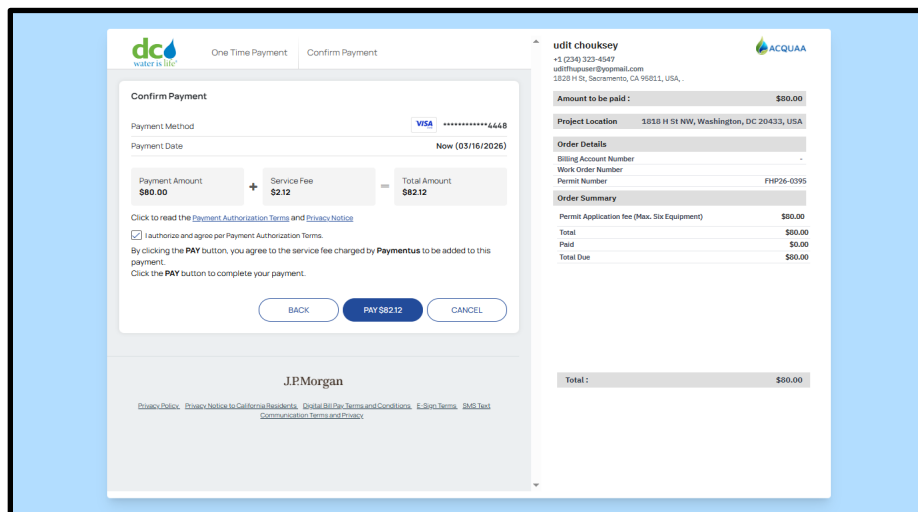
Order Summary	
Permit Application fee (Max. Six Equipment)	\$80.00
Total	\$80.00
Paid	\$0.00
Total Due	\$80.00

- You can make payment via e-check/Bank account, Debit Card or Credit Card.

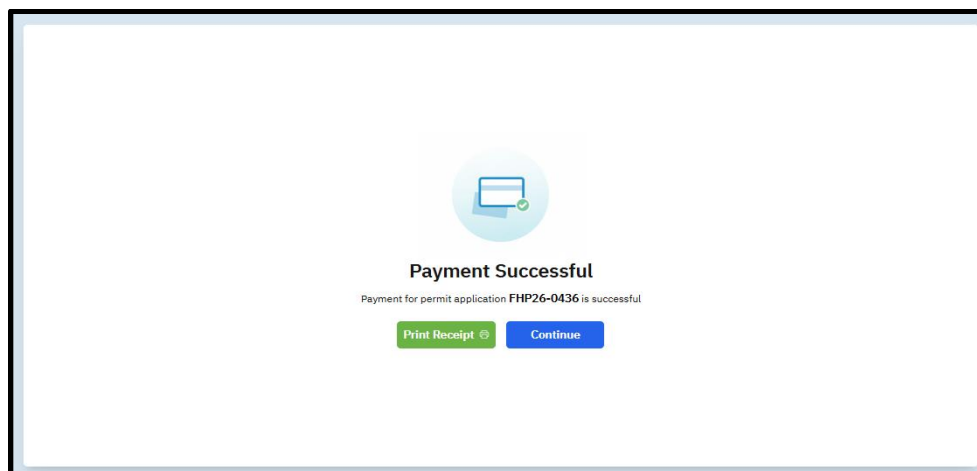


Order Summary	
Permit Application fee (Max. Six Equipment)	\$80.00
Total	\$80.00
Paid	\$0.00
Total Due	\$80.00

- Click on the Continue button to proceed. If you wish to cancel the transaction, then click on the Cancel button.

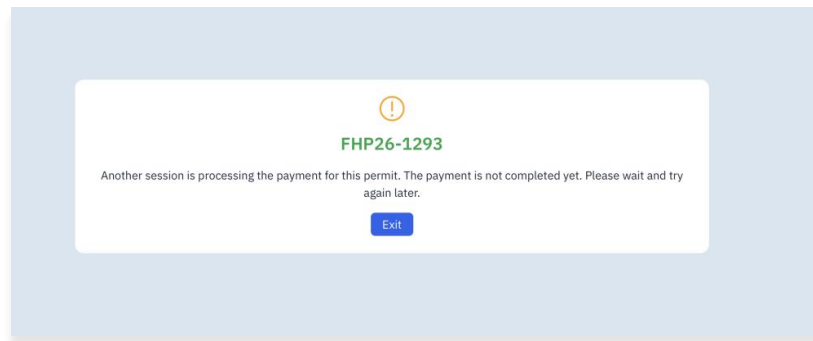


- Select the Check box for authorizing payment and click on “Pay” button
- If you want to make any changes you can click on “Back” button and to cancel transaction, click on the “Cancel” Button”.
- Once payment is successful you will see the payment confirmation page.



- Click on “Print Receipt” Button to print the receipt or click on Continue button to continue to application to make the next payment.

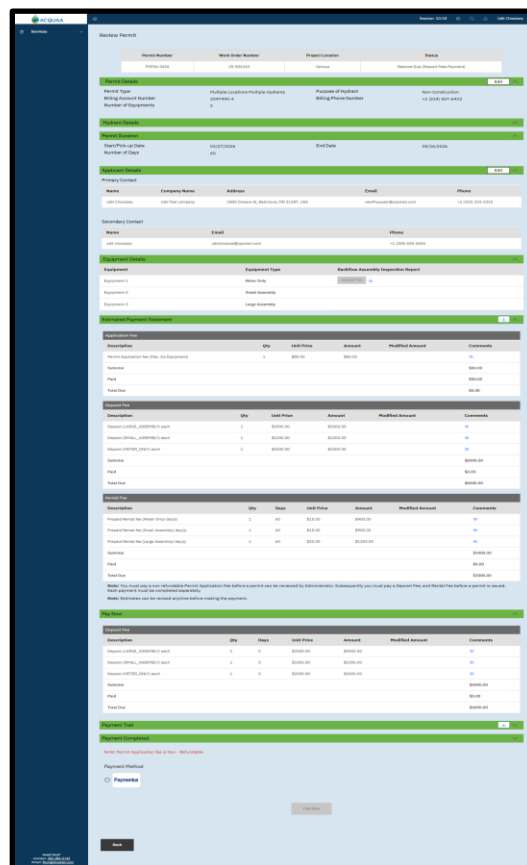
Note: If you see an error as shown below, click the Exit button to return to permit page and retry the payment after some time.



Deposit Fee Payment

32. Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit Number” hyperlink with permit status as Balance Due.

- Fire Hydrant Request Permit form will be displayed.
- Select “Paymentus” payment method and click on the “Pay Now” Button.



Permit Number	Work Order Number	Project Location	Notes
FHP26-1293	20260001	10000000	Request for Deposit Fee Payment

Permit Type	Public Location Multiple Hydrants	Payment of Deposit	Non-Construction
Request for Deposit Fee	0	Request for Deposit Fee	0

Permit Status	Permit Type	Permit Number	Permit Status
Request for Deposit Fee	Request for Deposit Fee	Request for Deposit Fee	Request for Deposit Fee

Name	Company Name	Address	Email	Phone
10000000	10000000	10000000	10000000	10000000

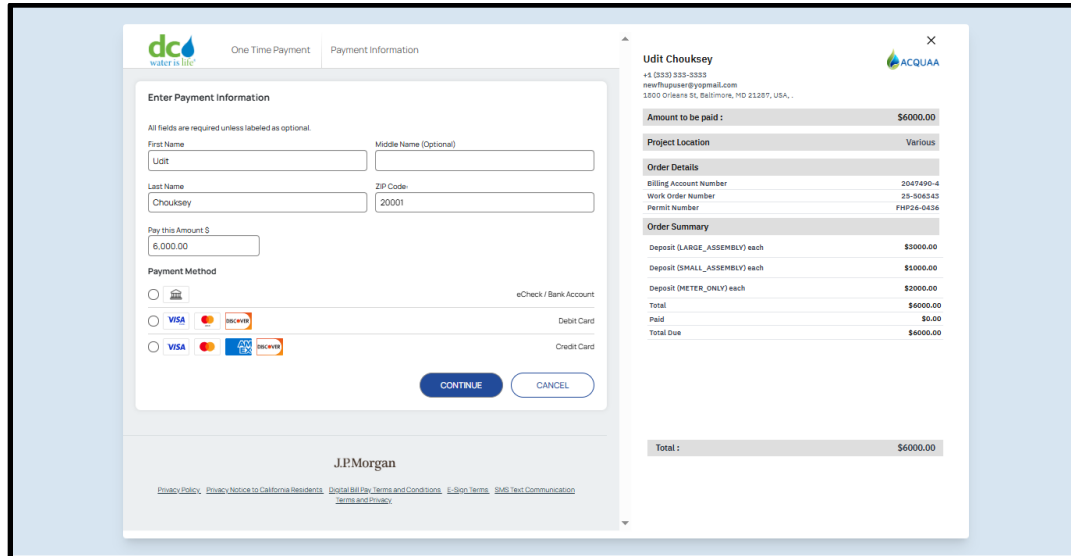
Equipment	Equipment Type	Equipment Description
Request for Deposit Fee	Request for Deposit Fee	Request for Deposit Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Request for Deposit Fee	1	\$1000.00	\$1000.00	\$1000.00	

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Request for Deposit Fee	1	\$1000.00	\$1000.00	\$1000.00	

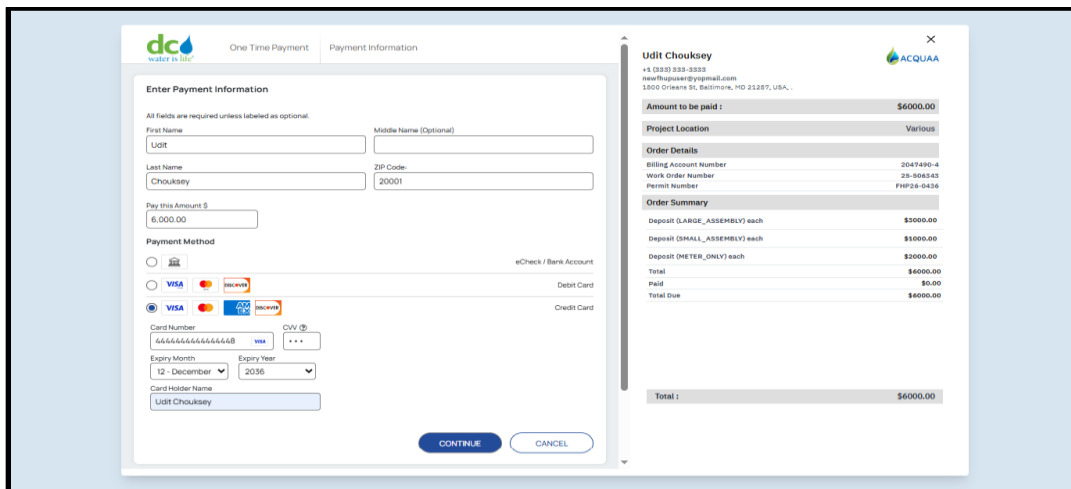
Description	Qty	Unit Price	Amount	Modified Amount	Comments
Request for Deposit Fee	1	\$1000.00	\$1000.00	\$1000.00	

- You will be able to complete a secure payment via Paymentus IFrame on Acquaa portal.



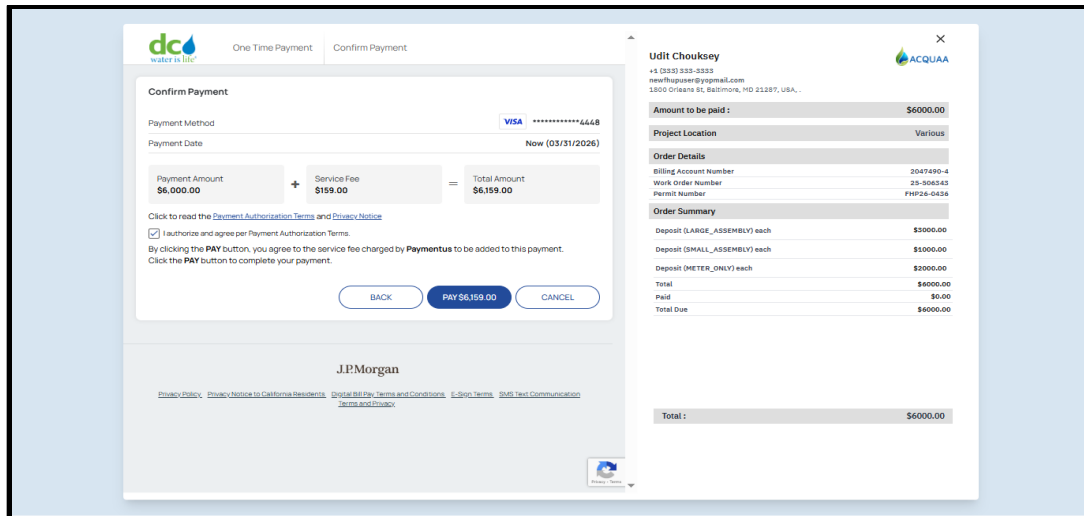
The screenshot shows the 'Enter Payment Information' form on the Acquaa portal. The form includes fields for First Name (Udit), Middle Name (Optional), Last Name (Chouksey), and ZIP Code (20001). The payment amount is \$6,000.00. The payment method is set to 'Credit Card' with a Visa card selected. The sidebar on the right shows the user's profile (Udit Chouksey) and a summary of the payment details, including the amount to be paid (\$6,000.00) and the project location (Various).

- You can make payment via e-check/Bank account, Debit Card or Credit Card



This screenshot shows the same 'Enter Payment Information' form, but with the 'Credit Card' payment method selected. The form now includes fields for Card Number, Expiry Month (12 - December), Expiry Year (2036), and Cardholder Name (Udit Chouksey). The sidebar on the right remains the same, showing the user's profile and payment summary.

- Click on the Continue button to proceed. If you wish to cancel the transaction, then click on the Cancel button.



Confirm Payment

Payment Method: VISA *****4448

Payment Date: Now (03/31/2026)

Payment Amount	+	Service Fee	=	Total Amount
\$6,000.00		\$159.00		\$6,159.00

Click to read the [Payment Authorization Terms](#) and [Privacy Notice](#)

☒ I authorize and agree per Payment Authorization Terms.

By clicking the **PAY** button, you agree to the service fee charged by **Paymentus** to be added to this payment.

Click the **PAY** button to complete your payment.

BACK **PAY \$6,159.00** **CANCEL**

J.P.Morgan

[Privacy Policy](#), [Privacy Notice to California Residents](#), [Digital Bill Pay Terms and Conditions](#), [e-Sign Terms](#), [SMS Text Communication Terms and Privacy](#)

Udit Chouksey
 #1 (303) 333-3333
 udit@paymentus.com
 1800 Orleans St, Baltimore, MD 21287, USA...

Amount to be paid: \$6000.00

Project Location: Various

Order Details

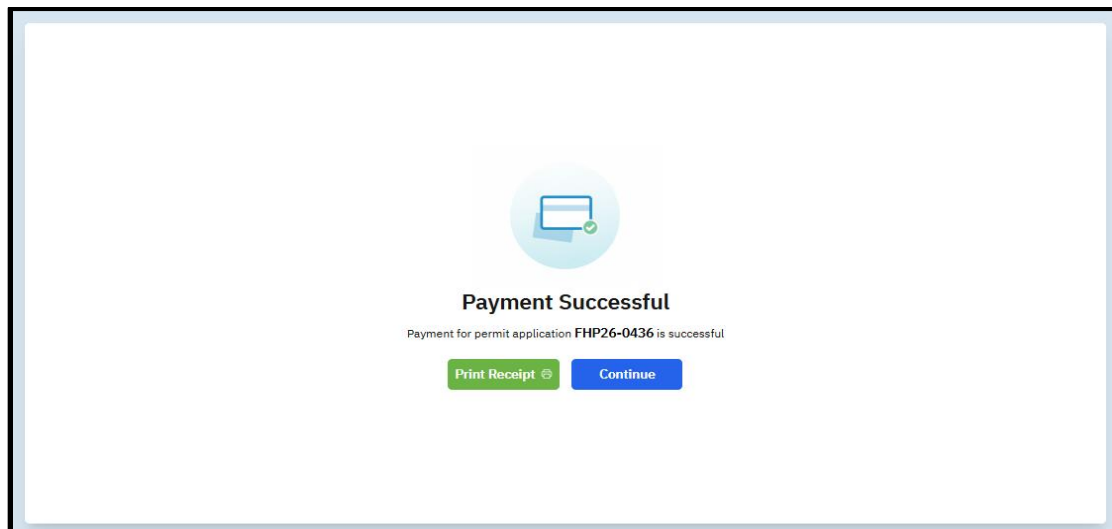
Billing Account Number: 2047490-4
 Work Order Number: 25-306343
 Permit Number: FHP26-0436

Order Summary

Deposit (LARGE_ASSEMBLY) each	\$3000.00
Deposit (SMALL_ASSEMBLY) each	\$1000.00
Deposit (METER_ONLY) each	\$2000.00
Total	\$6000.00
Paid	\$0.00
Total Due	\$6000.00

Total: \$6000.00

- Select the check box for authorizing the payment and click on “Pay\$” button.
- If you want to make any changes you can click on “Back” button. If you want to cancel transaction, click on the “Cancel” Button”.
- Once payment is successful you will see the payment confirmation page.



Payment Successful

Payment for permit application FHP26-0436 is successful

Print Receipt **Continue**

- Click on “Print Receipt” Button to print the receipt or click on Continue button to continue to permit application to rental fee payment.

Rental Fee Payment

33. Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit Number” hyperlink with permit status as Balance Due from the permit table.

- Fire Hydrant Request Permit form will appear on the screen.
- You will have payment method: “Paymentus”
- Click on the “Pay Now” Button

ACQUAA

Review Permit

Permit Number

Work Order Number

Project Location

Status

Perf26-0256

26-000343

Veritas

Balance Due (Pre-paid/Rental Fee Payment)

Permit Details

Edit

Permit Type

Multiple Locations Multiple Hydrants

Purpose of Hydrant

Non-Construction

Billing Account Number

2067490-4

Billing Phone Number

+1 (234) 547-5432

Number of Equipments

3

Hydrant Details

+

Permit Duration

+

Start/Pick-up Date

05/27/2026

End Date

06/26/2026

Number of Days

60

Applicant Details

Edit

Primary Contact

Name

Company Name

Address

Email

Phone

Uli Chouksey

Uli's Test company

1000 CHAMBERS ST, B401PHILA, MD 21201, USA

neerthouqua@gmail.com

+1 (330) 330-3333

Secondary Contact

Name

Email

Phone

Uli Chouksey

ulichouksey@gmail.com

+1 (330) 455-8859

Equipment Details

+

Equipment

Equipment Type

Backflow Assembly Inspection Report

Equipment-1

meter only

Inspected 7/10

Equipment-2

Small Assembly

Equipment-3

Large Assembly

Estimated Payment Statement

+

Application Fee

Description

Qty

Unit Price

Amount

Modified Amount

Comments

Permit Application Fee (Prep. 6th Equipment)

1

\$50.00

\$50.00

Subtotal

\$50.00

Paid

\$50.00

Total Due

\$0.00

Deposit Fee

Description

Qty

Unit Price

Amount

Modified Amount

Comments

Deposit (SMALL_ASSEMBLY) each

1

\$1200.00

\$1200.00

Deposit (METER_ONLY) each

1

\$2000.00

\$2000.00

Deposit (LARGE_ASSEMBLY) each

1

\$3000.00

\$3000.00

Subtotal

\$4400.00

Paid

\$4400.00

Total Due

\$0.00

Rental Fee

Description

Qty

Days

Unit Price

Amount

Modified Amount

Comments

Prepaid Rental Fee (Large Assembly) (day)(0)

1

60

\$20.00

\$1200.00

Prepaid Rental Fee (Small Assembly) (day)(0)

1

60

\$15.00

\$900.00

Prepaid Rental Fee (Meter Only) (day)(0)

1

60

\$15.00

\$900.00

Subtotal

\$3000.00

Paid

\$0.00

Total Due

\$3000.00

Note: You must pay a non-refundable Permit Application Fee before a permit can be reviewed by Administration. Subsequently you must pay a Deposit Fee, and Rental Fee before a permit is issued. Each payment must be completed separately.

Note: Estimates can be revised anytime before making the payment.

Pay Now

+

Rental Fee

Description

Qty

Days

Unit Price

Amount

Modified Amount

Comments

Prepaid Rental Fee (LARGE_ASSEMBLY) (day)(0)

1

60

\$20.00

\$1200.00

Prepaid Rental Fee (SMALL_ASSEMBLY) (day)(0)

1

60

\$15.00

\$900.00

Prepaid Rental Fee (METER_ONLY) (day)(0)

1

60

\$15.00

\$900.00

Subtotal

\$3000.00

Paid

\$0.00

Total Due

\$3000.00

Payment Total

+

Payment Completed

+

Note: Permit Application Fee is Non - Refundable

Payment Method

Paymentus

Note: A convenience fee of 2.65% is to be charged on debit card and credit card payments. Please visit the DC water office if you want to pay at Pick up.

Pay Now

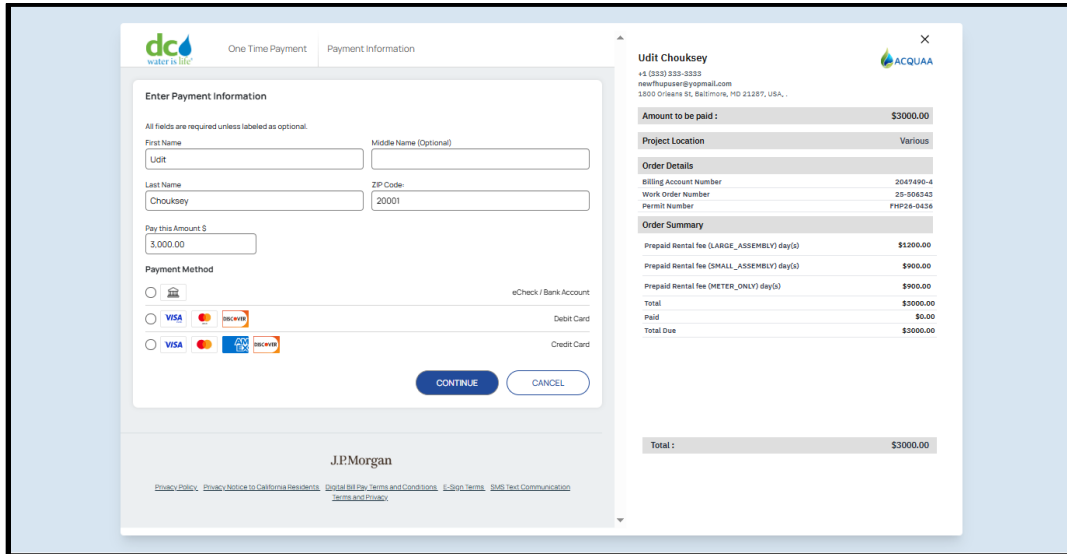
Back

Need Total?

Contact: 202.386.5168

Email: Support@dcwater.org

- You will be able to complete a secure payment via Paymentus IFrame on Acquaa portal.



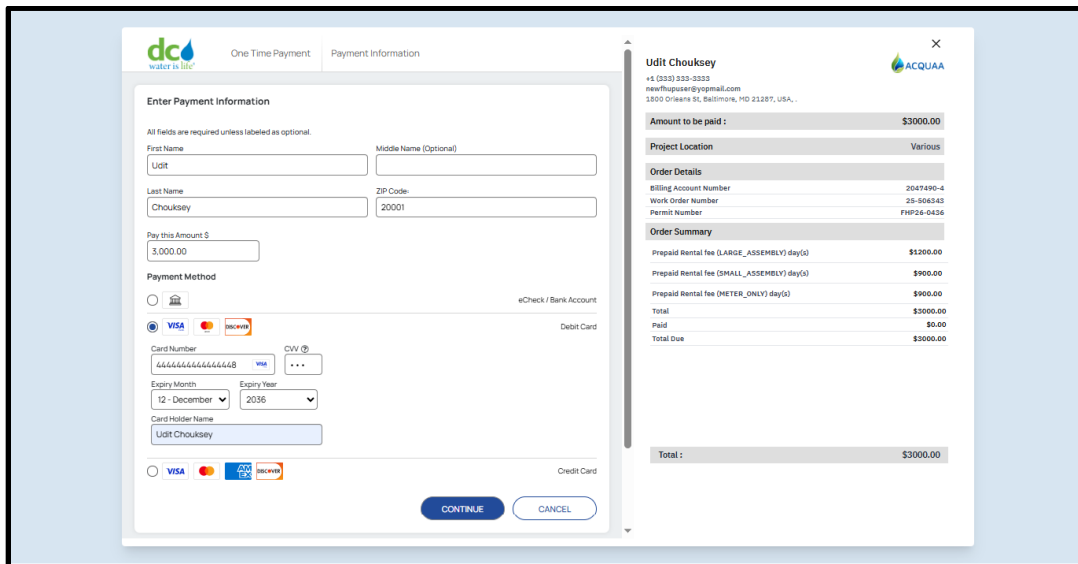
The screenshot shows the 'Enter Payment Information' form with the following details:

- First Name:** Udit
- Middle Name (Optional):**
- Last Name:** Chouksey
- ZIP Code:** 20001
- Pay this Amount \$:** 3,000.00
- Payment Method:**
 - ☐ eCheck / Bank Account
 - ☐ Debit Card
 - ☐ Credit Card

The sidebar on the right shows the following information:

- Udit Chouksey**
v1 (333) 333-3333
newfuposter@gmail.com
1800 Oriana St, Baltimore, MD 21287, USA, .
- Amount to be paid:** \$3000.00
- Project Location:** Various
- Order Details:**
 - Billing Account Number: 2047490-4
 - Work Order Number: 25-066343
 - Permit Number: FHP26-0436
- Order Summary:**
 - Prepaid Rental fee (LARGE_ASSEMBLY) day(s): \$1200.00
 - Prepaid Rental fee (SMALL_ASSEMBLY) day(s): \$900.00
 - Prepaid Rental fee (METER_ONLY) day(s): \$900.00
 - Total: \$3000.00
 - Paid: \$0.00
 - Total Due: \$3000.00

- You can make payment via e-check/Bank account, Debit Card or Credit Card



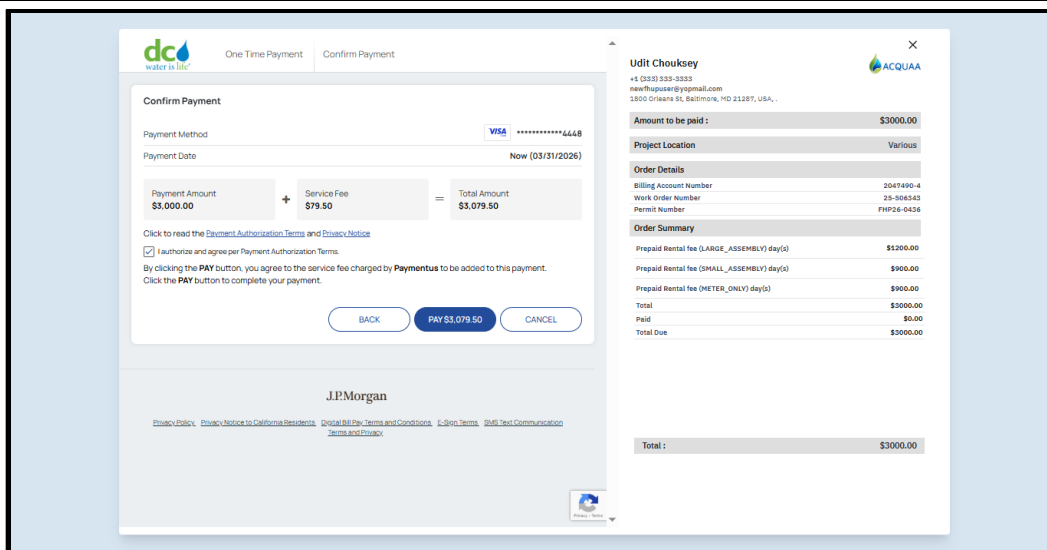
The screenshot shows the 'Enter Payment Information' form with the following details:

- First Name:** Udit
- Middle Name (Optional):**
- Last Name:** Chouksey
- ZIP Code:** 20001
- Pay this Amount \$:** 3,000.00
- Payment Method:**
 - ☐ eCheck / Bank Account
 - ☒ Debit Card
 - ☐ Credit Card
- Card Number:** 4444444444444444
- CVV:** ...
- Expiry Month:** 12 - December
- Expiry Year:** 2036
- Card Holder Name:** Udit Chouksey

The sidebar on the right shows the following information:

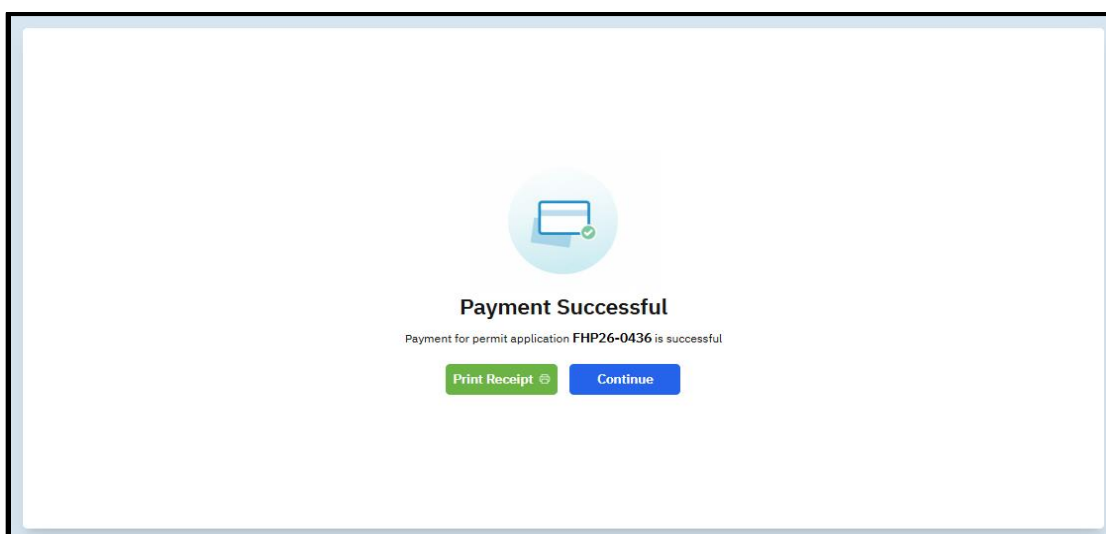
- Udit Chouksey**
v1 (333) 333-3333
newfuposter@gmail.com
1800 Oriana St, Baltimore, MD 21287, USA, .
- Amount to be paid:** \$3000.00
- Project Location:** Various
- Order Details:**
 - Billing Account Number: 2047490-4
 - Work Order Number: 25-066343
 - Permit Number: FHP26-0436
- Order Summary:**
 - Prepaid Rental fee (LARGE_ASSEMBLY) day(s): \$1200.00
 - Prepaid Rental fee (SMALL_ASSEMBLY) day(s): \$900.00
 - Prepaid Rental fee (METER_ONLY) day(s): \$900.00
 - Total: \$3000.00
 - Paid: \$0.00
 - Total Due: \$3000.00

- Click on the continue button to proceed or you wish to cancel the transaction then click on the cancel button.



Order Summary	
Prepaid Rental fee (LARGE_ASSEMBLY) day(s)	\$1200.00
Prepaid Rental fee (SMALL_ASSEMBLY) day(s)	\$900.00
Prepaid Rental fee (METER_ONLY) day(s)	\$900.00
Total	\$3000.00
Paid	\$0.00
Total Due	\$3000.00

- Select the Check box for authorizing payment and click on “Pay” button
- If you want to make any changes you can click on “Back” button and to cancel transaction, click on the “Cancel” Button”.
- Once payment is successful you will see a payment confirmation page.



Payment Successful

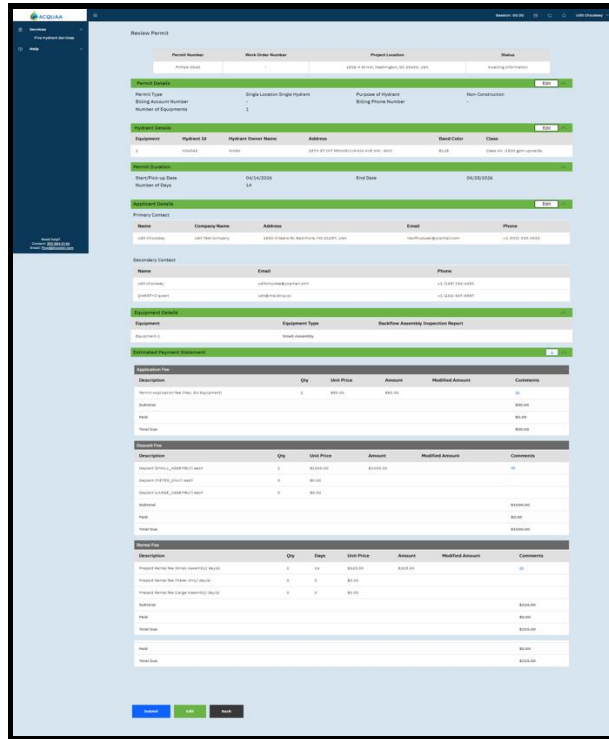
Payment for permit application FHP26-0436 is successful

[Print Receipt](#) [Continue](#)

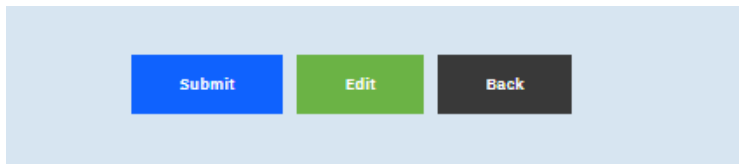
- Click on the “Print Receipt” Button if you want to print the payment receipt. Click on the Continue button to continue to view permit application status.
- The permit application status changes to “Assign Equipment”.

Resubmit Missing Information Permit

- Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit Number” hyperlink with permit status as Awaiting Information from the permit table.
- Fire Hydrant Request Permit form will appear on the screen. You will find the edit button at the bottom of the page.



- Click on the edit button to edit the permit information.



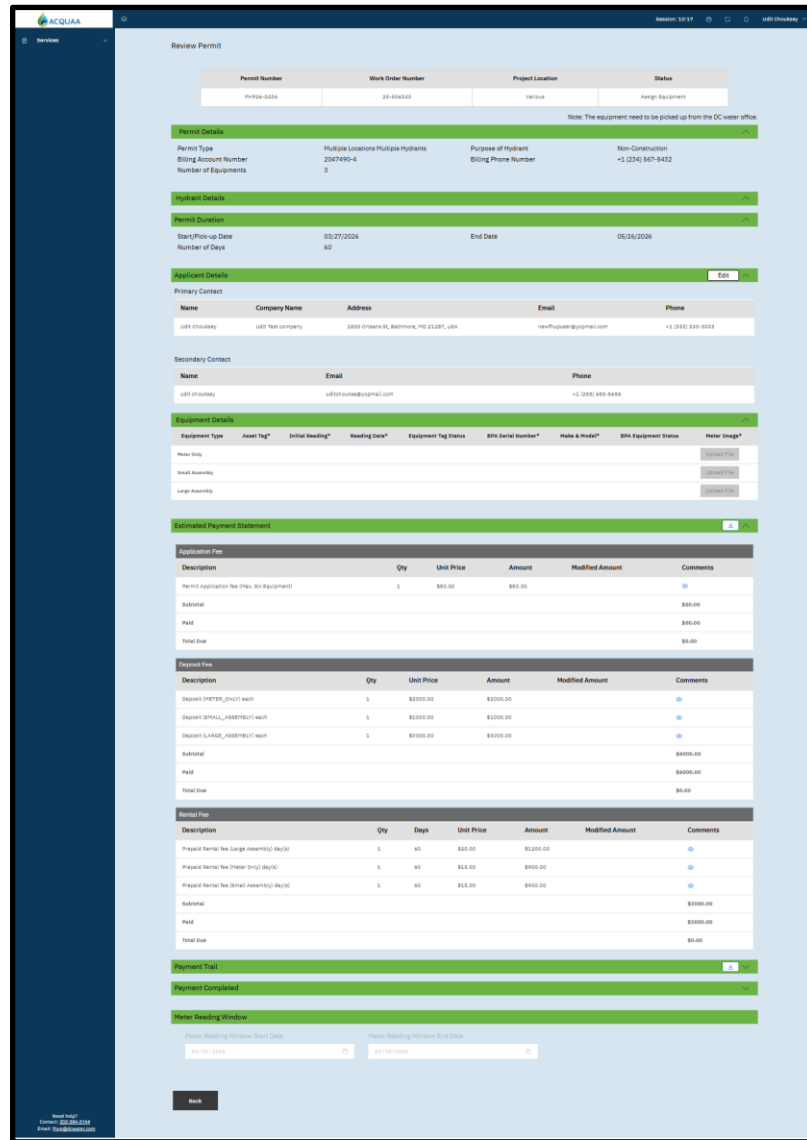
- Make the necessary changes to the permit information and click on the save & continue button.
- Click on the submit button to send the changes for administrator’s review. Permit status will change from “Missing Information” to “Under Review”.

Permit in Assign Equipment status

1. Expand the “Fire Hydrant Services” menu on the left menu panel and click on the “Permit Number” hyperlink with permit status as Assign Equipment from the permit table.

Note: The permit has reached the assignment equipment stage, where DC water Administrator will need to assign equipment to the permit and issue the permit. Permit applicant will have to go to DC Water office to pick up the equipment.

Note: Once the equipment is assigned and permit is issued, status of permit will change from Assign Equipment to Issued.



Review Permit

Permit Number	Work Order Number	Project Location	Status
Hydrant-001	20-000000	Hydrant	Assign Equipment

Note: The equipment needs to be picked up from the DC water office.

Permit Details

Permit Type	Multiple Locations Multiple Hydrants	Purpose of Hydrant	Non-Construction
Billing Account Number	2007490-4	Billing Phone Number	+1 (202) 867-6432
Number of Equipments	3		

Hydrant Details

Permit Duration

Start/Pick-up Date	End Date
03/27/2026	05/26/2026
Number of Days	60

Applicant Details

Primary Contact

Name	Company Name	Address	Email	Phone
John Chouhary	John's company	1800 Ontario St, Baltimore, MD 21201, USA	johnchouhary@gmail.com	+1 (202) 867-6432

Secondary Contact

Name	Email	Phone
John Chouhary	johnchouhary@gmail.com	+1 (202) 867-6432

Equipment Details

Equipment Type	Asset Tag*	Initial Reading*	Reading Date*	Equipment Tag Status	SN Serial Number*	Make & Model*	SN Equipment Status	Meter Image*
Water Only								
Small Assembly								
Large Assembly								

Estimated Payment Statement

Application Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Permit Application Fee (Non-SN Equipment)	1	\$80.00	\$80.00		
Subtotal					\$80.00
Paid					\$80.00
Total Due					\$0.00

Resident Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Deposit (METER_SMALL) each	1	\$2000.00	\$2000.00		
Deposit (METER_MEDIUM) each	1	\$2000.00	\$2000.00		
Deposit (METER_LARGE) each	1	\$2000.00	\$2000.00		
Subtotal					\$6000.00
Paid					\$6000.00
Total Due					\$0.00

Resident Fee

Description	Qty	Days	Unit Price	Amount	Modified Amount	Comments
Prepaid Rental Fee (Large Assembly) (day)	1	60	\$200.00	\$12000.00		
Prepaid Rental Fee (Medium Assembly) (day)	1	60	\$150.00	\$9000.00		
Prepaid Rental Fee (Small Assembly) (day)	1	60	\$100.00	\$6000.00		
Subtotal					\$27000.00	
Paid					\$27000.00	
Total Due					\$0.00	

Payment Trail

Payment Completed

Meter Reading Window

Meter Reading Window Start Date	Meter Reading Window End Date
04/27/2026	04/28/2026

Back

Permit in Issued status

Once the permit is issued, no further modification is allowed. Permit information will be available in read only mode for reference.

You can download the following documents available for the download once the permit is issued.

1. Expand the “Fire Hydrant Services” menu on the left menu panel and select an Issued permit from the list.



Review Permit

Permit Information

Permit Number	Work Order Number	Project Location	Status
FPF25-045	00-00070	1800 N St NW, Washington, DC 20453, USA	Issued

Permit Details

Permit Type	Single Location Multiple Hydrant	Purpose of Hydrant	Construction
Billing Account Number	2047490-4	Billing Phone Number	+1 (202) 022-0200

Hydrant Details

Equipment	Hydrant ID	Hydrant Owner Name	Address	Band Color	Class
1	H00048	WASA	17TH ST NW & ST DENVER NW - NW Corner	BLUE	CLASS AA - 1,500 gpm upwards
2	H00478	WASA	6 ST SE & 17TH ST SE - SE Corner	BLUE	CLASS AA - 1,500 gpm upwards
3	H00048	WASA	17TH ST NW PENNSYLVANIA AVE NW Corner - NW Corner	BLUE	CLASS AA - 1,500 gpm upwards

Permit Duration

Start/Pick-up Date	End Date
05/23/2026	04/07/2026

Applicant Details

Primary Contact

Name	Company Name	Address	Email	Phone
Urb Chocsey	Urb Test Company	8000 Corporate Dr, Baltimore, MD 21207, USA	urb@urbtest.com	+1 (202) 022-0200

Secondary Contact

Name	Email	Phone
Betha Hall	urb@urbtest.com	+1 (202) 456-7876
Andrew Chocsey	urb@urbtest.com	+1 (202) 847-8888

Equipment Details

Equipment Type	Asset Tag	Serial Number*	Reading Date*	Equipment Tag Status	SN Serial Number*	Make & Model*	SN# Equipment Status	Meter Image
Large Assembly	FPF0000708	100	05/23/2026	Active	000000000000	HAKE&H0000000	Active	
Small Assembly	FPF0000709	200	05/23/2026	Active	000000000000	HAKE&H0000000	Active	

Estimated Payment Statement

Application Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Permit Application Fee (Flat, 4th Equipment)	1	\$50.00	\$50.00		
Subtotal			\$50.00		
Total Due			\$50.00		

Deposit Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Deposit (SMALL_ASSEMBLY) each	1	\$1,000.00	\$1,000.00		
Deposit (LARGE_ASSEMBLY) each	1	\$2,000.00	\$2,000.00		
Deposit (OTHER_ONLY) each	0	\$0.00	\$0.00		
Subtotal			\$3,000.00		
Total Due			\$3,050.00		

Rental Fee

Description	Qty	Days	Unit Price	Amount	Modified Amount	Comments
Project Rental Fee (Large Assembly) day(s)	1	15	\$20.00	\$200.00		
Project Rental Fee (Small Assembly) day(s)	1	15	\$15.00	\$150.00		
Project Rental Fee (Other Only) day(s)	0	0	\$0.00	\$0.00		
Subtotal				\$350.00		
Total Due				\$3,400.00		

Payment Trail

Processed By	Processed By Email	Payment Made	Payment Reference Number	Payment Type	Payment Date	Payment Amount	Download
Urb Chocsey	urb@urbtest.com	APPROVED	00000000	Project Rental Fee	05/20/2026 09:03 AM	\$200.00	
Urb Chocsey	urb@urbtest.com	APPROVED	00000000	Deposit Fee	05/20/2026 09:03 AM	\$2,000.00	
Urb Chocsey	urb@urbtest.com	APPROVED	00000000	Deposit Fee	05/20/2026 09:03 AM	\$2,000.00	
Urb Chocsey	urb@urbtest.com	APPROVED	00000000	Permit Application Fee	05/19/2026 09:03 AM	\$50.00	

Payment Completed

Application Fee

Description	Qty	Unit Price	Amount
Permit Application Fee (Flat, 4th Equipment)	1	\$50.00	\$50.00
Total			\$50.00

Deposit Fee

Description	Qty	Unit Price	Amount
Deposit (SMALL_ASSEMBLY) each	1	\$1,000.00	\$1,000.00
Deposit (LARGE_ASSEMBLY) each	1	\$2,000.00	\$2,000.00
Deposit (OTHER_ONLY) each	0	\$0.00	\$0.00
Total			\$3,000.00

Rental Fee

Description	Qty	Days	Unit Price	Amount
Project Rental Fee (Large Assembly) day(s)	1	15	\$20.00	\$200.00
Project Rental Fee (Small Assembly) day(s)	1	15	\$15.00	\$150.00
Project Rental Fee (Other Only) day(s)	0	0	\$0.00	\$0.00
Total				\$350.00

Meter Reading Window

Meter Reading Window Start Date	Meter Reading Window End Date
04/23/2026	04/30/2026

Meter Reading Window

Meter Reading Window Start Date	Meter Reading Window End Date
04/23/2026	04/30/2026

Back

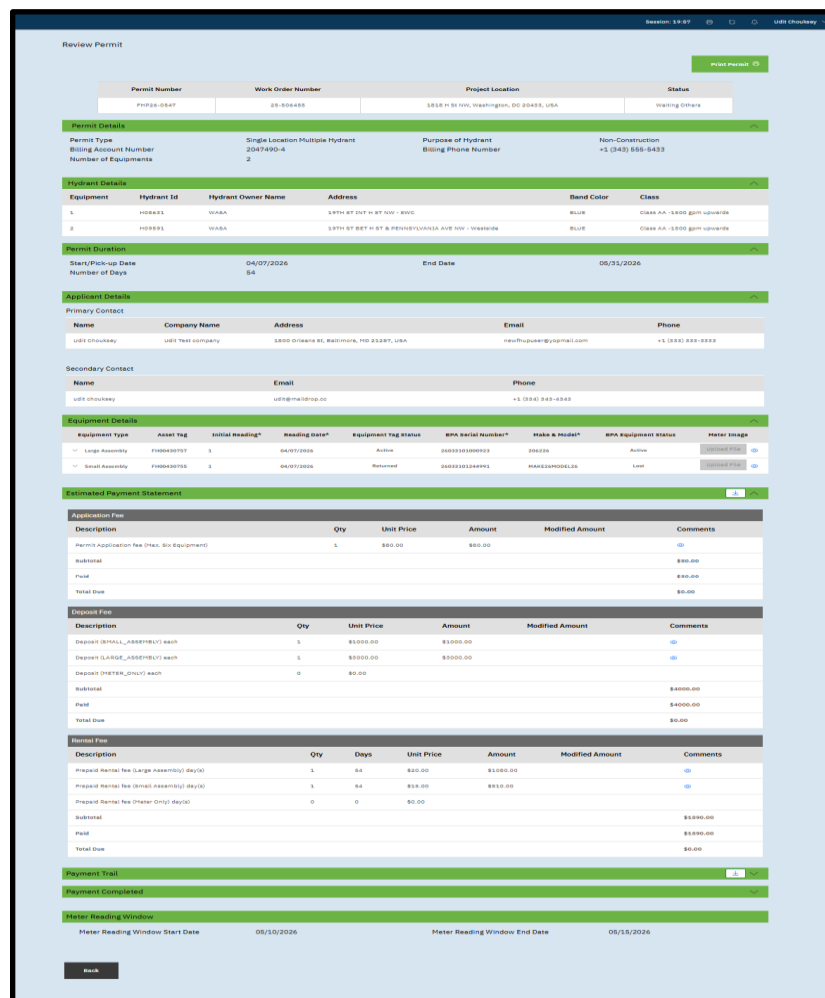
2. The following document will be available for download
 - a. Permit Document
 - b. Equipment Issued Receipt
 - c. Payment Statement
 - d. Payment Receipt

Permit in Waiting Others status

Once the permit is issued, and there is partial equipment return on the permit, the status of the permit will change to Waiting Others. Permit information will be available in read only mode for reference.

You can download the following documents available for the download once the permit is Waiting Others.

1. Expand the “Fire Hydrant Services” menu on the left menu panel and select a permit in Waiting Others status from the list.



The screenshot displays the 'Review Permit' interface for a permit with ID 2042-0047. The permit is currently in 'Waiting Others' status. The interface is divided into several sections:

- Permit Details:** Shows Permit Number (2042-0047), Work Order Number (20-004455), Project Location (1835 H St NW, Washington, DC 20435, USA), and Status (Waiting Others).
- Permit Details Table:**

Permit Type	Single Location Multiple Hydrant	Purpose of Hydrant	Non-Construction
Billing Account Number	2047490-6	Billing Phone Number	+1 (343) 858-6433
Number of Equipments	2		
- Hydrant Details Table:**

Equipment	Hydrant Id	Hydrant Owner Name	Address	Brand Color	Class
1	H08881	WAAA	14TH ST SW H ST NW - BWC	BLUE	Class AA -1500 gpm upwards
2	H08881	WAAA	15TH ST SW H ST & PENNSYLVANIA AVE NW - WASHDC	BLUE	Class AA -1500 gpm upwards
- Permit Duration:**

Start/Pick-up Date	04/07/2026	End Date	05/31/2026
Number of Days	64		
- Applicant Details:**

Name	Company Name	Address	Email	Phone
USF Choudhary	USF Test Company	3800 DOWNS BL, ROCKVILLE, MD 20857, USA	usf@usf.com	+1 (202) 333-3333
- Equipment Details Table:**

Equipment Type	Asset Tag	Initial Reading*	Reading Date*	Equipment Tag Status	SPR Serial Number**	Make & Model*	SPR Equipment Status	Meter Image
Large Assembly	F100430705	1	04/07/2026	Active	040303000003	000208	Active	
Small Assembly	F100430705	1	04/07/2026	Returned	0403030104995	000208000006	Lost	
- Estimated Payment Statement:**

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Application Fee	1	\$80.00	\$80.00		
Permit Application Fee (Max. \$10 Equipment)	1	\$80.00	\$80.00		
Subtotal			\$160.00		
Tax			\$40.00		
Total due			\$200.00		
- Deposit Fee:**

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Deposit (SMALL_ASSEMBLY) each	1	\$1000.00	\$1000.00		
Deposit (LARGE_ASSEMBLY) each	1	\$2000.00	\$2000.00		
Deposit (METER_ONLY) each	0	\$0.00	\$0.00		
Subtotal			\$3000.00		
Total due			\$4000.00		
- Interest Fee:**

Description	Qty	Days	Unit Price	Amount	Modified Amount	Comments
Prepaid Interest Fee (Large Assembly) (day(s))	1	64	\$20.00	\$1280.00		
Prepaid Interest Fee (Small Assembly) (day(s))	1	64	\$15.00	\$960.00		
Prepaid Interest Fee (Meter Only) (day(s))	0	0	\$0.00	\$0.00		
Subtotal				\$2240.00		
Total due				\$5240.00		
- Payment Trail:** Shows a list of payment transactions.
- Meter Reading Window:**

Meter Reading Window Start Date	05/10/2026	Meter Reading Window End Date	05/15/2026
---------------------------------	------------	-------------------------------	------------

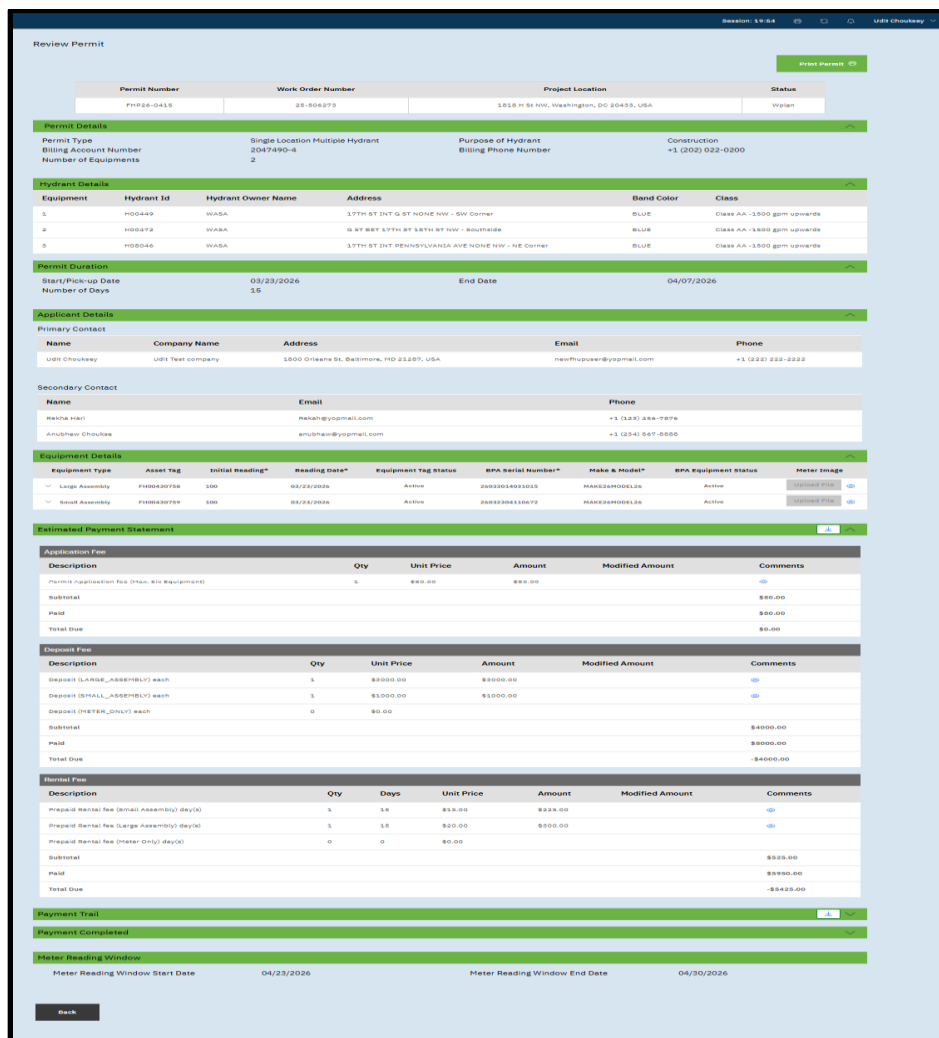
2. The following document will be available for download
 - a. Permit Document
 - b. Equipment Issued Receipt
 - c. Payment Statement
 - d. Payment Receipt
 - e. Equipment Return Receipt

Permit in WPLAN status

Once the permit is issued or waiting others, the permit has passed the end date then, the status of the permit will change to WPLAN. Permit information will be available in read only mode for reference.

You can download the following documents available for the download once the permit is Waiting Others.

1. Expand the “Fire Hydrant Services” menu on the left menu panel and select a permit in WPLAN status from the list.



Review Permit

Print Permit

Permit Number	Work Order Number	Project Location	Status
FW28-0415	28-00473	3818 H St NW, Washington, DC 20433, USA	WPLAN

Permit Details

Permit Type	Billing Account Number	Purpose of Hydrant	Billing Phone Number
Single Location Multiple Hydrant	2047490-4	Construction	+1 (202) 622-0200

Hydrant Details

Equipment	Hydrant Id	Hydrant Owner Name	Address	Bend Color	Class
1	WD0049	WASA	17TH ST DNT Q ST NONE NW - SW Corner	BLUE	Class AA - 1500 gpm up/down
2	WD0079	WASA	9 ST SEB 17TH ST 18TH ST NW - Southside	BLUE	Class AA - 1500 gpm up/down
3	WD0066	WASA	17TH ST DNT PENNSYLVANIA AVE NONE NW - NE Corner	BLUE	Class AA - 1500 gpm up/down

Permit Duration

Start/Pick-up Date	End Date
03/23/2026	04/07/2026

Applicant Details

Primary Contact

Name	Company Name	Address	Email	Phone
Uditi Chouksey	Uditi Test company	1500 Orleans St, Baltimore, MD 21207, USA	newfupower@gmail.com	+1 (202) 222-2222

Secondary Contact

Name	Email	Phone
Rachita Hart	rahah@gmail.com	+1 (301) 454-7874
Anubhav Chouksey	anubhav@gmail.com	+1 (202) 957-8888

Equipment Details

Equipment Type	Asset Tag	Initial Reading*	Reading Date*	Equipment Tag Status	RPA Serial Number*	Make & Model*	RPA Equipment Status	Meter Image
Large Assembly	FW0047078	000	03/23/2026	Active	2003014001005	MADE24H00EL18	Active	
Small Assembly	FW0047079	000	03/23/2026	Active	200300100079	MADE24H00EL18	Active	

Estimated Payment Statement

Application Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Permit Application Fee (Fixed, \$60 Equipment)	1	\$60.00	\$60.00		
Subtotal					\$60.00
Paid					\$60.00
Total Due					\$0.00

Deposit Fee

Description	Qty	Unit Price	Amount	Modified Amount	Comments
Deposit (LARGE_ASSEMBLY) each	1	\$3000.00	\$3000.00		
Deposit (SMALL_ASSEMBLY) each	1	\$1000.00	\$1000.00		
Deposit (METER_ONLY) each	0	\$0.00	\$0.00		
Subtotal					\$4000.00
Paid					\$4000.00
Total Due					-\$4000.00

Rental Fee

Description	Qty	Days	Unit Price	Amount	Modified Amount	Comments
Prepaid Rental fee (Small Assembly) day(s)	1	15	\$15.00	\$15.00		
Prepaid Rental fee (Large Assembly) day(s)	1	15	\$20.00	\$20.00		
Prepaid Rental fee (Meter Only) day(s)	0	0	\$0.00	\$0.00		
Subtotal					\$35.00	
Paid					\$35.00	
Total Due					-\$35.00	

Payment Trail

Payment Completed

Meter Reading Window

Meter Reading Window Start Date	Meter Reading Window End Date
04/23/2026	04/30/2026

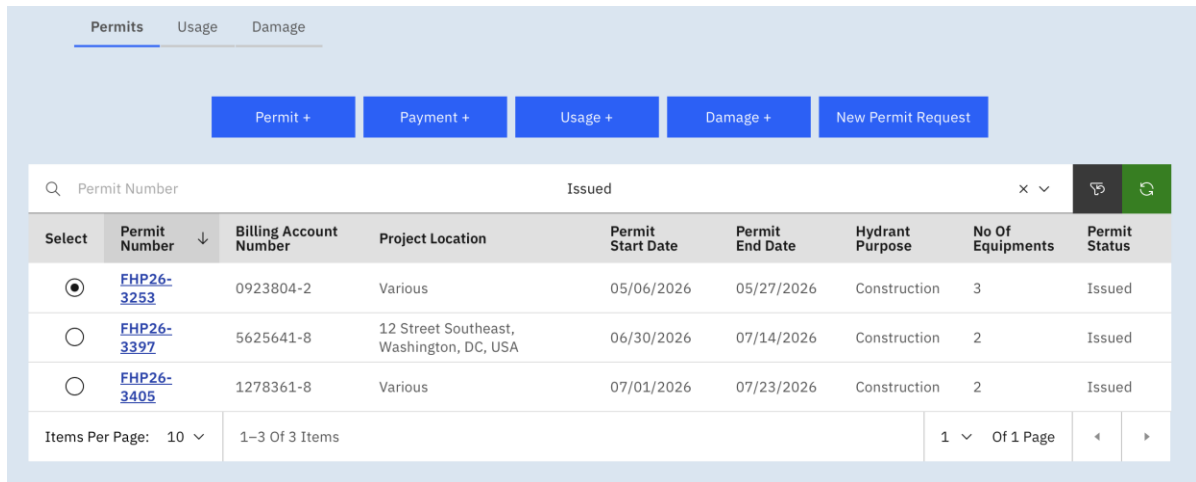
Back

2. The following document will be available for download
 - a. Permit Document
 - b. Equipment Issued Receipt
 - c. Payment Statement
 - d. Payment Receipt
 - e. Equipment Return Receipt

Permit Extension

The Extend Hydrant functionality allows users to continue an existing hydrant on the permit without re-entering all details from scratch. This feature is designed to simplify the process by reusing permit information of the selected permit.

1. Expand the “Fire Hydrant Services” menu on the left menu panel and select one of the permits which are either in Issued, Waiting others and WPLAN status.
2. Click on the “New Permit Request” button.



Select	Permit Number	Billing Account Number	Project Location	Permit Start Date	Permit End Date	Hydrant Purpose	No Of Equipments	Permit Status
☒	FHP26-3253	0923804-2	Various	05/06/2026	05/27/2026	Construction	3	Issued
☐	FHP26-3397	5625641-8	12 Street Southeast, Washington, DC, USA	06/30/2026	07/14/2026	Construction	2	Issued
☐	FHP26-3405	1278361-8	Various	07/01/2026	07/23/2026	Construction	2	Issued

Note: Applicable permits are Issued, Waiting Others and WPLAN permits.

3. Fire Hydrant Request Permit form will appear on the screen. Review prefilled permit information.

Permit Details

Permit Type: Single Hydrant Request
 Number of Hydrants Requested: 1
 Project Location: 1000 1st St, Washington, DC 20001, USA

Equipment Type

Equipment	Equipment Type	Equipment Assembly Inspection Report
Equipment 1	Small Assembly	
Equipment 2	Large Assembly	

Hydrant Selection

Please search the address and select the hydrant below.

Hydrant ID	Hydrant Owner Name	Address	Class	Action
HYDRANT1	State	1000 1st St NW, DC, 20001	Class A - 1.500 gpm capacity	Select
HYDRANT2	State	1000 1st St NW, DC, 20001	Class A - 1.500 gpm capacity	Select

Applicant Information

Primary Contact

Title: User
 First Name: John
 Last Name: Doe
 Email Address: john.doe@company.com
 Company Name: ABC Company
 Address: 1000 1st St NW, Washington, DC 20001, USA
 Phone Number: +1 (202) 555-1234

Secondary Contact

First Name: John
 Last Name: Doe
 Email Address: john.doe@company.com
 Phone Number: +1 (202) 555-1234

Note: Fire Hydrant Request Permit Form will be prefilled with selected active permit information like permit details, equipment type, Fire hydrant, and applicant record. You will only have fill in the start date and end date of the permit and continue the application. In case any changes needed to any information can be edited or modified by the user.

4. The workflow and steps are identical to the “[How to create a new permit](#)” process.
5. The same hydrants from the selected active permit will be used by default.
6. Any changes made will apply only to the extended permit request and not the original permit.
7. The extended hydrant permit will go through the standard approval and payment process.

Note: The extend hydrant functionality streamlines the permit process by

- a. Reusing selected active permit data
- b. Minimizing the manual input
- c. Allowing continued use of the same hydrant

Permit Related Documents

You can download below permit related documents from the portal. Sample document for each category can be found below.

Fire Hydrant Use Permit



DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY | 3900 DONALDSON PLACE, NW | WASHINGTON, DC 20016

FIRE HYDRANT USE PERMIT		
Date 07/07/2026	Permit FHP26-1383	Work Order 25-507576

Customer Details

Company	Backflow Technology, LLC
Address:	Washington, DC, USA
Contact	Rekha Hari
Email:	rekha7jul@yopmail.com

Fire Hydrant

Start Date:	07/07/2026
End Date:	10/31/2026
Purpose of Hydrant:	Construction
Project Location:	5000 Overlook Avenue Southwest, Washington, DC, USA

Secondary Contact Details

Contact Person: Anubhaw Singh	Email: anubhaw@yopmail.com
--------------------------------------	-----------------------------------

Hydrant Location

Hydrant id	Address
H20513	LABORATORY RD INT OBERLIN AVE SW SouthSide - NRL //NE OF BLDG 69 //OBERLIN AVE

Conditions Of Fire Hydrant Permit

1. Fire hydrant equipment (meter or meter with backflow preventer, if rented) shall be picked up and dropped off at the Compliance Program Office at Ft. Reno Pumping Station, located at 3900 Donaldson PI NW from 8am - 2pm.
2. Hydrant users shall always have a permit on site during use of the fire hydrant.
3. Hydrant users shall only connect the fire hydrant equipment to the District of Columbia fire hydrant(s) at the location(s) specified in this permit.
4. Hydrant user shall provide monthly meter readings within the specified read window to your DC Water Acquaa account. Failure to submit will result in estimated water and/or sewer usage.
5. Hydrant user shall be responsible for damage to the hydrant, during the hydrant usage.
6. Hydrant users shall, within thirty (30) days of permit expiration, return Fire Hydrant Equipment to the Compliance Program Office at Ft. Reno Pumping Station, located at 3900 Donaldson PI NW. If the hydrant equipment is not returned within 30 days of permit expiration, the cost of the equipment and rental fees shall be charged against the deposit and prepaid fees. Fire hydrant users shall receive a statement for any remaining funds. Requests for refunds of the remaining funds shall be requested within 2 years of the last activity.
7. Hydrant users shall apply for a new permit before the current permit expires, if use of the fire hydrant is still needed. New application fee, deposits and prepaid fees must be submitted.

Authorization	
DC Water Multi Admin	Date: 07/07/2026

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Payment Statement



Payment Statement

Permit : FHP26-0393

DC Water & Sewer Authority/Fire Hydrant Use Permit
1385 Canal St SE, Washington, DC 20003, USA
(202)-364-3144 | fhup@dcwater.com

Statement Date:	04/02/2026
Statement Number:	4420
Permit Number:	FHP26-0393
Work Order Number:	25-506246
Project Location:	Washington, DC, USA
Customer Name:	moni user
Customer Billing	2044539-1
Customer Phone:	3246546465
Customer Email:	mounika9956@outlook.com
Customer Address:	Washington, DC, USA
Generated At:	04/02/2026 17:13:02

Summary of Charges

Description	Qty	Days	Unit Price(\$)	Original Amount(\$)	Modified Amount(\$)
Permit Application fee (Max. Six Equipment)	1	0	80.00	80.00	
Deposit Fee (METER_ONLY) each	0	0	15.00	0.00	
Deposit Fee(SMALL_ASSEMBLY) each	1	0	1,000.00	1,000.00	
Deposit Fee (LARGE_ASSEMBLY) each	1	0	3,000.00	3,000.00	
Prepaid Rental Fee (METER_ONLY) day (s)	0	0	15.00	0.00	
Prepaid Rental Fee (SMALL_ASSEMBLY) day(s)	1	40	15.00	600.00	
Prepaid Rental Fee (LARGE_ASSEMBLY) day(s)	1	40	20.00	800.00	
Total				\$5,480.00	

Page 1 of 3



Payment Statement

Permit : FHP26-0393

Payment Step 1

Application Fee

Description	Qty	Unit Price(\$)	Original Amount(\$)	Modified Amount(\$)
Permit Application fee (Max. Six Equipment)	1	80.00	80.00	
Total(\$)				\$80.00
Paid(\$)				\$80.00
Total Due(\$)				\$0.00

Payment Step 2

Deposit Fee

Description	Qty	Unit Price(\$)	Original Amount(\$)	Modified Amount(\$)
Deposit Fee (METER_ONLY) each	0	15.00	0.00	
Deposit Fee(SMALL_ASSEMBLY) each	1	1,000.00	1,000.00	
Deposit Fee (LARGE_ASSEMBLY) each	1	3,000.00	3,000.00	
Total(\$)				\$4,000.00
Paid(\$)				\$4,000.00
Total Due(\$)				\$0.00



Payment Statement

Permit : FHP26-0393

Payment Step 3

Rental Fee

Description	Qty	Days	Unit Price(\$)	Original Amount(\$)	Modified Amount(\$)
Prepaid Rental Fee (METER_ONLY) day(s)	0	0	15.00	0.00	
Prepaid Rental Fee (SMALL_ASSEMBLY) day(s)	1	40	15.00	600.00	
Prepaid Rental Fee (LARGE_ASSEMBLY) day(s)	1	40	20.00	800.00	
Total(\$)					\$1,400.00
Paid(\$)					\$1,400.00
Total Due(\$)					\$0.00

Payment Summary

Outstanding Application Fee: \$0.00
 Outstanding Deposit Balance: \$0.00
 Outstanding Rental Balance: \$0.00

Customer Note

A 2.65% processing fee will be added for credit/debit card payments completed on site or by telephone. We will continue to accept ACH/ check payments at no additional charge.

Refund Instruction

End of Statement

Payment Receipt (Pay At Pick Up)

**Payment Receipt - Pay At Pickup**Permit : FHP28-0547

Payment Details

Reference Number:	CHECK111
Payment date:	04/07/2026
Payment amount:	\$1,890.00
Total amount charged:	\$1,890.00

Contact Information

First name:	Udit
Last name:	Chouksey
Email:	udit@yopmail.com

Account Information

Payment type:	Prepaid Rental Fees
Payment method:	Pay At Pickup

End of StatementPage 1 of 1

Payment Receipt (PaymentUs)

**Payment Receipt:Paymentus**Permit : FHP26-0436

Payment Details

Reference Number:	32069509
Payment date:	03/31/2026
Payment amount:	\$3,000.00
Service fee:	\$79.50
Total amount charged:	\$3,079.50

Payment Status

Payment status:	ACCEPTED
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Contact Information

First name:	Udit
Last name:	Chouksey
ZIP Code:	20001
Email:	newthupuser@yopmail.com

Account Information

Payment type:	Prepaid Rental Fees
Account Number:	2047490-4
Payment method:	VISA_DEBIT

Payment Method Information

Card type:	VISA_DEBIT
Card number:	*****4448
Card holder name:	

End of Statement

Page 1 of 1

Equipment Issued Receipt



Equipment Issued Receipt

Permit : FHP26-2912

DC Water & Sewer Authority/Fire Hydrant Use Permit
1385 Canal St SE, Washington, DC 20003, USA
(202)-364-3144 | fhup@dcwater.com

Permit Number:	FHP26-2912
Work Order Number:	23-365997
Project Location:	Washington, DC, USA
Customer Name:	mounika saddi
Customer Billing	2044539-1
Customer Phone:	5646456456
Customer Email:	mounika.saddi@ampcus.com
Customer Address:	Washington, DC, USA
Permit Start/Pick-up	04/01/2026
Permit End Date:	04/04/2026

Equipment Details:

Assembly Type	Equipment Type	Equipment Tag/BPA Serial Number	Status	Usage Start Date	Read Type	Initial Meter Reading
Small Assembly	Meter	FH00436675	Active	04/01/2026	New	24
Small Assembly	BPA Assembly	GFG	Active	04/01/2026	NA	NA

Remark:
sdfcs

Signature

DCW Representative

Date : 04/02/2026

If you have questions, contact DC Water at (202)-364-3144 or fhup@dcwater.com
DC Water and Sewer Authority

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Equipment Return Receipt



Equipment Returned Receipt

Permit : FHP26-0547

DC Water & Sewer Authority/Fire Hydrant Use Permit
1385 Canal St SE, Washington, DC 20003, USA
(202)-364-3144 | fhup@dcwater.com

Permit Number: FHP26-0547

Work Order Number: 25-508455

Project Location: 1818 H St NW, Washington, DC 20433, USA

Customer Name: Udit Chouksey

Customer Billing: 2047490-4

Customer Phone: 3333333333

Customer Email: newfhupuser@yopmail.com

Customer Address: 1800 Orleans St, Baltimore, MD 21287, USA

Permit Start/Pick-up: 04/07/2026

Permit End Date: 05/31/2026

Equipment Details:

Assembly Type	Equipment Type	Equipment Tag/BPA Serial Number	Status	Usage Start Date	Return Date	Read Type	Final Meter Reading
Small Assembly	Meter	FH00430755	Returned	04/07/2026	04/07/2026	Final	2225
Small Assembly	BPA Assembly	28033101244991	Lost	04/07/2026	04/07/2026	NA	NA

Remark:
Lost equipment

Signature

Date : 04/14/2026

DCW Representative

If you have questions, contact DC Water at (202)-364-3144 or fhup@dcwater.com

DC Water and Sewer Authority

Page 1 of 1

Table with explanation of each document:

Document Name	Description
Permit Document	Official document issued upon approval of the permit, containing all permit details such as applicant information, hydrant details, validity period, and terms & conditions.
Equipment Issued Receipt	Acknowledgement generated at the time of equipment assignment and permit is issued.
Payment Statement	Detailed summary of all charges associated with the permit, including application fees, deposit fees, rental fees, and any additional charges.
Payment Receipt	Confirmation of payment made by the user, including transaction details such as the amount paid, payment mode, and payment date.
Equipment Return Receipt	Document generated when equipment is returned, capturing returned items, return date, and any applicable loss.

Submit Meter Reading

1. This feature allows you to submit a meter reading of the equipment based on its usage.
2. Portal sends reminders to submit meter usage readings to all permit holders depending on the reading cycle. Sample email is shown below.

Meter Reading Reminder

Subject: DC Water Acquaa Portal- Fire Hydrant Use Permit FHP26-1101 - Meter Reading Required Reminder

Mounika Saddi,

Equipment Details:

Assembly Type	Equipment Type	Equipment Tag/BPA Serial Number	Status
Small Assembly	Meter	FH20267719	Active
	BPA Assembly	BPA23543	Active

If you have any questions or need assistance, please contact the administrator. To access the Acquaa Portal, please use the following link: <https://dcwater-uat.acquaa.com>.

DC Water and Sewer Authority
3900 Donaldson PI NW,
Washington, DC 20016
Office: 202-364-3144
Email: fhup@dcwater.com

- Note: If your equipment was issued within the window of first half of a month, your meter reading window is between the 10th to 15th of every month, starting from issued month+1. You will receive reminders from the platform to submit meter usage on the 10th of every month starting from issued month +1 until your permit is closed.
- Note: If your equipment was issued within the window of second half of a month, your meter reading window is between the 23rd to the end of every month, starting from issued month+1. You will receive reminders from the platform to submit meter usage on the 23rd of every month starting from issued month +1 until your permit is closed.
- Expand the “Fire Hydrant Services” menu on the left menu panel. Select an issued permit from the list of permits in the Permits tab.
- Click on the “Usage +” button. Note: This button will be enabled for permits in Issued, Waiting others, Or WPLAN statuses.

Permits

Usage

Damage

Permit +

Payment +

Usage +

Damage +

New Permit Request

Q

Permit Number

All

x v

▼

↺

Select	Permit Number	Billing Account Number	Company Name	Permit Start Date	Permit End Date	Hydrant Purpose	No Of Equipments	Permit Status
☐	FHP26-1387		Backflow Technology, LLC	09/04/2026	12/05/2026	Construction	2	Under Review
☒	FHP26-1383	2047490-4	Backflow Technology, LLC	07/07/2026	10/31/2026	Construction	3	Issued

Items Per Page: 10

1-2 Of 2 Items

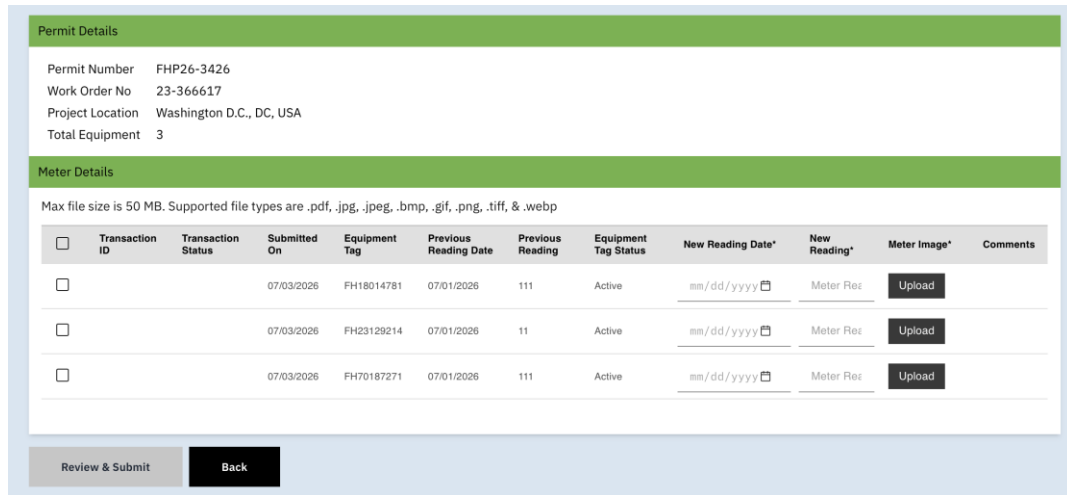
1

Of 1 Page

◀

▶

7. A meter reading submission form will be displayed as shown below.



The screenshot shows a web form for submitting meter readings. It is divided into two main sections: Permit Details and Meter Details.

Permit Details:

- Permit Number: FHP26-3426
- Work Order No: 23-366617
- Project Location: Washington D.C., DC, USA
- Total Equipment: 3

Meter Details:

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

☐	Transaction ID	Transaction Status	Submitted On	Equipment Tag	Previous Reading Date	Previous Reading	Equipment Tag Status	New Reading Date*	New Reading*	Meter Image*	Comments
☐			07/03/2026	FH18014781	07/01/2026	111	Active	mm/dd/yyyy	Meter Res	Upload	
☐			07/03/2026	FH23129214	07/01/2026	11	Active	mm/dd/yyyy	Meter Res	Upload	
☐			07/03/2026	FH70187271	07/01/2026	111	Active	mm/dd/yyyy	Meter Res	Upload	

At the bottom of the form are two buttons: "Review & Submit" and "Back".

8. All the assigned meters will be displayed in the table.

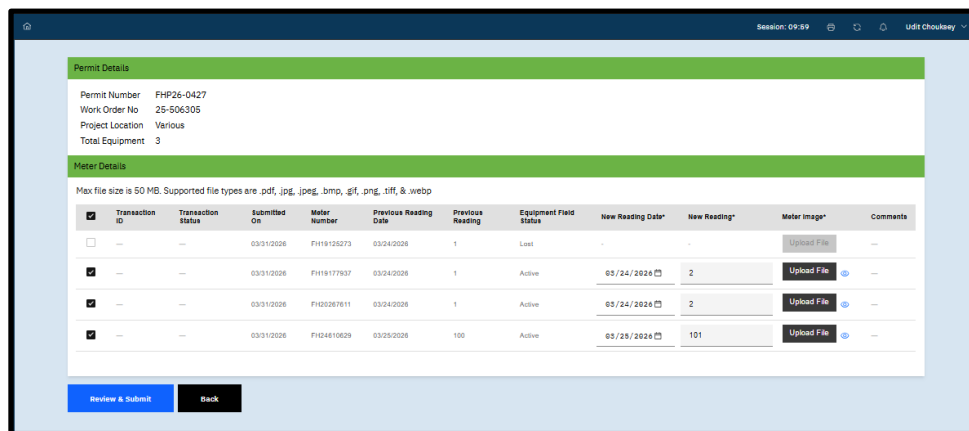
9. You can review pre-filled information such as Equipment Tag, Previous Reading Date, Previous Reading, and Equipment Tag Status.

10. Fill in the “New Reading Date” using calendar option.

11. Fill in the “New Meter Reading” for an equipment. **Note:** Value of “New Meter Reading” must be greater than or equal to the previous meter reading.

12. Click Upload button to attach an image showing Meter Reading value.

Note: If an equipment is either returned, replaced or lost, the meter reading fields will be disabled.



This screenshot shows the same form as above, but with a different set of data. The Permit Details are:

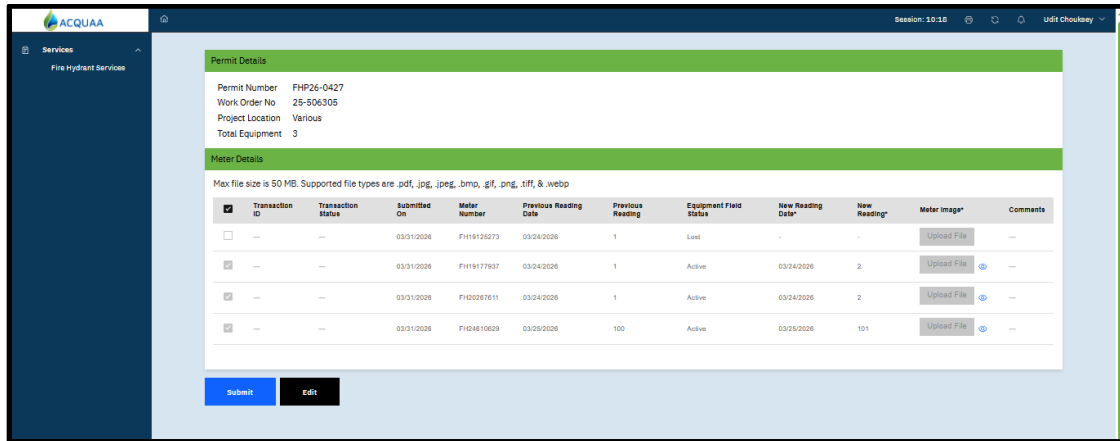
- Permit Number: FHP26-0427
- Work Order No: 25-506305
- Project Location: Various
- Total Equipment: 3

The Meter Details section shows a table with four rows of equipment data:

☒	Transaction ID	Transaction Status	Submitted On	Meter Number	Previous Reading Date	Previous Reading	Equipment Field Status	New Reading Date*	New Reading*	Meter Image*	Comments
☐	—	—	03/31/2026	FH19125273	03/24/2026	1	Lost	—	—	Upload File	—
☒	—	—	03/31/2026	FH19177937	03/24/2026	1	Active	05/24/2026	2	Upload File	—
☒	—	—	03/31/2026	FH02067611	03/24/2026	1	Active	05/24/2026	2	Upload File	—
☒	—	—	03/31/2026	FH04810629	03/25/2026	100	Active	05/28/2026	101	Upload File	—

At the bottom are "Review & Submit" and "Back" buttons.

13. You can submit bulk meter readings by selecting one or more equipment and filling in the reading details. Upon submission, unique transaction reference number will be created per equipment.
14. Click on the “Review & Submit” button to review the data. You can also click on the Edit button to edit details before submitting for administrator’s review.



Permit Details

Permit Number: FHP26-0427
 Work Order No: 25-506305
 Project Location: Various
 Total Equipment: 3

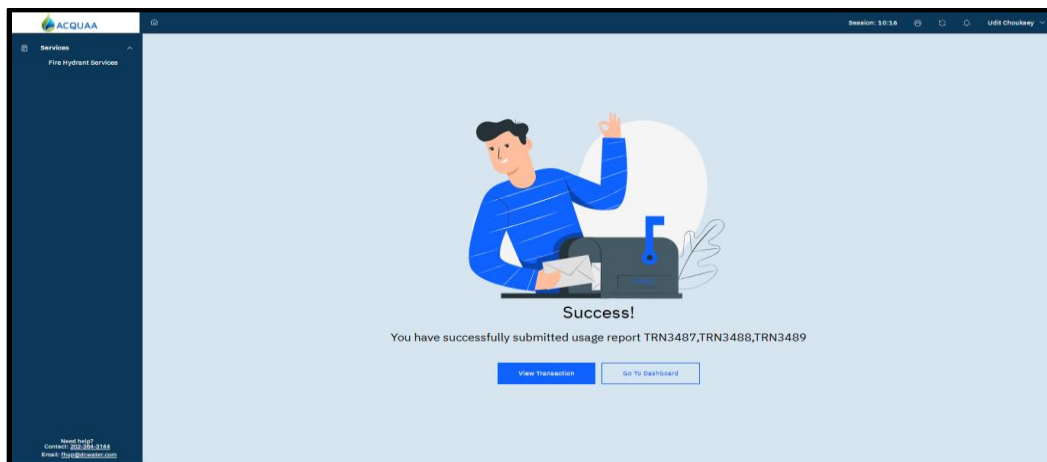
Meter Details

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

Transaction ID	Transaction Status	Submitted On	Meter Number	Previous Reading Date	Previous Reading	Equipment Field Status	New Reading Date	New Reading	Meter Image	Comments
☐	---	---	03/31/2026	FH19125273	03/24/2026	1	Lost	-	-	Upload File
☒	---	---	03/31/2026	FH19177837	03/24/2026	1	Active	03/24/2026	2	Upload File
☒	---	---	03/31/2026	FH02267611	03/24/2026	1	Active	03/24/2026	2	Upload File
☒	---	---	03/31/2026	FH04610629	03/25/2026	100	Active	03/25/2026	101	Upload File

Submit **Edit**

15. Click on the “Submit” button to submit the meter reading details for administrator’s review. An acknowledgement page will be displayed as shown below.

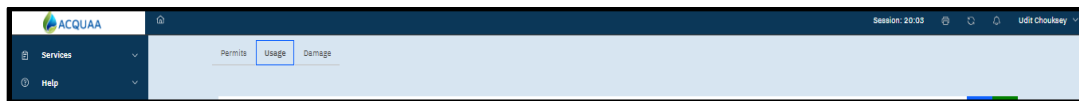


16. Click on the “View Transaction” button to view the meter reading details.
17. DC Water Administrator will review your submission. You will be notified when the transaction is either Approved or Rejected or marked as Missing Information.
18. If your usage transaction is approved, you will be able to create another usage transaction based on your cycle of usage. If you’re in Cycle 1, you will need to submit between 10th to 15th of every month. If you’re in Cycle 2, you will need to submit between 23rd to end of the month (for every month of usage).

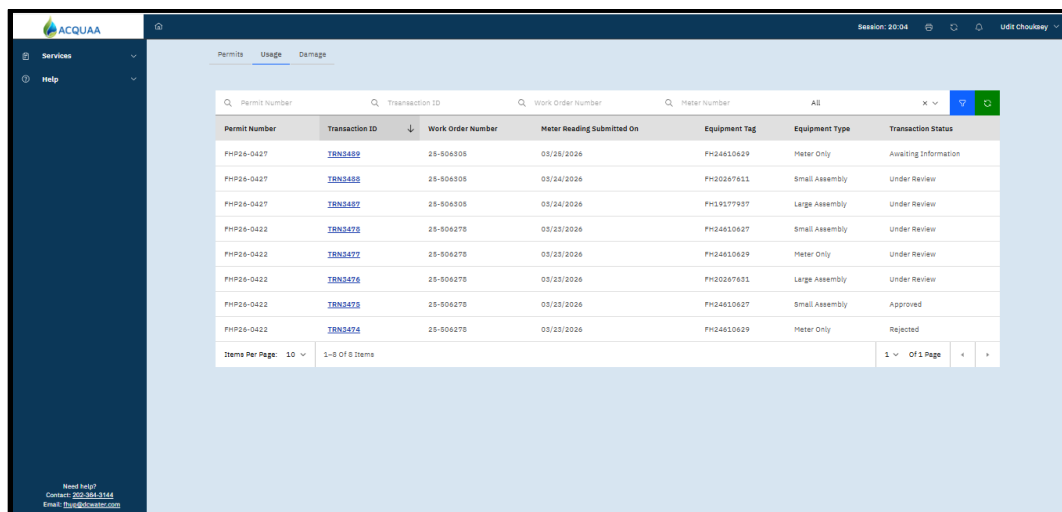
19. If your usage transaction is marked as “Missing Information”, you will be required to edit the usage transaction and make the necessary updates before sending it back for administrator’s review. Refer section “Resubmit Usage in Missing Information Status” for more details.
20. If your usage transaction is rejected, you can create another usage transaction with correct usage details.

Resubmit Meter Reading

1. This feature allows you to resubmit the meter reading if your previous submission was returned by administrator due to an error.
2. Expand the “Fire Hydrant Services” menu on the left menu panel and switch to the usage tab as shown below.



3. Click on the Transaction ID with status “Missing Information”.



Permit Number	Transaction ID	Work Order Number	Meter Reading Submitted On	Equipment Tag	Equipment Type	Transaction Status
PH26-0427	TRN3489	25-906305	03/26/2026	PH24610629	Meter Only	Awaiting Information
PH26-0427	TRN3488	25-906305	03/24/2026	PH20267611	Small Assembly	Under Review
PH26-0427	TRN3497	25-906305	03/24/2026	PH39177937	Large Assembly	Under Review
PH26-0422	TRN3476	25-906278	03/23/2026	PH24610627	Small Assembly	Under Review
PH26-0422	TRN3477	25-906278	03/23/2026	PH24610629	Meter Only	Under Review
PH26-0422	TRN3476	25-906278	03/23/2026	PH20267631	Large Assembly	Under Review
PH26-0422	TRN3478	25-906278	03/23/2026	PH24610627	Small Assembly	Approved
PH26-0422	TRN3474	25-906278	03/23/2026	PH24610629	Meter Only	Rejected

4. You can view the permit details and the last submitted meter readings of the equipment.
5. Refer the remarks of the administrator in the email (sample below) sent by the portal and make necessary updates to meter reading date and meter reading value for the required equipment.

Meter Reading Missing Information

Subject: DC Water Acquaa Portal- Fire Hydrant Use Permit FHP26-1055 – Meter Reading is Missing Information

Mounika Saddi,

Fire hydrant meter reading submitted for permit FHP26-1149 is missing information. Details are provided below.

Equipment Details:

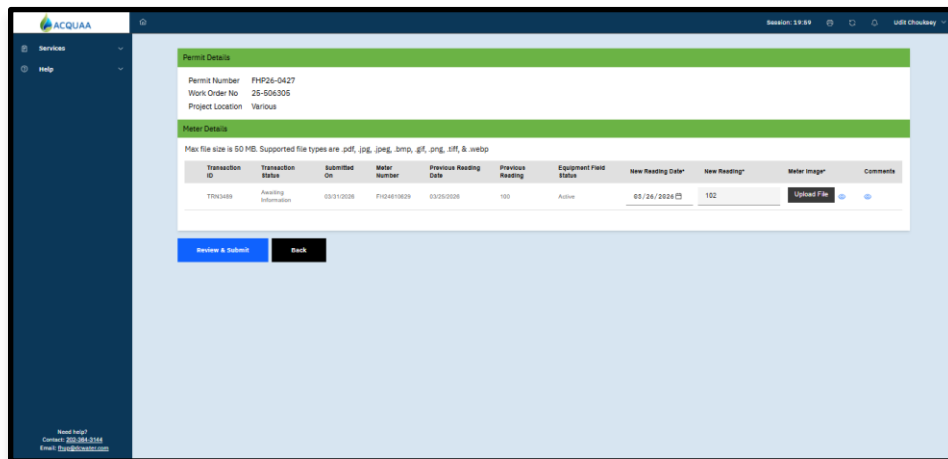
Permit Number	Reference Number	Equipment Tag	Meter Reading (ccf)	Reading Date	Status
FHP26-1149	TRN3681	FH20267637	2344	06/08/2026	Missing Information

Remarks: Missing few details for the given Usage

If you have any questions or need assistance, please contact the administrator. To access the Acquaa Portal, please use the following link: <https://dcwater-uat.acquaa.com>.

DC Water and Sewer Authority
3900 Donaldson Pl NW,
Washington, DC 20016
Office: 202-364-3144
Email: fhup@dcwater.com

- Click on the “Upload” button to attach the updated meter reading image.



- Click on the “Review & Submit” button and review all the data.
- Click on the “Submit” button to resubmit the usage transaction. If you still need to edit any detail, click on the “Edit” button.

Permit Details

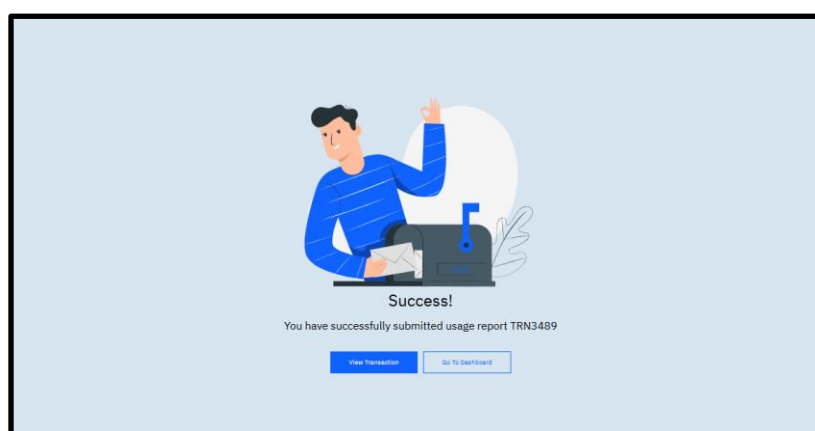
Permit Number: FHP26-0427
 Work Order No: 25-506305
 Project Location: Various

Meter Details

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

Transaction ID	Transaction Status	Submitted On	Meter Number	Previous Reading Date	Previous Reading	Equipment Field Status	New Reading Date*	New Reading*	Meter Image*	Comments
TRN3489	Awaiting Information	03/31/2026	F124610629	03/29/2026	100	Active	03/29/2026	102	Upload File Remove	Add Comment Remove Comment

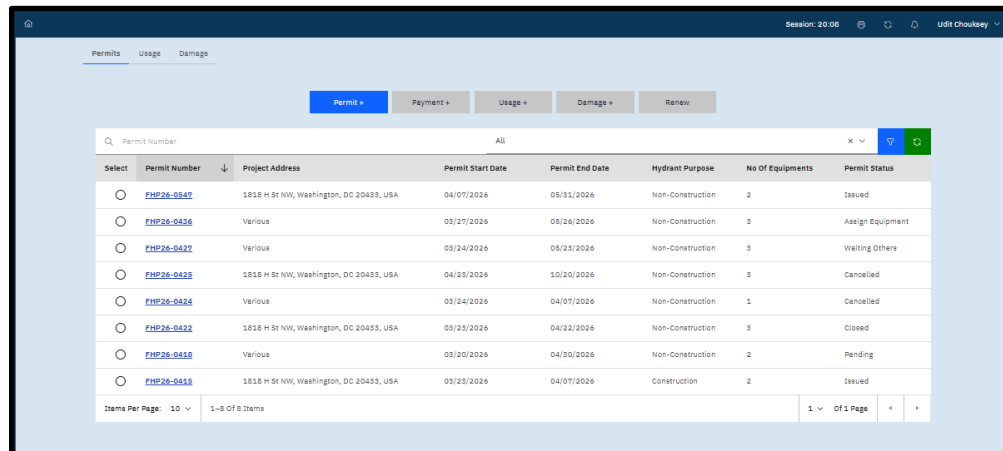
9. An acknowledgment page will be displayed as shown below.



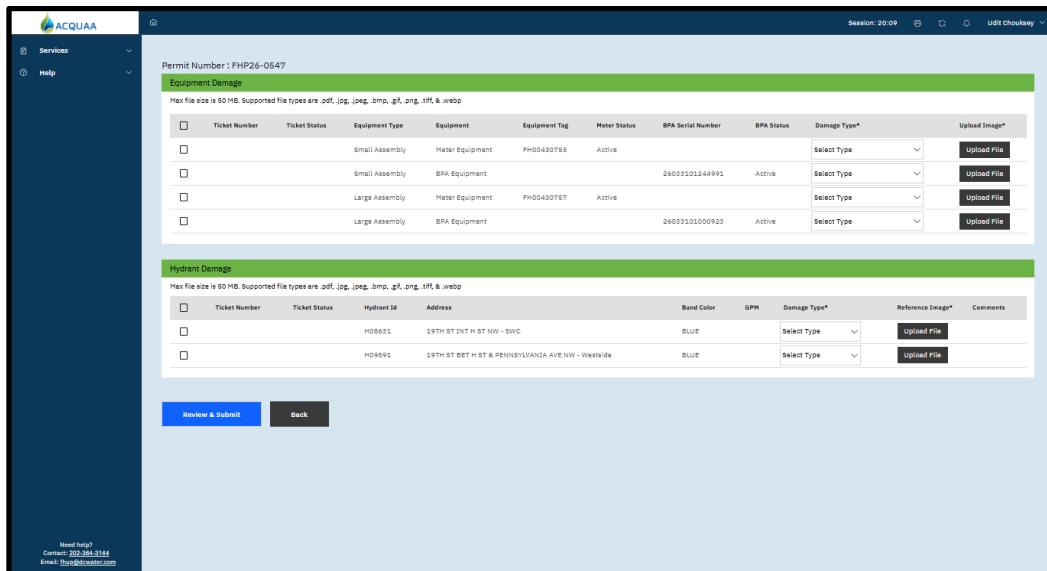
10. You will be notified when the administrator reviews your transaction and takes an action.

Report Equipment Damage

1. This feature allows you to report a damage of one or more meter equipment or BPA asset or hydrant in the form a damage ticket. Within a small or large assembly, you will be able to report damage of either BPA or Meter or both depending on whichever is faulty. You will also be able to report about a lost equipment.
2. Expand the “Fire Hydrant Services” menu on the left menu panel and select an Issued permit from the list.



- The button “Damage +” will be enabled based on the status of the permit i.e. Issued, Waiting others, or WPLAN
- Click on the “Damage +” button to open equipment damage and hydrant damage form.



The screenshot shows the 'Damage +' form in the Acquaa system. The form is titled 'Permit Number : FHP26-0547'. It has two main sections: 'Equipment Damage' and 'Hydrant Damage'. Both sections have a note: 'Max file size is 80 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff & .webp'. The 'Equipment Damage' section has a table with columns: Ticket Number, Ticket Status, Equipment Type, Equipment, Equipment Tag, Meter Status, BPA Serial Number, BPA Status, Damage Type*, and Upload Image*. It contains 4 rows of equipment data. The 'Hydrant Damage' section has a table with columns: Ticket Number, Ticket Status, Hydrant Id, Address, Band Color, GPH, Damage Type*, Reference Image*, and Comments. It contains 2 rows of hydrant data. At the bottom, there are buttons for 'Review & Submit' and 'Back'.

Ticket Number	Ticket Status	Equipment Type	Equipment	Equipment Tag	Meter Status	BPA Serial Number	BPA Status	Damage Type*	Upload Image*
☐		Small Assembly	Meter Equipment	FHD0430755	Active			Select Type	Upload File
☐		Small Assembly	BPA Equipment			26033101244991	Active	Select Type	Upload File
☐		Large Assembly	Meter Equipment	FHD0430757	Active			Select Type	Upload File
☐		Large Assembly	BPA Equipment			26033101009923	Active	Select Type	Upload File

Ticket Number	Ticket Status	Hydrant Id	Address	Band Color	GPH	Damage Type*	Reference Image*	Comments
☐		HD0601	19TH ST 2ND H ST NW - SWC	BLUE		Select Type	Upload File	
☐		HD0991	19TH ST 2ND H ST & PENNSYLVANIA AVE NW - Westside	BLUE		Select Type	Upload File	

- All the assigned equipment and hydrant will be displayed in the table as shown above.
- Note:** You can select one or more equipment or hydrant to submit a damage ticket. A separate ticket will be created per equipment / hydrant.
- You can fill in the required fields to submit a damage ticket as explained in the below table:

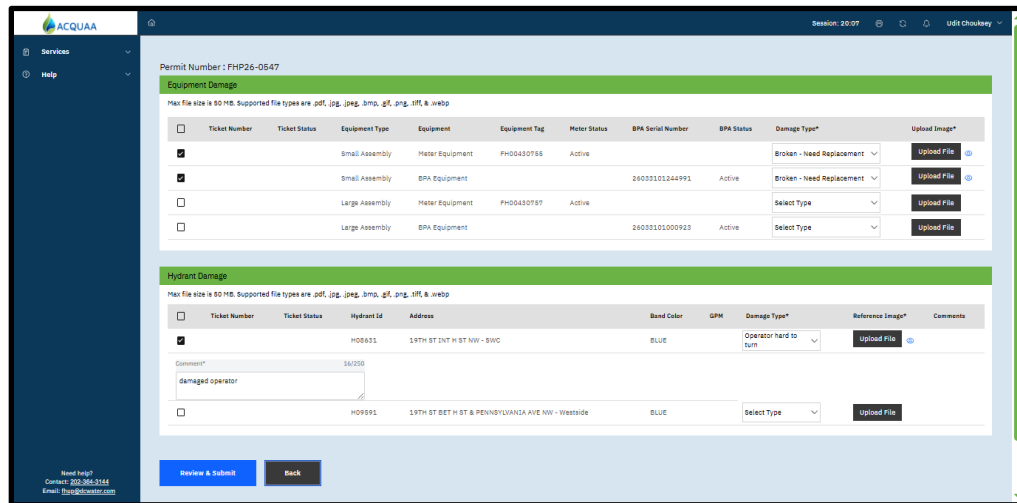
Equipment Damage

Field	Description
Damage Type	Required. Drop down select from the following: 1. Lost 2. Stolen 3. Broken 4. Broken – Need Replacement 5. Broken – No Replacement 6. Lost – Need Replacement 7. Lost – No Replacement
Upload Image	Required. Upload the image of damaged equipment

Hydrant Damage

Field	Description
Damage Type	Required. Drop down select from the following: 1. Leaking 2. Broken Barrel 3. Broken fittings 4. Missing caps 5. Operator hard to turn 6. Operator will not turn 7. Will not shut off
Reference Image	Required. Upload the image of damaged hydrant

8. Once the required fields are filled in for the selected equipment or hydrant, you can review the details before submission.



Permit Number : FHP26-0547

Equipment Damage

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

Ticket Number	Ticket Status	Equipment Type	Equipment	Equipment Tag	Meter Status	BPA Serial Number	BPA Status	Damage Type*	Upload Image*
☒		Small Assembly	Meter Equipment	FH0430758	Active			Broken - need Replacement	Upload File
☒		Small Assembly	BPA Equipment			2603101244991	Active	Broken - need Replacement	Upload File
☐		Large Assembly	Meter Equipment	FH0430787	Active			Select Type	Upload File
☐		Large Assembly	BPA Equipment			2603101000923	Active	Select Type	Upload File

Hydrant Damage

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

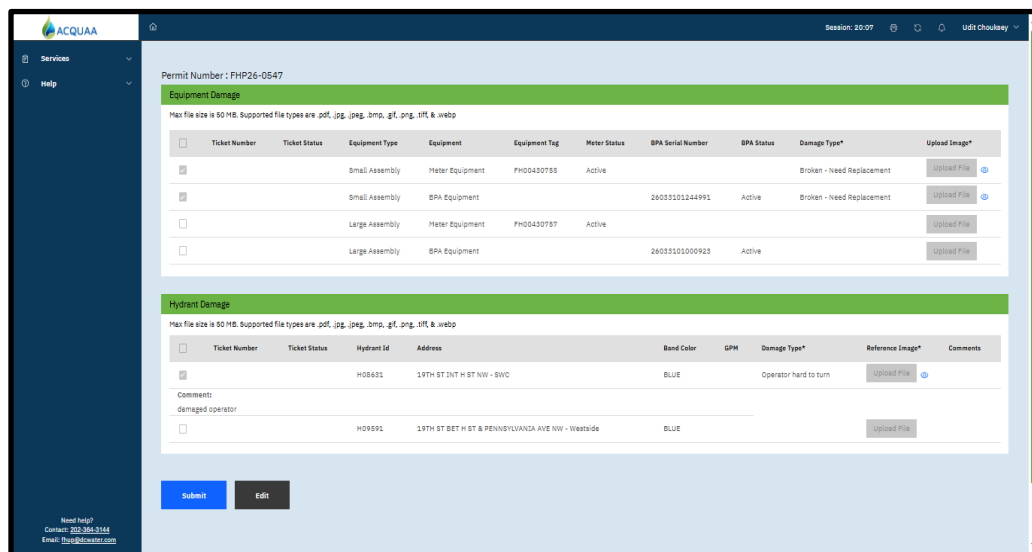
Ticket Number	Ticket Status	Hydrant Id	Address	Band Color	GPM	Damage Type*	Reference Image*	Comments
☒		HD0821	19TH ST INT H ST NW - SWC	BLUE		Operator hard to turn	Upload File	
☐		HD0991	19TH ST BET H ST & PENNSYLVANIA AVE NW - Westside	BLUE		Select Type	Upload File	

Review & Submit **Back**

Note: If equipment or BPA is returned, replaced or lost, option to submit a damage ticket will be disabled.

Note: If hydrants are replaced then the option to submit a damage ticket will be disabled.

- Click on the “Review & Submit” button to review all the data before submission. In the review mode, if you decide to edit any detail, you can also click on the Edit button.



Permit Number : FHP26-0547

Equipment Damage

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

Ticket Number	Ticket Status	Equipment Type	Equipment	Equipment Tag	Meter Status	BPA Serial Number	BPA Status	Damage Type*	Upload Image*
☒		Small Assembly	Meter Equipment	FH0430758	Active			Broken - need Replacement	Upload File
☒		Small Assembly	BPA Equipment			2603101244991	Active	Broken - need Replacement	Upload File
☐		Large Assembly	Meter Equipment	FH0430787	Active			Select Type	Upload File
☐		Large Assembly	BPA Equipment			2603101000923	Active	Select Type	Upload File

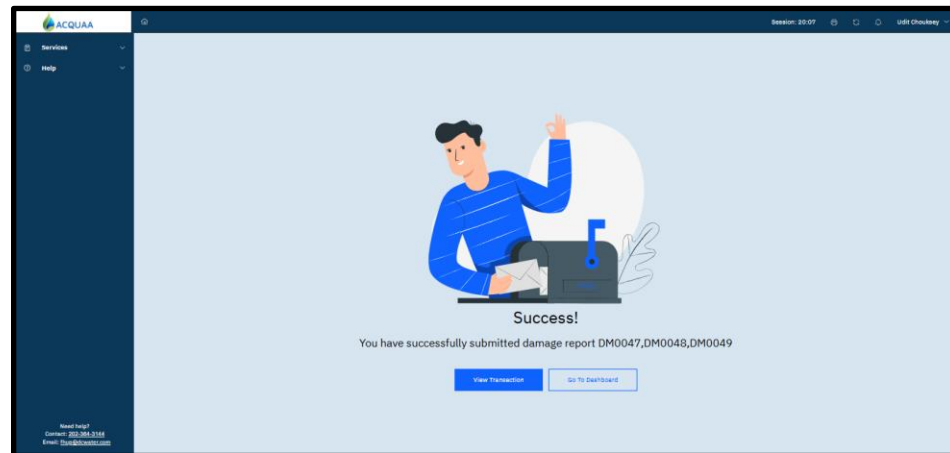
Hydrant Damage

Max file size is 50 MB. Supported file types are .pdf, .jpg, .jpeg, .bmp, .gif, .png, .tiff, & .webp

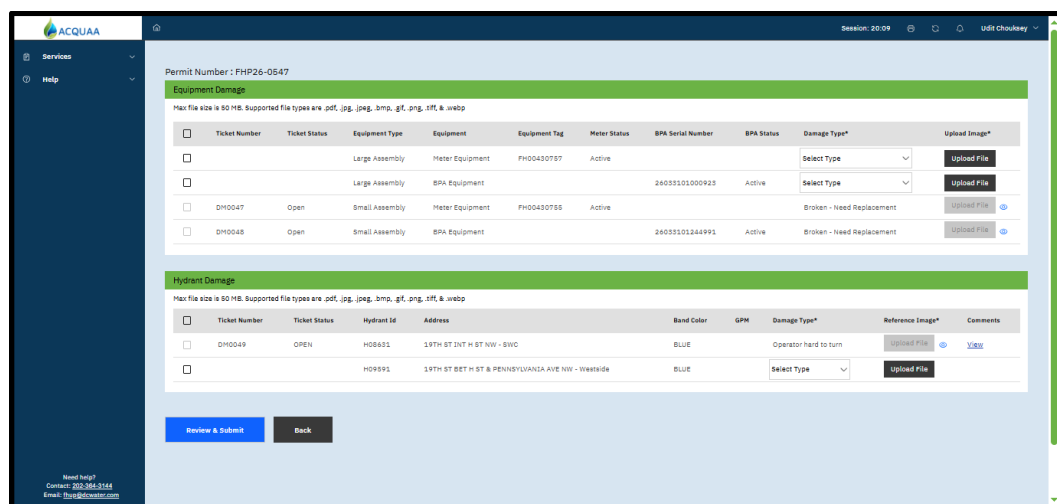
Ticket Number	Ticket Status	Hydrant Id	Address	Band Color	GPM	Damage Type*	Reference Image*	Comments
☒		HD0821	19TH ST INT H ST NW - SWC	BLUE		Operator hard to turn	Upload File	
☐		HD0991	19TH ST BET H ST & PENNSYLVANIA AVE NW - Westside	BLUE		Select Type	Upload File	

Submit **Edit**

- Click on the Submit button. A success page will be displayed as shown below with damage ticket reference id per equipment.



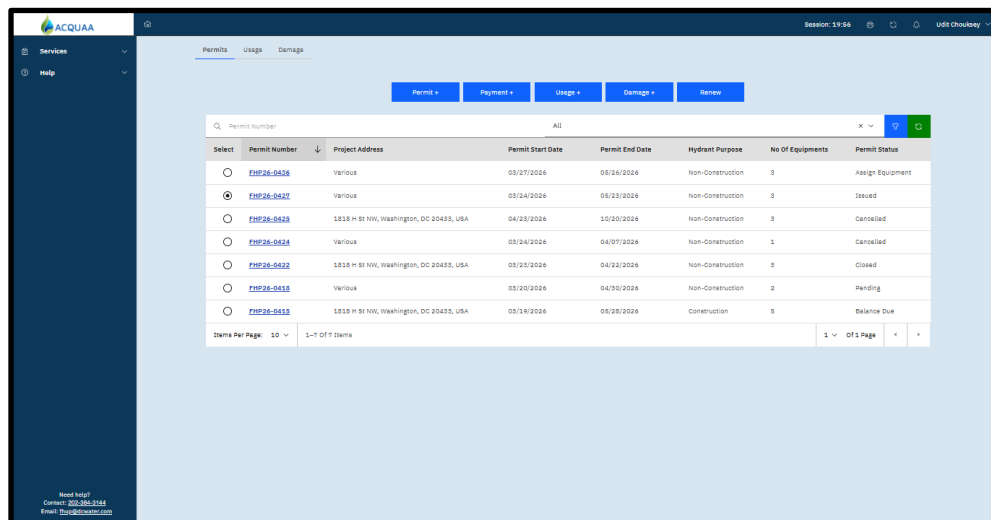
11. Click on the “View Transaction” button to view all the damage ticket details of a given permit.



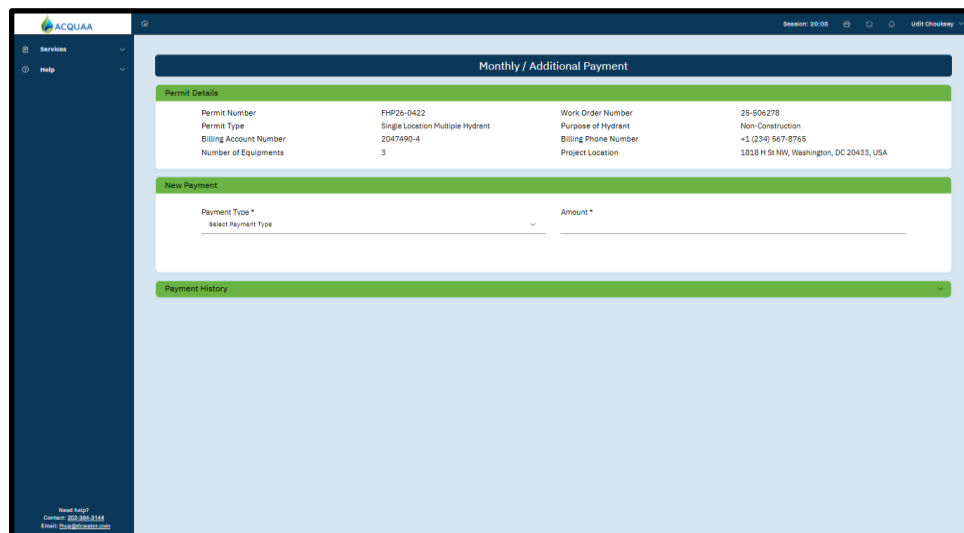
12. Ticket number and ticket status will be displayed against the equipment or hydrant.

Additional Payment

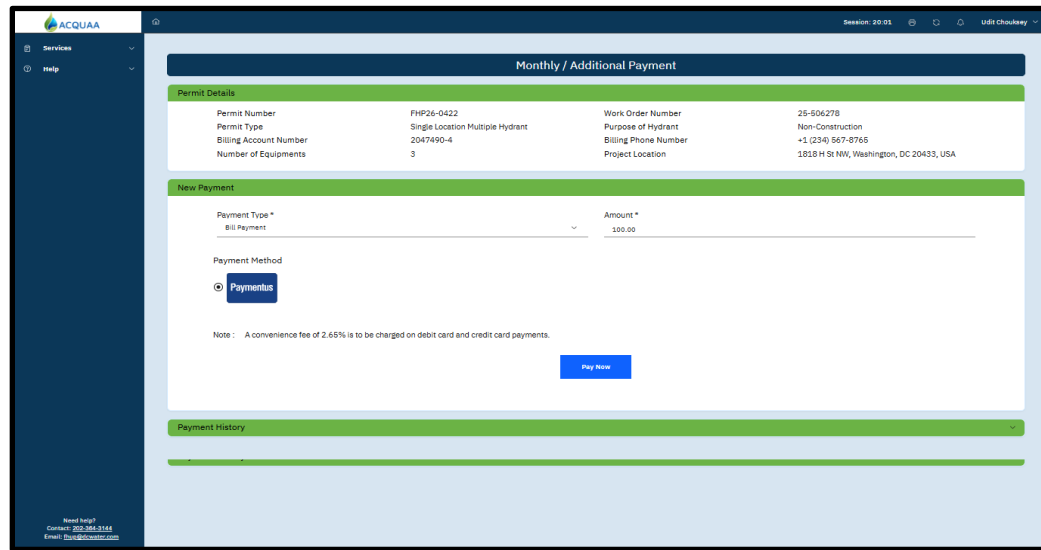
1. This feature allows you to make any additional payment on the permit. This could be an additional deposit payment or a bill payment based on the monthly usage invoice.
2. Expand the “Fire Hydrant Services” menu on the left menu panel and select an Issued permit from the list.



3. The button “Payment +” will be enabled based on the status of the permit: Issued, Waiting Others, WPLAN Or Closed.
4. Click on the “Payment +” button to open monthly/additional payment page.



5. Select the “Payment Type” from the drop down.
 - a. Deposit Payment
 - b. Bill Payment
6. Fill in the amount. Payment Method is pre-selected as “Paymenus”.



Monthly / Additional Payment

Permit Details

Permit Number	FHP26-0422	Work Order Number	25-506278
Permit Type	Single Location Multiple Hydrant	Purpose of Hydrant	Non-Construction
Billing Account Number	2047490-4	Billing Phone Number	+1 (234) 567-8765
Number of Equipments	3	Project Location	1818 H St NW, Washington, DC 20433, USA

New Payment

Payment Type *
Bill Payment

Amount *
100.00

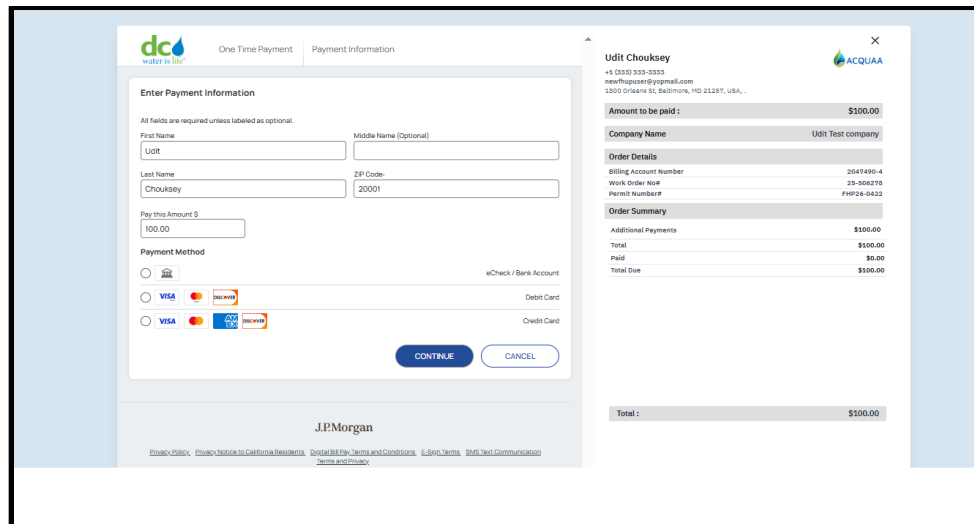
Payment Method
☒ Paymentus

Note : A convenience fee of 2.65% is to be charged on debit card and credit card payments.

Pay Now

Payment History

- Click on the “Pay Now” button.
- You'll be able to complete a secure payment via Paymentus IFrame on Acquaa portal.



One Time Payment | **Payment Information**

Enter Payment Information

All fields are required unless labeled as optional.

First Name (Optional)
Last Name (Optional)
ZIP Code (Optional)
Pay this Amount \$
100.00

Payment Method

☐ eCheck / Bank Account
☐ Debit Card
☐ Credit Card

Udit Chouksey
+1 (303) 330-3333
new@paymentus.com
1800 Orleans St, Baltimore, MD 21287, USA...

Amount to be paid : \$100.00

Company Name Udit Test company

Order Details

Billing Account Number	2047490-4
Work Order Num	25-506278
Permit Number	FHP26-0422

Order Summary

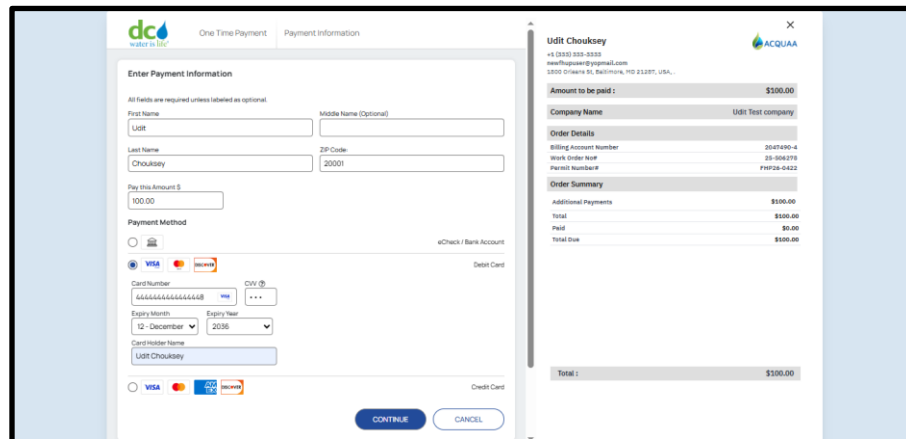
Additional Payments	\$100.00
Total	\$100.00
Paid	\$0.00
Total Due	\$100.00

Total : \$100.00

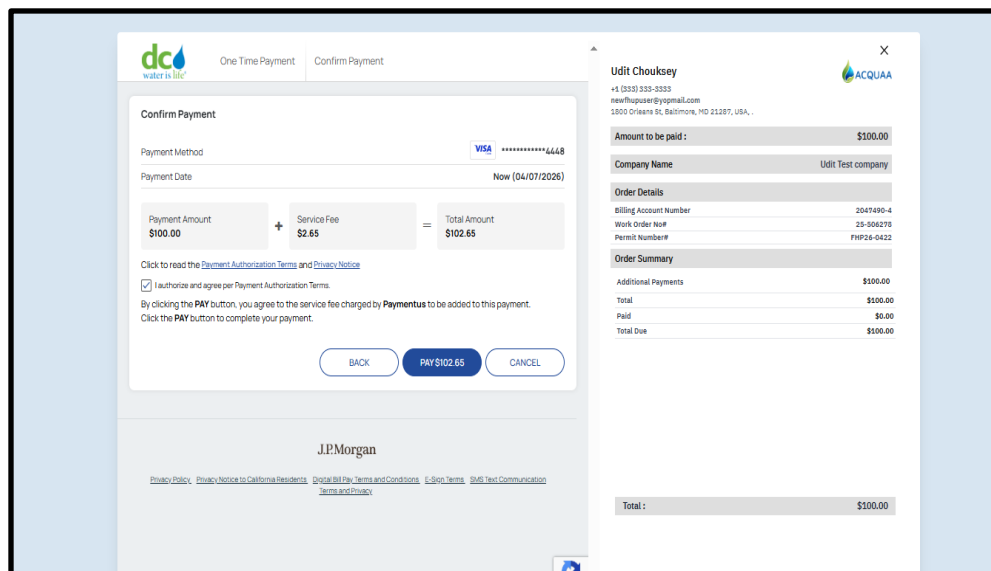
J.P.Morgan

[Privacy Policy](#) | [Privacy Notice to California Residents](#) | [Digital Bill Pay Terms and Conditions](#) | [e-Sign Terms](#) | [SMS Text Communication Terms and Conditions](#)

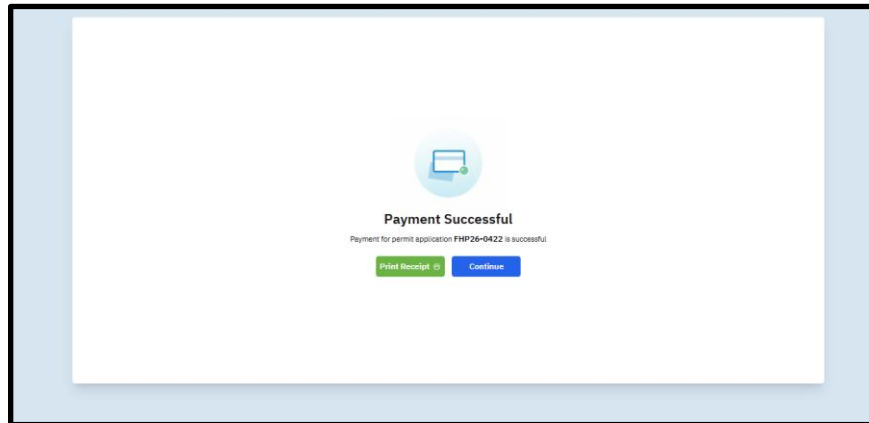
- You can make payment using e-check/Bank account, Debit Card or Credit Card. Note: Debit and Credit card payments are subject to a 2.65% convenience fee.



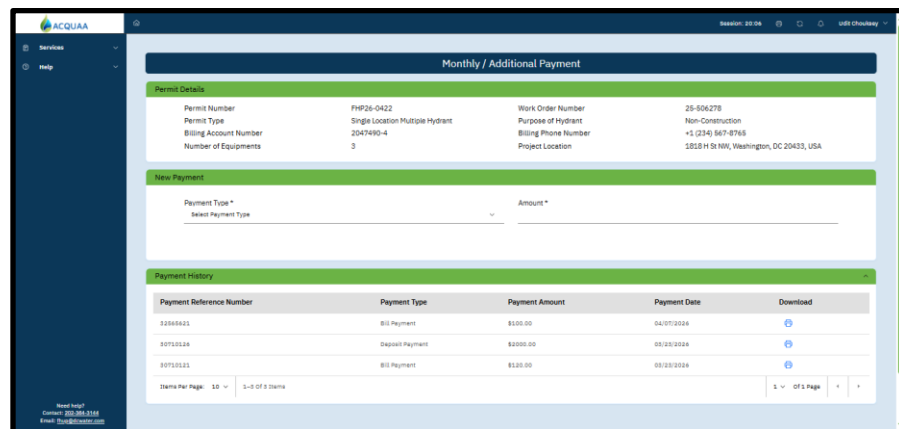
10. Review all the details on the page and enter the payment details for the selected payment method.
11. Click on the Continue button to proceed. If you wish to cancel the transaction, click on the Cancel button.



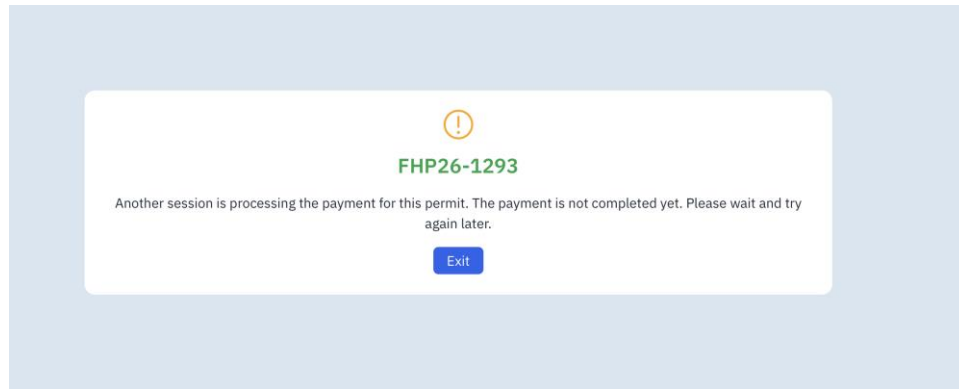
12. Select the check box for authorizing payment and click on “Pay\$” button.
13. If you want to make any changes you can click on “Back” button. To cancel the transaction, click on the “Cancel” button.
14. Once payment is successful you will see the payment confirmation page as shown below.



15. Click on “Print Receipt” Button to print the receipt or click on Continue button to make another additional payment.
16. You can also view the payment history of monthly/additional payment. Click on the down arrow(v) under Payment History section.



17. You can view the payment history and payment information like payment reference number, payment type, payment amount, payment date. You can also download payment receipt.
18. If the payment did not go through due to insufficient funds or any other reason, please modify the payment details and try again.
19. If you see a page like the below, please hit the Exit button and retry payment after few minutes.



Reports

1. Reports menu is used to view and download any exported document exported from the permit page on the portal .
2. The search results table has an export icon on top of the header. When you click the (export icon), a request to export a report is created. You can view the status of the download request by clicking on the “Reports” menu on the left panel.
3. These reports are in “CSV” format and can be opened in Microsoft Excel applications. To download the report, click the (download icon) and then use standard Windows functionality to open the file.

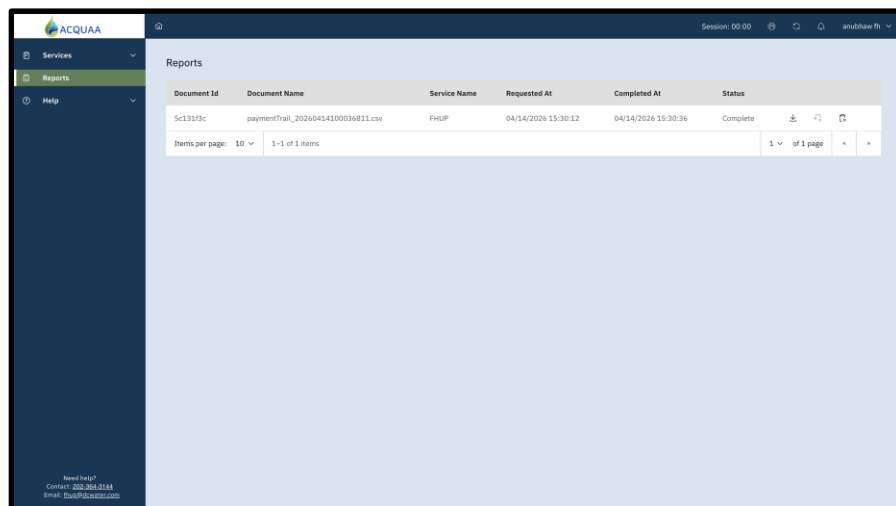
Field	Description
Document Id	Unique id of the exported document
Document Name	Name of the exported document
Document Type	File type of the exported document
Requested At	Date and time when the document was requested for export
Completed At	Date and time when the document export was completed.
Status	Status of the exported document: 1. If the status is “Failed”, you may retry again with the retry icon. 2. If status is “Submitted”, export is in progress.

	3. If the status is “Complete”, the document is ready for download.
Action	Download icon: Download icon is displayed only when export is completed. Click on the icon to download document to your local machine Retry icon: Retry icon is displayed when the export has failed and retry again. Delete icon: Delete icon is displayed to let the user delete the file if the file is no longer needed or if an export has failed.

To view reports:

1. Click “Reports” from the left-pane menu.

The “Reports” page will be displayed as shown below.



The End