

WATER SERVICE RULES AND REGULATIONS

ADMINISTRATIVE PROCEDURES

OF THE

DES MOINES WATER WORKS

DES MOINES, IOWA

PREFACE

1. The Des Moines Water Works is a municipal utility which is governed by, and officially title as, The Board of Water Works Trustees of the City of Des Moines, Iowa (“Des Moines Water Works” or “DMWW”). These Water Service Rules and Regulations (“Rules and Regulations”) have been developed in accordance with the Policy Manual of the Board of Water Works Trustees of the City of Des Moines, Iowa, Section 5, Water Service. These Rules and Regulations provide for implementation of the Section 5 policies.

2. The Des Moines Water Works delivers water to customers through water mains installed in public right-of-way and occasionally on easements on private property. The mains are either owned or maintained by the Des Moines Water Works and are under its exclusive control. The property owner is responsible for the maintenance and care of all piping, appurtenances and fixtures (including corporations) other than the water main. The water meter, automated meter reading devices and related wiring are installed and owned by the Des Moines Water Works, but the customer remains responsible for protecting them from frost and other external forces. Normal meter repair is made by the Des Moines Water Works, without charge.

3. All water service is subject to these Rules and Regulations and shall be provided on terms of a water service agreement as provided to all new customers and to existing customers from time to time. No installation of a water service (the pipe and fixture 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 applicable plumbing code. All installations or repairs shall be made by a Licensed Plumber. Inspection for conformance by the Des Moines Water Works or the appropriate jurisdictional plumbing inspector is required for all installations and repairs of water service facilities.

(As revised January 1, 2019)