

500 RULES FOR PROVIDING WATER SERVICE

500.1 These rules shall govern water service provided by the Des Moines Water Works. Compliance with these rules is a condition of service. Failure to conform to these Rules and Regulations may result in termination of water service.

500.2 Except to the extent a different right of appeal is specified in any section of these Rules and Regulations with respect to a particular matter, any person aggrieved by the application of these Rules and Regulations, shall within 90 days of the decision or action complained of be required to request a hearing before an appeals committee consisting of: (1) the CEO and General Manager or the CEO and General Manager's duly appointed representative; (2) the Director of Customer Service; and (3) the Chief Operating Officer ("Appeals Committee") before commencing any action in court. After hearing, a written decision shall be issued by the Appeals Committee, which shall be final as to all matters considered. Prior to commencing any action in court, the persons making the appeal must file a written request to appear before the Board of Trustees with the CEO and General Manager within ten days of the date of the Appeals Committee decision. Such issue will then be considered by the Board of Trustees as provided in Section 206.8 of Board Policy Manual at the next scheduled meeting.