

Urbandale Water Utility
Late Notice/Disconnect Policy
Updated May 1, 2026

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

Reminder Notice issued 21st day or first business 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 a holiday observed 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 business day.

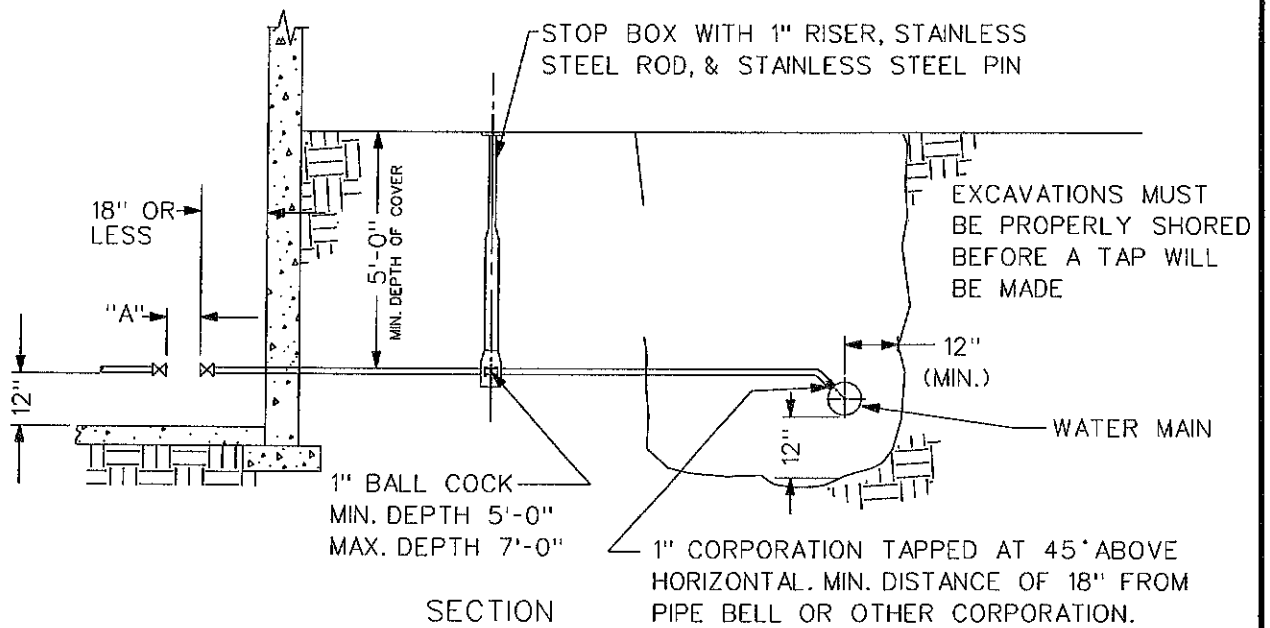
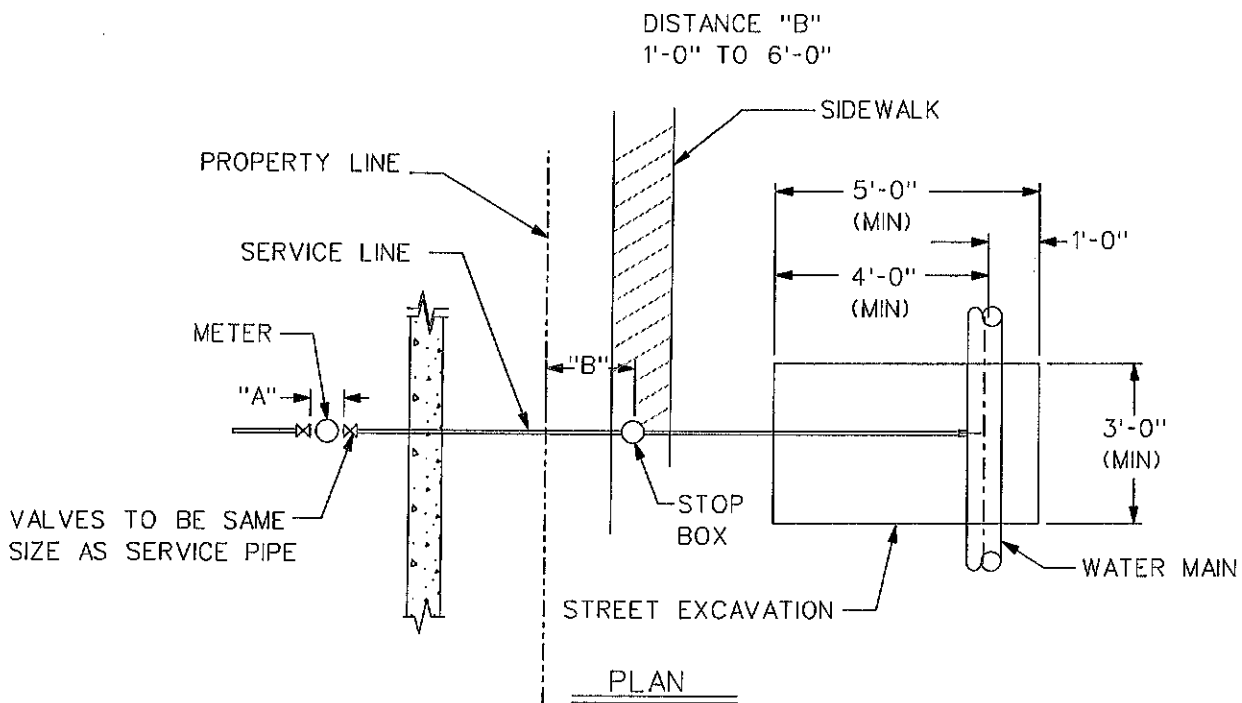
Customers who contact the Utility to make a payment arrangement prior to Water Disconnect may be given an extension. If the payment is not received by the date of the arrangement, water will be disconnected the following business day.

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

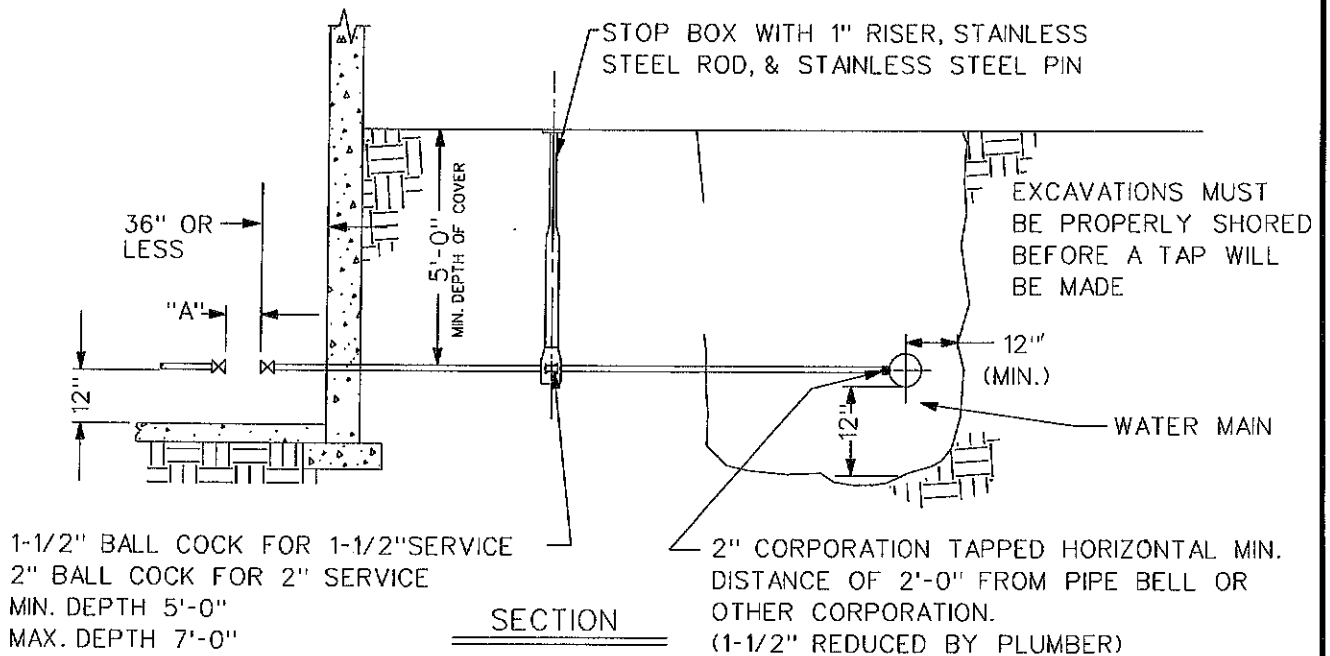
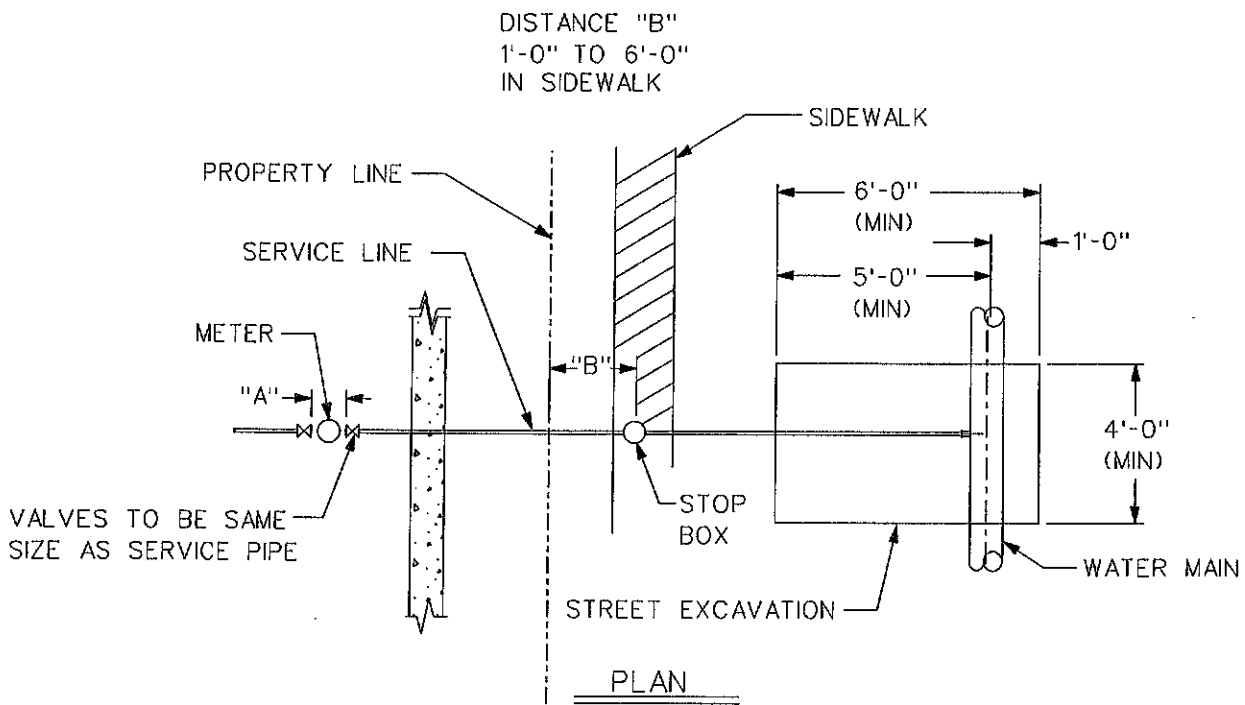
SIZE OF METER	"A" - FACE TO FACE OF VALVES
5/8"	12"
3/4"	13-1/2"
1"	15"

SCALE: NONE

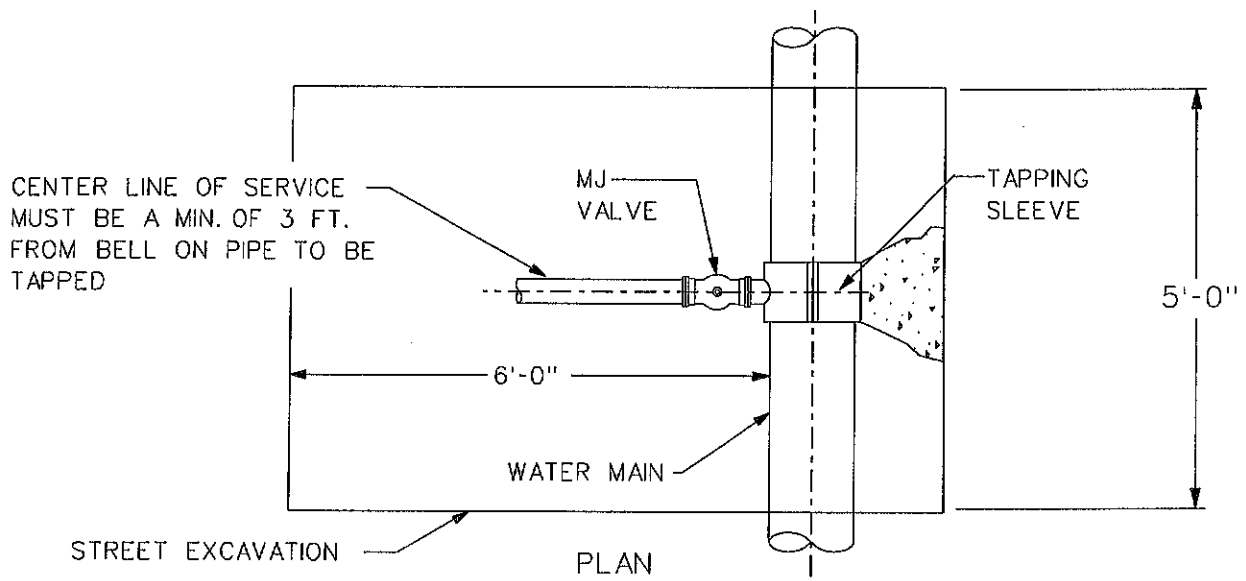
URBANDALE WATER UTILITY

DETAIL OF 1" COPPER SERVICE INSTALLATION

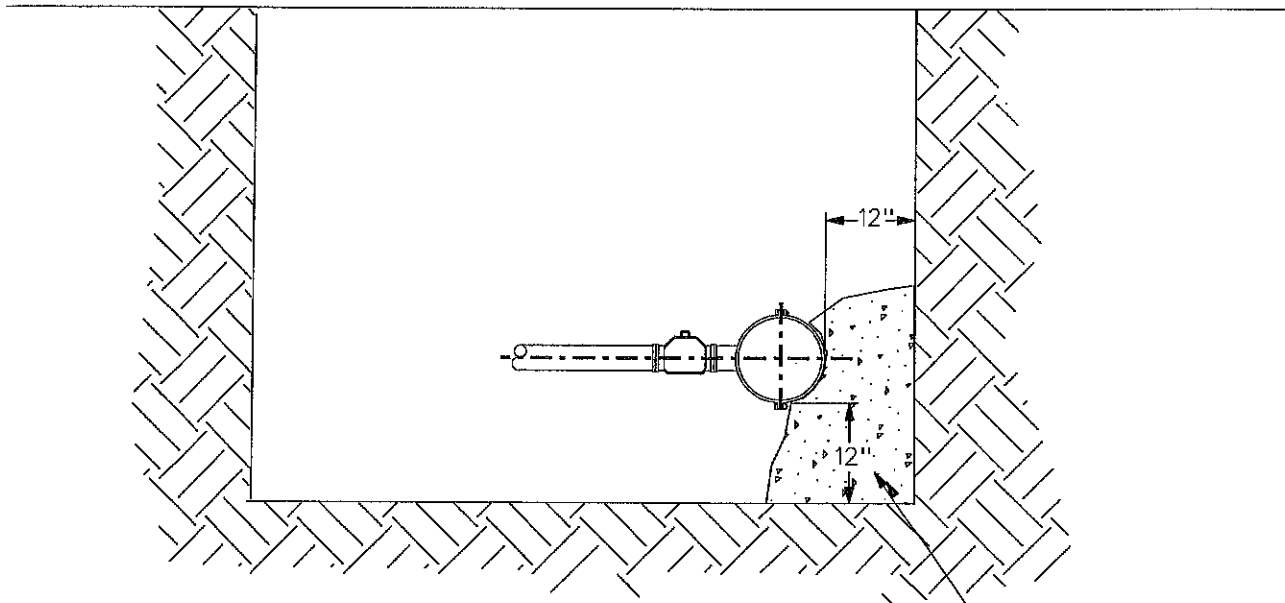
DATE: 07-01-2018



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	
DATE: 06-01-2022	
DETAIL OF 1-1/2" OR 2" SERVICE INSTALLATION	



PLAN



SECTION

THRUST BLOCK
SEE FIGURE 23
FOR DIMENSIONS

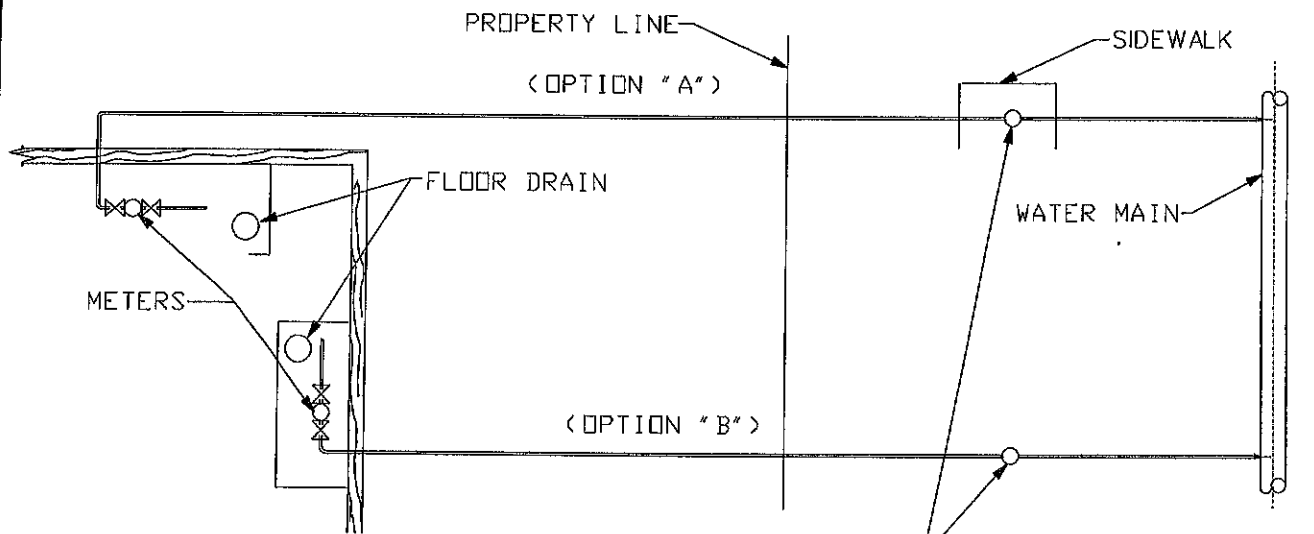
NOTES:

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.

SCALE: NONE
DATE: 07-01-2018

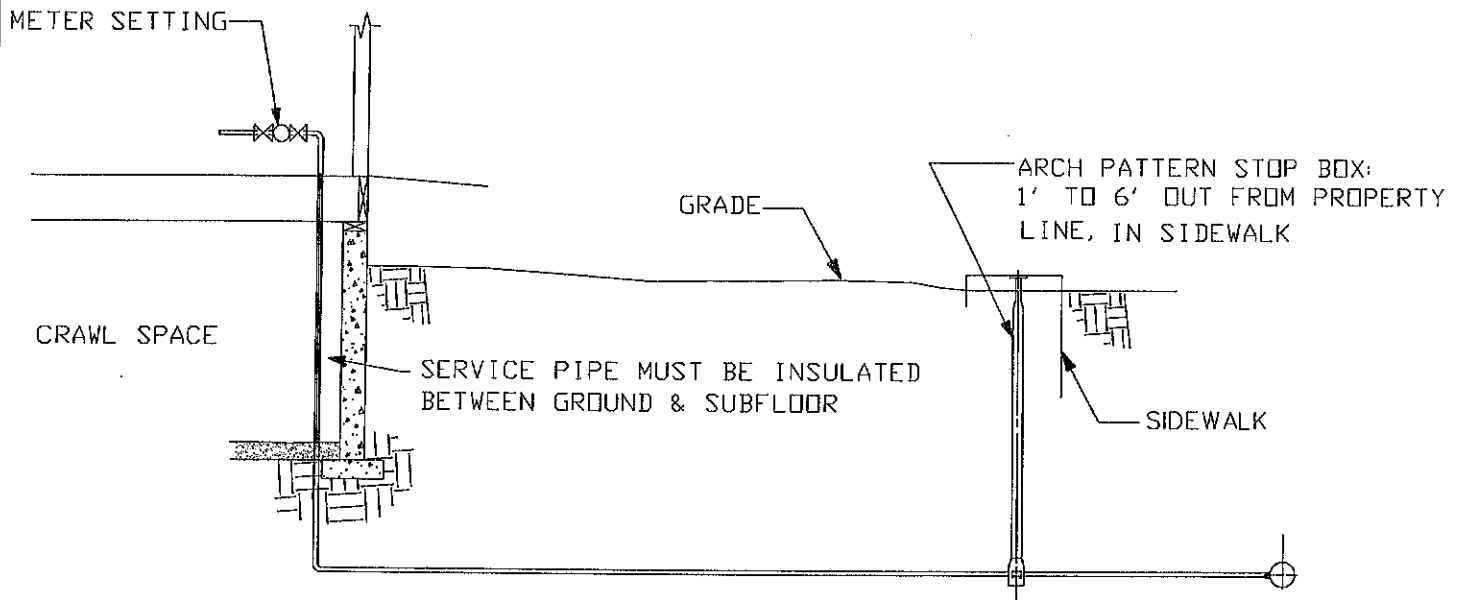
URBANDALE WATER
UTILITY

EXCAVATION DETAIL FOR
TAPPING SLEEVE



NOTES:
METER ABOVE FLOOR WITH MOP DRAIN PAN BELOW
NO METER SET IN CRAWL SPACE.

PLAN



SECTION

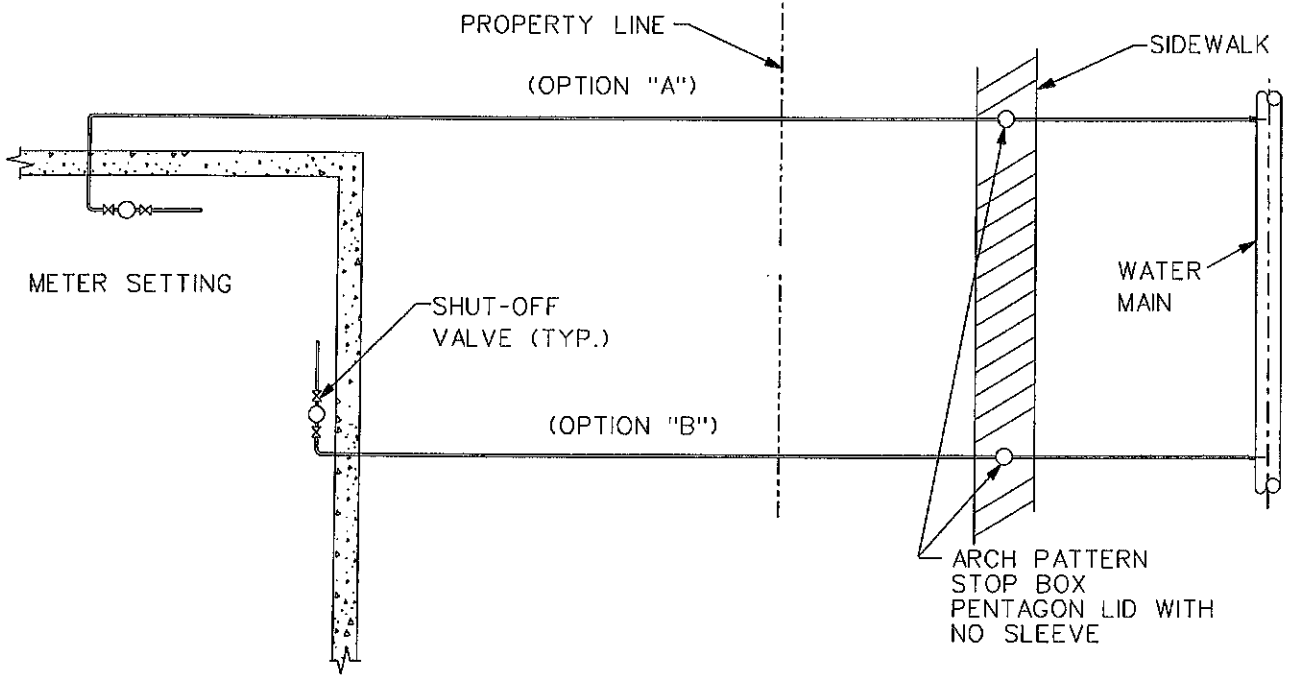
SCALE: NONE

ADDENDUM #4

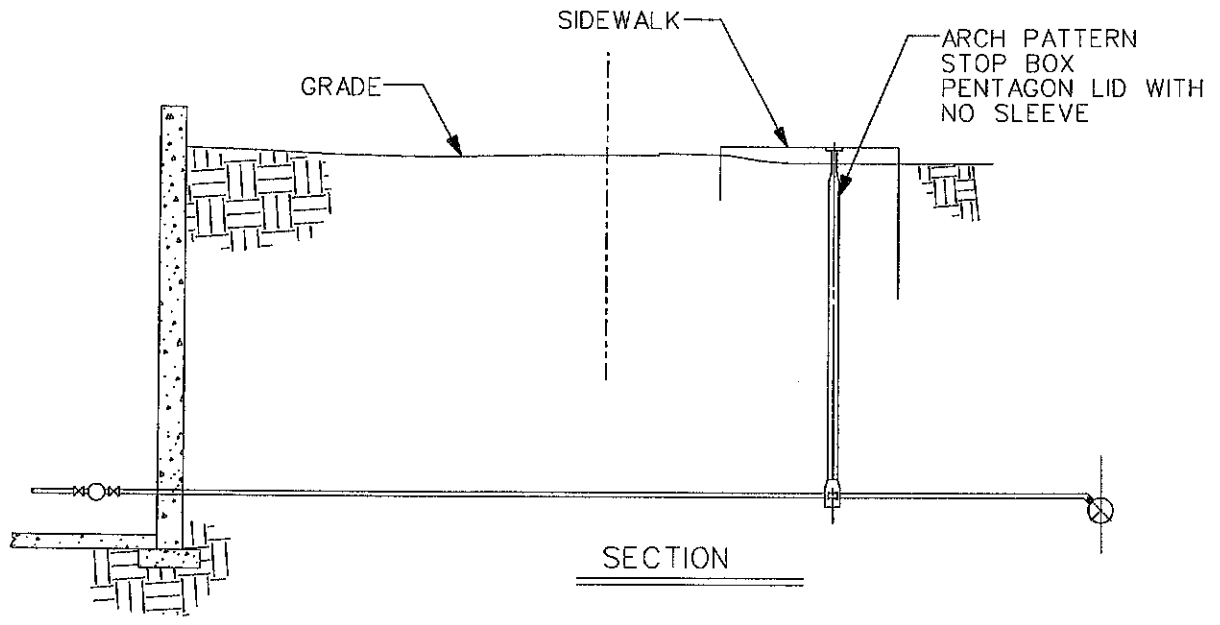
DATE: 06-01-2022

URBAN DALE WATER
UTILITY

1ST FLOOR SETTING
WITH CRAWL
SPACE BELOW



PLAN

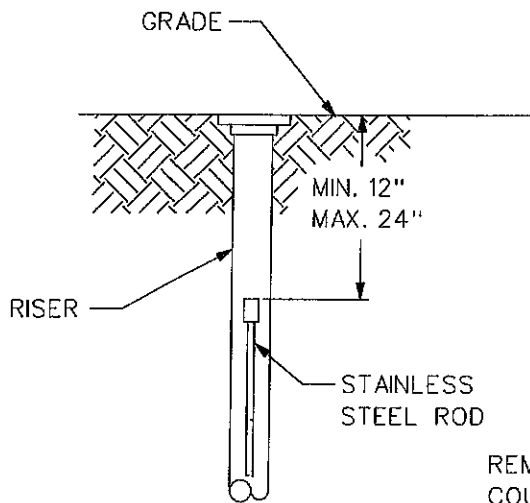


SECTION

SCALE: NONE
ADDENDUM #4
DATE: 06-01-2022

URBANDALE WATER
UTILITY

BUILDING WITH
STANDARD BASEMENT



NORMAL
INSTALLATION

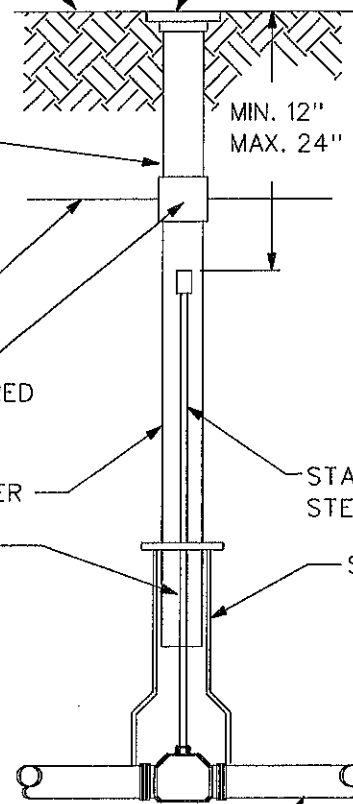
NEW GRADE — REPLACE CAP

MIN. 12"
MAX. 24"

THREADED PIPE NIPPLE
SAME DIAMETER AS RISER

REMOVE CAP AND INSTALL PIPE
COUPLING. SECURE BY WELDING, RED
LOCTITE OR RISER SET SCREWS.

TOP SECTION OF BOX SHALL BE
EXTENDED NO MORE THAN 1/2
WAY OUT OF BOTTOM SECTION
OF BOX



EXISTING SERVICE LINE

STOP BOX RAISED
TO NEW GRADE

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.

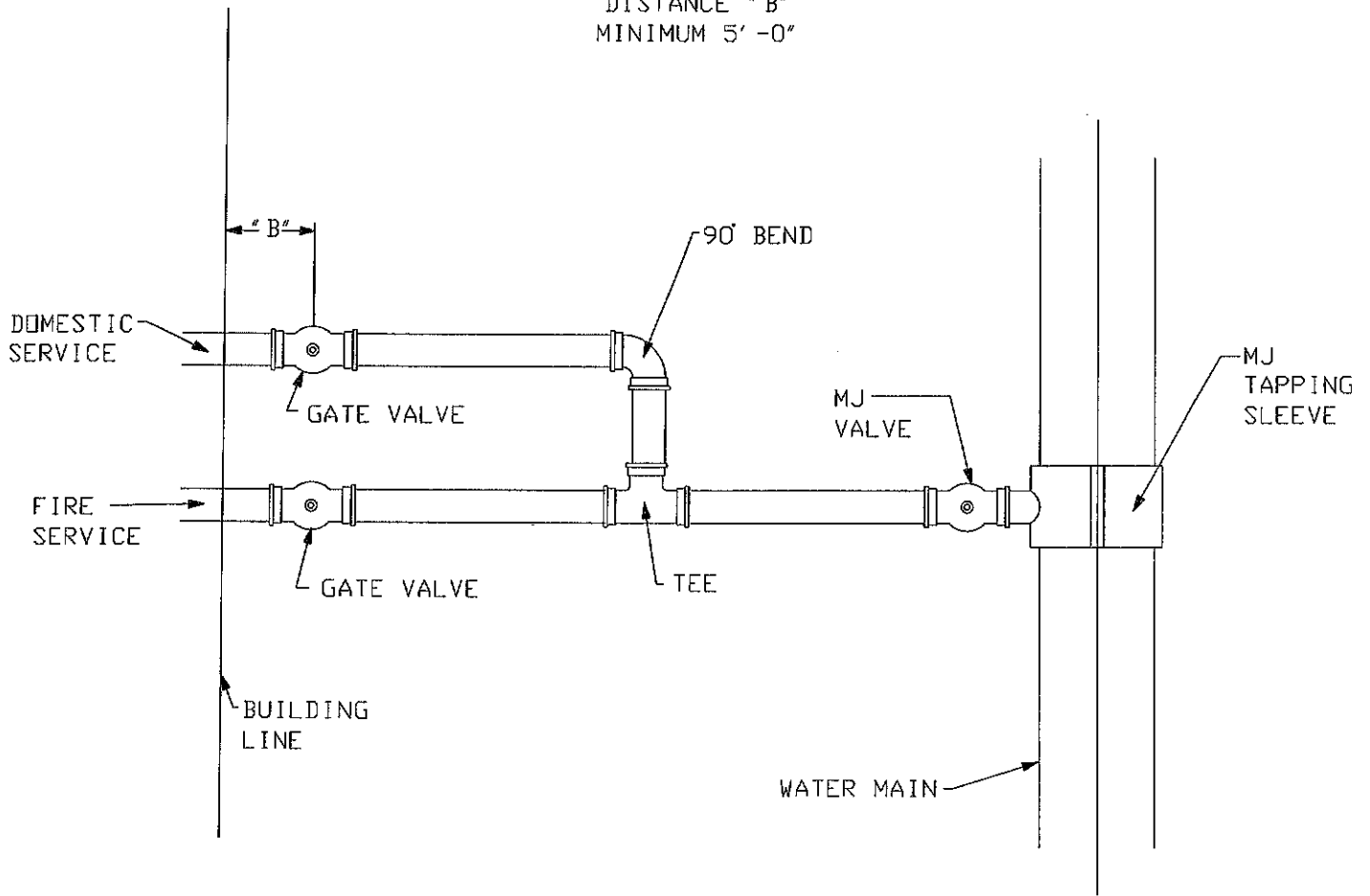
SCALE: NONE

URBANDALE WATER
UTILITY

ADJUSTING STOP BOX
TO NEW GRADE
(ARCH PATTERN BOX)

DATE: 07-01-2018

DISTANCE "B"
MINIMUM 5'-0"



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

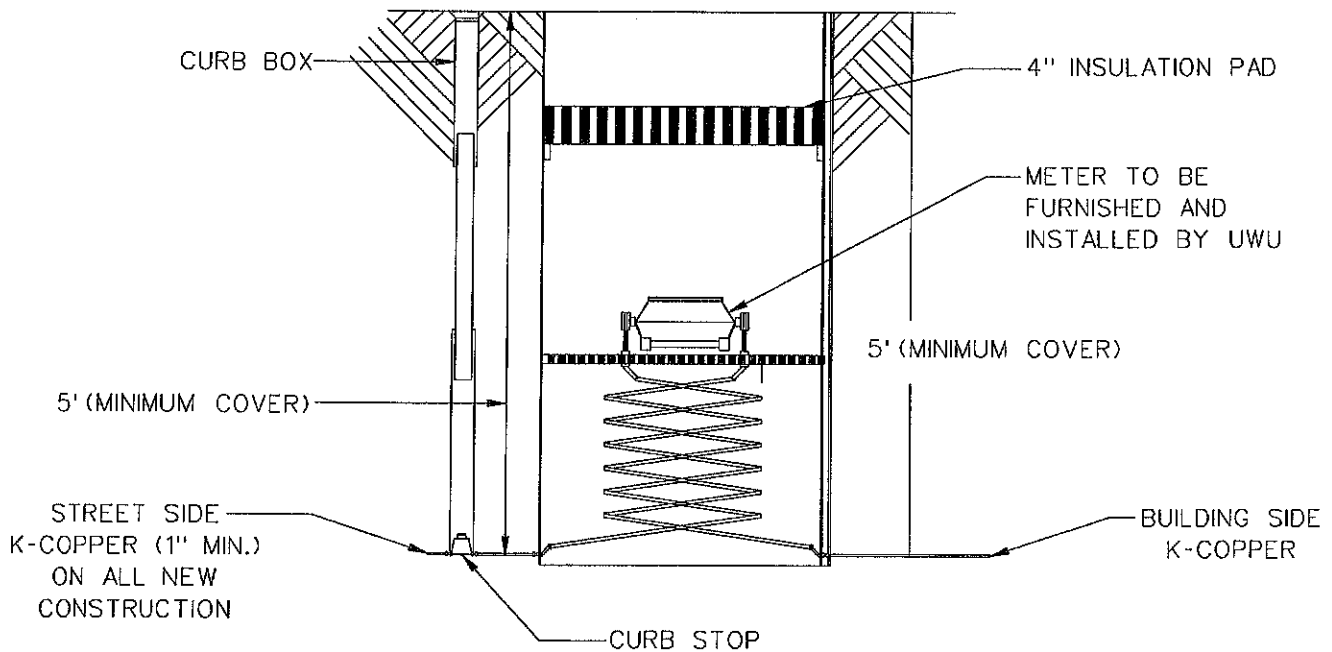
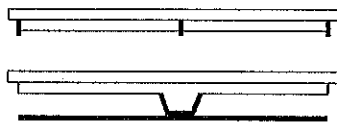
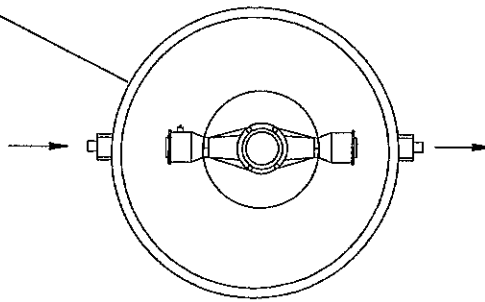
SCALE: NONE

URBANDALE WATER
UTILITY

TYPICAL COMMERCIAL
FIRE SERVICE LINE
WITH DOMESTIC TEE
IN LINE

DATE: 07-01-2018

TOP VIEW
RIGID PVC
METER PIT



NOTE: METER BOX LOCATED AT PROPERTY LINE ON PRIVATE PROPERTY

SCALE: NONE

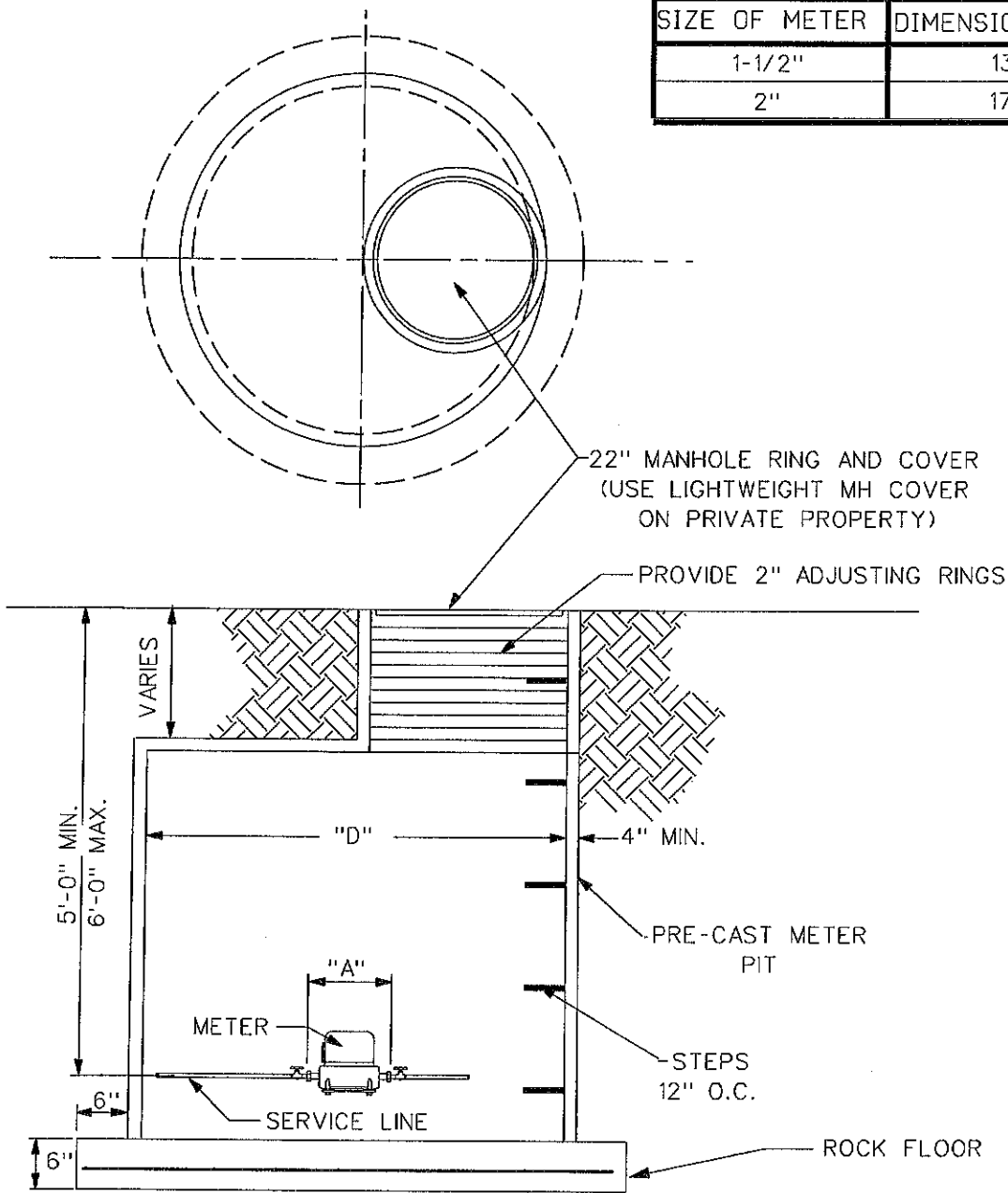
URBANDALE WATER
UTILITY

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

DATE: 07-01-2018

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

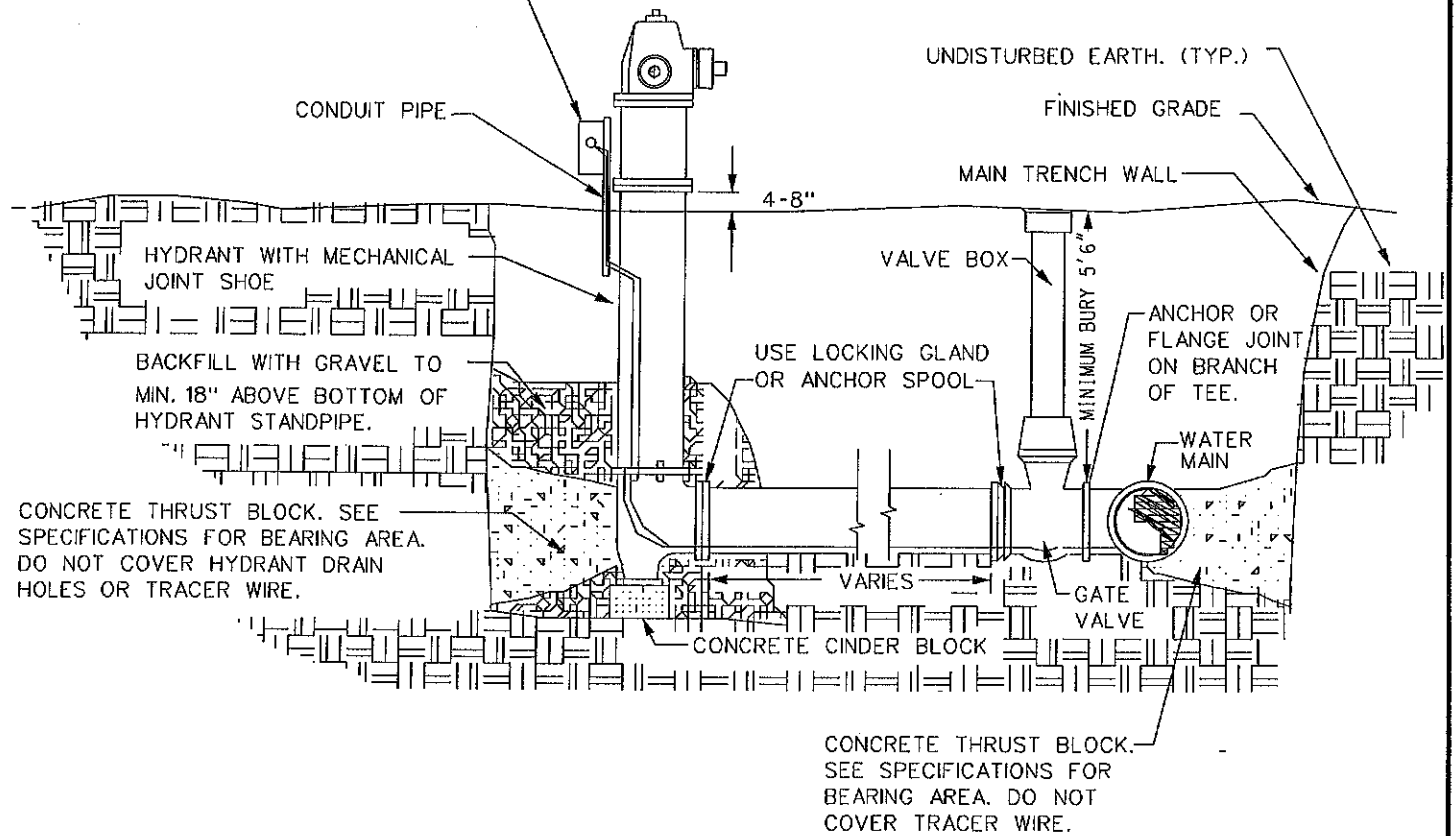
SCALE: NONE

URBANDALE WATER
UTILITY

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

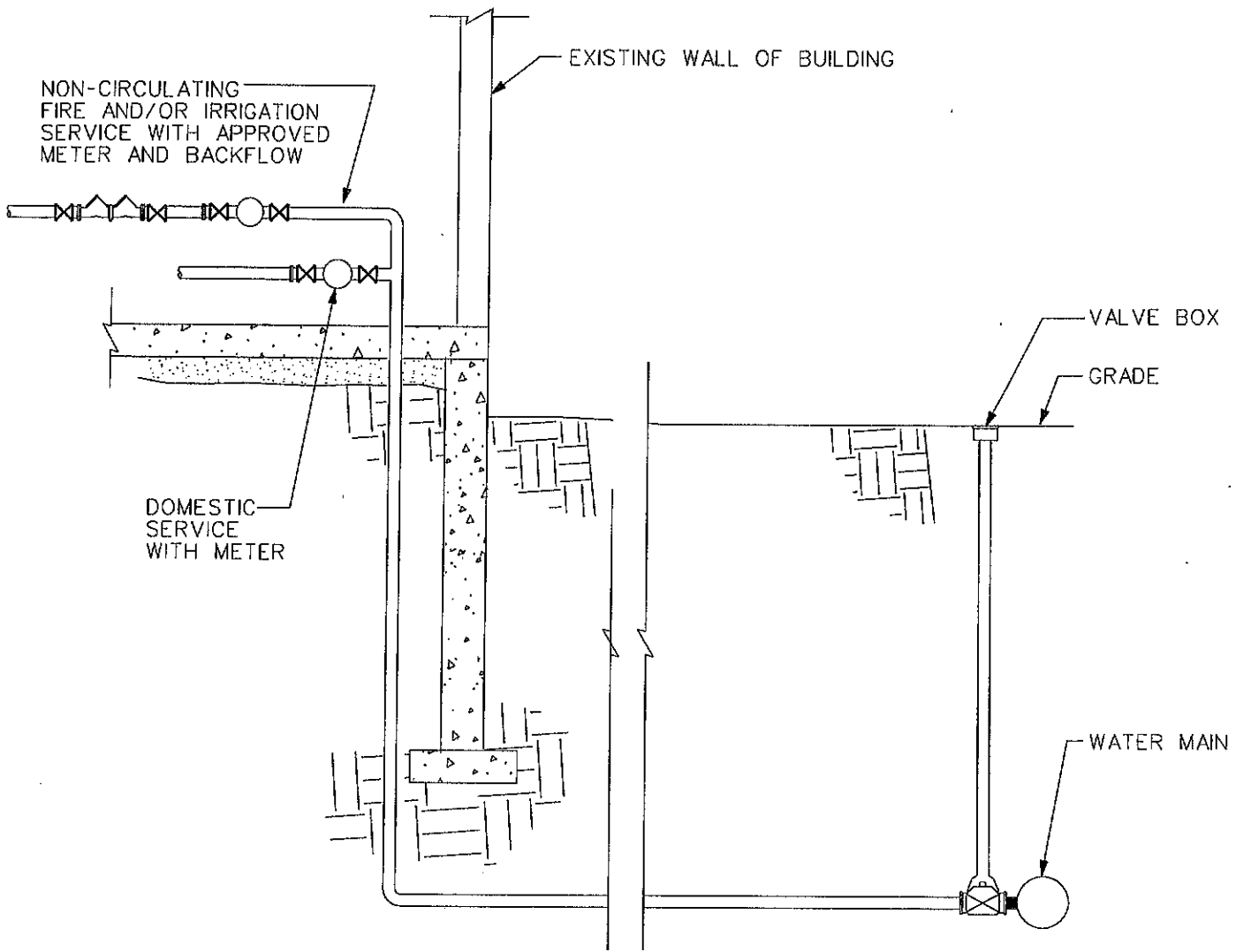
DATE: 07-01-2018

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		



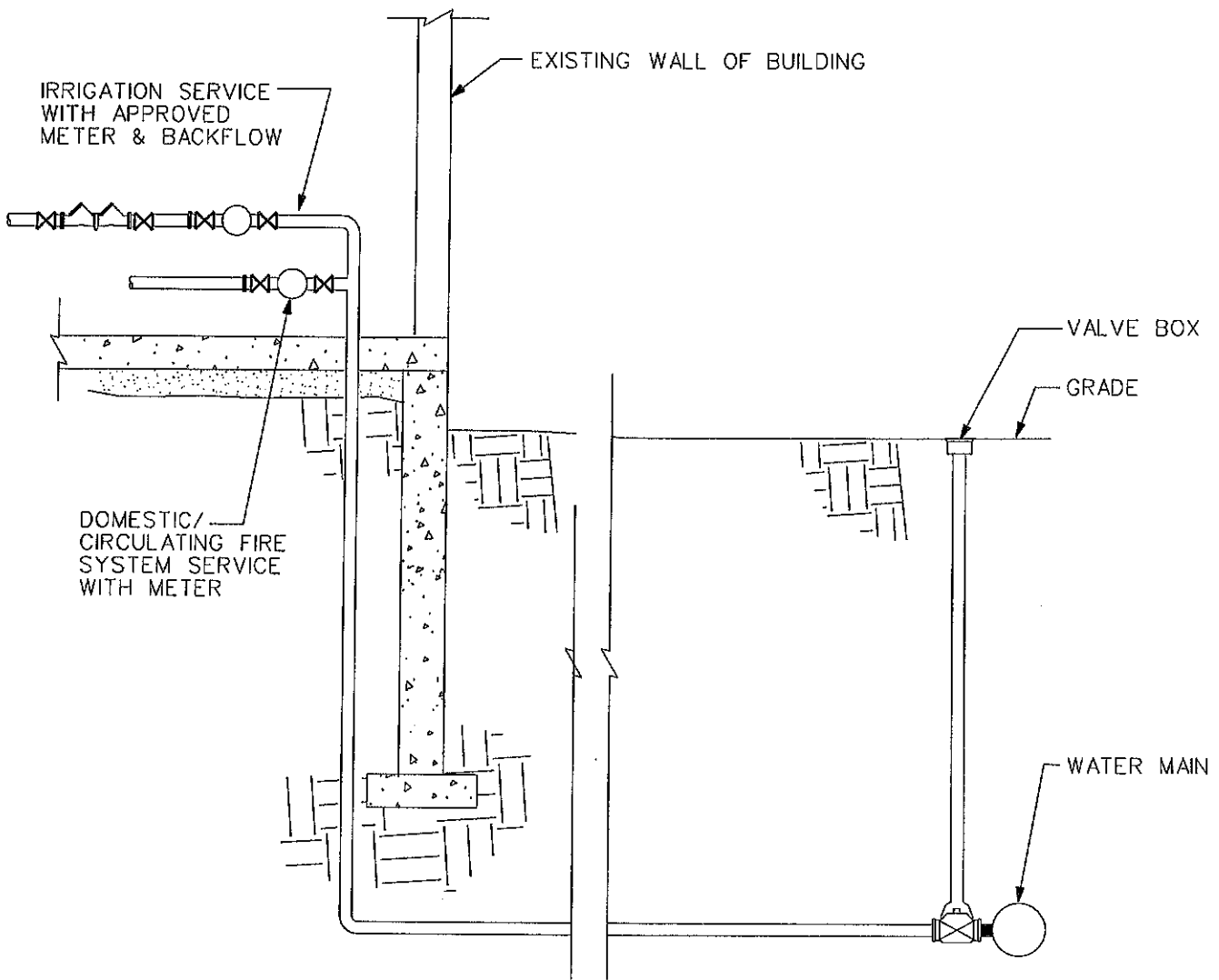
SECTION

SCALE: NONE

DATE: 07-01-2018

URBANDALE WATER
UTILITY

TYPICAL COMBINATION
NON-CIRCULATING FIRE/
IRRIGATION & DOMESTIC
SERVICE



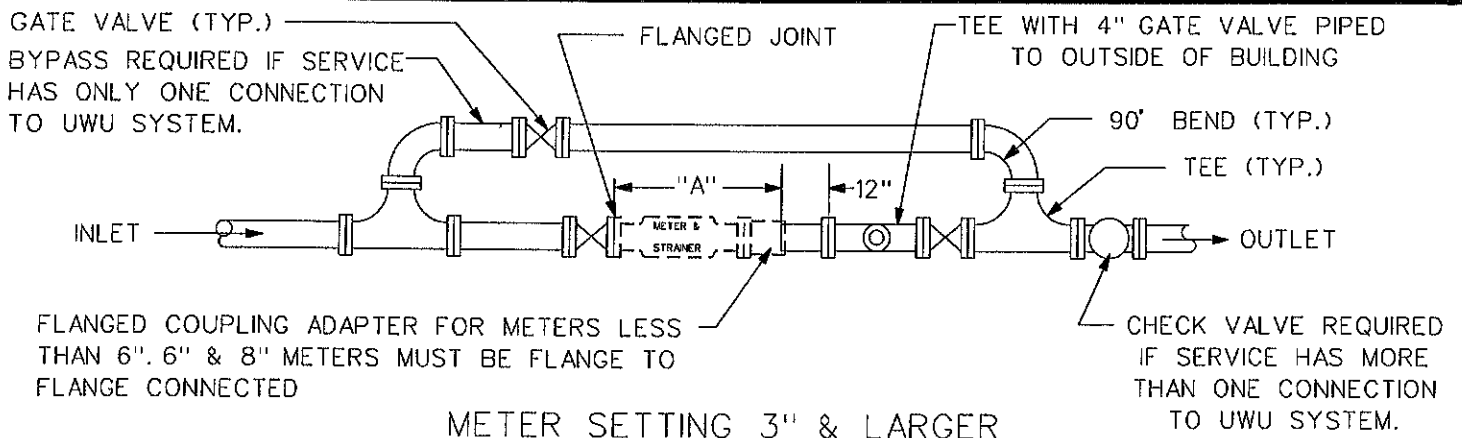
SECTION

SCALE: NONE

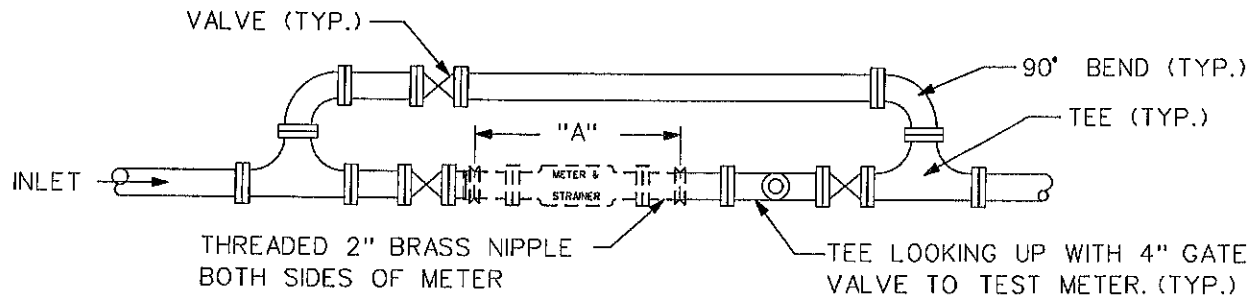
URBANDALE WATER
UTILITY

TYPICAL DOMESTIC
CIRCULATING FIRE
SYSTEM & IRRIGATION
SERVICE

DATE: 07-01-2018



METER SETTING 3" & LARGER



2" METER SETTING

SIZE OF METER	DIMENSION "A"							
	TURBINE METER		TRU FLOW COMPOUND METER		FIRE TURBINE		PROTECTUS III	
	FLANGE COUPLING ADAPTOR	FLANGE TO FLANGE	FLANGE COUPLING ADAPTOR	FLANGE TO FLANGE	FLANGE COUPLING ADAPTOR	FLANGE TO FLANGE	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:

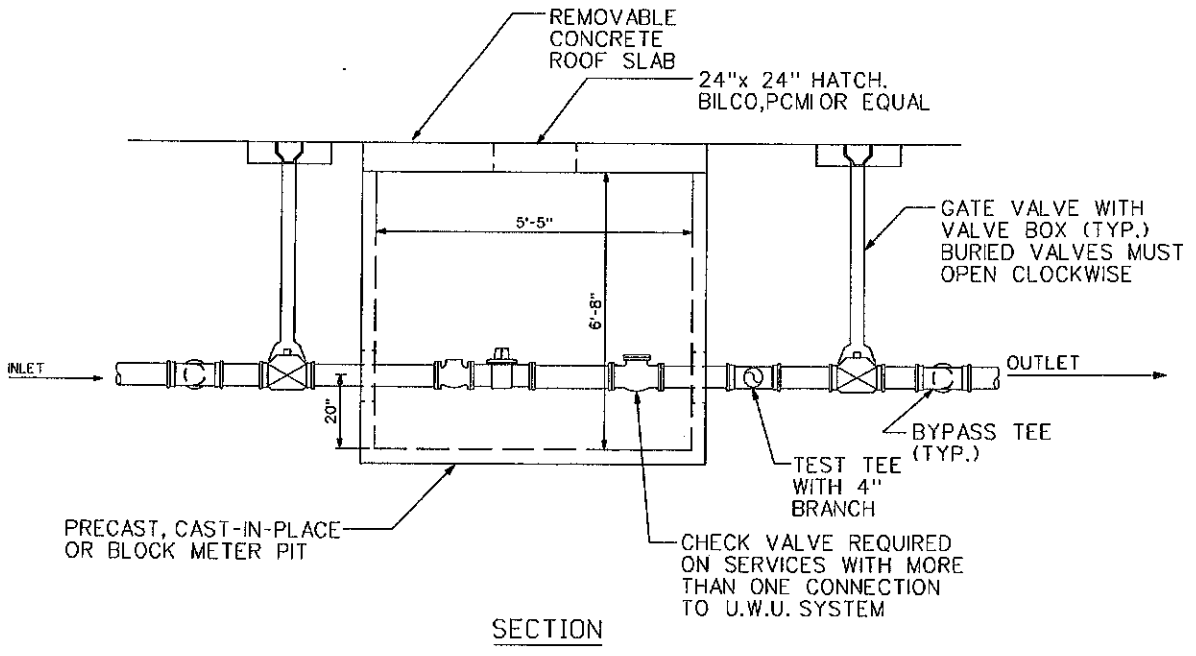
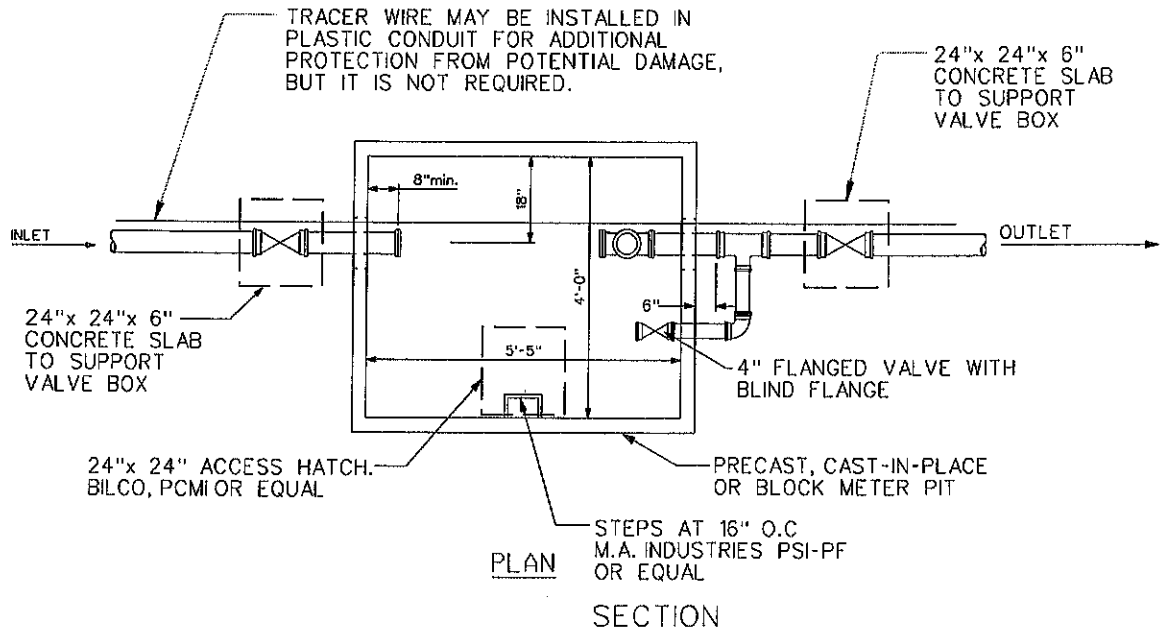
1. INSTALL 1/2" CONDUIT FROM METER TO AN ACCEPTABLE LOCATION FOR MOUNTING METER READING EQUIPMENT.
2. PIPE MATERIALS SHALL BE IN ACCORDANCE WITH CITY OF URBANDALE PLUMBING CODE.
3. IF THE METER SETTING IS INSIDE A BLDG. 4" PIPE MUST BE INSTALLED FROM THE TEST TEE VALVE TO AN APPROVED LOCATION ON THE 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

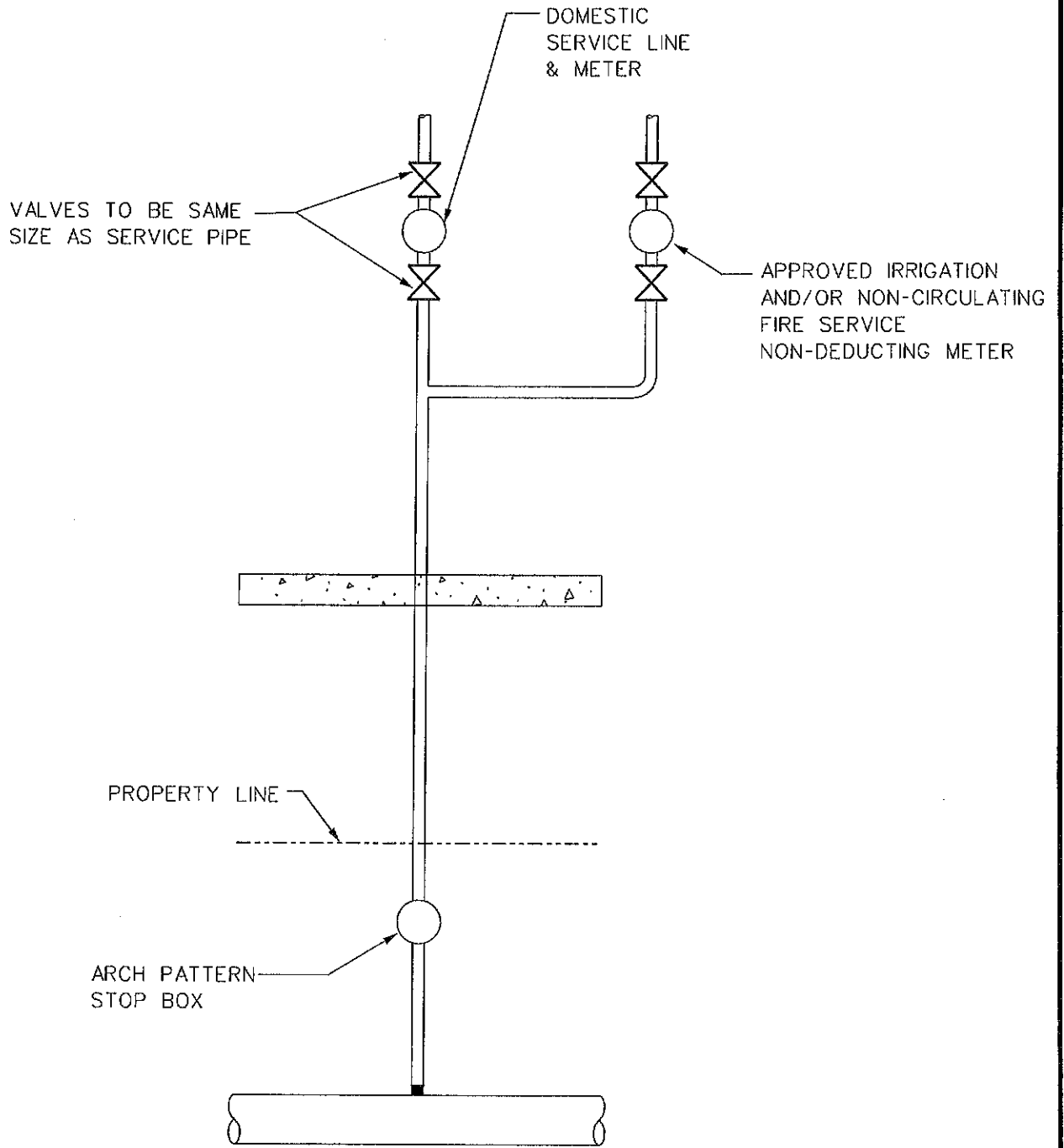
URBANDALE WATER
UTILITY

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		

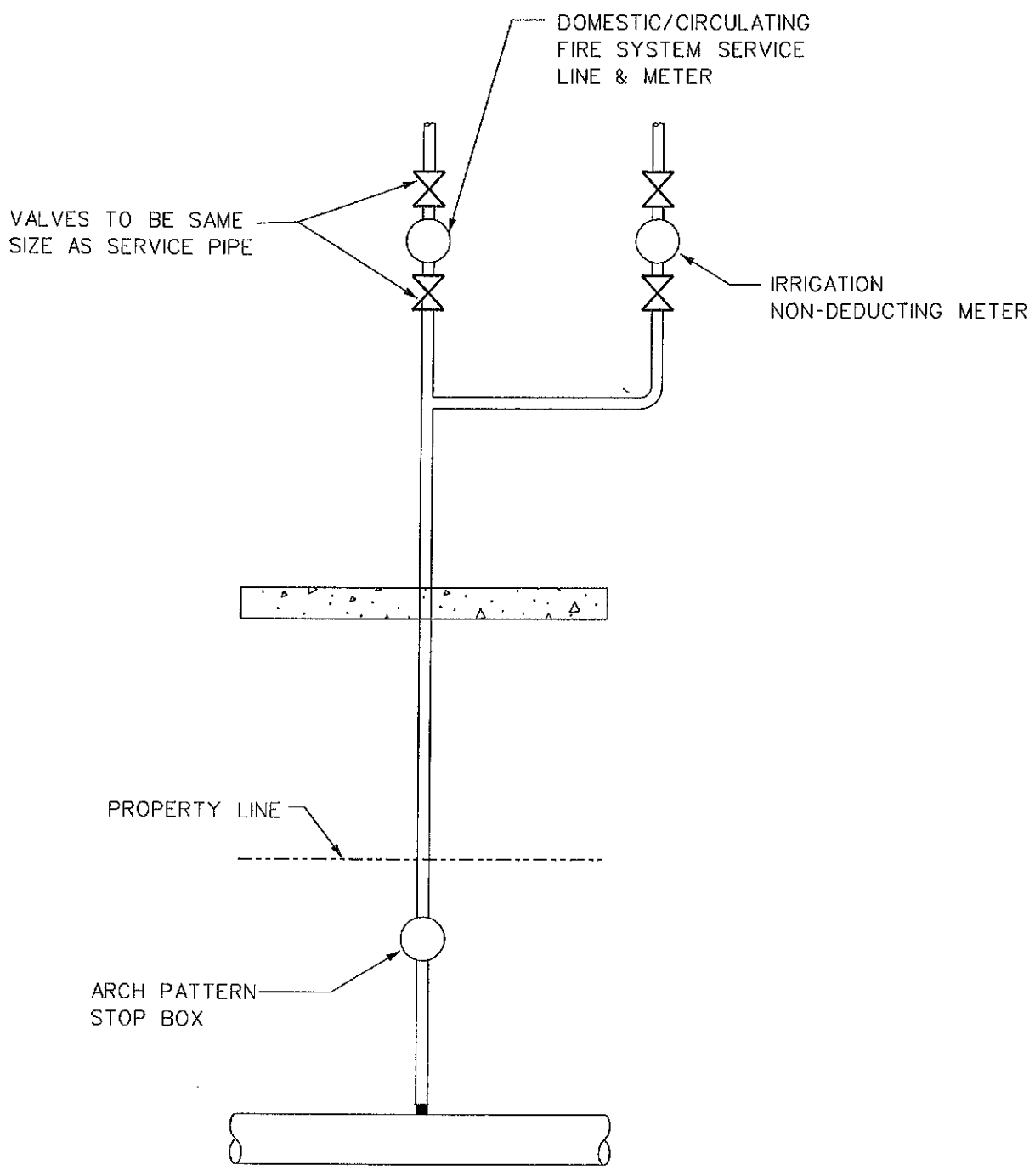


SCALE: NONE

URBANDALE WATER UTILITY

RESIDENTIAL IRRIGATION AND/OR NON-CIRCULATING FIRE SERVICE INSTALLATION

DATE: 07-01-2018

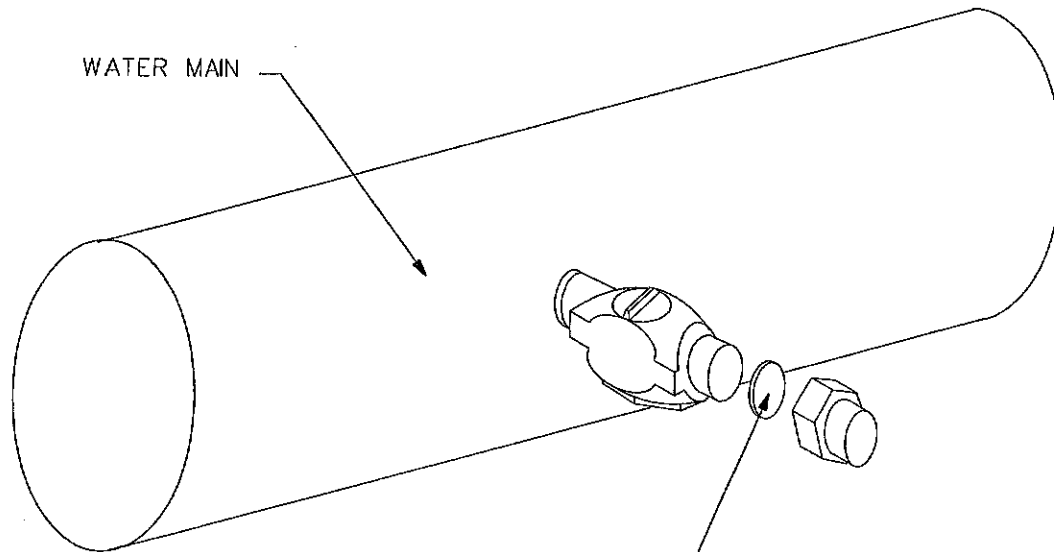


SCALE: NONE

URBANDALE WATER UTILITY

RESIDENTIAL IRRIGATION AND/OR CIRCULATING FIRE SERVICE INSTALLATION

DATE: 07-01-2018



WATER MAIN

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

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

DATE: 07-01-2018

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.

UWU WATER MAIN

GENERAL BOX

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 LINES

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

Ⓐ

Ⓑ

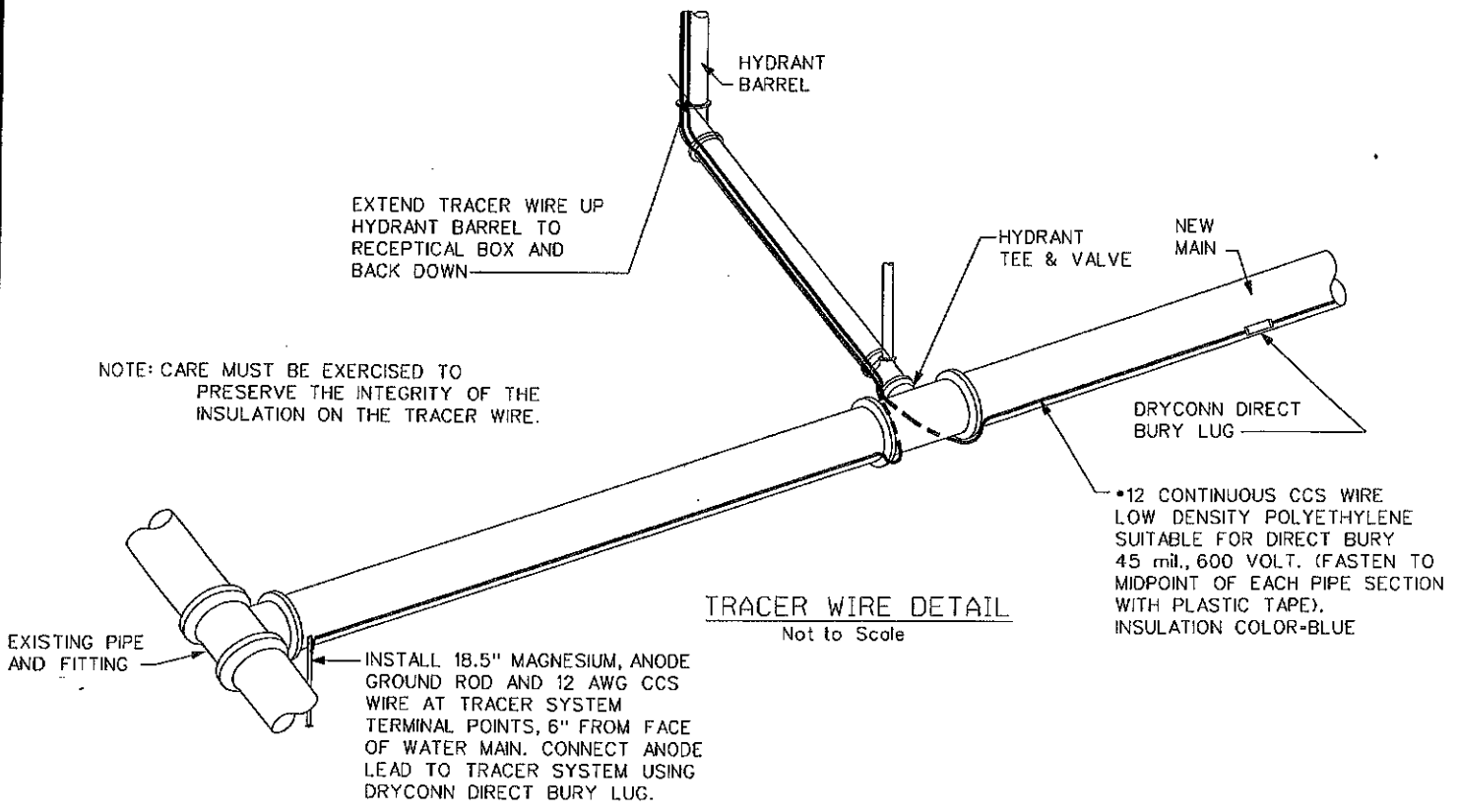
Ⓒ

SCALE: NONE

URBANDALE WATER
UTILITY

PRIVATE MAIN
ABANDONMENT DETAILS

DATE: 07-01-2018

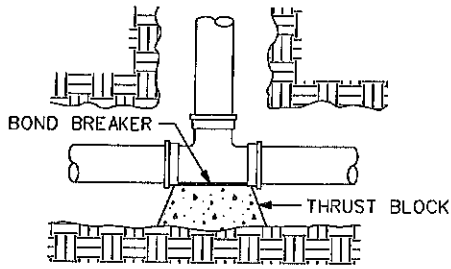


TRACER WIRE DETAIL
Not to Scale

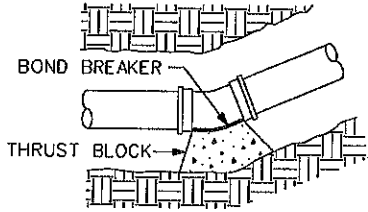
SCALE: NONE
DATE: 07-01-2018

URBANDALE WATER
UTILITY

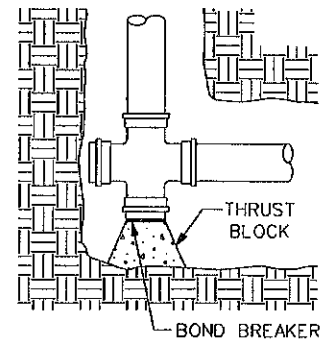
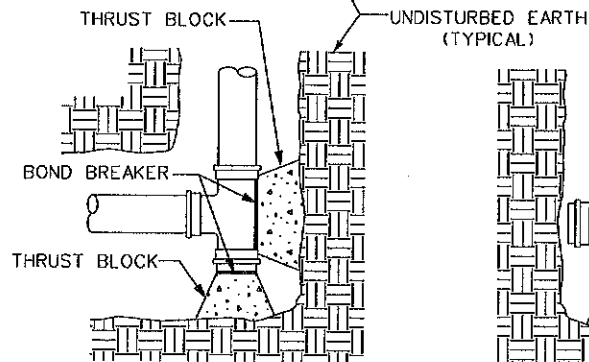
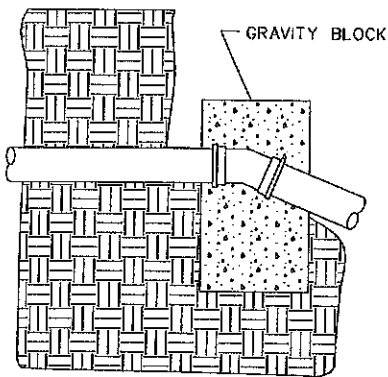
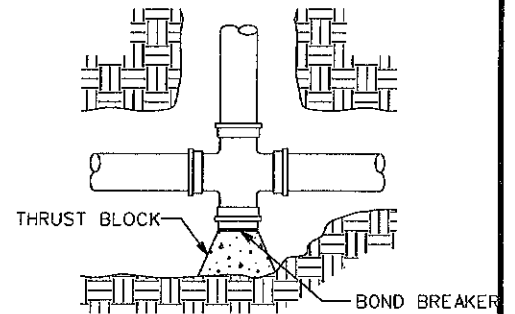
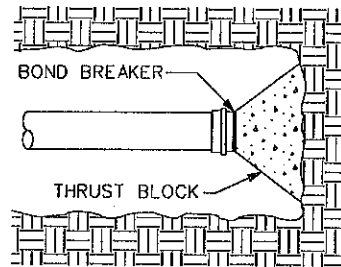
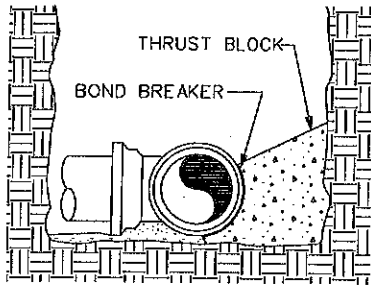
TRACER WIRE DETAIL



SIZE OF PIPE	B E N D S				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

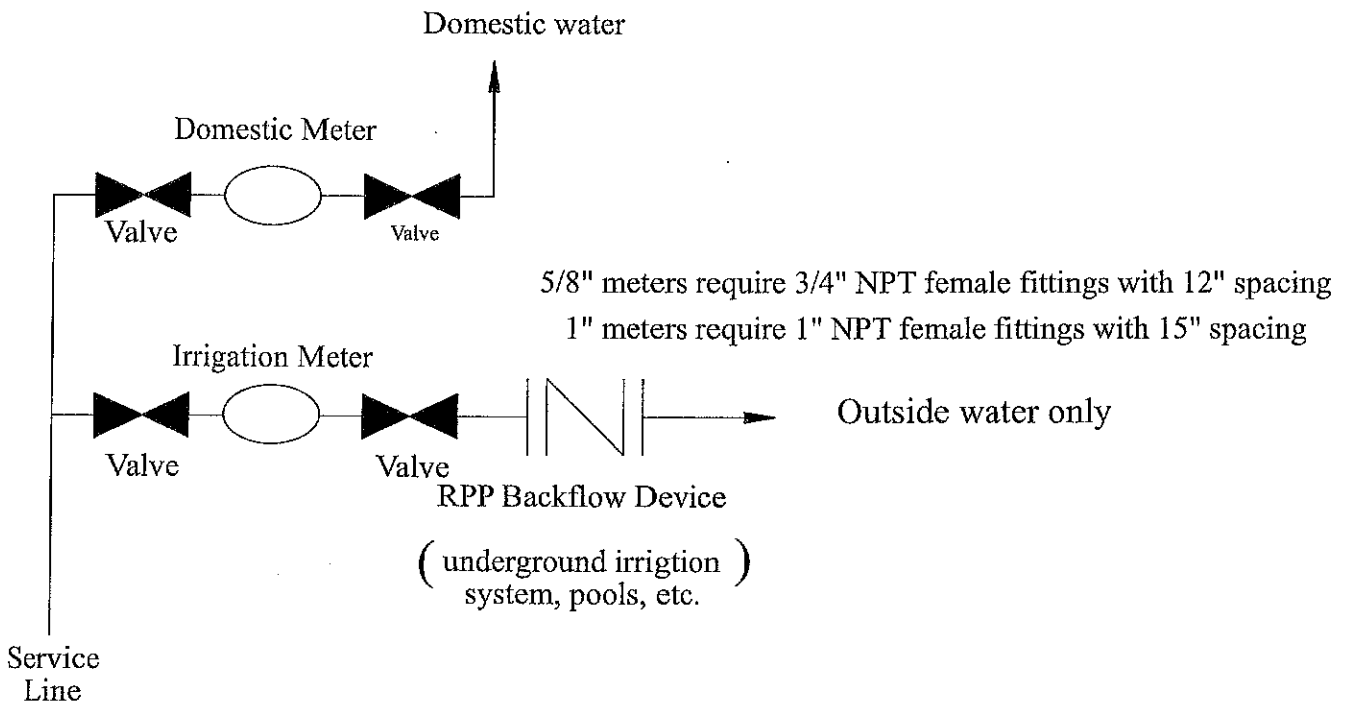
CONCRETE THRUST BLOCK STANDARD

DATE: 07-01-2018

IRRIGATION METERS AND SYSTEM REQUIREMENTS

Date: 05-01-2024 Addendum #6

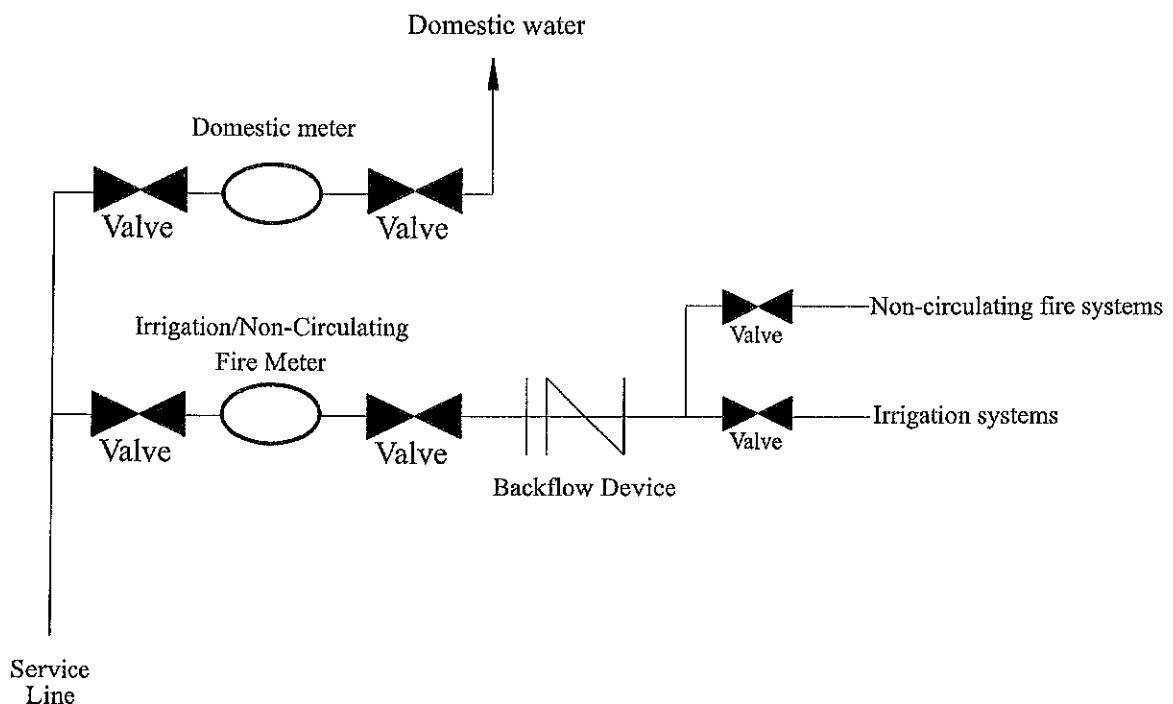
1. Fill out sewer exemption form and pay sewer exemption fee of \$15.00.
2. All meters must be purchased from the Urbandale Water Utility.
All fees to Urbandale Water Utility must be paid before the meter is installed.
See Fee Schedule, Section V - Application Fee for Meter Charges
3. Customer will be 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.BSOnlineTracking.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

Revision Date: 05/01/2026
Addendum #8

Application Date: / /

Hydrant Meter Location Address:

Date:

Hydrant Meter Location Description:

(Describe where on the property you'd like the meter installed)

Water Use & Purpose:

Company Information for Billing:

Name:

Street:

City:

State:

Zip Code:

Contact Person & Phone Number:

Field:

Office:

Date Requested to Install Meter: _____ / _____ / _____

Date Requested to Remove Meter: _____ / _____ / _____

Date Requested to Relocate Meter: _____ / _____ / _____

Date Requested to Relocate Meter: _____ / _____ / _____

Date Requested to Relocate Meter: _____ / _____ / _____

Requested Meter Size: 5/8" 1" 2" 3"

****A REPRESENTATIVE OF YOUR COMPANY MUST BE PRESENT AT THE TIME OF INSTALLATION****

I agree and understand I disagree

I hereby agree and understand the Terms and Conditions of the Urbandale Water Utility Hydrant Meter Rental Agreement. I have read and understand the agreement.

I agree and understand I disagree

Signature:

(By signing you are providing your consent to be legally bound by the agreement's terms and conditions.)

COSTS AND FEES

- Placement or Relocation Service Fee (\$75)

- Hydrant Wrench (\$50 Replacement Cost)

- Hydrant Stand for 5/8" and 1" meters (\$50 Replace Cost)

- 2-1/2" Fire Hose Coupling (\$50 Replacement Cost)

Hydrant Meter Deposit:

- 5/8" - \$500
- 1" - \$750
- 2" - 2,5000
- 3" - \$3,000

Monthly Hydrant Meter Rental Fee:

(Minimum 30-day fee in addition to the current Bulk Water Rate)

- 5/8" - \$50
- 1" - \$75
- 2" - \$125
- 3" - \$150

Meter Number

Receipt Number

Beginning Read

Consumption

Final Read

Comments:

Urbandale Water Utility Hydrant Meter Rental Terms and Conditions

- A. The Urbandale Water Utility must approve proper use, location, size and other pertinent issues regarding the hydrant meter rental. The hydrant meter may only be placed in the City of Urbandale Corporate Limits.
- 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 or deemed in the best interest of the Utility.
- 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, service fee 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.
- M. The undersigned is responsible for notifying Urbandale Water Utility of the placement and location or relocation of the hydrant meter 24 hours in advance and will only be placed and relocated during normal operating hours of the Water Utility.
- N. No hydrant meters shall be installed before March 15th or allowed to remain on a hydrant after November 1st unless authorized by the Urbandale Water Utility.
- O. An Urbandale Water Utility employee will take a monthly read at the meter location and water consumption will be billed accordingly.



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: _____