

Urbandale Water Utility
Late Notice/Disconnect Policy
Updated May 1, 2025

Bills are due when issued and are considered late after 20 days.

Reminder Notice issued 21st day or first working day after the due date. A late fee of 1.5% (with a minimum of \$1.50) will be applied to the customer's account when the notice is generated. If account balance is less than \$5.00 the late fee will not be applied and notice will not be sent.

Hand Delivered Shut Off Notice delivered 42nd day* If the past due balance is less than \$40.00 disconnection will not be pursued.

Water Disconnected 44th day*

*Hand delivered notices and the actual disconnect date will be coordinated so that water is not disconnected on a Friday or the day prior to an observed holiday by the Utility. The Hand Delivered Shut Off Notice will not be delivered prior to the 42nd day and water will not be disconnected prior to the 44th day.

Customers who contact the Utility to make a payment arrangement prior to the Hand Delivered Shut Off Notice may be given an extension. If payment is not received by the date of the arrangement, a Hand Delivered Shut Off Notice will be delivered the following work day.

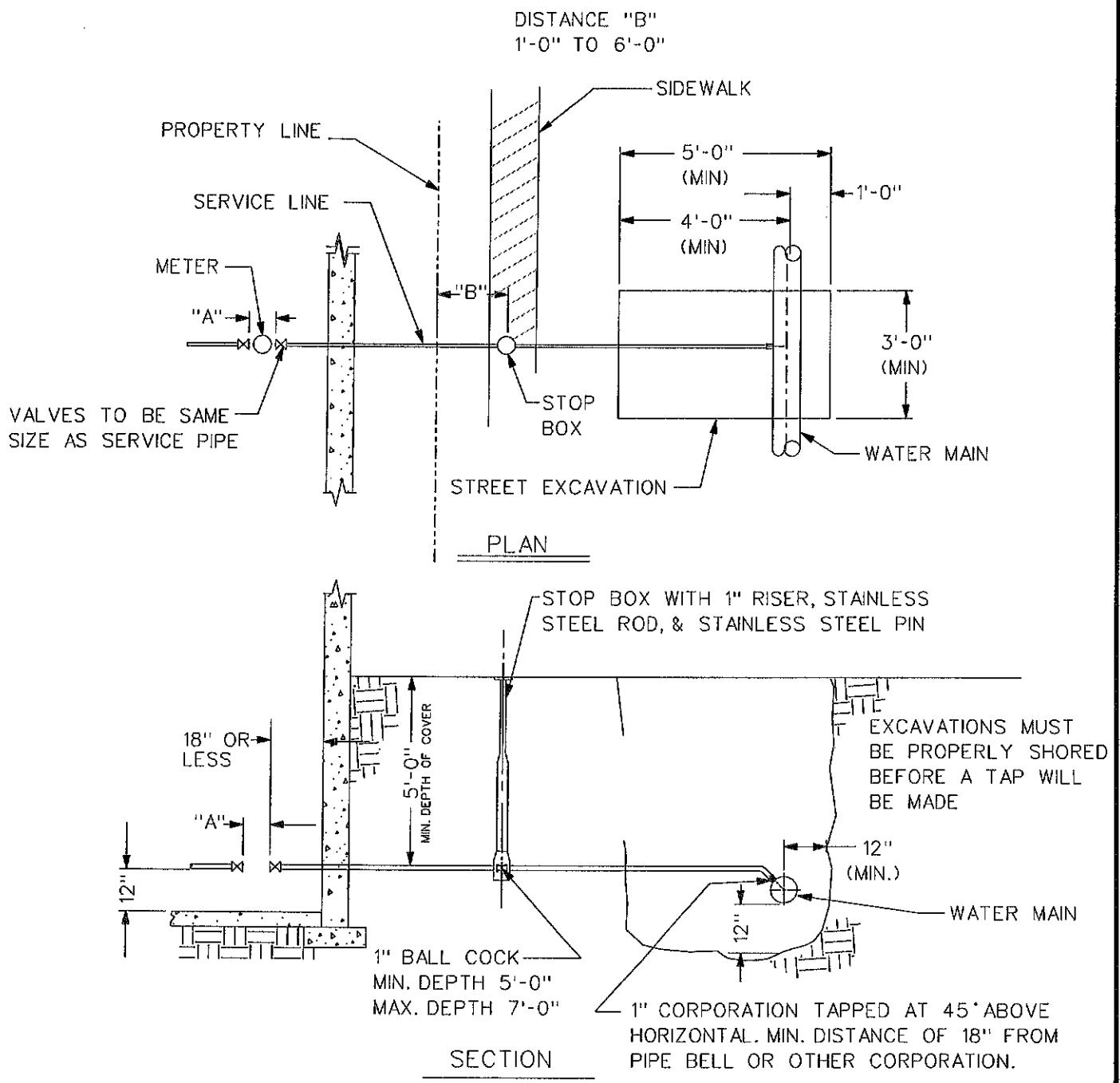
Customers who contact the Utility to make a payment arrangement prior to Water Disconnect may be given an extension. If the payment is not received by the date of the arrangement, water will be disconnected the following work day.

The Appendix A - Fee Schedule lists the delivery fee that will be applied to the customer's account with delivery of the Hand Delivered Shut Off Notice.

Upon disconnection/or an attempt to disconnect water for non-payment, the customer's account will be assessed a fee listed in the Appendix A - Fee Schedule. This fee will cover the restoration of water during business hours once payment-in-full is made. The fee for restoration of water service during non-business hours is listed in the Appendix A - Fee Schedule.

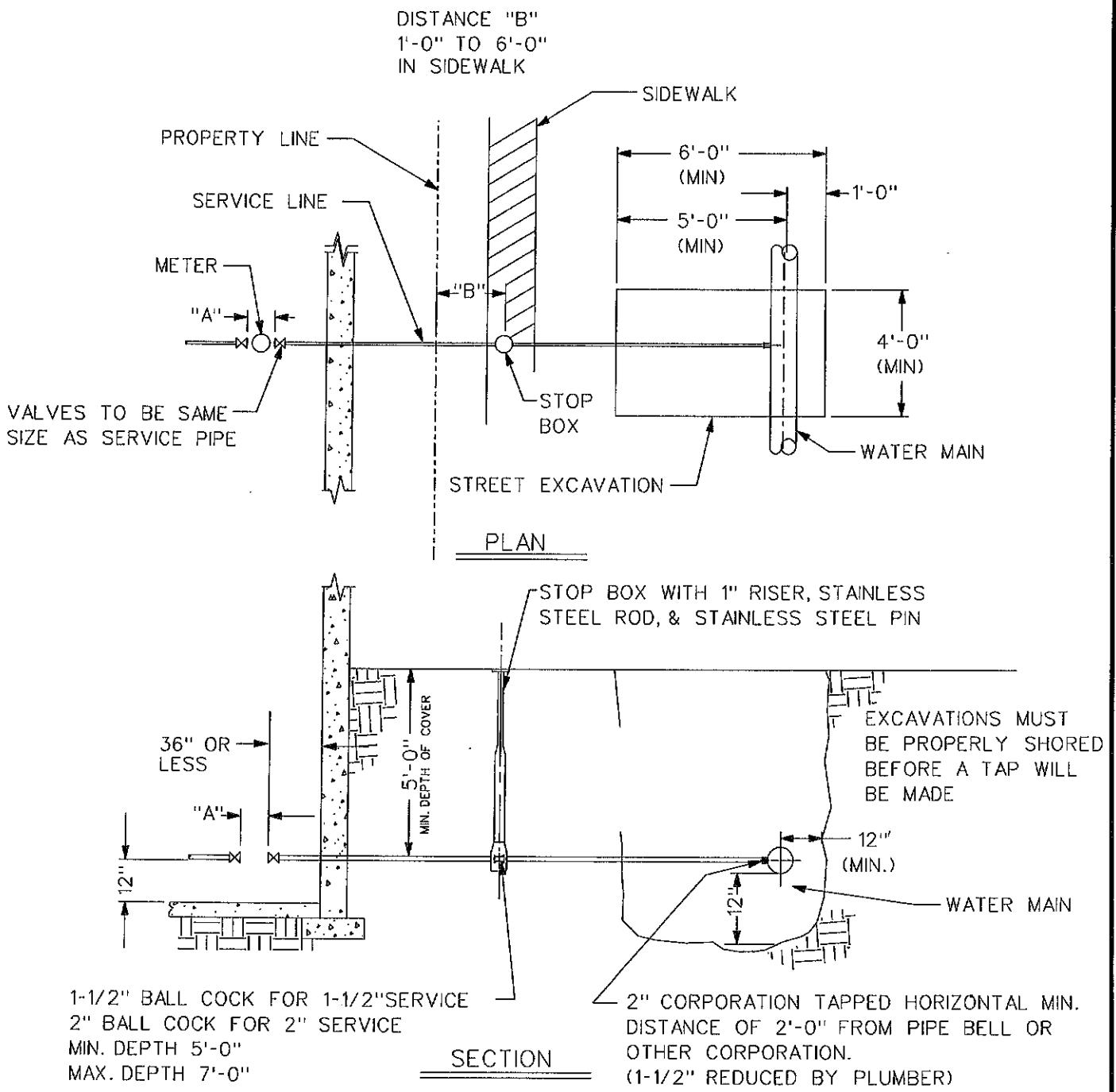
Payment of the overdue balance (including the disconnect/reconnect fee) shall be required prior to water restoration.

At the discretion of the Utility, a customer may be given an allowance on the late fee, tag fee, and disconnect/reconnect fee one time during a twelve-month period.



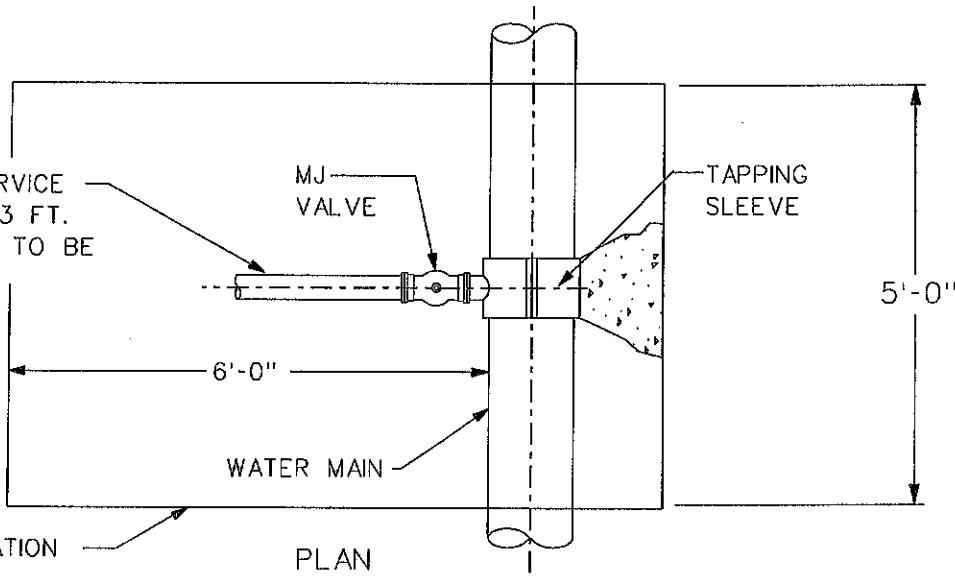
METER SPACING

SIZE OF METER	"A" - FACE TO FACE OF VALVES
5/8"	12"
3/4"	13-1/2"
1"	15"
SCALE: NONE	
	URBANDALE WATER UTILITY
	DETAIL OF 1" COPPER SERVICE INSTALLATION
DATE: 07-01-2018	



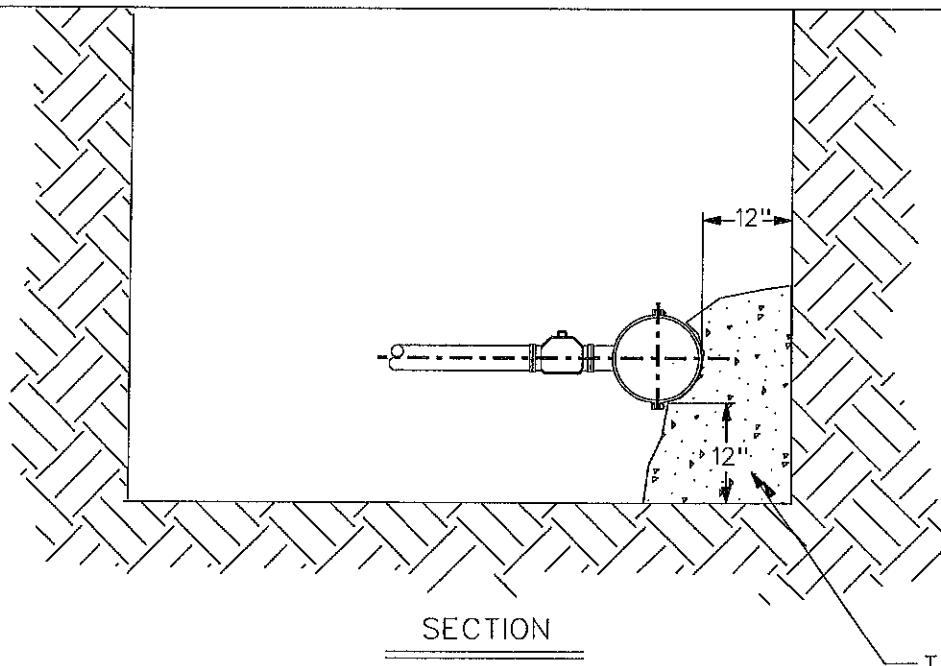
METER SPACING	
SIZE OF METER	"A" - FACE TO FACE OF VALVES
1-1/2"	13" PLUS FLANGES
2"	17" PLUS FLANGES
SCALE: NONE	
	URBANDALE WATER UTILITY
ADDENDUM #4	DETAIL OF 1-1/2" OR 2" SERVICE INSTALLATION
DATE: 06-01-2022	

CENTER LINE OF SERVICE
MUST BE A MIN. OF 3 FT.
FROM BELL ON PIPE TO BE
TAPPED



STREET EXCAVATION

PLAN



NOTES:

1. IF TWO TAPS ARE MADE, A MIN. OF 24" SHALL BE MAINTAINED BETWEEN TAPPING SLEEVES EDGES.
2. IF TWO TAPS ARE MADE IN THE SAME HOLE THE WIDTH OF THE HOLE SHALL INCREASE TO 8 FT..
3. EXCAVATIONS OVER 4'-11" DEEP MUST BE SHORED BEFORE A TAP WILL BE MADE. EXCAVATION DIMENSIONS ARE FROM INSIDE FACE OF SHORING.

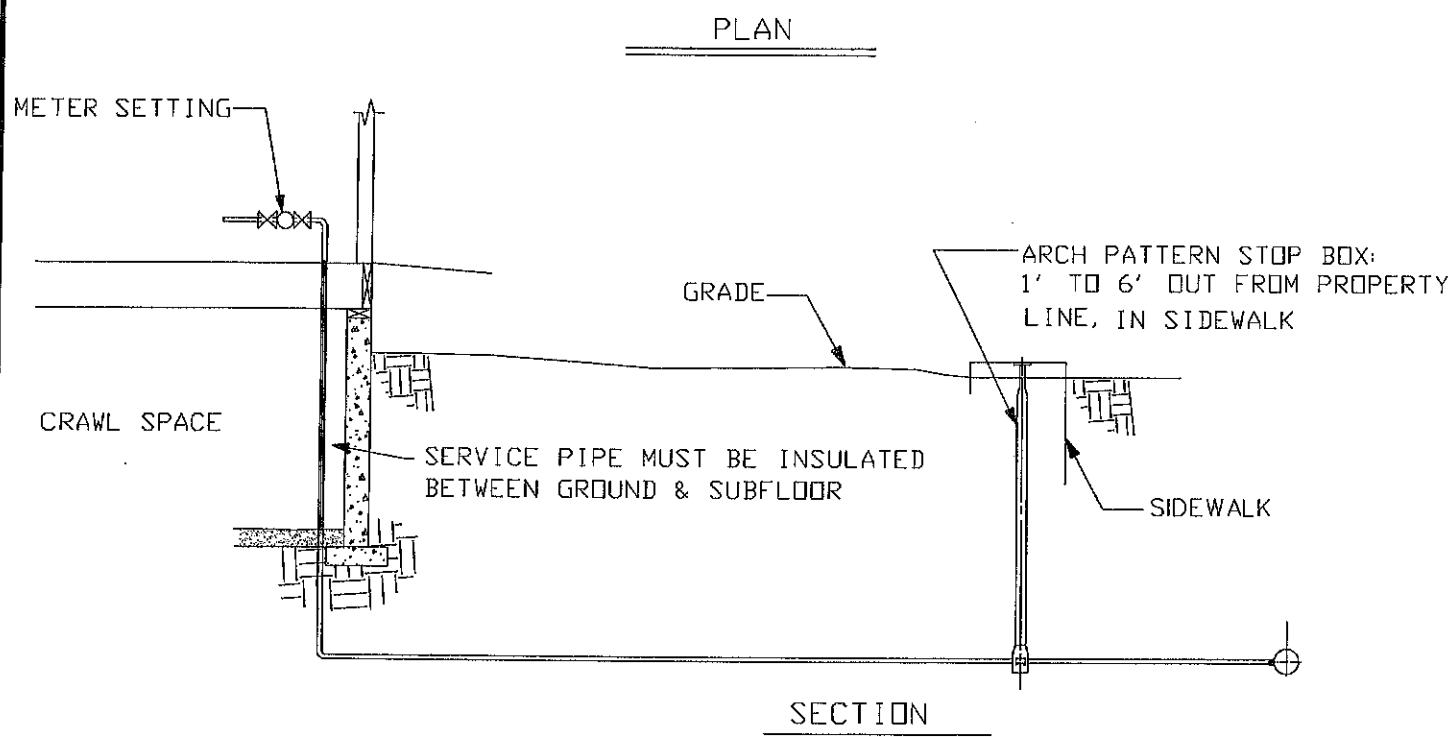
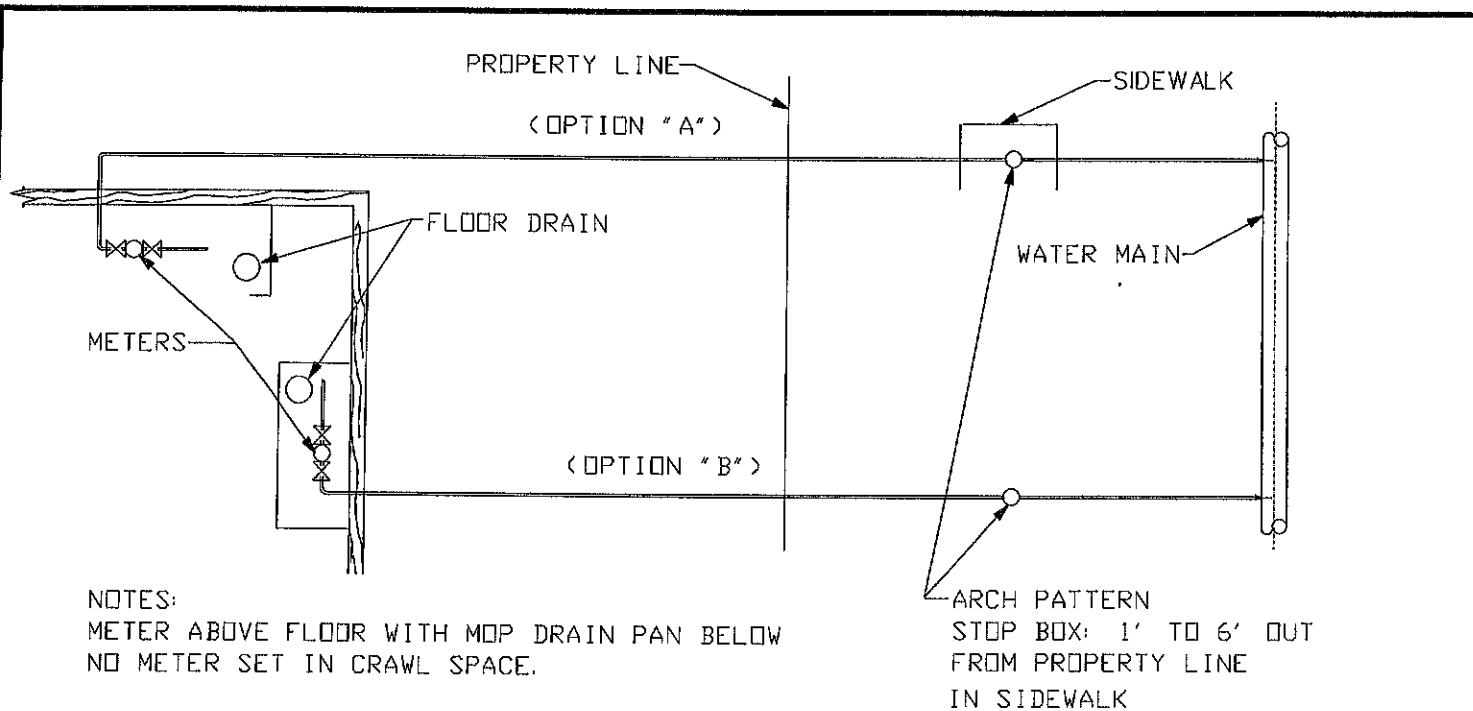
THRUST BLOCK
SEE FIGURE 23
FOR DIMENSIONS

SCALE: NONE

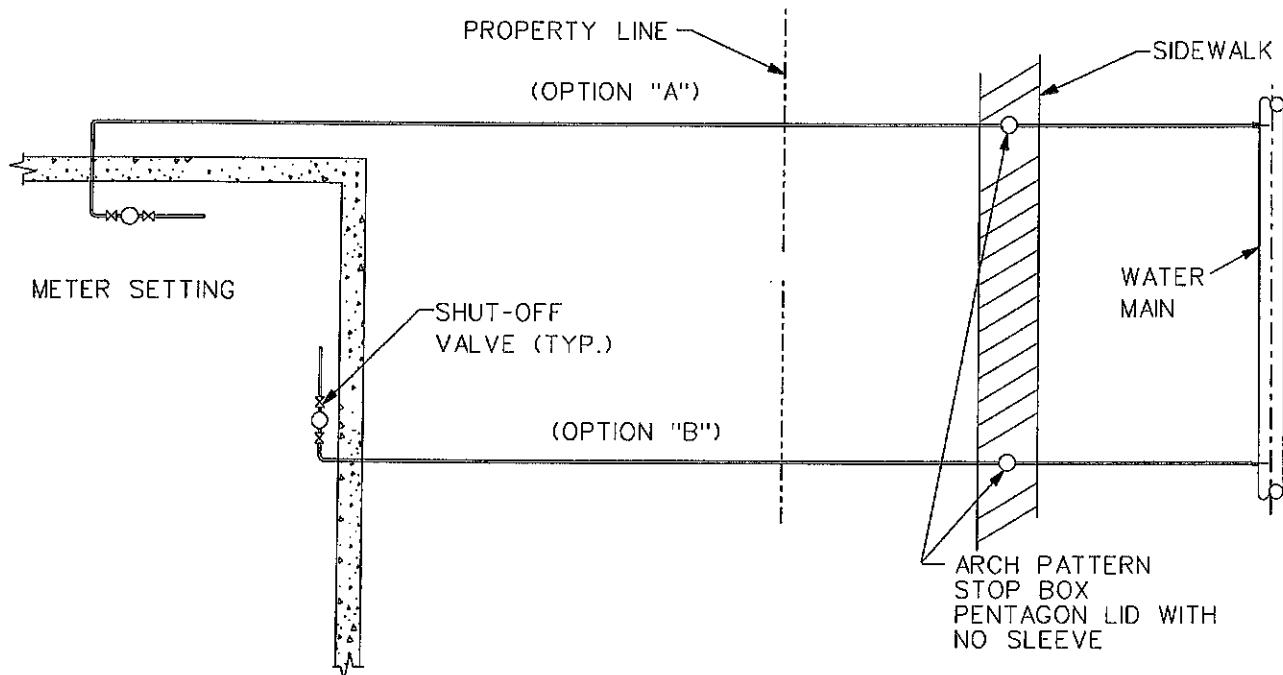
URBANDALE WATER
UTILITY

EXCAVATION DETAIL FOR
TAPPING SLEEVE

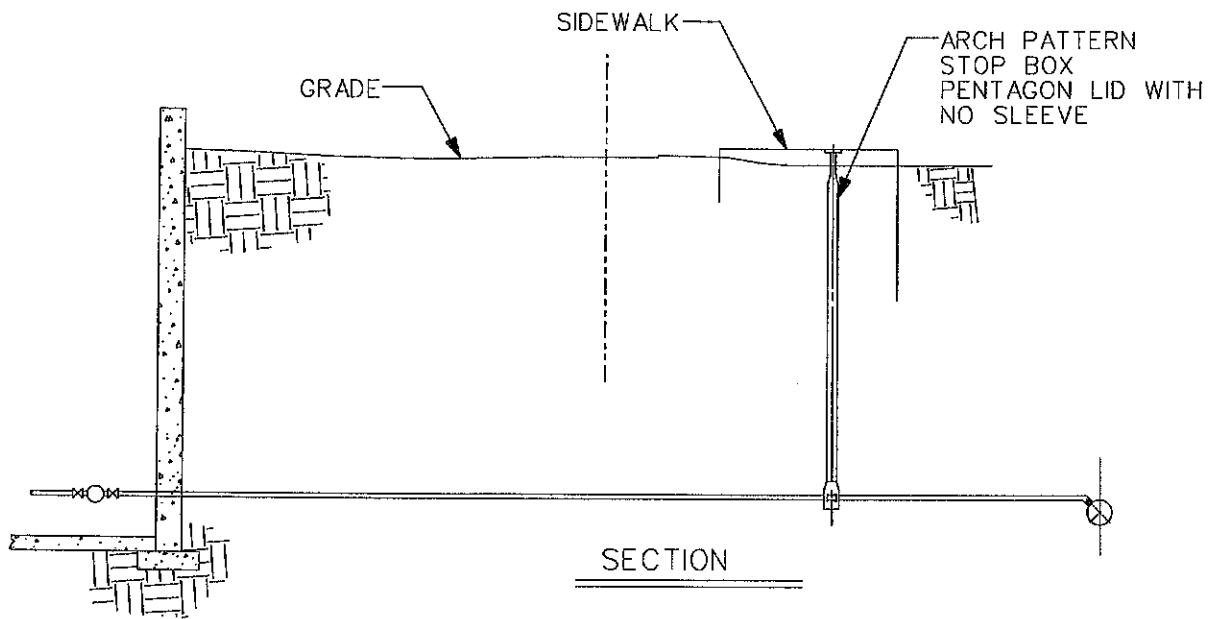
DATE: 07-01-2018



SCALE: NONE	URBANDALE WATER UTILITY	1ST FLOOR SETTING WITH CRAWL SPACE BELOW
ADDENDUM #4		
DATE: 06-01-2022		



PLAN



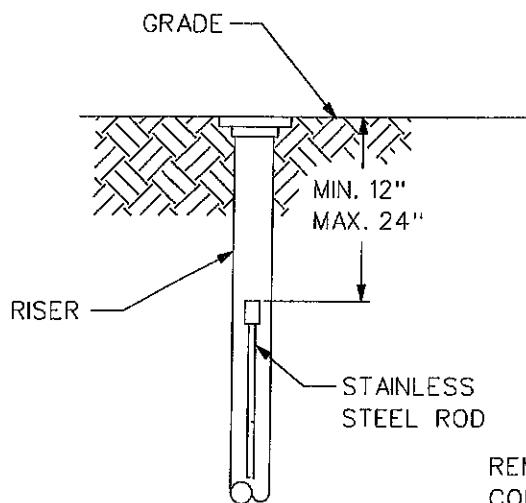
SCALE: NONE

URBANDALE WATER
UTILITY

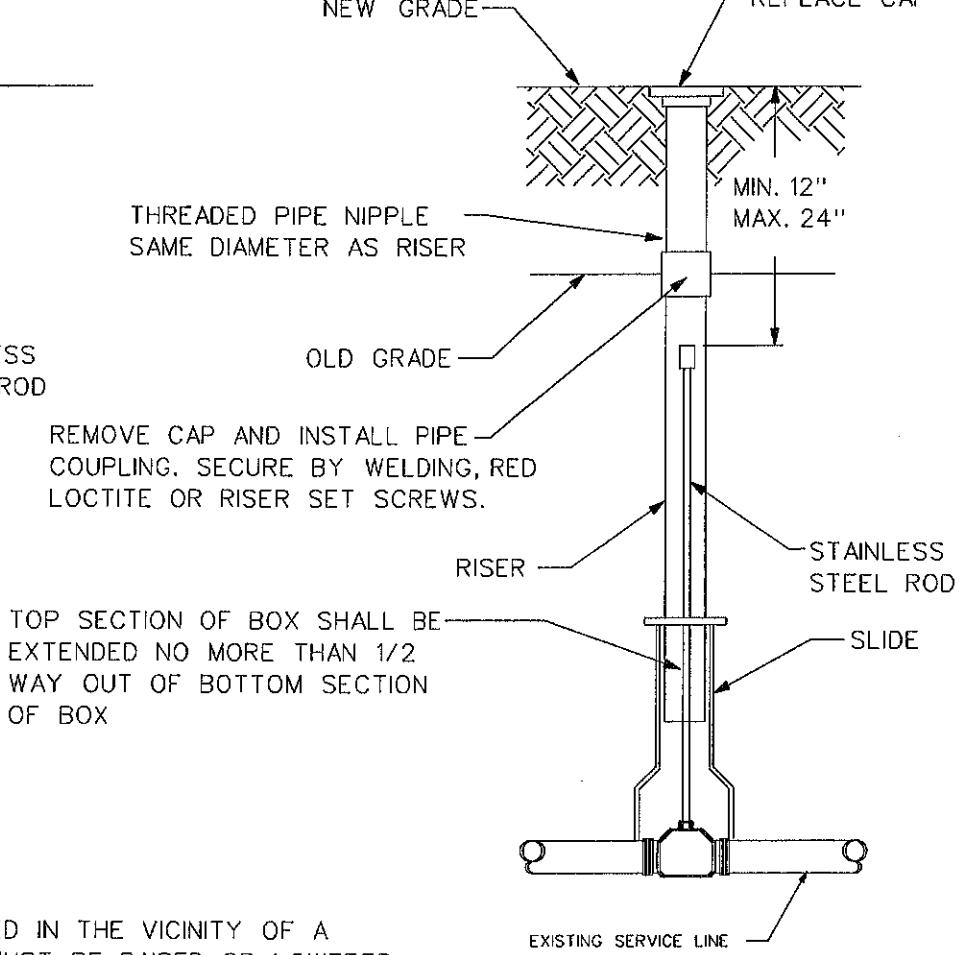
BUILDING WITH
STANDARD BASEMENT

ADDENDUM #4

DATE: 06-01-2022



NORMAL
INSTALLATION



WHEN THE GRADE IS CHANGED IN THE VICINITY OF A STOP BOX, THE STOP BOX MUST BE RAISED OR LOWERED TO THE NEW GRADE. RAISING THE STOP BOX IS ACCOMPLISHED BY REMOVING THE CAP, INSTALLING A PIPE COUPLING AND A THREADED NIPPLE OF THE APPROPRIATE LENGTH AND DIAMETER AND REPLACING THE CAP. THE RISER MUST BE INTEGRAL AND CONTINUOUS. TO LOWER THE STOP BOX, IT WILL BE NECESSARY TO CUT AND RETHREAD THE RISER PIPE AT THE NEW GRADE AND REPLACE THE CAP. THE ROD MUST BE LOWERED IN PROPER PROPORTION TO RISER PIPE.

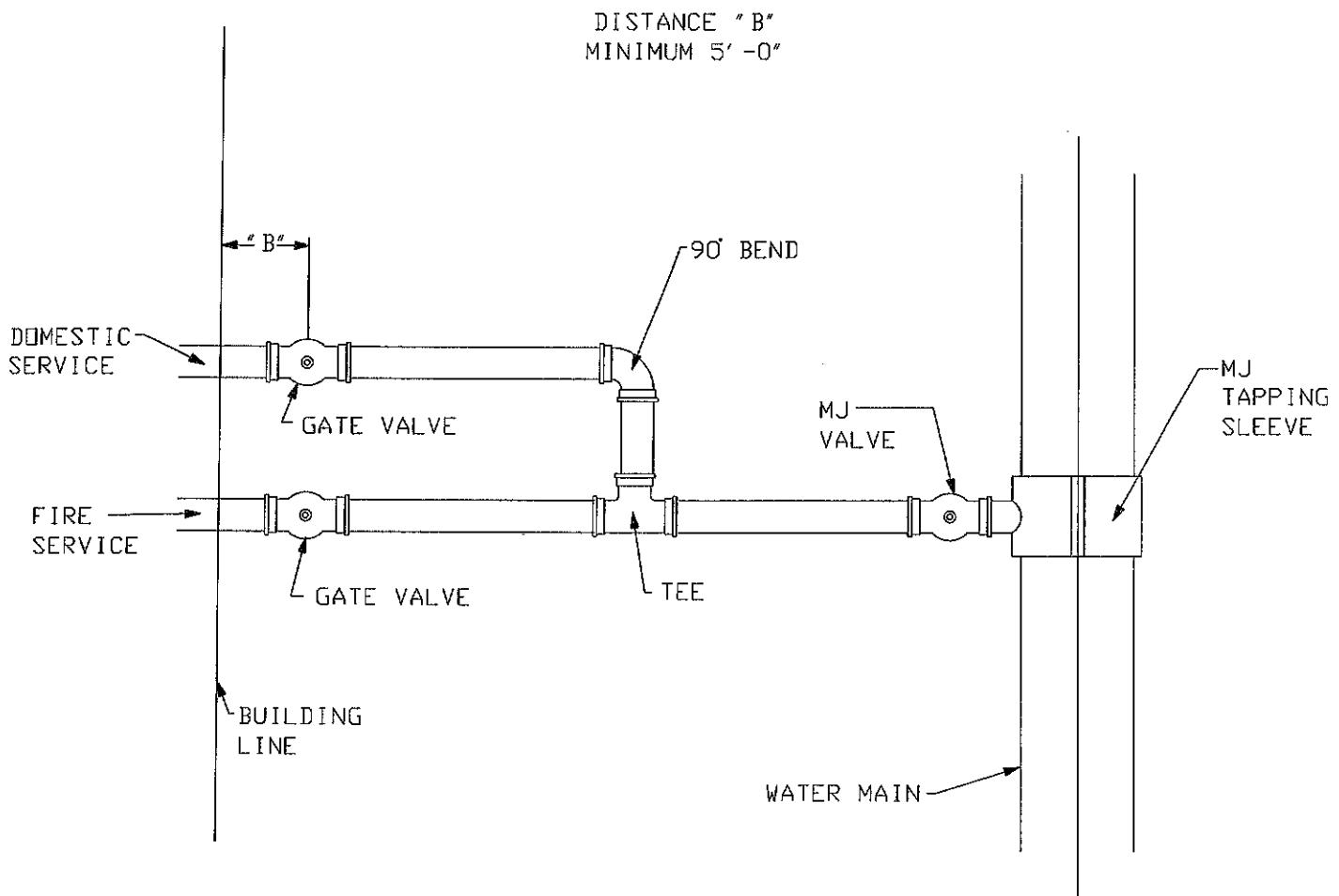
ALL STOP BOX EXTENSIONS SHALL BE SECURED IN SUCH A WAY SO THAT IT BECOMES ONE PERMANENT PIPE, SUCH AS WELDING, RED LOCTITE OR SET SCREWS.

SCALE: NONE

URBANDALE WATER
UTILITY

DATE: 07-01-2018

ADJUSTING STOP BOX
TO NEW GRADE
(ARCH PATTERN BOX)



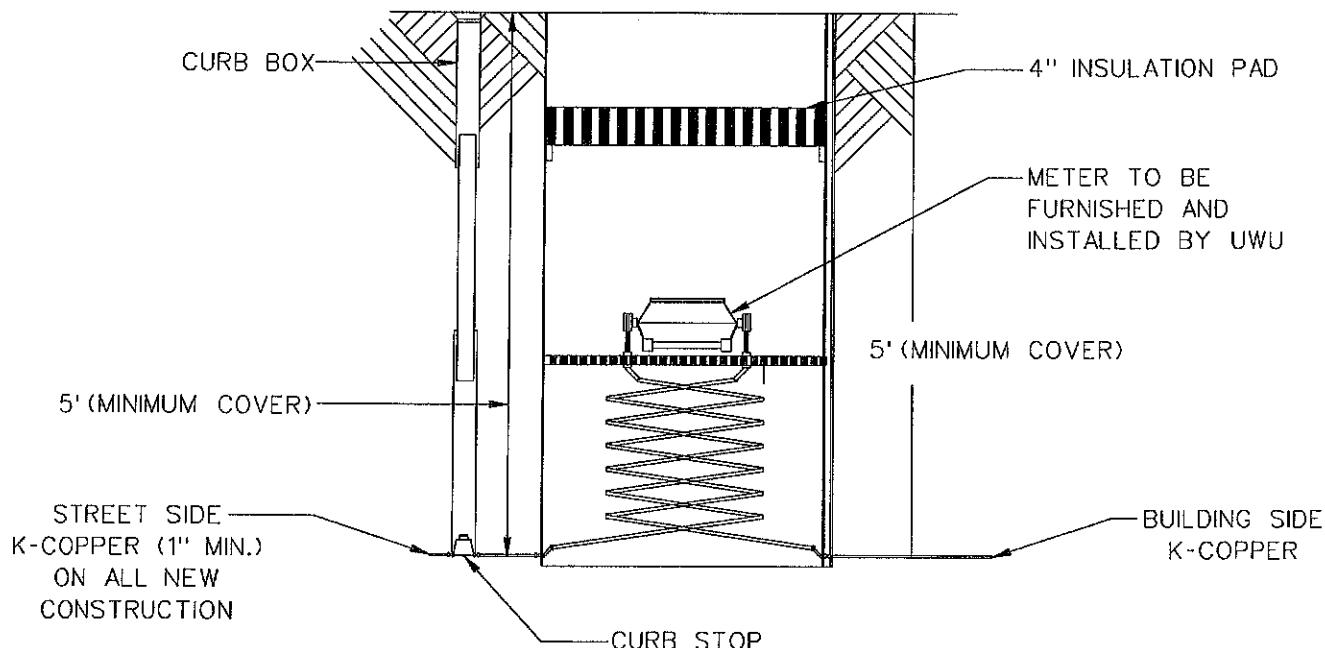
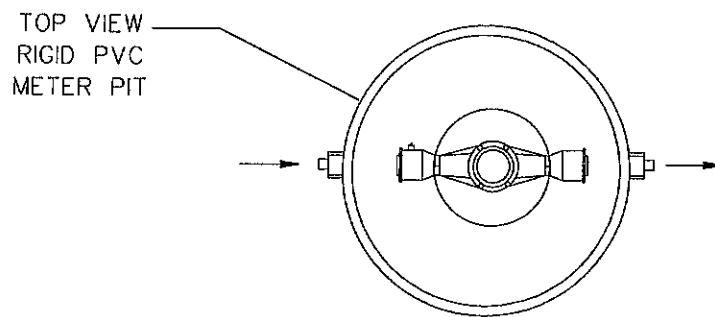
NOTE: DO NOT LOCATE VALVES IN
AREAS WHERE CARS CAN BE PARKED.

SCALE: NONE

URBANDALE WATER
UTILITY

DATE: 07-01-2018

TYPICAL COMMERCIAL
FIRE SERVICE LINE
WITH DOMESTIC TEE
IN LINE



NOTE: METER BOX LOCATED AT PROPERTY LINE ON PRIVATE PROPERTY

SCALE: NONE

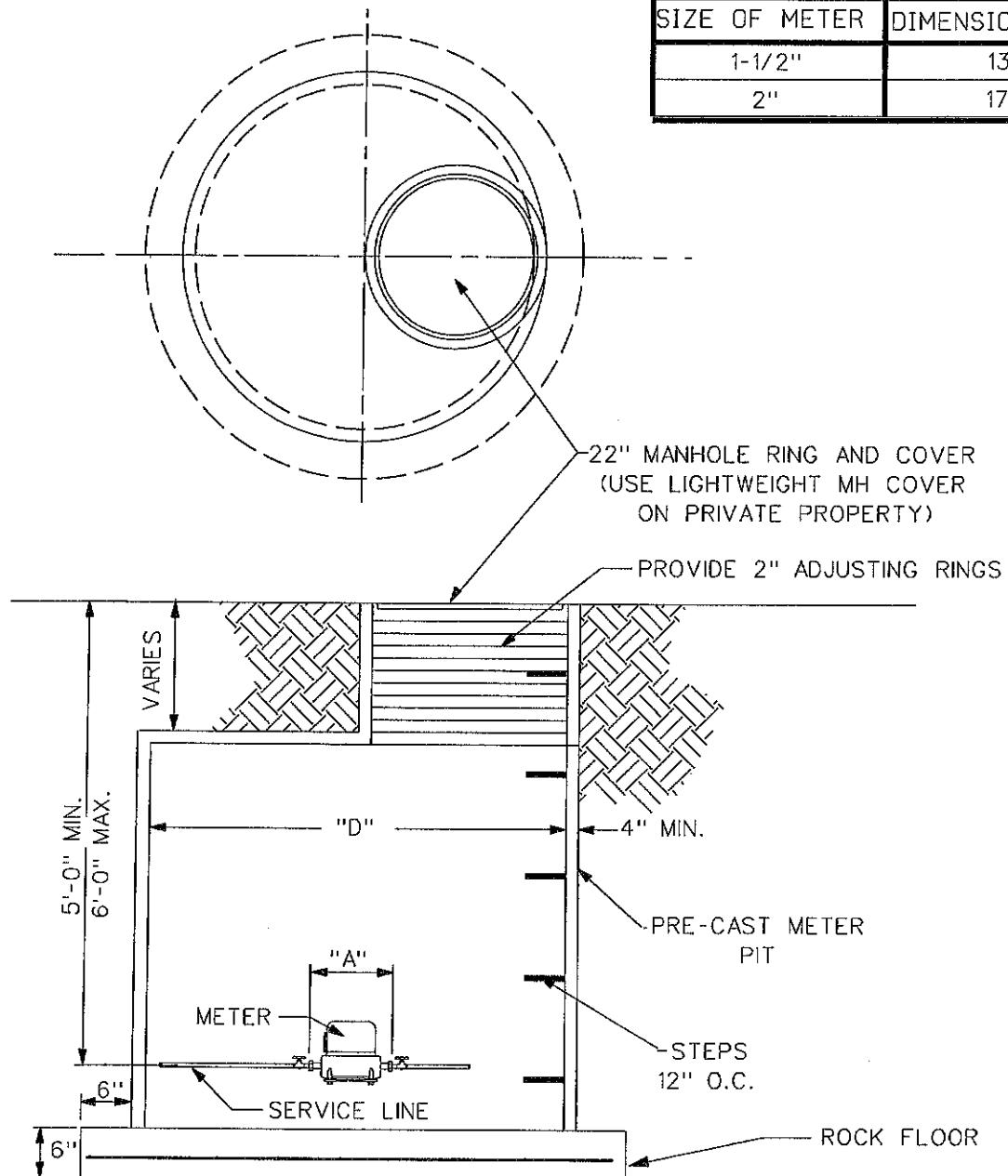
URBANDALE WATER
UTILITY

DATE: 07-01-2018

DETAIL OF THE STANDARD
METER PIT
5/8", 3/4" & 1" METERS
(FOR OFF ROAD USE ONLY)

METER SPACING

SIZE OF METER	DIMENSION "A"	DIMENSION "D"
1-1/2"	13"	60"
2"	17"	60"



NOTE:

1. INCREASE DIAMETER OF PIT 12" FOR EACH ADDITIONAL METER TO BE INSTALLED.
2. DIMENSION "A" IS FACE TO FACE OF THE METER

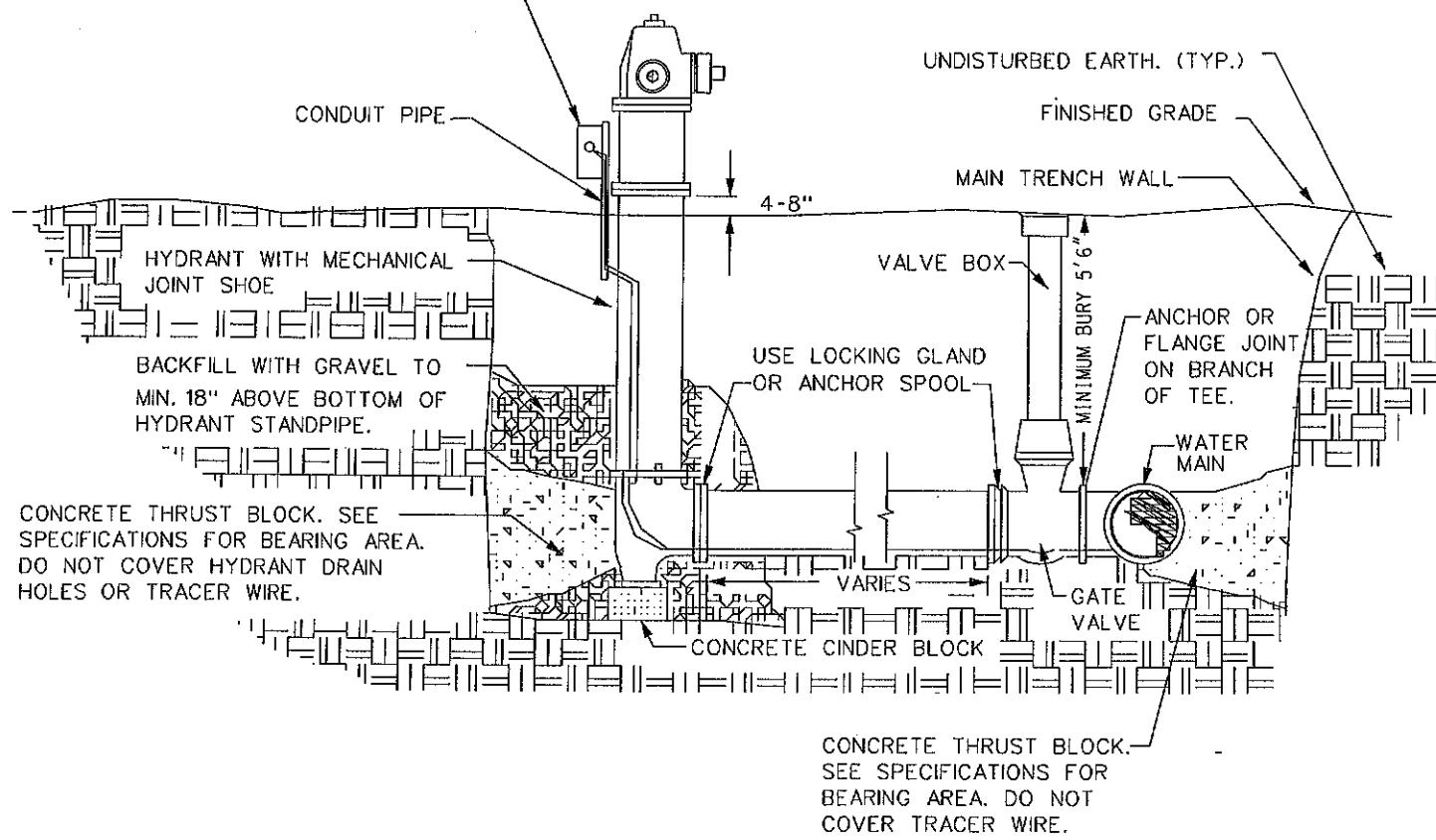
SCALE: NONE

URBANDALE WATER
UTILITY

DETAIL OF STANDARD METER
PIT - 1-1/2" & 2" METERS

DATE: 07-01-2018

TRACING WIRE RECEPTACLE.
INSTALL TO BREAK FLANGE BOLT ON HYDRANT. CONNECT WIRE AS SHOWN IN TRACER WIRE DETAIL.



Note:

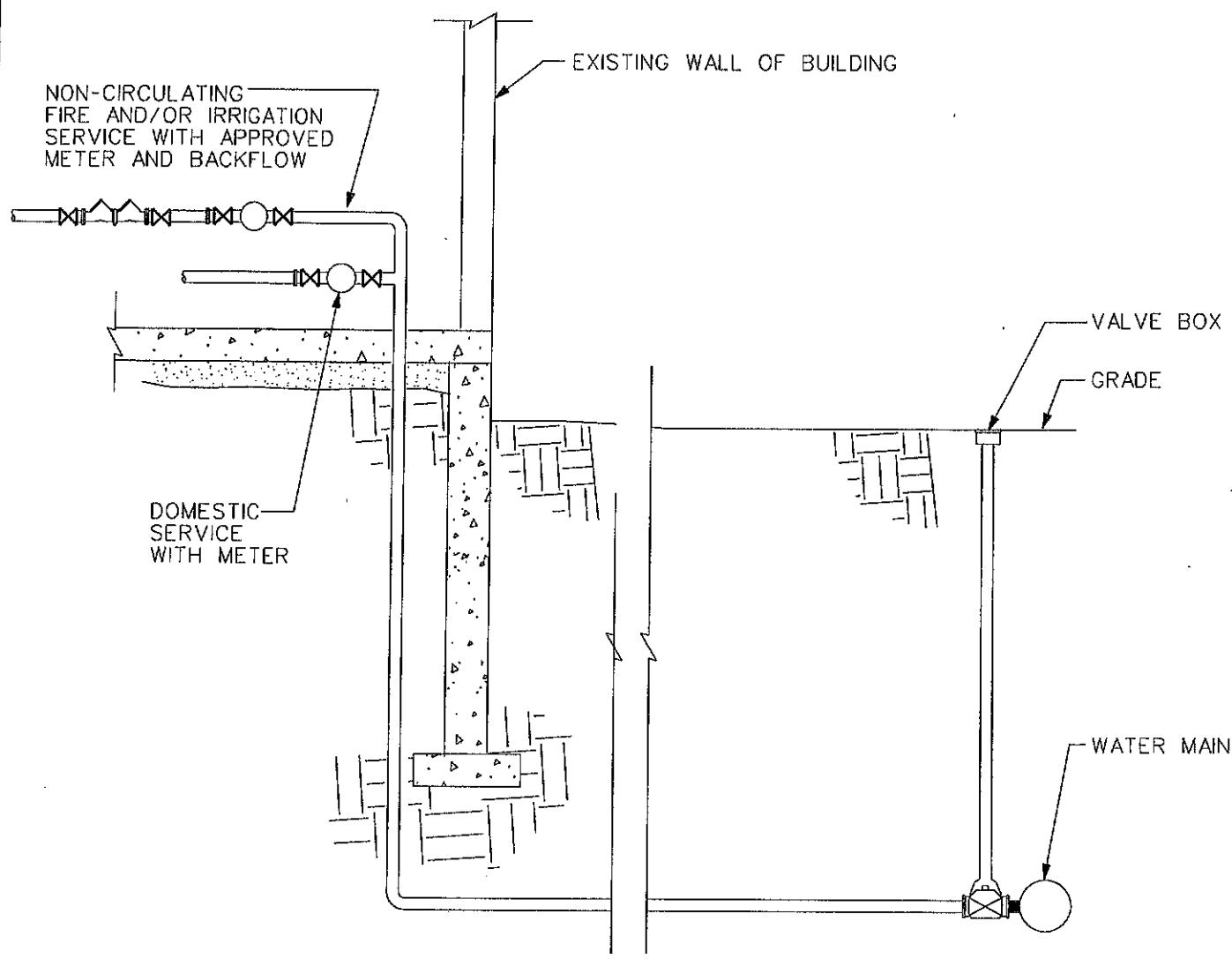
IRON PIPE, VALVE, FITTINGS AND HYDRANT (BURIED PORTION) TO BE WRAPPED WITH POLYETHYLENE ENCASEMENT MATERIAL PER URBANDALE WATER UTILITY.

SCALE: NONE

URBANDALE WATER
UTILITY

FIRE HYDRANT
DETAIL

DATE: 07-01-2018

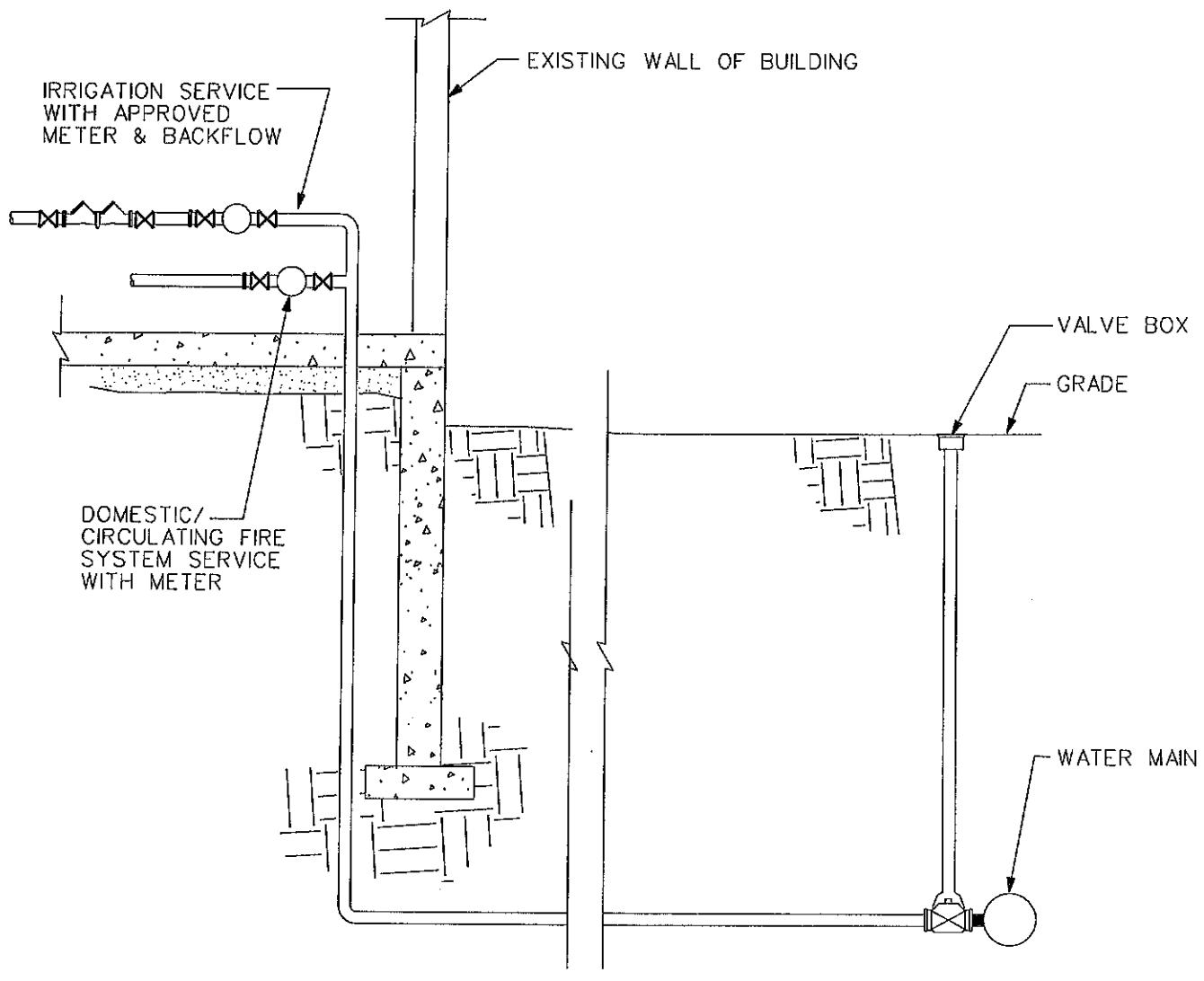


SECTION

SCALE: NONE
DATE: 07-01-2018

URBANDALE WATER
UTILITY

TYPICAL COMBINATION
NON-CIRCULATING FIRE/
IRRIGATION & DOMESTIC
SERVICE



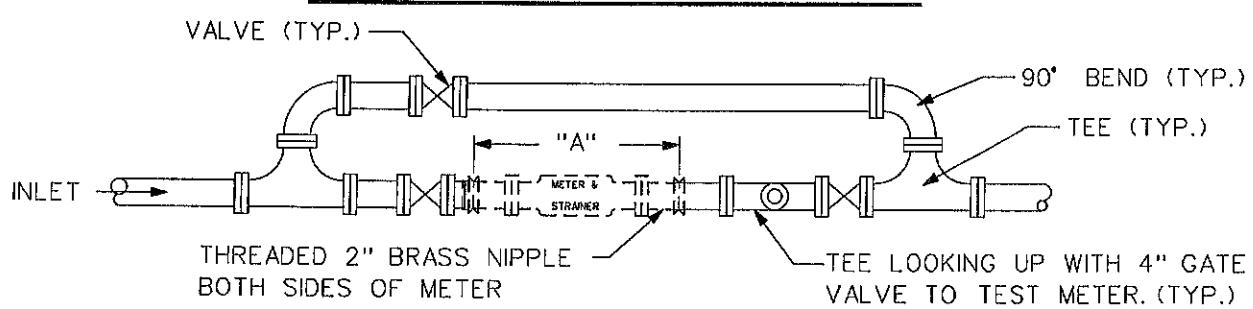
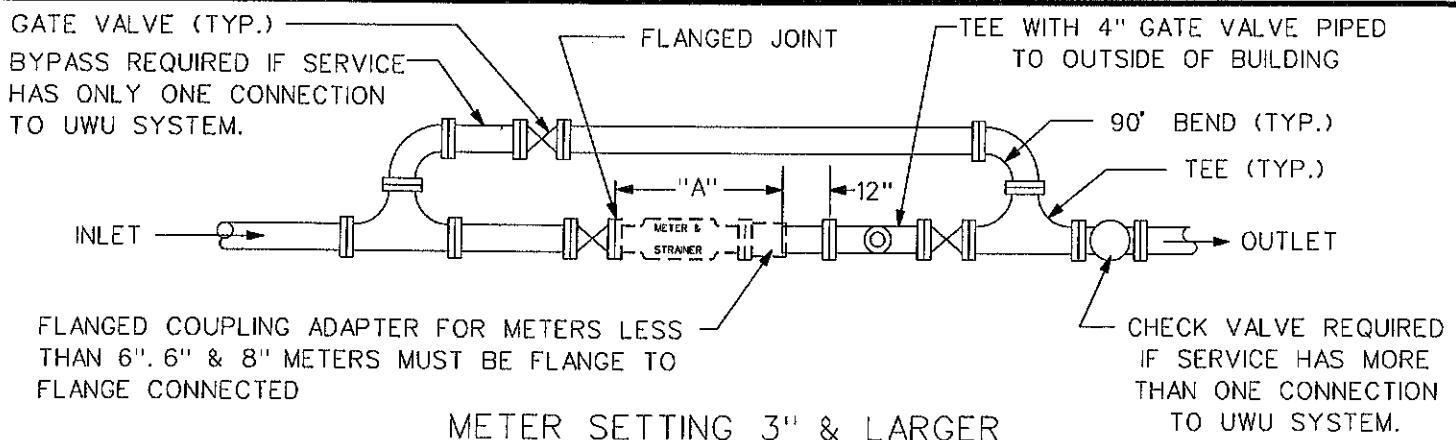
SECTION

SCALE: NONE

DATE: 07-01-2018

URBANDALE WATER
UTILITY

TYPICAL DOMESTIC
CIRCULATING FIRE
SYSTEM & IRRIGATION
SERVICE



2" METER SETTING

SIZE OF METER	DIMENSION "A"							
	TURBINE METER		TRU FLOW COMPOUND METER		FIRE TURBINE		PROTECTUS III	
	FLANGE COUPLING ADAPTOR	FLANGE TO FLANGE						
2"	29"	N/A	36"	N/A	N/A	N/A	N/A	N/A
3"	19"	18-3/8"	24"	23-3/8"	26-3/4"	26-3/8"	N/A	N/A
4"	22"	21-7/8"	28-1/2"	27-7/8"	35-3/8"	35-1/4"	33-1/2"	33-1/4"
6"	28"	27-7/8"	34"	33-7/8"	45-1/2"	45-1/8"	45-1/2"	45-1/4"
8"	31"	30-3/8"	N/A	N/A	51-15/16"	51-9/16"	53-1/2"	53-1/4"

NOTES:

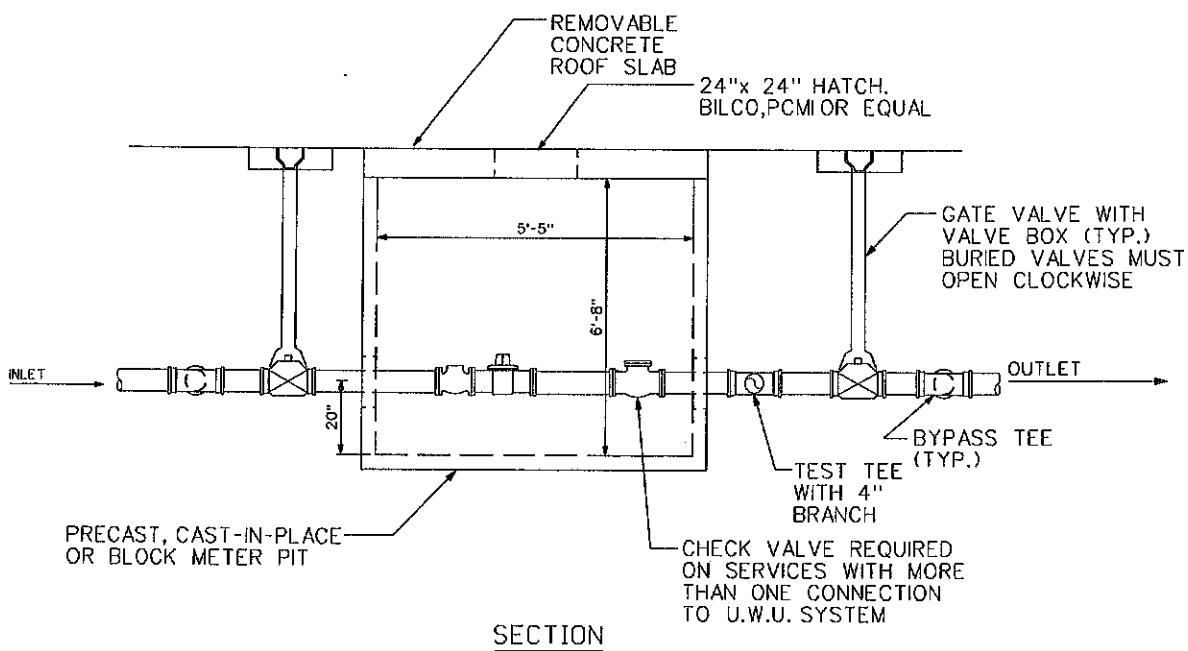
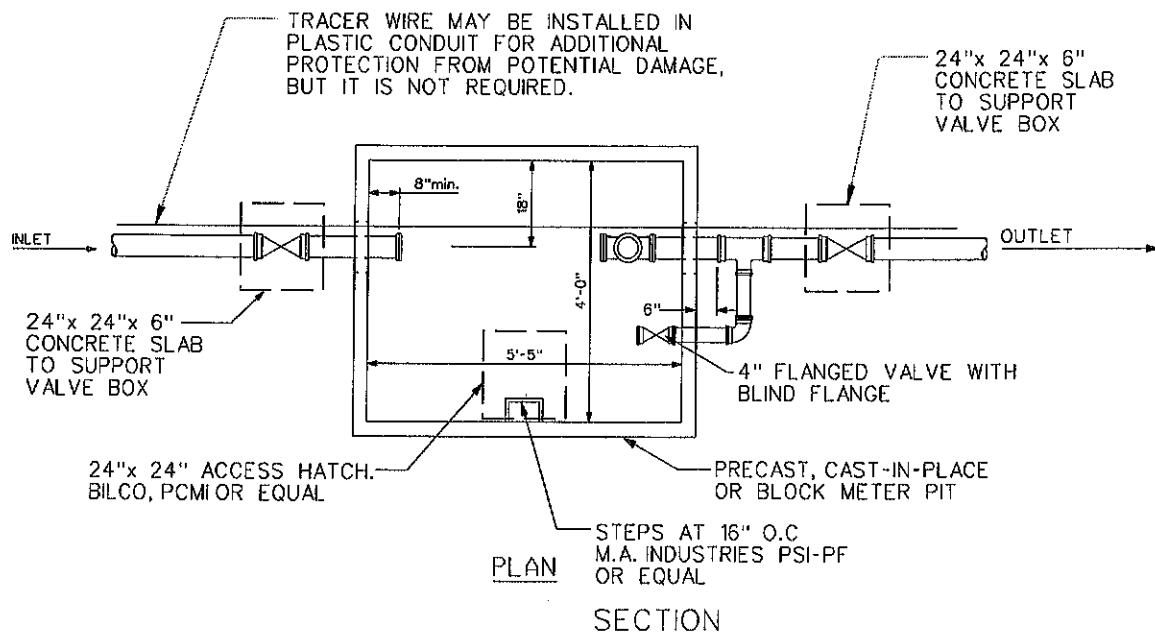
1. INSTALL 1/2" CONDUIT FROM METER TO AN ACCEPTABLE LOCATION FOR MOUNTING METER READING EQUIPMENT.
2. PIPE MATERIALS SHALL BE IN ACCORDANCE WITH CITY OF URBANDALE PLUMBING CODE.
3. IF THE METER SETTING IS INSIDE A BLDG. 4" PIPE MUST BE INSTALLED FROM THE TEST TEE VALVE TO AN APPROVED LOCATION ON THE OUTSIDE WALL OF THE BUILDING.
4. THRUST RESTRAINTS MUST BE PROVIDED AT FLEXIBLE COUPLINGS AND FLANGED COUPLING ADAPTERS WHEN NECESSARY TO PREVENT LEAKAGE AND OVERSTRESSING OF THE PIPE.
5. METER SHALL BE NO MORE THAN 3' OFF THE FLOOR. PROVIDE PIPE SUPPORTS AT TEES OR AS REQUIRED IN METER PITS.
6. MINIMUM HORIZONTAL CLEARANCE FROM CENTER LINE OF METER TO WALL OR OTHER OBSTRUCTION SHALL BE 30" UNLESS OTHERWISE APPROVED BY URBANDALE WATER UTILITY.

SCALE: NONE

URBANDALE WATER UTILITY

STANDARD PLAN FOR METER & BYPASS INSTALLATION

DATE: 07-01-2018

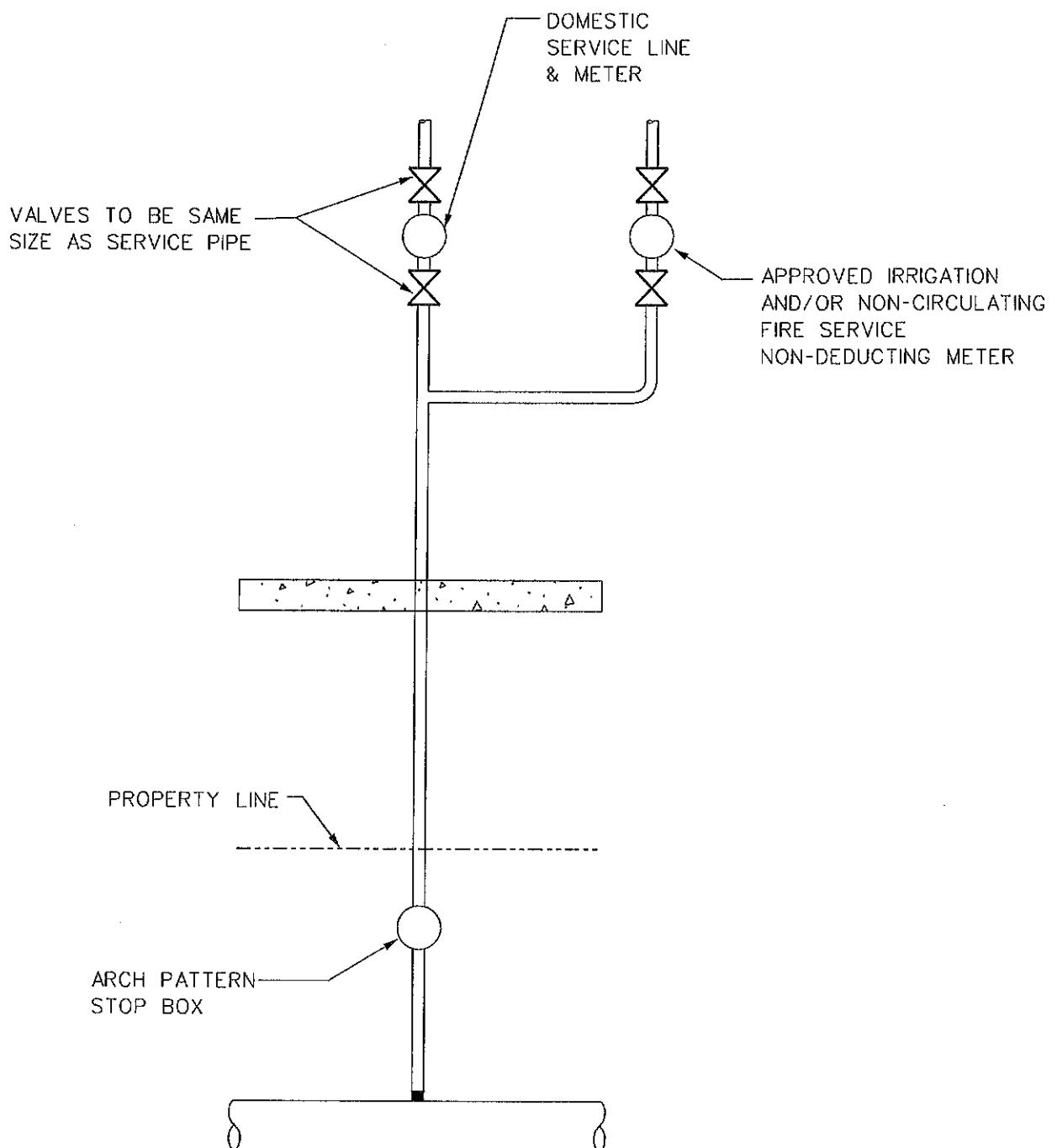


SCALE: NONE

URBANDALE WATER
UTILITY

TURBINE OR COMPOUND
METER PIT DETAIL
WITH TRACER WIRE

DATE: 07-01-2018

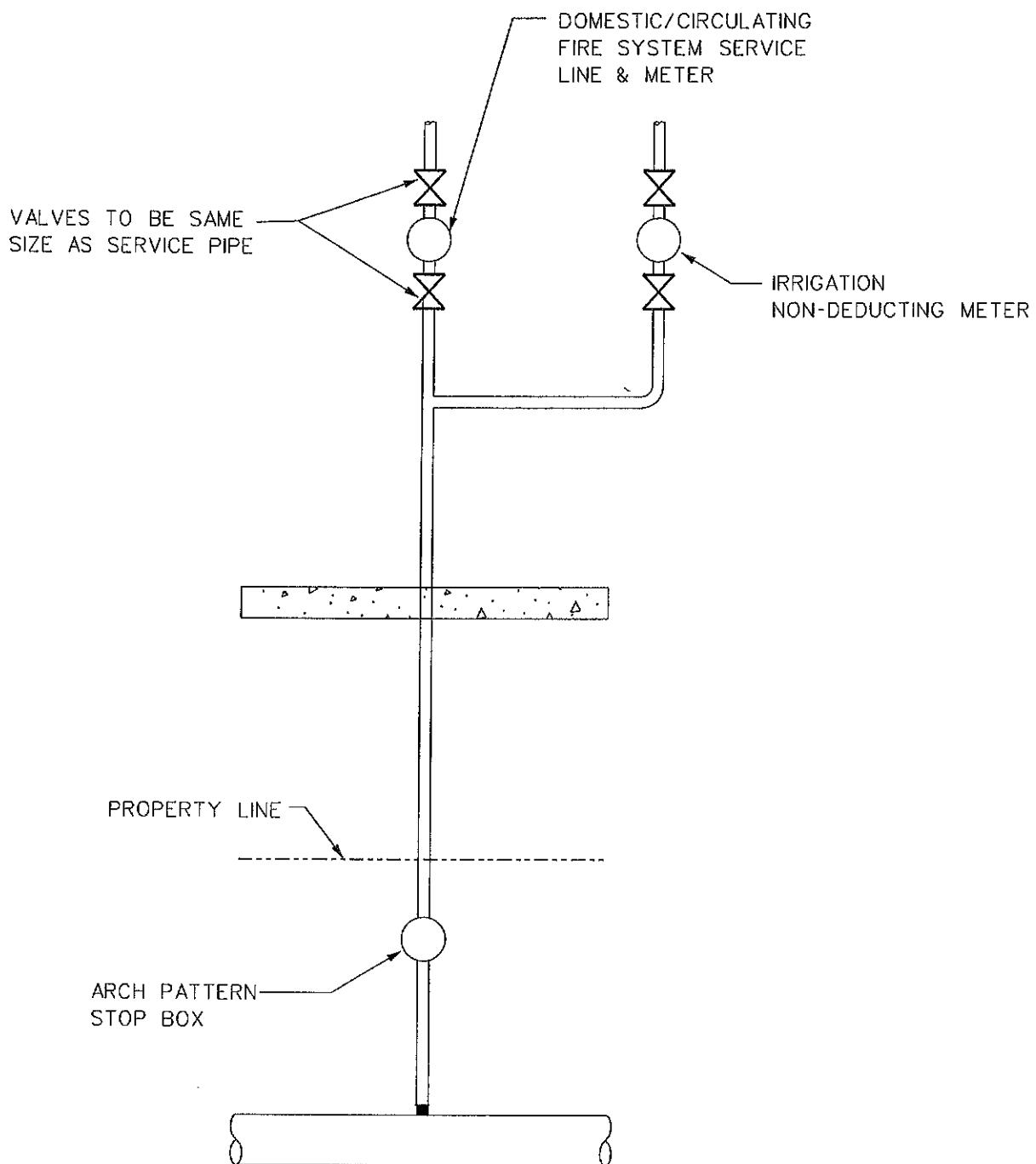


SCALE: NONE

URBANDALE WATER
UTILITY

RESIDENTIAL IRRIGATION
AND/OR NON-CIRCULATING
FIRE SERVICE INSTALLATION

DATE: 07-01-2018

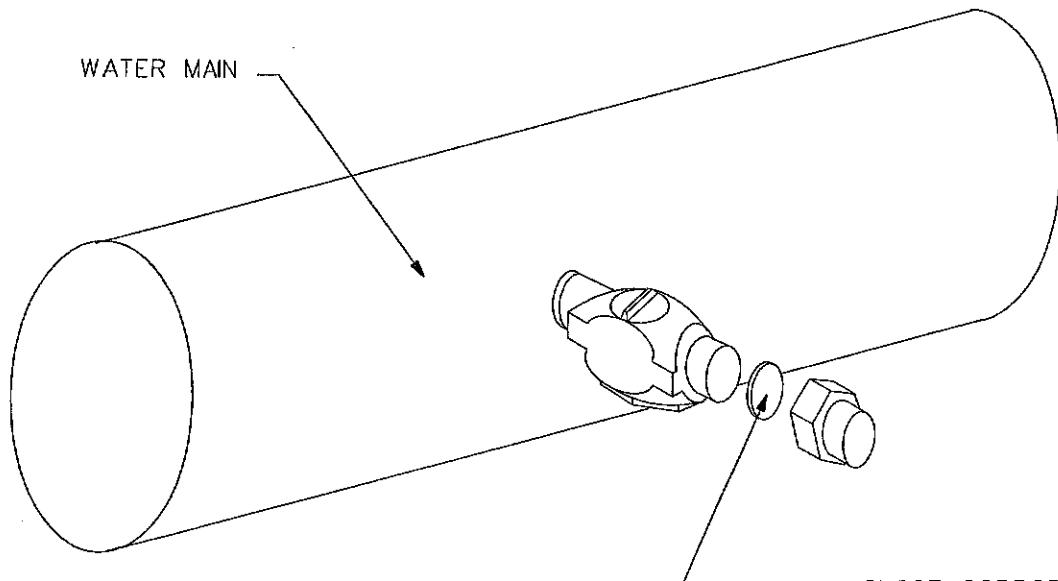


SCALE: NONE

URBANDALE WATER
UTILITY

RESIDENTIAL IRRIGATION
AND/OR CIRCULATING FIRE
SERVICE INSTALLATION

DATE: 07-01-2018



COPPER DISK
(PLUMBERS CAP
MAY BE USED)

CLOSE CORPORATION. CUT LINE
FLUSH WITH NUT. PLACE COPPER
DISK BETWEEN NUT & CORPORATION.
CURB STOP VALVE TO BE REMOVED
WHEN APPLICABLE.

SCALE: NONE

URBANDALE WATER
UTILITY

DATE: 07-01-2018

TAP CUT AT MAIN
PROCEDURES 3/4" TO 2"
DIRECT TAPS ONLY

PRIVATE MAIN TO BE CUT AND ABANDONED ACCORDING TO UWU STANDARDS WHEN THE SERVICE LINE BEING ABANDONED IS THE LAST ACTIVE SERVICE ON THE MAIN AND THE GENERAL BOX REMOVED.

WHEN THE SERVICE LINE IS NOT THE LAST ACTIVE SERVICE ON THE MAIN, THE SERVICE MUST BE CUT AND PLUGGED AT THE POINT IT CONNECTS TO THE PRIVATE MAIN. (A & B)

SERVICE LINE TO BE CUT AND PLUGGED HERE WHEN THE SERVICE LINE BEING ABANDONED (C) IS AT THE END OF THE MAIN AND THE STOPBOX TO BE REMOVED.

PRIVATE MAIN

UWU WATER MAIN

GENERAL BOX

A

B

C

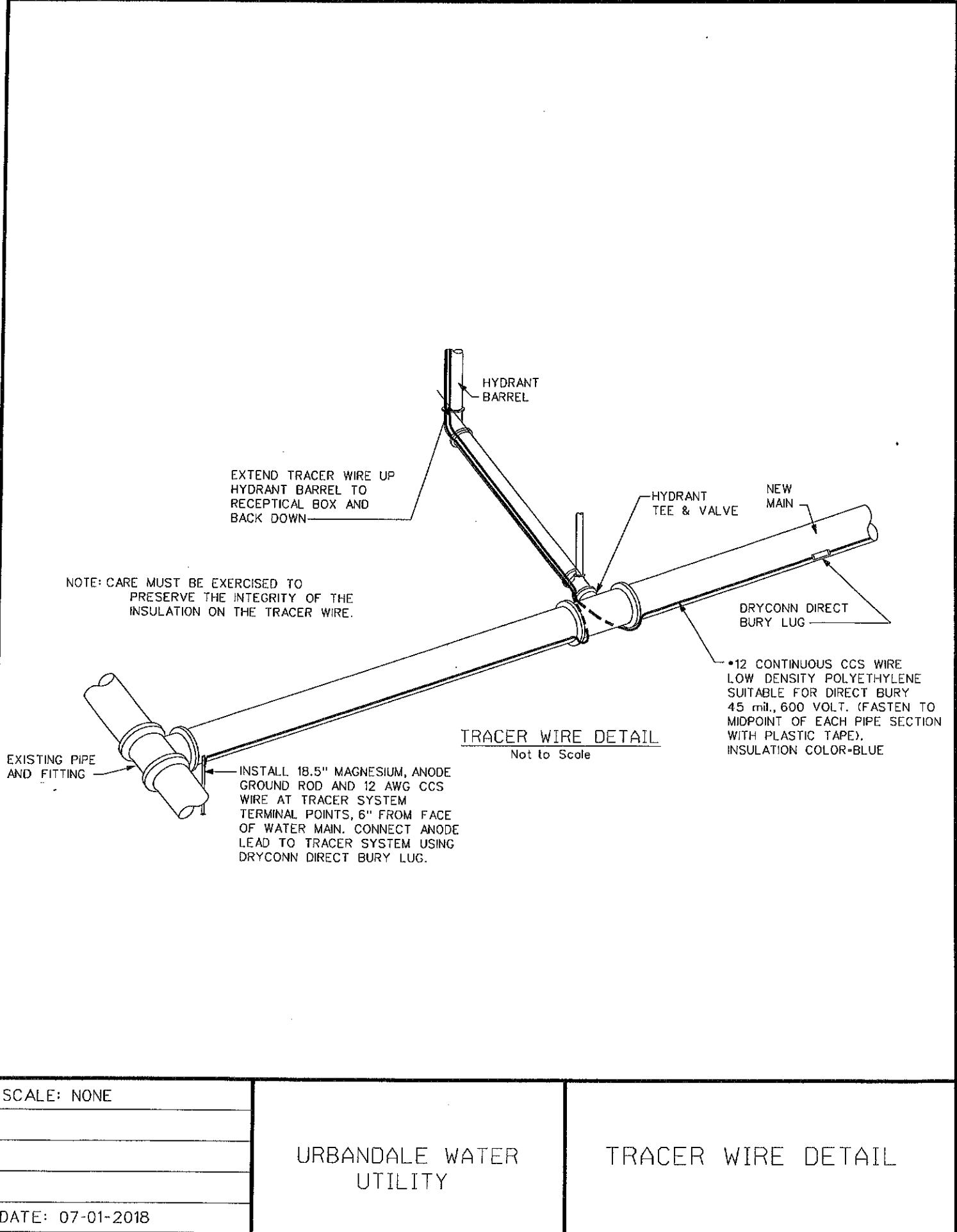
SERVICE LINES

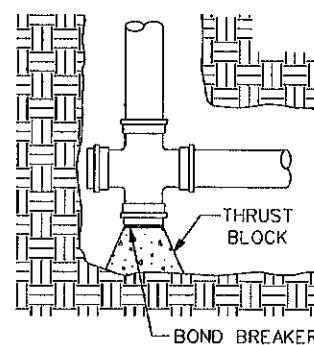
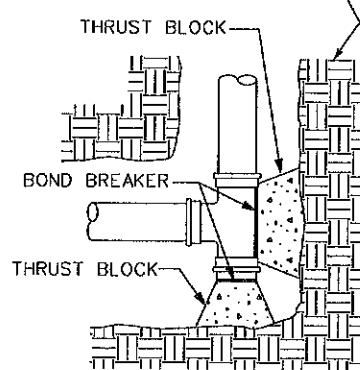
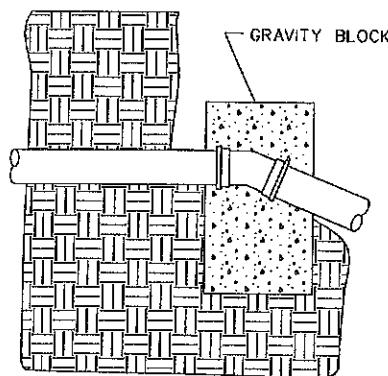
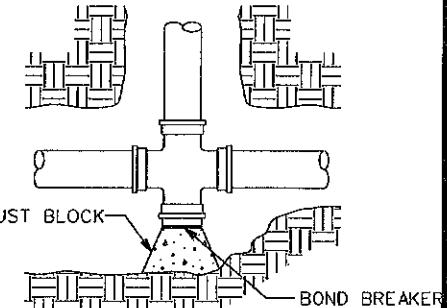
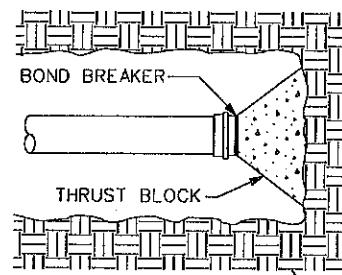
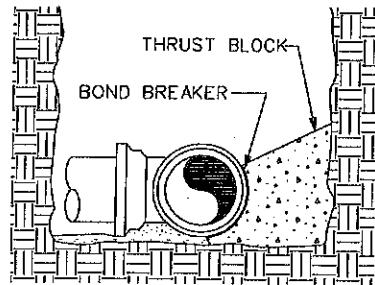
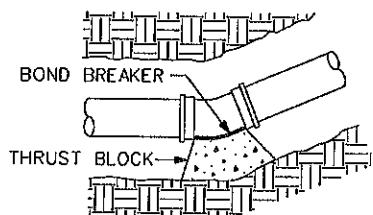
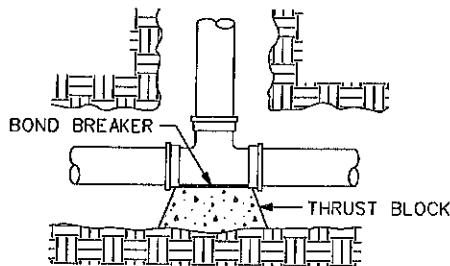
URBANDALE WATER
UTILITY

PRIVATE MAIN
ABANDONMENT DETAILS

SCALE: NONE

DATE: 07-01-2018





SIZE OF PIPE	MINIMUM BEARING SURFACE (IN SQ. FT.)				TEE OR DEAD END
	11-1/4°	22-1/2°	45°	90°	
6"	1.00	1.25	2.25	4.50	3.00
8"	1.00	2.00	4.00	7.90	5.25
12"	2.00	4.25	8.25	18.00	11.00
16"	8.00	15.25	28.00	48.00	35.00
20"	8.50	16.50	32.00	57.00	40.00
24"	9.00	18.00	35.00	65.00	45.00

Note:

Restrained joints may be used in lieu of blocking with prior approval from Urbandale Water Utility.

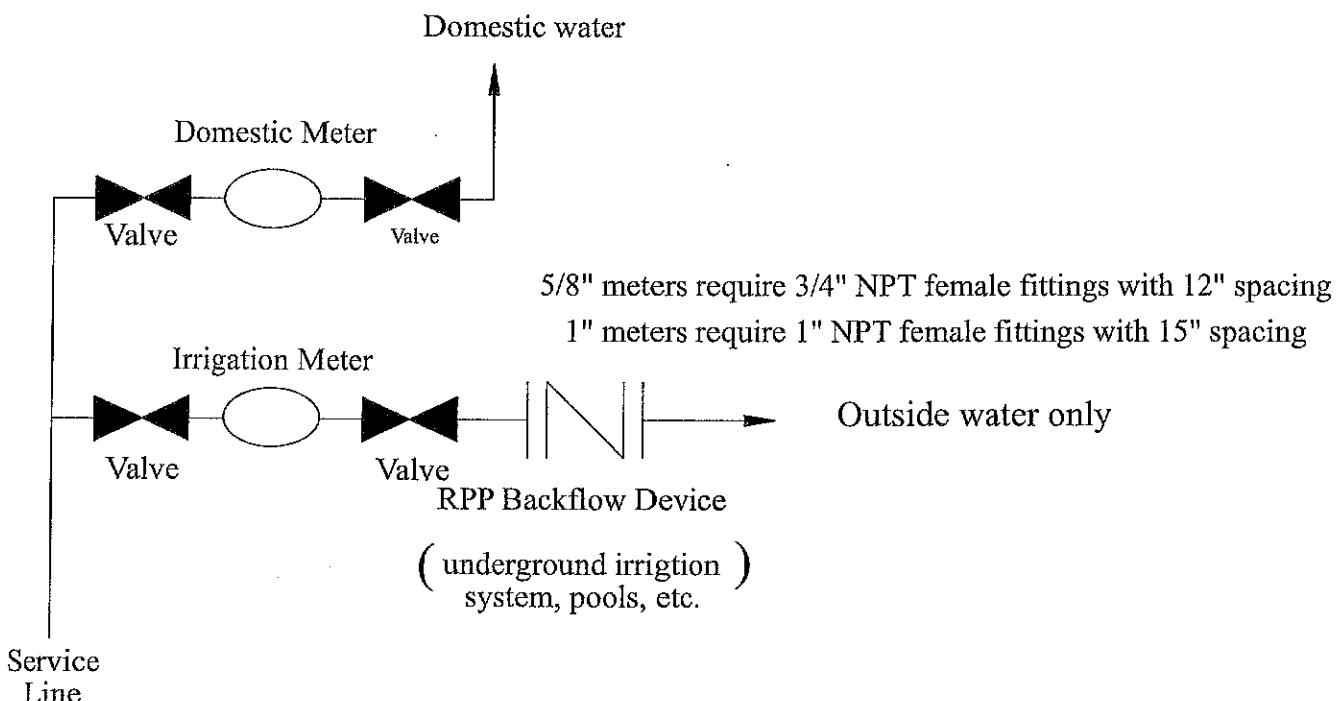
SCALE: NONE
URBANDALE WATER UTILITY
DATE: 07-01-2018

CONCRETE THRUST BLOCK STANDARD

IRRIGATION METERS AND SYSTEM REQUIREMENTS

Date: 05-01-2024 Addendum #6

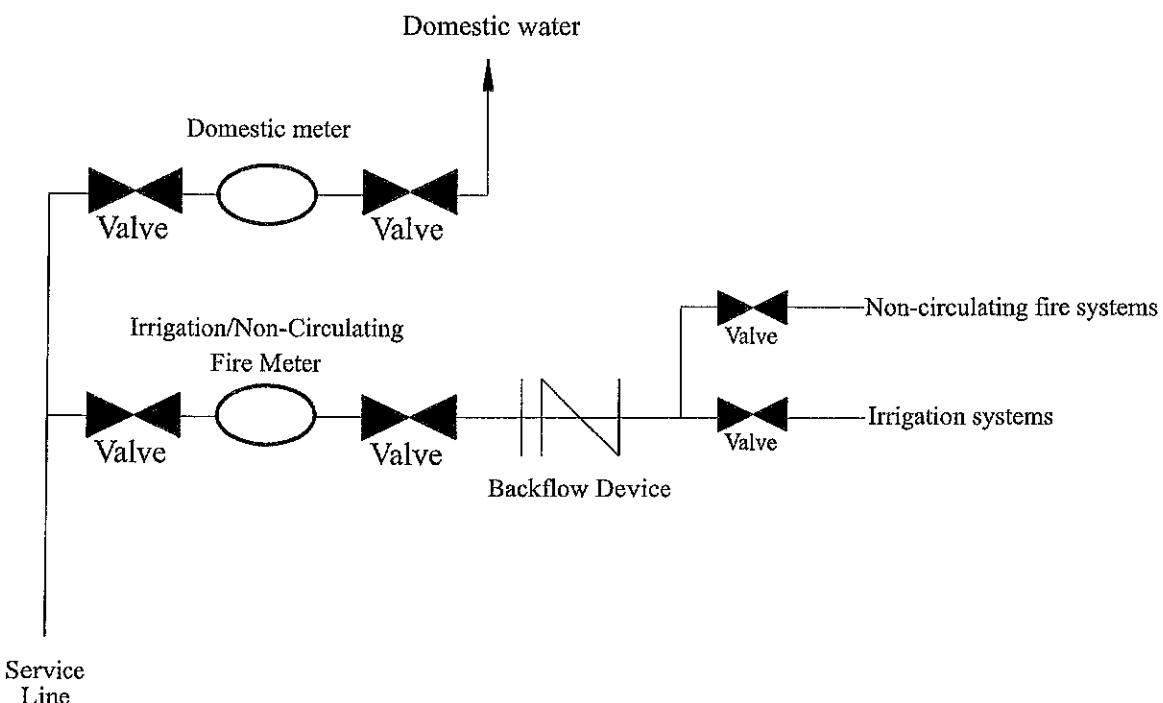
1. Fill out sewer exemption form and pay sewer exemption fee of \$15.00.
2. All meters must be purchased from the Urbandale Water Utility.
All fees to Urbandale Water Utility must be paid before the meter is installed.
See Fee Schedule, Section V - Application Fee for Meter Charges
3. Customer will be responsible for all plumbing changes.
4. The irrigation meter must be installed 4 feet or less from the house meter with a valve on each side of the meter.
5. The irrigation meter must be teed from the service line ensuring both systems run independently of each other.
6. All underground irrigation systems shall have an approved R.P.P. (Reduced Pressure Principal) backflow assembly (Comparable to Watts 009 or a Febco 825Y. The RPP must be installed inside the building directly after the irrigation meter or immediately outside the building where the plumbing exits.
7. An initial test of the RPP must be performed by a certified tester and the results recorded with www.BSIonlinetracking.com before the system can be activated.
8. All RPP's are to be tested annually by a certified tester and the results recorded with www.BSIonlinetracking.com.



Residential Non-Circulating Fire Service Meters and System Requirements

Date: 07-1-2018

1. All meters must be purchased from the Urbandale Water Utility (UWU).
2. All fees shall be paid before the meter is set.
3. The service line shall be sized according to the combined total of the domestic, irrigation and fire system demands.
4. Provide the total of the irrigation and fire system demand to the UWU.
5. Irrigation/non-circulating fire meters shall be installed not more than 4 feet from the domestic meter. There shall be a valve on each side of the meter.
6. The irrigation/fire demand shall be combined to utilize one meter. The irrigation/non-circulating fire meter shall be teed off the service line so that the domestic and irrigation/fire systems are independently metered.
7. All fire systems shall have an approved backflow device as described in Chapter 106. The backflow device shall be installed inside the house directly after the fire meter.
8. An initial test of the backflow device must be performed by a certified tester before the system is activated. The test results shall be recorded online at www.BSIonlineTracking.com.
9. For more information on the requirements for cross connection and backflow prevention, refer to Chapter 106 of this manual.





URBANDALE WATER UTILITY

3720 86th Street, Urbandale, IA 50322
Phone: 515-278-3940 Fax: 515-278-3944
Email: customerservice@urbandalewater.org

HYDRANT METER RENTAL AGREEMENT

Update May 1, 2025

Address _____

Meter Number _____ Total Days _____

Beginning Read _____ Set Date _____

Final Read _____ Return Date _____

Consumption _____ Receipt Number _____

Comments _____

- Hydrant Wrench (\$50 Replacement Cost)
- Hydrant Stand (\$50 Replace Cost)
- 2-1/2" Fire Hose Coupling (\$50 Replacement Cost)

1. Hydrant Meter Deposit Schedule:

Deposit Fee Schedule				
Meter size (in.)	5/8	1.0	2.0	3.0
Deposit Fee	\$300.00	\$600.00	\$2,500.00	\$3,000.00

2. Hydrant Meter Rental Fee Schedule:

Rental Fee Schedule (Monthly Fee – Min. 30-Day Fee)				
Meter Size (in.)	5/8	1.0	2.0	3.0
Rental Fee	\$50.00	\$75.00	\$125.00	\$150.00

3. Bulk Water Rate will apply. See Fee Schedule.

4. Terms and conditions of Hydrant Meter rentals:

- A. The Urbandale Water Utility must approve the proper use, location, size and other pertinent issues regarding the hydrant meter rental.
- B. A deposit for the amount stipulated in the above "Hydrant Meter Deposit Schedule" must be made prior to the setting of the meter. The deposit amount required is directly related to the size of the hydrant meter requested.

- C. The amount charged to the undersigned for the hydrant meter rental is dependent upon the following factors.
 - 1. The number of days the undersigned has possession of the meter
 - 2. The water usage figured at bulk water rates.
 - 3. Damage, if any, to the hydrant meter assembly or fire hydrant.
- D. The undersigned assumes all responsibility for theft or damage to the fire hydrant and hydrant meter assembly.
- E. It is the responsibility of the undersigned to notify the Urbandale Water Utility when he/she is finished with the hydrant meter so it can be removed and returned to the Urbandale Water Utility.
- F. It is the responsibility of the undersigned to protect the hydrant and hydrant meter assembly from freezing. In the event freezing does occur, the undersigned assumes all monetary responsibility for damages.
- G. Water from a fire hydrant is not intended for human consumption. The Urbandale Water utility cannot guarantee the quality of water from a fire hydrant or a hydrant meter assembly.
- H. Each hydrant meter is equipped with a gate valve; which shall be operated by the undersigned to control the flow of water. The fire hydrant shall be opened completely when in use and never be used to control the flow of water.
- I. Do not modify or disassemble the hydrant meter assembly in any way. The Urbandale Water utility shall be notified immediately of any failed meter assembly.
- J. The Urbandale Water Utility may revoke any hydrant meter privileges granted to any individual or corporation because of violations of the terms and conditions of this agreement.
- K. The Urbandale Water Utility may make allowances or amendments in the terms or conditions of the hydrant meter rental agreement to provide flexibility to handle unique situations.
- L. All rentals, consumptions and damages shall be deducted from the deposit before the remaining deposit balance is returned to the undersigned. In cases where the deposit is insufficient to cover all the fees due, the undersigned will receive an additional billing payable to the Urbandale Water utility.

5. I, the undersigned, have completely read, understand and accept the previously stated terms and conditions of the Hydrant Meter Agreement.

Signed _____ Date _____

Please print the following:

Company Name _____

Billing Address _____

Company Contact Name _____

Telephone # _____



URBANDALE WATER UTILITY

3720 86th Street, Urbandale, IA 50322
Phone: 515-278-3940 Fax: 515-278-3944
Email: customerservice@urbandalewater.org

PRIVATE FIRE HYDRANT MAINTENANCE AGREEMENT

Update May 1, 2025

The undersigned agrees to hire the Urbandale Water Utility to perform maintenance on their privately-owned hydrants. Maintenance will include painting, operating, checking drainage, lubricating, replacing cap gaskets as necessary and recording pressure readings. Any additional parts or repairs will be at the owner's expense.

The owner or an in-charge representative of the owner shall be present or available during the maintenance process. If a hydrant is found to be inoperable or needing minor repair, the Utility will provide an estimate of repairs for approval.

The Urbandale Water Utility shall not be held responsible for a hydrant or valve that at any time does not perform properly. The owner also realizes there is a possibility for damage to occur to the hydrant or valve during operation and will hold harmless the Urbandale Water Utility and its employees for any damages that may occur.

The said _____, hereby agrees to indemnify and hold harmless the Urbandale Water Utility, their agents, representatives and employees, from any and all claims, damages, losses and expenses.

Maintenance Fee: Fee based on standard labor and equipment charges (1-Hour minimum).

Contact Person:

<i>Signature</i>	<i>Print Name</i>	<i>Date of Authorization</i>
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Company Name: _____

Company Address: _____

Contact Phone Number: _____

E-mail Address: _____