

## 501 GENERAL

### 501.1 WATER PRESSURE

Water pressure varies throughout the distribution system depending upon the ground elevation. Information on pressure at a specific location may be obtained upon request to the Des Moines Water Works.

### 501.2 INTERRUPTIONS OF SERVICE

The Des Moines Water Works may interrupt a customer's water supply in order to make repairs to the system or for other operational reasons. An effort will be made to provide 24-hour advance notification of any interruption for scheduled repairs. In case of unanticipated interruptions and emergencies such as main breaks, mains or services may be shut down and water service interrupted without notification. Des Moines Water Works makes no guarantee of uninterrupted service and will have no liability for direct, indirect, incidental, or consequential damages arising from any interruption of water service for any reason.

### 501.3 LOCATION OF WATER FACILITIES

#### 501.3.1 Water mains and facilities owned or maintained by the Des Moines Water Works:

The Des Moines Water Works will furnish information, as available from its records, regarding locations of mains, hydrants, valves, and other fixtures owned by the Des Moines Water Works. The Des Moines Water Works will use its employees and tools in this effort at no cost to the person assisted. The Des Moines Water Works will assume responsibility for the location of its mains, pipes, valves, or other fixtures. It should be understood that after the location of the facility is established, the Des Moines Water Works shall expect the facility to be protected from damage or harm.

501.3.2 Water mains, valves, services, and fixtures not owned or maintained by the Des Moines Water Works:

This section references private water mains and valves, benefited water district mains, rural water district mains, etc. On such mains and facilities, the Des Moines Water Works will make available to persons who have a reasonable need information concerning these mains and facilities from records on file with the Des Moines Water Works.

Records on private mains and facilities and similar installations are furnished to the Des Moines Water Works on behalf of the owners of these mains and facilities and may not be current or reflect as-built conditions. It should be understood that these facilities are not owned or maintained by the Des Moines Water Works.

The Des Moines Water Works makes no assurances of the accuracy or validity of the records or information. Persons shall use their own discretion when making use of these records of private facilities. The Des Moines Water Works will, upon request, provide assistance, at its convenience, in an effort to locate a private pipe, valve, or fixture. If, in the Des Moines Water Works judgment, an exceptional amount of time has been spent in this effort, the Des Moines Water Works reserves the right to bill for the costs involved.

501.4 WATER AVAILABILITY

All requests for water service will be evaluated on whether adequate capacity is available at the desired location. If adequate service is not available, alternatives may be provided to the owner to obtain the desired service. In some locations, a connection fee may be charged and applied in addition to the tap charges.