

## 502 APPLICATIONS FOR THE USE OF WATER

### 502.1 APPLICATIONS

502.1.1 Applications for the use of water shall be made via phone or by means of electronic forms available on the internet at [www.dmww.com](http://www.dmww.com) . If a customer has an unpaid balance for water service at a previous location, this balance must be paid, or arrangements made for payment, before service can be turned on. (revised 2008)

502.1.2 Customers who are tenants of a property will be charged a deposit equal to the usual cost of 90 days of water service based on an average household consumption of 7,500 gallons per thirty day period. Such deposit will be added to the customer's account and will be reflected on the customer's first statement. Deposits are subject to Des Moines Water Works' collection rules, and as such, service may be terminated for non-payment of a deposit. The deposit will be applied to the balance of the account at the date of final service. Any amounts remaining after application of the deposit to the final balance will be refunded to the customer within a reasonable period of time subsequent to the customer's final service date. See Section 511-Schedule of Charges. (revised 2008)

502.1.3 If there is no water service into the premise, see Section 503.

### 502.2 BILLING

502.2.1 Meters will be read periodically and bills will be mailed monthly. All bills for water service shall be due and payable on or before the due date.

502.2.2 Payment may be made by mail or at the Des Moines Water Works' office located at 2201 George Flagg Parkway, or at other designated pay stations. A list of the pay stations and addresses is available online at [www.dmww.com](http://www.dmww.com). Payment may also be made by automatic debit to a checking account. Payment may also be made by means of credit card or check card at the Des Moines Water Works office, by telephone, or online at [www.dmww.com](http://www.dmww.com). (revised 2007)

502.2.3 All customers shall make it possible for the Des Moines Water Works 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 Des Moines Water Works is not allowed to read the meter(s).

### 502.3 DEFAULT IN PAYMENT

502.3.1 When a customer is in default of payment of an account for water supplied to his/her premises, or for fire service, the water service may be terminated in accordance with the Turn Off and Collection Procedures then in effect. (revised 2008)

The Des Moines Water Works may cause a lien to be placed against property under Section 384.84 of the Code of Iowa as amended unless such property has been exempted from lien under Section 384.84 of the Code of Iowa. Any lien filing shall be in accordance with applicable provisions, including notice provisions of Section 384.84 of the Iowa Code of Iowa. (revised 2008)

502.3.2 Where a water service has been turned off because of violation of the Rules and Regulations, or non-payment of bills due, a charge shall be collected for terminating service as established in accordance with the Turn Off and Collection Procedure then in effect. (revised 2007)

### 502.4 UNAUTHORIZED USE OF UNMETERED WATER

502.4.1 Where a water service has been turned off at the stop box or water main for any reason, and is subsequently found turned on without proper authority, the Des Moines Water Works may discontinue the water service. The water service shall not be reactivated until the customer pays an amount equal to or greater than the termination amount, plus applicable penalties. (revised 2007)

502.4.2 The discovery of piping bypassing the meter, or tampering with the meter that would allow unauthorized water to be used on the premises of a customer, is in violation of Chapter 714.4, Code of Iowa. The following charges will be made against the customer in such cases: (revised 2007)

502.4.2.1 Cost for removal of piping and all other incidental costs.

502.4.2.2 A penalty as established by the Board.

Des Moines Water Works also reserves the right to charge for estimated water consumption in addition to the above charges.

502.4.3 In addition to the above charges, the Code of Iowa provides for the punishment for each offense by a fine of not less than one hundred dollars (\$100.00), or by imprisonment in the county jail for a period of not more than 30 days, or by both fine and imprisonment.

## 502.5 CUSTOMER RESPONSIBILITY

502.5.1 The owner or occupant of the premises shall be liable for water consumed until provisions are made for the Des Moines Water Works to turn off water service or remove the meter.

502.5.2 When a customer is moving out of a premise and orders the water meter read on a certain day, the water must be turned off when the meter is read, unless there is an application already on file from a prospective customer.

502.5.3 The customer shall protect and safeguard water service pipes and fixtures. The owner, at his/her expense, must keep service pipes from the water main and all appurtenances in good working order. The Des Moines Water Works is not responsible for service pipes and fixtures. No claims shall be made or maintained against the Des Moines Water Works for damages due to the breakage of any service pipes or appurtenances, nor for accidental failure in the supply of water.

- 502.5.4 Whenever it shall come to the attention of the Des Moines Water Works that a property owner's water service, stop box, valve, or meter pit (including its cover) is broken, inoperable, or otherwise in a dangerous or unsafe condition, the Des Moines Water Works will make reasonable efforts to notify the occupant of the premises and, if different, the customer and the person in whose name the property is taxed. Such notification will require the immediate repair and restoration of the facility. For any such owner's appurtenance to the Des Moines Water Works' distribution system, the Des Moines Water Works may terminate water service to the premises until such repairs are made or, in case such condition poses a hazard to the public or adjoining property or requires repair to an inoperable stop box, it may make or cause to be made such repairs as are necessary. The costs of such termination and repairs, if any, shall be included in the next water bill and, if not paid, may result in termination of service to the premises or the certification of such amount as a lien against the property as with other unpaid water bills.
- 502.5.5 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 Des Moines Water Works' water distribution system.
- 502.5.6 The property owner shall provide a proper address that is visible from the street.