



CITY OF BEND

Hydrant Meter Permits  
Online Permit Center Portal (External)



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Document Information	
<b>City Division</b>	Utilities
<b>Procedure Title</b>	Hydrant Meter Permits
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<b>Email Contact</b>	permitcenter@bendoregon.gov
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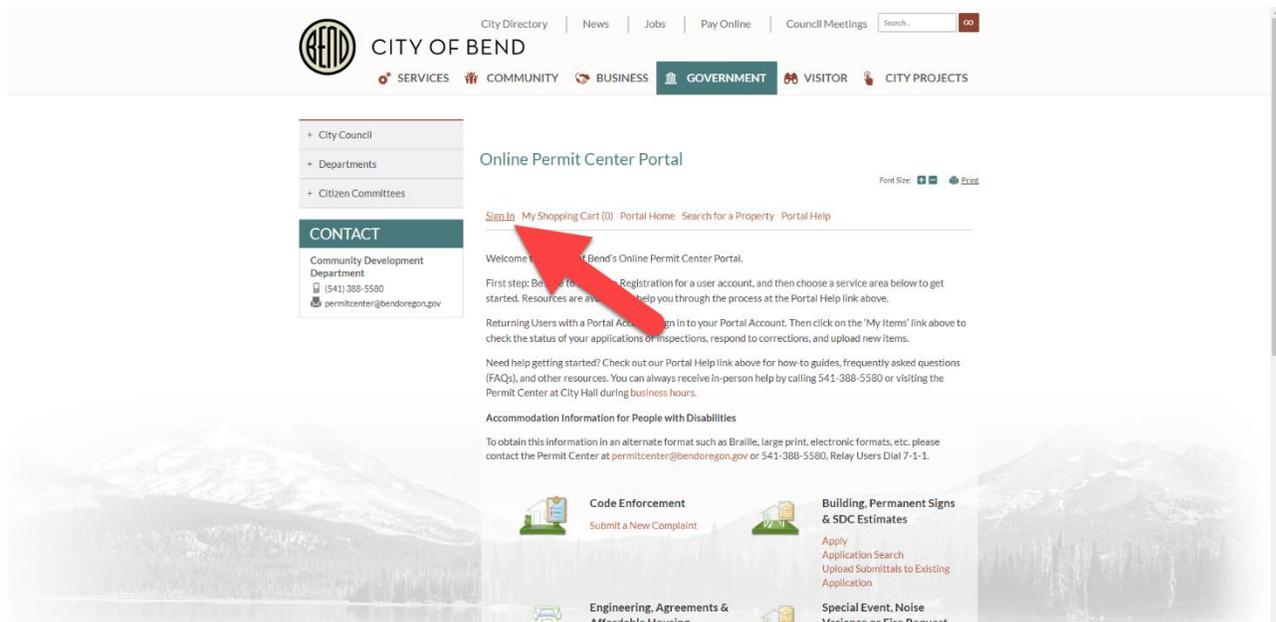
## SETTING UP A PORTAL ACCOUNT

If you do not have an existing Portal account, please register for an account. You cannot apply without a Portal account.

Direct URL to Register: <https://cityview.ci.bend.or.us/Portal/Account/Register>

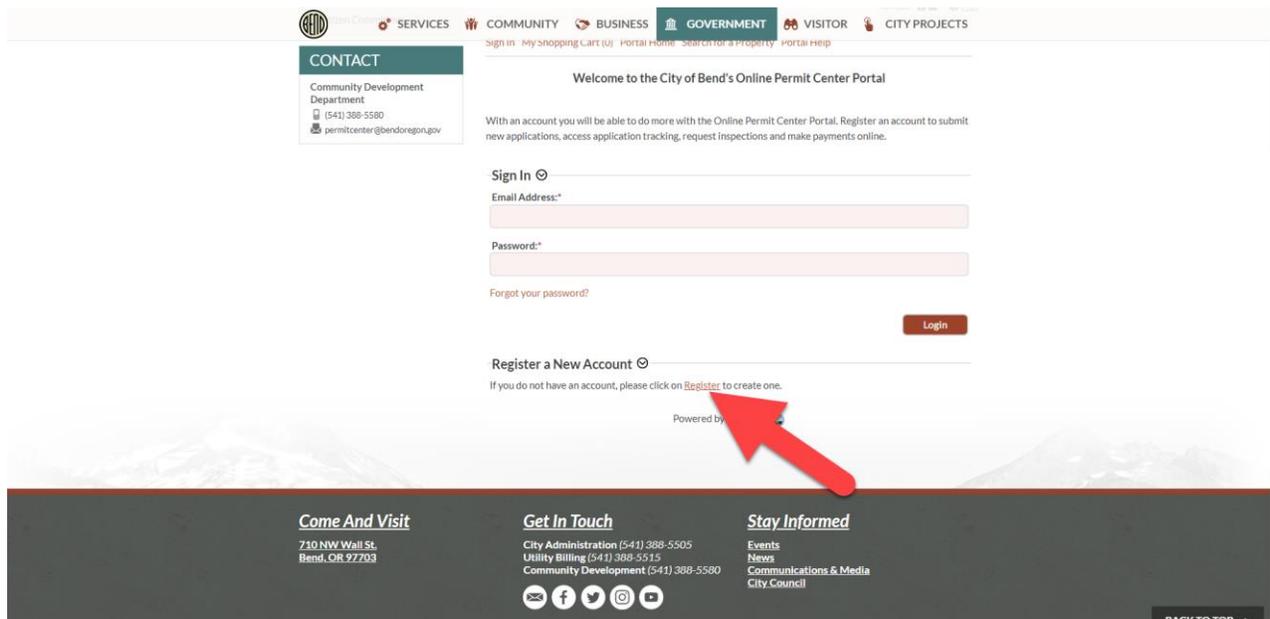
URL to Portal Home: <https://cityview.ci.bend.or.us/Portal/>

Click Sign In:



## Introduction

Scroll to the bottom of the page and click Register:

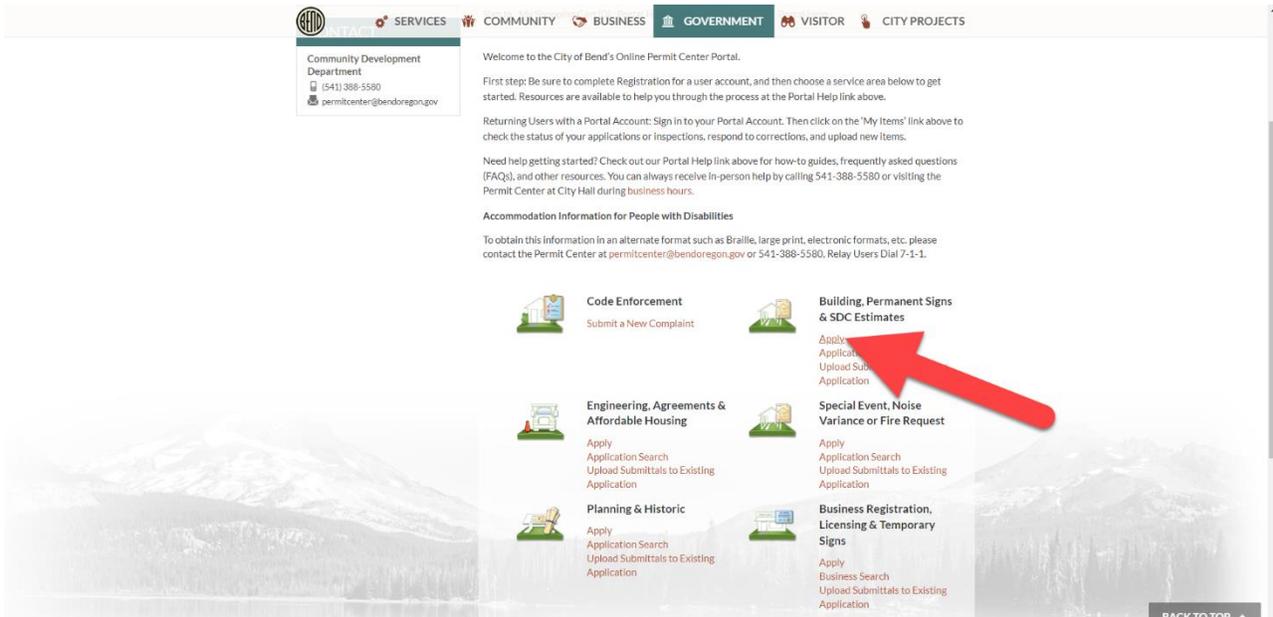


Wait to receive an email to confirm your email address and finish the registration process. If you do not receive an email, check your junk email box. Finally, if you still do not have a confirmation email, you may email [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) to help finish the process.

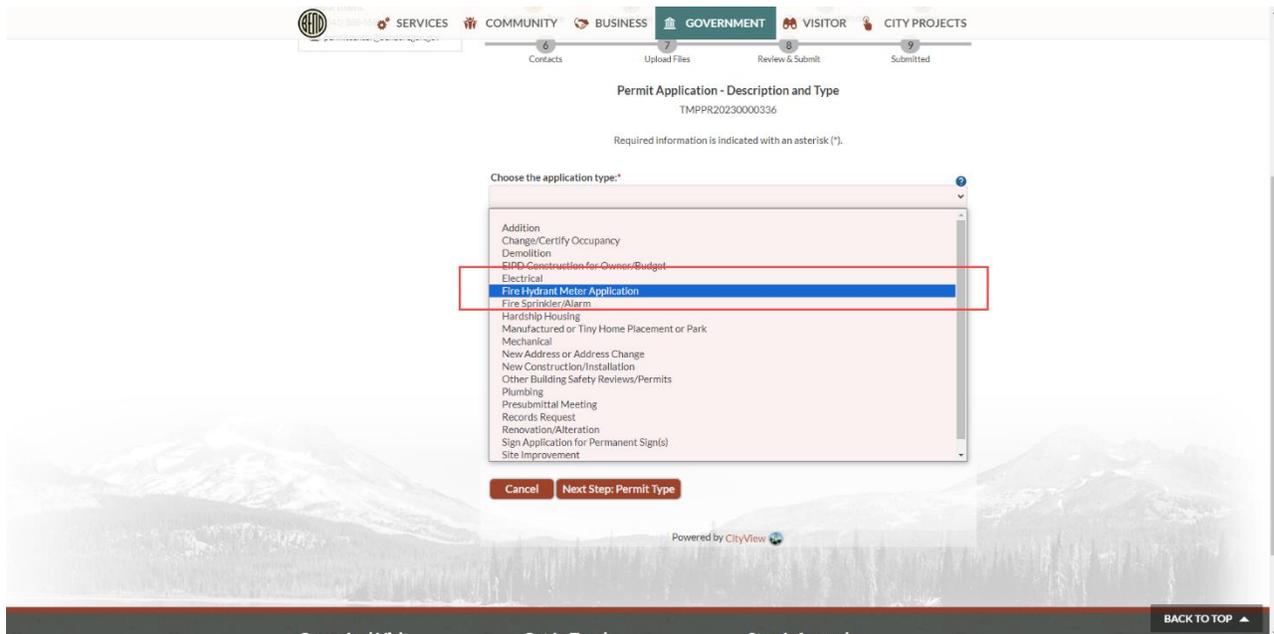


## Step 1 – Apply for a Hydrant Meter Permit

1. After signing in, click Apply under **Building, Permanent Signs, & SDC Estimates**



2. Select **Fire Hydrant Meter Application**





3. Fill out the information in the red-shaded boxes then click Next Step

The screenshot shows a web application interface for a permit application. At the top, there is a navigation bar with the Bend logo and menu items: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT (highlighted), VISITOR, and CITY PROJECTS. Below the navigation bar, there are two dropdown menus: "Choose the application type:" with "Fire Hydrant Meter Application" selected, and "Please categorize the nature of the work being done:" with "N/A" selected. A large red-bordered box highlights a section titled "Please describe the work being done:" which contains a text area with a "Limit: 4000 characters" label. Below this is a section titled "\* Utility Billing Customer" with several input fields: "Utility Billing Customer:\*", "Complete Mailing Address (street, city, zip):\*", "Phone Number:\*", and "Email Address:\*". At the bottom of the red box are two buttons: "Cancel" and "Next Step: Permit Type". A "BACK TO TOP" button is visible in the bottom right corner of the page.

4. Continue to the next step, nothing additional needs to be filled out in this screen.

The screenshot shows the next step in the permit application process. At the top, the navigation bar is the same as in the previous screenshot. A progress indicator shows eight steps: 1. Application Type, 2. Permit Type (highlighted), 3. Work Items, 4. Location, 5. Contacts, 6. Upload Files, 7. Review & Submit, and 8. Submitted. Below the progress indicator, the page title is "Permit Application - Select Permit Types" with the ID "TMPPR20230000336". A note states "Required information is indicated with an asterisk (\*)". The "Permit Types" section has a search bar and a list of permit types, with "Fire Hydrant Meter Use" selected. At the bottom of the red box are two buttons: "Previous Step: Application Type" and "Next Step: Work Items". A "BACK TO TOP" button is visible in the bottom right corner of the page. The footer contains contact information for the Community Development Department and links for "Come And Visit", "Get In Touch", and "Stay Informed".



5. Check the box next to Hydrant Meter Installation/Set-up item.

1 Application Type 2 Permit Type 3 Work Items 4 Location 5 Contacts  
6 Upload Files 7 Review & Submit 8 Submitted

Permit Application - Work Items  
TMPPR20240000017

Required information is indicated with an asterisk (\*).

Fire Hydrant Meter Use Permit ☺

Hydrant # click blue ? for look-up:\*

Please choose as many work items as are appropriate.

Search for work items

- Hydrant Meter Installation/Set-up
- Hydrant Meter Permit Recertification
- Hydrant Meter Relocation

6. To proceed, you must have your Hydrant Number entered into the top red-shaded box. Not sure what your Hydrant Number is? Use the blue question mark on the item to navigate to the Hydrant Number search tool (next page).

1 Application Type 2 Permit Type 3 Work Items 4 Location 5 Contacts  
6 Upload Files 7 Review & Submit 8 Submitted

Permit Application - Work Items  
TMPPR20240000017

Required information is indicated with an asterisk (\*).

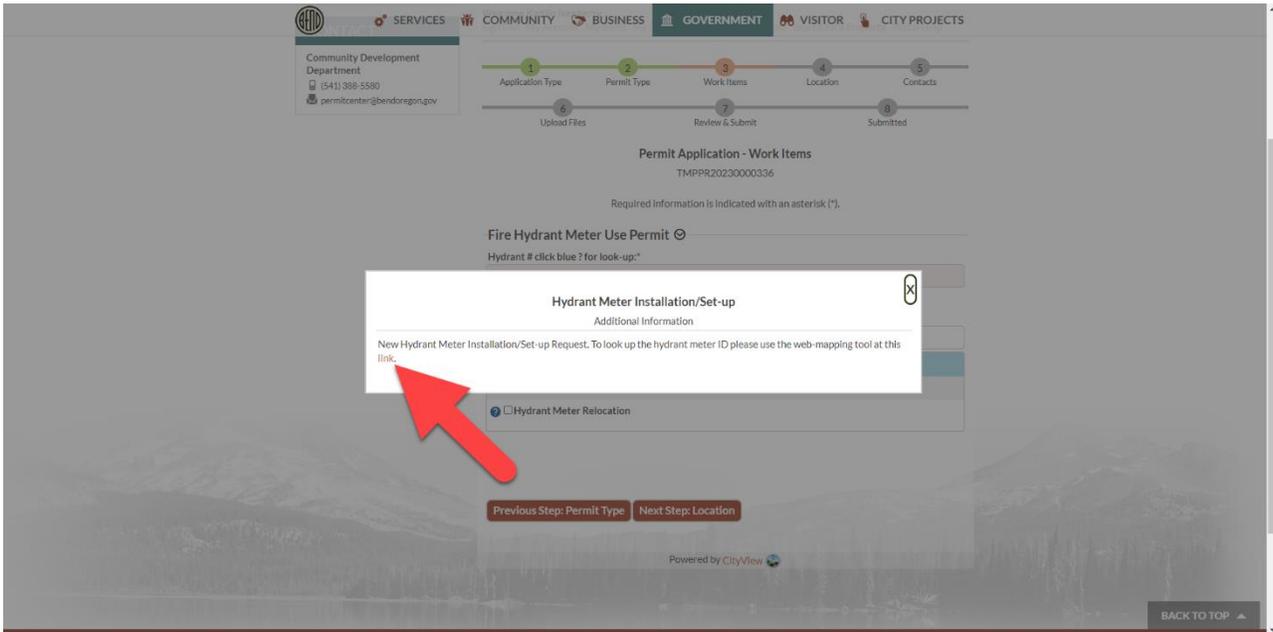
Fire Hydrant Meter Use Permit ☺

Hydrant # click blue ? for look-up:\*

Please choose as many work items as are appropriate.

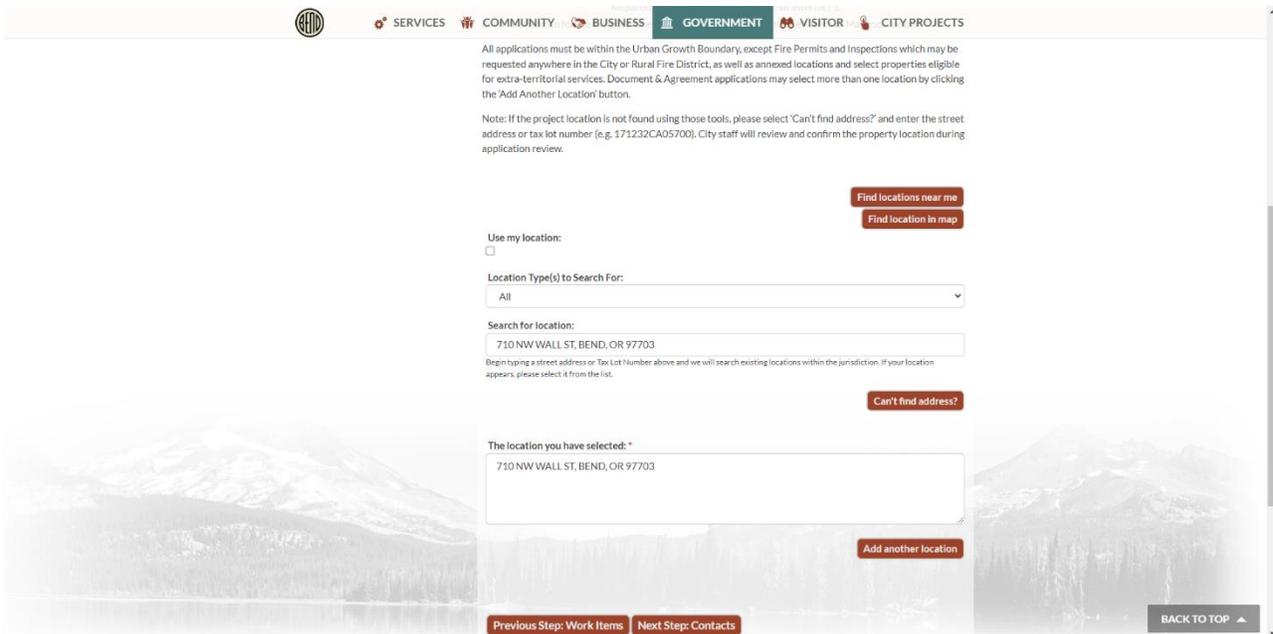
Search for work items

- Hydrant Meter Installation/Set-up
- Hydrant Meter Permit Recertification
- Hydrant Meter Relocation



7. Proceed to the next step.

8. Enter the location of the Hydrant Meter and proceed to the next step.



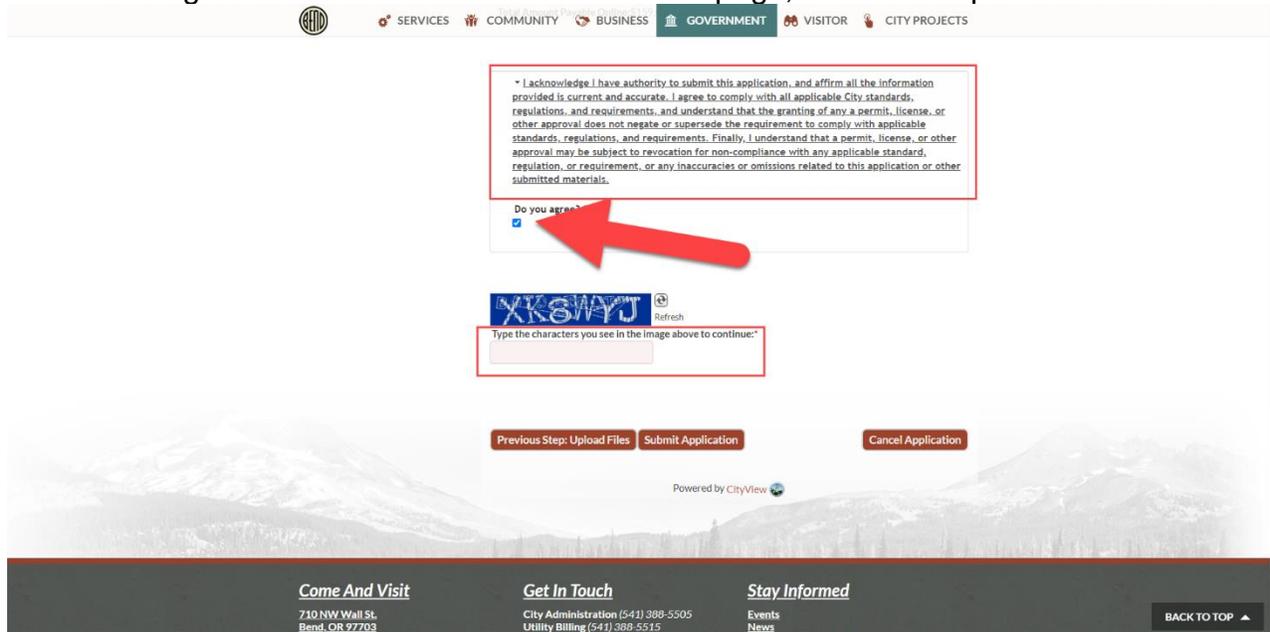


9. Add additional **Business** or **Contractor** contacts here if applicable. These contacts will need to be manually added by staff so there may be a wait before the added contacts have access in Portal. Continue to the next step.

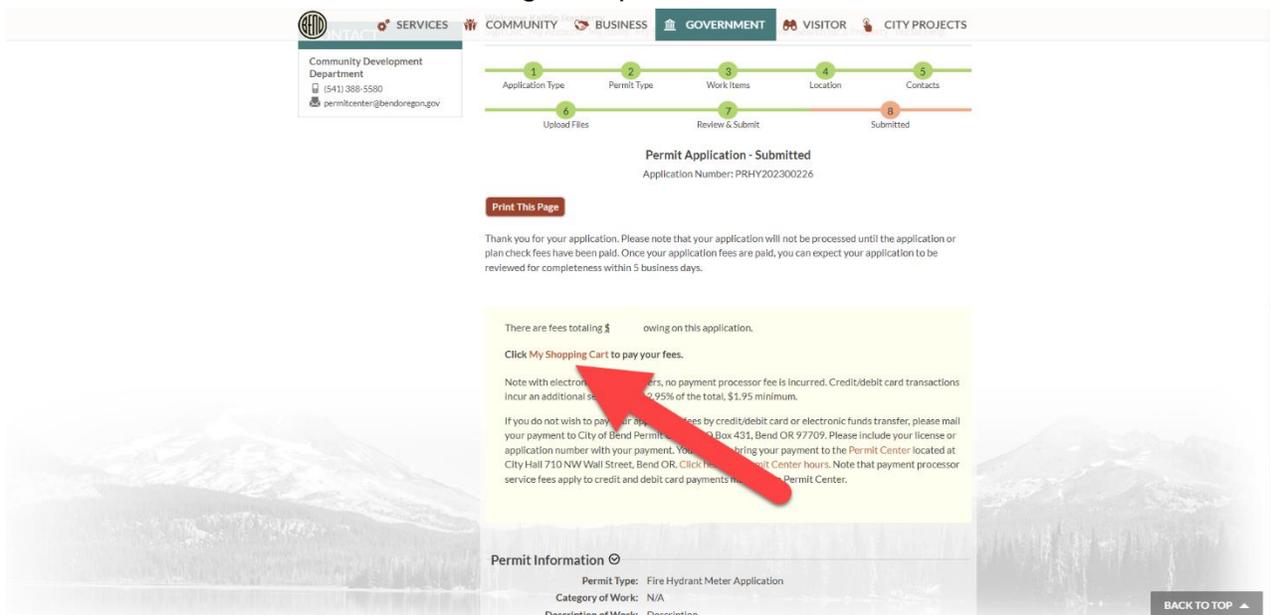
10. Review the contents of this agreement, [Hydrant Meter Agreement](#), and then upload to the uploads section. Continue to the next step.



11. Scroll to the bottom of the page, reviewing the information you have input up to this point for accuracy. You may move back steps if anything is incorrect. Finally, read and agree to the terms at the bottom of the page, enter the captcha and submit.

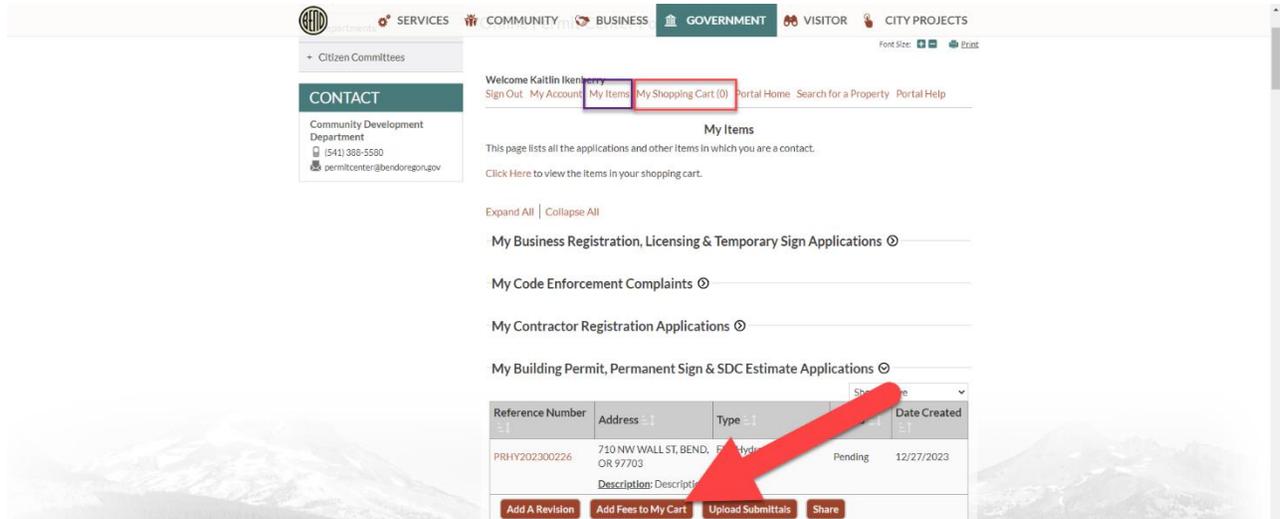


12. After submitting, there will be a spot you can pay your fees on this permit. You must pay your fees before staff can issue your hydrant meter application. You can pay on the portal. Please note, checks and electronic funds transfer (EFT) do not have a surcharge, however all other payment methods have a 2.95% service charge.
  - a. You can pay in person at 710 NW Wall St, Bend, OR 97703, over the phone, 541.388.5580, or through the portal.



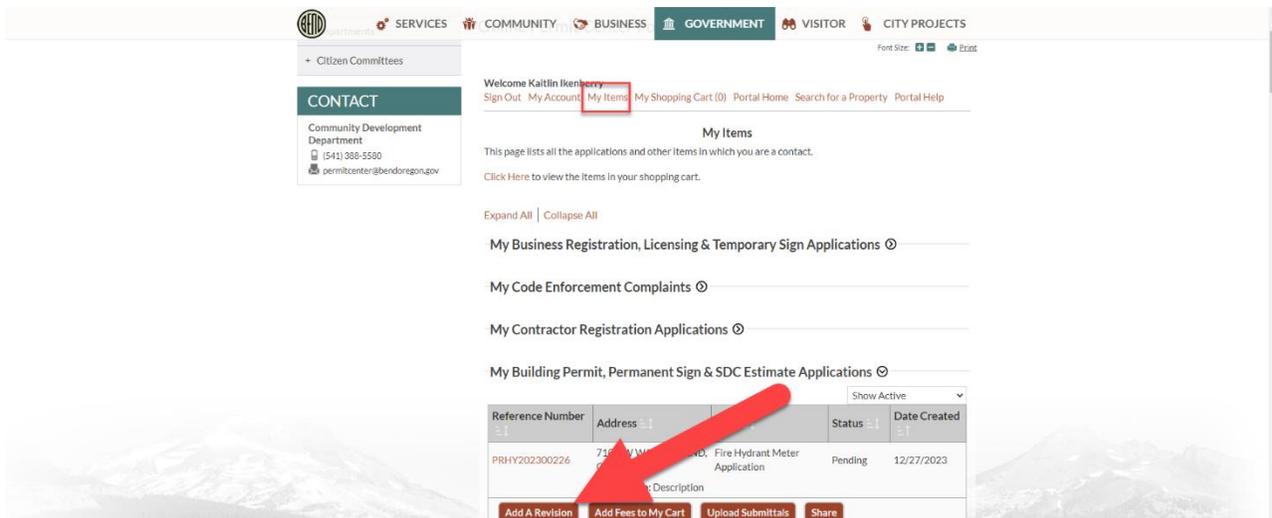


- b. If you can't find your fees after submitting, under **My Items**, under My Building Permit..., look for your Hydrant Permit Number and select "Add Fees to My Cart" and proceed to My Cart to continue payment.



## Step 2 – Hydrant Meter Relocation

1. Locate your existing Hydrant Meter Application Under **My Items** and Select **Add a Revision**





2. Select Fire Hydrant Meter Use and proceed.

The screenshot shows the 'Permit Application - Select Permit Types' page for application PRHY202300226. A progress bar at the top indicates the current step is 1, 'Permit Type'. Below the progress bar, the user is prompted to select permit types. The 'Fire Hydrant Meter Use' option is selected and highlighted in blue. Buttons for 'Cancel' and 'Next Step: Work Items' are visible at the bottom.

3. Enter your **Hydrant Meter Number** and select **Hydrant Meter Relocation**. Look back at [this step](#) if you don't know your number. Click through the next two steps (move through contacts and uploads sections unless you need to make a few changes) until you reach review and submit.

The screenshot shows the 'Permit Application - Work Items' page for application TMPPR2024000014. A progress bar at the top indicates the current step is 3, 'Work Items'. Below the progress bar, the user is prompted to select work items. The 'Hydrant Meter Relocation' option is selected and highlighted in blue. A text input field for 'Hydrant # click blue ? for look-up:' contains the value '12345'. Buttons for 'Cancel' and 'Next Step: Review & Submit' are visible at the bottom.



4. To complete your submission, scroll to the bottom of the review page and submit, looking through your submitted information, enter the captcha and then hit submit application.

A screenshot of a web application submission page. At the top, there is a consent box with a small asterisk and a paragraph of text: "\* I acknowledge I have authority to submit this application, and affirm all the information provided is current and accurate. I agree to comply with all applicable City standards, regulations, and requirements, and understand that the granting of any a permit, license, or other approval does not negate or supersede the requirement to comply with applicable standards, regulations, and requirements. Finally, I understand that a permit, license, or other approval may be subject to revocation for non-compliance with any applicable standard, regulation, or requirement, or any inaccuracies or omissions related to this application or other submitted materials." Below this is a checkbox labeled "Do you agree?:" which is checked. In the center, there is a CAPTCHA image showing the word "GOART" in a distorted font. Below the CAPTCHA is a text input field and a "Refresh" button. At the bottom, there are three buttons: "Previous Step: Upload Files", "Submit Application", and "Cancel Application". The page is powered by CityView, as indicated by the text "Powered by CityView" at the bottom center. A "BACK TO TOP" link is visible in the bottom right corner.

5. Wait for “Permit Application – Submitted” to show and pay any fees that are due to finish your submission.

### Step 3 – Hydrant Meter Recertification (New Procedure Introduced January, 2024)

1. After having your Hydrant Meter for one year, you will be asked 30 days prior to your Hydrant Meter expiring to request a recertification.
  - a. You will have 30 days to return to your existing Hydrant Meter Application and request an inspection to ensure that your Hydrant Meter is still in compliance with standards and specs and for the City of Bend Utilities department to inventory meters that are being utilized.

(Continue to Next Page)



2. Return to your **My Items** section and select **Add a Revision**

Navigation: SERVICES, COMMUNITY, BUSINESS, **GOVERNMENT**, VISITOR, CITY PROJECTS

CONTACT: Community Development Department, (541) 388-5580, permitcenter@bendoregon.gov

Welcome Kaltlin Ikenberry  
 Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Search for a Property Portal Help

**My Items**  
 This page lists all the applications and other Items in which you are a contact.  
 Click Here to view the items in your shopping cart.

Expand All | Collapse All

My Business Registration, Licensing & Temporary Sign Applications ⊙

My Code Enforcement Complaints ⊙

My Contractor Registration Applications ⊙

My Building Permit, Permanent Sign & SDC Estimate Applications ⊙

Reference Number	Address	Description	Status	Date Created
PRHY202300226	714 W...	Fire Hydrant Meter Application	Pending	12/27/2023

Buttons: Add A Revision, Add Fees to My Cart, Upload Submittals, Share

3. Select Fire Hydrant Meter Use and proceed.

CITY OF BEND | City Directory | News | Jobs | Pay Online | Council Meetings | Search

Navigation: SERVICES, COMMUNITY, BUSINESS, **GOVERNMENT**, VISITOR, CITY PROJECTS

CONTACT: Community Development Department, (541) 388-5580, permitcenter@bendoregon.gov

Online Permit Center Portal

Welcome Kaltlin Ikenberry  
 Sign Out My Account My Items My Shopping Cart (0) Portal Home Search for a Property Portal Help

Progress Bar: 1 Permit Type, 2 Work Items, 3 Contacts, 4 Upload Files, 5 Review & Submit, 6 Submitted

**Permit Application - Select Permit Types**  
 PRHY202300226

Required information is indicated with an asterisk (\*).

Permit Types ⊙  
 Please choose as many Permits as are appropriate.

Search for permit types

Fire Hydrant Meter Use

Buttons: Cancel, Next Step: Work Items



4. Enter your existing **Hydrant Meter Number** and select **Hydrant Meter Permit Recertification**. Look back at [this step](#) if you don't know your hydrant number, or reference your recertification letter for the Hydrant Number. Click through the next two steps (move through contacts and uploads sections unless you need to make a few changes) until you reach review and submit.



Permit Application - Work Items

TMPPR2024000017

Required information is indicated with an asterisk (\*).

Fire Hydrant Meter Use Permit ☺

Hydrant # click blue ? for look-up:\*

Please choose as many work items as are appropriate.

Search for work items

- Hydrant Meter Installation/Set-up
- Hydrant Meter Permit Recertification
- Hydrant Meter Relocation

5. To complete your submission, scroll to the bottom of the review and submit, looking through your submitted information, enter the captcha and then submit.

\* I acknowledge I have authority to submit this application, and affirm all the information provided is current and accurate. I agree to comply with all applicable City standards, regulations, and requirements, and understand that the granting of any a permit, license, or other approval does not negate or supersede the requirement to comply with applicable standards, regulations, and requirements. Finally, I understand that a permit, license, or other approval may be subject to revocation for non-compliance with any applicable standard, regulation, or requirement, or any inaccuracies or omissions related to this application or other submitted materials.

Do you agree?:\*



Previous Step: Upload Files Submit Application

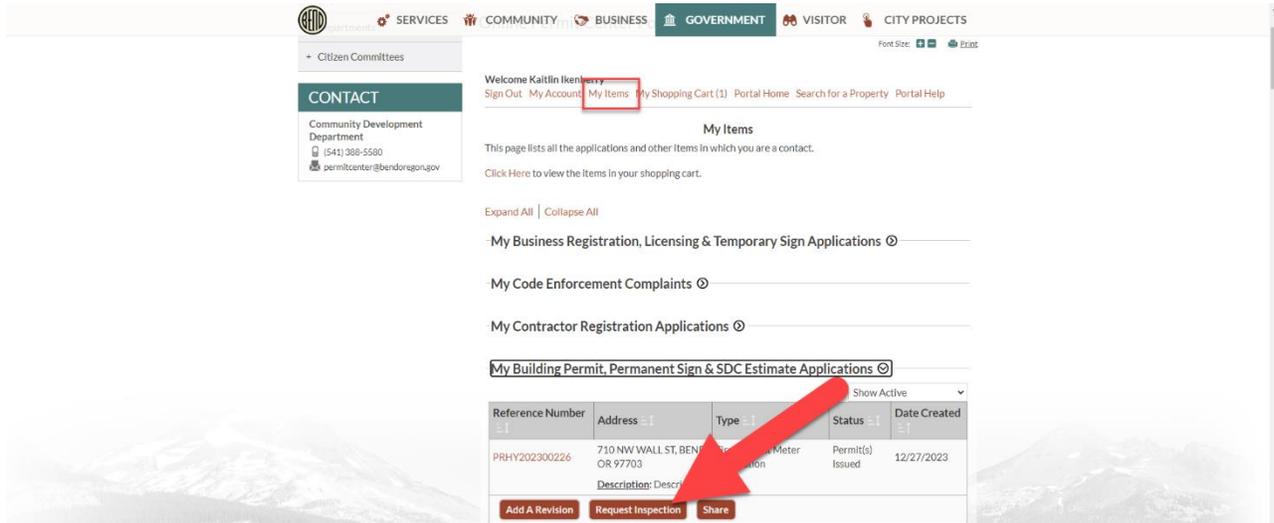
Cancel Application

Powered by CityView

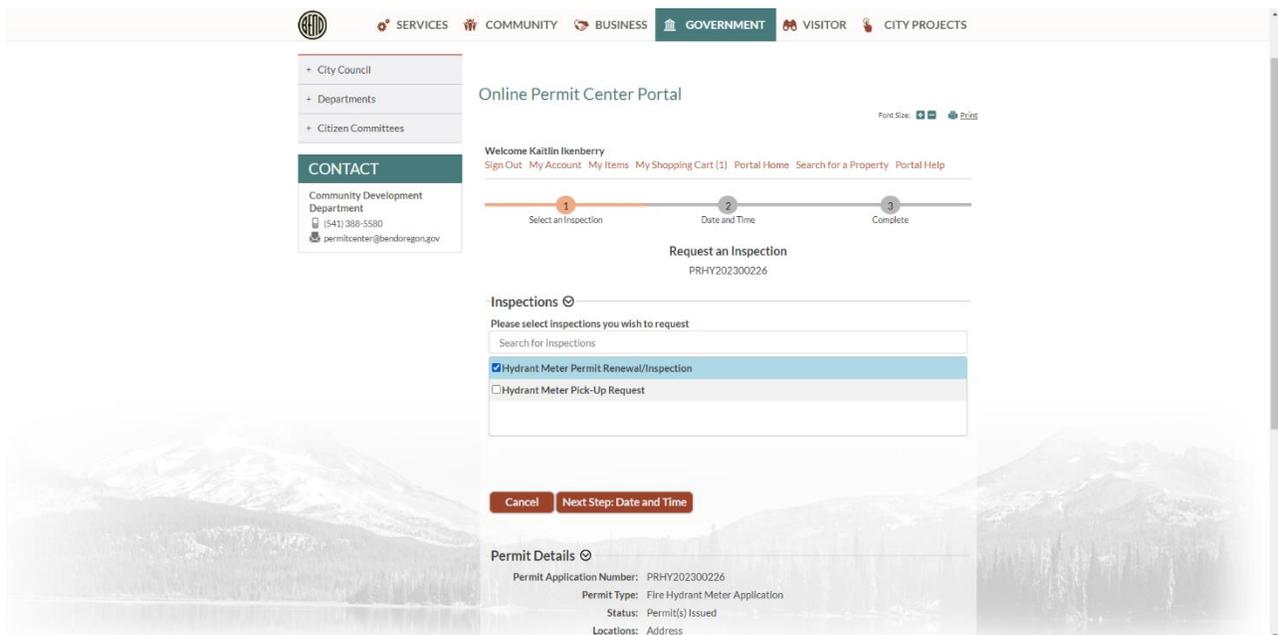
BACK TO TOP



6. Wait for “Permit Application – Submitted” to show and pay any fees that are due to finish your submission.
7. After City staff have reviewed your request and all fees have been paid, you may now request an inspection to have your Hydrant Meter tested.



8. Select **Hydrant Meter Permit Recertification Inspection** and request a date/time for someone from City of Bend Utilities to come inspect your Hydrant Meter.

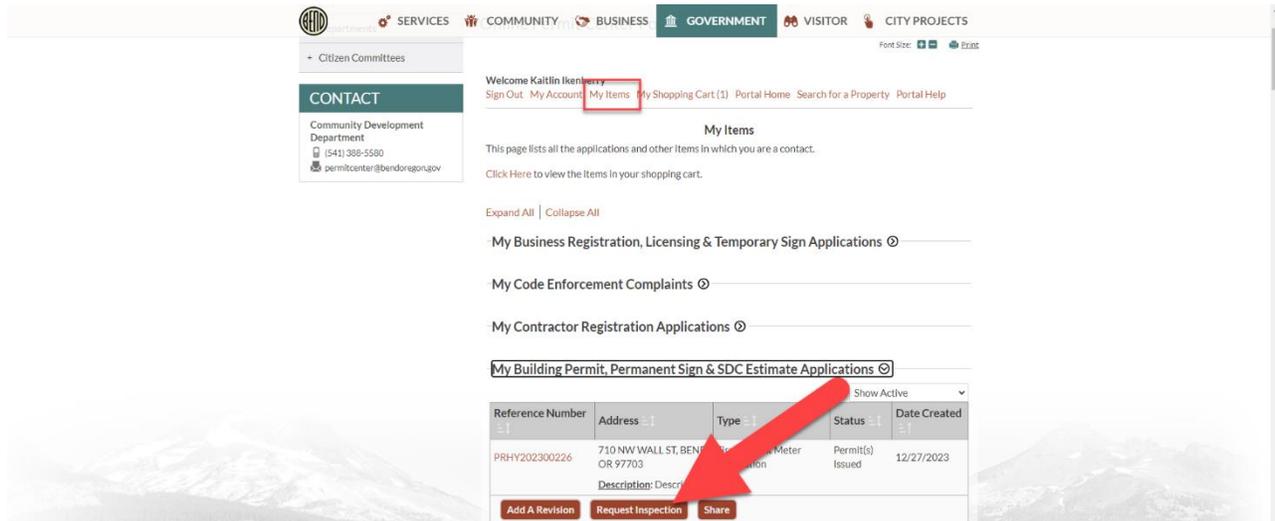


9. After completing and passing your inspection, your Hydrant Meter has been renewed for another year.



### Step 4 – Hydrant Meter Pick-Up Request – Hydrant Meter No Longer Needed

1. When you are done using your Hydrant Meter, return to your My Items and select Request and Inspection on the Hydrant Meter’s permit.



2. Select **Hydrant Meter Pick-Up Request** and request a date/time for someone from Utilities to come pick up your Hydrant Meter.
3. Your overall application will then be closed out.