

## **PREFACE**

1. These rules and regulation are made by authority of Chapter 388, Division V of Chapter 384, and other pertinent sections of the Code of Iowa (latest edition) and Title IV Chapter 5 of the Urbandale City Ordinance, granting authority to the Urbandale Water Board of Trustees to make such Rules and Regulations for the conduct of the Water Utility controlled and operated by the Urbandale Water Utility. This authority includes termination of any water service for nonpayment, failure to maintain the pipes and plumbing connected with the water supply main, or noncompliance on the part of the water user with these Rules and Regulations. These Rules and Regulations are binding upon the customer(s) as one of the conditions of their service. The Urbandale Water Utility delivers water to customers through the water mains installed in public rights-of-way and occasionally in easements on private property. The mains are owned by the Urbandale Water Utility and are under its exclusive control. The property owner is responsible for maintenance and care of all piping, sewer deduct meters, appurtenances and fixtures (including corporation and stop box) from the water main. The only exceptions to this requirement are the water meter, remote reading device, meter interface unit and related wiring. These are installed and owned by the Urbandale Water Utility.
2. The Water Utility shall have the authority to bill all customers for water, sewer, solid waste and storm water. Water and sewer usage are based on the water consumed. The water rates shall be established by the Urbandale Water Board of Trustees. The sewer rates shall be established by the Sanitary Sewer Districts that serve the City of Urbandale. The solid waste and storm water fees are established by the Urbandale City Council.
3. No installation of a water service (the pipe and fixtures from the main in the street to the meter), nor repair thereof, shall be made which does not conform to these Rules and Regulations and the Standard Specifications. Inspection for conformance by the Urbandale Water Utility or a designated representative is required for all installations and repairs of water services.
4. Failure to conform to these Rules and Regulations and the Standard Specifications may result in termination of the water service as hereafter provided.
5. **Grievances and Appeals**
  - A. There shall be an appeals committee consisting of such as the general manager, the distribution manager, and the office manager may from time to time be available. Any person aggrieved by the application of these Rules and Regulations, including any person disputing the amount and validity of any charge for water service, shall be entitled to request a hearing before such committee. Such hearing shall be held as soon as reasonably practical, and the committee shall thereupon decide the issue presented to it in such manner as shall, in its judgment further the spirit of these rules and regulations, promote public safety, avoid unjust discrimination, and do substantial justice.
  - B. Any issues not resolved by the Appeals Committee may be brought before the Urbandale Water Board of Trustees for review. It shall there upon be decided in a fair and impartial manner with the final judgment of the Urbandale Water Board of Trustees being binding.
6. These Rules and Regulation shall take effect upon adoption by the Urbandale Water Board of Trustees. The adoption of these Rules and Regulations shall act to repeal or amend any existing Rules and Regulations that are in conflict.

7. These Rules and Regulations may be changed from time to time at the discretion of the Urbandale Water Board of Trustees in accordance with the law. The current rules are on file at the Water Utility office located at 3720 86th Street and on the Utility's website: [www.urbandalewater.org](http://www.urbandalewater.org).

**Adopted by action of the Urbandale Water Board of Trustees on April 8, 2025, and effective May 1, 2025.**