

102 APPLICATION FOR THE USE OF WATER

102.1 APPLICATION

- 102.1.1 Applications for the use of water shall be made in writing on forms provided by the Water Utility and shall be signed by the customer. If a customer has an unpaid balance for water service at a previous location in Urbandale, this balance shall be paid, or arrangements made for payment, before service can be turned on.
- 102.1.2 At the time of application, a fee shall be charged to every customer desiring service in Urbandale (see Appendix A - Fee Schedule). The Water Utility will read the meter and turn on the water to the premises for which the consumer has signed. The Water Utility will issue a receipt for the fee.
- 102.1.3 The Rules and Regulations and rates for water herein and hereafter adopted, shall be a part of the contract with the water consumer, and every person, firm or corporation, whether signing an application contract or not, by taking water, shall express their assent to be bound thereby.
- 102.1.4 If there is no water service to the premise, see Section 103.0.
- 102.1.5 In the case of a customer who has been disconnected or for whom a balance due is pending, service will not be reconnected or continued in the name of another occupant or user of the place if the previous customer or any person liable for payment of the delinquent bill(s) continues to occupy or receive benefit of the water services provided at the place, unless arrangements are made to pay for unpaid service at the place.

102.2 DEPOSIT

- 102.2.1 All customers of the Water Utility shall, before receiving water, deposit with the Water Utility as security for payment of bills when due, an amount as determined by the Water Board based on the largest water meter on the premise (see Appendix A - Fee Schedule). The Water Utility reserves the right to charge past due bills of such customers against such deposit and shall require the deposit to be restored in full as a condition for receiving water. Such deposit shall be returned after a two (2) year period, if the customer has not received a "Reminder" notice for 24 consecutive months. When a person ceases to be a customer of the Water Utility, their deposit less any unpaid bills for water, repairs, or supplies shall be refunded.
- 102.2.2 Customers who have had previous water service in Urbandale and have established a good pay record with the Water Utility will not be required to pay the deposit a second time. However, if a customer's pay history has been unsatisfactory, a deposit will be required.

102.3 BILLING

- 102.3.1 Meters will be read periodically and bills will be mailed/emailed monthly. Bills will be based on water consumption and billed according to the current rate structure (see Appendix A - Fee Schedule). All bills for water service shall be due and payable upon receipt. Water bills not paid on or before the twentieth (20th) of the month will be charged an administrative fee to help defray the cost of additional handling required by delinquency (see Appendix A - Fee Schedule). Payment may be made by mail, phone, direct deposit, **online**, or in person at the Water Utility Office, 3720 86th Street, Urbandale, Iowa, or at other designated pay stations. Those addresses are available from a Customer Service Representative.
- 102.3.2 All customers shall make it possible for the Water Utility representatives to obtain readings of any water meter(s) attached to the water service serving the premises. The water service may be discontinued if the Water Utility is not allowed to read the meter(s).
- 102.3.3 When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter installation, or other similar reasons, the amount of the overcharge shall be adjusted. Refund or credit to the customer's bill shall not exceed five years unless otherwise ordered by the Water Board.
- 102.3.4 When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter installation, or other similar reasons, the Water Utility may provide for billing the amount of undercharge to the customer. The time period for which the Water Utility may adjust for the undercharge is not to exceed five years unless otherwise ordered by the Water Board.
- 102.3.5 If a payment is returned due to insufficient funds (NSF), a charge will be posted to the bill to cover the return payment. (see Schedule A – Fee Schedule). NSF will be considered a default in payment. Cash, money order, debit or credit card will be required.
- 102.3.6 Website or Pay-by-phone options are operated by a third-party processor who sets a maximum payment of \$200.00 and a fee of \$2.15 per transaction.

102.4 DEFAULT IN PAYMENT

- 102.4.1 When a customer is in default of payment of an account for water supplied to his/her premises, or for fire service, or fails to comply with these Rules and Regulations, the water service may be terminated and a charge assessed in accordance with the Late Notice/Disconnect Policy. (see Appendix B, figures B-1) then in effect.
- 102.4.2 Where a water service has been turned off because of violation of the Rules and Regulations, or nonpayment of the bills due, the assessed charge shall be collected before restoring service as established by the Water Board. (see Appendix A – Fee Schedule)

102.5 UNAUTHORIZED USE OF UNMETERED WATER

- 102.5.1 Where a water service has been turned off at the stop box or the water main for any reason and it is subsequently found turned on without proper authority, the Water Utility may disconnect the water service. The water service shall not be reactivated until a new application for service is executed and payment for the expense of disconnecting/reconnecting such water service is made.
- 102.5.2 The unauthorized use of water is in violation of Chapter 714.1.7, Code of Iowa. The watering of sod, seeding or landscaping during construction is unauthorized use.(see Section 109.1.4), The following charges will be made against the customer in such cases:
- 1) Cost for removal of piping and all other incidental costs.
 - 2) An estimated bill for water consumption as determined by the Water Utility.
 - 3) A penalty outlined in Appendix A – Fee Schedule as established by the Water Board shall apply.
- 102.5.3 In addition to the above charges, the Code of Iowa provides for punishment for each offense as outlined in Appendix A – Fee Schedule, or by imprisonment in the County Jail for a period of not more than 30 days, or by both fine and imprisonment.

102.6 CUSTOMER RESPONSIBILITY

- 102.6.1 The owner or occupant of the premise shall be liable for the water consumed until provisions are made for the Water Utility to turn off water service or remove the meter.
- 102.6.2 When a customer is moving out of a premise and orders the water meter read on a certain day, the water may be turned off when the meter is read, unless there is an application already on file from a prospective customer or the property owner.

102.6.3 The customer shall protect and safeguard water, service pipes and fixtures. The owner, at his/her expense, shall keep service pipes from the water main and all appurtenances in good working order. The Water Utility is not responsible for service pipes and fixtures. No claims shall be made or maintained against the Water Utility for damages due to the breakage of any service pipes, curb stops or any other appurtenances including but not limited to the operation of a stop box during disconnection.

102.6.4 Whenever it comes to the attention of the Water Utility that a water service line, stop box, valve, meter pit (including its cover), or any other appurtenance is broken, inoperable, or otherwise in a dangerous or unsafe condition, the Water Utility shall make reasonable efforts to notify the occupant of the premises and, if different, the customer and the property owner. Such notification shall require the immediate repair and restoration of the facility. For any owner's appurtenance connected to the Water Utility's distribution system, the Water Utility may terminate water service to the premises until such repairs are completed if the condition poses a hazard to the public or adjoining property or involves an inoperable stop box. If the required repairs are not completed within the time specified by the Water Utility, the Water Utility may, but is not obligated to, make such repairs or may hire a qualified contractor to complete the necessary repairs. All costs incurred by the Water Utility, including but not limited to labor, materials, equipment, administrative expenses, and contractor charges, as well as any costs associated with termination and restoration of service, shall be invoiced to the customer or property owner or included on the next water bill. If such charges are not paid when due, the Water Utility may terminate water service to the premises and follow other applicable sections under these Rules and Regulations.

102.6.5 The customer shall operate valves and other appurtenances of their water piping system in such a manner that pressure surges are not transmitted to the water distribution system.

102.6.6 The property owner shall provide a proper address that is visible from the street for the premise.

102.6.7 The customer is responsible for keeping the curb stop in good working order.

102.6.8 If a customer misses a scheduled appointment, a service fee may be applied to their bill. (see Appendix A – Fee Schedule).

102.7 SHUT-OFF NOTICE DELIVERY

If the customer requires a shut-off notice, a delivery charge will be posted to their bill. (see Appendix A – Fee Schedule).