

Municipal Water Utility of the City of Cedar Falls, Iowa
Water Service Policy
August 2019

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When water service has been requested from the Municipal Water Utility of Cedar Falls, hereafter known as “the Utility”, and such service is provided, the owner(s) of the property shall be considered as having expressed their consent to be bound by the regulations and requirements contained within this Water Service Policy and other Utility policies.

CHARACTER OF SUPPLY

The Utility will supply water that meets the standards of the United States Environmental Protection Agency and/or the Iowa Department of Natural Resources. The water supply will be fluoridated and chlorinated as required.

WATER RATES

All customers of the Utility will be billed at the applicable residential, commercial, industrial, or governmental rate. The water rates are established by, and may be changed at the discretion of, the Board of Trustees of the Municipal Water Utility of the City of Cedar Falls.

INTERRUPTIONS AND LIABILITY

The Utility will use reasonable diligence to supply steady and continuous service but does not guarantee its service against irregularities or interruption. The Utility shall not be considered in default of its service agreement with the customer and will not otherwise be liable for any damages incurred by any irregularity or interruption of water service. The Utility shall not be considered in default of its service agreement and will not otherwise be liable due to failure of the Utility to perform any obligations if prevented from fulfilling such obligations because of delivery delays, breakdown of or damage to facilities, acts of God, public enemy, or any cause beyond the control of the Utility.

The Utility reserves the right to interrupt service at any time. Interruptions for maintenance and system improvements for Utility purposes will be pre-arranged, and advance notice will be given to the customer whenever practical.

WATER MAIN EXTENSION ROUTES

All customers requesting a water main extension must furnish one print of the property or platted area in question to the Utility. The customer must also furnish easements to the Utility or assist the Utility in securing easement rights when it becomes necessary to cross private property with the water main.

All water main extensions will be constructed along existing improved public roads, streets, and alleys where a permanent grade is established or along a route selected by the Utility. Water mains will normally be installed in the north and/or west parking of street right-of-ways. The length of any main extension shall be considered as the distance from the nearest existing water main and measured parallel to the customer's property to the farthest lot line. If the Utility deems it necessary to cross from one side of the street to the other side, discounting intersections, this distance will not be considered.

The Utility may construct and finance entirely or partially a water main extension at any time if it is deemed in the best interest of the Utility. All water main extensions shall normally remain the property of the Utility and the Utility reserves the right to maintain, repair and replace the mains. The exception would be for extensions installed and maintained by the owner of said property and are considered part of the water service to the property. The Utility will not assume ownership of any water system installed on private property until approved easements have been furnished and accepted.

SUBDIVISIONS

A developer of a subdivision will be required to construct water main(s) of similar design as the distribution grid design used by the Utility, including adequate valving, hydrant placement, and installation of water service stubs. Each lot shall have a water service stubbed for future water service installation. Water mains will be required on all streets within the platted area. The

developer's engineer is required to submit the necessary Iowa Department of Natural Resources permit application forms and construction plans for review by the Utility.

A developer of a subdivision, where a water main of adequate size is adjoining the subdivision, may tie into the water main with connection charges as determined by the Utility.

UNUSUAL CONDITIONS

In all areas, the Utility reserves the right to require an applicant to construct water main extensions of adequate size to meet the applicant's requirements as determined by the Utility. This policy would apply even in areas where a smaller main had previously been installed.

WATER MAIN EXTENSION COSTS

An applicant requesting one or more water main extensions will be required to pay the full cost of said extensions, based on the applicant's requirements determined by the Utility. The applicant's main size requirements will be determined on the basis of a combination of usage and fire flow demands required for the area to be served; an 8-inch main size is the minimum required. If it is deemed in the best interest of the Utility to install a larger size main than the applicant's requirements, as determined by the Utility, the Utility will pay the difference in the estimated cost, as determined by the Utility.

In order to promote and facilitate the extension of water service to existing, previously developed subdivisions, the Utility reserves the right to pay for a portion, or all, of the initial construction cost, and to recover those costs from the participating property owners through a financing arrangement. It remains the sole discretion of the Utility as to which projects to finance, and under what length, payment schedule, and interest rates. Generally, 50 percent or more of the existing property owners would need to commit to connecting to Utility water within a reasonable period. In order to participate, the property owner will be required to enter into a lien agreement with the Utility, which provides the Utility protection from default of payment.

The cost estimate of construction of the main extension will be calculated by the Utility and include all necessary distribution fittings, valves and hydrants. When construction is necessary during the

winter months, the applicant must agree to pay the additional cost of necessary frost breaking and backfilling practices.

In those cases where the construction costs of the water main extension have been paid by the applicants and one or more other property owners shall from time to time request permission to obtain water service from said main, the Utility will charge the property owner(s) the applicable front footage fee. No refunds will be paid to the original applicants unless special conditions have been provided for in writing.

- A) All connection charges of this nature shall be paid in advance of tapping and service connections.

- B) The Utility will study each individual case and arrive at a tapping charge and front footage fee to be paid by the property owner(s) requesting service from said main.

PLATTED ANNEXED SUBDIVISIONS

Property owners of a platted, annexed subdivision requesting water service where there is not an existing water main of adequate size adjoining the subdivision will be required to construct a main from the existing water main to the subdivision and on all streets within the subdivision. Proper valving, hydrants and water services must be included.

Platted or annexed subdivisions where a water main of adequate size is adjoining the subdivision, may tie into the water main with connection charges as determined by the Utility and construct a water main within the subdivision, providing all construction complies with the Utility material and installation standards.

FOOTAGE CONNECTION CHARGES

When the Utility extends or has extended water mains at its own expense for health, system pressure, system stability, or other reasons, there shall be a connection charge for all connections to such mains. See the Utility's Miscellaneous Customer Fees document, current revision, for applicable footage connection charges.

No footage connection charge will apply when a customer simply replaces the water service line.

Footage connection charges will be based on a minimum of 100 feet in unplatted areas.

PRIVATE HYDRANTS

Fire hydrants installed on private water lines shall be the type and design approved by the Utility. An annual protective maintenance charge will be billed by the Utility to those customers owning an approved fire hydrant based on the Utility's Miscellaneous Fees document, current revision. This charge will cover the cost of painting, lubrication, flushing, and pumping. Repairs to condition the hydrant for emergency fire protection service will be done at an additional charge to the customer.

All fire hydrants shall be operated by authorized personnel from the Utility.

WATER SERVICE OUTSIDE CITY LIMITS

The Utility may provide water service to customers outside the City limits at the discretion of the Utility.

WATER SERVICE LINES

The water service line runs from the water main to the building. The water service line shall be owned, maintained and repaired by the property owner. The service line includes the piping, corporation at the main, curb stop, curb box, service tee, service valve, and meter valve. All water service lines shall be installed to comply with Utility requirements and the Plumbing Code of the City of Cedar Falls, Iowa.

The Utility will not be responsible for the failure of any pipe or fixtures associated with the property owner's service line. All owners, at their own expense, must keep their service line (from the point of connection with the Utility main to their premises) in good working condition. This includes operation of the curb stop or service valve. Any failure of the service line during normal operation by a Utility employee shall be repaired and paid for by the service line owner.

The customer or plumber must make application with the Utility for a water tap prior to the installation of the water service. A tapping fee, determined by the size of the tap, will be charged

to the customer or plumber. The tapping fees are listed in the Utility's Miscellaneous Fees document, current revision. Water main taps will be scheduled as Utility workload allows. The Utility does not schedule taps on short notice, except for emergencies. Taps require a minimum of 24-hour notice to allow for customer notification.

ABANDONED WATER SERVICE LINES

All water service lines that become obsolete because of the laying of new or larger services must be cut and shut off at the water main and reported to the Utility. When a building is to be torn down or moved, eliminating the need for a water service, the water service must also be cut and disconnected at the water main. All expenses and work incurred in permanently cutting off and disconnecting the service are the responsibility of the owner.

METER INSTALLATION AND OPERATION

The Utility will furnish, own, install and maintain all meters and meter connections through which service is supplied. First-time purchase and installation of 3-inch and larger meters and all special 2-inch meters will be billed to the customer or the customer's contractor. The customer's meter size requirements shall be governed by the size of the service and estimated water usage as determined by the plumbing code and the Utility. All meters shall be placed on the service pipe, not to exceed two feet from a wall where the pipe enters the building and with the bottom of the meter at least 7 inches above the floor with a shut off valve between the meter and said wall. The meter shall be installed parallel to the floor. All services shall have a shut off valve installed on both sides of the meter. Multiple meter set-ups shall be installed so that any one of the meters can be removed without interruption to the other multiple-meter services.

All the necessary piping for the meter installation and the house piping on the outlet side of the meter shall be furnished by the customer.

When meters are placed on a pipe connected to a boiler or other hot water apparatus, a relief valve must be placed between the meter and the boiler or hot water apparatus to protect such meter from the backpressure of steam or hot water. If a meter is damaged through negligence by excessive

backpressure or freezing, the Utility shall charge the owner the total repair or replacement charge according to the Utility's Miscellaneous Customer Fees document, current revision.

BACKFLOW PREVENTION

Cross-connection control containment provisions are contained in Division 1 of Article VII, Cross-Connection Control Containment Provision of Chapter 7, Buildings and Building Regulations of the Code of Ordinances of the City of Cedar Falls, Iowa (Ordinance No. 2196, Par 1, 6-23-97). Consumers connecting to the Utility water system are required to abide by this ordinance, which is intended to safeguard the municipal water supply.

The purpose of cross-connection control containment is to safeguard potable water supplies by preventing backflow of pollution into the public water systems that would impair the quality of the potable water.

The administrative authority for containment, backflow devices at the water service entrance to a consumer's facility, is the Board of Trustees of the Municipal Water Utility of the City of Cedar Falls. Administrative authority for backflow prevention by isolation, backflow devices located at the cross-connection, is the City of Cedar Falls.

METER PITS

Upon approval of the Utility, the customer may have the meters installed outside the building in a meter pit or vault constructed according to specifications approved by the Utility. The customer will be responsible for all construction and maintenance costs of the pit or vault.

OUTSIDE WATER READING DEVICES

Outside reading devices will be installed and maintained by the Utility on all new dwellings or in existing dwellings where all other utility meters are located outside. The reading device shall be in a position approved by the Utility and at a minimum height of 24 inches and a maximum height of 60 inches above finished ground elevation.

On dwellings of non-wood construction, the contractor or owner must provide a wood mounting surface of 10-inches wide by 8-inches high of a standard 1-inch board thickness, or an alternate means of mounting approved by the Utility. On dwellings of non-wood construction, the contractor or owner must install a 3/8-inch sleeve through the wall through which the connecting cable for the outside reading device may pass. A sleeve of sufficient length must also be installed by the contractor or owner when it becomes necessary for the cable to pass through an inaccessible area. The sleeve must be installed flush with the outside wall surface and at a location easily accessible to the desired location of the unit.

METER TESTING

A program of meter testing or meter replacement will be conducted by the Utility. A customer may request a special meter test at any time, with the Utility reserving the right to require a nominal fee for time and materials.

MULTIPLE DWELLINGS

A multiple dwelling is considered as any structure containing two or more separate living units. A separate living unit is defined as one containing separate, permanent kitchen facilities.

A separate meter, including appropriate valve installations, must be installed for each living unit unless otherwise approved by the Utility. All water meter locations for multiple dwellings must be approved by the Utility.

WATER SERVICE FOR IRRIGATIONAL USES

Water service for irrigational use where wastewater is not discharged into the sanitary sewer system may be metered in the following configurations:

1. One meter, owned, installed and read by the Utility, that measures both domestic and irrigation usage. A sewer average will be determined during non-irrigation months and applied during irrigation months. Any usage over the sewer average amount will be attributed to irrigation purposes and will not be billed to the customer.
2. Two meters with one meter, owned, installed and read by the Utility, metering all usage and the other meter, purchased by the customer from the Utility, metering irrigation usage

only. Monthly sewer charges will be based on all monthly water usage and paid monthly by the property owner. The customer will submit the annual meter read from the meter measuring irrigation usage to City of Cedar Falls Water Reclamation Department who may prepare a refund for the sewer charges on the water used for irrigation purposes.

Irrigation meter configurations will be submitted to the Utility and City of Cedar Falls Water Reclamation Department for their approval.

WATER SERVICE FOR SWIMMING POOL

Water service for a central swimming pool where wastewater is not discharged into the sanitary sewer may be metered separately and billed at the applicable rate.

USE OF WATER FROM AN UNMETERED SERVICE

Contractors, builders and others desiring water from an unmetered service for temporary construction must pay the appropriate rate as established by the Board of Trustees of the Municipal Water Utility of the City of Cedar Falls and published in the Cedar Falls Utilities' Rate Manual. If the Utility estimates the water used to exceed that covered by the established rate, the water usage charge will be raised proportionately. The Utility will bill the flat rate after the water tap is made and will continue to do so until notified by the contractor or owner. When notified, the Utility will shut off the water at the water main or curb stop.

Plumbers may use water to thoroughly test out all plumbing and service lines. After such testing is finished, the water shall be turned off at the water main or curb stop by the plumber. In all cases where plumbers find the water shut off at the water main or curb stop, they must secure permission from the Utility before turning on the water.

USE OF WATER FROM HYDRANTS

The operation of any fire hydrant either privately owned on private property or owned by the Utility is restricted to personnel authorized by the Utility. All water usage from hydrants other than for the purpose of firefighting will be limited to hydrants specified by the Utility. Authorized users will be required to complete a Hydrant Connection Agreement furnished by the Utility.

The fire hydrant connection fee schedule, along with the water usage rate, is listed in the Miscellaneous Customer Fees document, current revision.

Installation, removal, and relocation fees are applicable during regular working hours. Additional charges may apply for work performed outside of regular working hours.

Unauthorized usage will be reported to authorities and appropriate billings made.

INSTALLATION OF WATER USING APPLIANCES AND PIPING

All installations of water-using appliances and piping installed in buildings must receive the approval of the City Plumbing Inspector and conform to the City Plumbing Code.

CUSTOMER SERVICE

The customer service offered by the Utility shall involve all necessary repair and maintenance on water distribution mains, equipment, hydrants, meters and miscellaneous fixtures owned by the Utility.

The Utility keeps a record of all curb stop and service valve locations. Customers or plumbers may obtain this information from the Utility and the assistance of a Utility service worker if necessary. No responsibility will be assumed or implied by the Utility for the accuracy of the curb stop and service valve records. Recommendations may also be given customers to eliminate such service problems as noisy pipes, freezing, water leaks and unusual tastes.

CUSTOMER REQUEST FOR SHUTOFF

Request by a customer or a customer's contractor for a service shutdown must be made 24 hours prior to actual shutdown. The Utility will try to expedite the shutdown in the event of an emergency.

WATER SERVICE LINE LEAKS

With the exception of water meter leaks, all water leaks on the service line or interior building lines will be the responsibility of the owner to repair. All charges for the repair shall be the responsibility of the owner. Leaks shall be promptly repaired within 72 hours of notification. If not repaired promptly, the Utility shall, after written notice to the owner, turn off the water until such repairs have been made. If the water cannot be turned off, or there are public safety issues, or excessive water loss which in the opinion of the Utility constitutes an emergency requiring repair in under 72 hours, the Utility will hire a private contractor to complete the repairs and charge the property owner for the work.

In some locations, water mains are installed under permanent hard-surfaced areas. In these areas, as determined by the Utility, the Utility will share in the cost of the hard-surface repair/replacement needed as a result of a leaking water service line that serves an owner-occupied residential property. The Utility will pay for hard-surface repair of public streets, public recreational trails, public sidewalks, and in some cases private driveway approaches. Driveways, sidewalks or other hard surfaces beyond the City right of way would be repaired/replaced at the homeowner's expense. Lawns, landscaping, mailboxes, irrigation systems, or other customer property would be repaired at the homeowner's expense. The Utility is not responsible for any damages caused by the leak or the contractor's work. The Utility will not cover hard surface repairs/replacements that are covered by the homeowner's insurance or a water service repair program. The homeowner is responsible for repair of non-operable curb stop valves and raising or lowering curb stop boxes as necessary. At the Utility's discretion, the Utility may pay for other unforeseen and unusual expenses and in- right of way hard surface repairs/replacement in situations where a customer chooses to replace a non-leaking service, for preventative or convenience purposes.

The Utility is not liable for any damage that may occur when turning on or off private service lines or mains. It is the property owner's sole responsibility to keep the service line and main apparatus in good working condition.

The Utility will make the final decision as to responsibility for external water leaks. If the Utility's excavation of a leak finds the property owner's service line needing repair, the Utility's work will

cease, if practical, and the owner notified. The owner will need to arrange to have the service repaired. All the Utility's expenses will be billed to the owner.