

## How much will it cost?

The cost will depend on the work required to make the repair.

## What if my service line starts to leak?

Please notify HWD if you notice water leaking and our representative will assist in determining the location of the leak. Sometimes it is difficult to determine the leaking water as it follows the path of least resistance and does not always come to the surface right near the leak. Once located, the property owner will be notified to contact a plumber to make repairs to the leaking service pipe.

## Who is responsible for the water meter?

The water meter is usually located in the basement or crawl space area. The property owner is responsible for protecting the meter from freezing temperatures and providing access to the meter and meter reading equipment. The water meter is owned by the HWD.

## How the Hiawatha Water Department can help:

If you have high consumption for an unknown reason, contact our office. A field representative will visit your home to assist in determining the cause. In most cases, high water usage is caused by a leaking faucet or toilet. It is recommended that these repairs are made to reduce the wasted consumption on your monthly bill.

## Protection of City Meters & Equipment

Chapter 156.09 of the Hiawatha City Code further identified as 610.8.3 Protection of Meters & Equipment of the Uniform Plumbing Code, 1997 Edition states: No one shall in any way interfere with the proper registration of a water meter, and no one except an authorized employee of the Water Department shall break the seal of a meter, except the Water Department may grant written permits to plumbers in case of emergency to break such seal for draining pipes or stopping water leaks.

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When a problem occurs, HWD staff will assist the property owner in determining the cause of the problem and the appropriate course of action.

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*If you should need any assistance please call us at (319) 393-5556. Our office hours are 8 AM to 12 PM and 1 PM to 5 PM. Or visit Hiawatha's website at [www.hiawatha-iowa.com](http://www.hiawatha-iowa.com).*

# Hiawatha!

## Water Department

81 Emmons Street  
Hiawatha, IA 52233  
Phone: (319) 393-5556  
Fax: (319) 393-1516



# Hiawatha!

## Water Department

*Information about your water service and the Hiawatha Water Department.*