

101 GENERAL

101.1 WATER PRESSURE

Water pressure varies throughout the distribution system depending on elevation and pressure zones. Information on pressure at a specific location may be obtained upon request to the Water Utility.

101.2 TEMPORARY INTERRUPTION OF SERVICE

The Water Utility may interrupt a customer's water supply. An effort will be made to provide 24-hour advanced notification of any interruption. In case of emergencies such as a main break, mains and services may be shut down without notification.

101.3 LOCATION OF WATER FACILITIES

101.3.1 Water mains and facilities owned or maintained by the Water Utility.

The Water Utility is a member of Iowa One Call and will furnish information, as may be available from our records, and to the best of our ability regarding locations of mains, hydrants, valves, and other fixtures owned by the Water Utility. The Water Utility will use its employees and tools in this effort at no cost to the person assisted. It should be understood that after the location of the facility is established, the Water Utility should expect the facility to be protected from damage or harm.

101.3.2 Water mains, valves, services and fixtures not owned or maintained by, the Water Utility.

This section references private water mains and valves, rural water district mains, etc. On such mains and facilities the Water Utility will make available to persons having a reasonable need, information concerning these mains and facilities from records that may be on file with the Water Utility. Records on private mains and facilities and similar installations are furnished to the Water Utility on behalf of the owners of these facilities and may not be current or reflect as-built conditions. It should be understood that these facilities are not owned and maintained by the Water Utility. The Water Utility makes no assurances to the accuracy or validity of the records, field markings or information. Persons shall use their own discretion when making use of the records on private facilities. The Water Utility will, upon request, provide assistance, at its convenience, to help in locating private pipes, valves or fixtures.

101.4 WATER AVAILABILITY

All requests for water service will be evaluated on whether adequate capacity is available at the desired location. If adequate service is not available, alternatives may be provided to the owner to obtain service. In some locations, main installation, front footage pay back, or other capital contribution may be required.

101.5 WATER CONNECTION TO OTHER WATER SUPPLIES

Any Urbandale property owner shall not be connected to any other water system other than Urbandale Water Utility's distribution system unless written permission is obtained from the General Manager.

101.6 MATERIAL AND INSTALLATION PRACTICES

All material and installation practices shall comply with the Urbandale Water Utility's Standard Specifications for Water Main and Appurtenances.