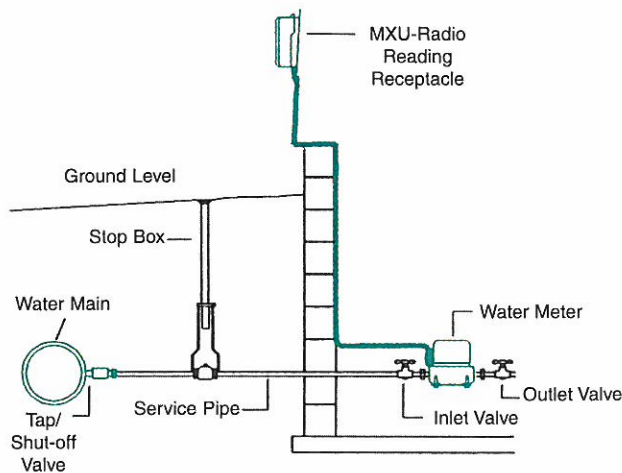


Who is responsible?

Hiawatha Water Department: Hiawatha Water Department (HWD) provides water to its customers and maintains the water mains required to deliver water to homes and businesses. HWD maintains the service pipe from the street main to and including the first shut-off valve in the city right-of-way. The HWD also owns the water meter used to measure water consumption.

Property owners: Owners are responsible for the connection to the water service pipe after the first shut-off valve. Any leaks or defects shall be promptly repaired, the water shall be turned off until such repairs have been made. Any expenses incurred in turning off the water supply shall be charged against such owner. The property owner is also responsible to protect and provide access to the water meter.

HWD also requires an electrical conduit from the meter to the outside of the house for use with the MXU. The MXU is the radio reading device that is used to read your meter.



Teal= Hiawatha Water Department Responsibility
Black= Owner's Responsibility

What is a stop box?

The stop box houses the valve used to turn the water service on and off to a property. It is usually located in the public right of way.

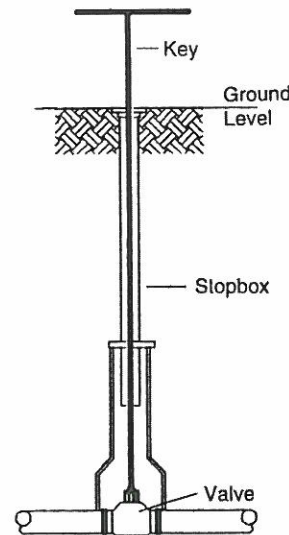
HWD requires that the stop box be operable at all times.

Who owns the stop box?

The property owner owns the stop box and is responsible for its repair and operations.

How does the stop box operate?

To operate the stop box, a long key is placed inside the housing and lowered onto the valve to turn the water service on or off. Sometimes due to age or damage, the stop box does not operate, requiring repair.



Black= Owner's Responsibility

Why is the stop box operated?

HWD will operate the stop box:

- to terminate service at the owner's request when a property is sold.
- to cut water service for internal plumbing repairs.
- at a rental property to discontinue water service when the tenant is moving.
- when a customer fails to make payment on their water bill within 60 days of the billing date.

If the stop box does not operate correctly, the property owner will be notified to have repairs made.

Are there other reasons for repair?

- repairs are required when the stop box is too high or too low. The top of the stop box should be level with the ground.
- if the stop box is located under concrete or asphalt, a repair must be made so that the stop box is accessible.
- if the housing for the stop box becomes bent and the key can not be lowered into the housing.
- if the rod is loose in the stop box and does not connect to the valve.

Who will make the repairs?

HWD is not licensed to make plumbing repairs and we recommend that you contract the services of a plumber. If you don't make repair arrangements, HWD will contract the services of a plumber and bill the charges to your account.